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

12:30 PM, Tuesday, March 29, 2022
Hybrid meeting: youtube.com/provocitycouncil or 351 W. Center Street, Provo, UT 84601

Agenda (0:00:00)

Roll Call

The following elected officials participated:

Council Chair Travis Hoban, conducting
Council Vice-chair George Handley
Councilor Katrice MacKay
Councilor David Shipley
Councilor Rachel Whipple
Councilor Shannon Ellsworth
Councilor Bill Fillmore

Excused: Mayor Michelle Kaufusi and

Prayer

The prayer was given by Isaac Paxman.

Approval of Minutes (0:08:41)

March 10, 2022 Joint Meeting with Orem City Council
February 1, 2022 Council Meeting Minutes
Approved by unanimous consent.

Business

1. A discussion regarding redistricting adjustments to City Council District maps. (22-003) (0:09:26)

Karen Tapahe, Community Relations Coordinator, presented. Ms. Tapahe provided an update on the Open City Hall survey topic. Councilors shared comments on maps included in the final selection. Several Councilors indicated they did not support the map which resembled the status quo. The Council discussed the remaining maps to identify maps without broad support to cut those from the running. There was mixed support for map 34 so the Council moved on to discussing other maps. Maps 75 and 67 were both eliminated. Many Councilors expressed similar concerns about how both maps divided areas of the city which had common interests. Several Councilors also felt that map 75 looked gerrymandered.

Regarding Map 31, Councilor Shannon Ellsworth was concerned about grouping the southeast with the northwest, as well as the amount of growth happening in this area. Other Councilors agreed and map 31 was eliminated. Wayne Parker, CAO, commented on the process of providing feedback to the county about how they drew precinct boundaries; the County made some changes based on the City's feedback but unfortunately some of the precinct boundaries still did not fully meet the City's needs. Maps 64 and 28 were eliminated, and map 33 stayed in the running. Councilors Ellsworth and Rachel Whipple both opposed map 93, as they felt it changed the southeast area district too much. Councilor Bill Fillmore did not support map 85; he felt it bifurcated Provost and Provost South from other areas of the southeast. Map 100 was eliminated. Councilors shared further comments comparing maps 93 and 85; several preferred elements of map 93, so that stayed in the running and map 85 was eliminated.

Ms. Whipple thought that Map 113 had a strong downtown area and did not disrupt the west side. She noted one change she would make to the east side of district 5. Mr. Fillmore and Councilor Katrice MacKay also indicated support for this map. Ms. Ellsworth did not favor this map as she felt it did not preserve communities of interest. Ms. Whipple noted that with this map, there were still very distinct areas of the city in each district—the east, the north, Grandview, the west side, and a central hub. She noted that while the southeast was no longer a standalone area, this map did group the areas along Provo's eastern foothills which shared some common concerns due to the geography. Mr. Handley supported this map as well—he thought it moved the Tree Streets area into a diverse and vibrant voting body they were not previously in; he also felt it aligned that district such that the councilor in that district would be answerable to a significant population south of Center Street.

Motion: Katrice MacKay moved to approve map 113. Seconded by Bill Fillmore.

Mr. Handley noted that he was not ready to support this map unless his first choice was eliminated. He made a substitute motion to that effect to move the discussion along.

Substitute Motion: George Handley moved to approve map 34. Seconded by Shannon Ellsworth.

Mr. Handley shared the reason he preferred map 34—it was less disruptive to the southeast, it mitigated some of the issues with district 2, and it has a solid downtown district. He knew there were some Councilors with concerns about including Grandview with the west side; he was open to hearing more from Councilors with concerns about this map. Ms. Whipple noted that this map's district 1 was closest to the status quo—there were only two precincts that were different for district 1. Mr. Shipley felt that this map moved in the right direction from the status quo; it was his least favorite from the west side perspective, but it moved in the right direction. He said that he had a slight preference for map 113 over this one. With the growth and connectivity issues facing the west side, he felt it was an area that needed a Councilor who could be hyper-focused as it is built out and connected into existing city services. Mr. Fillmore did not like map 34 due to the boundaries of district 1 which felt unnatural to him.

Substitute motion: Travis made a motion to eliminate map 93. Seconded by Rachel Whipple.
Motion: Approved 7:0.

Brian Jones, Council Attorney, suggested that the Councilors might want to try ranking the maps and reviewing the rankings to help inform the discussion.

Motion: Travis Hoban moved for the Council to rank the remaining 3 maps (maps 33, 34, and 113) to bring back for discussion at Council Meeting that evening. Seconded by George Handley.

Vote: Approved 7:0.

2. A presentation regarding the FY2023 Budget-Council Office. (22-016) (1:41:02)

Melia Dayley, Policy Analyst, presented. Ms. Dayley highlighted several key achievements of the Council over the past fiscal year, including preservation of open space, redistricting, the general plan update, and passing a southwest intent statement. The fiscal year 2022 budget made several restorations to the Council budget, including the internship position, contract services, and the travel and training budget for attending conferences. Notable requests for the fiscal 2023 budget include upgrades to the new Council Chamber for Zoom meetings, a small inflationary increase for goods and services, and reclassification of the policy analyst position.

Councilor Travis Hoban felt that given the nature of hybrid meetings moving forward, it was imperative to have a Zoom room-style facility with the technology to do this easily. Council staff have had a preliminary discussion with Information Systems about the current plans for the new building—the decisions about the technology were made before the pandemic, so these needs had not been anticipated during those early discussions. Councilor Shannon Ellsworth suggested the Council do this prior to the formal budget process so the changes could be implemented before the new building is complete. She hoped the Council could vote on this in April. Chair Hoban indicated that he sensed there was unanimous support for this on the Council. Ms. Dayley shared additional details on the likely amount for an appropriation. Brian Jones, Council Attorney, highlighted the process for bringing forward an appropriation. Mr. Hoban also noted that this building was going to be used for the next 50-70 years—it was important to easily accommodate resident participation in public meetings as well as easily accommodating hybrid meetings for future councilors and staff. In response to a discussion on some of the logistics, Wayne Parker, CAO, said they have not yet received the change order for this request. He also noted that the Legacy CIP in general fund balance was a potential funding source the Council could use. Scott Henderson, Project Manager, felt this was a positive development and he noted the infrastructure to facilitate this was already in place.

Regarding the reclassification of the policy analyst position, Mr. Hoban explained how this would work—it would not place a limit on the earning potential of a staff member who was at the high end of the range. John Magness, Interim Executive Director, would be working with Human Resources on this. ***Presentation only.***

3. A presentation regarding Downtown Provo Inc.'s yearly plans and budget. (22-035) (1:55:44)

Quinn Peterson, Downtown Provo Inc. Director, presented. He presented on the main areas of work that Downtown Provo, Inc. does in the downtown area, in five overarching categories:

1. Residential awareness
    a. Weekly emails to 12,000 individuals with a 23% open rate (above average)
    b. Instagram (growing quickly with high engagement) with 17,200 followers
2. Tourism awareness
    a. Printed guides and tourism marketing
3. Creating a space
    a. Events: art stroll, car show, Halloween downtown trick-or-treating, and more
    b. Café lights
    c. Mural program
    d. Propane heaters for restaurants (key for outdoor dining during the pandemic)
4. Business services
    a. Link 'n Lunch
    b. Training & resources (connecting businesses with resources during the pandemic)
5. Advocacy
    a. Current projects include downtown walkability, gateway to the city (concerned about no design standards between 500 W and I-15), and building codes (reviewing and addressing needs of specific areas of downtown)

Mr. Peterson reviewed the funding that Downtown Provo, Inc. has received from the city in the past. DPI received $150,000 in 2011. This later decreased to $125,000 and was down to $75,000 in 2015. He took over as director of DPI six years ago and have been operating with a budget of $75,000 every year since then. As the offerings and programs run by DPI become more robust, they are trying to do a lot with very little resources. He formally requested the Council to increase their funding from $75,000 to $100,000. He noted that part of what makes DPI so successful is that they are a scrappy program and a non-profit. As a result, an additional $25,000 would go a very long way for DPI compared to other potential uses. He noted this budget would be used for recurring programs like murals and possibly vinyl wraps for utility boxes.

Councilors were very supportive and thanked Mr. Peterson for the work he does and the impact DPI has had in revitalizing the downtown area. ***Presentation only.***

4. A presentation regarding the FY2023 Budget- Parks & Recreation (including Golf, Peaks, Recreation Center, Covey, Parks Administration and Maintenance, etc.) (22-016) (2:36:56)

Scott Henderson, Parks and Recreation Director, presented. Mr. Henderson played a video presentation showing many Parks and Recreation projects and how these have supported various elements of the general plan. Following the video presentation, Mr. Henderson reviewed Parks and Recreation operations and their vision in more detail. The Provo Recreation Center has been deemed the most successful recreation center in the nation in a study by an external agency, with over 2 million visitors annually and 25,000 memberships. Mr. Henderson shared the successes of the Peaks Ice Arena and the Timpanogos Golf Course.

Councilor Katrice MacKay shared that she is not a golfer but has received constituent feedback with complaints about the golf course; she is aware of the recent redesign and remodeling of the course, so she wondered whether those complaints were from people unfamiliar with those updates. Mr. Henderson said that it was very true that many people remembered the issues with the old golf course; he shared details of the rebranding and redesign, with which they hoped to win people over with their new reputation and celebrate the history and success of golf in Provo. He also noted that the golf course was financially self-sufficient.

Mr. Henderson then reviewed the Covey Center for the Arts operations. He noted that Paul Duerden, the general manager at the Covey, has been dealing with some health challenges; thoughts and support for Paul were very appreciated. Mr. Henderson shared that a benchmarking study of the western United States shows that the Covey has a 90% booking rate for the main hall, with over 100,000 visitors to downtown Provo each year. One opportunity to show support for the arts was to increase the staffing level to support the high booking schedule of the facility. Mr. Henderson shared some of the community benefits of a well-run Parks and Recreation department. He reviewed the funding for each of the department's facilities and operations and how these were impacted by budget subsidies or benefitted the city by the revenues brought in. He noted that the Parks and Recreation's special events were one of their most popular offerings.

Doug Robins, Parks and Recreation Assistant Director, shared additional information. He reviewed the adult and youth sports programs, parks operations (including city parks and trails), and parks projects (including Canyon Road Park, upgrades to Provo River Trail, and the regional sports park). The regional sports park will have a tremendous impact on the community in providing more space for tournament events and long-term economic benefits. Mr. Robins also addressed the Provo Cemetery and the recent cemetery expansion which will continue to provide an important public service. They have a supplemental request to enhance the area surrounding the veterans monument to improve that site which hosts the city's annual Memorial Day events. They have also received good feedback that Provo's cemetery database is one of the best in the state, so they are proud to offer that service as well.

Mr. Henderson reviewed the department's recent accreditation—they are one of 190 accredited agencies in the country out of over 10,000. They had a 98% score and now they would get a 100% score. Accreditation is challenging and shows their commitment to a high level of operation. They received the gold medal award which is a recognition for their field from the American Academy of Parks and Recreation Administration. Parks and Recreation are committed to continual improvement and are grateful for the continued support from the Council and Administration. The Council expressed appreciation to Mr. Henderson and his staff for the superb job they do providing Provo residents with important services. ***Presentation only.***

5. A presentation regarding the FY2023 Budget- Customer Service. (22-016) (3:10:59)

Amanda Ercanbrack, Customer Service Director, presented. She thanked the Council for having them and she was looking forward to showing the Council more about what they do. Their budget is very straightforward and closely related to what they do.

Customer Service is open Monday through Friday. The many services they offer include:

- Utility billing
- 311 call center
- Licensing
- Airport security badging
- Passport services (no appointment needed)
- Other city inquiries

They are celebrating their 10-year anniversary in May. They have overcome many challenges and been able to grow into a great operation.

Their primary goal with billing is to distribute utility bills on time with correct information. The billing division's seven employees have 102 years of combined experience. Ms. Ercanbrack outlined details of the billing operations—there are 18 different billing cycles so payments come in on a regular basis rather than on the same day. They are considering consolidating this a bit, but it involves two different meter management systems for power and water. It's a complex operation and the staff do a great job. She highlighted several recent or in-progress projects including Neptune 360 (a water metering and billing system) and the recent launch of Time of Use and SharedSolar rates with the Energy Department. They are also looking into condensing their billing cycle to avoid weekends and holidays.

The call center has 17 employees and a very detailed training program. Laramie Gonzales, Business Manager, handles their stats and analytics. He reviewed call center metrics and highlighted some of the types of data they track in the call center. They answer an average of 91,000-112,000 calls per year; about 75% of calls are utility-related and the other 25% is anything from zoning, business licensing, parking, to sanitation. In 2020 during the pandemic, there was an increase of calls up to 111,000. They also implemented a new billing system that year. People got used to doing business online and call volumes have since decreased slightly. Mr. Gonzales reviewed details of the Customer Service budget and how this is broken out to the different operations. Their budget is planned to decrease by about $132,000 due to several maintenance contracts which are no longer needed. Councilor Rachel Whipple asked about Information Systems staffing as it relates to Customer Service; IS provides support to Customer Service. Council Chair Travis Hoban thanked them for the great job they do. ***Presentation only.***

6. A resolution adopting the Mountainland Pre-Disaster Hazard Mitigation Plan. (22-036) (3:28:11)

Chris Blinzinger, Emergency Management Coordinator, presented. In the event of a natural disaster, the FEMA response is contingent on the hazard mitigations that Provo has in place.

Councilor Bill Fillmore asked for some clarification about some information in the plan; Mr. Blinzinger indicated that this figure referred to infrastructure and facilities that could be potentially damaged in a catastrophic event. Mr. Fillmore also asked about failure of Deer Creek Dam. Mr. Blinzinger explained that they do not have concerns about dam failure—it is well-constructed and routinely evaluated. The primary concern is if something catastrophic were to happen upstream of Deer Creek, that Deer Creek is not designed for flood control and that is what could cause issues. Fire Chief Jim Miguel also explained that there are hundreds of people from throughout the region who share these concerns and are planning for these potentialities.

Each year there is a complex management strategy employed during spring runoff to mitigate issues associated with higher river and water flows.

Councilor Rachel Whipple expressed that she is concerned about the hazards presented by unreinforced masonry building. Mr. Blinzinger highlighted a mitigation program called "Fix the Bricks," which was started in Salt Lake City and has gained recognition by federal partners. He suggested asking the State of Utah to support this program; it involves a combination of funding sources including grants and insurance money. Having a program at the state level would help with getting more resources and exposure about the opportunities.

Mr. Blinzinger indicated some of the training he has done with department directors about emergency operations; when the Council hires a new executive director, he would like to provide some additional training for them. Mr. Fillmore asked about Provo's possible liquefaction issues. Mr. Blinzinger highlighted the geographic and terrain issues that impact Provo. He noted that mud slides are more of an issue with serious burn scars from wildfires and subsequent rainstorms; Provo is relatively safe in that regard. Jared Penrod, Engineer, said they have some monitoring sites on the east benches of the city; there have not been any significant changes in the last several years. They also have a consultant who works with them on this monitoring. Public Works does watch for potential problems when reviewing new developments and retention basins, but in Provo they have not had any major fires. Ms. Whipple asked what types of factors they evaluate when issuing permits. Mr. Penrod noted the 30% slope prohibition and restrictions against creating steep slopes. ***Presentation only. This item is already scheduled for the Council Meeting on March 29, 2022.***

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.

John Magness, Interim Council Executive Director, said the purpose for the closed session was to discuss personnel matters.

Motion: George Handley moved to close the meeting. Seconded by Travis Hoban.
Vote: Approved 6:0, with Shannon Ellsworth excused.

Adjournment

Adjourned by unanimous consent.