



DRAFT COMMUNITY ENGAGEMENT SUMMARY

Prepared by

DESIGNWORKSHOP

1390 Lawrence Street, Suite 100
Denver, Colorado 80204
303.623.5186

Issued: January 4, 2021



“(Provo)... is a wonderful place to raise a family, with an abundance of outdoor activities.”

*-Online Survey
Comment. Q12*

Introduction

Provo is consistently one of the fastest growing cities in Utah, which brings growth and change to the community. Yet, the existing General Plan is outdated, cumbersome to use and does not reflect the current needs and desires of the community. Without a guiding document, the City is challenged to support economic development and the quality of life that help guide future land use and investment decisions for the next 20 years.

To guide growth, the City needs a plan that is clear and user-friendly, but also provides a framework for how to address future goals and priorities. The General Plan must also address elements such as land use, economic development, moderate-income housing, multimodal mobility and transportation, integrated parks, trails, and open space, and the community's history and culture. By working closely with the community, this update will align the new General Plan in today's reality with aspirations for the future.

A General Plan is a State requirement to serve the City as a long-range tool for planning, legislation, and financing. It is a strategic guidebook for citywide policy, decisions and priorities to serves as a reflection of the community's goals and inspires a vision for how Provo might grow.

Purpose

The purpose of this document is to share community comments and feedback in a clear and concise way to inform next steps in the General Plan process.

The Provo General Plan Virtual Community Meeting took place on December 10, 2020 from 6:30- 7:30 pm. **127** total community members attended the virtual meeting. Following the meeting, a recording was posted online with an online survey of the meeting questions which was shared on the website, the City's Facebook Page and in email blasts to community stakeholders and meeting participants. **481** people responded to the online survey, **131** views of the presentation on youTube, and **1,239** visits to the website.

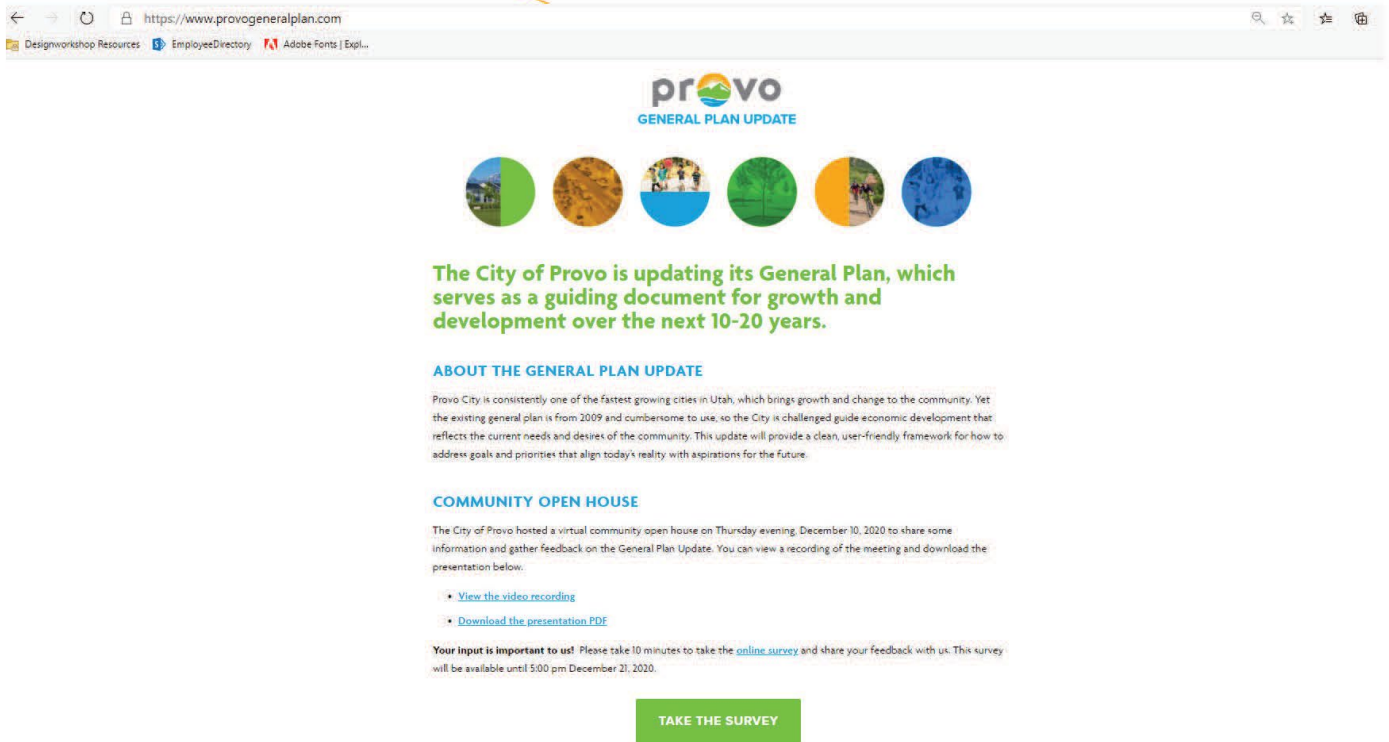


Figure 1: Project Website

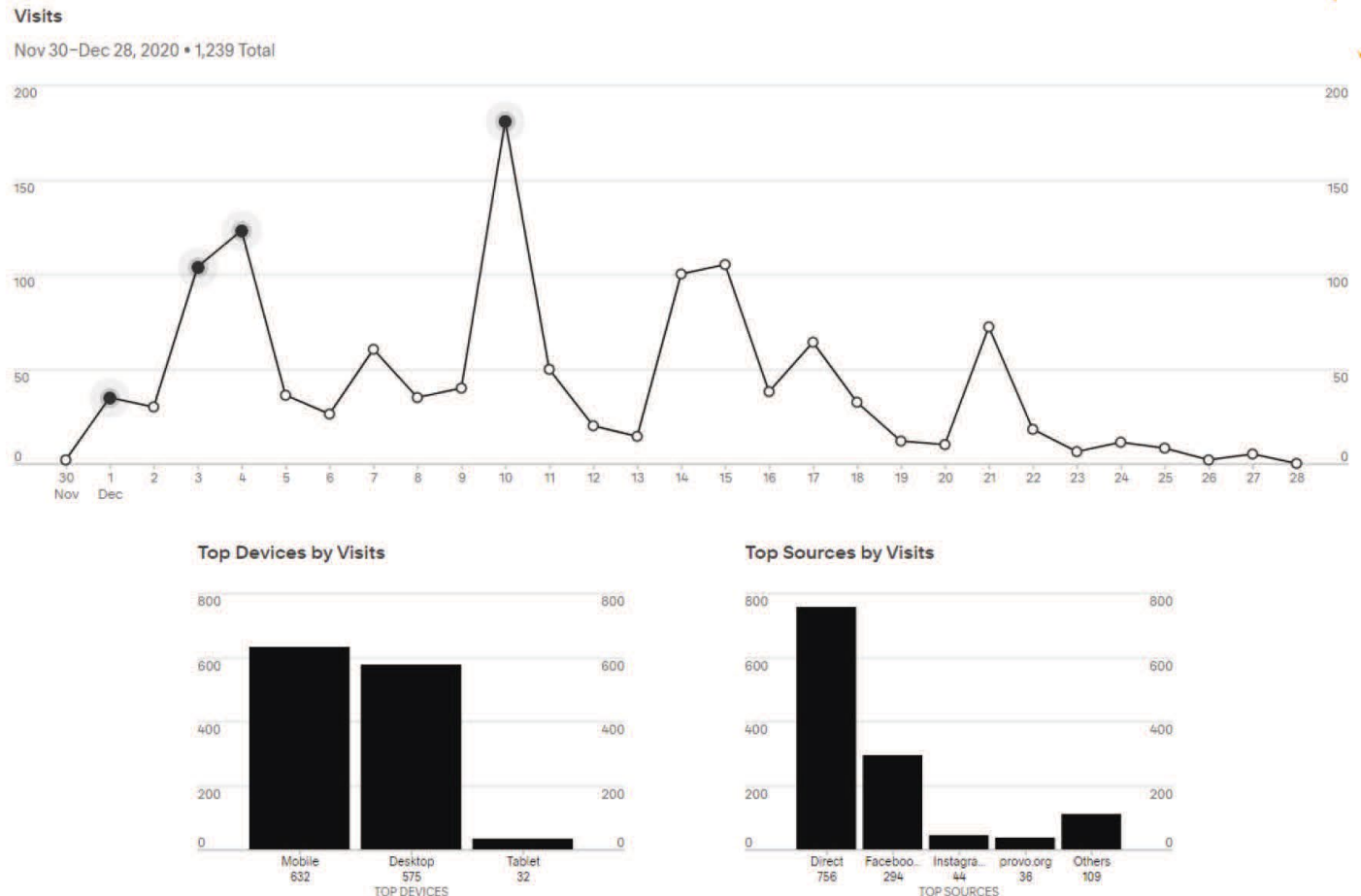


Figure 2: Website Analytic

APPENDIX B

QUESTIONS 1 & 2

Demographic Questions

The following demographic questions help to understand the origin of the comments which can organize data and identify trends or gaps in the information received.

How old are you?

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
21 or Younger	0%	0	2%	11	2%	11
21-39	37%	33	40%	178	40%	211
40-55	33%	30	26%	116	27%	146
55-69	24%	22	19%	86	20%	108
70+	6%	5	12%	51	11%	56
Totals	100%	90	100%	442	100%	532

THE TOTAL POPULATION OF PROVO IS 116,616

26% Under 20
53% of Provo is 20-40
10% of Provo is 40-55
8% of Provo is 55-70
4% of Provo is 70+

This question was a multiple choice- select 1- question and received 90 responses at the Open House and 442 from the survey for a total of 532 responses.

Key Understanding

While the 21-39 and 40-55 age groups are well represented in this survey, the percentage of respondents suggests a skew towards the older demographic. The 21-39 age group represents 52% of the total community and 40% of the survey, the 40-55 age group represents only 10% of the total community and 27% of the survey, and 55-69 represents 8% of the total community and 20% of the survey.

I am a...

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Male	48%	43	49%	214	48%	257
Female	51%	46	49%	216	49%	262
Non-binary	0%	0	1%	4	1%	4
Prefer not to answer	1%	1	1%	6	1%	7
Totals	100%	90	100%	440	100%	530

This question was a multiple choice- select 1- question and received 90 responses at the Open House and 440 from the survey for a total of 530 responses.

Key Understanding

The respondents to this survey are about 48% male and 49% female, which corresponds closely to the existing demographic with is about 49.7% male and 50.3% female.

APPENDIX B

QUESTIONS 3 & 4

How long have you lived in Provo?

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Less than 1 year	1%	1	1%	6	1%	7
1 to 3 years	5%	5	9%	39	8%	44
3 to 5 years	6%	6	10%	45	9%	51
5 to 10 years	18%	17	13%	58	14%	75
10 to 20 years	27%	25	19%	83	20%	108
20 years or more	37%	34	45%	199	43%	233
I do not live in Provo	5%	5	3%	15	4%	20
Totals	100%	93	100%	445	100%	538

This question was a multiple choice- select 1- question and received 93 responses at the Open House and 445 from the survey for a total of 538 responses.

Key Understanding

Most of the survey respondents have lived in Provo for over 5 years, with only 12% having lived in Provo less than 5 years. Almost half, 43%, of respondents have lived in Provo for more than 20 years.

I am currently...

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Employed Full-time	56%	42	37%	206	40%	248
Employed Part-time	8%	6	12%	68	12%	74
Self-employed	13%	10	9%	48	9%	58
Caregiver/Homemaker	9%	7	18%	100	17%	107
Un-employed and looking for work	1%	1	1%	4	1%	5
Student	5%	4	10%	57	10%	61
Retired	7%	5	12%	67	12%	72
Totals	100%	75	100%	550	100%	625
Renter	8%	2	19%	43	18%	45
Homeowner	92%	23	81%	187	82%	210
Totals	100%	25	100%	230	100%	255

This question was a multiple choice- select all that apply- question and received 90 responses at the Open House and 780 from the survey for a total of 880 responses. To better understand this question we separated the homeowner/ renter responses from the employment based responses.

Key Understanding

Most of the survey respondents are employed homeowners. Based on current demographics in Provo, renters and students are likely underrepresented in this survey. The numerical values (total respondents to total value) suggest many people may not have selected homeowner or renter consistently enough to be valid in data analysis.

APPENDIX B

QUESTIONS 5 & 6

How do you interact with Provo?

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
I live here	28%	94	29%	419	29%	513
I work here	19%	64	17%	245	17%	309
I go to school here	1%	5	5%	67	4%	72
I recreate here	26%	89	24%	340	24%	429
I shop here	25%	84	26%	369	26%	453
Totals	100%	336	100%	1440	100%	1,776

This question was a multiple choice- select all that apply- question and received 336 responses from 100 participants at the Open House and 780 responses from the 481 survey participants for a total of 1,776 responses.

Key Understanding

While most of the survey respondents indicate they live here, the actual number is likely much more given that only 4-5% of respondents noted they do not live in Provo in Question 3. The 4% that indicate they go to school here corresponds to the number in Question 4. This question may not provide useful data to reference based on the varied responses.

What part of town do you live in?

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
North West	32%	29	29%	120	30%	149
South West	20%	18	10%	40	12%	58
North East	33%	30	43%	177	41%	207
South East	13%	12	13%	52	13%	64
I do not live in Provo	3%	3	4%	18	4%	21
Totals	100%	92	100%	407	100%	499

This question was a multiple choice- select one- question and received 92 responses at the Open House and 407 for a total of 499 responses. NOTE: Some people at the open house noted in that east and west were juxtaposed on the map. This was revised for the online survey.

Key Understanding

Most of the survey respondents live in the north of the City, with only 25% of respondents from south of the City. Population Density Mapping (shown right) does indicate less population to the south of Center Street, but an accurate percentage will require further analysis. It is likely that the residents living south of Center St. are underrepresented in this survey.

APPENDIX B

QUESTION 6

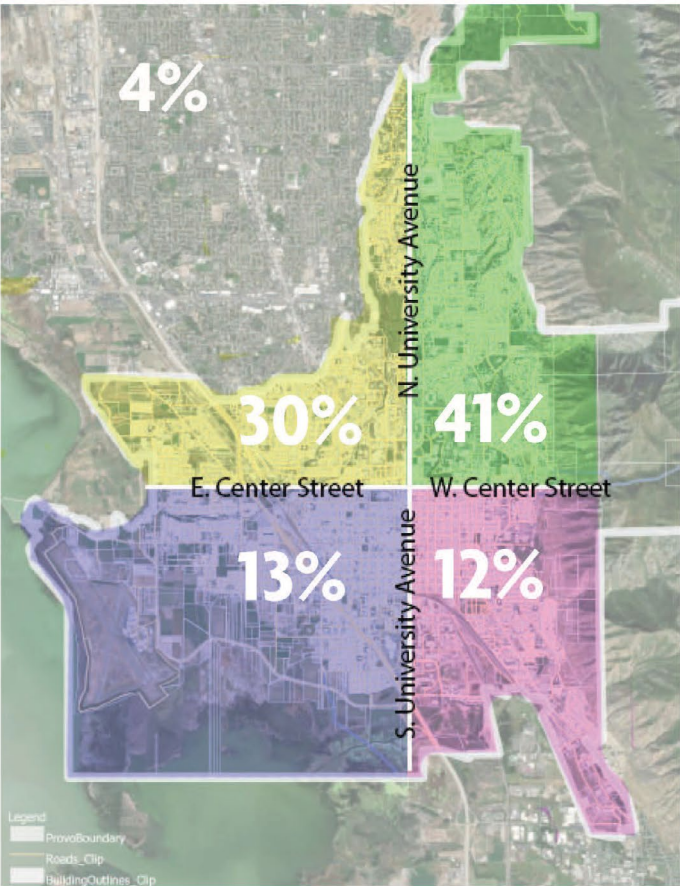


Figure 3: Question 6 Map Image

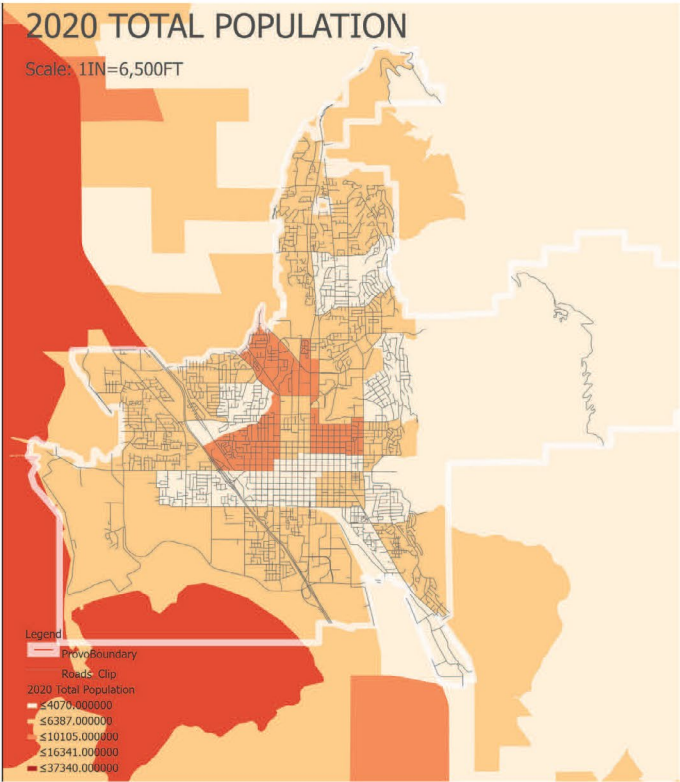


Figure 4: Population Density

APPENDIX B

QUESTION 7

Values Based Questions

Questions 7-11 are questions to understand the community’s values and shared vision. A value is something that people really care about- traditions, interests, and stories that make Provo unique and special. These values guide a vision, a statement that can positively influence the culture, economy and development within Provo in response to change that will serve as a guidepost for the General Plan.

What words are important to be included in the vision statement for Provo?

THEMES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Community- Family	26%	97	33%	102	29%	199
Place Based	19%	73	18%	57	19%	130
Natural Setting	8%	29	14%	42	10%	71
Equity/ Diversity	26%	100	17%	54	22%	154
Sustainable	14%	53	11%	35	13%	88
Thriving	7%	26	6%	20	7%	46
Educational	3%	11	5%	15	4%	26
Totals	100%	378	100%	310	100%	688

This question was an open comment question which received 97 responses at the Open House and 256 from the survey. The method for reviewing was to read the comments and categorize based on the general theme of the comment, some comments are counted in multiple categories. Words with multiple mentions are noted below;

Themes - Words

- **Community- Family-Inclusive:** Welcome, Caring, Safe, Clean, Friendly, Values, Conservative, Traditional, Freedom, People, Togetherness, Wholesome
- **Place-based:** Walkable, Public Transit, Affordable, Sustainable growth, Public Space, Healthy, Accessible, Density complete, Planned, Livable, Navigable,
- **Natural Setting:** Beautiful, Environment, Mountains, Recreation, Nature, Open Space, Views, Preservation Conservation, Adventure
- **Equity - Diversity:** Empathy, Inclusion, Understanding, Integrity, Inviting, Kindness, Love, Welcoming, Compassion, Cohesive
- **Sustainable:** Responsibility, Clean Air, Green, Balanced
- **Thriving Economy:** Progressive, Revitalization Vibrant, Arts, Music, Fun, active, charm, historic preservation, Opportunity, Entrepreneurial, Creative, Business
- **Educational:** Cultural, Inspiring, Academic, Innovative, Learning, Excellence



Key Understanding

Words that centered around family and community were overall the most important value for Provo. Words about place and equity also ranked highly. Words around the natural setting and sustainability were of significant importance. A thriving economy and education and were of notable importance.

APPENDIX B

QUESTIONS 8 & 9

What Image would you choose to send on a postcard?

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Downtown	29%	27	24%	96	25%	123
River Trail	52%	48	40%	159	42%	207
BYU	15%	14	16%	65	16%	79
Provo West Fields	3%	3	12%	48	10%	51
Riverwoods	0%	0	8%	31	6%	31
Totals	100%	92	100%	399	100%	491



“we love supporting independent businesses and restaurants.



“This is a great place to run, jog, hike and bike.”



“I enjoy the value placed on education”



“Fantastic outdoor and recreational opportunities.”



“A beautiful place to raise a family.”

If you were to send this postcard to friends and family, what would you write about Provo?

THEMES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Family/ Community	14%	14	17%	56	16%	70
Outdoor Recreation	25%	25	25%	85	25%	110
Views/ Landscape	24%	24	23%	77	23%	101
Education	9%	9	11%	36	10%	45
Downtown	13%	13	14%	48	14%	61
Other	16%	16	11%	37	12%	53
Totals	100%	101	100%	339	100%	440

This question was an open comment question which received 88 responses at the Open House and 313 from the survey. The method for reviewing was to read the comments and categorize based on the general theme of the comment, some comments are counted in multiple categories. Key themes are noted below;

Key Themes

- **Community- Family:** Church, Culture, Values
- **Outdoor Recreation:** Trails, Bikable streets, Parks
- **Natural Setting:** Mountains, Valley, Views
- **Eduction:** BYU, Local schools, Library
- **Downtown:** Small businesses, Restaurants
- **Other:** Growing, Welcoming, Safe, Clean, History, Small Town Vibe

Key Understanding

What the community loves most about Provo is the access to outdoor recreation and the natural landscape. A family friendly community and vibrant downtown are also a notable reason to call Provo home.

APPENDIX B

QUESTION 10

What would you like to see in the future of Provo?

THEMES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Sustainability	26%	25			26%	25
Transportation	40%	38			40%	38
Housing Affordability	22%	21			22%	21
Balanced Growth	5%	5			5%	5
Mix of Uses	6%	6			6%	6
Outdoor Recreation	26%	25			26%	25
Other	13%	12			13%	12
Totals	100%	95			100%	95

This question was an open comment question which received 92 responses at the Open House and this question was omitted from the survey. The method for reviewing was to read the comments and categorize based on the general theme of the comment, some comments are counted in multiple categories. Sub-themes are noted below.

Sub Themes

- **Sustainability**
- **Transportation:** Smaller Roads, less congestion, public transit, complete streets
- **Housing Affordability:**
- **Balanced Growth:** Balance of growth with transportation and open space, downtown development
- **Mix of Uses:**
- **Outdoor Recreation:** More trees, more trails, land conservation
- **Other:** Education, agriculture, safety

Key Understanding

This question mirrors trends and themes found in questions 7, 8, 11 and 20, indicating that a balanced approach to growth and development with consideration to Transportation, Housing, Open Space being important to the community.

APPENDIX B

QUESTION 11

What do you believe is the biggest challenge for the Future of Provo?

THEMES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Environmental Consumption	19%	44	7%	21	12%	65
Traffic/ Transportation	27%	62	21%	64	23%	126
Government/ Politics	17%	39	9%	27	12%	66
Housing Affordability	17%	38	20%	63	19%	101
Growth/ Development	19%	44	44%	136	33%	180
Economic Diversity	7%	16	12%	37	10%	53
Environmental Protection	7%	16	17%	54	13%	70
Community Cohesion	19%	42	9%	29	13%	71
Quality of Life	2%	4	6%	18	4%	22
Other	7%	16	20%	61	14%	77
Totals	100%	227	100%	311	100%	538

This question was an open comment question which received 92 responses at the Open House and 366 from the survey. The method for reviewing was to read the comments and categorize based on the general theme of the comment, some comments are counted in multiple categories. Sub-themes are noted below.

Sub Themes

- **Environmental Consumption:** Air quality, transportation related
- **Traffic/Transportation:** Parking concerns, Infrastructure cost, maintenance, east west connectivity
- **Government/ Politics:** Increased taxes, political views, government overreach
- **Housing Affordability:** Increased cost of housing, homelessness, protecting neighborhoods from escalating development/home values, student housing impacting housing supply, rental regulations
- **Growth/ Development:** Managing a balance of growth (some comments for no growth- some for positive growth), greedy developers, increase of population, density of housing (some comments pro-density/mixed use some against density in neighborhoods)
- **Economic Diversity:** Economic resilience, protect and encourage small businesses, the Mall is struggling, leakage to Orem, cost of living
- **Environmental Protection:** Preserve special places, control growth in greenfields/suburban sprawl
- **Community Cohesion:** Tension with students and local residents, political-religious differences, long-time residents vs. newcomers, diversity, acceptance of 'outsiders', fear of change
- **Quality of Life:** Maintain Family Values, maintain neighborhood character, maintain small town feel, cultural and religious traditions
- **Other:** Education, safety, housing diversity, construction concerns, quality development, students, poverty, exclusivity, be visionary without being too progressive

Key Understanding

The general theme derived from this question is the future of Provo should accommodate growth and change with consideration to maintaining a quality of life that is in balance with environmental impacts, keeping housing affordable, and not over-stressing roadways.

APPENDIX B

QUESTION 12

Plan Element Questions

Questions 12-20 are general questions around different Plan Elements that will help to guide important issues or opportunities for the Plan to address. These include land use (Q12), economic development (Q13), transportation (Q14), housing (Q15), open space, parks + trails (Q16-Q17), heritage + cultural Resources (Q18), sustainability (Q19), and a question to understand which of all these is most important to prioritize (Q20).

Which of the following will support the future of Provo for your children or Grandchildren (Select up to 3)

CHOICES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
More Housing	17%	49	15%	163	16%	212
More Places to Recreate	12%	34	15%	156	14%	190
More Places to Shop	5%	13	9%	95	8%	108
More Places to Work	12%	33	11%	115	11%	148
More Educational Opportunities	7%	19	5%	52	5%	71
More Transportation Options	16%	46	15%	155	15%	201
More Environmental Protection	23%	65	20%	214	21%	279
More Agriculture	6%	18	5%	51	5%	69
Other:	2%	6	6%	62	5%	68
Totals	100%	283	100%	1063	100%	1,346

This question was a multiple choice question, selecting up to 3 choices, with an other option that could be placed in the chat box at the open house or types in online survey. The question received 98 responses at the Open House and 255 from the survey. The method for reviewing the 'Other' category was to read the comments and categorize based on the general theme of the comment, some comments are counted in multiple categories. Themes around other responses are noted below. .

Other Responses Themes

- **Housing Sizes/ Affordability:** Fewer apartments, housing diversity, smaller single family lots, more large Homes, larger yards
- **Recreation Amenities:** More parks, green spaces, pickle ball courts
- **Local Services:** More grocery stores, improved schools, public safety
- **Walkability:** Sidewalks, use of crosswalks, parking in neighborhoods
- **Sense of Community:** Temples, liberty

Key Understanding

This question highlights that protecting the environment is of key importance for the future of Provo. Ranking closely together include housing, recreation, and transportation as key elements for the future. Off less concern is educational and retail opportunities.

APPENDIX B

QUESTION 13

Is there enough economic opportunity in Provo? If not, what is missing?

CHOICES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Yes	23%	34	42%	108	35%	142
No	18%	26	35%	91	29%	117
Maybe	3%	4	12%	31	9%	35
Other:	56%	82	11%	27	27%	109
Totals	100%	146	100%	257	100%	403

This question was an open comment question which received 89 responses at the Open House and 255 from the survey. The method for reviewing was to read the comments and categorize based on a yes/no answer and identify the general theme of the comment. Themes around other responses are noted below.

Other Responses Themes

- **Local Services:** Grocery store in west Provo, local-neighborhood scale retail, no big box stores, restaurants and craft industries
- **Jobs:** Need for more offices, competitive wages, general employment opportunities, technology jobs, energy jobs
- **Improved Retail:** Improve existing mall, more local shopping options

Key Understanding

This question does not demonstrate a significant lean that economic opportunity is either thriving or suffering in Provo, suggesting room for growth. Comments indicate a desire to see an increase in higher -paying employment opportunities as well as more local retail and restaurants.

APPENDIX B

QUESTION 14

Provo's transportation planning should focus on the following priorities: (choose the 3 most important)

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Improving air quality	19%	57	19%	214	27%	271
Reducing traffic congestion	14%	41	18%	201	24%	242
Improving freeway connections	6%	17	8%	92	11%	109
East-West mobility	12%	37	11%	124	16%	161
Improve biking and walking experience	20%	61	16%	174	23%	235
Public transit/ Alternative transportation	15%	46	13%	148	19%	194
Improving commutes	3%	9	4%	43	5%	52
Reducing speeds in neighborhoods	8%	24	7%	75	10%	99
Other	3%	8	4%	40	5%	48
Totals	71%	300	72%	1111	100%	1,018

This question was a multiple choice question, selecting up to 3 choices, with an other options that could be placed in the chat box at the Open House or typed in the online survey. This question received 104 responses at the Open House and 310 from the survey. Themes around other responses are noted below.

Other Responses Themes

- **Safety:** Road widths, complete streets, semi-truck routes, traffic speeds in neighborhoods
- **Traffic Flows:** Roadway widths, signals and signage, islands
- **Maintenance:** Lighting on trails, road repair, impacts from construction, repainting lines
- **Parking:** Parking for the University in neighborhoods, more parking Downtown

Key Understanding

This question highlights that the community universally prioritizes Improving air quality, reducing traffic congestion and improving walking and biking. Commuting times were of less concern. Comments suggested specific areas of concern, with a few notable mentions of concrete medians and bike lane widths.

APPENDIX B

QUESTION 15

In your opinion, what type of housing is most needed in Provo? (select up to 3)

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Large, Single-family homes	7%	18	10%	94	13%	112
Smaller, Single-family homes	26%	72	29%	280	41%	352
Apartments	10%	28	10%	100	15%	128
Townhomes/ Condominiums	18%	49	16%	155	24%	204
Senior Living- Assisted Living	6%	17	4%	41	7%	58
Student Housing	5%	15	6%	62	9%	77
Homeless Shelter	12%	33	9%	93	15%	126
Basement (Accessory Apartments)	13%	36	10%	100	16%	136
Other	2%	6	6%	54	7%	60
Totals	100%	274	100%	979	100%	854

This question was a multiple choice question, selecting up to 3 choices, with an other option that could be placed in the chat box at the Open House or typed in the online survey. This question received 102 responses at the Open House and 285 from the survey. Themes around other responses are noted below.

Other Responses Themes

- **Affordability:** Lower housing prices, smaller home sizes
- **Increased Housing Mix:** Diversity of housing in neighborhoods, mixed uses in neighborhoods
- **ADU Regulations:**
- **Free Market Development:**

Key Understanding

Smaller single family homes are the primary typology housing the community would like to see with townhomes and condominiums as a secondary typology. Comments imply these should be an affordable (attainable) home in mixed, diverse, neighborhoods. Comments also imply an opposing view for larger, single family homes with large yards at an affordable price point and driven by the private market. There also seems to be support for deregulating ADUs in neighborhoods.

APPENDIX B

QUESTION 16 & 17

I really like that Provo has...

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
A recreation center	24%	71	22%	286	27%	357
A golf course	3%	8	5%	65	6%	73
Peaks Ice Arena	4%	13	8%	101	9%	114
River trail system	30%	88	26%	336	32%	424
Parks systems	21%	62	22%	292	27%	354
Bikeable streets	13%	39	15%	198	18%	237
Other	4%	13	2%	32	3%	45
Totals	100%	294	100%	1310	100%	1,322

In terms of recreation, Provo needs...? (select up to 3)

Answer Options	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
More small parks in neighborhoods	17%	50	18%	184	18%	234
A better community gathering space	6%	17	5%	56	6%	73
Areas for community gardens	8%	25	8%	86	9%	111
More ballfields and sporting areas	2%	5	4%	37	3%	42
More connectivity between trails	15%	43	14%	142	14%	185
More connectivity of bikeable streets	19%	55	12%	122	14%	177
More areas to enjoy the lakefront	14%	40	17%	171	16%	211
Preservation of open space	19%	56	19%	193	19%	249
Other	1%	4	3%	35	3%	39
Totals	100%	295	100%	1026	100%	1,282

This question was a multiple choice question, selecting up to 3 choices, with an other option that could be placed in the chat box at the Open House or typed in the online survey. This question received 102 responses at the Open House and 262 from the survey. Themes around other responses are noted below.

Other Responses Themes

- **Sidewalks & Trails:** River trail, wider walks and trails, shoreline trail, regional trail connection, biking trails
- **Maintenance:** Sidewalk quality, clean lake
- **Parks & Amenities** Dog Parks, trailhead parking, tennis courts, pickleball courts

Key Understanding

Preservation of Open spaces and increasing the number of small neighborhood parks received the most support, with the lakefront trail, bikable streets and trail connectivity receiving a lot of support as well. Ballfields and sporting areas are not a community priority.

APPENDIX B

QUESTION 18

What is important about Provo's history that we need to remember and preserve?

THEMES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Architecture/ Buildings	30%	47	19%	54	30%	101
Pioneers	25%	39	18%	51	27%	90
BYU	10%	15	8%	22	11%	37
Native Culture	22%	35	6%	16	15%	51
Downtown	13%	21	14%	39	18%	60
Agriculture	10%	16	2%	6	6%	22
Faith/Family	17%	27	8%	22	14%	49
Nature	15%	23	6%	16	12%	39
Other	15%	24	20%	57	24%	81
Totals	100%	157	100%	283	100%	339

This question was an open comment question which received 97 responses at the Open House and 246 from the survey. The method for reviewing was to read the comments and categorize based on the general theme of the comment. Some comments are counted in multiple categories. Sub-themes are noted below.

Sub Themes

- **Architecture/ Buildings:** Academy Square, library, courthouse, Fort Utah
- **Pioneers:**
- **BYU:** Education
- **Native Culture:**
- **Downtown:** Center Street, store fronts
- **Agriculture:** Orchards, farming
- **Faith/Family:** Temples, values, culture
- **Nature:** Bridal Veil Falls, scenic views, Provo River, Pioneer Park, North Park, Lake Utah
- **Other:** City parks, historic neighborhoods, Freedom Festival, trolleys

Key Understanding

Architecture and pioneer history ranked as the higher priorities from the community with a ranging spread of support for downtown, native culture, nature and faith and family. BYU and agriculture are important considerations, but not ranked as highly.

APPENDIX B

QUESTION 19

Question 19: What does sustainability and smart growth mean to you?

THEMES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Water Conservation	5%	16	5%	6	5%	22
Energy/ Air Quality	5%	19	12%	16	7%	35
Transportation	15%	52	26%	34	18%	86
Development/ Growth Patterns	44%	155	12%	16	35%	171
Preservation Environment	11%	37	12%	16	11%	53
Housing Affordability	7%	25	4%	5	6%	30
Other	13%	47	29%	38	18%	85
Totals	100%	351	100%	131	100%	482

This question was an open comment question which received 87 responses at the Open House and 295 from the survey. The method for reviewing was to read the comments and categorize based on the general theme of the comment, some comments are counted in multiple categories. Sub-themes are noted below.

Sub Themes

- **Water Conservation:** Reduction of water use
- **Energy/Air Quality:** Relationship between clean air and public transit, STEM industries, not overbuilding, waste reduction, renewable energy
- **Transportation:** Biking and walking infrastructure, reducing car use, appropriate roads to accommodate growth, public transportation
- **Development/Growth Patterns:** Mixed use, increased density, balanced growth, not building at the edge, planning for growth, growth with values - not financial gain, smart growth
- **Preservation/Environment:** More green spaces, land preservation of scenic areas
- **Housing Affordability:** A place for everyone, mixed use
- **Other:** Less apartments, free market growth, government intervention

Key Understanding

Architecture and Pioneer History ranked as the higher priorities from the community with a ranging spread of support for downtown, native culture, nature and faith and family. BYU and agriculture are important considerations, but not ranked as highly.



Overall Findings & Next Steps

Vision & Values Findings

The top 12 words the community selected to be in their vision statement are:

- ♦ Sustainable
- ♦ Safe
- ♦ Family
- ♦ Inclusive
- ♦ Community
- ♦ Diverse
- ♦ Walkable
- ♦ Growth
- ♦ Density
- ♦ Welcome
- ♦ Equal
- ♦ Open Space

The general sense gathered from the community is that growth is both a concern and an opportunity. There is some division in the community on what density means in regards to preservation of neighborhood character and impacts to existing infrastructure. There is also division in the community between the choices of students and locals, long-time residents and newcomers. However, most agree that inclusivity and diversity are important values and that long-range planning can help to alleviate tensions around these issues.

Future growth needs to balance change and maintaining the quality of life and family values at the heart of the Provo Community. Access to open space, recreation, downtown vibrancy, the church, and connection to the past are important to this community culture.

“Focus on building a vibrant, interconnected community with easy pedestrian access to all parts of the city.”

*- Community
Comment Q20*

APPENDIX B

DRAFT SWOT ANALYSIS

The following Draft SWOT (Strengths, Weaknesses, Opportunities and Threats) is created from a review of community comments and survey responses. A SWOT is a tool often used in the preliminary stages of a planning process to guide strategic decision making. A SWOT can help to identify key issues to consider or strategic opportunities to explore in the next phases of the Planq

Strengths

INTERNAL - EXISTING FACTORS

- Sense of community
- Access to trails and open space - riverfront, lake, mountains
- Family values
- BYU
- Downtown - Center St.
- Historical assets- places, people and stories
- Bike friendly
- Public transit
- Existing agriculture
- Airport
- Existing neighborhoods

Weaknesses

- Air quality
- Parking Downtown and around Campus
- Existing mall struggling
- Food access (West Provo)
- Division in the community (students/locals)(newcomers/old timers)(faith and political)
- Housing affordability - Rental Supply
- Not enough high-paying jobs- Commuter culture
- Loss of retail to Orem
- Spatial constraints (where to grow?)

Opportunities

EXTERNAL - FUTURE FACTORS

- Increased density to address environmental/traffic concerns
- Mix of housing types and increased supply
- Expand on existing trails/parks network
- More mixed-use neighborhood amenities
- Preservation/celebration of historic places and open spaces

Threats

- Population growth
- Fear of change
- Loss of open space/ agriculture with development
- Increased environmental impacts from growth
- Stress to existing roads with increased vehicles
- Maintaining family values with influx of new/different people
- Concern for financial impacts to City/taxes

APPENDIX B

NEXT STEPS

Draft Elements Findings

The following Plan Elements identify important issues or opportunities for the Plan to address in the next stage of the project.

Land Use

Land uses in the General Plan will provide a general recommendation for the future development of various land uses including the location of residential at different densities, retail and commercial nodes at a regional and local scale, and areas for increased office and/or industry.

Important considerations based on the community's comments will be to address locations for increased density and areas for preservation to address a growing demand for housing and also maintain the community culture for access to open space and family friendly communities.

Economic development

The General Plan will address economic development as a key factor in retail and commercial growth areas, attracting potential employers to improve median incomes, which can have an impact on housing affordability and quality of life.

Economic growth is not noted as a significant concern from the community comments, nor is it highlighted as a great success. Indicators such as commute times, leakage and low wages suggest a demand for local jobs. A number of comments suggest a grocery store in East Provo would be beneficial and there is opportunity for increase job centers in South Provo.

Transportation

The Transportation Element in the General Plan will be primarily guided by the 2019 Transportation Plan. However, the Plan will address improved multimodal connectivity and networks as it relates to community vision and values.

Housing

The Housing Element in the General Plan will primarily be driven by the findings of the 2019 Moderate Income

Housing Report. However, the Plan will address the need for encouraging a broad range of housing types to support a diversity of residents and promote housing affordability as it relates to community vision and values.

Open Space, Parks + Trails

The General Plan will address areas to preserve as open space and future opportunities for parks, trails and recreation amenities to promote this core community value.

Open Space, views and preservation of agricultural lands, access to recreational facilities such as neighborhood parks, the River Trail and regional bike and trail networks are a important values for the Provo community.

Public Facilities and Services

With community growth comes increased use of local services. The General Plan will address the needs for improved maintenance of roads and parks, schools and other public services.

Sustainability

A core value for the Provo community is Sustainability- but this can mean a lot of things to different people. To some it is about growth that is small, scaleable and neighborhood friendly- to others it involves transportation alternatives- and to others it is a reduction of energy consumption or use of alternative fuels.

For the General Plan to adequately addressing these issues, sustainability may be better served as a guiding principal and incorporated within multiple Plan Element chapters.

Heritage + Cultural Resources

Celebrating Provo's history and heritage is central to maintaining a sense of an authentic community. The stories of the people should be celebrated. Special natural places and agricultural locations should be preserved. Historical buildings and temples should be restored/protected as part of the foundation of the City.

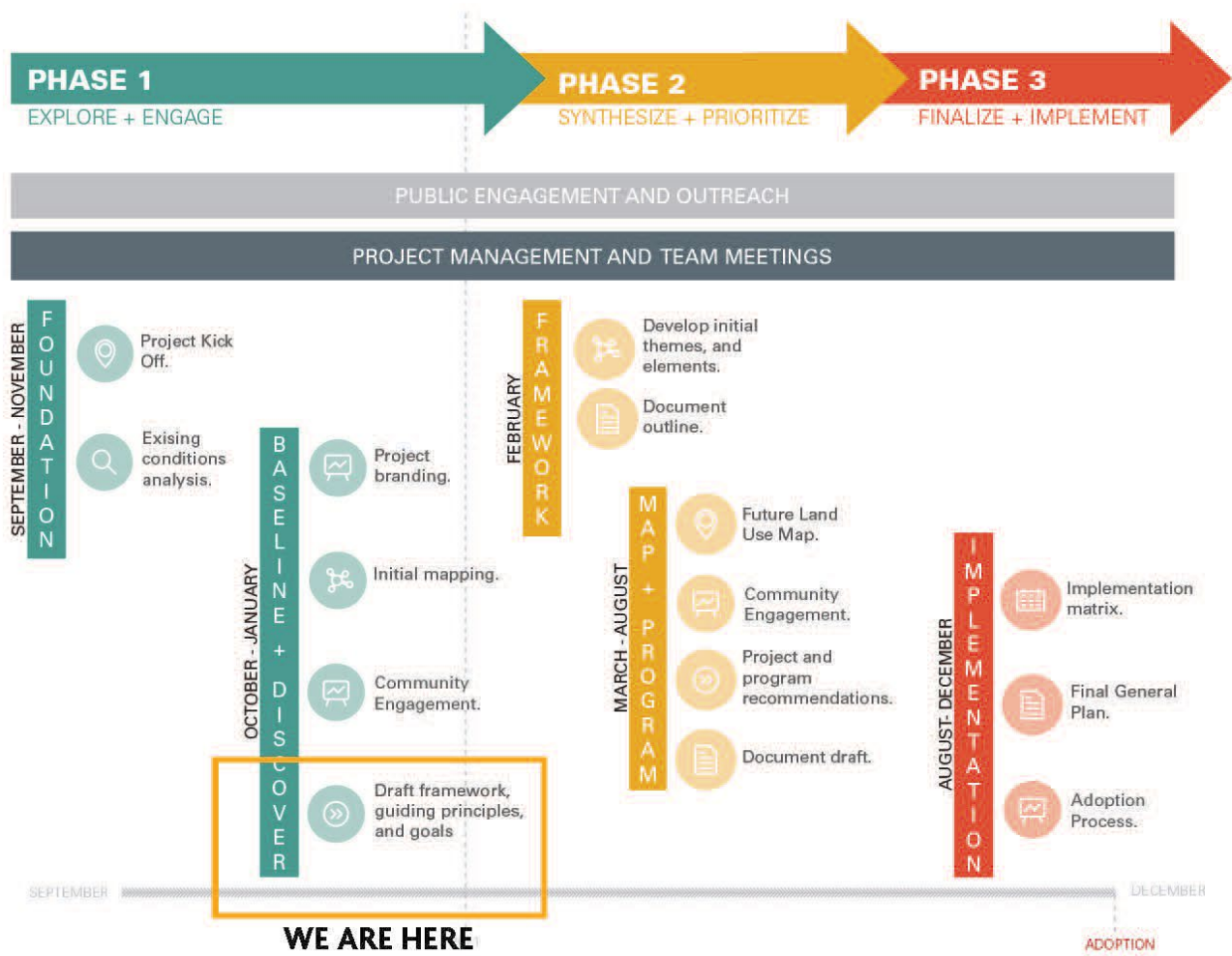
APPENDIX B

SCHEDULE

Next Steps

The next steps will be to review the findings of this first phase of input with local working groups and gathered feedback around the issues and opportunities identified for the refinement of the Plan Elements.

The outcomes of these working group discussions will be a draft framework, guiding principles and goals for the Plan.





DRAFT COMMUNITY ENGAGEMENT SUMMARY #2

Prepared by

DESIGNWORKSHOP

1390 Lawrence Street, Suite 100
Denver, Colorado 80204
303.623.5186

Issued: May 10, 2021



Introduction

Provo is consistently one of the fastest growing cities in Utah, which brings growth and change to the community. Yet, the existing General Plan is outdated, cumbersome to use and does not reflect the current needs and desires of the community. Without a guiding document, the City is challenged to support economic development and the quality of life that help guide future land use and investment decisions for the next 20 years.

To guide growth, the City needs a plan that is clear and user-friendly, but also provides a framework for how to address future goals and priorities. The General Plan must also address elements such as land use, economic development, moderate-income housing, multimodal mobility and transportation, integrated parks, trails, and open space, and the community's history and culture. By working closely with the community, this update will align the new General Plan in today's reality with aspirations for the future.

A General Plan is a State requirement to serve the City as a long-range tool for planning, legislation, and financing. It is a strategic guidebook for citywide policy, decisions and priorities to serves as a reflection of the community's goals and inspires a vision for how Provo might grow.

Purpose

The Provo General Plan Virtual Community Meeting took place on March 31 2021 from 4:30- 5:30 pm and 6:00-7:00pm . 77 total community members attended the virtual meetings. Following the meeting, recordings were posted to the website. In addition, an online survey was shared on the website, the City's Facebook Page and in email blasts to community stakeholders and meeting participants. 947 people responded to the online survey, 56 views of the presentation on youTube, and 2584 visits to the website

The purpose of this document is to share community comments from the second round of engagement in a clear and concise way to inform next steps in the General Plan process.

“Keep Provo a place you want to live and love “

*-Online Survey
Comment. Q156*

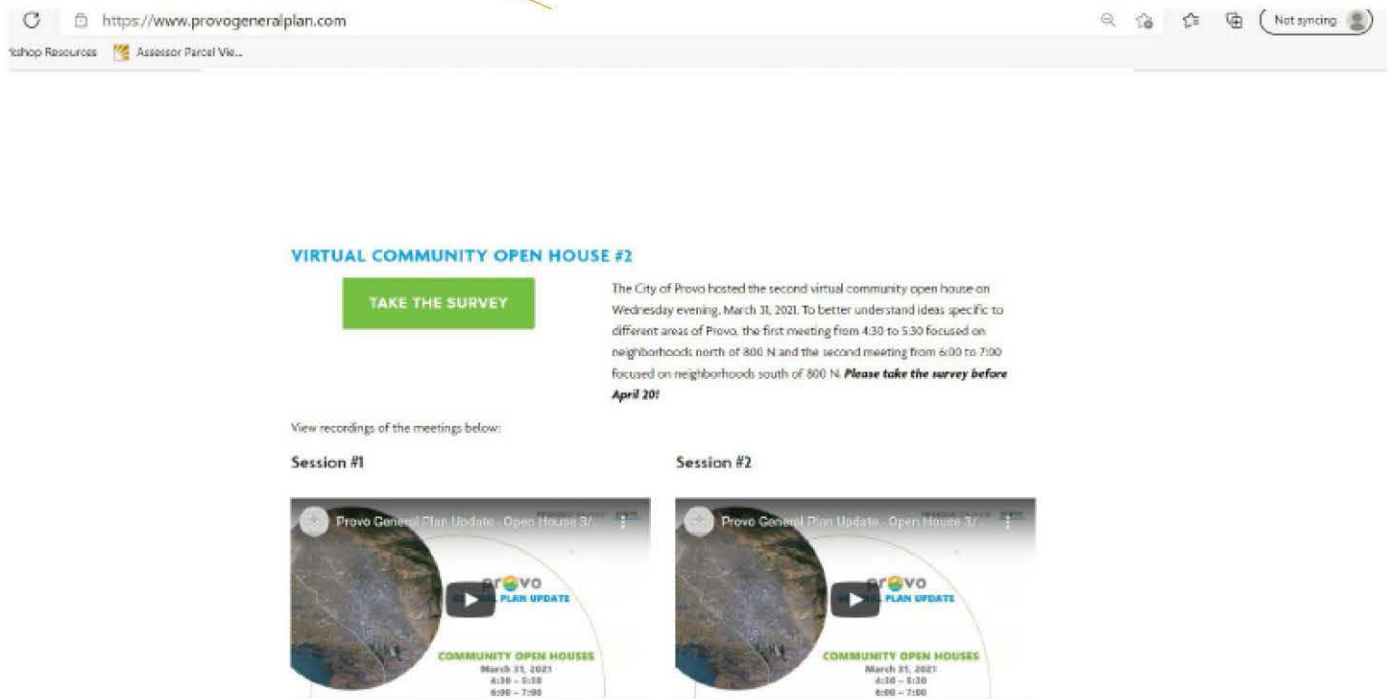


Figure 1: Project Website

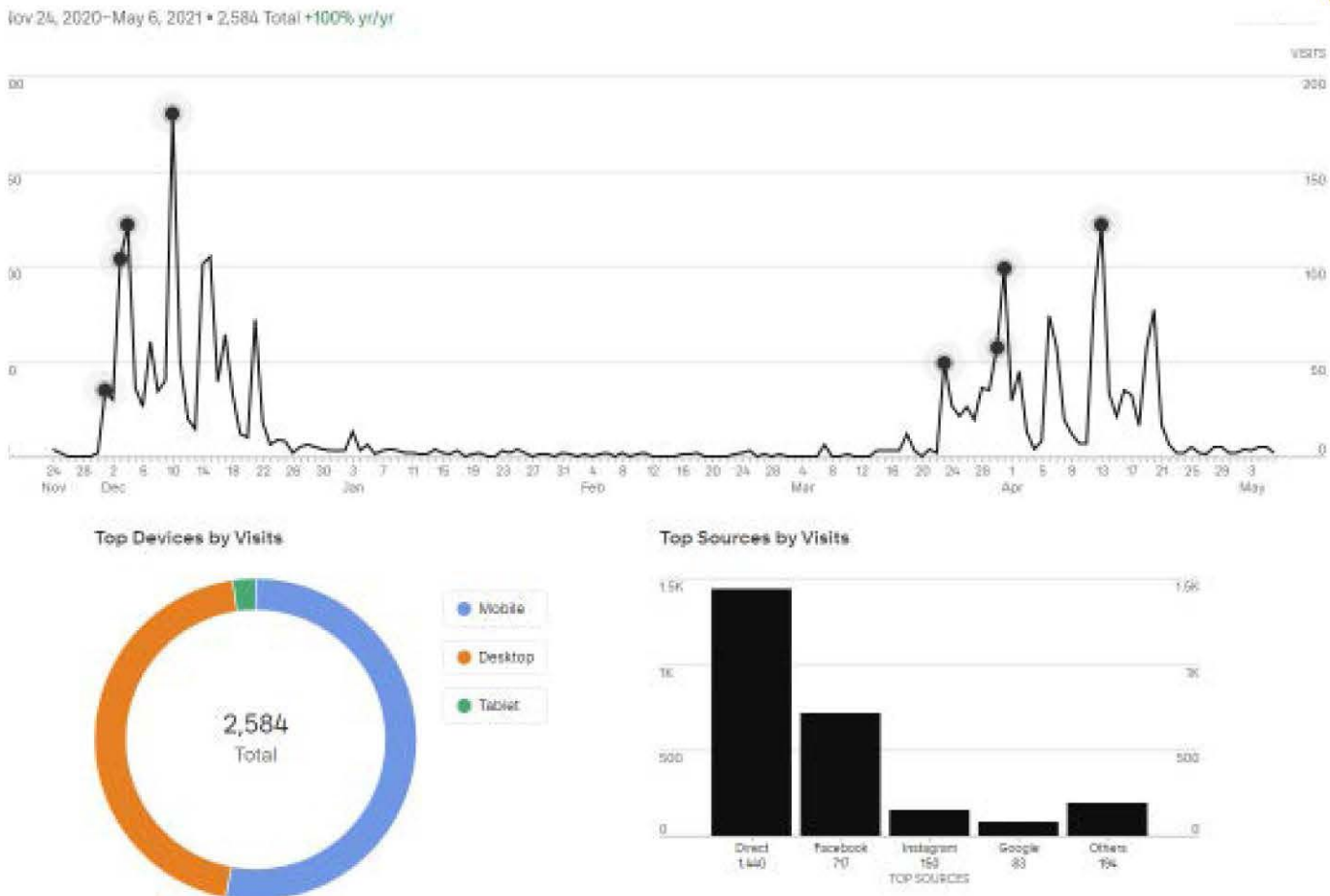


Figure 2: Website Analytics

APPENDIX B

DEMOGRAPHICS

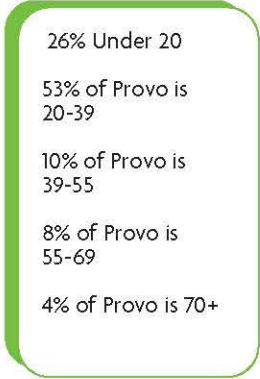
Demographic Questions

The following demographic questions help to understand the origin of the comments which can organize data and identify trends or gaps in the information received.

How old are you?

Answer Options	Online Responses	
	%	Count
21 or Younger	7.4%	70
21-39	51.5%	485
40-55	20.7%	195
55-69	13.9%	131
70+	6.4%	60
Totals	100%	941

THE TOTAL POPULATION
OF PROVO IS 116,616



This survey question was multiple choice select-1. This question was omitted from the Community Open Houses. There were 941 response to this question from the Online Survey

Key Understanding

The 21-39 age group represents 53.5% of the total community and 51.5% of the survey respondents, the 40-55 age group represents only 10% of the total community and 20.7% of the survey, and 55-69 represents 8% of the total community and 13.9% of the survey. Overall, survey responses are well aligned with the makeup of the community.

I am a...

Answer Options	Online Responses	
	%	Count
Male	35.71%	335
Female	62.58%	587
Non-binary	0.43%	4
Prefer not to answer	1.28%	12
Totals	100%	938

This survey question was multiple choice select-1. This question was omitted from the Community Open Houses. There were 938 response to this question from the Online Survey.

Key Understanding

The respondents to this survey are about 35% male and 62% female, which corresponds slightly to the existing demographic, which is about 49.7% male and 50.3% female. This survey has a slight increase in female respondents from the previous survey.

APPENDIX B

DEMOGRAPHICS

How long have you lived in Provo?

Answer Options	Online Responses	
	%	Count
Less than 1 year	4.13%	39
1 to 3 years	12.18%	115
3 to 5 years	14.62%	138
5 to 10 years	16.84%	159
10 to 20 years	19.60%	185
20 years or more	29.13%	275
I do not live in Provo	3.50%	33
Totals	100%	944

This survey question was multiple choice select-1. This question was omitted from the Community Open Houses. There were 944 response to this question from the Online Survey

Key Understanding

Most of the survey respondents have lived in Provo for over 5 years, with only 30.9% having lived in Provo less than 5 years. And nearly 30%, of respondents have lived in Provo for more than 20 years. This survey has an increase in responses from people who are newer residents of Provo.

I am currently...

Answer Options	Online Responses	
	%	Count
Employed Full-time	23.78%	367
Employed Part-time	13.22%	204
Self-employed	5.31%	82
Caregiver/Homemaker	11.08%	171
Un-employed and looking for work	1.30%	20
Student	14.26%	220
Retired	6.93%	107
Renter	6.93%	107
Homeowner	17.17%	265
Totals	100%	1543

This question was a multiple choice- select all that apply. This question was omitted from the Community Open Houses.

Key Understanding

The data shows that 23.78% of the participates worked full time and 14.26% were students. It also shows that 17.17% of homeowners participated in the survey. Similar to the previous survey, the numerical values (total respondents to total value) may not have selected homeowner/renter consistantly enough to be considered valid data anlysis.

APPENDIX B

DEMOGRAPHICS

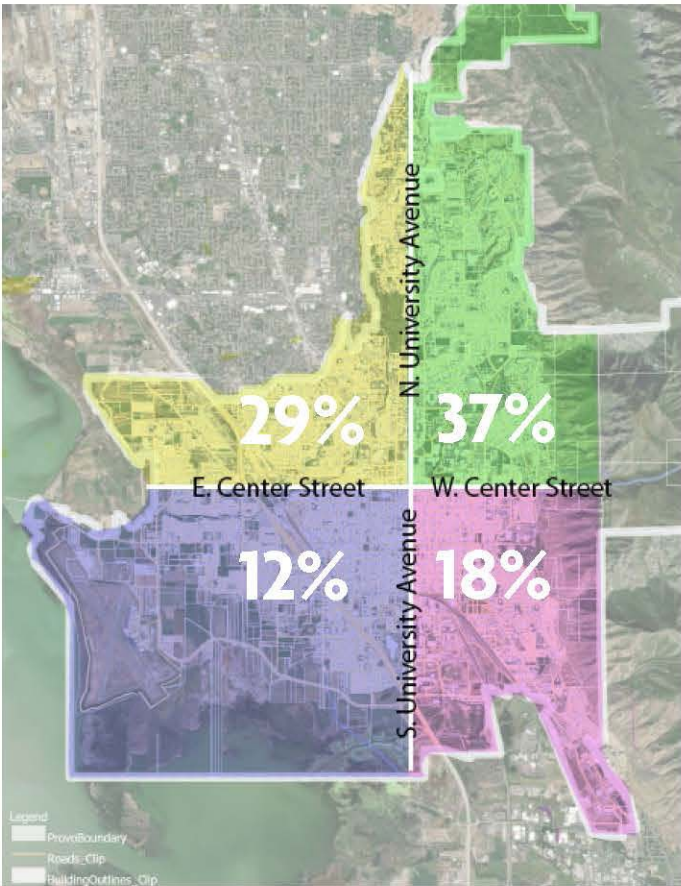


Figure 3: Question 5 Map Image

What part of town do you live in?

Answer Options	Online Responses	
	%	Count
North West	29.04%	275
South West	11.72%	111
North East	37.17%	352
South East	17.95%	170
I do not live in Provo	4.12%	39
Totals	100%	947

This question was a multiple choice- select one. This question was omitted from the Community Open Houses. There were 947 responses to the online survey.

Key Understanding

North East Provo and North West Provo had the highest turn out with 66.2% participated in the questionnaire. While most of the survey respndents were from North Provo, this survey has an increase in participation from South Provo from the previous survey(from 25% to 34%), most notably in South East Provo (from 12% to 18%).

APPENDIX B

VISION STATEMENT

Vision Statement

A vision is a statement from the community that can positively influence the culture, economy and development in response to change. The following priorities have been identified via community feedback from Community Workshops, Public Surveys, Focus Groups, Working Group Meeting and from review of previous and current planning documents. The following questions will be used to identify priorities to craft a vision statement for the General Plan.

Answer Choices	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
A welcoming home	4.06%	5	6.67%	179	6.55%	184
A high quality of life	11.38%	14	13.76%	369	13.65%	383
Walkable and bikeable neighborhood	21.96%	27	14.84%	398	15.15%	425
Access to nature and open space	26.82%	33	23.01%	617	23.17%	650
Historic Legacy	3.25%	4	3.58%	96	3.56%	100
Local arts and culture	8.13%	10	9.10%	244	9.05%	254
University town	8.13%	10	11.63%	312	11.48%	322
Ample employment opportunities	4.06%	5	4.66%	125	4.63%	130
A thriving downtown	10.56%	13	8.76%	235	8.84%	248
Regionally Competitive	1.62%	2	1.94%	52	1.92%	54
Other	0	0	2.05%	55	1.96%	55
Totals	100%	123	100%	2682	100%	2805

This question was a (select top 3) question with 123 responses from the Open House and 2682 from the survey. The method for reviewing was to read the comments and categorize based on the general theme of the comment, some comments are counted in multiple categories. Key words with multiple mentions are noted below;

Themes - Identified

- Housing (Affordable, Welcoming community, Diverse housing types)
- Development(Intentional growth, Historic preservation)
- Environment (Reduce light pollution, enhance and restore Utah Lake, Recycle)
- Open Space (Preservation, improve pedestrian infrastructure and connectivity)
- Culture (Connecting to Native American History, Increase arts participation opportunities)
- Economy(Economic development, Increase commercial opportunities throughout the city)
- Fiscal (Re-invest in areas, Create an environment to attract businesses)
- Mobility (Protected bike lanes, running trails, promoting multi-modal transit)
- Sustainability (Prioritize public transit routes)
- Public (Expand infrastructure, improve access to all public facilities)
- Leadership (Diversity in leaderships)

APPENDIX B

VISION STATEMENT

Which of the following will make Provo a greater place to live in 2040?

Answer Choices	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Abundant Open Space and recreation opportunities	27.13%	35	19.02%	510	19.38%	545
Increased health and safety	3.10%	4	8.02%	215	7.79%	219
A mix of housing choices	7.75%	10	8.43%	226	8.39%	236
Multimodal Transportation Options	20.93%	27	9.66%	259	10.17%	286
Diversity and inclusivity	4.65%	6	10.37%	278	10.10%	284
Increased economic opportunity	4.65%	6	8.61%	231	8.43%	237
A center of arts and culture	7.75%	10	8.24%	221	8.21%	231
Housing affordability	8.52%	11	14.58%	391	14.30%	402
A regional employment center	1.55%	2	2.76%	74	2.70%	76
A leader in sustainable practices	13.95%	18	8.28%	222	8.54%	240
Other	0%	0	2.05%	55	1.95%	55
Totals	100%	129	100%	2682	100%	2811

This question was a (select top 3) question with 129 responses from the Open House and 2682 from the survey. The method for reviewing was to read the comments and categorize based on the general theme of the comment, some comments are counted in multiple categories.

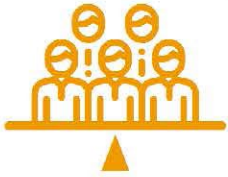
Key Understanding

What the community loves most about Provo is the access to outdoor recreation and the natural landscape. A city with Multi-modal transportation options and a place that is increase and diverse for residents.

APPENDIX B

KEY THEMES

We have identified six key themes from what we have learned from the Provo Community in Survey #1, Focus Groups, Workign Groups and review of previous documents. These themes are what people care about for the future based on the traditions, interests, and stories that make Provo special. These are an expression of all individuals and defines the heart and soul of Provo. The following are the 6 key themes shared in this survey.



“A Sustainable Provo: Growth will promote and preserve what makes Provo special”

What we heard...

- A friendly community and a vibrant downtown are part of what people love about Provo.
- Provo has a higher vacancy rate and a high number of rental properties- typical to university towns.
- Over the past decade, Provo has grown by 5.8%. Growth projections by the Mountainland Council of Governments indicate that the City will need to add 12,166 housing units by 2040 - or 1,010 units per year.
- 41% of survey respondents would like to see additional single-family homes and 24% would like to see townhomes/ condominiums.



“Promote Stewardship of Outdoors: We are all responsible for the future of our recreational and natural assets”

What we heard...

- Access to outdoor recreation and nature are important values for Provo.
- The River trail and Riverfront present opportunities to enhance the recreational assets in the community.
- The preservation of open spaces should be prioritized as the city continues to grow.
- Recreation is an economic asset to attract more businesses and people to Provo.



“A Welcoming Community: Provo is united around an authentic past and an inclusive future”

What we heard...

- According to projections from the Mountainland Association of Governments (MAG), Provo’s population will increase by 33.3% over the next 20, reaching 155,397 persons by 2040.
- Provo should strive to be a welcoming and inclusive community to new residents and visitors.
- Celebrate and preserve the City’s pioneer history and historical architectural assets.
- Adaptive reuse should be used to protect historic buildings in Provo.



“Livable Provo: A resilient and viable economy in Provo ”

What we heard...

- Provo’s Median Household Income (MHI) is currently \$53,864, slightly below that of both the County and State.
- The largest industry by employment in 2019 was education and health care services followed by professional management/administration, and retail trade.
- A desire for more mixed-use development and a mix of housing types in walkable neighborhoods.



“Connected and Safe: Street and Trail networks connect, walkers, bicyclist and drivers of all ages”

What we heard...

- 24% of Survey Respondents would like to see Transportation addressed in the General Plan.
- Air quality, reducing traffic and improving walking and biking are important.
- A desire for improved biking and pedestrian facilities, such as protected bike lanes and crosswalks.
- The bike and transit networks are strong - but gaps exist that need to be filled.



“A City that Works for You : Utilize City resources to promote a high quality of life”

What we heard...

- Provo should strive to be a regional leader in sustainability.
- Responsive economic development that attracts outside business while fostering local businesses and start-ups
- Provo should strive to create an environment and policies that allow for creative solutions towards sustainability and other issues to be attempted. Pilot projects to test ideas and concepts should be utilized.

APPENDIX B

KEY THEMES

The following questions were asked to understand the communities support on the key themes, which will become the guiding structure for the General Plan. Questions were asked at both workshops and online.



Do you agree with this statement to guide future goals for Provo? Sustainable Provo: Growth will promote and preserve what makes Provo special.”

CHOICES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Yes	80.5%	62	67.04%	545	68.2%	607
No	19.5%	15	25.22%	205	24.7%	220
Other	0	0	7.75%	63	7.1%	63
Totals	100%	77	100%	813	100%	890

Themes around the ‘others’ include: **Mixed use and Residential and Walkable Density, Housing Affordability, ADUS/ Air BnB, Historic Preservation**



Do you agree with this statement to guide future goals for Provo? “ Promote Stewardship of the Outdoors: We are all responsible for the future of our recreation and natural resources.”

CHOICES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Yes	96.1%	74	95.08%	773	94.9%	847
No	3.9%	3	3.08%	25	3.1%	28
Other	0	0	1.85%	15	2%	18
Totals	100%	77	100%	813	100%	893

Themes around the ‘others’ include: **Activate River and Lake Utah/ River Recreation, Safety on Trails and Parks, “Activate” the Riverfront confusing- Concern for keeping the lake ‘Wild’**



Do you agree with this statement to guide future goals for Provo? “Welcoming Community: Provo community is united around an authentic and inclusive future

CHOICES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Yes	78%	60	78.55%	608	78.5%	668
No	22%	17	14.47%	112	15.2%	129
Other	0	0	6.98%	54	6.3%	54
Totals	100%	77	100%	774	100%	851

Themes around the ‘others’ include: **More co-working/remote working, Support Tech and Entrepreneurs, Childcare Options**

APPENDIX B

KEY THEMES



Do you agree with this statement to guide future goals for Provo? “Livable Provo: A resilient and viable economy in Provo”

CHOICES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Yes	93.1%	67	87.77%	653	88.2%	720
No	6.9%	5	8.06%	60	8%	65
Other	0	0	4.17%	31	3.8%	31
Totals	100%	72	100%	774	100%	816

Themes around the ‘others’ include: **Support outside downtown, Long term-proactive thinking, no incentives to large businesses**



Do you agree with this statement to guide future goals for Provo? “Connected and Safe: Street and Trails networks connected walkers, bicyclists and

CHOICES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Yes	93.8%	76	90.05%	670	90.4%	746
No	6.2%	5	6.99%	52	6.9%	57
Other	0%	0	2.96%	22	2.7%	22
Totals	100%	81	100%	744	100%	825

Themes around the ‘others’ include: **Increase Walkability and Sidewalks, East to West Connectivity, more bike routes/Protected Bike Lanes**



Do you agree with this statement to guide future goals for Provo? “City that Works for You: Utilize City resources to promote a high quality

CHOICES	Public Workshop Responses		Online Responses		Combined Results	
	%	Count	%	Count	%	Count
Yes	71.1%	54	87.53%	639	86%	693
No	28.9%	22	7.67%	56	9.7%	78
Other	0%	0	4.79%	35	4.3%	35
Totals	100%	76	100%	730	100%	806

Themes around the ‘others’ include: **Focus on Schools, Incentives for development in underserved communities, more access to existing facilities.**

Key Understanding

Most themes were well received by the public with 85% approval. However, Sustainable Provo received the lowest approval rating at 68%, followed by a Welcoming Community with 78.5%. In general, Open house participant’s votes aligned with those of the community survey.

APPENDIX B

GOALS

Goals are aspirational statements for the future to make the areas of focus (core elements of the General Plan) more accessible. Strategies are plans, programs, policies and projects that will help to achieve the goals.



“A Sustainable Provo”

Housing Goals

- Different types of housing
- Zoning changes to promote infill and ADUs
- A mix of homes sizes and price points
- More residential development in downtown

Development Goals

- Small scale, infill development
- Sustainable Development (i.e. energy efficient, LEED accredited)
- Consistent neighborhood pattern and scale
- Mixed-use development



“Promote Stewardship of Outdoors”

Environmental Sustainability Goals

- Enhance/restore Provo River and other waterways
- Promote environmental stewardship
- Establish building practices to promote energy efficiency
- Conserve open spaces and scenic areas

Outdoors, Open Space and Recreation Goals

- Activate Utah Lake Lakefront
- Increase active and passive recreation opportunities
- Improve walking connections to parks, trails, and open space
- Improve biking connections to parks, trails, and open space
- Activate the Provo Riverfront



“A Welcoming Community”

Social Equity Goals

- Equitable access to services
- Housing is available for all income levels
- An Equity, Diversity and Inclusivity committee or strategy
- Equitable access to open space
- Employment opportunities for all residents
- Equitable access to transportation

Heritage and Cultural Resources

- Celebrate the historic downtown
- Connect to the University community
- Celebrate local arts and culture
- Connect to regional history



“Livable Provo”

Economy and Employment Goals

- A range of employers by industry
- Attracting outside employers to Provo
- Increasing commercial and industrial space
- Growing the local small business and startup community
- Attracting technology related business

Fiscal Sustainability Goals

- Innovative approaches to promote local Business
- Strategic Investments to attract new businesses
- Policies and practices to support a thriving Downtown
- Diversification of Provo, and tax base and revenue streams



“Connected and Safe”

Transportation and Mobility Goals

- Roadways designed to control traffic speeds
- Connected corridors (ie: East-West Mobility)
- Connect existing bike and pedestrian networks
- Increased operations for public transit
- Protected bicycle and pedestrian facilities
- Electrify city-owned fleet vehicles

Transportation and Sustainability Goals

- Reduce auto dependency to improve air quality
- Develop a robust system of local and regional transportation alternatives
- Increase public charging stations for electric vehicles
- Balance parking demands



“A City that Works for You”

Public Services and Facilities Goals

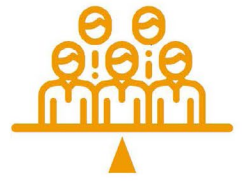
- Equitable access to all public facilities and services
- Ensure schools have equal access to resources
- Innovative approaches to energy efficiency policies
- Best practices in water reduction
- Fiscally sustainable city budgeting and service planning
- Expansion of public facilities to underserved parts of the City

Local and Regional Leadership Goals

- Regulatory frameworks that are simple, accessible, and fair
- Promote regional collaboration around sustainability
- Transparency with City policies and decisions

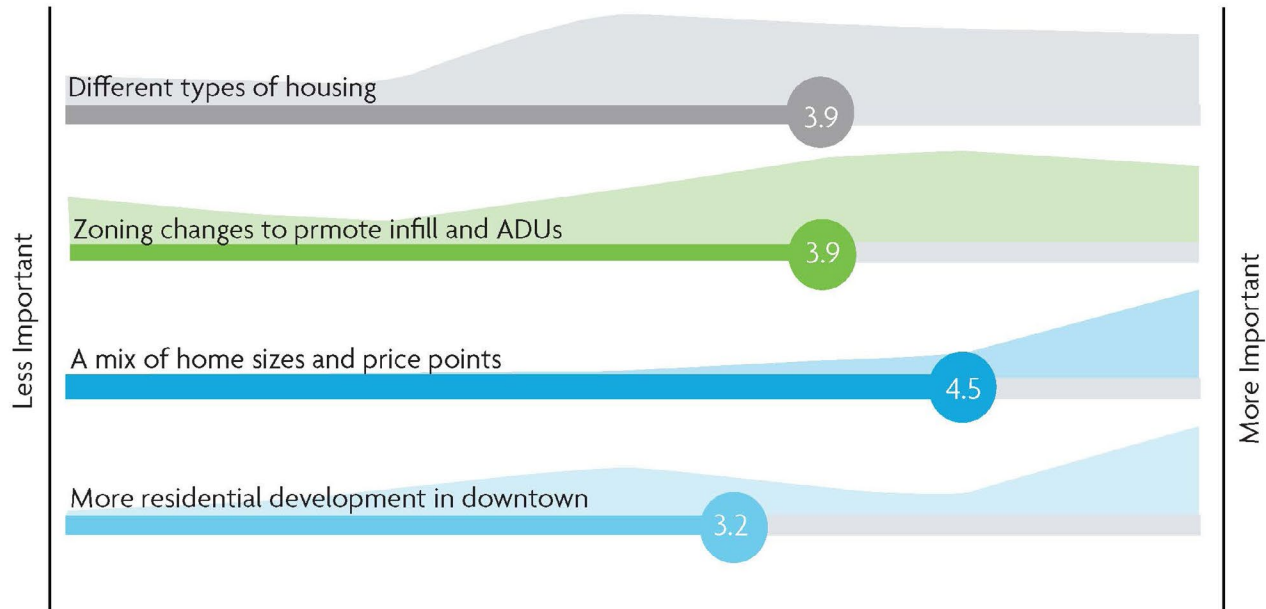
APPENDIX B

A SUSTAINABLE PROVO



Which of the following is most important to you regarding Housing?

Goals around housing explore ideas around and scale and development patterns in the community for future construction. This question was asked at both the Community Open Houses and the Online Survey.



CHOICES	Online Survey Responses	
	Mean	Count
Different types of housing	30.12	764
Zoning changes to promote infill and ADUs	25.04	633
A mix of homes sizes and price points	34.85	780
More residential development in downtown	23.64	746
Other Ideas to share...	35.48	141
Totals	149.13	3064

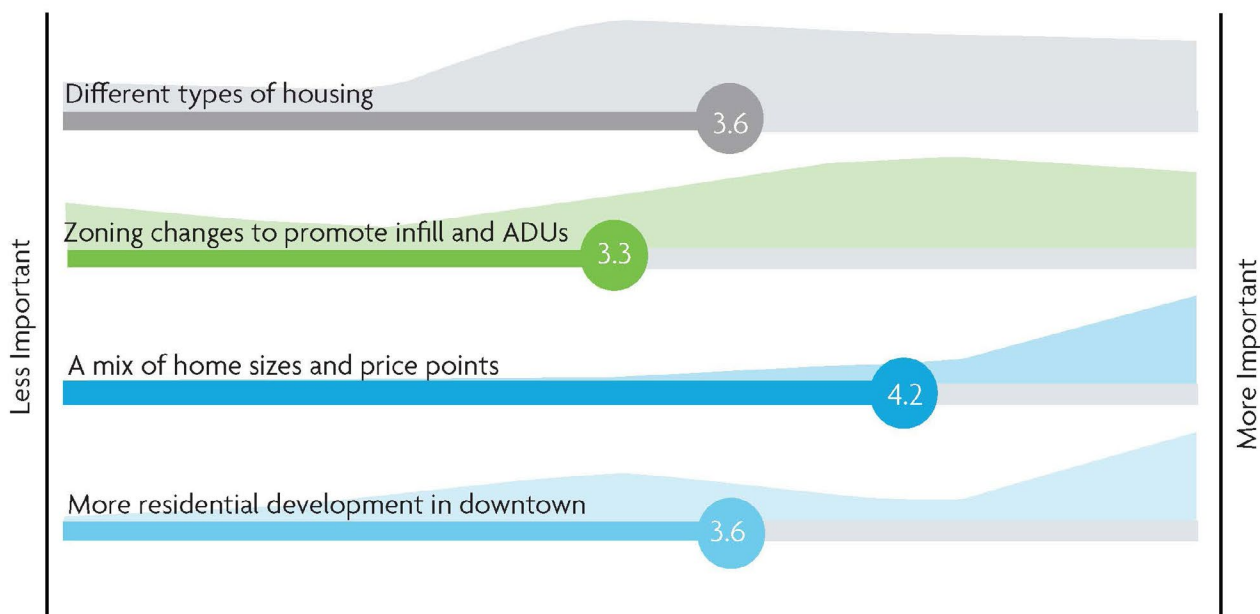
Community Survey

This question was a ranking question (not at all important, slightly important, very important, and extremely important question) with an option to share ideas and received 780 responses from the online survey. Data shows a mix of home sizes and prices were most important to residents while Different types of housing and Zoning changes to promote infill and ADUs tied. The method for reviewing additional comments was to read the comments and categorize them based on the general themes. Themes around the 'share your ideas' include:

- Smaller/Studio scale Apartments
- Mixed use and Residential and Walkable Density
- Student Housing and Rental Regulations
- Housing Affordability
- ADUS/Air Bnb
- Homeless Housing Options/Senior Housing Options
- Historic Preservation
- Mix of density in local neighborhoods/Single family with smaller yards

APPENDIX B

A SUSTAINABLE PROVO



Open House 1 + 2 Combined

This question was a ranking question (not at all important, slightly important, very important, and extremely important) with a total of 77 responses from the open houses combined. Data shows 'a mix of home sizes and prices' were most important to residents while 'Different types of housing' and 'More residential development in downtown' tied.

Key Understanding

Finding from these questions shows that a mixture of home sizes and price points, sustainable development, and mixed-use development are most important to survey participants. These recommendations could dictate future growth and development in key areas of Provo.

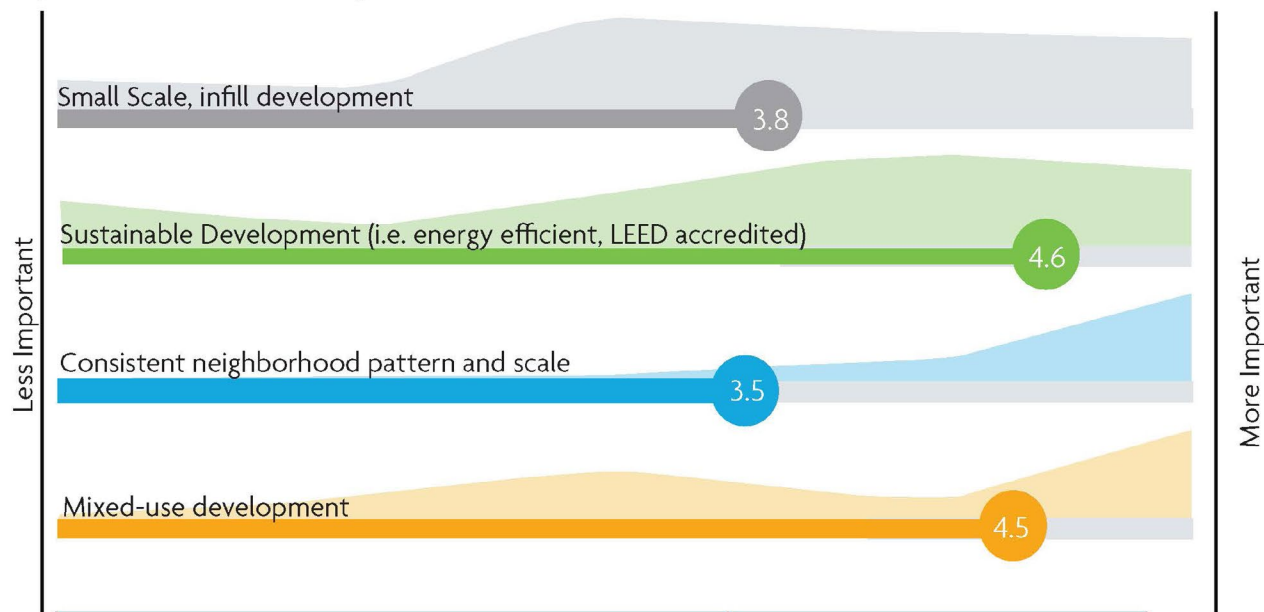
APPENDIX B

A SUSTAINABLE PROVO



Which of the following is most important to you regarding Development Patterns?

Goals around development patterns explore ideas around and scale and development patterns. This question was only asked in the Online Survey.

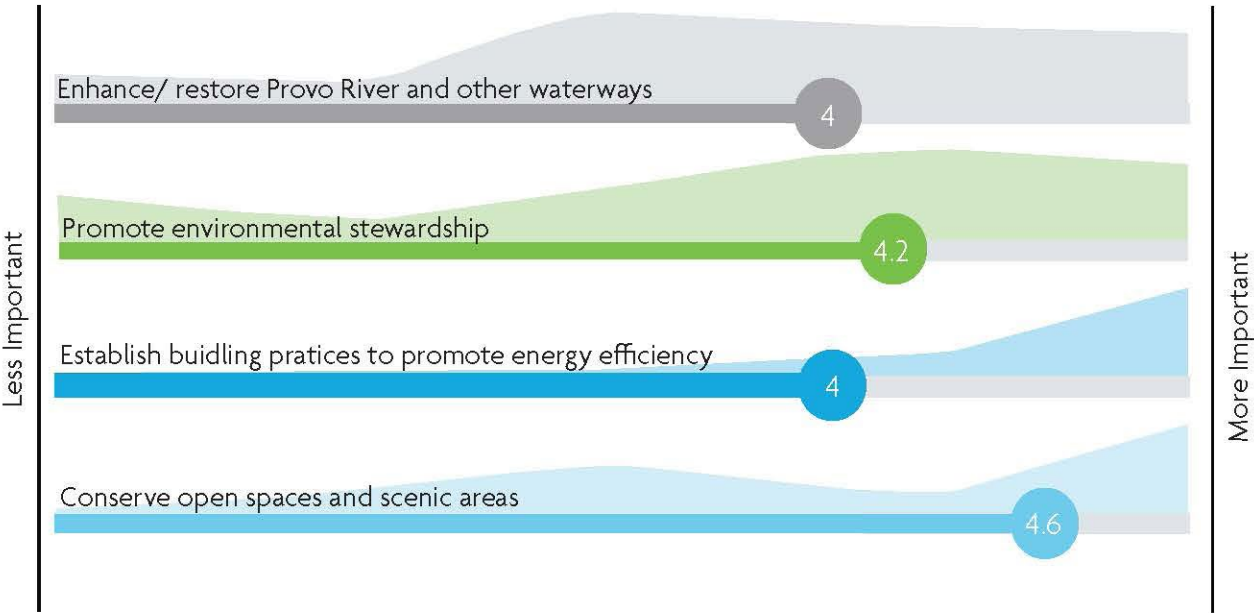


CHOICES	Online Survey Responses	
	Mean	Count
Small scale, infill development	25.26	669
Sustainable Development (i.e. energy efficient, LEED accredited)	32.98	720
Consistent neighborhood pattern and scale	25.07	709
Mixed-use development	31.7	699
Other Ideas to share...	22.14	122
Totals	137.15	2919

Community Survey

This question was a (not at all important, slightly important, very important, and extremely important question with an option to share ideas and received (813 responses). Data shows Sustainable Development (i.e energy-efficient, LEED accredited, and Mixed-use development were most important to the survey participants. The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the 'share your ideas' include:

- Neighborhood Access to Stores/Commercial and Retail Development/ Mixed Use
- Walkable Neighborhoods/ Infill
- Small Town Feel
- Preservation of Open Space and Agricultural Land
- More Compact Commercial Properties
- Property Rights



Open House 1 + 2 Combined

This question was a ranking question (not at all important, slightly important, very important, and extremely important) with a total of 77 responses from the open houses combined. Data shows ‘conserve open spaces and scenic areas’ were most important to residents while ‘ promote environmental stewardship ranked second.

Key Understanding

Preservation of open space remains one of the most critical core themes values to the survey participants. Keeping and expanding outdoor opportunities for residents will continue to improve the overall quality of life in the city of Provo.

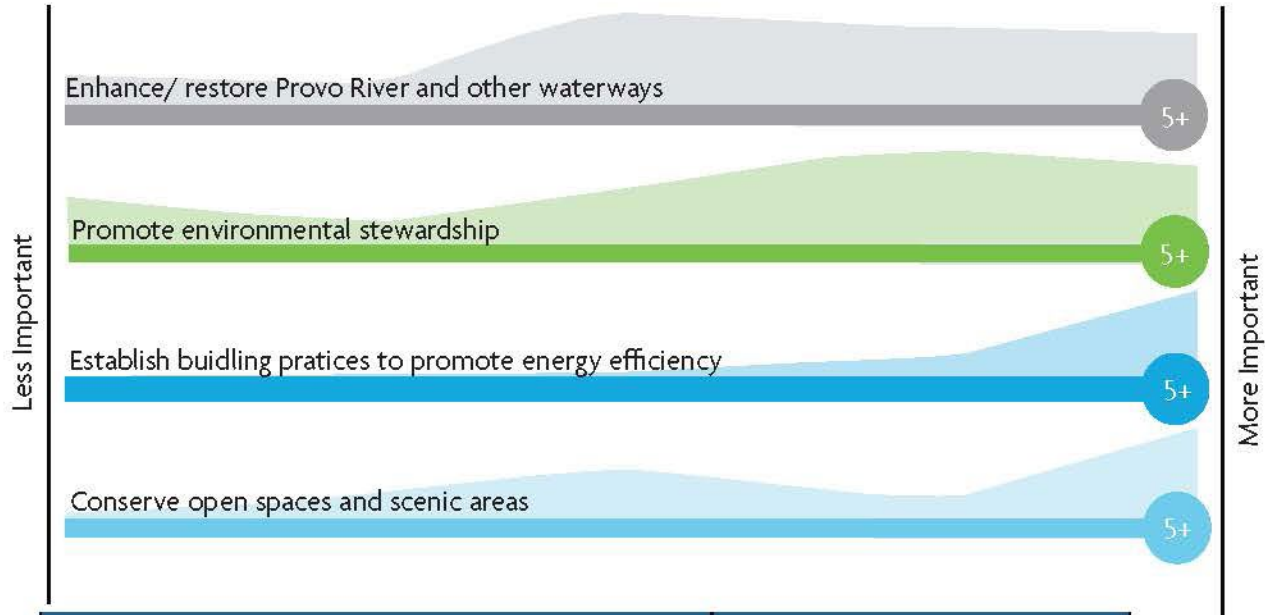
APPENDIX B

PROMOTE STEWARDSHIP



Which of the following most important to you regarding Environmental Sustainability?

Goals around the environment and open space in the community for future conservation. This question was asked at both the Community Open Houses and the Online Survey.



CHOICES	Online Survey Responses	
	Mean	Count
Enhance/restore Provo River and other waterways	38.55	721
Promote environmental stewardship	37.64	709
Established building practices to promote energy efficiency	36.47	712
Conserve open spaces and scenic areas	45.4	699
Other Ideas to share...	28.57	97
Totals	186.63	2938

Community Survey

This question was a (not at all important, slightly important, very important, and extremely important question with an option to share ideas and received (813 responses). Data shows that all categories ranked equally as most important to the survey participants. The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the 'share your ideas' include:

- Provo River Restoration
- Investment/Restoration to Utah Lake
- Water Conservation Practices and Landscape
- Policies around Recycling and Plastic Use/Sustainability Tax
- Preservation of Open Space and Agricultural Land
- Light Pollution
- Transportation Alternatives

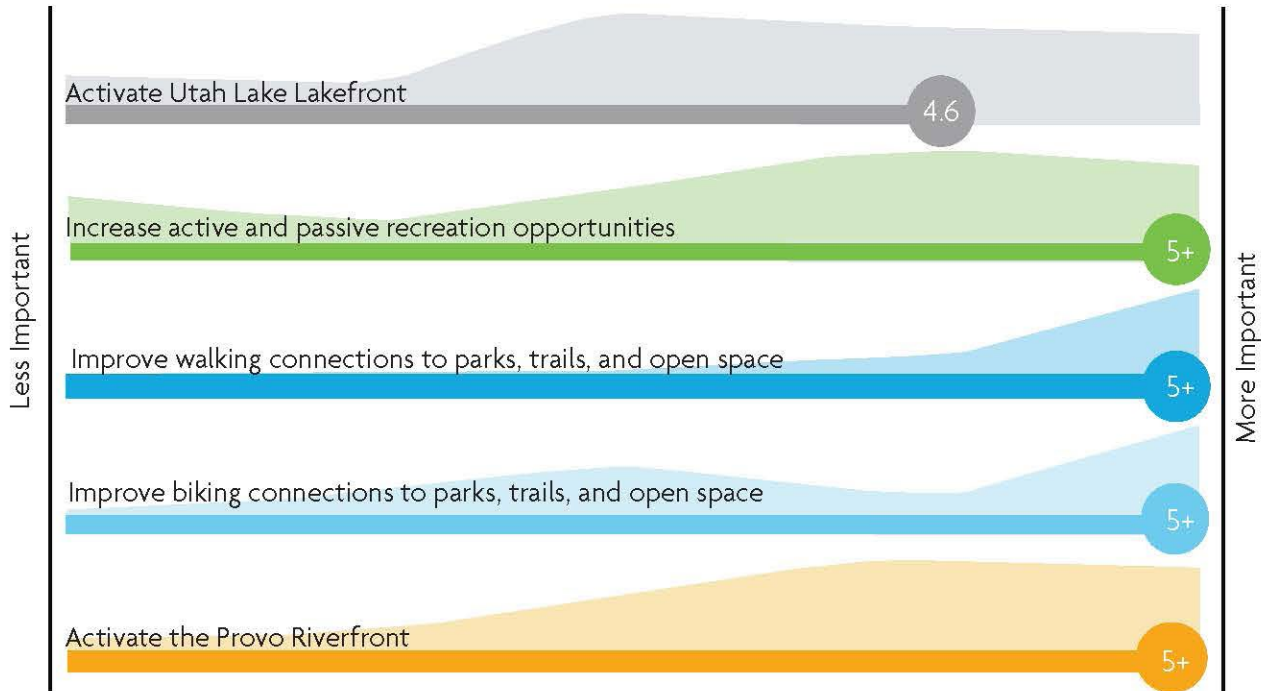
APPENDIX B

PROMOTE STEWARDSHIP



Which of the following is most important to you regarding Open Space, Recreation + Trails ?

Goals around the improvement of pedestrian connections and site activation were asked. This question was asked at both the Community Open Houses and the Online Survey.

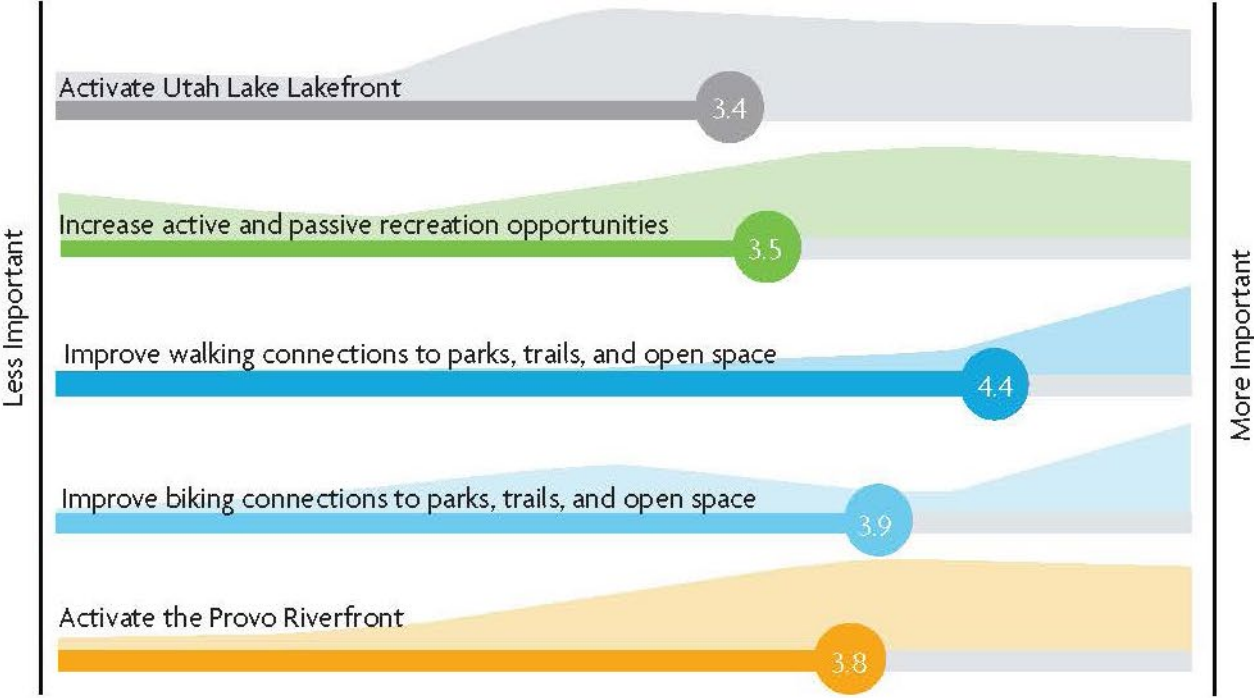


CHOICES	Online Survey Responses	
	Mean	Count
Activate Utah Lake Lakefront	31.25	701
Increase active and passive recreation opportunities	35.19	695
Improve walking connections to parks, trails, and open space	38.55	725
Improving biking connections to parks, trails, and open space	38.36	701
Activate the Provo Riverfront	34.85	673
Other Ideas to share...	30.87	76
Totals	209.07	3571

Community Survey

This question was a (not at all important, slightly important, very important, and extremely important question with an option to share ideas and received (813 responses). Data shows that 4 or the 5 categories were most important to the survey participants. The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the 'share your ideas' include:

- Bikeable/Walkable Greenways
- Activate River and Lake Utah/River Recreation
- Safety on Trails and Parks
- More Small neighborhood Parks
- "Activate" the Riverfront confusing- Concern for keeping the Lake 'Wild'
- Increased Activities like Concerts and Movies
- Increased open space amenities such as benches, walks, lighting.



Open House 1 + 2 Combined

This question was a ranking question (not at all important, slightly important, very important, and extremely important) with a total of 77 responses from the open houses combined. Data shows ‘improve walking connections to parks, trails, and open space’ were most important to residents while ‘improving biking connections to parks, trails, and open space’ and ‘activate the provo riverfront’ followed.

Key Understanding

This question highlights that protecting the environment is of importance for the future of Provo. Each category ranked closely together in environmental sustainability, heritage and cultural resources, and open space, recreation + trails as key elements for the future.

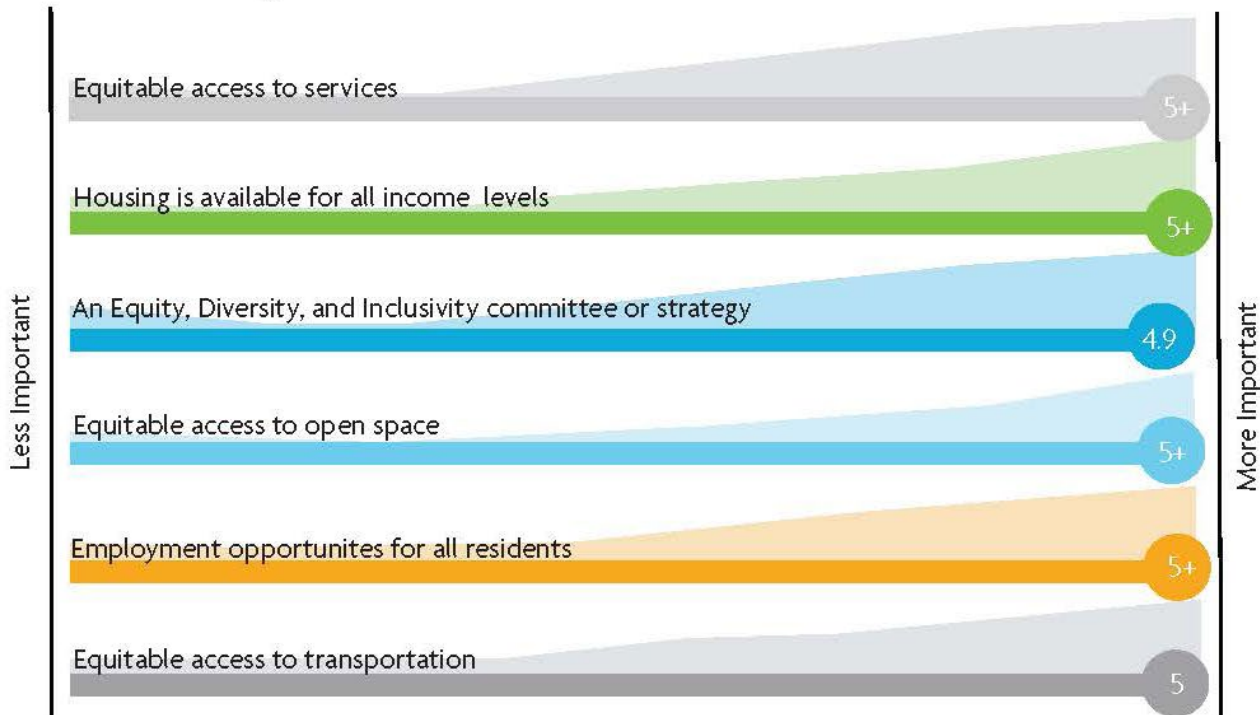
APPENDIX B

WELCOMING COMMUNITY



Which of the following is most important to you regarding Social Equity?

Goals around equitable access and inclusivity were asked. This question was asked at both the Community Open Houses and the Online Survey.



CHOICES	Online Survey Responses	
	Mean	Count
Equitable access to services	37.50	731
Housing is available for all income levels	38.14	723
An Equity, Diversity and Inclusivity committee or strategy	39.30	749
Equitable access to open space	33.20	701
Employment opportunities for all residents	41.86	714
Equitable access to transportation	37.82	720
Other Ideas to share...	32.00	50
Totals	259.82	4388

Community Survey

This question was a (not at all important, slightly important, very important, and extremely important question with an option to share ideas and received (774 responses). Data shows that all categories were extremely important. The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the 'share your ideas' include:

- Policies around Recycling and Plastic Use/Sustainability Tax
- Invest in alternative transportation
- Water Conservation Practices and Landscape
- Invest in Utah Lake/Lakefront Plan

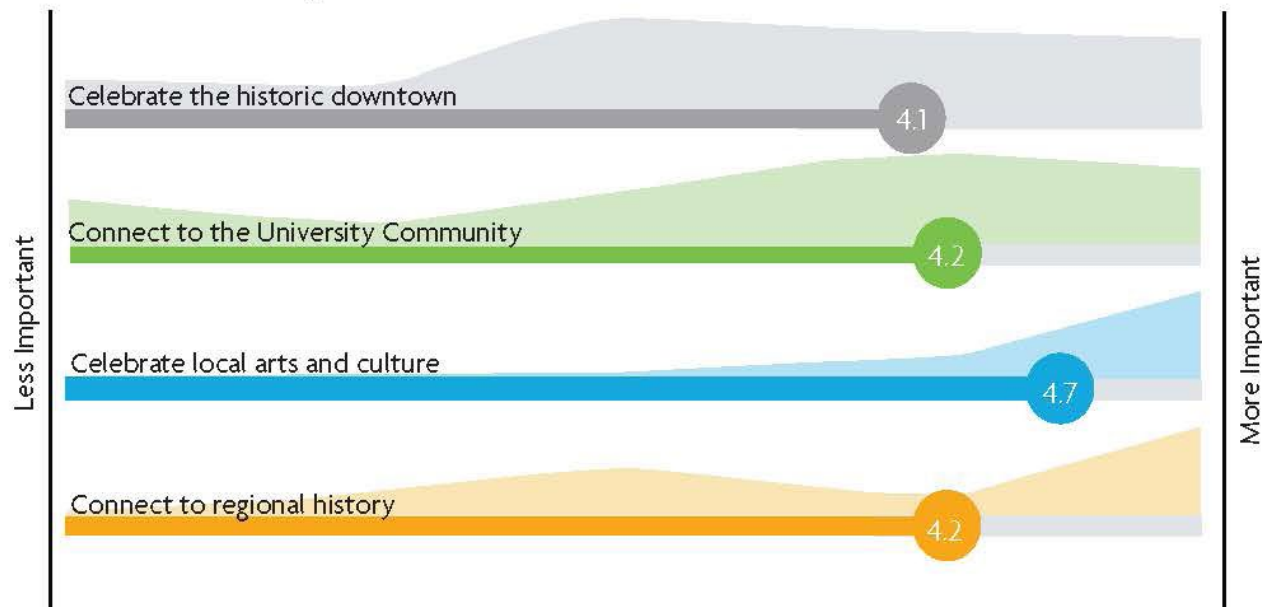
APPENDIX B

WELCOMING COMMUNITY



Which of the following is most important to you regarding Heritage and Cultural Resources

Goals with ideas around connecting to Provo's heritage and the university community. This question was only asked in the Online Survey.



CHOICES	Online Survey Responses	
	Mean	Count
Celebrate the historic downtown	29.81	724
Connect to the University Community	29.61	709
Celebrate local arts and culture	34.58	735
Connect to regional history	29.4	706
Other Ideas to share	31.48	54
Totals	154.88	2928

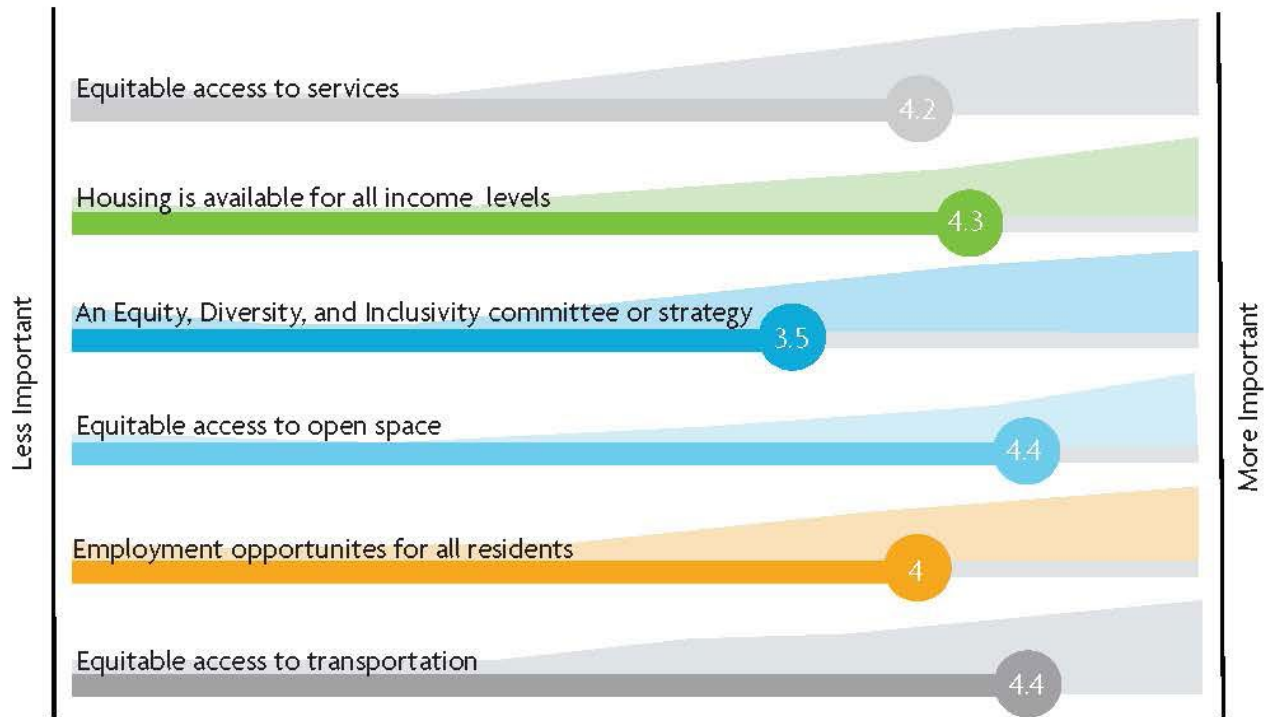
Community Survey

This question was a (not at all important, slightly important, very important, and extremely important question with an option to share ideas and received (774 responses). Data shows Celebrate local arts and culture were most important to the survey participants. The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the 'share your ideas' include:

- Celebrate Native Heritage/Minorities
- More Music, Dance and Arts Events
- Farmers Market
- Inclusion and Storytelling Events
- Improve/ Preserve Downtown Provo

APPENDIX B

WELCOMING COMMUNITY



Open House 1 + 2 Combined

This question was a ranking question (not at all important, slightly important, very important, and extremely important) with a total of 79 responses from the open houses combined. Data shows 'equitable access to open space' and equitable access to transportation tied for most important to residents while 'housing is available for all income levels' came in a close second.

Key Understanding

This question highlights the importance of equity and inclusion for the future of Provo. Each category ranked closely together equitable access to open space, and equitable access to transportation.

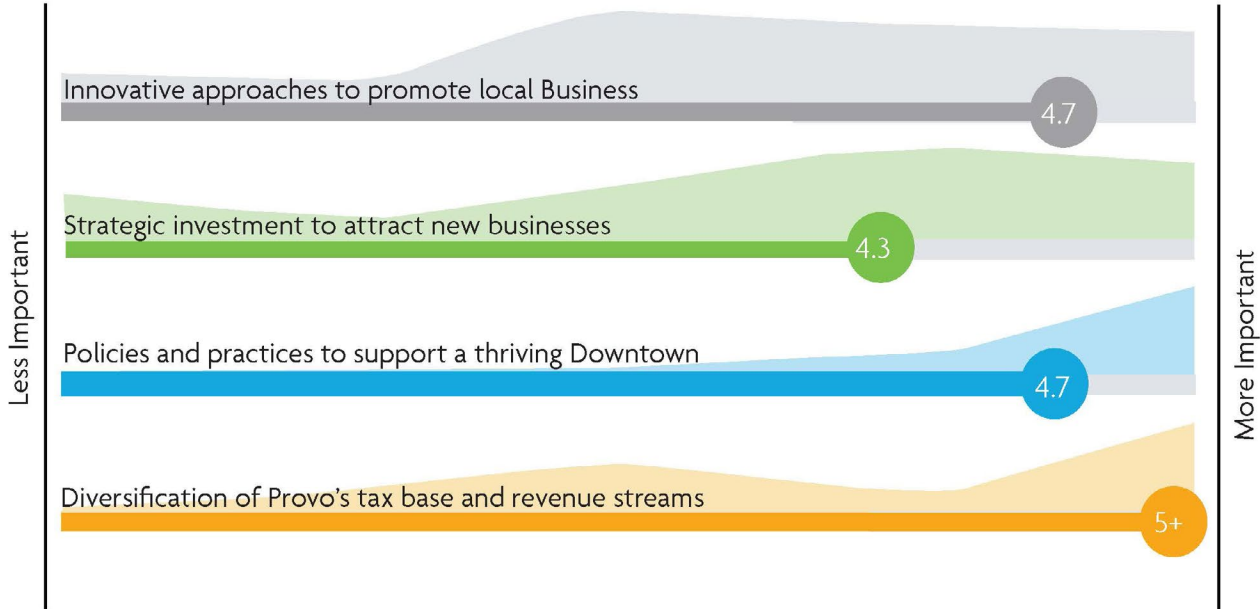
APPENDIX B

LIVABLE PROVO



Which of the following is most important to you around Fiscal Sustainability?

Goals that include innovative approaches to bring businesses to Provo. This question was only asked in the Online Survey.



CHOICES	Online Survey Responses	
	Mean	Count
Innovative approaches to promote local Business	32.67	695
Strategic investment to attract new businesses	28.84	665
Policies and practices to support a thriving Downtown	32.91	698
Diversification of Provo's tax base and revenue streams	36.37	658
Other Ides to share...	34.54	46
Totals	165.31	2762

Community Survey

This question was a (not at all important, slightly important, very important, and extremely important question with an option to share ideas and received (813 responses). Data shows Diversification of Provo's tax base and revenue streams were most important to the survey participants. Themes around the 'share your ideas' include:

- Support outside downtown
- Long term- proactive thinkig
- No incentives to large businesses

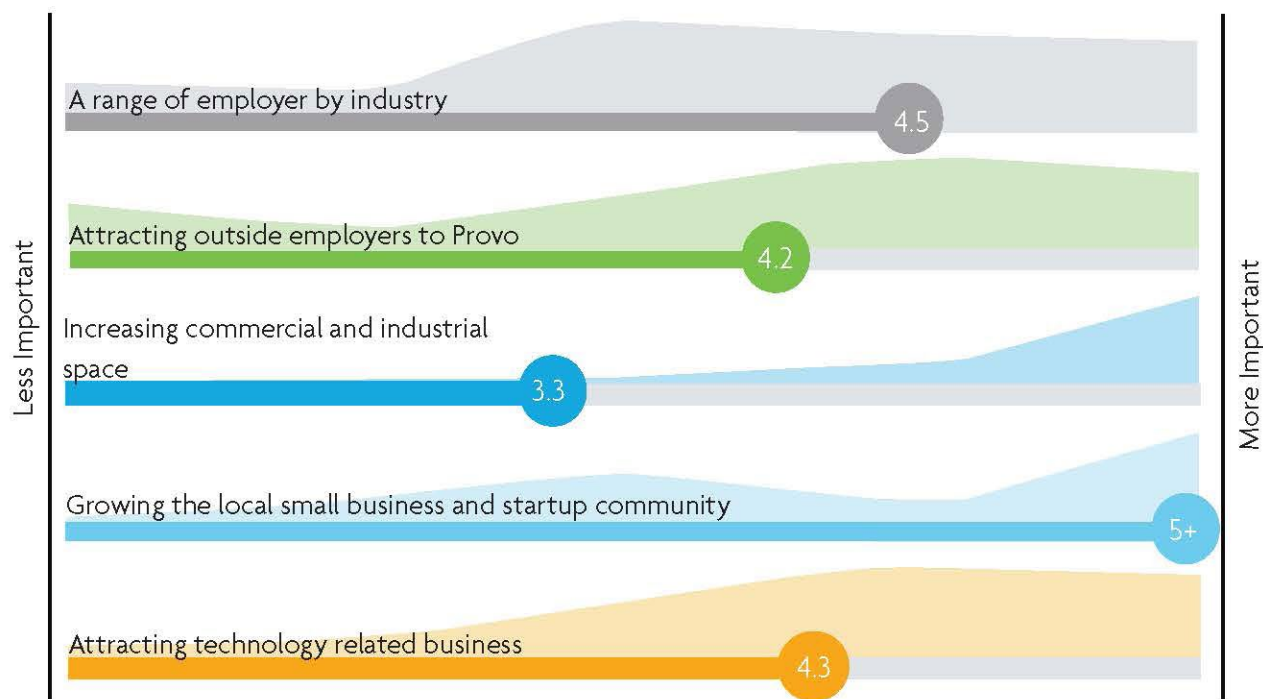
APPENDIX B

LIVABLE PROVO



Which of the following is most important to you around Economy and Employment?

Goals around growing and attracting businesses to Provo were asked. This question was asked at both the Community Open Houses and the Online Survey.



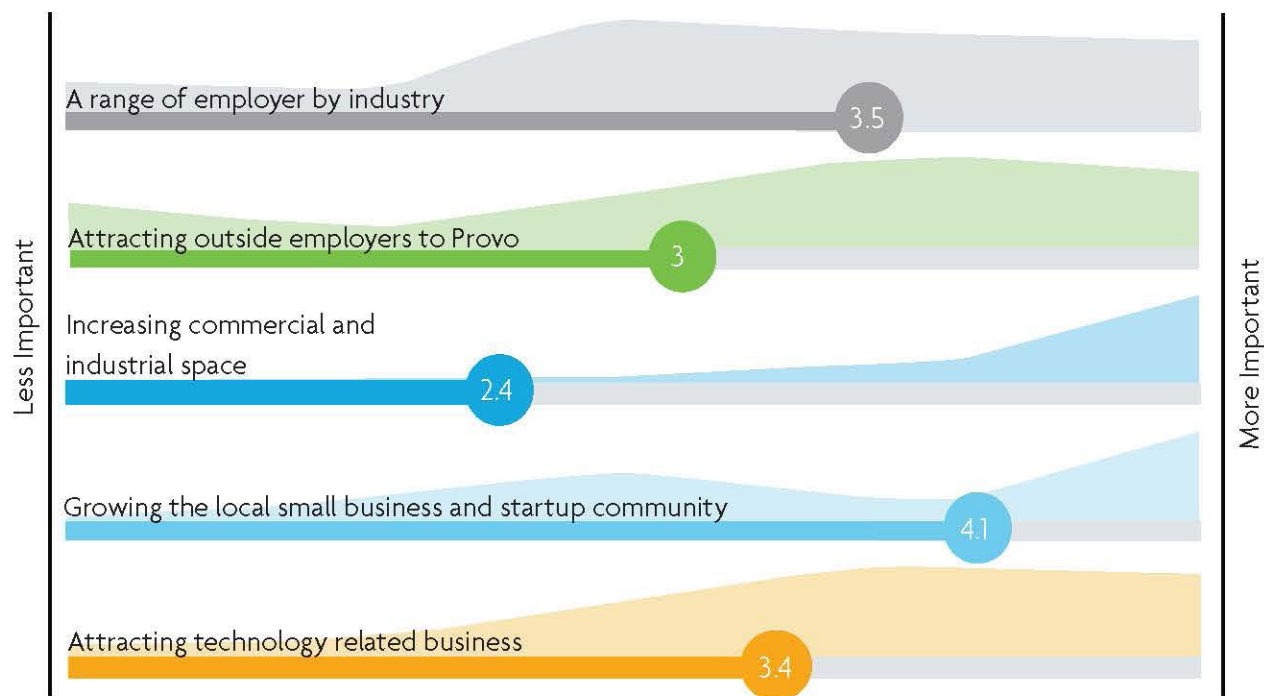
CHOICES	Online Survey Responses	
	Mean	Count
A range of employer by industry	31.23	698
Attracting outside employers to Provo	28.97	697
Increasing commercial and industrial space	21.91	660
Growing the local small business and startup community	37.04	712
Attracting technology related business	29.46	693
Other Ideas to share.....	26.79	70
Totals	175.4	3530

Community Survey

This question was a (not at all important, slightly important, very important, and extremely important question with an option to share ideas and received (744 responses). Data shows Growing the local small business and startup community were most important to the survey participants. The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the 'share your ideas' include:

- Grocery Stores in Southeast Provo
- More co-working/remote working
- Protect small business and agriculture
- Childcare Options
- Support Tech and Entrepreneurs
- More Commercial Development- Not focus on Industrial
- Retain Students

APPENDIX B
LIVABLE PROVO



Open House 1 + 2 Combined

This question was a ranking question (not at all important, slightly important, very important, and extremely important) with a total of 72 responses from the open houses combined. Data shows ‘growing the local small business and startup community’ were most important to residents while ‘a range of employer by industry’ followed.

Key Understanding

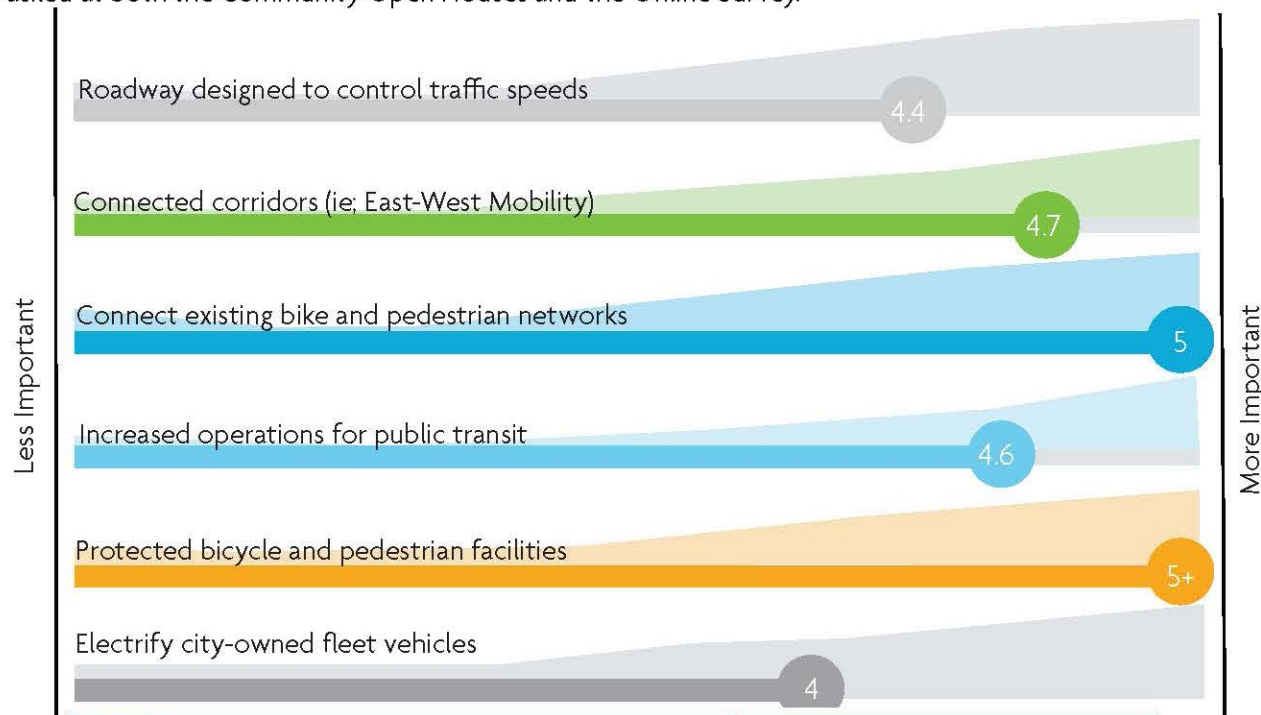
This question highlighted the desire to Grow local and small businesses and startups in Provo. However, survey participants were not as receptive to increase commercial and industrial space. These findings can create innovative ways to continue to attract future employers and startups to the area.

APPENDIX B CONNECTED AND SAFE



Which of the following is most important to you regarding Transportation and Mobility?

Goals around enhancing multi-modal transportation and roadway improvement in Provo were asked. This question was asked at both the Community Open Houses and the Online Survey.



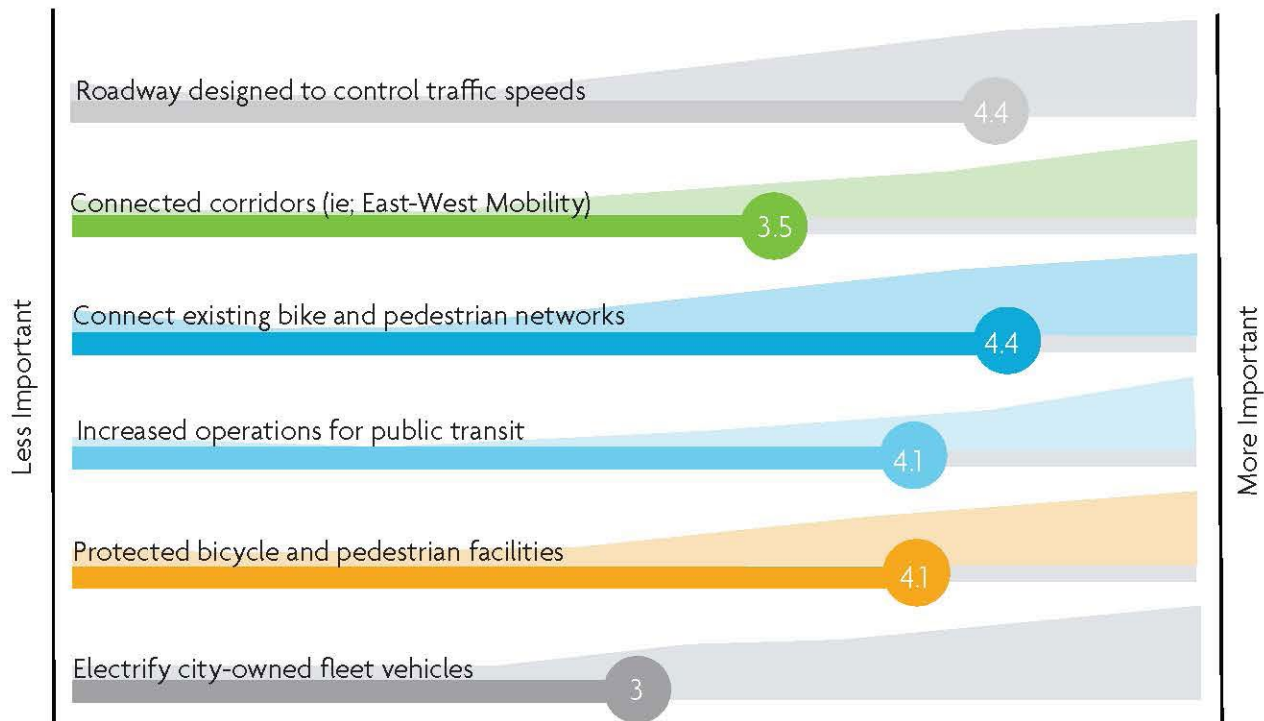
CHOICES	Online Survey Responses	
	Mean	Count
Roadway designed to control traffic speeds	30.23	692
Connected corridors (ie; East-West Mobility)	32.33	693
Connected existing bike and pedestrian networks	34.97	701
Increased operations for public transit	31.89	697
Protected bicycle and pedestrian facilities	35.09	695
Electrify city-owned fleet vehicles	25.41	638
Other Ideas to share.....	27.38	91
Totals	217.28	4207

This question was a (not at all important, slightly important, very important, and extremely important question with an option to share ideas and received (744 responses). Data shows 'protected bicycle and pedestrian facilities' were most important to the survey participants. The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the 'share your ideas' include:

- More Bike Routes/ Protected Bike Lanes
- More Street trees
- Increase Public Transit
- Increase Walkability and Sidewalks
- East to west connectivity
- Roundabouts

APPENDIX B

CONNECTED AND SAFE



Open House 1 + 2 Combined

This question was a ranking question (not at all important, slightly important, very important, and extremely important) with a total of 81 responses from the open houses combined. Data shows 'roadway designed to control traffic speeds' 'connect existing bike and pedestrian network' were tied most important to residents while 'increased operation for public transit' and 'protected bicycle and pedestrian facilities' tied for the next categories of importance.

Key Understanding

As Provo continues to grow, high priorities of sustainable and multi-modal transportation are identified from the survey results. Parking is highlighted as a top concern of the citizens of Provo.

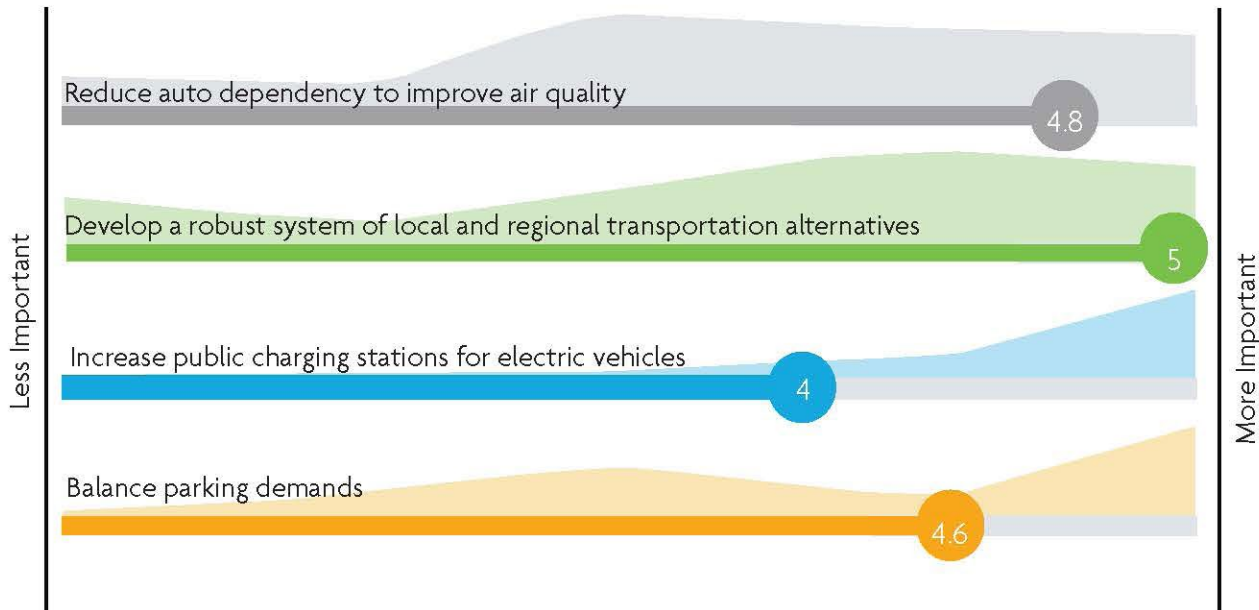
APPENDIX B

CONNECTED AND SAFE



Which of the following is most important you around Transportation and Sustainability?

Goals included a reduction in carbon footprints and alternative regional transportation to Provo. This question was only asked in the Online Survey.



CHOICES	Online Survey Responses	
	Mean	Count
Reduce auto dependency to improve air quality	31.84	663
Develop a robust system of local and regional transportation alternatives	31.81	656
Increase public charging stations for electric vehicles	26	655
Balance parking demands	30.24	661
Other ideas to share...	33.93	54
Totals	154.82	2689

This question was a (not at all important, slightly important, very important, and extremely important question with an option to share ideas and received (744 responses). Data shows 'protected bicycle and pedestrian facilities' were most important to the survey participants. The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the 'share your ideas' include:

- Stop subsidizing parking lots
- Less Parking – More Parking
- Downtown Parking Structure
- Reduce Parking Requirements
- Access for disabled and elderly
- Incentives for biking/using transit
- Address student parking

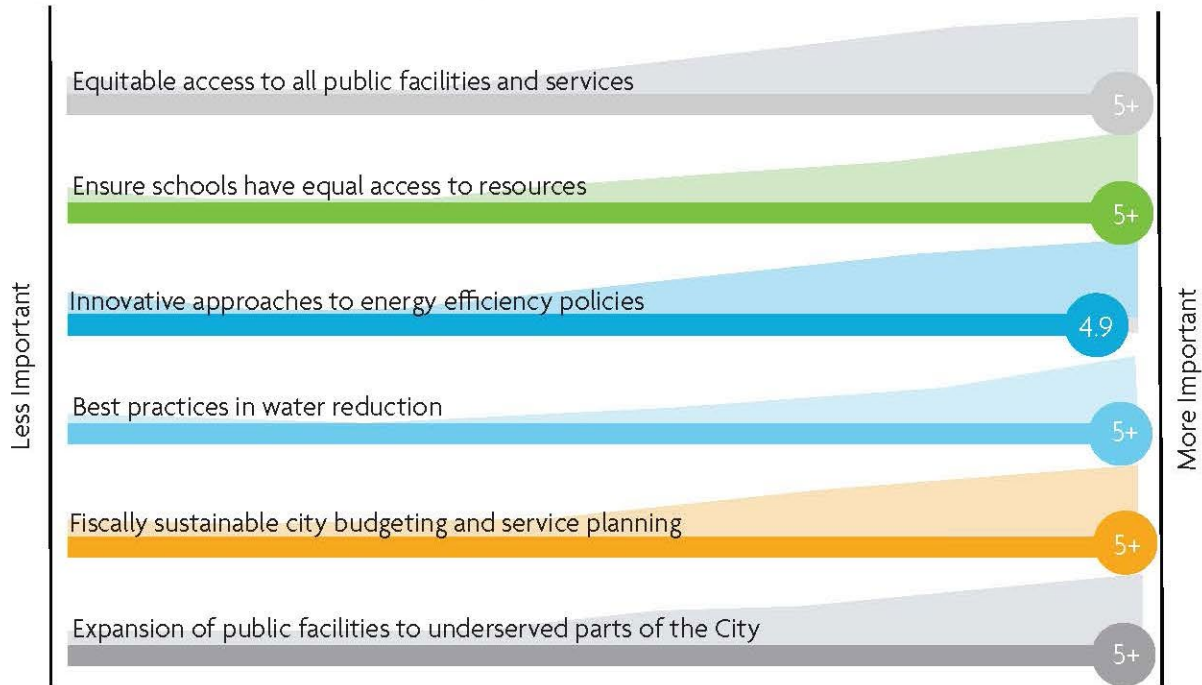
APPENDIX B

A CITY THAT WORKS FOR YOU



Which of the following is most important to you around Public Facilities and Services?

Goals around enhancing equitable access and best management practices in Provo. This question was asked at both the Community Open Houses and the Online Survey.



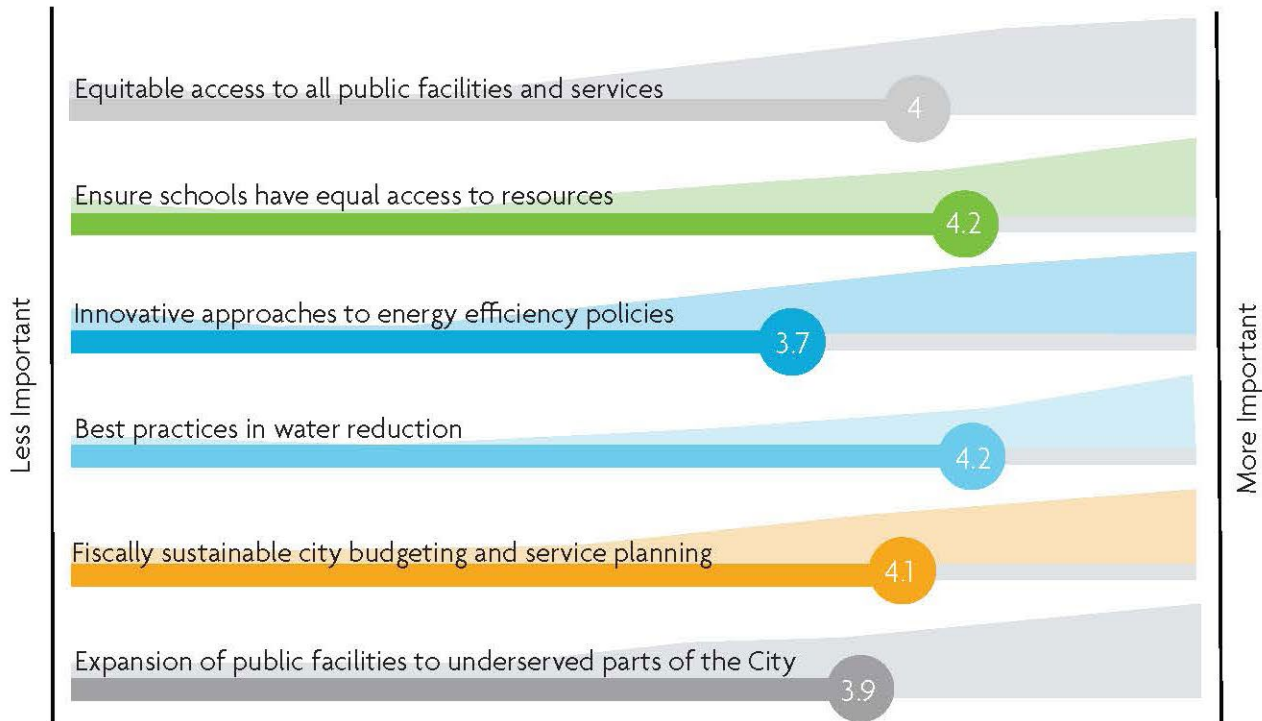
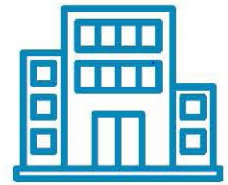
CHOICES	Online Survey Responses	
	Mean	Count
Equitable access to all public facilities and services	36.31	676
Ensure schools have equal access to resources	39.29	688
Innovative approaches to energy efficiency policies	33.21	674
Best practices in water reduction	36.63	681
Fiscally sustainable city budgeting and service planning	37.94	684
Expansion of public facilities to underserved parts of the City	33.89	672
Other Ideas to share	22.83	42
Totals	240.1	4117

This question was a (not at all important, slightly important, very important, and extremely important) question with an option to share ideas and received (744 responses). Data shows virtually all categories given were most important to the survey participants. The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the 'share your ideas' include:

- Water Use
- Focus on Schools
- Incentives for development in underserved communities
- More access to existing facilities
- Fair distributions across neighborhoods

APPENDIX B

A CITY THAT WORKS FOR YOU



Open House 1 + 2 Combined

This question was a ranking question (not at all important, slightly important, very important, and extremely important) with a total of 77 responses from the open houses combined. Data shows 'ensure schools have equal access to resources' and 'best practices in water reduction' tied for most important to residents followed by 'fiscally sustainable city for budgeting and service planning'.

Key Understanding

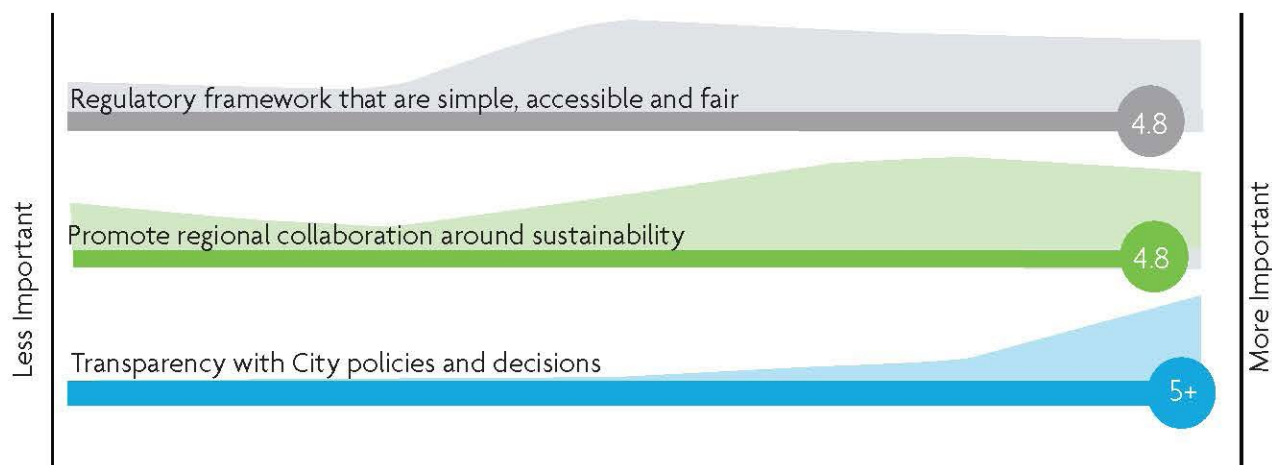
This question highlights of importance best practices in water reduction, and ensuring schools have equal access to resources ranked highest in both the online survey and community open house. Community-wide equity has some of the highest favorability of all categories.

APPENDIX B

A CITY THAT WORKS FOR YOU

Which of the following is most important to you around Local and Regional Leadership?

Goals included transparency in government policies and regional collaboration was asked. This question was only asked in the Online Survey.



CHOICES	Online Survey Responses	
	Mean	Count
Regulatory frameworks that are simple, accessible, and fair	32.31	675
Promote regional collaboration around sustainability	31.82	664
Transparency with City policies and decisions	41.85	689
Other Ideas to share...	24.55	49
Totals	130.53	2077

This question was a (not at all important, slightly important, very important, and extremely important question with an option to share ideas and received (730 responses). Data shows 'transparency with City policies and decisions' were most important to the survey participants. The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the 'share your ideas' include:

- Listen to all citizens
- 5 person council (Instead of 3)
- Regional Collaboration

APPENDIX B

ADDITIONAL COMMENTS

What additional comments would you like to share with us?

This question was an open comment question and received (256 responses)The method for reviewing was to read the comments and categorize them based on the general comments. Themes around the comments include:

- Provo should be a model for collaboration. And listening to all citizens regardless of incomes, belief, or personal choices.
- Confusion around vision statements
- Provo is more than downtown (too much focus on downtown)
- Support Small Businesses
- Biking and Walking Friendly Community
- Mental Health Services
- Traffic and congestion is a problem
- Focus on a great place to live and the rest will follow
- West Provo needs more economic development
- Embrace the University
- Stop spending money on more roads
- Housing costs need to be addressed
- Minimize Sprawl, preserve open spaces and develop density in a consistent and smart way.
- Water-wise landscaping
- Concern for taxes and government intervention
- Family and religious heritage balanced with a need for inclusion and diversity.
- How should Provo grow? (Quickly or Slowly, On the edge, Density?)