



WORK/STUDY AGENDA
SPRINGVILLE CITY COUNCIL MEETING
FEBRUARY 12, 2019 AT 5:30 P.M.
City Council Chambers
110 South Main Street
Springville, Utah 84663

CALL TO ORDER- 5:30 P.M.

COUNCIL BUSINESS

1. Calendar

- Feb 18 - Presidents Day Holiday (City Offices Closed)
- Feb 19 - Work/Study meeting 5:30 p.m., City Council meeting 7:00 p.m.
- Mar 05 - Work/Study meeting 5:30 p.m., City Council meeting 7:00 p.m.
- Mar 10 - Daylight Savings (clocks ahead one hour)
- Mar 12 - Work/Study meeting 5:30 p.m.

2. DISCUSSION AND PRESENTATIONS

- a) Protection of drinking water source protection zones - Brad Stapley, Public Works Director
- b) New monthly reports - Troy Fitzgerald, City Administrator

3. MAYOR, COUNCIL, AND ADMINISTRATIVE REPORTS

- a) Discussion with Department Directors
- b) Commission, Board and Committee Minutes
 - i. Economic Advisory Commission minutes for August 23 and October 23, 2018
 - ii. Springville Library Board minutes for January 10, 2019
- c) Mayor and Council Reports

4. CLOSED SESSION, IF NEEDED - TO BE ANNOUNCED IN MOTION

The Springville City Council may temporarily recess the regular meeting and convene in a closed session to discuss the character, professional competence, or physical or mental health of an individual, pending or reasonably imminent litigation, and the purchase, exchange, or lease of real property, as provided by UCA 52-4-205.

5. ADJOURNMENT

CERTIFICATE OF POSTING - THIS AGENDA IS SUBJECT TO CHANGE WITH A MINIMUM OF 24-HOURS NOTICE - POSTED 02/08/2019

In compliance with the Americans with Disabilities Act, the City will make reasonable accommodations to ensure accessibility to this meeting. If you need special assistance to participate in this meeting, please contact the City Recorder at (801) 489-2700 at least three business days prior to the meeting.

Meetings of the Springville City Council may be conducted by electronic means pursuant to Utah Code Annotated Section 52-4-207. In such circumstances, contact will be established and maintained by telephone or other electronic means and the meeting will be conducted pursuant to Springville City Municipal Code 2-4-102(4) regarding electronic meetings.

s/s - Kim Crane, CMC, City Recorder



Committee Members in attendance: Mayor Richard Child, Robert Anderson, Melanie Bott, Glen Evans, Shirlene Jordan, Shannon Kallaker, Larry Lamb, Luiz Muzquiz, Eric Riddle, Rick Salisbury and Councilmember Mike Snelson.

Staff in attendance included: City Operations Manager Rod Oldroyd, Community Development Director Glen Goins and Deputy City Recorder Jennifer Grigg

CALL TO ORDER

Chair Snelson brought the meeting to order at 7:06 p.m. and welcomed everybody.

1. Approval of minutes from Economic Development meeting on March 14, 2017 with corrections.

Mr. Muzquiz moved to approve the minutes from March 14, 2017. Mr. Riddle seconded the motion, and all voted aye.

2. Welcome and Introduction of Commission Members

- i. Robert Anderson was raised in Springville and owns a finish cabinet business/
- ii. Melanie Bott owns the Animal Clinic and is the President elect of the Chamber.
- iii. Glen Evans has lived here for 10 years and is a development officer for an investment firm.
- iv. Shirlene Jordan director Springville of the Chamber of Commerce and owns Custom Carpets.
- v. Shannon Kallaker owns Lemon and Sage and moved to Springville when she was 10.
- vi. Larry Lamb is a Springville native and has a real estate license.
- vii. Luiz Muzquiz raised here in a family business, La Casita. He bought it from his father in 2003 and now president of the Springville/Mapleton Chamber of Commerce.
- viii. Eric Riddle managing member of a freight brokerage. He has lived in Springville for 5 years and will never move. He is a native of Wyoming.
- ix. Rick Salisbury has lived in Springville and was on the previous committee. He owns a few businesses in town and he thinks it can be better.
- x. Michael Snelson is currently a councilmember, owner of Snelson Photocolor Lab for 45 years and the current chair of this commission.
- xi. Glen Goins is the Springville City Director of Community Development. He said we are your community development department. He asked the members to use his office to serve the city in administrative, building, business licensing, code enforcement, planning and zoning land use applications. Confusions can be dispelled quickly through discussion. The public does not always have the correct information. Call the Community Development Department with any questions. He was welcomed to the community by Mr. Muzquiz and Mr. Salisbury. He wants to celebrate the assets in the community like Mr. Muzquiz and Mr. Salisbury. His door is open and his department is here for you.
- xii. Rod Oldroyd is the Springville City Administrative Services Operations Manager, His responsibilities include economic development, human resource, public relations. He travelled to Salt Lake to work for over 20 years. His family owned SOS Drug for 50 years. He said Springville is the greatest place to be with lots of amenities, 2.5 square miles to build out. This committee changed a sign ordinance which improved business. We are better than we were and must be more business friendly. Chair Snelson added we have a fantastic city staff.
- xiii. Jen Grigg is from Texas, has lived in Springville for 26 years and is the deputy city recorder and agrees that staff is great.

xiv. Rick Child is a 5th generation Springville resident and a 6th generation masonry contractor. Rick Salisbury used to work for him. He enjoyed growing up in this city and has lived here all his life. Springville has changed and there are some good things and some things that can be better. We can always do better on economic development while keeping the small town feel.

3. Introduction to and purpose of EAC

Chair Snelson reviewed the history of the EAC. It is an advisory board created by Mayor Clyde in 2013, which met monthly, then quarterly. It is here to advise the Council on economic policy. He quoted city code § 5-15-101. He reviewed the work of the previous commission including the new logo, the sign ordinance and the economic development plan. Mayor Child added it is good to have members interact with staff and supply new ideas for improving services in the City. Mr. Oldroyd handed out information for the members and agreed to email business licenses and building permits to the members each month. He discussed the future meeting schedule and the policy that all commission, board and council meetings are public unless they involve property, personnel or a legal matter. He gave statistics on Springville's including sales tax from businesses.

Director Goins explained how the commission can work together with the Planning Commission and the Community Development Department. He complimented Mr. Fitzgerald as proactive, believing that we can always be better. The department will interact in front of the council amending processes, managing boards and committees including the board of adjustment, planning and landmark. This commission will contribute input to land use decisions and just like the planning commission, is a recommending commission. The final approval comes through the planning commission to the council. He complimented the chamber and Mrs. Jordan's leadership. The Community Development Department wants to work together with her and the Chamber. Mr. Muzquiz stated the Chamber is seen as part of the city and wants to work with the city hand in hand.

4. Select a Chairman at the next meeting in October. schedule discussion

Chair Snelson postponed selecting a chairman until the next meeting. Meetings will be quarterly on Tuesdays, the 4th week of the month. The next meeting will be October 23, 2018 at 7 p.m. The assignment for the next meeting is quickly review the current Economic Development Plan and minutes from previous meetings. The meetings will be kept to an hour.

~~5. Present and quickly review the current Economic Development Plan~~

~~6. Commissioner reports~~

~~7. OTHER BUSINESS~~

ADJOURNMENT

Mrs. Bott moved to adjourn the meeting. Mr. Muzquiz seconded the motion, and all voted aye. Chair Snelson adjourned meeting at 8:10 p.m.

Committee members in attendance: Mayor Richard Child, Robert Anderson, Melanie Bott, Glen Evans, Shirlene Jordan, Shannon Kallaker, Larry Lamb, Luis Muzquiz, Eric Riddle, Rick Salisbury and Councilmember Mike Snelson.

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Staff in attendance included: City Operations Manager Rod Oldroyd, Community Development Director Glen Goins and Deputy City Recorder Jennifer Grigg

CALL TO ORDER

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Chair Snelson brought the meeting to order at 7:02 p.m. and welcomed everybody. Since there were many new members of the committee, he asked everyone to introduce themselves.

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1. Approval of minutes from Economic Development meeting on August 23, 2018.

Mr. Lamb moved to approve the minutes from August 23, 2018. Mr. Muzquiz seconded the motion, and all voted aye.

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2. Business licenses and building permits update - Rod Oldroyd

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Mr. Oldroyd presented a document on Historic Main Street that was designed by an intern years ago. *SOS Drug* started in 1909. Chair Snelson's grandfather had a drug store further south. Our Main Street has been voted number one several times in this valley. In 2015, Springville had more pizza establishments than any community in Utah. Mr. Salisbury is in Utah Business magazine. *Café Rio* has a ribbon cutting tomorrow and received their Temporary Certificate of Occupancy (C of O). There is a new building/office warehouse behind the post office. Director Goins stated the building is set back because it would be too narrow. There is not a code that requires the building to be at the front of the property.

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3. Wavetronics Update - Glen Goins

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Director Goins passed out a map of the *Wavetronics* campus. They manufacture traffic radar measuring devices. They are combining three campuses in Springville. Director Goins stopped storage units in the frontage zone. *Wavetronics* is putting our best foot forward in the frontage zone. Phase One consists of four buildings at about 150,000 square feet of floor space, including offices, cafeteria, a tech center for the public and 300-500 employees. The Hobbie Creek is the north boundary and the south boundary is about 500 North. Phase Two will be parkland and property to the northeast with an additional 600,000 square feet of space planned for 3,000 to 5,000 employees. 1750 West is a major road coming from 1600 South. It is proposed to extend to 1400 North, through the Harward property. *Wavetronics* asked that the road be realigned with the proposed frontage road to keep their road private. Chair Snelson added that 1750 West will eventually extend from *Walmart* to *Flying J*. Director Goins continued by

reporting the master plan is amended to allow the road to cross Hobble Creek and reconnect with 1000 North in a roundabout at approximately the location of the old *Nestle* outlet store. *Wavetronics* will have private roads and allow *Harward* 14 acres of open area to continue farming. There will be a mini park themed after Utah Lake. Employees will be allowed to work outside. Hobble Creek rehabilitation is included. Realigning this road saves about \$1 million dollars. Phase Two potentially allows multifamily housing along with recreation areas. Phase One has been approved by the Planning Commission and city staff is drafting an agreement to build the road now. Mr. Muzquiz asked about the timing of the building. Director Goins answered there are permits starting now. They are starting on ground work. Mr. Oldroyd added that nearby property was owned by Boyer and the LDS church, listed at \$400,000 per acre. Now the church owns the Boyer property, which is a good on-ramp property. Director Goins stated *Wavetronics* is working on the ground and utilities. Mr. Salisbury asked why the city does not allow a footing foundation permit. Chair Snelson asked about the pros and cons. Mr. Salisbury said contractors can work through the winter. Chair Snelson asked about the pros and cons. Mr. Salisbury sees no reason not to do it; put the foundation in early, without the rest of the building.

4. Elect new chairman - Chairman Snelson postponed to the end

5. Group discussion on the current Economic Development Plan; suggested changes if any.

Mrs. Jordan asked about the west side of the north exit and how much property does the city own. Mr. Oldroyd answered the property is privately owned. Mr. Salisbury noted a townhome project proposed at the north exit. Mayor Child added the county owns that land. Director Goins stated we have a line of compromise with Utah County concerning annexation. Mr. Muzquiz stated that land is protected wetlands.

Chair Snelson asked if there were any suggested changes. He noted there were separate sign districts named North Main, Historic Main and South Main that need to be addressed concerning A-frame signs in the park strip, which is on the UDOT easement. Our code enforcement officer is James Wills, who is very nice. Mr. Muzquiz asked about signs in the public right of way. Director Goins answered it is a UDOT right away. Business owners volunteered to be on an ad hoc committee to update the sign code.

Hobble Creek Coffee 388 N Main
Wright Flower Company 460 N Main
Jim's Hair Emporium 510 N Main

Chair Snelson clarified that aesthetics, freedom of speech and safety are points of concern in sign policy. Mrs. Jordan asked about temporary signs for holidays. Mr. Muzquiz asked why sign ordinance were different across town. Chair Snelson answered that when he was on the sign ordinance committee, the different areas had different sidewalk widths and business setbacks determined the sign ordinance. Director Goins

added that the type of sign and the size of the signs themselves determine the sign ordinance. As you get closer to the center of town, ordinance is more intense; less
85 intense further away from the center of town. Mrs. Jordan asked about the grass strip. Chair Snelson said current code does not allow signs in the grass strip. Mayor Child added it is city property and the city is not in the sign business. Mr. Salisbury asked Mr. Muzquiz if an A-frame sign would make a difference in his business, *La Casita*. Mrs. Kallaker added the sign helps her business, *Lemon & Sage*. Mrs. Bott added the sign
90 can stay away from the sidewalk. Mr. Muzquiz said it could make a difference. Chair Snelson said it makes a big difference at *Jim's Hair Emporium*. Chair Snelson said *Wright Flower Company* reported a \$1500 difference in revenue when the sign was out. Mr. Oldroyd noted it applies to impulse buying. Mrs. Jordan said the city should be more business friendly for small business. Director Goins added if we allow one sign, we allow
95 all signs, which could be hundreds of A-frame signs. Every city has the same issue. Businesses can buy an A-frame sign without knowing if it is allowed in the city. He continued by stating council has instructed staff to create an ad-hoc committee and include Wrights and address the absolutes, like signs cannot be in the right of way. Mayor Child said the former Community Development Director's sign expert said to
100 readdress the sign ordinance every 5-10 years.

Mr. Muzquiz suggested offering a limited time of year. Mrs. Jordan agreed, suggesting four times a year for a week. Director Goins asked about right of way or the sidewalk. Mrs. Bott asked what is right of way. Director Goins answered right of way usually ends at the back of sidewalk. UDOT owns a wide swath of that right of way. It is
105 not clear where the property becomes private. He questioned why not put it on the north side of the business property facing traffic. Mr. Lamb asked if the issue is that the signs are eye level. Director Goins added a wheelchair cannot get through the sidewalk.

Mr. Muzquiz said the city allows A-frame signs on South Main Street. North Main wants the right to do what South Main is allowed to do. Chair Snelson said business
110 owners documented the statues the city placed through town that are in the right of way. Chair Snelson added once you allow a sign, it becomes hard to regulate. Mrs. Jordan suggested that every business will not use an A-frame sign, just a select few. Mrs. Bott noted her business, *Mountain West Animal Hospital*, 410 S 450 W, is hidden and the storage business behind her business constantly places an A-frame sign at the
115 intersection of 400 South and 450 West right next to the highway. Mayor Child agreed and said it eventually becomes a permanent sign in an illegal location. He noted it would be administratively impossible to keep track of the time of year A-frame signs were allowed at each business. Chair Snelson asked Director Goins if there were plans to create a new ad-hoc sign committee. Mr. Oldroyd suggested Director Goins prepare a
120 presentation for the next meeting showing the satellite view of the right of way and the sign ordinances and how they affect these three businesses (*Hobble Creek Coffee* 388 N Main; *Wright Flower Company* 460 N Main; *Jim's Hair Emporium* 510 N Main.)

Chair Snelson added the former ad-hoc sign committee helped many businesses with the suggested changes to the former sign ordinance. There are a few issues that can be looked at. If anyone is interested in being on the ad-hoc committee for signs, contact Chair Snelson. Mayor Child suggested that the committee should be a cross section of citizens, residents and businesses. Director Goins said ad-hoc members are approved by the Mayor. Mrs. Jordan asked if it is negative to have an A-frame sign. Chair Snelson said the code can be written to protect the city and still let the businesses advertise.

Director Goins stated that some cities create a walking path (the first three feet) so pedestrians can stop and window shop. Businesses want their A-frame sign in the walk way, which is blocking bikes, skateboards and wheelchairs. Public art, public furniture and signs are part of the landscape and if it is planned properly can work and benefit the businesses and residents. He stated that Attorney Penrod will have the last legal say in the code. Director Goins concluded by saying if we allow more A-frame signs, we will get everything and Springville will look like *Pottersville* in *It's a Wonderful Life*.

Chair Snelson opened nominations for the new chairman. Louis Muzquiz was nominated. All voted aye.

The 2019 meeting schedule is as follows:

- Jan 22
- April 23
- July 23
- Oct 22

Former Chairman Snelson asked the members to talk to people around town and bring feedback to the next meeting.

ADJOURNMENT

Mr. Muzquiz moved to adjourn the meeting. Mr. Anderson seconded the motion, and all voted aye.

Chair Snelson adjourned meeting at 8:01 p.m.



MINUTES
Springville Public Library Board of Trustees Meeting - January 10, 2019

MINUTES OF THE SPRINGVILLE PUBLIC LIBRARY BOARD OF TRUSTEES MEETING WAS HELD ON THURSDAY, JANUARY 10, 2019 AT 7:00 P.M. AT THE SPRINGVILLE PUBLIC LIBRARY, 45 SOUTH MAIN STREET, SPRINGVILLE, UTAH.

- I. Approved November Minutes and Tonight's Agenda
- II. Friends of the Library
 - a. December income \$475. 2018 income \$9,700. Expenditures, \$1500. Money market balance \$43,500 checking approximately \$1,000.
 - b. Food Trucks: spoke with Nate with Rolling Menus. Will do end of year deposits for Aug, Sep, Oct. New system for depositing money in 2019.
 - i. Will we be using Rolling Menus next year? Is there a contract? Lisa will forward everyone the contract from their website.
 - ii. Rolling Menus wants to add character nights, etc. More advertising and signage?? Will also have a canopy for every truck.
 - iii. Dan: we should discuss the boundaries of what the food truck roundup will be? Are food trucks still an attraction? Discussion.
 - c. Other
 - i. Book Donations that are more than \$1, how to sell and collect funds for Friends.
 - 1. Lisa's suggestion: book of the week out on the Entry Shelves. Or Facebook page to sell these "more expensive books". Or can we find a volunteer to sell them on Amazon. Find volunteer first and then come up with solution? Will try book of the week on Entry shelves for now.
 - ii. June Book Sale. June 4-7. Parade is Saturday June 8. Income for last year summer book sale was \$1600. The fall book sale was \$1800.
- III. Director's Report
 - a. Community Art Project. Lauren Tolman heading up. Zion's Bank sponsoring
 - i. Monday, January 14. 6:30-8:00 pm. Free of charge.
 - b. Machine in Magic project with Art Museum. Collaborating with other departments.
 - c. DVD collection circulation has doubled since the free of charge implementation.
 - i. Check out habits have remained the same. Overdue fines stayed the same, just doubled because of circulation increase.
 - d. Fine free trend in libraries. Interesting to study the trends and data.
 - e. Winter Reading Program. Bingo. 400 kids participated. 150 teens.
 - f. 1369 Photos with Santa.

IV. Staff Report: John Averett

- i. Technical Services. TLCU program. Vice Chair of National TCU Committee. 3 year assignment. Meeting today: Forum to plan conference this fall. The conference is for Director's and Catalogers. How many libraries use TLC? @7500. 60 libraries are in Utah and about 15 use TLC.
- ii. Maker's Space. Popular trend in Libraries. Requires space, donations for equipment and "experts". Enables people to encounter technology, etc. that they wouldn't otherwise have the opportunity to do so. Discovery Kits are initially "checking the box" for maker space for the time being.
- iii. Lisa has a cousin that has a great amount of experience in Maker Space in Connecticut and could possibly consult.

V. Board Needs

- a. Self-Evaluation Reports.
- b. Board Members please send their ideas on how they can improve personally as a board member and send to Tom.

VI. Discussion of Strategic plans of Library Board.

- a. Should we have a strategic plan for the Board?
- b. Keep it simple. Start with an objective (what) and 3 or 4 strategies (how) As a board.
- c. Focus on Friends.
- d. Ask Dan: What do you want from us? What value can we give to the library?
- e. Next month: Dan review Library strategic plan to kick it off and discuss
- f. Need to have time on the agenda to discuss Library strategies or Board strategies.
- g. Idea: Art Policy discussion for next month
 - i. Permanent Art vs. Exhibits vs. Art for Sale, etc.
- h. Collection Policy finalized next month.
- i. Also send Tom possible mission statement Start offs. And Specific goals of the Board.

VII. Wrap UP

- a. Send mission statement ideas to Tom
- b. Send "How to be a better Board Member" to Tom
- c. Create a standing agenda item: Community Needs
- d. Move forward on Policy Reviews – finish Collection Policy and begin Art Policy
- e. Update on contract with Rolling Menus from Lisa.

VIII. Next meeting on February 07, 2019.

IX. Move to Adjourn.



Monthly Department Reports

- | | |
|---|---|
| <p>1) Administrative Services
Community/Public Relations
Economic Development
Information Technology
Volunteer Coordinator
Human Resources
Recorder
Justice Court</p> <p>2) Assistant City Administrator
Finance Department
Accounting
Treasury
Utility Billing</p> <p>Springville Library</p> <p>Hobble Creek Golf Course
Golf
Restaurant</p> <p>Recreation & Community Events Department
Community Events
Clyde Recreation Center
Recreation
Senior Citizens</p> <p>3) Assistant City Administrator
Legal Department
Legal
Risk Management
Prevention Coordinator/Youth Court
Victim Advocate</p> | <p>Department of Buildings & Grounds
Cemetery
Facilities
Canyon Parks
City Parks
Urban Forest</p> <p>Community Development Department
Building
Code Enforcement
Planning
Business Licensing</p> <p>4) Springville Museum of Art</p> <p>5) Power Department
Distribution
Electrical Operations
Generation
Metering</p> <p>6) Department of Public Safety
Ambulance/EMT
Emergency Preparedness
Fire
Police</p> <p>7) Department of Public Works
Engineering
Streets
Water
Water Reclamation</p> |
|---|---|



WEB REPORT January 2019

Website:

We're seeing plenty of growth on our website and it's rising steadily. In January 2019 we had 23,024 visitors on our site. That's 4,462 more visitors than January 2018.

After watching web traffic patterns, it was found that many CRC guests were using our website to find classes rather than using the CRC app. A calendar was created on their site for these guests and it is now our 6th most visited page, despite not being up for a full month yet.

Our top 10 pages are:

- Library - 15,709 page views
- Home - 10,962 page views
- Clyde Recreation Center - 9,775 page views
- Utility Services - 3,382 page views
- Recreation - 3,297 page views
- CRC Calendar - 3,042 page views
- Jobs - 2,617 page views
- Recreation Youth Sport Schedules - 2,113 page views
- Recreation Youth Sports - 1,597 page views
- Recreation Adult Sports - 1,339 page views

Facebook:

Facebook reached a huge audience this month and was a great tool for communicating with the community. 13 of our posts reached over 6,000 people, 6 reached over 9,000 people, and 2 reached over 20,000 people. Funeral information for Officer Shinnars accounted for our highest reaching posts. The post about the stolen backhoe was also popular, along with posts recognizing our Solid Waste crew and City Arborist. The clicks and actions on our posts were far above average this month, showing more involvement from the community.

Total likes: 7,615
new this month: 164

Total followers: 7,960
new this month: 163

Top Reaching Posts:

- 1) Funeral Procession Route for Officer Shinnars
 - 26,695 people reached
 - 319 reactions
 - 48 comments
 - 223 shares
- 2) Officer Shinnars Procession to Funeral Home
 - 24,464 people reached



WEB REPORT January 2019

681 reactions
32 comments
214 shares

3) Follow-Up on Procession to Funeral Home

12,924 people reached
699 reactions
11 comments
88 shares
8,600 video views, viewed for a total of 73 hours

Instagram:

Our Instagram account is growing a larger following every month. Currently we have 1,699 followers. Our Instagram audience prefers to see positive community connections rather than news or events. Posting about individual people doing good things seems to get the most reactions.

9 posts

961 likes and comments

Top Post:

Solid Waste Crew

210 likes and comments

Twitter:

Twitter grows at a slow rate every month. We have 755 followers on our account.

25 tweets

8,586 impressions

314 profile visits

13 mentions

12 new followers

Information Services/Administration

February 2019

Annual Metric	2016	2017	2018	Q1	Q2	Q3	Q4	2019	Average	Target
Number of computers - servers running up-to-date Sophos Security software.	NA	NA	265							
Number of allowed email vs blocked. Allowed emails average per day.			119597 / 147,531 YTD 895 emails per day.							
Number of ransomware attacks stopped by Sophos	NA	NA	1	1						
Number of Phishing test conducted / employees caught / training completed.	NA	NA	3/6/2 YTD							
% of backup space used/amount available.	NA	NA	14TB / 16.5 TB							
Total overall amount of City data.	NA	NA	65 TB							
Successful off-site 45 day backup	100% CVE	100% CVE	100% MS Azure							
Internet Performance Report:			Up Mbps - 231.8 Down Mbps - 266.9 Uptime 100%							
% City-wide network uptime.		98%		99%						

LOC Printer usage cost by year.	\$16,377	\$19,404	\$14,328 (3 Qtrs)
of desktop computers replaced by year vs actual number of desktops	62/325 %19	64/326 %20	70/328 % 22
Ipad Tracking	NA	NA	44 Ipad
Cell phone usage & Ipad cost by year.	Cell: \$36,858 Ipad: Included	Cell: \$38,958 Ipad: \$9,480	Cell: \$34,889 Ipad: \$8,521
# of servers replaced by year vs actual number of servers	19/4	20/4	20/3
Number of help tickets received.	850	1000	831 YTD 73 3 months of data.
Number of support tickets worked on Not received through Track It	NA	NA	
Number of devices support by number of IS employees	NA	NA	1,321 / 3 FTE
	\$367,383 / \$15,238, 655	\$383,917 / / \$21,021,6 99	\$384,994 / / \$23,435,4 27
Department budget as a percentage of City wide operating budget	2.4%	1.8%	1.6%

Metrics are on Calendar/Fiscal Year

Charts and Graphs go here



January 2019 Volunteer Hours

Project	Place	Number of Volunteers	Hours	Value \$\$\$\$
Drug Prevention	Comm. That Care-Shannon	25	74	740
Cleaning, Weeding	Parks- Dave Vincent			0
Planting Trees	Arborists- Gary	43	344	3440
Cleaning, Misc.	Senior Center- Tori	45	398	3980
Front Desk	Civic Center- Heidi	2	70	700
Cleaning, Shelving, Misc.	Library- Kim Christensen	62	157	1570
Desk, Phones, Cleaning	Museum- Anne	85	562	5620
Coaching	Recreation- Richard	176	827	8270
Wedding, Raking, Misc.	Cemetery/Paul	2	10	100
Planning Commission	Planning/Zoning- Lisa	0	0	0
Emergency Prepared	CERT/Fire			0
Board Meeting	Parks/Teresa	5	9	90
Water Board	P.W/Marcie	7	7	70
Scouts/Eagle Scouts	Springville			0
Power Board	Power-Kami	0	0	0
				0
				0
				0
		TOTAL VOLUNTEERS	TOTAL HOURS	TOTAL VALUE \$\$\$\$
		452	2458	24580
				0
				0
				0
				0

Human Resource Report

Kathy Hansen,
PHR

January 2019

Department	Position	Status	Notes
Recreation	<i>CRC Lifeguard</i>	Part-time	5 new hires
	<i>CRC Fitness Instructor</i>	Part-time	1 new hire
	<i>Referees</i>	Part-time	7 new hires
Power	<i>Apprentice Lineman</i>	Full-time	1 new hire
	<i>Mechanic Apprentice(Shop)</i>	Part-time	1 new hire
Bld & Grds	<i>Grounds Maintenance</i>	Full-time	2 new hires
Library	<i>Clerk</i>	Part-time	2 new hires
Fire	<i>Firefighter/EMT - P</i>	Part-time	1 new hire
Police	<i>Officer I</i>	Full-time	4 new hires
Finance	<i>Treasurer</i>	Full-time	1 new hire
Public Works	<i>GIS Administrator</i>	Full-time	1 new hire
	<i>Wwater Plant Operator</i>	Full-time	1 new hire

Total number full time hires in January: 10

Total number part time hires in January: 17

City Recorder

February, 2019

MISSION - To consistently maintain superior service to the citizens, elected officials and the organization by providing an accurate and current legislative record including the Springville City Code Book; a comprehensive and accessible records management system; an impartial and efficient municipal election, campaign finance, and other public services such as processing public record requests, recording documents, preparing City Council minutes, retaining permanent city records and processing US Passports.

	2018	FY 2018						2019		
Monthly Metric	January	July	August	September	October	November	December	January	Average	Target
PASSPORTS/PHOTOS PROCESSED										
Applications	164	110	117	131	164	174	108	**277	177.8	160
Photos	124	64	71	78	95	70	70	**147	85	70
% Completed without error	100%	100%	100%	100%	100%	100%	100%	72.2%	96%	100%
PASSPORT REVENUE										
Application Fees	\$4,100.00	\$3,815.00	\$3,885.00	\$4,585.00	\$5,635.00	\$5,908.00	\$3,810.00	\$9,695.00	\$5,333.28	\$5,600.00
Photos Fees	\$1,612.00	\$832.00	\$923.00	\$1,014.00	\$1,235.00	\$910.00	\$910.00	\$1,911.00	\$1,105.00	\$910.00
COUNCIL										
% Council minutes completed (30 day)	50%	60%	60%	60%	45%	60%	95%	100%	68.57%	100%
% Other Minutes (closed, boards) completed								50%	50%	100%
% Council minutes approved as written										100%
GRAMA REQUESTS										
# of requests received	11	7	15	7	21	18	22	18	15.42	10
% Processed within 10 business days	100%	100%	100%	100%	100%	93%	90%	95%	96.85%	100%
REQUESTS RECEIVED BY DEPARTMENT										
City Recorder	1	4	2		5	7	3	1		
Public Safety *referred	*4	*1	*4	*1	*6	*4	*7	*7		
Bldg/Community Development	6	2	9	7	10	7	7	3		
Public Works							5	1		
Finance					1			1		
Annual Metric	2015	FY 2016	FY 2017	Q1	Q2	Q3	Q4	*FY 2018	Average	Target
Passport Applications Processed		933	1726	358	446				402	1500
Passport Photos Processed		345	993	213	235				224	514
Revenue Received - Applications/Photos		\$29,994.95	\$60,262.00	\$15,054.00	\$18,408.00				\$16,731.00	\$59,182.00
GRAMA Requests Processed				29	61				45	

*Current FY to date

**Record

Metrics are on Fiscal Year

Below	Moving Toward	Meet or Exceed
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NOTES: Upcoming reports to include

Records Management

Justice Court Metrics

Code Updates

Goals

Finance Department

February 2019

The mission of the Finance Department is to promote trust through transparency; safeguard the fiscal integrity of the City through sound financial management; facilitate the delivery of effective and efficient City services with accurate, timely reporting; and contribute to Springville's small-town feel through exceptional customer service.

Monthly Metric	Dec-17	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Average	Target
Utility Billing (Revenue) ¹								YTD Total	
Water	\$161,744	\$705,229	\$744,492	\$648,351	\$419,625	\$169,988	\$165,517	\$2,853,201	\$2,713,624
Pressurized Irrigation	\$390	\$42,595	\$48,043	\$36,754	\$22,749	\$376	\$253	\$150,769	\$98,126
Sewer	\$312,647	\$333,094	\$335,656	\$332,309	\$341,106	\$332,255	\$326,809	\$2,001,229	\$2,036,359
Electric	\$1,940,029	\$2,579,045	\$2,846,112	\$2,532,557	\$2,059,031	\$1,972,219	\$1,956,207	\$13,945,172	\$13,621,396
Storm Water	\$91,700	\$94,745	\$94,732	\$94,847	\$94,930	\$95,170	\$95,240	\$569,665	\$575,410
Garbage	\$123,663	\$128,956	\$128,411	\$129,321	\$129,148	\$129,601	\$129,626	\$775,063	\$769,601
Recycling	\$15,319	\$16,307	\$16,199	\$16,470	\$16,680	\$16,806	\$16,945	\$99,406	\$98,288
								Average	
% Invoices Paid On Time	96%	98%	98%	97%	99%	97%	98%	98%	99%
% POs Opened After Invoice Date	9%	14%	3%	12%	16%	10%	8%	11%	1%
# Utility Account Credit Disconnects	49	101	107	92	117	67	91	96	75
% Utility Account Credit Disconnects	0.42%	0.85%	0.91%	0.78%	0.99%	0.57%	0.77%	0.81%	0.75%
Cash Receipt Transactions Processed:	12,978	13,819	14,692	13,227	14,136	13,228	12,889	13,665	13,700
By Cashiers	45%	43%	41%	43%	44%	42%	41%	42%	40%
Online	55%	57%	59%	57%	56%	58%	59%	58%	60%
# Dept. Financial Reports Delivered:									
On time (by 15th of the month)	28	28	28	28	28	28	28	28	28
Late	0	0	0	0	0	0	0	0	0
Maximize Interest Earnings ²	91%	79%	85%	82%	85%	86%	87%	84%	90%

Annual Metric	2015	2016	2017	Q1	Q2	Q3	Q4	2018	Average	Target
Bond Rating (Fitch)	AA-	AA-	AA+					AA+		AA+
GFOA Distinguished Budget Award	Yes	Yes	Yes					Yes		Yes
General Fund reserves as % of rev.	20.9%	20.4%	25.0%					25.0%	22.8%	25.0%
Audit Findings:										
State Compliance Findings	2	3	1					0	1.5	0
Internal Control Deficiencies	1	2	0					0	0.75	0
Financial Ratios:										
Gen. Fund Op. Cost per capita ³	\$436	\$438	\$459					\$471		\$456
Current Ratio (curr assts/curr liab.)	3.59	6.01	4.94					5.55		> 1.0
G.F. Debt Ratio (debt svc./G.F. rev.)	11%	10%	12%					12%		< 12%
Citizen Survey Customer Service NPS ⁴	13		14							15

Metrics are on Fiscal Year

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

GENERAL FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
TAX REVENUE	654,413.59	6,824,620.97	13,424,768.00	6,600,147.03	50.8
LICENSE REVENUE	124,424.05	482,034.77	1,016,250.00	534,215.23	47.4
INTERGOVERNMENTAL REVENUE	143,511.21	610,624.89	1,866,296.00	1,255,671.11	32.7
CHARGES FOR SERVICES	71,582.53	434,613.14	906,500.00	471,886.86	47.9
FINES AND FORFEITURES	27,132.71	162,325.21	363,000.00	200,674.79	44.7
MISCELLANEOUS REVENUE	224,115.65	1,571,454.98	2,997,820.00	1,426,365.02	52.4
CONTRIBUTIONS & TRANSFERS	389,489.17	2,336,935.02	4,750,893.00	2,413,957.98	49.2
TRANSFERS & OTHER REVENUE SO	35.00	68,892.56	176,378.00	107,485.44	39.1
	<u>1,634,703.91</u>	<u>12,491,501.54</u>	<u>25,501,905.00</u>	<u>13,010,403.46</u>	<u>49.0</u>
<u>EXPENDITURES</u>					
LEGISLATIVE	5,509.88	60,806.37	151,916.80	91,110.43	40.0
ADMINISTRATION	79,847.00	435,864.51	993,108.00	557,243.49	43.9
INFORMATION SYSTEMS	28,791.18	173,858.33	374,398.58	200,540.25	46.4
LEGAL	41,860.01	245,730.06	585,422.00	339,691.94	42.0
FINANCE	57,019.37	302,121.99	585,167.00	283,045.01	51.6
TREASURY	30,592.03	208,053.29	432,698.16	224,644.87	48.1
BUILDING INSPECTIONS	22,826.47	147,514.47	371,904.00	224,389.53	39.7
PLANNING & ZONING	31,683.07	215,170.87	444,380.00	229,209.13	48.4
PUBLIC WORKS	23,312.04	147,763.86	311,975.01	164,211.15	47.4
FACILITIES MAINTENANCE	182.59	236.41	.00	(236.41)	.0
CITY ENGINEER	59,209.76	400,097.17	920,609.71	520,512.54	43.5
POLICE EXPENDITURES	243,895.25	1,699,715.29	3,912,143.42	2,212,428.13	43.5
POLICE DISPATCH	48,279.69	312,240.24	716,770.00	404,529.76	43.6
FIRE DEPARTMENT	89,170.11	592,896.97	1,354,600.52	761,703.55	43.8
MUNICIPAL COURT EXPENDITURES	22,394.03	147,434.76	325,348.00	177,913.24	45.3
STREETS EXPENDITURES	193,128.37	670,107.68	1,309,794.00	639,686.32	51.2
PARKS EXPENDITURES	115,555.36	587,924.25	1,163,491.00	575,566.75	50.5
CANYON PARKS	7,419.75	89,352.37	335,010.29	245,657.92	26.7
ART MUSEUM EXPENDITURES	45,550.05	287,780.34	711,701.00	423,920.66	40.4
ART MUSEUM-POPS	15,277.77	105,459.08	275,917.00	170,457.92	38.2
SWIMMING POOL	110,249.92	705,572.36	1,627,726.00	922,153.64	43.4
RECREATION EXPENDITURES	56,305.79	364,543.12	975,968.00	611,424.88	37.4
CEMETERY	13,813.66	106,210.64	268,784.08	162,573.44	39.5
ARTS COMMISSION	350.00	6,615.00	28,700.00	22,085.00	23.1
LIBRARY EXPENDITURES	77,645.54	490,451.15	1,053,663.88	563,212.73	46.6
SENIOR CITIZENS	7,834.78	47,793.94	106,610.04	58,816.10	44.8
TRANSFERS, OTHER	515,354.26	3,092,085.56	6,184,251.00	3,092,165.44	50.0
	<u>1,943,057.73</u>	<u>11,643,400.08</u>	<u>25,522,057.49</u>	<u>13,878,657.41</u>	<u>45.6</u>
	<u>(308,353.82)</u>	<u>848,101.46</u>	<u>(20,152.49)</u>	<u>(868,253.95)</u>	<u>4208.4</u>

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

DEBT SERVICE & BOND REDEM FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
MISCELLANEOUS REVENUE	31.51	51.61	.00	(51.61)	.0
CONTRIBUTIONS & TRANSFERS	169,144.75	1,014,868.50	2,029,737.00	1,014,868.50	50.0
	169,176.26	1,014,920.11	2,029,737.00	1,014,816.89	50.0
<u>EXPENDITURES</u>					
BOND EXPENDITURES	1,750.00	359,961.36	2,029,737.00	1,669,775.64	17.7
	1,750.00	359,961.36	2,029,737.00	1,669,775.64	17.7
	167,426.26	654,958.75	.00	(654,958.75)	.0

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

MUNICIPAL BUILDING AUTHORITY

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
MBA REVENUE	31,998.17	191,949.02	383,978.00	192,028.98	50.0
	31,998.17	191,949.02	383,978.00	192,028.98	50.0
<u>EXPENDITURES</u>					
MBA DEBT SERVICE	.00	327,779.59	382,328.00	54,548.41	85.7
MBA MISC. EXPENSES	1,650.00	1,650.00	1,650.00	.00	100.0
	1,650.00	329,429.59	383,978.00	54,548.41	85.8
	30,348.17	(137,480.57)	.00	137,480.57	.0

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

CAPITAL IMPROVEMENT FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
CAPITAL IMPROVEMENT REVENUES	512,013.76	1,328,602.17	4,042,280.00	2,713,677.83	32.9
CONTRIBUTIONS & TRANSFERS	2,000.00	2,000.00	904,590.00	902,590.00	.2
	<u>514,013.76</u>	<u>1,330,602.17</u>	<u>4,946,870.00</u>	<u>3,616,267.83</u>	<u>26.9</u>
<u>EXPENDITURES</u>					
INFORMATION SYSTEMS	1,169.84	78,457.29	79,650.00	1,192.71	98.5
ENGINEERING EXPENDITURES	.00	.00	13,000.00	13,000.00	.0
POLICE EXPENDITURES	.00	.00	215,649.93	215,649.93	.0
FIRE DEPARTMENT	7,000.00	41,019.88	67,000.00	25,980.12	61.2
STREETS EXPENDITURES	389,220.45	1,291,627.63	4,324,204.65	3,032,577.02	29.9
PARKS EXPENDITURES	76,210.11	95,166.83	304,502.78	209,335.95	31.3
CANYON PARKS	.00	6,684.22	81,850.00	75,165.78	8.2
ART MUSEUM EXPENDITURES	5,443.84	18,264.34	185,500.00	167,235.66	9.9
RECREATION EXPENDITURES	52,370.57	474,579.64	1,595,817.02	1,121,237.38	29.7
CEMETERY EXPENDITURES	.00	24,745.00	86,900.00	62,155.00	28.5
LIBRARY EXPENDITURES	.00	.00	9,500.00	9,500.00	.0
TRANSFERS, OTHER	.00	.00	125,829.00	125,829.00	.0
	<u>531,414.81</u>	<u>2,030,544.83</u>	<u>7,089,403.38</u>	<u>5,058,858.55</u>	<u>28.6</u>
	<u>(17,401.05)</u>	<u>(699,942.66)</u>	<u>(2,142,533.38)</u>	<u>(1,442,590.72)</u>	<u>(32.7)</u>

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

SPECIAL SERVICE FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
SPECIAL REVENUES	249,810.32	665,092.40	1,158,700.00	493,607.60	57.4
	249,810.32	665,092.40	1,158,700.00	493,607.60	57.4
<u>EXPENDITURES</u>					
LAND ACQUISITION	226,707.35	226,707.35	236,000.00	9,292.65	96.1
PARK IMPACT FEE PROJECTS	666.20	19,404.78	21,453.58	2,048.80	90.5
TRANSFERS	42,789.42	1,556,400.02	2,467,857.10	911,457.08	63.1
	270,162.97	1,802,512.15	2,725,310.68	922,798.53	66.1
	(20,352.65)	(1,137,419.75)	(1,566,610.68)	(429,190.93)	(72.6)

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

INTERNAL SERVICE FUNDS

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
CHARGES FOR SERVICES	16,694.16	127,550.86	330,067.00	202,516.14	38.6
CONTRIBUTIONS & TRANSFERS	131,130.41	786,782.46	1,699,394.00	912,611.54	46.3
	<u>147,824.57</u>	<u>914,333.32</u>	<u>2,029,461.00</u>	<u>1,115,127.68</u>	<u>45.1</u>
<u>EXPENDITURES</u>					
CENTRAL SHOP	16,694.16	121,426.51	306,634.38	185,207.87	39.6
FACILITIES MAINTENANCE	85,508.36	441,755.87	1,039,370.22	597,614.35	42.5
FACIL MAINT - CAPITAL EXPENSE	11,496.39	39,135.66	181,300.00	142,164.34	21.6
TRANSFERS, OTHER	291.25	46,088.15	71,129.49	25,041.34	64.8
	<u>113,990.16</u>	<u>648,406.19</u>	<u>1,598,434.09</u>	<u>950,027.90</u>	<u>40.6</u>
	<u><u>33,834.41</u></u>	<u><u>265,927.13</u></u>	<u><u>431,026.91</u></u>	<u><u>165,099.78</u></u>	<u><u>61.7</u></u>

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

VEHICLES AND EQUIPMENT FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
SOURCE 3600	1,998.44	11,187.58	.00	(11,187.58)	.0
SOURCES OF REVENUES	87,990.09	527,940.54	1,062,473.00	534,532.46	49.7
	89,988.53	539,128.12	1,062,473.00	523,344.88	50.7
<u>EXPENDITURES</u>					
ADMINISTRATION	.00	20,441.00	45,000.00	24,559.00	45.4
CITY ENGINEER	.00	22,654.44	37,000.00	14,345.56	61.2
POLICE	.00	.00	125,000.00	125,000.00	.0
AMBULANCE	.00	.00	180,000.00	180,000.00	.0
STREETS	.00	.00	40,500.00	40,500.00	.0
PARKS	.00	.00	8,000.00	8,000.00	.0
CANYON PARKS	6,788.00	29,028.00	32,000.00	2,972.00	90.7
CEMETERY	.00	20,711.00	59,000.00	38,289.00	35.1
WATER	.00	104,574.46	251,280.09	146,705.63	41.6
SEWER	.00	85,800.00	145,000.00	59,200.00	59.2
ELECTRIC	77,705.48	77,705.48	318,000.00	240,294.52	24.4
STORM WATER	.00	2,218.61	75,000.00	72,781.39	3.0
GOLF COURSE	.00	.00	88,000.00	88,000.00	.0
	84,493.48	363,132.99	1,403,780.09	1,040,647.10	25.9
	5,495.05	175,995.13	(341,307.09)	(517,302.22)	51.6

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

WATER UTILITY FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
ENTERPRISE REVENUE	244,984.61	3,283,865.94	5,241,021.00	1,957,155.06	62.7
	244,984.61	3,283,865.94	5,241,021.00	1,957,155.06	62.7
<u>EXPENDITURES</u>					
WATER EXPENDITURES	155,874.00	1,023,925.73	1,972,485.38	948,559.65	51.9
DEPARTMENT 5150	9,242.36	79,277.70	293,224.83	213,947.13	27.0
PROJECTS	4,802.89	37,555.98	2,113,894.44	2,076,338.46	1.8
IMPACT FEE PROJECTS	3,384.99	201,305.83	2,651,631.83	2,450,326.00	7.6
PRINCIPAL	.00	.00	136,290.00	136,290.00	.0
TRANSFERS, OTHER	77,217.55	464,172.43	976,615.00	512,442.57	47.5
	250,521.79	1,806,237.67	8,144,141.48	6,337,903.81	22.2
	(5,537.18)	1,477,628.27	(2,903,120.48)	(4,380,748.75)	50.9

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

SEWER UTILITY FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
ENTERPRISE REVENUE	385,934.01	2,282,877.33	4,686,817.00	2,403,939.67	48.7
	385,934.01	2,282,877.33	4,686,817.00	2,403,939.67	48.7
<u>EXPENDITURES</u>					
SEWER EXPENDITURES	30,911.93	239,807.59	505,072.69	265,265.10	47.5
WASTE WATER TREATMENT PLANT	108,716.22	488,746.27	1,067,360.07	578,613.80	45.8
VEHICLES & EQUIP-WASTE WATER	8,200.00	23,093.46	275,000.00	251,906.54	8.4
PROJECTS	.00	283,347.50	2,757,407.50	2,474,060.00	10.3
IMPACT FEE PROJECTS	.00	.00	20,000.00	20,000.00	.0
BOND PRINCIPAL	.00	131,040.00	813,710.00	682,670.00	16.1
PRINCIPAL	.00	.00	110,000.00	110,000.00	.0
TRANSFERS, OTHER	68,443.17	412,475.02	1,048,036.00	635,560.98	39.4
	216,271.32	1,578,509.84	6,596,586.26	5,018,076.42	23.9
	169,662.69	704,367.49	(1,909,769.26)	(2,614,136.75)	36.9

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

ELECTRIC UTILITY FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
ENTERPRISE REVENUE	2,357,727.51	15,843,729.48	28,442,722.00	12,598,992.52	55.7
	2,357,727.51	15,843,729.48	28,442,722.00	12,598,992.52	55.7
<u>EXPENDITURES</u>					
ELECTRIC DISTRIBUTION	162,149.77	1,166,083.15	2,569,489.95	1,403,406.80	45.4
ELECTRIC GENERATION	120,242.70	947,958.73	1,872,691.24	924,732.51	50.6
NEW DEVELOPMENT	72,263.69	198,930.79	612,500.00	413,569.21	32.5
GENERATION PROJECTS	81,459.59	357,633.99	1,198,078.36	840,444.37	29.9
IMPACT FEE PROJECTS	6,764.81	80,310.90	698,601.76	618,290.86	11.5
TRANSFERS, OTHER	1,660,354.58	9,374,088.86	20,907,658.00	11,533,569.14	44.8
	2,103,235.14	12,125,006.42	27,859,019.31	15,734,012.89	43.5
	254,492.37	3,718,723.06	583,702.69	(3,135,020.37)	637.1

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

STORM WATER FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
SOURCE 3700	125,185.60	710,257.85	1,386,519.00	676,261.15	51.2
	125,185.60	710,257.85	1,386,519.00	676,261.15	51.2
<u>EXPENDITURES</u>					
STORM DRAIN EXPENDITURES	48,107.35	215,774.69	521,013.84	305,239.15	41.4
DEPARTMENT 6050	.00	.00	975,002.00	975,002.00	.0
DEPARTMENT 6800	.00	251,588.00	1,737,670.00	1,486,082.00	14.5
TRANSFERS, OTHER	28,406.90	170,539.45	419,603.00	249,063.55	40.6
	76,514.25	637,902.14	3,653,288.84	3,015,386.70	17.5
	48,671.35	72,355.71	(2,266,769.84)	(2,339,125.55)	3.2

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

WASTE UTILITY FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
ENTERPRISE REVENUE	147,768.96	881,175.15	1,758,500.00	877,324.85	50.1
	147,768.96	881,175.15	1,758,500.00	877,324.85	50.1
<u>EXPENDITURES</u>					
SOLID WASTE EXPENDITURES	79,900.61	525,781.93	1,091,746.53	565,964.60	48.2
SOLID WASTE RECYCLING	465.12	8,774.10	54,610.00	45,835.90	16.1
TOOLS & EQUIPMENT	.00	.00	61,155.00	61,155.00	.0
TRANSFERS, OTHER	45,084.24	270,874.84	541,602.00	270,727.16	50.0
	125,449.97	805,430.87	1,749,113.53	943,682.66	46.1
	22,318.99	75,744.28	9,386.47	(66,357.81)	807.0

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

GOLF COURSE UTILITY FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
ENTERPRISE REVENUE	20,197.62	524,997.34	924,000.00	399,002.66	56.8
	20,197.62	524,997.34	924,000.00	399,002.66	56.8
<u>EXPENDITURES</u>					
GOLF COURSE EXPENDITURES	37,710.83	330,010.48	749,140.98	419,130.50	44.1
GOLF CART PROJECTS	.00	92,064.76	168,180.26	76,115.50	54.7
TRANSFERS, OTHER	11,438.33	91,961.98	139,260.00	47,298.02	66.0
	49,149.16	514,037.22	1,056,581.24	542,544.02	48.7
	(28,951.54)	10,960.12	(132,581.24)	(143,541.36)	8.3

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

REDEVELOPMENT AGENCY FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
CONTRIBUTIONS & TRANSFERS	5,000.00	30,000.00	185,000.00	155,000.00	16.2
	5,000.00	30,000.00	185,000.00	155,000.00	16.2
<u>EXPENDITURES</u>					
WATER EXPENDITURES	.00	.00	76,000.00	76,000.00	.0
	.00	.00	76,000.00	76,000.00	.0
	5,000.00	30,000.00	109,000.00	79,000.00	27.5

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

CEMETERY TRUST FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
CHARGES FOR SERVICES	2,097.42	35,680.06	88,000.00	52,319.94	40.6
	2,097.42	35,680.06	88,000.00	52,319.94	40.6
<u>EXPENDITURES</u>					
	.00	.00	.00	.00	.0
	2,097.42	35,680.06	88,000.00	52,319.94	40.6

SPRINGVILLE CITY CORPORATION
FUND SUMMARY
FOR THE 6 MONTHS ENDING DECEMBER 31, 2018

SPECIAL TRUSTS FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	VARIANCE	PCNT
<u>REVENUE</u>					
SOURCE 3400	.00	21.83	75.00	53.17	29.1
	.00	21.83	75.00	53.17	29.1
<u>EXPENDITURES</u>					
	.00	.00	.00	.00	.0
	.00	21.83	75.00	53.17	29.1

Library Department Report January 2019

Coming in February:

- Computer Help Lap: Mon 1-3 pm
- Narcotics Anonymous: Mon 7:30 pm
- Coding Club: Tues 5 pm
- ESL: Tues 6:30-7:30
- Bilingual Story Time: Tues 7 pm
- Homework Hour: Wed 4 pm
- R.E.A.D. with Wynston: Thur 6 pm
- Babysitting Basics: 2/2 & 2/9 11-12:30 pm
- Codependents Anon: 2/6 & 2/20 7 pm
- Food \$ense: 2/6 & 2/20 7 pm
- Needle Nook: 2/7 & 2/21 7 pm
- Mindful Meditation: 3/7 7 pm
- Art City Ukulele: 2/9 10:30 am
- Pokémon Club: 2/11 4 pm
- Family Valentine's Dance: 2/11 6:30 pm
- Utah Valley Legends: 2/13 7 pm
- Anime Club: 2/14 4 pm
- Teen Night: 2/15 6:30 pm
- Closed for President's Day: 2/18
- Books & Bites: 2/19 12 pm
- All Ages Lego Club: 2/21 4 pm
- Classics Revisited: 2/27 7 pm
- Tween Night Trashion Show: 2/28 7 pm

Focus on... Friends of the Library

The Friends of the Springville Library volunteers at events and raises funds to enrich library offerings and services for all patrons. The Friends is a non-profit, volunteer group dedicated to supporting the library through volunteering time and/or donating funds. Each year the Friends raise funds that enrich library offerings and services. Some of the fund raising programs the Friends sponsor are:

The Friends Bookstore, located in the main entrance, contains used books and magazines for sale. Donated and discarded books, DVD's, etc. are made available for purchase six days a week. Simply pay at the front desk.

Semi-Annual Book Sale, held twice a year (every June during Art City Days, and again in the Fall), a fundraising opportunity for residents to purchase books, DVDs, CDs, audio books, etc. at bargain prices. Patrons are also encouraged to donate used books, CDs, DVDs, etc. are accepted at the library year round. Volunteers are always needed and welcome to help at the book sale.

Annual Author Luncheon, featuring a best-selling author. This is always a fun event!

What are the benefits of joining The Friends of the Springville Library?

- Contribute to the goals and mission of the library by supporting programming, events, resources, etc.
- Help set up the book sales and get a preview of the selection and first choices.
- Opportunities to meet and greet with visiting authors at their book signing events.
- Decide which library program requests to supplement throughout the year.

Are you interested in joining The Friends of Springville Library? Fill out a sign up form at www.springville.org/library and email it to LibraryFriends@springville.org, or submit it at the front desk at the library.

Springville Public Library

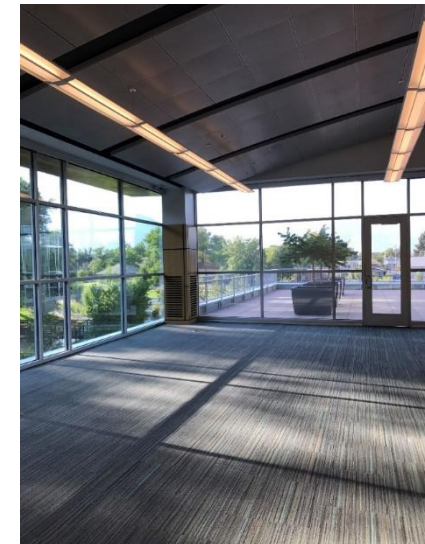
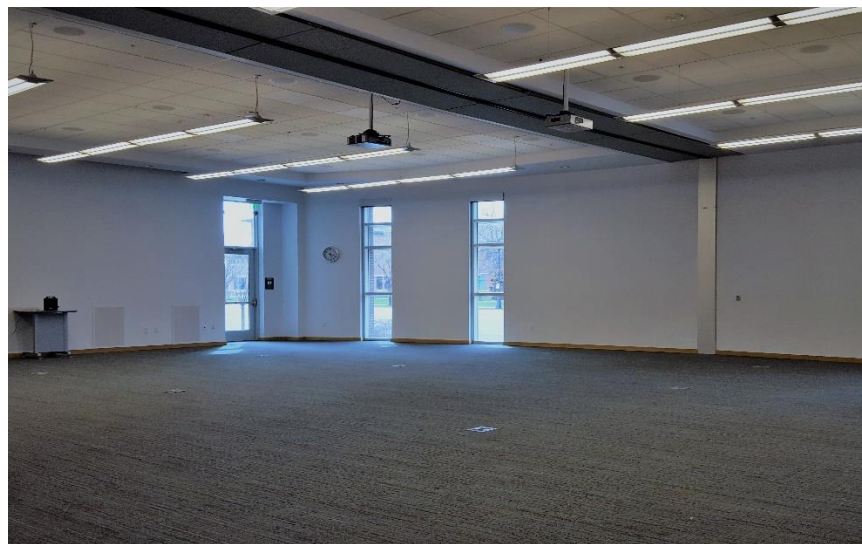
January, 2019

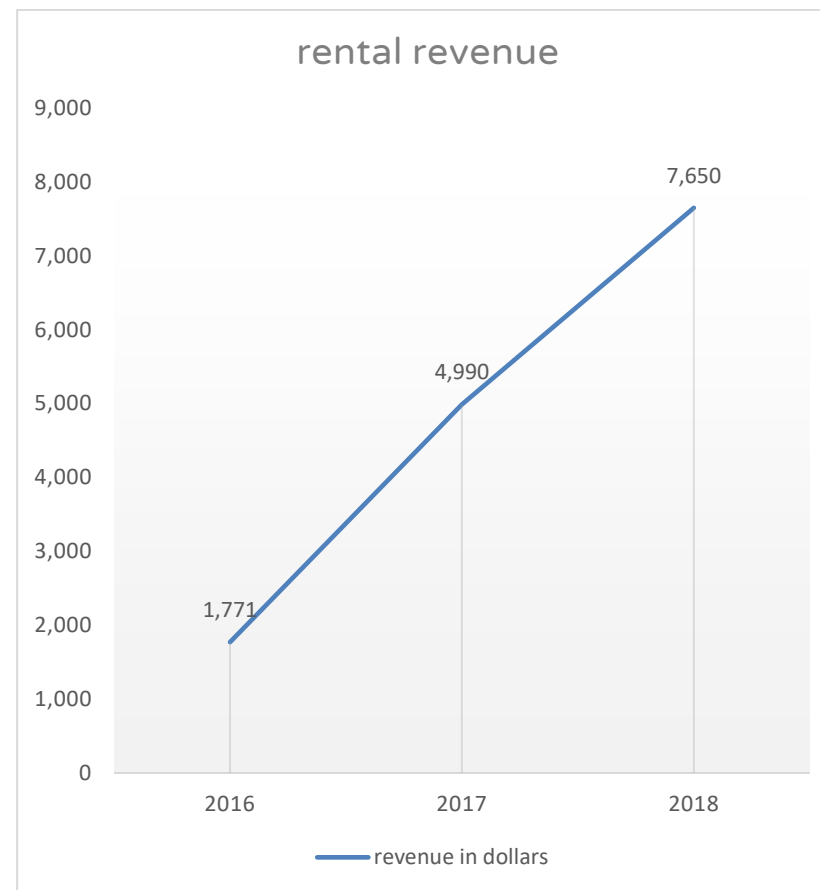
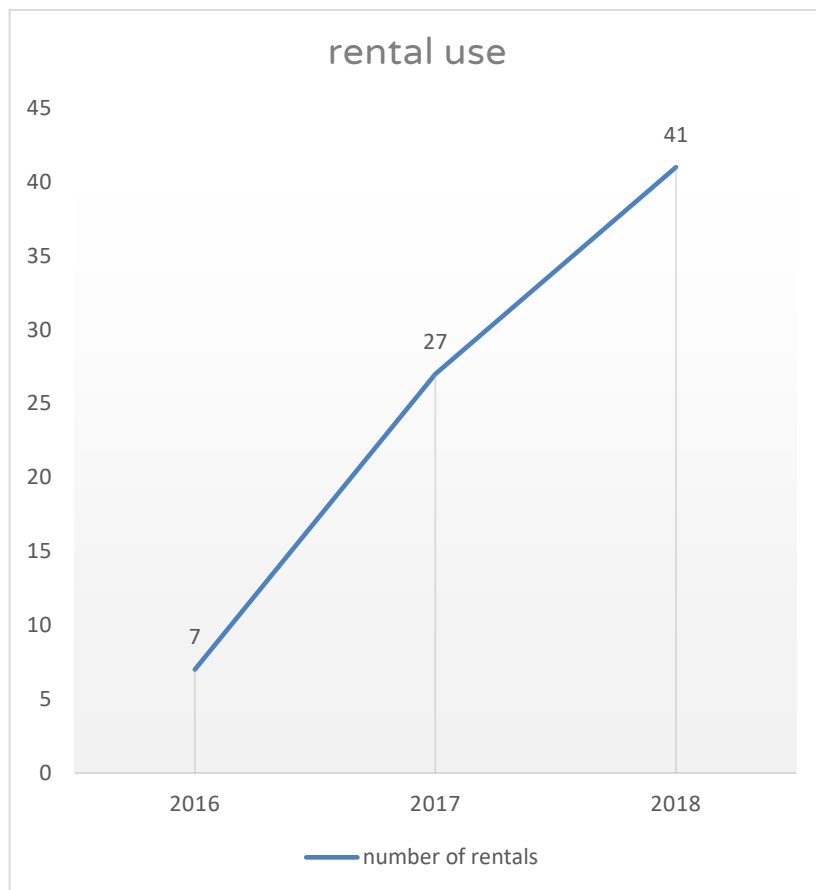
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Meeting room rentals

Over the past 18 months, the library has made an effort to highlight and promote the spaces that we rent out to the public. By adding a room rental guide to our website, including pictures, fee charts, and a list of amenities for each space, we are able to be more efficient with staff time. We have also improved our internal workflow which has resulted in a faster and better customer service experience. In two years' time, we have more than quadrupled the rental revenue associated with these spaces!

The library offers three rental options for individuals and groups looking for a venue. The large, open area upstairs boasts an east-facing wall of windows overlooking Hobbie Creek, the spacious multipurpose room downstairs comes equipped with audio-visual equipment, and the library's board room is perfect for smaller meetings or private lunches.







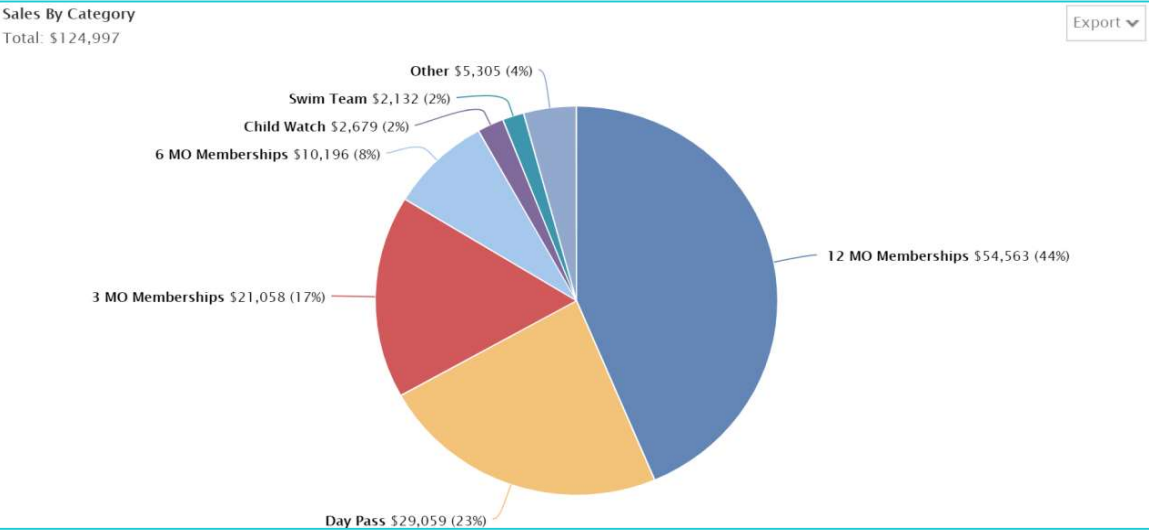
Clyde Recreation Center

February, 2019

Monthly Metric	January	July	August	Sept	Oct	Nov	Dec	%	Target	Total
Total Passes	537	643	427	379	317	441	303	100%	3044	3047
Daily Fees	\$30,957	\$49,028	\$38,028	\$23,074	\$16,754	\$22,284	\$23,318	77%	\$264,055	\$203,443
Net Promoter Score	67					83	78		70	76
Fitness Class Capacity	70%								75%	70%

Annual Metric	2015	2016	2017	Q1	Q2	Q3	Q4	2018	Target	Total
Daily Fees				\$110,130	\$62,356			\$66,533	\$264,055	\$203,443
Memberships				1449	1061			1316	3044	3047
Pass Revenue				\$210,657	\$224,959			\$492,499	\$854,670	\$533,906
Total Revenue				\$349,885	\$307,177			\$602,829	\$1,525,000	\$796,566
Total Expenses				\$419,884	\$314,214			\$674,784	\$1,627,726	\$734,098

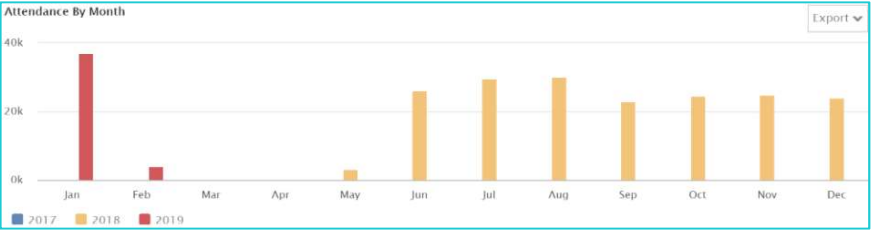
Metrics are on Fiscal Year



1/4/2019 - 2/3/2019

Compared to 1/4/2018 - 2/3/2018

Total Sales	Product Sales	New Contract Sales
\$124,995▲3435%	\$31,544 --	82 --
Online Bookings	Attendance	First Visits
7,816 --	35,934▲1197700%	1,041 --





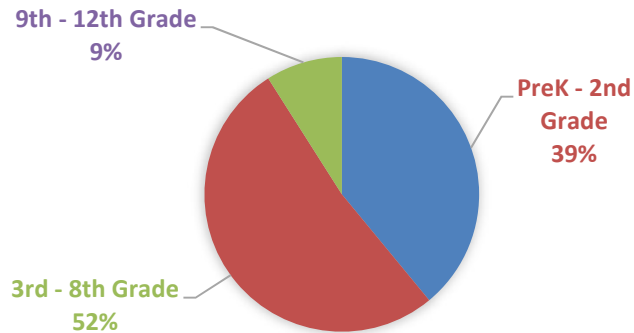
Recreation

February, 2019

Monthly Metric	January	July	August	Sept	Oct	Nov	Dec	%	Target	Total
PreK - 2nd Participation	9.07%	0.00%	30.28%	30.54%	13.54%	9.66%	0.00%		13%	13.30%
3rd - 8th Participation	13.88%	3.64%	23.66%	24.16%	15.67%	5.04%	13.88%		14%	14.28%
9th - 12th Participation	7.00%	1.08%	3.98%	3.98%	5.66%	2.98%	7.00%		5%	4.53%
Total Participation	9.98%	1.57%	19.31%	19.56%	11.62%	5.89%	6.96%			

Annual Metric	2015	2016	2017	Q1	Q2	Q3	Q4	2018	Target	Total
Youth Sports Revenue	\$ 154,753	\$ 192,062	\$ 242,519	\$64,707	\$43,758			\$293,340	\$290,900	\$108,465
Adult Sports Revenue	\$ 16,764	\$ 12,026	\$ 9,833	0	\$8,769			\$5,050	\$5,000	\$8,769
Total Revenue	\$ 211,716	\$ 244,566	\$ 292,231	\$64,707	\$52,527			\$350,490	\$358,500	\$117,234
Total Expenses	\$ 568,156	\$ 640,395	\$ 803,150	\$197,444	\$174,709			\$826,847	\$973,419	\$372,153
Metrics are on Fiscal Year										

PARTICIPATION



Participation - 1 time count, even if they play more

PreK - 2nd Grade	39%
3rd - 8th Grade	52%
9th - 12th Grade	9%

43 %, Percentage of Springville Youth involved in Rec Programs for the Fiscal Year 2018

National Average for team sports in 2016/17 was 36.9%



Senior Center

February, 2019

Monthly Metric	January	July	August	Sept	Oct	Nov	Dec	Target	Average
Monthly Trips	2	NA	6	5	3	2	2		3.33
Monthly Trips - ave attendance	16	NA	18	17	31	33	43		26.33
Lunches served	671	NA	717	568	677	568	451		608.67
Health Related Classes	31	NA	31	33	33	28	23	30	29.83
HR Classes Member Engagement	17.80%	NA	9.40%	13.30%	16.10%	12.30%	12.70%	10%	13.60%

Annual Metric	2015	2016	2017	Q1	Q2	Q3	Q4	2018	Target	
Membership growth of 3%		448	415	401	451	465	489	503	518	Calendar
Email List growth of 5%		457	490	554	562	566	572	554	581	Calendar
8 or better on Annual Survey		NA	8.2					9.18	9.3	Fiscal
2% increase in retained members		75%	76%				82%	77%	79%	Calendar

Monthly Highlights

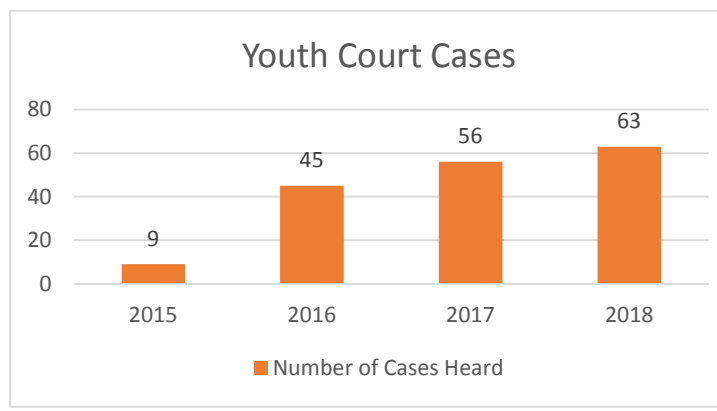
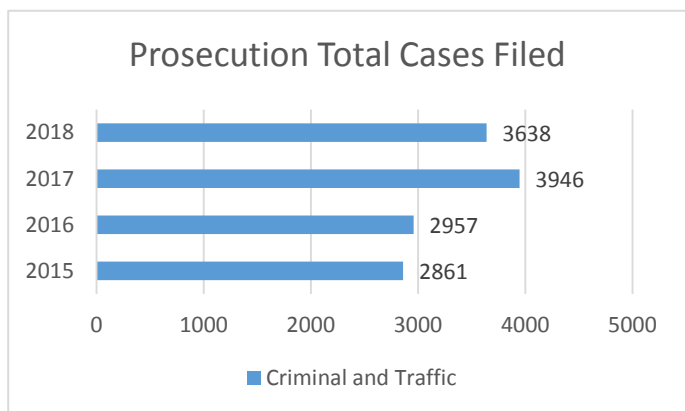
22 Birthdays were celebrated in January

January is membership renewal month.

Legal Department

January 2019

Monthly Metric	Jan 2018	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Average	Target*
Risk Management: # of Liability Claims Received (Annual national average of claims/10,000 population is 6.65 or for Springville approximately 1.95 claims/month (ICMA 2012))	3	2	3	2	4	1	1	2	2	1.95/mo
Workers Comp: # of Claims Received (Annual national average based on population is 13.54/100 FTEs or for Springville approximately 2.25 claims/month (ICMA 2012) Trust's goal for us - 1.67/mo)	3	2	2	4	3	2	1	0	2	1.67/mo
Prosecution: # of Justice Ct Cases Filed (A full-time justice court has >500 cases/month and will require more personnel)	317	253	261	264	243	264	292	277	264	≤300
Prosecution: % of Success (Includes guilty or no contest pleas and convictions drug, violent and theft related cases. US conviction rate for 2012 was 93%)	95%	92%	97%	100%	97%	95%	87%	100%	95%	95%
Victim Advocate: % of victims advocate attempted to contact within 24hrs. of knowing of an incident to provide services	96%	97%	97%	96%	98%	96%	97%	96%	97%	95%
Annual Metric (Calendar Year)	2015	2016	2017	Q1	Q2	Q3	Q4	2018	Average (2015-2018)	Target
Prosecution: % of cases resolved in 180 days. (98% of misdemeanor cases should be resolved or set for trial within 180 days (ABA standards). Target of 95% is to have all cases, including trials, resolved within 180 days.)	84%	98%	98%	94%	97%	95%	96%	95%	94%	95%
Risk Mgmt: Average Cost per Claim	\$1,488	\$1,601	\$1,708	\$2,089	\$2,005	\$1,213	\$13,333	\$5,680	\$2,619	\$2,500/
Risk Mgmt: Total Amount Paid to Settle Claims and Lawsuits (Annual national average paid per claim per capita is \$6.11 or for Springville approximately \$213,850/year (ICMA 2007))	\$40,188	\$30,416	\$40,993	\$14,624	\$6,015	\$7,281	\$80,000	\$107,920	\$54,879	\$58,500/yr
Number of Lawsuits Against City (Does not include water adjudication)	4	3	3	3	3	2	2	2	3	0
Workers' Comp: Average Cost per Claim	\$7,819	\$3,023	\$2,905	\$6,049	\$510	\$329	\$695	\$2,068	\$3,954	\$3,125/mo
Workers' Comp: Total Amount Paid (Target to help lower EMOD to <1.00)	\$137,979	\$55,050	\$72,026	\$42,345	\$2,552	\$2,635	\$4,169	\$51,700	\$95,419	\$65,000
Workers' Comp: EMOD	0.88	1.34	1.24	-	-	-	-	1.24	1.18	<1.00



*Target colors based on a combination of recent month and averages

Youth Court - 26 student volunteers participated in January

CTC Program

- Provided City supervisor training on workplace suicide prevention

- If you see any youth do something outstanding, please nominate them for a Mayor's Recognition Award.

Buildings & Grounds: Facilities Maintenance

January, 2019

Mission Statement: Creating, sustaining, and enhancing the excellent physical environment of Springville facilities for the citizens of Springville and those who serve them through safe, cost-effective, and proactive maintenance practices.

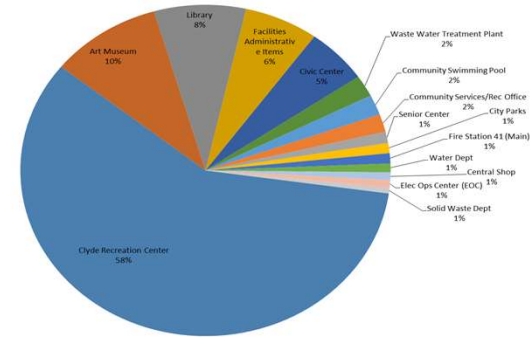
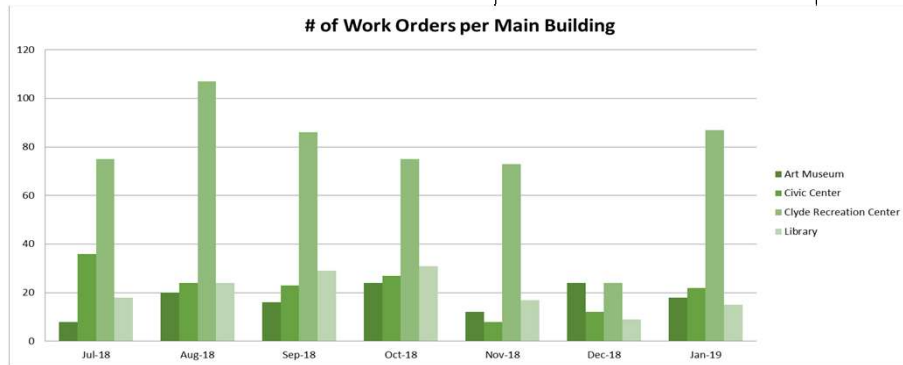
Monthly Metric	January	August	September	October	November	December	January	Average	Target	National/Market Average
Cost per Square Foot (Hours Worked x Hourly Rate*)/Total Square Feet	\$ 0.70	\$ 3.53	\$ 2.00	\$ 2.28	\$ 1.71	\$ 1.20	\$ 1.18	\$ 1.98	2.38	
Cleanliness Score	N/a	N/a	N/a	B-	B-	B-	B-	B-	B	
% Work Orders Complete	82%	86%	88%	85%	81%	83%	79%	84%	90%	
Work Orders Generated Via Inspection	68%	74%	88%	88%	95%	75%	83%	84%	50%	
Average Work Order Response Time	5.22	3.2	6.88	4.01	4.81	3.68	1.56	4.02	3 Days	
% WOs Complete on Sched	84%	74%	82%	85%	75%	75%	84%	79%	90%	
% PMs Complete	100%	50%	75%	75%	75%	60%	60%	66%	100%	
% Time Pools Open	N/a	97%	95%	96%	98%	100%	98%	97%	95%	

* Hourly Rate = Total Budget/Total FTE Hrs Available

Annual Metric	2015	2016	2017	Q1	Q2	Q3	Q4	2018	Average	Target
Capital Projects % Complete per allocated budget 17 Total Projects				10%	14%	0		24%		100%

Metrics are on Fiscal Year

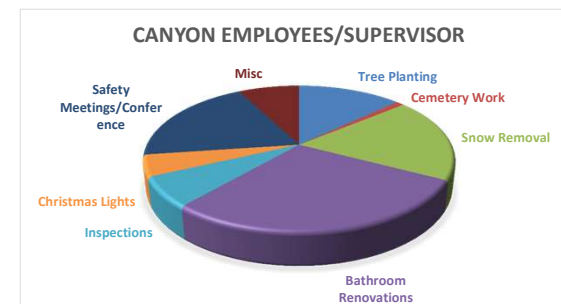
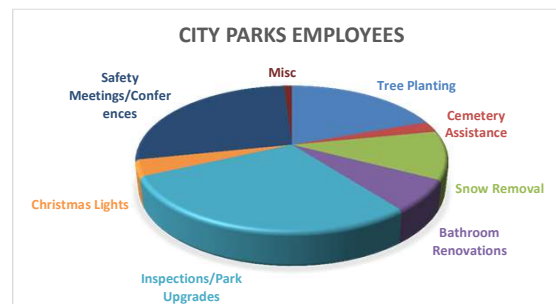
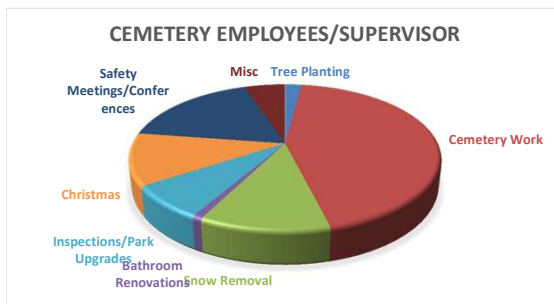
January 2019 Hourly Distribution per Building



January, 2019

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Charts and Graphs go here



Community Development Department

February, 2019

Planning Division								
Monthly Metric	January	Jul	Aug	Sep	Oct	Nov	Dec	Avg/mo
Subdivisions - New Applications	2	0	1	1	1	7	0	2
Subdivisions - Active Applications	23	Not Tracked Previously						
Site Plans - New Applications	3	0	0	1	0	3	1	2
Site Plans - Active Applications	5	Not Tracked Previously						

Annual Metric	2016	2017	%Chg	Q1	Q2	Q3	Q4	2018	%Chg/yr	Target
Subdivisions - Avg Days to Approval	Not Tracked Previously			Not Tracked Previously				57		45
Subdivisions - Avg Days in City Review								30		
Subdivisions - Avg City Time % of Total								53%		
Subdivisions Approved	12	10	-17%					10	0%	
Residential Lots/Units Approved	82	135	65%					179	33%	
Site Plans - Avg Days to Approval	Not Tracked Previously							95		45
Site Plans - Avg Days in City Review								30		
Site Plans - Avg City Time as % of Total								32%		
Site Plans Approved	25	15	-40%					21	40%	
Pre Application Meetings	118	94	-20%	21	13	25	17	76	-19%	
Development Review Committee Items	53	60	30%	11	18	15	6	50	-17%	
Planning Commission Items	71	40	-44%	6	5	16	10	43	7%	
Administrative Approvals	18	12	-33%	5	7	1	5	18	50%	

Business License Division								
Metrics	January 2019	2017	Q1	Q2	Q3	Q4	2018	Avg/mo
New Licenses	17	181	25	56	66	36	183	15
New Businesses	16	155	24	32	46	33	135	11

City Cost to Process, Per License	\$41.94
Process Turnaround Time Per License	27 days
Total Active Business Licenses	1126

Metrics are on Calendar Year

February, 2019

Code Enforcement Division

	Lakeside	Industrial	Westfields N.	Westfields S.	Evergreen	Historic Plat A	East Central	East Hobble	Little Rock	Total
Violations by Community	0	3	29	59	35	62	36	44	11	279

										Target
Current Open Cases					43					
Open Cases w/ no Follow Up					10					
Cases Closed					6					8
Cases Closed or Not Referred to Prosectutor Within 4 Months					21					
% of Cases Closed Within 30 Days					12%					
% of time submission in City Court (city time/total time in court prcess):					80%					
% of Non-Compliant Properties					<1%					
% Change Over Time (non-compliant to compliant)					(still gathering data) n/a					

2018 Achievement Highlights

Wavetronix campus land use approval; Buildings 1 & 2 Begun

Land use approval and building permits completed for Café Rio, Tropical Smoothies, Jersey Mike's, Rod Works, T-Mobile, Beans & Brews

CRC certificate of occupancy issued

8 12-unit multi-family buildings begun

Added new building permit software giving instant interactive ability to contractors for inspections and reviews

Switched to AM/PM building inspection schedule; allows for more inspections per day by reducing travel time, opens next day requests

Organized "Contractors Night" in August had over 50 attendees. Co-sponsored by DOPL and Spanish Fork (gaining popularity each year)

50 Projects reviewed by the Development Review Committee

76 Pre-Application meetings

6 Subdivisions recorded, with 42 Sinlge-Family Lots and 137 Mulit-Family Units

22 Commercial Site Plans approved

272,631 sf of commercial space approved and occupancy given to 197,092 sf of commercial floor area

Building Division Work Load

2018 end year

Monthly Metric	January	February	March	April	May	June	July	August	September	October	November	December	Total	Avg/mo	Target
Number of SFDs	3	12	10	3	8	11	4	7	11	13	6	4	92	7.67	10
Multi Family Units	0	0		6	8	17	0	8	0	0	0	2	41		
Residential remodels	12	3	7	10	9	7	11	10	10	14	9	6	108		
Commercial new builds	0	0	1	1	1	2	0	0	1	3	3	1	13		
Commercial remodels	8	4	6	4	10	5	4	7	4	5	6	3	66		
Signs	1	1	0	3	5	5	0	2	0	3	1	1	22		
Total permits issued	36	29	35	39	63	57	26	53	35	53	32	31	489		
Total Inspections	422	335	496	417	407	443	421	414	420	464	435	357	5031		
Total Plans reviewed	23	22	22	42	35	39	14	34	20	25	23	21	320		
Avg Days Residential full review	17	106.83	28.73	27.29	19.2	42.6	12.8	16.38	15.33	20.6	12.2	11.43			
Avg Days Residential Initial review	10.44	13.83	11.73	9.29	7.4	8.63	4.5	11.38	8.89	4.6	8.2	3.86			
Avg Days Commercial full review	23.00	29.16	13.20	32.40	21.20	33.60	22.83	21.75	32.87	15.00	8.00	13.00			
Avg days Comm initial review	10.33	12.16	7.50	12.40	10.33	9.33	13.16	14.87	11.40	6.80	7.00	9.00			
Annual Metric	2015	2016	% Change	2017	% Change	2017-18 % change	Q	Q1	Q2	Q3	Q4	2018	Avg/yr '15-'18	Projected	
Number of SFDs	61	68	11.5%	99	45.6%	-7.61%	a	25	22	22	23	92	80	120	
Multi Family Units	91	42	-53.8%	14	-66.7%	65.85%	r	0	31	8	2	41	47		
Residential remodels	95	111	16.8%	98	-11.7%	9.26%	t	22	26	31	29	108	103		
Commercial new builds	11	19	72.7%	14	-26.3%	-7.69%	e	1	4	2	6	13	14.25		
Commercial remodels	32	41	28.1%	53	29.3%	19.70%	r	18	16	15	14	66	48		
Signs	19	32	68.4%	21	-34.4%	4.55%	l	2	13	2	5	22	23.5		
Total permits Issued	404	478	18.3%	485	1.5%	0.82%	y	100	160	115	116	489	464		
Total Inspections	2571	5142	100.0%	5011	-2.5%	0.40%		1253	1267	1255	1256	5031	4438.75	Target days	
Total Plans reviewed	241	304	26.1%	318	4.6%	0.63%		67	116	68	69	320	295.75		
Avg Days Residential full review	?	?		33.18	no data	11.00%	2	62.97	30.79	15.24	14.35	37.28	35.23		
Avg Days Residential Initial review	8	10	25.0%	11	10.0%	-14.23%	0	12.42	8.55	9	5.35	9.63	9.66	14	
Avg Days Commercial full review	?	?		48.57	no data	-108.37%	1	22.14	28.56	26.09	23	23.31	35.94		
Avg days Comm initial review	14	22	57.1%	23.43	6.5%	-119.59%	8	9.93	10.59	13	9.37	10.67	17.53	21	

Metrics are on Calendar Year

Report Criteria:

Business.License Status = ACTIVE

License.Approval date = 01/01/2019-01/31/2019

Business Name	Description	Location	License Description	Business Phone	Name
ALS1 UTAH	HOME OFFICE	685 E 200 N	TACTICAL TRAINING AND SECURITY	801-367-2287	AUNDRE V LEAVITT
BEANS AND BREWS	COMMERCIAL LICENSE	1101 W 400 S #301	COFFEEHOUSE	801-561-5241	ARABICA LLC
BROWN ART GALLERY	NON-PROFIT/EXEMPT	274 S MAIN	ART GALLERY & STUDIO NON-PROFIT	801-372-1067	VILLA INSTITUTE FOR TH
FAST GAS #12	COMMERCIAL LICENSE	2009 W 400 S	CONVENIENCE STORE & GAS STATIO	801-491-5051	WESTRING INC
FAST GAS #12	BEER- CLASS A	2009 W 400 S	BEER- CLASS A	801-491-5051	WESTRING INC
GEORGI'S WOOD SHOP	HOME OFFICE	502 SOUTH 400 EAST	RESTORATION AND FABRICATION OF	385-685-3885	MICHAEL JOHN CHRIS
HONEY ROSE HAVEN LLC	COMMERCIAL LICENSE	188 S MAIN STREET	RELATIONSHIP COACHING	801-809-3897	HONEY ROSE HAVEN LL
INTEGRATING WELLNESS CENTER LLC	COMMERCIAL LICENSE	511 S MAIN	HOLISTIC WELLNESS TREATMENT &	385-482-6385	STEPHANIE STOKER, TA
KINGSBURY GROUP LLC	COMMERCIAL LICENSE	665 N MAIN	PRE OWNED AUTO SALES	385-685-1234	TIM COLEMAN AND RES
PETIT BALLET ACADEMY LLC	COMMERCIAL LICENSE	925 S 1950 W	DANCE STUDIO	385-404-8687	MARYBETH & ANDREW
RELIANCE R.A. HOME REPAIRS	HOME OFFICE	1525 S 400 E #62	HANDYMAN ALL JOBS <\$1000 MATERI	385-685-3545	TERESA M AGUILAR
WILD HORSE LLC	COMMERCIAL LICENSE	655 E 400 S SUITE A	LASER ENGRAVED GIFTS/HOME DEC	801-891-5387	BRENDA AND CRAIG NO

Grand Totals:

HOME OFFICE	3
COMMERCIAL LICENSE	7
NON-PROFIT/EXEMPT	1
BEER- CLASS A	1
Grand Total:	12

MUSEUM										
									January 2019	
Monthly Metric	January 2018	August	September	October	November	December	January		Average	Target (monthly)
Attendance	3722	6677	4435	5783	3924	4640	4768		5038	5000
Art Talks Teacher & Students Reached	1814	382	1955	1341	2664	1897	2001		1707	1995
Customers Served	5536	7059	6390	7124	6588	6537	6769		6745	6090
Springville Residents (% of total visitors)	N/A	N/A	N/A	N/A	N/A	N/A	22%		N/A	25%
Annual Metric	fy16	fy17	fy18	Q1	Q2	Q3	Q4	fy19	Average	Target (year)
Store Revenue (\$)	N/A	\$ 21,069.00	\$ 44,445.16	\$ 14,886.52	\$ 9,643.00	\$ 2,853.47	N/A	\$ 27,382.99	\$ 12,264.76	\$ 40,000.00
Store Revenue-% of yearly goal met	N/A	N/A	N/A	37%	61%	68%	N/A	68%	N/A	
Rental Revenue (\$)	\$ 73,951.00	\$ 92,030.00	\$ 74,289.00	\$ 31,080.00	\$ 16,760.00	\$ 5,820.00	N/A	\$ 53,660.00	\$ 23,920.00	\$ 80,000.00
Rental Revenue-% of yearly goal met	N/A	N/A	N/A	39%	60%	67%	N/A	67%	N/A	
Contributions (\$)	N/A	\$ 71,105.00	\$ 68,934.60	\$ 19,698.16	\$ 29,502.45	\$ 6,669.16	N/A	\$ 55,869.77	\$ 24,600.00	\$ 77,600.00
Contributions-% of yearly goal met	N/A	N/A	N/A	25%	63%	72%	N/A	72%	N/A	
	(fy16 before MOU with city)								Metrics are on Calendar/Fiscal Year	

SOCIAL MEDIA FOLLOWING



6,132
(up 40)



5,133
(up 254)

EVENT HIGHLIGHTS:



"This was absolutely amazing! Sarah Howlett, Emily Howlett and I had a great time!!! Fantastic art and very gracious artists!" - Facebook Comment



551

in
attendance at
opening
reception

Jan 9, 2019

***average attendance for
curated exhibition
openings is 200*



215

artists
attended

***double our
expected
attendance*

Date Held	Attendance
May 2017	75
May 2018	125
Jan 2019	215



JANUARY SUCCESS:

Volunteer Update - January 2019

23

new volunteers
in January 2019

12

new docents
(tour guides)

6

new interns

5

general
volunteers



562

volunteer hours worked

85

volunteers

DOCENT TRAINING

Docents participated in a three-week training program, occurring on the first three consecutive Tuesdays in January, during which they:

- completed and discussed readings on current docent training practices
- were trained on childhood development and adapting tours to different age groups (preschool to adult)
- learned and practiced techniques to craft engaging, inquiry-based and interactive tours
- completed practice tours, or practicums, which were assessed by museum staff to determine docent trainees' ability to lead tours in the museum
- Shadowed tours of museum docents to observe their techniques and methods in action



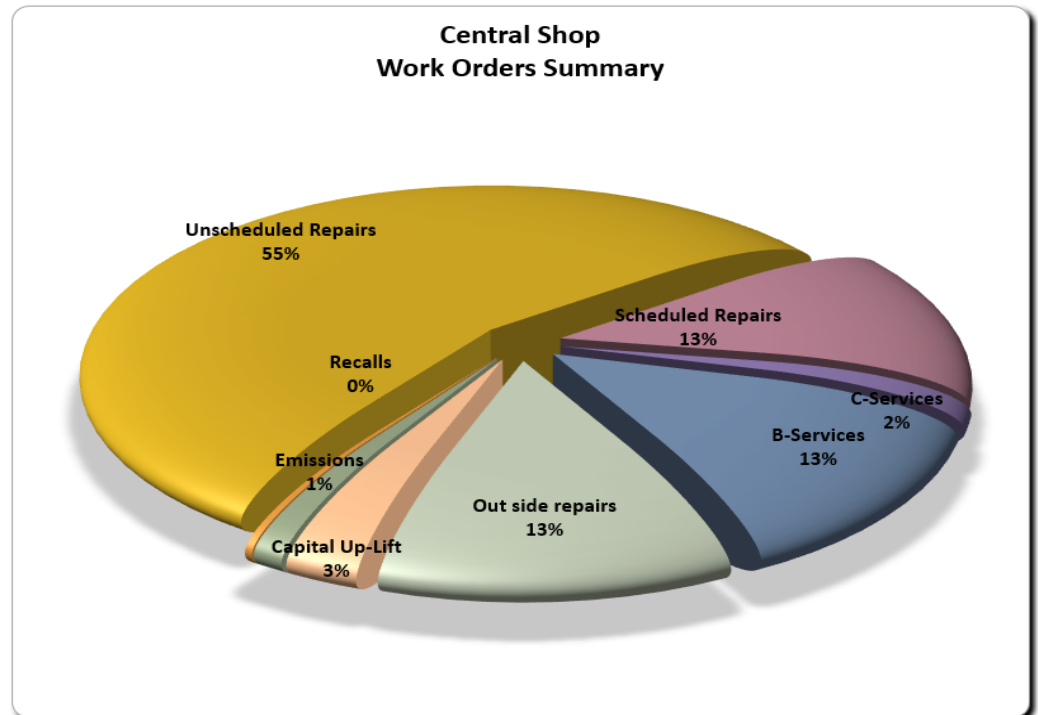
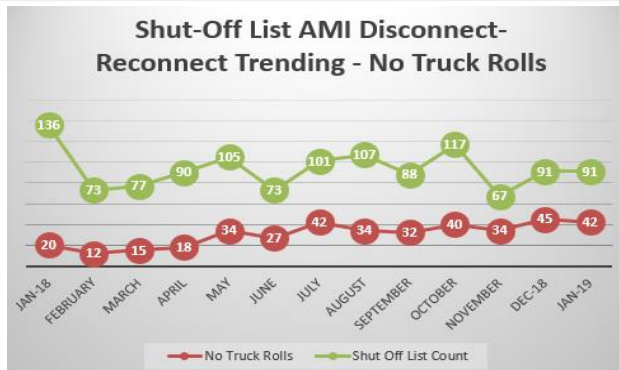
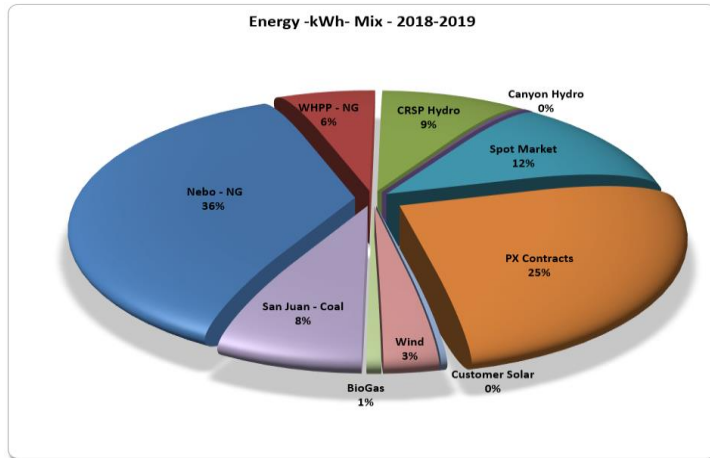
Power Department - Generation & Distribution

Power Department Mission Statement - Springville City Power is committed to providing safe, reliable power and services in a friendly, efficient and professional manner, while offering competitive rates to its customers- - Doing everything in our power to provide your power-

								February 2019	
								Metrics are on Fiscal Year	
								Moving away from target Approaching target Exceeds Target	
Goal #1 - Generation - Efficiently Manage wholesale power costs to maintain annually budgeted expenditures for stable Rates	2018	2018					2019		
Monthly Metric	January	August	September	October	November	December	January	Month-Actuals	Target
Power Resource Monthly Cost Per MWh (MegaWatt-hour)	\$ 63.00	\$ 57.60	\$ 57.50	\$ 58.40	\$ 59.54	\$ 60.06	n/a	\$ 60.06	\$ 63.50
System Monthly Energy - % - Growth from Previous Year		3.41%	1.08%	12.73%	5.65%	2.55%	4.36%	4.36%	2.00%
System Monthly Peak - % - Growth from Previous Year		-1.30%	-0.60%	12.66%	3.14%	0.84%	4.78%	4.78%	2.00%
Monthly Retail Rate Revenue - \$-	\$ 2,141,700	\$ 2,846,072	\$ 2,539,207	\$ 2,063,795	\$ 1,976,371	\$ 1,991,886	\$ 2,114,229	\$ 2,114,229	\$ 2,146,999
Monthly Retail Revenue % of Monthly Budget Forecast		103.37%	98.36%	109.00%	101.93%	101.47%	98.47%	98.47%	100.00%
Goal #2 - Distribution - Provide friendly, professional customer service to all existing and new customers	2018	2018					2019		
Monthly Metric	January	August	September	October	November	December	January	Month-Actuals	Target
Total # Active Retail Meter Count	11,756	11,821	11,789	11,813	11,855	11,853	11,969	11,969	12,043
# Customer Requested Service Work Orders Completed	215	400	245	313	227	200	197		
Work orders - % - Growth From Previous Year		2.30%	-3.92%	36.68%	-11.67%	11.11%	-8.37%		
- % - Of Active Customers Receiving Final Past Due Notification		5.29%	5.30%	6.88%	3.88%	4.63%	4.91%		
Shut Off List - Final customer Count -#-	136	101	107	88	117	67	91	91	55
Shut Off List - Final Customer Count - % - Growth From Previous Year		94.55%	27.54%	95.00%	-6.94%	93.62%	-34.06%		
Goal #3 -Generation - Provide efficient and reliable Generation and Substation System Maintenance	2018	2018					2019		
Monthly Metric	January	August	September	October	November	December	January	Month-Actuals	Target
Monthly/Annual Maintenance Inspections	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
WHPP Generation Production Availability	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	83.33%	83.33%	100.00%
Hobble Creek Canyon Hydro Production Availability (4 Units)	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	25.00%	100.00%
Goal #4 - Distribution - Plan & Provide Safe and Efficient System Maintenance in a Professional Manner	2018	2018					2019		
Monthly Metric	January	August	September	October	November	December	January	Month-Actuals	Target
Meter Connections per Distribution Employee	418	421	420	420	422	422	426	422	349**
Hours Worked Without a Lost Time Accident	188,432	312,801	334,102	354,715	376,016	417,930	439,231	439,231	1,000,000
Goal #5 - Distribution - Maintain and Improve the Distribution System Reliability	2017	2018					2019		
Monthly Metric	January	August	September	October	November	December	January	Month-Actuals	Target
Outages	3	11	6	2	6	1	5	5	4.083*
# Of Customers Affected by the Outage Events	8	133	47	2	180	20	23	23	369.08*
- % - Of Total Active Customers Impacted by Outage	0.07%	1.13%	0.40%	0.02%	1.52%	0.17%	0.19%	0.19%	3.16%*
Customer Average Interruption Duration Index (CAIDI)(minutes)	84.88	101.09	187.57	55.50	110.21	95.00	54.76	54.76	116.268*
System Average Interruption Duration Index (SAIDI)(minutes)	0.057	1.146	0.738	0.009	1.665	0.158	0.096	0.096	4.451*
Average System Availability Index - % - (ASAI)	99.9998%	99.9973%	99.9982%	99.9999%	99.9961%	99.9996%	99.9997%	99.9997%	99.9903%*

*FY 17-18 Internal Averages & **APPA 2017 Financial & Operating Ratios

Annual Metric	2016	2017	2018	FY19-Q1	FY19-Q2	FY19-Q3	FY19-Q4	Average	Target
Springville City Average Residential Cost Per kWh (Cents per kWh)	10.54	10.61	10.63	10.55	10.55			10.55	
National Residential Average Cost Per kWh (Cents per kWh)	12.65	12.55	12.89	13.01	12.95				
Sytem Energy Loss - % - From Delivered Energy	2.84%	2.71%	3.02%	1.49%	2.66%			2.08%	3-5%
City kWh Usage - (kWh)	12,218,684	13,633,046	12,125,111	4,554,056	5,089,727				
-General Fund Usage - (kWh) - Unbilled	5,250,350	6,340,579	5,676,996	2,079,960	3,852,374				
-Enterprise Funds Usage (kWh) - Internal Quarterly Billing	6,968,334	7,292,467	6,448,115	2,474,096	1,237,353				



We completed 149 work orders in the month of January. We stayed ahead of the storms and only had one major repair on the plows. We have added 3 vehicles to the Fleet in January and now have several in surplus waiting to be sold. We are now up and running the Utah County light duty diesel emissions. This is the fourth month of scheduling and most of the departments have been very cooperative. Our Maintenance software is now pulling odometer reading from fuel software so we have more accurate readings.



Springville Police Department

February 2019

Monthly Metric	Jan-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19		6 month Average	Target
Total Drug Cases	22	26	26	17	11	18	19		19.5	n/a
Total Adult Arrests	64	96	74	68	30	48	49		60.8	n/a
Total Juvenile Arrests	15	11	13	11	13	4	7		9.8	n/a
Citations Issued per Patrol Officer	11.8	8.3	8.7	8	5.9	9.4	6.3		7.8	n/a
Dom. Violence Cases Investigated	17	21	11	8	13	15	15		13.8	n/a
Number of Officers Authorized / Available	27/26	29/24	29/24	29/24	29/25	29/25	29/24		29/24.3	n/a
Annual Metric	2016	2017	2018	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2018	Yearly Average	Target
Public Contacts per Officer	865.8	961.7	960.2	244.4	258.4	248.5	208.8	960.2	929.2	n/a
Public Contacts per Officer - Comparable Agencies*	600.9	621.5	664.2					664.2	628.9	n/a
Incident Reports per Officer	441.2	467	479	108.4	129.4	130.4	110.8	479	462.4	n/a
Incident Reports per Officer - Comparable Agencies*	361.7	378.2	361.4					361.4	367.1	n/a
Number of Part I Crimes	694	717	653					653	688.0	
Number of Violent Part I Crimes	28	14	22					22	21.3	
UCR Crimes per 1000 residents	21.5	21.7	19.3					19.3	20.8	
UCR Crimes per 1000 residents - Utah	31.7	31.7							31.7	n/a
Average Caseload per Detective		14.3	14.5	16.2	14.4	15	12.5	14.5	14.4	15
Total Adult Arrests	676	802	821					821	766.3	n/a
Total Juvenile Arrests	159	136	143					143	146.0	n/a
Total Peer Court Referrals	45	56	63					63	54.7	n/a

* Comparable Agencies are: Provo, Pleasant Grove, Spanish Fork, Payson, Saratoga Springs, Am. Fork and Lehi

Metrics are on Calendar Year

Springville Police Department Property and Evidence Division

Over the past 25 years across the country there has been a transition in the operation of Property Rooms from closets to 50,000+ square foot warehouses. Many of the changes have been associated with forensic science, including DNA, and with new statutory requirements to retain certain types of evidence for lengthy periods of time, or indefinitely. Almost every year new case law decisions increase the significance of integrity and documentation credibility within Property Room operations. The Property (or Evidence Room as we call it), is basically a storeroom that is not accessible, except to those police employees assigned to it. It is designed to store all kinds of items that are being kept as evidence for the Police Department, under the direction of the Evidence Custodian.

The Evidence Custodian is to receive all incoming property, to store it properly, to preserve its condition, to maintain it securely, to lawfully release or dispose of it, and to maintain documentation of the entire process. The person designated as Evidence Custodian has the responsibility for ensuring the validity of this process to the degree that it satisfies any court which has reason to examine the process. Currently, our two evidence custodians are Evidence Technician Christie Poulson (who is a civilian employee); and Investigations Lieutenant Dell Gordon (who is a law enforcement officer).

When an item is taken as evidence the officer seizing the item is responsible for entering the item into the records management program. The item is assigned a property number that stays with it permanently. The item is then tagged with descriptive information and placed into a secure locker at the police department. Once it is secured in the locker the officer no longer has access to it, except through one of the two evidence custodians.

After the item is placed into evidence it is again logged into the computer program, assigned a location in the storage facility, and is checked by the evidence technician for proper packaging and disposition. If the item needs to be processed by the Utah State Crime Lab, it will be noted and scheduled to be transported there by the technician.

Each time an item is moved from the evidence room it is logged into the computer and the person responsible for it must accept custody and document what happens with it. Items can be removed from evidence for many reasons such as: taken to the Crime Lab for processing for fingerprints, DNA, drug analysis, or for testing. An officer may also need to take the item out of evidence for investigative purposes as well for court.

There are currently over 4700 items in the Evidence Room. This number changes frequently with more items being added and other items being released or destroyed.

The evidence custodian is responsible for the appropriate disposition of each piece of property received, whether in compliance with court order, through release to its rightful owner, or through other legal means such as auction, diversion, or destruction.



Springville Police Evidence Room and lockers.



Springville Dispatch

February 2019

Monthly Metric	Feb-18	Aug-19	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19		Average	Target
% 911 Calls Answered < 10 seconds	96.86	99.16	99.05	98.38	98.68	98.77	98.74		98.79	95%
% Non 911 Calls Answered < 15 seconds	97.77	98.44	99.69	99.66	99.67	99.71	99.42		99.43	95%
Total 911 Calls Received	669	718	723	722	670	714	621		4,168	n/a
Total Non 911 Calls Received	3748	4412	4491	4178	3455	3774	3878		24,188	n/a
Annual Metric	2016	2017	2018	Q1	Q2	Q3	Q4	2018	Yearly Average	Target
% 911 Calls Answered < 15 Seconds (State Standard: 95%)	98.07	96.44	99.82	98.14	98.12	98.63	98.47	98.34	98.11	95%
% Average Time to Answer Non 911 Call	98.42	89.09	98.41	98.1	98.3	98.6	98.64	98.41	95.3	95%
Total 911 Calls Received	8521	9088	8614	1991	2247	2270	2106	8614	8741	n/a
Total Non 911 Calls Received	54,774	53,688	49,111	11,099	13,121	13,484	11407	49,111	52,514	n/a
% EMS Calls with Accurate Pre-Arrival Instructions	N/A	N/A	91.55	N/A	94	92.84	93.15	93.19		95%
% Fire Calls with Accurate Pre-Arrival Instructions	N/A	N/A	Pending**							90%
% Police Calls with Accurate Pre-Arrival Instructions	N/A	N/A	Pending*							90%
* First Police QA February 2019										
** Training starts 2019 for Dispatcher										

Metrics are on Calendar Year



Springville Fire & Rescue

February 2019

Monthly Metric	Jan-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Average	Target
Total Number of Active Members	63	61	60	59	58	56	56	58.3	67
Full Time	4	4	4	4	4	4	4	4.0	4
Part Time	26	26	26	25	23	23	25	24.7	27
Volunteer	38	36	36	36	36	34	32	35.0	36
Less Active Members < 30% Resp. to Calls	-5	-5	-6	-6	-5	-5	-5	-5.3	0
Staffing - Paramedics Day	23	22	21	21	21	21	21	21.2	23
Staffing - Paramedics Night	7	7	7	7	7	7	6	6.8	8
Staffing - Advanced EMT Day	4	4	4	4	4	4	5	4.2	4
Staffing - Advanced EMT Night	7	7	7	7	7	6	7	6.8	8
Staffing - Basic EMT	18	18	18	18	18	17	17	17.7	10
Total # of Structure Fires	0	1	1	0	0	1	0	0.5	
Structure Fires w/ 15 FF's	0	0	0	0	0	1	0	33.33%	90%
Fire Calls w/Fire Attack in > 2 min	0	0	1	0	0	1	0	100%	90%
# of Fires Contained to Structure of Origin	0	1	1	0	0	1	0	100%	90%
# of Fire Calls Day Shift	13	18	15	22	19	24	24	20.3	
# of Fire Calls Night Shift	9	10	9	14	9	12	11	10.8	
# of EMS Calls Day Shift	78	88	94	89	75	77	74	82.8	
# of EMS Calls Night Shift	56	49	53	57	37	40	37	45.5	
Avg Emergency Calls-Day	2.9	3.4	3.6	3.6	3.1	3.25	3.2	3.4	
Avg Emergency Calls-Night (Volunteers)	2.1	1.9	2	2.3	1.5	1.7	1.5	1.8	
% of EMS Calls Meeting the Standard	97	96	97	95	96	95	96%	80.0	90%
# of Patient Transports	68	72	80	77	62	73	60	70.7	
# of Ambulance Back-Up calls	10	9	11	8	7	15	3	8.8	3
Response time Day shift - minutes	6.5	7.3	6.25	6	6.6	6.1	7.7	6.7	8.0
Response time Night shift - minutes	12.2	11	13.9	12.4	13.9	13.5	13.1	13.0	14.0
Annual Business Inspections	42	44	48	42	32	31	30	37.8	50
New Business Inspections	13	3	6	5	9	6	14	7.2	
Plans Reviewed	5	13	5	11	14	11	14	11.3	
Field Inspections	5	5	0	8	5	0	7	4.2	

Revenue Deposited	\$ 28,640	\$ 52,140	\$ 35,501	\$ 58,956	\$ 34,915	\$ 27,862	\$53,215	\$43,765	\$ 40,000
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Annual Metric	2016	2017	2018	2018 Q1	Q2	Q3	Q4	Average	Target
Total Number of Members	64	64	63	63	62	61	60	62	68
Total 911 Responses	1,590	1,857	1,864	418	487	510	449	466	
Total Structure Fires	10	11	4	1	2	2	1	1.5	
Structure Fires w/ Minimum of 15 FF's	10	11	1	1	1	0	1	0.8	
Percentage of Structure Fires w/ 15 FF's	100	100	0.25	100	50.00	0	100	63%	90
Avg Emergency Calls-Day	2.83	3.18	3.2	3.02	3.38	3.46	3.31	3.3	4
Avg Emergency Calls-Night (volunteers)	1.52	1.82	1.85	1.57	1.96	2.14	1.6	1.8	1
Response time Day shift (minutes)	6.1	6.5	6.6	6.6	7	6.8	6.2	6.7	8
Response time Night shift (minutes)	12.16	13	12.9	12.3	12.9	13.1	13.2	12.9	14
Revenue Deposited	\$478,295	\$487,219	\$485,495	\$ 101,817	\$ 127,973	\$ 140,202	\$115,503	\$ 121,374	

Hydraulic extrication tools, "The Jaws of Life", was invented by George Hurst in 1961 after he viewed a stock car race accident where it took hours to get the injured driver out of his damaged car.

Medically speaking the on scene extrication window is 15 minutes, allowing time for doctors in the operating room to work on the patient. These powerful hydraulic tools can rip a car apart allowing medic's access to trapped patients. The rescue tools include Hydraulic powered spreaders, cutters, and rams. These tools can generate over 10,000 PSI. to bend and tear doors and lift dashes off of injured and trapped passengers and drivers.

As old technology gives way to new building techniques and stronger metals it is important to keep up with the ever changing challenges that car designers give rescuers. Springville Fire's "Jaws of Life" extrication tools are reaching their end of life as they are 20 years old and behind the curve on the new stronger metals and composites used in today's newer vehicles.

PUBLIC WORKS - JANUARY 2019 SIGNIFICANT EVENTS

February 2019

Water Division:

- **400 South Well #2 - Well House Construction contract** to be put out to bid early February. Contract includes construction of the well house building, a 400 hp electric motor, variable frequency drive and submersible pump; all above-ground piping, valves and electrical work; a 24-inch diameter pump-to-waste storm drain; and a 16-inch water main that connects to the 30-inch diameter transmission main pipeline in 400 South. Engineer's estimate for the project is \$1,000,000, with construction to be completed mid-July 2019.
- **Spring Creek Place Pipeline Replacement project** was awarded to Fullmer Excavation of Spanish Fork in the amount of \$299,995. This project is located in the Springville Industrial Park and involves the installation of approximately 1,400 linear feet of 12-inch C900 PVC drinking water pipeline to replace an old corroded ductile iron main pipeline. The project is projected to be completed in April 2019.

Wastewater Division:

- **A Draft Permit Variance for Technology-Based Phosphorus Effluent Limits** was put out to public notice by the State Division of Water Quality to allow Springville City, over the coming year, to study the possibility of joining Spanish Fork City in a regional wastewater treatment plant in the future. Study results to be available December 2019.

Storm Water Division:

- **1150 North Storm Drain project** was put out to bid to alleviate periodic minor flooding on 150 East in the area of 1300 North. This project includes the installation of 1,500 linear feet of 15" to 24" diameter gravity storm drain pipeline. Engineer's estimate for this project is \$400,000, with construction to be completed April 2019.

Public Works Administration:

- **Sent 159 individual letters** to citizens who own property that fronts Hobble Creek encouraging private clean-up efforts as a preemptive measure to possible spring-runoff flooding caused by years of natural debris clogging the stream bed (see attachment). Only two (2) responses from citizens - both were inquiries on clean-up resources available in our area.

Springville Resident
000 N 000 E
Springville, UT 84663

Dear Springville Resident,

You are receiving this letter because your property has stream bank frontage on Hobble Creek.

THE ISSUE: Changing world climate conditions have led to periods of drought in Utah. These drought periods have resulted in lower-than-normal stream flows in Hobble Creek, allowing natural debris piles and vegetation to encroach into the stream channel, limiting the stream's water carrying capacity.

Springville City personnel routinely clear debris from stream banks at roadway bridge crossings and irrigation take-out structures along Hobble Creek. This reduces the risk of flooding and associated property damage.

Many City residents living along Hobble Creek are not properly maintaining the stream banks on their private property. This inaction can lead to flooding and property damage.

WHAT YOU CAN DO AS A RESIDENT/PROPERTY OWNER: Stream bank maintenance includes removal of fallen trees, branches, garbage and other debris that may inhibit or block stream flows. Note, unremoved debris on your property may affect your downstream neighbors, so you are encouraged to work together to mitigate this private issue.



Heavy equipment is not allowed *in* Hobble Creek unless a permit from the Utah Division of Water Rights has been acquired. If your stream bank situation requires the use of heavy equipment *within* Hobble Creek, contact Chuck Williamson, Utah Division of Water Rights at 801 538-7404.

HOW DO I GET RID OF THE NATURAL DEBRIS ON MY STREAM BANKS? Springville City operates and maintains a green waste facility at 600 W 700 N in Springville. This green waste facility is normally closed between November 30th and April 30th, however special arrangements (Springville residents only) can be made to dump natural stream bank debris, free of charge, at this facility by calling the Public Works Department at 801 491-2780.

MOVING FORWARD: Current snowpack data indicates a near-normal snowpack in the mountains above Springville. If this weather pattern continues over the next few months, Hobble Creek water flows may swell in the spring filling the stream channel with rushing water as it makes its way to Utah Lake.

Please take the time to review your individual stream bank condition on your property and take the proper action to make sure that swelling spring flows can safely pass through the residential areas of Springville.

Sincerely,

Bradley D. Stapley, P.E.
Director of Public Works
Springville City

Engineering Division Report

January, 2019

MISSION -We will provide fair and ethical engineering, inspection and technology services and ensure the highest quality design and construction of city infrastructure.

		2018	2018					2019			
Monthly Metric		Jan	August	Sept	Oct	Nov	Dec	Jan		Average	Target
Goal - Design and manage CIP, in-house projects, and projects for sponsoring departments to ensure they are completed on schedule and within budget.											
In-House CIP	% of CIP Design Completed (10 CIP projects to be designed and managed in-house for FY 18-19)					30%	30%	50%		37%	100%
Goal - Provide development engineering review services and assistance to the applicants so that the City can have an efficient and effective development process.											
Engineering Design Review	# of DRC and re-submittal review items - Subdivision					14	8	6		9.3	
	# of DRC and re-submittal review items - Site Plan					1	1	6		2.7	
	% of engineering plan reviews completed within 10 working days					100%	100%	100%		100%	100%
Goal - Provide inspection services for the City on all public improvements to ensure compliance with approved plans, City specifications and ensure quality construction and superior end products.											
SWPPP Inspection	# of active Residential construction sites					97	100	98		98	
	# of active Commercial construction sites					24	27	24		25	
	% of active sites visited for monthly inspection					95%	95%	100%		97%	100%
	% of sites with two or more violations					40%	35%	35%		37%	25%
PW Inspection	# of active development or CIP construction sites (public ROW)					8	8	11		9	
	# of encroachment permits issued					4	6	8		6.0	
	# of MINOR (<\$1000) infrastructure repairs during warranty period per 1000 LF of new ROW					0.92				0.92	1.5
	# of MAJOR (>\$1000) infrastructure repairs during warranty period per 1000 LF of new ROW					0				0	1.5
Goal - Provide timely and accurate sub-surface utility locates for all City-owned utilities to minimize infrastructure damage during construction and excavation activities.											
Bluestake	# of tickets to date (fiscal year)	2162	815	1157	1592	1959	2214	2561		2561	4500
	# of locate tickets this month	120	422	342	435	367	255	347		361	400
	% of miss marks (outside the 2-foot allowance)		0%	0%	0%	0.54%	0.00%	0.29%		0.14%	0%
	% of requests fulfilled within 48 hours (working days) of request:		100%	100%	100%	100%	100%	100%		100%	100%
										Metrics are on Fiscal Year	
										Below	Meeting or Exceed

Annual Metric		2016	2017	2018	Q1 (Jul-Sep)	Q2 (Oct-Dec)	Q3 (Jan-Mar)	Q4 (Apr-Jun)	2019	Average	Target
Goal - Design and manage CIP, in-house projects, and projects for sponsoring departments to ensure they are completed on schedule and within budget.											
In-House CIP	% of Capital Improvement Projects completed in budget and per plan.					100%				100%	100%
	% of projects completed within schedule					100%				100%	100%
	% of CIP projects with total CO's less than 5% of bid awarded					100%				100%	100%
	Cost savings for in-house design and CM					\$54,677				\$54,677	
Goal - Provide development engineering review services and assistance to the applicants so that the City can have an efficient and effective development process.											
Engineering Design Review	% of Subdivision applications completed with 3 engineering design reviews or less. (Prelim or Final)					60%				60%	100%
	% of Site Plan applications completed with 3 engineering design reviews or less.					75%				75%	100%
	Average # of reviews per Subdivision approval (Prelim or Final)					3.2				3.2	3
	Average # of reviews per Site Plan approval					3.2				3.2	3
	% of total approval time City has plans for review									#DIV/0!	
Goal - Provide inspection services for the City on all public improvements to ensure compliance with approved plans, City specifications and ensure quality construction and superior end products.											
SWPPP Inspection	% of active sites visited for monthly inspection					100%				100%	100%
	% of sites coming into compliance within 48 hours or less					97%				97%	100%
	% of sites issued stop work order for non-compliance					5%				5%	5%
PW Inspection	# of infrastructure MINOR (<\$1000) repairs within warranty period per 1000 LF of new ROW					0.92				0.92	1.5
	# of infrastructure MAJOR (>\$1000) repairs within warranty period per 1000 LF of new ROW					0				0	1.5
Goal - Provide timely and accurate sub-surface utility locates for all City-owned utilities to minimize infrastructure damage during construction and excavation activities.											
Bluestake	% of miss marks (outside the 2-foot allowance)					0.19%				0.19%	0%
	% of miss marks resulting in infrastructure damage.					0%				0%	0%
	% of requests fulfilled within 48 hours (working days) of request:					100%				100%	100%
									Metrics are on Fiscal Year		
									Below	Moving Toward	Meet or Exceed

Storm Water/Public Works

Mission: To provide Springville residents with reliable storm water drain system with the most responsible impact on the environment.										February, 2019	
Goal- Carry out a cleaning and cctv inspection program to comply with risk management and state requirements, and identify problems spots											
Monthly Metric	Jan-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Monthly Average	FYTD	FYTD Target
Pipe CCTV Inspect/Clean %	31%	2%	2%	6%	6%	6%	6%	7%		7%	58%
Structure Inspection %	3%	4%	14%	17%	20%	20%	20%	26%		26%	58%
Street Sweeping (days %)		4%	11%	17%	22%	33%	35%	37%		37%	58%
Street Sweeping (tons)	6.45	14.9	50.2	22.35	9.86	79.05	2.3	10.5	27	189	
Goal- Track projected revenues V.S. actual revenues on monthly basis and revise/adjust expenditures as appropriate											
Monthly Metric	Dec-17	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Monthly Average	FYTD	FYTD Target
Total Revenue	\$106,919	\$102,124	\$107,630	\$109,870	\$142,353	\$123,096	\$125,186		\$118,376	\$710,258	\$693,260
Total Revenue %	49%	7%	8%	8%	10%	9%	9%			51%	50%
Operations Expenses (actual)	\$14,358	\$30,735	\$31,199	\$36,748	\$32,537	\$38,997	\$48,107		\$36,387	\$218,324	
Operations Expenses %	31%	6%	6%	7%	6%	7%	9%			42%	<50%

* Inspection numbers are down because we did not have a CCTV truck, CCTV truck should be back in operation in March

* Sweeper day numbers are down because we were missing an operator for about 6 months

Annual Metric - System Size and Growth	F 2016	F 2017	F 2018	F Q1	F Q2	F Q3	F Q4	Average	F 2019	Target
# Customers (Target = F 18 * Ave)	8793	8849	8991	8984	9011				9011	9104
Connections Growth % (Ave= C 16-C 18)	1.52%	0.64%	1.60%	-0.08%	0.30%			1.26%		
# ERUs (Target = C 18 * Ave)	16208	16612	16853	16873	16936				16936	17167
ERUs Growth % (Ave=C 16-C 18)	1.64%	2.49%	1.45%	0.12%	0.37%			1.86%		
Annual Metric - Impact Fee Revenue	F 2016	F 2017	F 2018	Q1	Q2	Q3	Q4	Average	2019	Target
Impact Fees Collected %	164%	157%	77%	11%	47%				58%	100%
Impact Fees Target	\$138,510	\$200,070	\$246,240							\$184,680
Impact Fees Collected	\$226,996	\$313,958	\$189,188	\$19,838	\$87,635				\$107,473	

Metrics are on C = Calendar, F =Fiscal Year

Sewer Collections System/Public Works

Mission: To provide Springville residents with quality wastewater reclamation and collection services with the most responsible impact on the environment.	February, 2019
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General Plan Strategies:

7B-Adopt and carry out a system maintenance program (e.g., viewing the lines to identify problems, cleaning out lines to ensure capacity is maintained and the chance for back-up reduced.)

7C-Ensure compliance with state and federal laws

General Plan Goal (7B-7C)- To comply with risk management and state requirements.

Monthly Metric	Jan-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Monthly Average	FYTD	FYTD Target
CCTV Inspection %	-	0.4%	0.1%	0.0%	0.2%	0%	0.0%	0.2%		1%	58%
Pipe Cleaning %		12%	8%	4%	3%	1%	1%	2%		31%	58%
Pipe Bad Spots cleaned %		2%	3.9%	4%	2.0%	2%	1.1%	2.2%	-	17%	58%
MH Inspected/Cleaned %	-	18%	5%	3%	2%	1%	3%	2%	-	35%	58%
MH reoccurring cleaning %	100%	100%	100%	100%	100%	88%	82%	94%		98%	>95%

Goal- Track projected revenues V.S. actual revenues on monthly basis and revise/adjust expenditures as appropriate

Monthly Metric	Dec-17	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Monthly Average	FYTD	Target
		8%	17%	25%	33%	42%	50%	58%	-		
Total Revenue (from expense rep)	\$345,233	\$337,586	\$379,022	\$364,238	\$404,340	\$394,410	\$359,113		\$373,118	\$2,261,266	\$2,343,409
Total Revenue %		7.2%	8.1%	7.8%	8.6%	8.4%	7.7%	0.0%		47.8%	50%
Operations Expenses (actual)	\$ 25,664	\$ 28,752	\$ 41,272	\$ 77,184	\$ 35,355	\$ 29,478	\$ 30,912		\$40,492	\$ 242,952	\$ 240,796
Operations Expenses %		6.0%	8.6%	16.0%	7.3%	6.1%	6.4%	0.0%		50.4%	<50%

* Inspection numbers are down because we did not have a CCTV truck, CCTV truck should be back in operation in March

Annual Metric - System Size and Growth	F 2016	F 2017	F 2018	Q1	Q2	Q3	Q4	Average	FYTD 2019	Target
# connections (Target = C 2018*Ave)	9204	9332	9572	9574	9582			-	9582	9764
Connections Growth % (Ave= C2016 thru C2018)	2.06%	1.39%	2.57%	0.02%	0.08%			2.01%		
# ERUs	10417	10546	10775	10715	10787				10787	10959
ERUs Growth % (Ave = C2017 & C2018)	-3%	1.2%	2.2%	-0.56%	0.67%			1.70%		
Annual Metric - Impact Fee Revenue	F 2016	F 2017	F 2018	Q1	Q2	Q3	Q4	Average	FYTD	Target
Impact Fees Collected % vs Budget	64.5%	51.5%	75.8%	8.7%	18.1%				26.8%	50%
Impact Fees Target	\$320,816	\$463,450	\$342,240							\$ 427,800
Impact Fees Collected (Actual)	\$206,816	\$238,475	\$259,467	\$ 37,076	\$ 77,475				\$ 77,475	

Metrics are on C = Calendar/F = Fiscal Year

Wastewater/Public Works

Mission: To provide Springville residents with quality wastewater reclamation and collection services with the most responsible impact on the environment.									February, 2019	
Goal- Operate the WRF as efficiently as possible and (strategy 7C) ensure compliance with state and federal laws										
Monthly Metric	Jan-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19		Average	Target
Nestle Pretreatment Flow (Cap-Used)		75%	70%	94%	69%	55%	78%		72%	<100%
WWRF Hydraulic Capacity % (used)		58%	55%	59%	52%	51%	57%		56%	<85%
BOD removal (25mg/L limit)(in/out)		352/6	363/9	394/6	401/6	418/9	336/6	-	7.17	<25mg/L
BOD Treatment Capacity Used		48%	48%	59%	54%	54%	60%		54%	<85%
TSS		171/8	213/10	162/8	161/9	195/10	165/9		9	<25mg/L
Ammonia		0.3	0.5	0.6	0.4	1.4	0.9		1	<1.8
E-Coli		19	7	4	3	3	4		9	<126
Digester detention time (days)		20.4	21.3	20.7	18.0	16.6	21.9	-	19	>25
Goal- Operate Green Waste Yard as efficiently as possible while providing good customer service										
Monthly Metric	Dec-17	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Average	FYTD	Target
# Green Waste Loads Received	0	3248	2995	3120	4205	0	0	74%	16141	21840
Revenue from compost/dump fees	\$ -	\$ 1,074	\$ 505	\$ 1,583	\$ 2,112	\$ -	\$ 216.00	20%	\$ 8,302	\$ 42,000
Goal- Track projected revenues V.S. actual revenues on monthly basis and revise/adjust expenditures as appropriate										
Monthly Metric	Dec-17	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Monthly Average	FYTD	Target
Total Revenue	345,233	379,022	364,238	404,340	394,409	359,113		373,118	2,261,266	2,343,409
Total Revenue %		8.1%	7.8%	8.6%	8.4%	7.7%	0.0%		47.8%	50%
Operations Expenses (actual)	85,185	76,324	146,079	64,193	49,331	108,716			495,892	
Operations Expenses %		7%	14%	6%	5%	10%	0%		46%	<50%

Public Works - Water Division									
								Feb-19	
Monthly Metric	Jan-18	August	September	October	November	December	Jan-19	6 Month Average	Target
Total Water Production (million gal)	163.5	472.4	386.2	215.9	141.5	141.7	152.5	251.7	
New Residential Connections (#)	15	16	8	16	10	12	12	12	
New Commercial Connections (#)					7	0	0	2.3	
Water Main Breaks Repaired (#)									
Total System Mains = 194 miles	1	6	2	1	2	1	7	3	
Water Services Repaired/Replaced (#)									
Total System Services = 9,462	16	6	4	5	7	6	2	5	3
Number of unscheduled outages	1	3	3	0	2	1	10	3	
Customer Count affected by outages	12	84	53	0	28	36	490	115	
Average Unscheduled Outage Time (hours) Goal < 4 hours	1	2.3	3	0	1.5	1	3.8	1.9	4
Skipped Meters Per 1000	N/A	14.9	25.57	34.6	N/A	N/A	N/A	25.02	20
# Misread Meters (/1000)									
Total System Meters = 9,462	N/A	2.11	4.33	4.22	N/A	N/A	N/A	3.55	3
Face-to-Face Customer Interaction (#)									
Goal > 40/month						39	39	39	40
Customer Complaints (#)						2	8	5	20
Annual Metric	2016	2017	2018	Q1 FY19 Jul-Sep	Q2 FY19 Oct-Dec	Q3 FY18 Jan-Mar	Q4 FY18 Apr-Jun	3 Year Average	Target
Current Revenues (\$ million)				\$2,278,907	\$918,988	\$763,943	\$1,122,183		
Historic Revenues (previous 3-years) (\$ million)	\$4,208,634	\$4,452,107	\$4,827,605	Average \$2,013,970	Average \$707,615	Average \$703,298	Average \$1,071,230	\$4,496,115.33	\$4,818,228.00
% Water Produced from Springs	49.93%	60.17%	49.71%	27.47%	71.94%	92.71%	48.65%	53.27%	
% Water Produced from Wells	50.07%	39.83%	50.29%	72.53%	28.06%	7.29%	51.35%	0	
% Unaccounted Water (Billed/Produced)	21.09%	18.93%	15.10%					18.37%	15%
Total Energy Cost/Water Produced (\$/million gal)		\$80.68	\$62.68	\$103.01	\$72.98	\$33.52	\$53.90	\$71.68	\$70.00
Total System Cost/Water Delivered (\$/million gal)	\$489.41	\$562.88	\$555.64	\$435.75	\$920.39	\$718.52	\$606.00	\$535.97	\$500.00
System Stopped Meters (#)	10	17	26	18	7	4	8	18	
% Stopped Meters Replaced	80%	88%	92%	94%	85%	75%	75%	87%	100%
Total Coliform Positive Samples (#)	1	0	0	0	0	0	0	0	0
Water System State IPS* Score Lower Number is Better 150 = unapproved system	18	28	18	18	12	12	12	21	20
* Improvement Priority Score									
Metrics are on Fiscal Year							0-75 %	75-95 %	95-100+ %

Streets Department

Mission : Provide safe and quality roadways and sidewalks to the public through effective and efficient routine maintenance

Metrics Are Fiscal Year

Monthly Metric	18-Jan	July	August	September	October	November	December	19-Jan	Monthly Average	Monthly Target
Goal : Maintain Quality roadway surfaces and traffic control devises through ongoing maintenance procedures										
Roadway Excavations Repaired/Replaced	0	15	12	16	19	12	5	4	12	
% Excavations Repaired/Replaced (Target = Patch within 3 buisness days)		95%	100%	100%	100%	100%	80%	25%	86%	100%
Damaged Traffic Signs Repaired/Replaced	2					4	2	3	3	
Damaged Traffic Sign (% Repaired Within 1 buisness Day)	100%					100%	100%	100%	100%	100%
Goal : Provide a safe circulation system for non-motorized vehicles & Pedestrians										
% Roadway Pavement Markings Re (Crosswalks,Ladders, Stob Bars ETC.)	0	20%	43%	10%	10%	0	0	0	11.79%	8%
# Known Concrete Deficiencies (City wide Inventory Audit Completed every 2-3 Years)	1054							1032		
Concrete Maintenance Pla (Target= Repair 9 Deffectencies per Month for 10 Years)	0	0	0	32	3	0	30	48	16	9
Sign Maint Plan (Target = Update 445 Signs (14%) of the City to MUTCD Retro Standards)	11	40	41	6	14	31	26	42	28.57	37

Annual Metric	2015	2016	2017	Jul Aug Sep	Oct Nov Dec	Jan Feb Mar	Apr May Jun	2018	3-Year Average	Target
Goal : Develop a street Maint. Program combined with annual visual surveying of city streets to help determine annual maint. Plan.										
Streets Maint. Plan (Treat Every Street once every 7 Years)	12.40%	15.85%	13.46%	10.42%	0.00%			10.42%	13.90%	14%
Road Condition (Average of all Streets) Scale 1-10 10 is Best)	5.8	5.2	4.95	6.10		4.56		5.33	5.32	5.3
C-Road Revenues (Restricted Funds for Roadway Maintenance)	\$1,070,348	\$1,239,827	\$1,249,687	\$189,147	\$239,230	\$22,000		\$472,377	\$1,186,621	\$1,345,000
Snow Plow Operations (# Hours to Clear streets after a Storm)	6.14	7.5	4.5	0.00	6.42	4.30		5.77	6.05	6.4
Snow plow Operations (Annual Cost Per Centerline Mile 140 Total)	\$545.63	\$825.03	\$262.38	\$0.00	\$216.88	\$113.62		\$330.50	\$544.35	\$540.00

Solid Waste & Recycling

Mission : Provide a customer friendly, reliable and timely collection service to the residents of springville

Monthly Metric	18-Jan	July	August	September	October	November	December	19-Jan	Monthly Average	Target
Goal : Maintain our Good customer Service Rating & Provide Reputible service to our customers.										
MSW Efficiency (Number of Cans Dumped Per Truck per Hour)	107.8	107.7	107.7	107.8	110.0	109.7	109.7	109.9	108.9	110.0
MSW Trips to Transfer Station	130.0	135	126	124	133	124	124	118	126	126
MSW Travel Time to & From the Transfer Station (Hours spent per Month)	65.00	67.50	63.00	62.00	66.50	62.00	62.00	59.00	63.14	63.80
Monthly Tons of MSW	818.57	1049.58	1116.78	944.44	1073.32	989.16	825.22	744.20	963.24	970
MSW Total # of cans collected	10,353	10,339	10,341	10,348	10,558	10,532	10,534	10,550	10,457	
Monthly MSW pounds Collected per Can	158.13	203.03	215.99	182.54	203.32	187.84	156.68	141.08	184.35	4.30
MSW Cans Per Mile	73.95	73.85	73.86	73.91	75.41	75.23	75.24	75.36	75.31	
MSW Customer Service (Total # of times drivers get out of truck to provide customer service)						467	660	225	451	450
MSWCustomer Service (Hours Spent for Customer Service - 3 Drivers)	0.00	0.00	0.00	0.00	0.00	7.78	11.00	20.75	13	8
Lost Efficiency Resulting from Customer Service Acts (#Cans Per Truck, Per Day)						17.79	25.15	47.51	30.15	
Recycling Total # of cans collected	2,147	2,032	2,167	2,234	2,301	2,303	2,313	2,376	2,247	
Recycling Efficiency (Number of Cans Dumped Per Truck Per Hour)	44.73	42.33	45.15	46.54	47.94	47.98	48.19	49.50	48.40	50.00
Recycling Trips to Transfer Station	22	14	15	10	15	12	11	0	11	14
Recycling Travel Time to & From the Transfer Station (hours Spent per Month)	11	7	7.5	5	7.5	6	5.5	0	5.50	6.50
Monthly Tons Of Recycling	44.67	26.52	38.96	24.69	42.09	32.60	25.47	0.00	27.19	
Monthly Recycling Pounds Collected Per Can	41.61	26.10	35.96	22.10	36.58	28.31	22.02	0.00	24.44	
Recycling Cans Per Mile		14.51	15.48	15.96	16.44	16.45	16.52	16.97	16.05	
Solid Waste & Recycling (Profit/(Loss))	7,364	56,360	(7,966)	(29,182)	15,110	14,151	22,319		11,799	10,000
Truck Operations (Average Costs per Truck- Repair, Maintenance & Fuel)	\$1,960.72	\$2,474	\$5,580	\$5,002	\$3,673	\$3,357	\$1,863		\$3,658	\$2,460
Truck Breakdowns (Effecency Hours lost Due to Equipment Failures)						9.80	8.00	11.50	9.77	10.00
Solid Waste & Recycling Can Maintenance (Number of Can Work Orders)	96	143	139	103	112	97	74	76	106	
Solid Waste & Recycling Can Maintenance (% work Orders Completed Same week)	100%	95%	100%	100%	100%	100%	100%	100%	99%	100%

Annual Metric	2015	2016	2017	Jul Aug Sep	Oct Nov Dec	Jan Feb Mar	Apr May Jun	2018	3 Year Average	Target
Goal : Maintain our Good customer Service Rating & Provide Reliable service.										
Solid Waste /Recycling Annual (Profit/ Vs. -Loss)	179,716	219,415	(83,402)	19,212	51,580			70,792	105,243	75,000
Solid Waste & Recycling Fleet (Average Years in Service)	4.25	4.4	4.6		5	5		5	4.42	5
Solid Waste & Recycling Fleet (Annual Maint. Costs Per Truck)	\$22,595	\$26,819	\$27,920	\$16,729	\$22,103			\$22,103	\$25,778	\$25,000
Solid Waste Accounts (Increase / Decrease)		10,160	10,339	10,353	10,525	10,546		193	179	180
Recycling Accounts	1,201	1,721	2,032	2,023		2,317		294	277	250
Customer service Rating (Maintain our Good customer service level Rating)	5.35	5.45	5.42						5.41	5.4
Tipping Fee Costs Per Ton	34.00	35.00	36.00	36.00	36.00	36.00		36.00	35.00	36.00

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