PROVO MUNICIPAL COUNCIL

Work Meeting

1:30 PM, Tuesday, May 18, 2021
Hybrid meeting: youtube.com/provocitycouncil or 351 W Center Street, Provo, UT 84601

This meeting will be conducted as a hybrid meeting, with some in-person components as well as continued virtual meeting access. The meeting will be available to the public for live broadcast and on-demand viewing on YouTube and Facebook at: youtube.com/provocitycouncil and facebook.com/provocouncil. If one platform is unavailable, please try the other. If both services are down or unavailable, after a reasonable (but short) time waiting to see if the services resume, the remainder of the meeting will be postponed to the next week, with appropriate public notice given of the rescheduled date. If you do not have access to the Internet, you can join via telephone following the instructions below. The in-person meeting will be held in the **Council Chambers** with limited seating to accommodate social distancing and related public health measures.

To listen to the meeting by phone: May 18 Work Meeting: Dial 346-248-7799. Enter Meeting ID 879 9030 4954 **and press #. When asked for a participant ID, press #.**

Agenda

Roll Call
Prayer

Approval of Minutes

October 6, 2020 Work Meeting
April 13, 2021 Special Work Meeting

Business

1. A presentation regarding utility billing. (21-062)

2. A presentation regarding Google Fiber. (21-008)

3. A Resolution Appropriating $140,000 in the Ice Sheet Fund for Replacement of a Zamboni. (21-058)

4. A discussion regarding Elected Officials Compensation. (21-026)

5. A discussion on the tentative budget for the Provo City Stormwater Service District for the fiscal year beginning July 1, 2021 and ending June 30, 2022. (21-015)

6. A discussion on tentatively adopting a tentative budget for Redevelopment Agency of the Provo City Corporation for the fiscal year beginning July 1, 2021 and ending June 30, 2022. (21-015)

7. A discussion on tentatively adopting the tentative budget for Provo City Corporation for the fiscal year beginning July 1, 2021 and ending June 30, 2022. (21-015)

Closed Meeting

The Municipal Council or the Governing Board of the Redevelopment Agency will consider a motion to close the meeting for the purposes of holding a strategy session to discuss pending or reasonably imminent litigation, and/or to discuss the purchase, sale, exchange, or lease of real property, and/or the character, professional competence, or physical or mental health of an individual in conformance with 52-4-204 and 52-4-205 et. seq., Utah Code.

Adjournment

Hybrid Meeting Protocol

For the past year, the Provo City Municipal Council has been meeting without an anchor location, pursuant to Utah's *Open and Public Meetings Act*, and has instead conducted all meetings online. Notwithstanding the ongoing coronavirus pandemic and Utah County's moderate level of coronavirus transmission, **the Municipal Council has determined to hold its meetings at an anchor location AND online**. We invite interested persons to participate:

- in the Council Chambers located at the City Center building; OR
- online by watching the live broadcasts at youtube.com/provocitycouncil and facebook.com/provocouncil.

There will be limited seating available in the Council Chambers and we encourage attendees to maintain appropriate health protocols such as wearing masks and social distancing.
Public comment may be received in person OR online (by calling in or logging onto the Zoom Webinar) which are detailed in meeting notices and agendas, and on the broadcasts. Follow the instructions provided on public notices of each meeting.

If you have a comment regarding items on the agenda, please contact Councilors at council@provo.org or using their contact information listed at: provo.org/government/city-council/meet-the-council
Materials and Agenda: agendas.provo.org
Council meetings are broadcast live and available later on demand at youtube.com/ProvoCityCouncil
To send comments to the Council or weigh in on current issues, visit OpenCityHall.provo.org.

The next Budget Work Meeting will be held on Tuesday, May 25, 2021. The meeting will be conducted **as a hybrid meeting**. Work Meetings generally begin between 12 and 4 PM. Council Meetings begin at 5:30 PM. The start time for additional meetings may vary. All meeting start times are noticed at least 24 hours prior to the meeting.

Notice of Compliance with the Americans with Disabilities Act (ADA)

In compliance with the ADA, individuals needing special accommodations (including auxiliary communicative aides and services) during this meeting are invited to notify the Provo Council Office at 351 W. Center, Provo, Utah 84601, phone: (801) 852-6120 or email evanderwerken@provo.org at least three working days prior to the meeting. Council meetings are broadcast live and available for on demand viewing at youtube.com/ProvoCityCouncil.

Notice of Telephonic Communications

One or more Council members may participate by telephone or Internet communication in this meeting. Telephone or Internet communications will be amplified as needed so all Council members and others attending the meeting will be able to hear the person(s) participating electronically as well as those participating in person. The meeting will be conducted using the same procedures applicable to regular Municipal Council meetings.

Notice of Compliance with Public Noticing Regulations

There will be no anchor location for this meeting; it will be conducted exclusively using online means and will be available to view on YouTube at youtube.com/ProvoCityCouncil. This meeting was noticed in compliance with Utah Code 52-4-207(4), which supersedes some requirements listed in Utah Code 52-4-202 and Provo City Code 14.02.010. Agendas and minutes are accessible through the Provo City website at agendas.provo.org. Council meeting agendas are available through the Utah Public Meeting Notice website at utah.gov/pmn, which also offers email subscriptions to notices.

Pending minutes – awaiting approval

Please note: these minutes have been prepared with a timestamp linking the agenda items to the video discussion. Electronic version of minutes will allow citizens to view discussion held during council meeting.

PROVO MUNICIPAL COUNCIL
Work Meeting Minutes

12:00 PM, Tuesday, October 06, 2020
Electronic meeting: youtube.com/provocitycouncil

Agenda (0:00:00)

Roll Call

The following elected officials participated:

Council Chair George Handley, conducting
Council Vice-chair David Harding
Councilor Bill Fillmore
Councilor David Shipley
Councilor David Sewell
Councilor Travis Hoban
Councilor Shannon Ellsworth, arrived 12:33 PM
Mayor Michelle Kaufusi, arrived 12:48 PM

Prayer

Council Chair George Handley offered the prayer.

Approval of Minutes

May 12, 2020 Budget Retreat
May 19, 2020 Work Meeting
Approved by unanimous consent.

Business

1. An update on the new Airport Terminal. (20-234) (0:12:10)

Dave Decker, Public Works Director, shared an update on the new terminal at the Provo Airport. He reviewed various elements of the new configuration, site plan, and floor plans. In response to a question from Councilor David Harding, Mr. Decker clarified that utility revenues would only contribute toward the costs of installing extended and expanded infrastructure to support the utility-specific needs at the airport. Mr. Decker shared an illustration identifying different funding sources, including proposed loans. Mr. Decker responded to more specific questions about the proposed Energy loan. In response to a question from Councilor David Shipley, Mr. Decker outlined more details of how Mountainland Association of Governments funding works for transportation needs and from where those funds originate; some are funds from Utah County property taxes, and other funds come from the federal level. Wayne Parker, CAO, commended

staff on organizing so many complex elements of a complex project. Mr. Parker clarified more details on the loan authorization request that would return to the Council Meeting on October 20, 2020. ***Presentation only.***

2. A presentation regarding the development application process. (20-225) (0:49:16)

Bill Peperone, Development Services Director, and Gary McGinn, Community and Neighborhood Services Director, presented. Mr. Peperone reviewed a flowchart illustrating the development application and review process. During plan review, staff provide applicants with red-lined versions of their plans, rather than simply written comments. Additionally, staff are required to identify any significant issues within the first two reviews; previously, developers might only learn of a significant issue after they had invested significant funds and time to get the project to that point. Mr. Peperone and Mr. McGinn noted another common area where developers may go through several iterations of review; if a concept plan is inconsistent with the requested zone, the applicant can move forward but staff would recommend denial based on such inconsistencies.

Councilor Shannon Ellsworth asked whether there was anything else that could be improved to make Provo a more development-friendly city and in turn to contribute toward lower housing costs. Mr. Peperone suggested the City better utilize Open City Hall to obtain neighborhood resident feedback on development applications; meetings have moved to a virtual format during the pandemic anyway, and this would provide better information and flexibility. Councilors discussed the idea, and many were supportive of this suggestion. Karen Tapahe, Community Relations Coordinator, shared more information about neighborhood meetings. Mr. McGinn also clarified the nature of some projects which required only an Administrative review and approval. Councilor David Harding also shared comments on the development process. Councilors were generally interested in further discussing any recommendations from the Administration on how to streamline the development review process. ***Presentation only.***

3. A presentation from the Public Gatherings Committee on proposed changes to Section 6.20 of Provo City Code (Public Assemblies and Special Events). (20-223) (1:20:17)

John Magness, Policy Analyst, presented. Mr. Magness shared the background for the formation of this committee. He highlighted the constitutional issues involved in the discussion and shared some of the nuance based on legal precedent and governmental interest. Mr. Magness also highlighted the differences between free speech and commercial speech. Mr. Magness reviewed the proposed changes to Provo City Code Chapter 6.20. The committee intended to refer this draft to the Council for their approval at the Council Meeting on October 20, 2020.

Mr. Magness invited questions and comments from Councilors. Councilor David Harding had previously referred some questions to the Legal Department; Brian Jones, Council Attorney, indicated that Legal was reviewing these items. Mr. Harding had some remaining reservations, though he appreciated the committee's work on this issue. His concern centered on whether the proposed changes made it too difficult for community members to get together for informal events such as the Downtown Art Stroll or neighborhood gatherings. Mr. Magness explained that the code revisions were intended to preserve a degree of discretion to the City Administration in their enforcement of it. Camille Williams, Deputy City Attorney, explained that the code

amendments preserved options for people gathering in spaces that can accommodate them, such as a city park. Councilor Bill Fillmore thanked staff for their efforts and expertise involved in developing these proposals. He noted that the intent was to clarify and streamline the tools and discretion granted for enforcement, as well as to clarify the process for groups. Councilor David Sewell asked if the Administration was supportive in recommending the changes; Mr. Magness explained that the City Administration was involved with the committee, as well as the working group comprised of several staff members who collaborated on the draft. Ms. Williams indicated that several departments who were routinely involved in large events still needed to share input. Councilor Shannon Ellsworth asked whether the committee had made a formal recommendation; Mr. Fillmore indicated they planned to before the next Council Meeting. ***Presentation only.***

4. A discussion about the renewal of the Urban Deer Program. (20-224) (1:45:05)

Camille Williams, Deputy City Attorney, presented. She highlighted past years' data from the urban deer program. The primary decision point for the Council was whether to continue funding the urban dear program, or perhaps a scaled-back maintenance program as recommended by the consultant. Hannah Salzl, Policy Analyst, shared information on the times of day, dawn and dusk, when the program is most effective. Councilors shared comments and feedback.

Councilor David Sewell recommended appropriating funds for a maintenance program. Councilor George Handley did not feel the data demonstrated a significant reduction in vehicle accidents with deer. Mayor Michelle Kaufusi clarified the feedback she hoped to receive from the Council. The Administration intended to move this budget expense into the Animal Control budget, in order to dispense with lengthy debates every year about this relatively small sum of money. Mr. Sewell noted that anecdotally, it seemed that Councilors receive fewer complaints about property damage because of urban deer since the program had been instituted. Councilor Bill Fillmore asked about the program budget; Ms. Williams explained that last year, $12,400 was used of the budgeted $15,000. There are four sites at a cost of $2500 each, with a charge of $75 per deer, with authorization for up to 35 deer. Several Councilors liked the Mayor's proposal to incorporate the program into the Animal Control budget. Mr. Fillmore observed that without the program, the problem might be much worse. Some suggested that it could be a potential area of research for a BYU professor studying wildlife. ***Presentation only.***

5. An update on the utility billing errors that stem from the system conversion in July 2020. (20-235) (2:14:28)

Wayne Parker, CAO, presented. Mr. Parker reviewed the Provo 360 project, which has replaced the City's outdated software with more efficient and reliable software systems. This project involved many functions at the city, including finance, permitting, licensing, utility billing, inventory, work management, human resources, e-government, and data analytics. Mr. Parker noted the many improvements and efficiencies this project introduced to the City organization as a whole and briefly reviewed the associated timeline. Mr. Parker explained the factors which impacted the utility billing, noting that a large data and system conversion also took place at the start of the new fiscal year; it was a perfect storm and in hindsight, these launches should have been more appropriately staggered and tested. Additionally, many users already see their highest bills at this time of year, and rate changes were also instituted at the same time. The software

upgrade had originally been scheduled for the spring but was delayed due to the pandemic. Mr. Parker shared details and insight into the utility billing, including tiered rates and the variable duration of billing periods. Due to an error in the new program, utility accounts were billed at very large service intervals, much longer than the typical 28-32 day cycle. With the combination of new rates and some tiered rates resulted in artificially high bills sent to customers. Some data was also displaying incorrectly on utility bills. Customers who received incorrect bills have been credited back and the issues have been resolved moving forward. Mr. Parker also shared details regarding the utility rate changes and associated capital improvements.

Councilor David Shipley referred to the days of service on the example bill and how this correlated with the calendar months. Mr. Parker explained that the billing system self-calibrates and tracks since the last meter reading. He explained that the tiers do not self-calibrate; where this occurred for customers, those bills will be realigned in the appropriate tiers. Mr. Shipley also asked about any programs available to residents on a fixed income to help even out their utility payments throughout the year. Mr. Parker indicated that was available through Provo 311. There are also many other features available to utility customers on myusage.provo.org. Mr. Parker outlined the steps moving forward, including new audit procedures, waiving of late fees and disconnects, payment arrangements, and meter testing to alleviate any concerns. Councilor David Harding shared concerns he has heard from constituents about disproportionate bill increases that do not seem to be explained by Mr. Parker's presentation. Mr. Parker explained that most outlying bills could be tied back to excessive dates of service and they have worked through these issues on a case-by-case basis. ***Presentation only.***

Administration

6. A presentation about the CARES Act OIG Audit Guidelines (20-227) (2:59:12)

Kelsey Zarbock, Budget Analyst, presented. She shared an update on the CARES Act allocation in which the City received $8.5 million from Utah County's federal funds. The guidance and requirements as to use of these funds has changed dramatically and rapidly, as recently as two weeks ago. In response to a question about how payroll savings were handled for public safety, Ms. Zarbock explained that the City intended to set aside those funds in a designated account so that the expenditures were guaranteed in the event that an allocation had to be repaid due to a future audit. Councilor David Shipley asked if the airport project had been eliminated from the potential CARES Act use. Ms. Zarbock indicated that was the case; most of the funding was being put toward public safety payroll. John Borget, Administrative Services Director, offered more detail on this decision as well. ***Presentation only.***

7. An update from County Health Department, on Utah County and Provo COVID-19 cases and strategies to prevent the spread of COVID-19. (20-226) (3:08:12)

Ralph Clegg, Utah County Health Department Director, presented. Mr. Clegg shared general updates on the COVID-19 pandemic in the County and the department's ongoing collaboration with mayors and elected officials throughout the County. Councilor David Harding asked what indicators would drive the County's decision about whether or not to extend mask requirements.

Mr. Clegg indicated they would consider data including the proxy transmission rate, percent positivity, testing trends, number of cases, and exposure source, among other metrics. He noted that the County may have more guidance after meeting with the State Health Department. Councilor George Handley commented about rates and age stratification and his concerns for college environments. Being on campus is a lot safer for students because on campus, the rules are clear and clearly followed. Mr. Handley appreciated the ongoing partnership with Utah County and felt that it was extremely important.

Councilor Shannon Ellsworth expressed interest in a weekly report with Utah County data; Cliff Strachan, Council Executive Director, indicated he was receiving those from Mr. Clegg and would distribute the information to the Council on a regular basis. Councilor David Sewell asked for any advice or suggestions for what the City could do; Mr. Clegg thanked Council for what they were already doing. Mr. Harding shared a comment suggesting more of a public discourse about the complexity of broad regional mandates versus small and localized as the County made decisions. Mr. Clegg acknowledged the complicated political factors at work. ***Presentation only.***

8. A Discussion Regarding a Budget Appropriation to Correct Elements of the Fiscal Year 2020-2021 Budget Related to the Cemetery (20-228) (3:45:25)

David Mortensen, Budget Officer, presented. Mr. Mortensen outlined the error in the budget in which a full-time employee was budgeted in part-time by mistake. This should be corrected and will come to the Council for approval on October 20, 2020. ***Presentation only.***

9. A discussion about the Blue Sky Tax Increment Proposal. (20-229, 20-230) (3:48:22)

David Walter, Redevelopment Agency Division Director, presented. He highlighted background information about the Blue Sky development. Mr. Walter highlighted the existing conditions of the property and surrounding area. Mr. Walter highlighted how the tax increment would operate. This does not commit the City to funding at this time; the interlocal agreements would come back to the Council for later approval. Councilors commented that they supported code enforcement placing more of an enforcement focus on blighted properties. ***Presentation only. This item was already scheduled for the Council Meeting on October 6, 2020.***

10. A discussion about the Riverwoods Community Reinvestment Project Area Interlocal Agreements. (20-231) and (20-232) (3:58:26)

David Walter, Redevelopment Agency Division Director, presented. He highlighted elements of Qualtrics' improvements within the Riverwoods Community Reinvestment Project Area. Councilor George Handley asked about transportation needs and infrastructure to reduce impacts of driving; BRT is located in the Timpanogos Technology Center in East Bay and a similar solution would be critical to serve the Riverwoods area. Mr. Walter shared some details about Qualtrics' plans for their employees and future growth. ***Presentation only. This item was already scheduled for the Council Meeting on October 6, 2020.***

Closed Meeting

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Brian Jones, Council Attorney, outlined the statutory basis for closing the meeting.

Motion: David Harding moved to close the meeting. Seconded by David Sewell.
Vote: Approved 7:0.

Adjournment

Adjourned by unanimous consent.

Pending minutes – awaiting approval

Please note: these minutes have been prepared with a timestamp linking the agenda items to the video discussion. Electronic version of minutes will allow citizens to view discussion held during council meeting.

PROVO MUNICIPAL COUNCIL
Work Meeting Minutes

5:00 PM, Tuesday, April 13, 2021
Electronic meeting: youtube.com/provocitycouncil

Agenda (0:00:00)

Roll Call

The following elected officials participated:

Council Chair David Sewell, conducting
Council Vice-chair David Shipley
Councilor George Handley
Councilor Bill Fillmore, arrived 5:06 PM
Councilor Shannon Ellsworth
Councilor David Harding
Councilor Travis Hoban
Mayor Michelle Kaufusi, arrived 5:07 PM

Prayer

Councilor Travis Hoban offered the prayer.

Business

1. A discussion regarding the Council's budget priorities for FY 2021-2022. (21-015) (0:09:27)

Cliff Strachan, Council Executive Director, presented. Mr. Strachan reviewed the priorities which the Council had discussed at a March 2020 retreat just before the start of the pandemic. Mr. Strachan also reviewed the budget priorities as presented by various City departments over the last several months, as well as potential budget appropriations or opportunities.

The Council began into their discussion of the issue, with Council Chair David Sewell first asking Mayor Michelle Kaufusi and CAO Wayne Parker what would most assist them in preparing their budget to present to the Council before April 20. Mayor Kaufusi expressed that her number one goal was to return employee benefits and department budgets back to their levels pre-pandemic. Mr. Parker noted that more general direction would be helpful, as far as projects or items that have resonated with the Council as priorities, rather than programming specific line items. Mr. Parker noted that Provo was projected to receive upwards of $30 million through the American Rescue Plan Act in the coming couple of years. Given these responses, Mr. Sewell suggested to the Council that they focus on the ongoing budget priorities, since the deadline for

the regular budget did not apply to these other funding sources. Councilors shared comments and briefly outlined items that were among their priorities for the budget. Councilors voiced broad support for the Mayor's intent to restore benefits, positions, training, and other cuts made during the pandemic. Several focused on the necessity of these budgets to sustain the longevity of the City organization and staffing. Mr. Sewell invited each Councilor to share comments and noted that due to the limited time, he intended to rotate through and ensure every Council had an opportunity to speak before moving to second round comments.

(0:24:54) Besides the earlier support for restoring pre-pandemic staffing and training budgets, which was voiced by all Councilors, Councilors shared priorities which are summarized below:

- Councilor David Shipley
  - Support IT department in goal of cybersecurity
  - Long-term Police staffing (strategic plan and how to make it happen)
  - Overall financial health of the city
- Councilor David Harding
  - Discuss ongoing budget and one-time funds as distinct categories
  - Budget process and measuring outcomes
  - Many Community and Neighborhood Services functions
- Councilor George Handley
  - Sustainability plan
  - Legacy CIP: $1.8 million for Slate Canyon
  - ARP funds: conservation efforts
- Councilor Shannon Ellsworth
  - Public Safety staffing
  - Infrastructure
  - Legacy CIP: $1.8 million for Slate Canyon & Bonneville Shoreline Trail (BST)
- Councilor Bill Fillmore
  - Public Safety staffing
  - Community and Neighborhood Services functions (Zoning, parking)
  - Southeast Provo (Slate Canyon, BST, grocery store on South State Street)
- Councilor Travis Hoban
  - Public Health and Safety
  - Planning and Infrastructure
  - Prosperity – economic development
- Councilor David Sewell
  - Community and Neighborhood Services functions (Zoning, parking)
  - Public Safety staffing
  - One-time budget items

Once all Councilors had shared comments, Mr. Sewell invited follow-up comments from the group. Councilors shared brief comments in support of priorities named by others, as well as policy approaches for the forthcoming budget discussions, including:

- Councilor Shannon Ellsworth
  - Economic development
  - Reinvestment in southeast Provo

- Councilor David Harding
  - What are we going to take out from the budget? (can't always add)
  - Infrastructure, particularly street safety and sidewalks
- Councilor Bill Fillmore
  - ARP funds & economic development opportunities

Mr. Sewell thanked the Council for their participation and for keeping the discussion at a high level. He indicated that Council Leadership would continue to discuss and refine these priorities. Mayor Kaufusi thanked the Council for their support of restoring benefits and training budgets for staff to pre-COVID levels. She acknowledged that it would be a tight budget once those restorations were factored in. Mr. Parker said the Administration would continue to review and discuss the budget before presenting it to the Council on April 20. He suggested they would try to align their budget as best they could with the Council's stated priorities. ***Presentation only.***

Adjournment

Adjourned by unanimous consent.

PROVO MUNICIPAL COUNCIL STAFF REPORT

Submitter: EVANDERWERKEN
Department: Council
Requested Meeting Date:

SUBJECT: A presentation regarding utility billing. (21-062)

RECOMMENDATION: Presentation and discussion.

BACKGROUND: During the October 6, 2020 Work Meeting the Council received an update to the issues surrounding the implementation of the new billing system. The new system had caused some errors with utilities billing and the Administration was working on correcting those errors. This is a follow up to those discussions and an update on the utilities billing system.

FISCAL IMPACT:

PRESENTER'S NAME: Wayne Parker, Chief Administrative Officer

REQUESTED DURATION OF PRESENTATION: 30 minutes

COMPATIBILITY WITH GENERAL PLAN POLICIES, GOALS, AND OBJECTIVES:

CITYVIEW OR ISSUE FILE NUMBER: 21-062

Utility Billing Issues and Resolution

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WHAT IS PROVO 360˚?

A vision to provide our residents, our businesses, our students, and our visitors with a 360 degree view of their business with the city at any time, from anywhere, and from any device. Whether it be getting a business license, paying a utility bill, reporting a crime or looking for a park pavilion we are working towards solutions to make information requests and transactions accessible, easy and even enjoyable for our customer while giving our administration the same 360 degree view to enable them to serve, resource, measure, refine and improve like never before.

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REASONS FOR PROJECT

- End of Life Systems
- Lack of Integration
- Missing eGovernment
- Customer Expectations
- Data Access / Transparency

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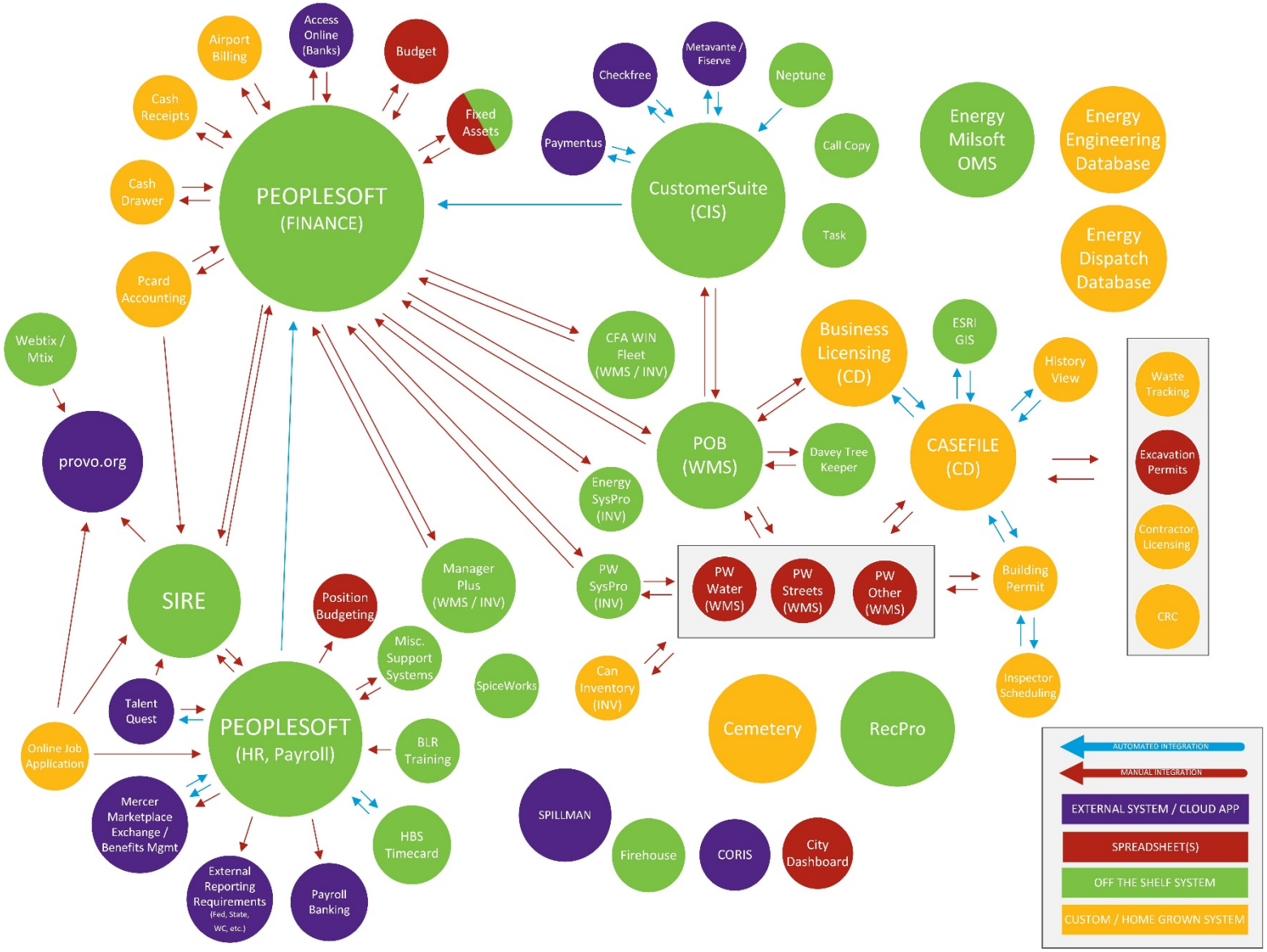
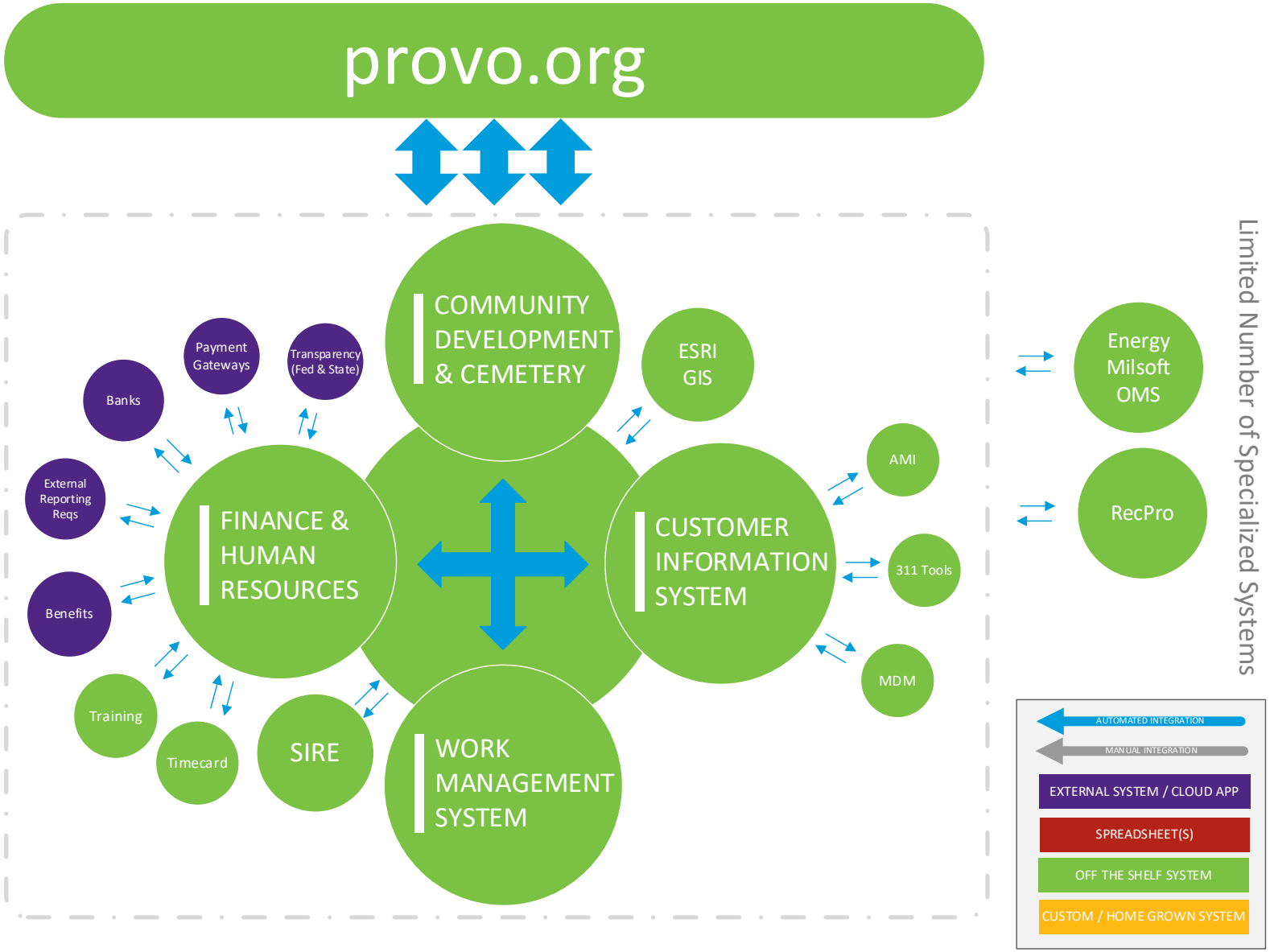
DISPARATE SYSTEMS



INTEGRATED SYSTEMS



Customer Information System Implementation

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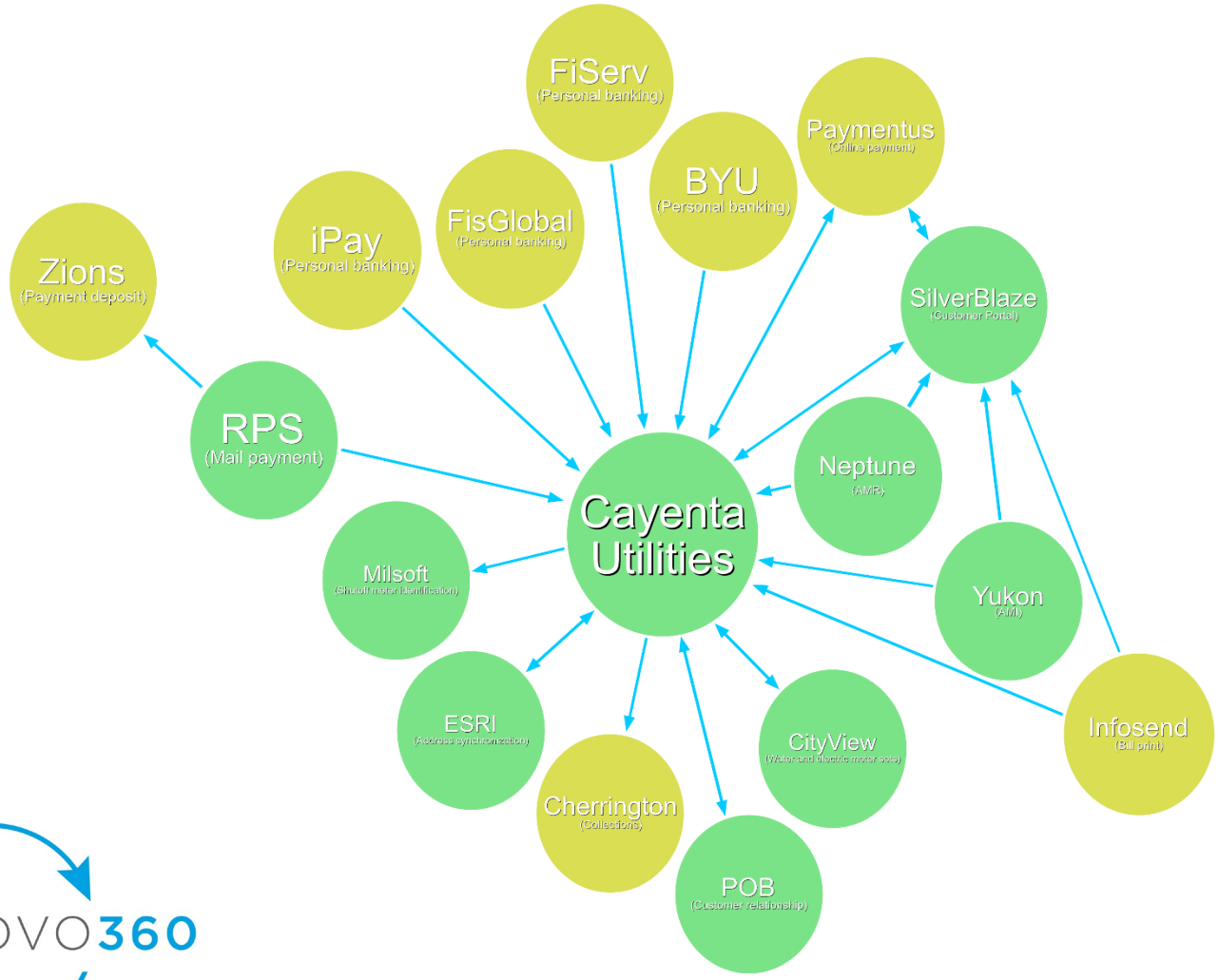
CUSTOMER INFORMATION SYSTEM



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Utility Billing Transition Issues

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Transition Issues

- Pandemic wreaked havoc on implementation
  - Delayed go-live from May to July
  - Created testing issues for employees working remotely
  - Vendor's team was seriously impacted

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Transition Issues

- Water Meter Reading System Difficulties
  - Integration challenges coinciding with meter system upgrade
  - Required estimating July water meter readings
  - Reconciliation led to meter roll-over errors

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Transition Issues

- Days of Service (DOS) Issues
  - System didn’t catch missed billings
  - Large DOS numbers led to some very high bills given that bills didn’t go out in between
  - Vast majority of customers were between 28-35 DOS

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Transition Issues

- Days of Service Issues
  - 1,900 out of 33,000 customers were beyond 35 days
  - We manually adjusted bills to make sure no one paid for services they didn't receive
  - Also adjusted for third tier rate structure

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Transition Issues

- Bill Presentation
  - Bills calculated correctly but presentation failed
  - Those on level payment plans were most effected
    - No one paid more than they owed in aggregate, but bill was confusing

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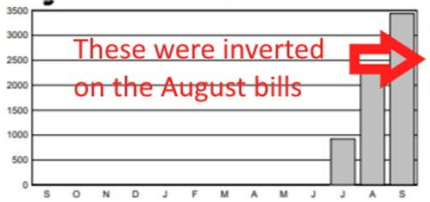
Transition Issues

Residential Electric Service

kWh Energy Usage



These were inverted on the August bills

Usage for meter: 80160156
07/21/2020 to 08/25/2020

Start Read:	66,501
End Read:	63,064
Multiplier:	1
Usage:	3,437

Usage for meter: 80160156

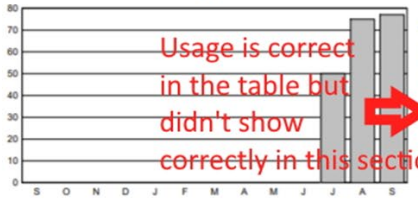
	Days	Usage	Avg Use Per Day	Avg Cost Per Day
This Month	35	3,437	98.2	51.23
Last Month	28	2,353	84.04	43.37
Last Year	0	0	0	0

Average cost per day were not calculating correctly.

Block 1	500.00 X 0.0734	$36.70
Block 2	500.00 X 0.1019	$50.95
Block 3	2,437.00 X 0.1209	$294.63
Customer Service Charge		$13.92
Renewable Energy		$4.50
Telecom Debt Charge	406.05 X 0.06	$5.35
Municipal Use Tax	406.05 X 0.04	$24.36
State Sales Tax		$17.87
Sub-total:		$448.28

Residential Water Service

TGAL Usage



Usage is correct in the table but didn't show correctly in this section

Usage for meter: 52678367
07/24/2020 to 08/25/2020

Start Read:	2,502
End Read:	2,425
Multiplier:	1
Usage:	0

1 TGAL = 1000 Gallons

Usage for meter: 52678367

	Days	Usage	Avg Use Per Day	Avg Cost Per Day
This Month	35	77	2.2	9.14
Last Month	28	75	2.68	11.18
Last Year	0	0	0	0

Summer 40WSC	77.00 X 1.67	$128.59
Base Charge		$22.34
Municipal Use Tax	150.93 X 0.06	$9.06
Sub-total:		$159.99

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Transition Issues

- Solar Customer Issues
  - Transition coincided with rate calculation change for solar customers
  - There were items on the utility bills that were not displayed correctly
  - Made adjustments as needed

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What we did about the billing experience

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City Actions

- Worked with individual customers
  - Escalated cases to Customer Service Director
  - Helped customers access portal
  - Made account adjustments
  - Worked out payment plans as needed
  - Spent a lot of time educating customers

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City Actions

- Responded on social media
  - Got in touch with customers who didn't call in or visit with us
  - Posted information as it was updated
  - Tried to distinguish between billing questions and service issues

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City Actions

- Implemented changed policies
  - Manual review of billing exceptions before bills went out
  - Validated automatic meter readings
  - Kept days of service between 28 and 32 days

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City Actions

- Implemented changed policies
  - Putting solar customers into a single cycle
  - Changing bill presentation for better transparency for solar customers

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City Actions

- Commissioned an external review
  - Selected Squire & Company
  - Sampled customer accounts to verify that we followed our policies
    - Found no significant and ongoing exceptions; did find some minor exceptions that were corrected

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What we learned and what we could have done better

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Lessons Learned

- Don’t implement rate increases at peak consumption times
- Separate new implementation from rate increases
- Delay implementation when it was unclear whether we were ready

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Lessons Learned

- Make sure we do more extensive testing with the vendors
- Communicate expectations to the community
- Communicate timely to get ahead of the curve

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Lessons Learned

- Make accuracy and integrity of billing information the top priority prior to launching the system
- Have better focus at leadership level in the midst of chaos with other competing issues

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PROVO MUNICIPAL COUNCIL STAFF REPORT

Submitter: DIXONH
Department: Mayor Office
Requested Meeting Date: 05-04-2021

SUBJECT: A presentation regarding Google Fiber. (21-008)

RECOMMENDATION: Presentation only.

BACKGROUND: Provo City and Google Fiber entered into a purchase and operational agreement in 2014 under the John Curtis Administration. As a part of that agreement, free basic service was provided to all Provo residents for a period of seven years. That seven-year arrangement is beginning to terminate, and Google Fiber is transitioning to other service offerings.

FISCAL IMPACT: None

PRESENTER'S NAME: Jacob Brace - Google Fiber

REQUESTED DURATION OF PRESENTATION: 15 minutes

COMPATIBILITY WITH GENERAL PLAN POLICIES, GOALS, AND OBJECTIVES: Closing the digital divide.

CITYVIEW OR ISSUE FILE NUMBER: 21-008

PROVO MUNICIPAL COUNCIL STAFF REPORT

Submitter: DMORTENSEN
Department: Finance
Requested Meeting Date: 05-18-2021

SUBJECT: A Resolution Appropriating $140,000 in the Ice Sheet Fund for Replacement of a Zamboni. (21-058)

RECOMMENDATION: Presentation Only - This item will be considered for approval during the June 1, 2021 Council Meeting

BACKGROUND: With the support of the local leaders, a lot of hard work, and our ability to operate in a safe manner throughout the COVID year, the Peaks Ice Arena was able to exceed revenue goals by a substantial amount. In 2010 and 2011, the Peaks Ice Arena acquired two Zamboni machines for the purpose of ice resurfacing. Industry standard, hours of usage, and potential health concerns, all suggest that it is time to replace one of the Zamboni machines. Parks and Recreation would like to appropriate $140,000 of these additional revenues towards this operationally critical equipment replacement.

Both ice resurfacing machines were purchased within a year of each other. The hours for both machines suggest that they have had good usage and are at an appropriate age to sell back to the manufacture. The 520 model has 5,406.7 hours and the 545 model has 6,549.3 hours of usage. Similar equipment used in the parks department is replaced roughly every 2,000 to 4,000 hours or every seven years. Both of the Peaks Zambonis have been in use for the past ten years and are over the amount of hours standard in replacement cycles. In the summer of 2019 we had a complete engine rebuild of the 520 machine. The Zambonis are kept up to date on their routine maintenance, nevertheless, parts do break and repairs are needed to keep them continually running. In a year we average over 2,700 ice resurfaces per Zamboni. As the machines age, the amount of upkeep, down time and cost increase. Currently, in their well maintained and functional state, we could also see a cost benefit of trading in a Zamboni.

In recent years, there is a growing concern with running fossil-fueled equipment indoors. The emissions from the burning fuels indoors have been linked nationally to respiratory issues for some. In many north eastern states there are emissions rules and regulations requiring testing and appropriate emission checks in order to continue operations. With the increased cost of maintenance, the health benefits from moving to an electric machine and the financial ability to do so, there couldn't be a better time to purchase a new Zamboni for the Peaks Ice Arena. In order for us to continue providing the expected arena operations at an "Olympic Level" in a safe and appropriate manner, we

are proposing replacement of one ice resurfacer for a newer electric model. Our end goal is to offset the purchase of a second Zamboni for another three to four years so both machines will not have to be replaced at the same time. Staggering the purchases and allowing us to run two reliable machines.

FISCAL IMPACT: $140,000 from Ice Sheet Fund Balance (FY21 revenues in excess of budgeted amount)

PRESENTER'S NAME: Scott Henderson

REQUESTED DURATION OF PRESENTATION: 20 Minutes

COMPATIBILITY WITH GENERAL PLAN POLICIES, GOALS, AND OBJECTIVES:

CITYVIEW OR ISSUE FILE NUMBER: 21-058

RESOLUTION 2021-.

A RESOLUTION APPROPRIATING $140,000 IN THE ICE SHEET FUND FOR A ZAMBONI REPLACEMENT AT PEAKS ICE ARENA. THE FUNDING SOURCE OF THE APPROPRIATION IS ICE SHEET FUND BALANCE. ()

WHEREAS, the Municipal Council of Provo City Corporation has received a recommendation from the Provo City Parks and Recreation Department that $140,000 be appropriated in the Ice Sheet Fund for a Zamboni replacement at Peaks Ice Arena; and

WHEREAS, the funding source for the appropriations is Ice Sheet Fund balance; and

WHEREAS, on June 1, 2021, the Municipal Council met to ascertain the facts regarding this matter and receive public comment, which facts and comments are found in the public record of the Council's consideration; and

WHEREAS, all persons for and against the proposed appropriation were given an opportunity to be heard; and

WHEREAS, after considering the Mayor's recommendation, and facts and comments presented to the Municipal Council, the Municipal Council finds the proposed appropriation reasonably furthers the health, safety, and general welfare of the citizens of Provo City.

NOW, THEREFORE, be it resolved by the Municipal Council of Provo City, Utah as follows:

PART I:

The Mayor is hereby authorized to appropriate $140,000 in the Ice Sheet Fund for a Zamboni replacement at Peaks Ice Arena, applying to the fiscal year ending June 30, 2021.

PART II:

This resolution shall take effect immediately.

END OF RESOLUTION.

PROVO MUNICIPAL COUNCIL STAFF REPORT

Submitter: JMAGNESS
Department: Council
Requested Meeting Date: 04-20-2021

SUBJECT: A discussion regarding Elected Officials Compensation. (21-026)

RECOMMENDATION: Presentation and discussion of draft ordinances. A motion is required to make any changes to the ordinances. The ordinances will be considered for adoption on the Regular Agenda tonight.

BACKGROUND: At the April 20, 2021 Council Meeting, the Chair of the quadriennal Elected Officials Compensation Commission reported its recommendations on Mayoral and Council member compensation. Report. Based on a review of Mayoral and Council member compensation for Utah cities with greater than 85,000 population and recognizing the complexity of leading city like Provo, which includes a wide range of services, the Commission recommended that the Mayor's salary be raised to $130,000 per year, and that the Council member salary be raised to $21,000 per year. The Commission also looked at the expenses stipends paid to Council members and proposed an increase to each kind. The general expense paid to all council members increases to $125 per month, the communications expense rises to $150 per month, and the stipends paid to the Council Chair and Vice Chair increases to $125 and $85 respectively. If the Council adopts ordinances adopting these recommendations, the new compensation levels would affect pay and expenses beginning in January 2022. The Council may also reduce or refuse any changes.

The proposed increases are reflected in the Mayor's tentative proposed budget for FY 2022.

FISCAL IMPACT: Additional budget costs are ~ $33,600 per year; FY2022 impact ~ $16,800

PRESENTER'S NAME: Cliff Strachan, Municipal Council Executive Director

REQUESTED DURATION OF PRESENTATION: 15 minutes

COMPATIBILITY WITH GENERAL PLAN POLICIES, GOALS, AND OBJECTIVES:

CITYVIEW OR ISSUE FILE NUMBER: 21-026

Provo Municipal Councilmember Annual Salary Recommendation by the Elected Officials Compensation Commission March 2021

March 27, 2021

Under Provo Utah City Ordinance 4.04.125, the Elected Officials Compensation Commission is created once every four years, in the same year that the mayoral election is held. It is tasked with recommending the annual salary for municipal councilmembers to the Provo City Municipal Council.

After deliberation, the Elected Officials Compensation Commission unanimously recommends an annual salary of **$ 21,000.00**. Our recommendation is based on two points:

1. Evaluation of the annual salaries of city councilmembers in comparable Utah cities, as directed by the ordinance; and,

2. Consideration of the scope of duties of the councilmember

Based on comparison of the annual salaries of other city councilmembers in the State of Utah, with similar population. Provo's population is 117,000. The average annual salary of Utah city councilmembers serving cities of populations of 85,000+ is $ 21,476. This average is for the councilmember salaries from: Ogden, Orem, Salt Lake City, Sandy, West Jordan, St. George, and West Valley (see chart on the next page, as provided by the Division Director of Provo City Human Resources).

The Compensation Commission posits that these cities are most comparable to Provo in terms of population (85,000+) and that the Provo Municipal Councilmember salary should be in keeping with other city councilmember salaries in the region.

Further, we consider the scope of duties of the municipal councilmembers. The Provo City Municipal Council faces challenges unique to the City of Provo. In addition to its high rate of growth, Provo has both its own power department and its own commercial airport. These duties and responsibilities are not faced by councilmembers of most other Utah cities of comparable size. These duties, combined with the other issues inherent to a city the size of Provo, warrant a higher level of compensation than the Provo City municipal councilmembers are currently receiving.

For these reasons, the City of Provo Elected Officials Compensation Commission recommends that the annual salary for each municipal council member be set at **$ 21,000.00** per year beginning January 1, 2022.

We recommend that the existing benefits remain in effect with the following adjustments for expense accounts:

1. Increase the monthly communications allowance for all Council Members from $120 to **$150**.
2. Increase the monthly allowance for all Council members for expenses incurred while within the corporate limits of the City from $100 to **$125**.
3. Increase the additional monthly expense allowance given to the Council Chair from $100 to **$125**.
4. Increase the additional monthly expense allowance given to the Council Vice Chair for $75 to **$85**.

Submitted unanimously by the members of the Elected Officials Compensation Commission, each of whom is a Provo resident.

- Human Resources collected salary data from 24 agencies along the Wasatch Front that have part-time Council Members like Provo City.
- Unlike the Mayor's position, agencies do not uniformly offer retirement benefits to Council Members.
- Nine of the agencies surveyed do not offer any retirement benefit.
- All but one offer medical benefits.
- Current salaries, population, whether they offer retirement contributions, and reported additional compensation are as follows:

Agency	Salary	Pop.	Ret.	Additional Annual Compensation Reported
American Fork	$6,000	32,500	No	$3,000 travel allowance
Payson	$6,400	20,000	Yes	$600 for travel + $600 if using own phone
Pleasant Grove	$7,200	38,000	Yes	
Bountiful	$7,800	44,000	No	$2,400 travel allowance
South Salt Lake	$11,352	25,000	Yes	
Springville	$12,228	33,000	No	$2,500 for phone, travel, other expenses
Toole	$12,504	35,000	Yes	$8,600 for RDA work and phone allowance
Orem	$14,420	97,500	Yes	
Murray	$15,497	49,000	Yes	$4,200 for expenses
Eagle Mountain	$15,600	36,000	No	
Logan	$15,605	52,000	No	$300 travel allowance
South Jordan	$16,514	74,000	No	Up to $480 for phone
Lehi	$16,608	66,000	No	$1,500 travel + $900 phone
Layton	$17,396	77,000	No	
Spanish Fork	$17,467	40,000	Yes	
West Jordan	$18,000	116,000	Yes	
Ogden	$18,090*	88,000	Yes	$1,150 clothing + $1,140 phone
Provo	**$18,180**	**117,000**	**No**	**$1,440 communications + $1,200 expense****
St. George	$20,556	87,000	Yes	$1,800 travel allowance
West Valley	$21,580	136,000	Yes	
Draper	$23,400	48,000	Yes	
Park City	$23,435	8,500	No	
Sandy	$24,333	97,000	Yes	
Salt Lake City	$36,650	201,000	Yes	
Salt Lake County	$42,856	1,153,000	Yes	

*Ogden Council Chair receives $20,260; Council Vice Chair receives $19,175
**Provo Chair and Vice Chair receive additional $1,200 and $900 respectively for expenses.

Provo Mayor Annual Salary Recommendation by the Elected Officials Compensation Commission March 2021

March 27, 2021

Under Provo Utah City Ordinance 4.04.125, the Elected Officials Compensation Commission is created once every four years, in the same year that the mayoral election is held. It is tasked with recommending the annual salary for the mayor to the Provo City Municipal Council.

After deliberation, the Elected Officials Compensation Commission unanimously recommends an annual salary of **$ 130,000.00**. Our recommendation is based on two points:

1. Evaluation of the annual salaries of mayors in comparable Utah cities, as directed by the ordinance; and,

2. Consideration of the scope of duties of the Provo mayor.

Based on comparison of the annual salaries of other mayors in the State of Utah with similar population. Provo's population is 117,000. The average annual salary of full-time Utah mayors serving cities of populations of 85,000+ is $126,823. This average is for the mayoral salaries from Ogden, Salt Lake City, Sandy, and West Jordan (see chart on the next page, as provided by the Division Director of Provo City Human Resources).

The Compensation Commission posits that these cities are most comparable to Provo in terms of population (85,000+) and that the Provo mayor's salary should be in keeping with other full-time mayors in the region.

Further, we consider the scope of duties of the mayor. The Provo mayor faces challenges unique to the City of Provo. In addition to its high rate of growth, Provo has both its own power department and its own commercial airport. These place additional duties and responsibilities on the Provo mayor which are not faced by the mayors of other Utah cities of comparable size.

The Compensation Commission states that these extra duties, combined with the other issues inherent to a city the size of Provo, warrant a higher level of compensation than the mayor has been receiving.

For these reasons, the City of Provo Elected Officials Compensation Commission recommends that the annual salary for the mayor be set at **$ 130,000.00** per year beginning January 1, 2022. We recommend that the existing benefits remain in effect.

Submitted unanimously by the members of the Elected Officials Compensation Commission, each of whom is a Provo resident:

- Full-time mayors are given the same retirement and medical benefits that are offered to the full-time employees in their City.
- Full-time mayors are generally not the highest paid position in the City. Their salary is commonly found to be less than a CAO/City Manager and department heads.
- In 2013, the Mayoral Compensation Commission limited their market comparisons to full-time mayors serving populations of approximately 50,000+ residents. This included Logan, Murray, Ogden, Salt Lake City, Salt Lake County, Sandy, and West Jordan.
- In 2017 and 2021, the Elected Officials Compensation Commission further narrowed their market comparisons to full-time mayors serving cities of populations of 85,000+residents. This included Ogden, Salt Lake City, Sandy, and West Jordan (Salt Lake County was excluded as a comparison).

2021 Utah Cities Mayor Salaries

Agency	Salary	Population
Eagle Mountain	$70,000	36,000
South Salt Lake	$81,492	25,000
Toole	$95,502*	35,000
Logan	$99,467	52,000
West Jordan	$105,000	116,000
Murray	$118,518	49,000
Provo	**$121,200**	**117,000**
Sandy	$127,572	97,000
Ogden	$133,766	88,000
Salt Lake City	$146,578	201,000
Salt Lake County	$164,930	1,153,000

*Includes a $9,400 stipend for working with RDA

Provo City Compensation Commission Members:

- Jim Tracy
- Juan Riboldi
- Sharlene Wilde
- Taeya Howell
- Peter Madsen
- Anna King
- Laura Cabanilla

Human Resources for Provo City

- Daniel Softley
- Heidi Pepinos

PROVO MUNICIPAL COUNCIL STAFF REPORT

Submitter: JMAGNESS
Department: Council
Requested Meeting Date: 05-18-2021

SUBJECT: A discussion on the tentative budget for the Provo City Stormwater Service District for the fiscal year beginning July 1, 2021 and ending June 30, 2022. (21-015)

RECOMMENDATION: Discussion only. Item will be heard at tonight's meeting followed by two public hearings prior to final adoption on June 15, 2021.

BACKGROUND: Each year, the Stormwater Special Service District submits a budget for the upcoming fiscal year. This year, the expected FY2022 budget for the Stormwater Service District is $5,729,347.

FISCAL IMPACT: Expected budget of $5,729,347

PRESENTER'S NAME: Micheal Sanders, Council Intern

REQUESTED DURATION OF PRESENTATION: 30 minutes

COMPATIBILITY WITH GENERAL PLAN POLICIES, GOALS, AND OBJECTIVES:

CITYVIEW OR ISSUE FILE NUMBER: 21-015

PROVO MUNICIPAL COUNCIL STAFF REPORT

Submitter: JMAGNESS
Department: Council
Requested Meeting Date:

SUBJECT: A discussion on tentatively adopting a tentative budget for Redevelopment Agency of the Provo City Corporation for the fiscal year beginning July 1, 2021 and ending June 30, 2022. (21-015)

RECOMMENDATION: Discussion only. Item will be heard at tonight's meeting followed by two public hearings prior to final adoption on June 15, 2021.

BACKGROUND: Each year, the Redevelopment Agency submits a budget for the upcoming fiscal year. This year, the expected FY2022 budget for the Redevelopment Agency is $1,184,648

FISCAL IMPACT: Expected budget of $1,184,648

PRESENTER'S NAME: John Magness, Policy Analyst

REQUESTED DURATION OF PRESENTATION: 30 minutes

COMPATIBILITY WITH GENERAL PLAN POLICIES, GOALS, AND OBJECTIVES:

CITYVIEW OR ISSUE FILE NUMBER: 21-015

PROVO MUNICIPAL COUNCIL STAFF REPORT

Submitter: JMAGNESS
Department: Council
Requested Meeting Date:

SUBJECT: A discussion on tentatively adopting the tentative budget for Provo City Corporation for the fiscal year beginning July 1, 2021 and ending June 30, 2022. (21-015)

RECOMMENDATION: Discussion only. Item will be heard at tonight's meeting followed by two public hearings prior to final adoption on June 15, 2021.

BACKGROUND: This is a step in the budget process as required by Section10-6-111(3) of the Uniform Fiscal Procedures Act for Utah Cities. Upon completion of this step, the Council will then have public hearings on June 1, 2021 and June 15, 2021 where they will formally adopt the budget, unless the Council opts for a Truth-in-Taxation meeting. In that case, the timeline would be extended into August.

The expected amount for the Provo City Budget adoption is $331,746,989, with the General Fund expected to be $73,462,814.

FISCAL IMPACT: Expected budget of $331,746,989 with the General Fund expected to be $73,462,814.

PRESENTER'S NAME: Cliff Strachan, Municipal Council Executive Director

REQUESTED DURATION OF PRESENTATION: 30 minutes

COMPATIBILITY WITH GENERAL PLAN POLICIES, GOALS, AND OBJECTIVES:

CITYVIEW OR ISSUE FILE NUMBER: 21-015