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**Glitch on UPN- Town of Apple Valley - Planning Commission**

19 messages

**(Jenna) Town Clerk** <clerk@applevalleyut.gov>

Fri, Apr 21, 2023 at 1:15 PM

To: Dylan Mace &lt;dylanmace@utah.gov&gt;

Cc: Heidi Steed &lt;hsteed@utah.gov&gt;

Bcc: "(Jenna) Town Clerk" &lt;clerk@applevalleyut.gov&gt;

Dylan or To Whom It May Concern:

The Planning Commission meeting from 3/1, the documents have somehow gone on 4/5/2023 meeting. I did not do this. For audit purposes it is imperative that I make sure we don't have this glitch anywhere else on the site and get this fixed.

<https://secure.utah.gov/pmn-admin/notice/edit.html?id=821915><https://secure.utah.gov/pmn-admin/notice/edit.html?id=815221>

PS. Dylan, I tried to call you today and leave a message but your voicemail is full.

Thank You and Enjoy Your Day,

Jenna Vizcardo  
Town of Apple Valley  
Town Clerk and Recorder  
Ph: (435) 877-1190  
Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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**Heidi Steed** <hsteed@utah.gov>

Fri, Apr 21, 2023 at 1:37 PM

To: "(Jenna) Town Clerk" &lt;clerk@applevalleyut.gov&gt;

Hi Jenna,

I wanted to let you know that I received your message. I unfortunately don't have access to this system in order to fix the glitch, Dylan Mace is the best person to field those questions. I have notified him to look for your email and hopefully he can respond ASAP. I am sorry that the system isn't working properly and understand that it is frustrating.

**Heidi Steed**

Utah Department of Government Operations  
Division of Archives and Records Service  
Local Government Records Specialist  
801-531-3860 | [hsteed@utah.gov](mailto:hsteed@utah.gov)



[Quoted text hidden]

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**(Jenna) Town Clerk** <clerk@applevalleyut.gov>

Fri, Apr 21, 2023 at 1:43 PM

To: Heidi Steed &lt;hsteed@utah.gov&gt;

Yes, who is his supervisor in case he doesn't respond or I can't get through on the phone? Thank you.

Thank You and Enjoy Your Day,

Jenna Vizcardo  
Town of Apple Valley  
Town Clerk and Recorder  
Ph: (435) 877-1190  
Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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**Heidi Steed** <hsteed@utah.gov>

Fri, Apr 21, 2023 at 1:59 PM

To: "(Jenna) Town Clerk" &lt;clerk@applevalleyut.gov&gt;

Hi Jenna,

You are welcome to reach out to either our director or assistant director. [You can find additional contact information listed here.](#)

Ken Williams - Archives Director  
801-537-3840  
[kenwilliams@utah.gov](mailto:kenwilliams@utah.gov)

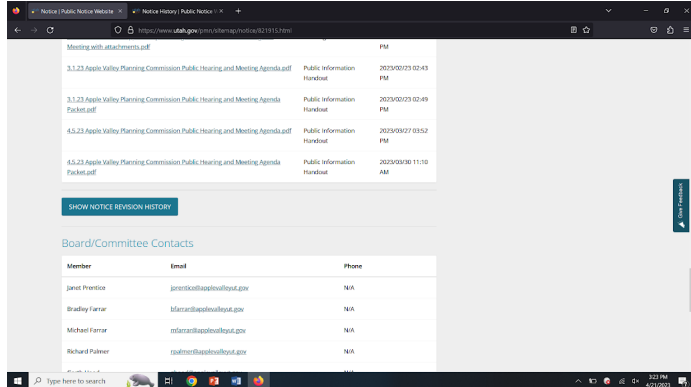
James Kichas - Assistant Director  
801-531-3844  
[jkichas@utah.gov](mailto:jkichas@utah.gov)

[Quoted text hidden]  
[Quoted text hidden]

**Dylan Mace** <dylanmace@utah.gov>  
To: "(Jenna) Town Clerk" <clerk@applevalleyut.gov>, "Weber, Pat" <pat.weber@tylertech.com>  
Cc: Heidi Steed <hsteed@utah.gov>

Fri, Apr 21, 2023 at 3:27 PM

Hi Jenna,  
I can't see any evidence of a glitch. When I look at the revision history button (a new feature on the new PNW)



it only looks like you have posted to it.  
I also have not heard from anyone else experiencing a similar issue. However, I am passing this on to the site developer so that they can look for possible causes for the issue you are describing.  
Thanks,  
Dylan

On Fri, Apr 21, 2023 at 1:15 PM (Jenna) Town Clerk <clerk@applevalleyut.gov> wrote:  
[Quoted text hidden]

 **Dylan Mace**  
Utah Department of Government Operations  
Division of Archives and Records Service  
Open Records Portal Administrator  
Public Notice Website Administrator  
(801) 531-3853  
     
*Subscribe to our monthly newsletter!*

**(Jenna) Town Clerk** <clerk@applevalleyut.gov>  
To: Dylan Mace <dylanmace@utah.gov>  
Cc: "Weber, Pat" <pat.weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>

Fri, Apr 21, 2023 at 3:38 PM

It is there. There are no attachments under 3/1 and all of the attachments from 3/1 got up on 4/5 and I did not do that. **Please call me at 435-877-1190.** I need to speak with someone ASAP. Thank you!!!!

Thank You and Enjoy Your Day,

Jenna Vizcardo  
Town of Apple Valley  
Town Clerk and Recorder  
Ph: (435) 877-1190  
Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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[Quoted text hidden]

**(Jenna) Town Clerk** <clerk@applevalleyut.gov>  
To: Dylan Mace <dylanmace@utah.gov>  
Cc: "Weber, Pat" <pat.weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>

Fri, Apr 21, 2023 at 3:39 PM

Dylan I have tried to call you BUT your voicemail is full. Please call me ASAP!!!!

Thank You and Enjoy Your Day,

Jenna Vizcardo  
Town of Apple Valley  
Town Clerk and Recorder  
Ph: (435) 877-1190  
Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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[Quoted text hidden]

(Jenna) Town Clerk <clerk@applevalleyut.gov>  
To: Dylan Mace <dylanmace@utah.gov>  
Cc: "Weber, Pat" <pat.weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>  
Bcc: "(Jenna) Town Clerk" <clerk@applevalleyut.gov>

Mon, Apr 24, 2023 at 11:32 AM

Hello Dylan, I received your voicemail. I am here by myself today. Can we please schedule a call? I really need to talk to you ASAP. Thank you.

Please see my notice from 3/1 attached, I attached the attachments on 2/23 at 2:43 pm and 2:49 pm and somehow (glitch) they ended on 4/5/23 meeting. I am attaching my original notice on 4/5. Somehow the documents from 3/1 ended up on 4/5/23 and I DID NOT DO THAT! Also the minutes so obviously this was a glitch on UPN's end that needs to be fixed! Please advise as this is a huge issue for audit purposes. I need this fixed.

Please see attached.




Thank You and Enjoy Your Day,

Jenna Vizcardo  
Town of Apple Valley  
Town Clerk and Recorder  
Ph: (435) 877-1190  
Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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On Fri, Apr 21, 2023 at 3:28 PM Dylan Mace <dylanmace@utah.gov> wrote:  
[Quoted text hidden]

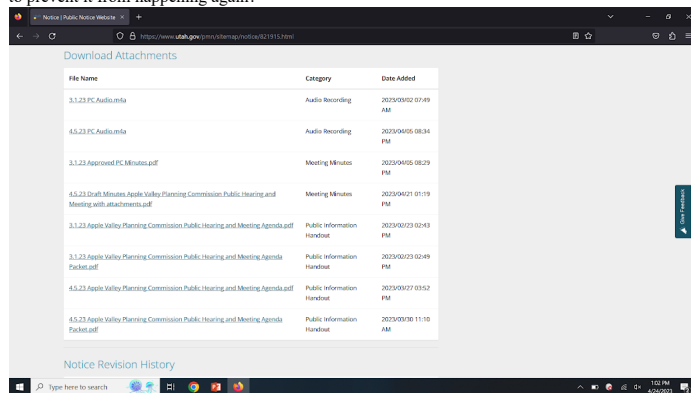
### 3 attachments

-  **Notice Added \_ Public Notice Website Admin.pdf**  
220K
-  **Notice Added \_ Public Notice Website Admin.pdf**  
219K
-  **Notice \_ Public Notice Website Admin.pdf**  
309K

Dylan Mace <dylanmace@utah.gov>  
To: "(Jenna) Town Clerk" <clerk@applevalleyut.gov>  
Cc: "Weber, Pat" <pat.weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>

Mon, Apr 24, 2023 at 1:07 PM

Pat,  
Can you take a look at this please? Jenna created this notice for the Apple Valley Commission Public Hearing and Meeting on March 27, but, somehow the uploads that are supposed to be on earlier meetings were moved to here. As you can see from the screenshot, some of these uploads were supposedly made in February, a month before the notice was created. Can you correct this, and figure out how to prevent it from happening again?



File Name	Category	Date Added
3.1.23 PC Audio.m4a	Audio Recording	2023/03/02 07:49 AM
4.5.23 PC Audio.m4a	Audio Recording	2023/04/05 08:34 PM
3.1.23 Approved PC Minutes.pdf	Meeting Minutes	2023/04/05 08:29 PM
4.5.23 Draft Minutes Apple Valley Planning Commission Public Hearing and Meeting with attachments.pdf	Meeting Minutes	2023/04/21 01:19 PM
3.1.23 Apple Valley Planning Commission Public Hearing and Meeting Agenda.pdf	Public Information Handout	2023/03/23 02:43 PM
3.1.23 Apple Valley Planning Commission Public Hearing and Meeting Agenda Packet.pdf	Public Information Handout	2023/03/23 02:49 PM
4.5.23 Apple Valley Planning Commission Public Hearing and Meeting Agenda.pdf	Public Information Handout	2023/03/27 03:52 PM
4.5.23 Apple Valley Planning Commission Public Hearing and Meeting Agenda Packet.pdf	Public Information Handout	2023/03/28 11:10 AM

Thanks,  
Dylan  
[Quoted text hidden]

(Jenna) Town Clerk <clerk@applevalleyut.gov>  
To: Dylan Mace <dylanmace@utah.gov>

Mon, Apr 24, 2023 at 2:00 PM

Dylan, thank you for your time earlier and for your help!

Thank You and Enjoy Your Day,

Jenna Vizcardo  
Town of Apple Valley  
Town Clerk and Recorder  
Ph: (435) 877-1190  
Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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[Quoted text hidden]

Weber, Pat <Pat.Weber@tylertech.com>  
To: Dylan Mace <dylanmace@utah.gov>, "(Jenna) Town Clerk" <clerk@applevalleyut.gov>  
Cc: Heidi Steed <hsteed@utah.gov>

Mon,

Hi Jenna/Dylan,

Can someone send me the links to the meetings in question from the Public side of the Public Notice Website? The screenshots are too small for me to make out what we're talking about.

Jenna—is it possible that you had the "February" meeting open in one tab when you created the "March" meeting? I've seen a bug before where that can cause content to get saved onto the maybe the links I requested above will show me this.

Thank you,



**PATRICK WEBER** | Product Manager

Tyler Technologies

**P:** (385) 626-3647

**W:** [www.tylertech.com](http://www.tylertech.com)

**E:** [pat.weber@tylertech.com](mailto:pat.weber@tylertech.com)

**From:** Dylan Mace <dylanmace@utah.gov>  
**Date:** Monday, April 24, 2023 at 1:08 PM  
**To:** (Jenna) Town Clerk <clerk@applevalleyut.gov>  
**Cc:** Weber, Pat <pat.weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>  
**Subject:** Re: Glitch on UPN- Town of Apple Valley - Planning Commission

Pat,

Can you take a look at this please? Jenna created this notice for the Apple Valley Commission Public Hearing and Meeting on March 27, but, somehow the uploads that are supposed to be on earlier meetings we you can see from the screenshot, some of these uploads were supposedly made in February, a month before the notice was created. Can you correct this, and figure out how to prevent it from happening again?

Notice | Public Notice Website

https://www.utah.gov/pmn/sitemap/notice/821915.html

### Download Attachments

File Name	Category	Date Added
<a href="#">3.1.23 PC Audio.m4a</a>	Audio Recording	2023/03/02 07:49 AM
<a href="#">4.5.23 PC Audio.m4a</a>	Audio Recording	2023/04/05 08:34 PM
<a href="#">3.1.23 Approved PC Minutes.pdf</a>	Meeting Minutes	2023/04/05 08:29 PM
<a href="#">4.5.23 Draft Minutes Apple Valley Planning Commission Public Hearing and Meeting with attachments.pdf</a>	Meeting Minutes	2023/04/21 01:19 PM
<a href="#">3.1.23 Apple Valley Planning Commission Public Hearing and Meeting Agenda.pdf</a>	Public Information Handout	2023/02/23 02:43 PM
<a href="#">3.1.23 Apple Valley Planning Commission Public Hearing and Meeting Agenda Packet.pdf</a>	Public Information Handout	2023/02/23 02:49 PM
<a href="#">4.5.23 Apple Valley Planning Commission Public Hearing and Meeting Agenda.pdf</a>	Public Information Handout	2023/03/27 03:52 PM
<a href="#">4.5.23 Apple Valley Planning Commission Public Hearing and Meeting Agenda Packet.pdf</a>	Public Information Handout	2023/03/30 11:10 AM

### Notice Revision History

Thanks,

Dylan

On Mon, Apr 24, 2023 at 11:33 AM (Jenna) Town Clerk <clerk@applevalleyut.gov> wrote:

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Please see attached.

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Jenna Vizcardo

Town of Apple Valley

Town Clerk and Recorder

Ph: (435) 877-1190

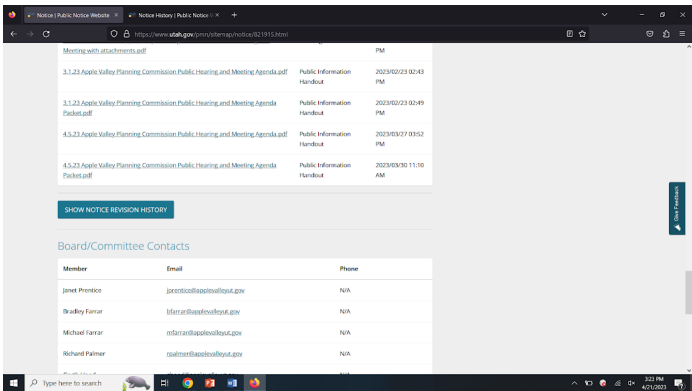
Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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Thanks,

Dylan

On Fri, Apr 21, 2023 at 1:15 PM (Jenna) Town Clerk <clerk@applevalleyut.gov> wrote:

Dylan or To Whom It May Concern:

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<https://secure.utah.gov/pmn-admin/notice/edit.html?id=815221>

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Thank You and Enjoy Your Day,

Jenna Vizcardo

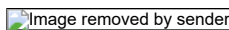
Town of Apple Valley

Town Clerk and Recorder

Ph: (435) 877-1190

Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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 **Dylan Mace**  
Utah Department of Government Operations  
Division of Archives and Records Service

Open Records Portal Administrator

Public Notice Website Administrator

(801) 531-3853

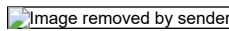








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 **Dylan Mace**  
Utah Department of Government Operations  
Division of Archives and Records Service

Open Records Portal Administrator

Public Notice Website Administrator

(801) 531-3853









[Quoted text hidden]

(Jenna) Town Clerk <clerk@applevalleyut.gov>  
To: "Weber, Pat" <Pat.Weber@tylertech.com>  
Cc: Dylan Mace <dylanmace@utah.gov>, Heidi Steed <hsteed@utah.gov>

Mon, Apr 24, 2023 at 3:17 PM

Thank You and Enjoy Your Day,

Jenna Vizcardo

Town of Apple Valley

Town Clerk and Recorder

Ph: (435) 877-1190

Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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[Quoted text hidden]

### 3 attachments

 **Notice Added \_ Public Notice Website Admin.pdf**  
220K

 **Notice Added \_ Public Notice Website Admin.pdf**  
219K

(Jenna) Town Clerk <clerk@applevalleyut.gov>  
To: "Weber, Pat" <Pat.Weber@tylertech.com>  
Cc: Dylan Mace <dylanmace@utah.gov>, Heidi Steed <hsteed@utah.gov>  
Bcc: "(Jenna) Town Clerk" <clerk@applevalleyut.gov>

Thu, May 4, 2023 at 3:34 PM

Hello, I left a message yesterday. I am looking for the resolution of this. Please advise ASAP.

Thank You and Enjoy Your Day,

Jenna Vizcardo  
Town of Apple Valley  
Town Clerk and Recorder  
Ph: (435) 877-1190  
Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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[Quoted text hidden]

Dylan Mace <dylanmace@utah.gov>  
To: "(Jenna) Town Clerk" <clerk@applevalleyut.gov>  
Cc: "Weber, Pat" <Pat.Weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>

Fri, May 5, 2023 at 10:31 AM

Pat,  
Have you found a way to correct this in the PNW?  
Thanks,  
Dylan

[Quoted text hidden]

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**Dylan Mace**  
Utah Department of Government Operations  
Division of Archives and Records Service  
Open Records Portal Administrator  
Public Notice Website Administrator  
(801) 531-3853



[Quoted text hidden]

(Jenna) Town Clerk <clerk@applevalleyut.gov>  
To: Dylan Mace <dylanmace@utah.gov>  
Cc: "Weber, Pat" <Pat.Weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>  
Bcc: "(Jenna) Town Clerk" <clerk@applevalleyut.gov>

Mon, May 15, 2023 at 4:34 PM

Hello, I left a message on May 4th, 2023 and today. I am looking for the resolution of this. Please advise ASAP.

Thank You and Enjoy Your Day,

Jenna Vizcardo  
Town of Apple Valley  
Town Clerk and Recorder  
Ph: (435) 877-1190  
Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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[Quoted text hidden]

Dylan Mace <dylanmace@utah.gov>  
To: "(Jenna) Town Clerk" <clerk@applevalleyut.gov>  
Cc: "Weber, Pat" <Pat.Weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>

Tue, May 16, 2023 at 9:29 AM

Pat, can anything be done from your side to resolve this?  
Dylan  
[Quoted text hidden]

(Jenna) Town Clerk <clerk@applevalleyut.gov>  
To: Dylan Mace <dylanmace@utah.gov>  
Cc: "Weber, Pat" <Pat.Weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>

Tue, May 23, 2023 at 11:17 AM

Please advise ASAP. Or send it to a supervisor that can advise. Please and thank you.

Thank You and Enjoy Your Day,

Jenna Vizcardo  
Town of Apple Valley  
Town Clerk and Recorder  
Ph: (435) 877-1190  
Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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[Quoted text hidden]

---

**(Jenna) Town Clerk** <clerk@applevalleyut.gov>

Tue, May 23, 2023 at 11:28 AM

To: Dylan Mace <dylanmace@utah.gov>

Cc: "Weber, Pat" <Pat.Weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>

Hello all, just wanted to let everyone know that I have spoken with Pat today for the resolution of this issue. Thank you.

Thank You and Enjoy Your Day,

Jenna Vizcardo

Town of Apple Valley

Town Clerk and Recorder

Ph: (435) 877-1190

Website: [www.applevalleyut.gov](http://www.applevalleyut.gov)

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[Quoted text hidden]

---

**Dylan Mace** <dylanmace@utah.gov>

Tue, May 23, 2023 at 11:49 AM

To: "(Jenna) Town Clerk" <clerk@applevalleyut.gov>

Cc: "Weber, Pat" <Pat.Weber@tylertech.com>, Heidi Steed <hsteed@utah.gov>

Hi Jenna,

The only thing I have been able to think of is to do a screenshot of the issue as it appears in the uploads now; add that screenshot to a new document that explains what happened and upload that to the correct notice, along with the correct documents on the correct date. It isn't pretty, but if the public, or an auditor has any questions, it should show that you weren't doing anything funky. I don't think the system will allow anyone to move the notices to the correct meeting, and have it look correct.

Thanks,

Dylan

[Quoted text hidden]