Memorandum

To: Councilmembers and Media
From: Mayor Emily S. Niehaus
Date: 3/2/2020
Re: Special City Council Workshop – Strategic Planning

The City of Moab will hold a Special Moab City Council Meeting on Friday, March 6, 2020 at 8:00 AM – 4:00 PM. The purpose of this meeting will be:

1. Setting goals and discussing priorities for fiscal year 2020-2021

The meeting will begin in the Moab Arts and Recreation Center, 111 East 100 North, Moab, Utah.

Mayor Emily S. Niehaus

In compliance with the Americans with Disabilities Act, individuals needing special accommodations during this meeting should notify the Recorder’s Office at 217 East Center Street, Moab, Utah 84532; or phone (435) 259-5121 at least three (3) working days prior to the meeting.
The City of Moab is engaging in a Strategic Planning process. During this process, we take stock of the previous year and set a course for the next year. The City Council sets City-wide goals that guide the City’s budgeting process and departmental activities. This process ensures the City of Moab achieves continuity and progress.

The Strategic Planning session will concentrate on the future while reflecting on the past. To this end, City staff have put together the 2019 Annual Report that highlights some of the City’s accomplishments during the last year. This Annual Report will provide necessary information about the work already accomplished so that we can be ready to talk about the future in our actual session.

This City of Moab Annual Report contains reports from each department and major sub-departments within the City. Each department has highlighted information about their activities, accomplishments, and success in meeting goals and objectives in 2019.

It is also important for the City to gauge its progress with its City-wide goals. Although measurable progress on many of the City’s goals can take years to realize, we have made significant progress on our 2019 goals. Through this process we will establish goals for the future that will guide each department's efforts in the next fiscal year.
Finance Department  
Annual Report for 2019

During 2019, the Finance Department experienced a complete turnover in staff. We faced many challenges in documenting procedures, redefining and streamlining processes. We have assembled a great team that works well together, values open communications and above all offers excellent customer service. This was also the first year for the newly developed Finance Director Position. Here are the highlights of our accomplishments:

**Treasurer**

- New Short-Term Rental Business Licensing Process
- New Recycling Services and Garbage Contract Service Changes
- New Sewer Rate Structure
- Audit of all Sewer Accounts - Resolved Billing Errors and Recovered Lost Revenue
- New Master Fee Schedule
- Streamlined and Improved Entire Utility Billing Process
- Digitization of Utility and Business Licensing Records
- New Online Utility Applications
- Lowered Utility Account Delinquency
- Launched New Utility Residential Equal Payment Plans
- Implemented City-wide Cash Handling Procedures

**Finance Director**

- Tax Reform - Collaboration, Community Outreach, Research, Presentations
- Developed Online Financial Dashboard - Council, Staff and Public
- Debt Management Policy
- Capital Projects Prioritization Matrix
- Revenue Analysis/Metrics
- Continued Digitization of Financial Documents for Online Records Archive
- Quarterly Budget Monitoring Meetings with all City Departments
- Capital Project Bonds (Millcreek/USU, 100 West, North Area Trunk Sewer, WRF)
- Water Rate Study - Water Consumption Analysis
- Financial Model for Fiscal Health and Long Term Debt Capacity

*Thanks to Lisa Church our Communications and Engagement Manager for all of her help with Community Outreach!*
The Recorder’s Office had an entirely new staff during the calendar year of 2019. Our department has worked diligently to learn and understand our roles and duties in the department. We have a great team that works well together.

Accomplishments for 2019

Election:
- Successful Primary Election with the assistance of the Grand County Clerk’s Office.
- Successful General Election with the assistance of the Grand County Clerk’s Office.

Certifications/Trainings:
- Recorder completed Certified Records Officer certification.
- Recorder and Deputy Recorder II competed Notary certification.
- Department completed trainings through Utah Division of Archives and Records Service.

Accounts Payable:
- Deputy Recorder II consolidated and cleaned up numerous vendors in accounting program.
- Deputy Recorder II created a new process for tracking invoices and payments.
- Located several outstanding checks from previous years and returned money to individuals.

Contracts:
- Deputy Recorder I created a new process for tracking contracts including expiration dates.
- Reviewing and organizing contract files for easier access and better tracking.

Other:
- Processed numerous records requests.
- Processed nine bids for various City departments.
Planning Department
Annual Report for 2019

The Planning Department experienced significant change in 2019. At the same time, the City Council was aggressive in adopting some forward-thinking and far-reaching amendments to the City Code which have kept the department very busy. Some of the accomplishments of 2019 include:

**Staffing**
- Jeff Reinhart, former planning director for Moab, left his post in early 2019. Sommar Johnson, zoning administrator, managed to keep the department functioning until a new planning director was hired and began work in late April 2019.
- Laura Allred was hired as a permit tech/administrative assistant for Planning, Building and Engineering.
- Cory Shurtleff was hired as an assistant planner in September and Kaitlin Myers, senior project manager, was hired in October.
- New staff have been trained and are generally up to speed.
- Our “team” of planning, engineering, housing and building has coalesced and are working well together.

**Zoning Initiatives**
- Development and adoption of the revised outdoor lighting code provisions.
- The Planned Affordable Development (PAD) process was developed to encourage the development of affordable housing.
- The Assured Workforce Housing Ordinance was adopted, and funds have been raised for the City to use toward the construction of affordable housing.
- Temporary Zoning Ordinance prohibiting new Overnight Accommodations and significant work forward developing new Standards for Hotels and Motels in the RC Zone.
- Changed the zoning on the Walnut Lane Parcel to R-4 to enable the Walnut Lane Affordable Housing project. Developed and published an RFP to solicit for Master Planning Services.
- Significant work was done by consultants on a Downtown Plan.

**Process and Customer Service**
- Updated application forms and information pamphlets.
- Shift in culture so that we see ourselves as problem solvers rather than problem finders.
Building Inspection
Annual Report for 2019

- Opened the City’s own Building Inspection office.
- Transferred all files, plans and other records to City Hall.
- Began the third-party plan review processes.
- Began the process of digitizing all paper files, which is about 90% complete.
- Created a building permit process, which involves coordinating with other agencies and various city departments.
- Developed appropriate new forms.
- Helped teach contractors, developers, and homeowners about the new system.
- Issued 120 residential building permits.
- Issued 59 commercial permits.
- Total construction value of $71,248,038.92. This is based on construction costs; the actual market value is higher.
- Collected a total of $480,477.82 in permit fees.
- Collected $8,970 in plan review fees.
- There were $64,119.85 in third-party plan review fees.
- Conducted approximately 769 building inspections.
- Conducted at least 120 business license inspections.
- Overseeing the removal of fire damaged and unrentable trailers at Walnut Lane.
- Worked towards improving relations with the residents of Walnut Lane.
- Overseeing property maintenance at Walnut Lane.
- Work regularly with other departments to ensure that the Walnut Lane project is moving forward.
- Permit technician began training for the building permit technician certificate with a completion date of 2020.
- Coordinated with other departments on the Uranium Blvd./100 East One-Way project.
Code Compliance
Annual Report for 2019

2019 Activity/Accomplishment Highlights

- Set up City Building Department.
  - Worked with iWorQ to separate database into City and County accounts and verified accuracy.
  - Informed contractors that City established building department effective January 1, 2019.
  - Created all necessary forms for permit applicants.
  - Developed webpage including links to state construction code.
  - Acted as Permit Tech through July.
  - Coordinated contractor training opportunity with State Department of Professional Licensing.
  - Trained intern to archive old building records and add to iWorQ.
  - Recommended and trained Permit Technician for building department (applicant from interview for different position).
- Assisted as needed during the transition time for the Planning Department.
- Developed Nuisance Abatement Lien Recovery processes.
  - Worked with City’s Manager, Assistant Manager, Attorney, Prosecutor, and Finance Director and County’s Recorder and Treasurer to create process for City to recover fees paid out in nuisance abatement on property.
- Worked with Public Works.
  - Organized and publicized training opportunities for local food service establishments.
  - Developed process for issuing violations and fines.
- Coordinated with City Treasurer to log business license violations and created process to issue invoices for fines.
- Continued to work with Police Department/Code Enforcement on cases where the two departments overlap and support each other.
- Facilitated meetings with various state and local agencies (Health, Fire, Building, Police).
  - Served Community Action Team (CAT) violation to local business.
  - Collected information regarding each agency’s food truck park requirements.
- Continued to enhance efficiency of iWorQ and STR Helper.
- Took more proactive approach to issuing violations.
  - Contacted first-time, minor violations by phone to educate and discuss violations with property/business owner.
- Met with Joel/Carly weekly to discuss possible high profile cases.
Accomplishments

- Appointed new police chief and assistant police chief.
- Promoted two officers to the position of sergeant.
- Dramatically improved staffing levels.
- Created office manager position:
  - Restructured civilian administrative staff.
  - Added administrative assistant position.
  - Developed full-time evidence custodian.
  - Developed full-time records management specialist
- Eliminated multi-year backlog of uncommitted police reports.
- Evidence room cleaned and re-organized, cleared of adjudicated evidence.
- Developed & implemented quartermaster program to maintain inventory of police department equipment.
- Transferred decades of hard-copy police reports to Utah State Archives.
- Developed employee award program:
  - Recognized 8 employees for outstanding work and/or meritorious acts.
- Created Victim Assistance Unit to serve crime victims:
  - Implemented Lethality Assessment Protocol program.
- Overhauled Field Training Officer program.
- Developed & implemented employee on-boarding program.
- Initiated traffic studies utilizing radar trailer to obtain valuable data:
  - Allows effective use of targeted enforcement to reduce traffic issues.
- Started development of comprehensive employee wellness program.
- Participated in five community events and multiple school tours.
- Commenced firearms range cleanup efforts mandated by SITLA.

2019 Police Department Statistics

- Responded to 10,431 calls for service.
- Conducted 2,552 traffic stops & issued 440 traffic citations.
- Produced 168 traffic accident reports.
- Arrested 44 DUI drivers.
- Contacted 387 illegal campers.
- Handled 95 parking problems.
Engineering Department
Annual Report for 2019

● Managed completion of construction of Aggie Boulevard.
● Managed completion of the street lighting study for the U.S. 191 widening project.
● Managed completion of construction of the 100 West Infrastructure Project.
● Negotiated an Interlocal Agreement with the San Juan Spanish Valley Special Services District for acceptance of their wastewater at the City Water Reclamation Facility.
● Negotiated with UDOT allowing the City to manage the Downtown Parking Structure.
● Negotiated an agreement with UDOT for a Noise Permit from the City regarding the U.S. 191 widening project.
● Selected and contracted with a design firm for design of the Downtown Transportation Hub.
● Managed the Ken Kolm water study Phase 2 Report.
● Applied for and obtained CDBG funding for the Center Street Gym ADA improvements.
● Completed engineering reviews of subdivisions, building permits and other developments in coordination with the Planning Department.
● Completed FEMA compliance floodplain management reviews of subdivisions, building permits and other developments in coordination with the Planning Department.
● Maintained and updated the GIS database and GIS support services for other Departments.
● Completed in-house design of the Kane Creek Heavy Maintenance Project and the Birch and Locust Lane sewer replacement projects.
● Negotiated with the County and UDOT for participation in UDOT Regional Transportation Plan and a combined City/County Transportation Plan.
● Reviewed the UDOT U.S. 191 widening plans including the storm drain project.
● Coordinated with County Active Transportation and led the Engineering and Floodplain activities for the Bike Skills Park near 100 East.
● Advertised and selected 4 on-call consulting firms to assist staff as needed.
● Obtained consultant services and managed the Council Adopted Parking Management Study.
● Coordinated development of the Draft 5-Year CIP.
● Coordinated with other departments on the Uranium Blvd./100 East One-Way project. Completed the design of the Traffic Control Plan internally.
● Managed design of the North Sewer Trunkline, secured a contractor and managed the contractor.
Communications & Engagement
Annual Report for 2019

Accomplishments

● Continued implementation elements of the 5-year Community Engagement Plan, including increasing the number of news releases, stepping up social media and website engagement, and working with departments to develop an annual internal calendar for events, projects and community outreach needs. (Ongoing)
  □ Successfully increased social media outreach/followers in the past two years across Facebook, Twitter, Instagram and YouTube, resulting in significantly more direct interaction with the community about important issues. (Ongoing)
● As City PIO, fielded and responded to citizen questions/concerns and media requests. Advised and prepped appropriate staff for media interviews and facilitated scheduling of those interviews.
● Worked with all City departments to ensure that our advertising and news releases appropriately focused on education and information about upcoming projects, issues and events of immediate concern to our community.
● Created educational campaign for the recycling/trash changes, both on social media and City website to help reduce confusion and calm concerns among local residents.
  □ Worked closely with Treasurer and Finance Director to build web page, create informational campaigns, news releases, letters and postcards for the launch of the City’s recycling program/trash pickup changes.
● Provided assistance and training to various departments on updating and adding information to the newly designed website. (Ongoing)
● Created informational campaign for the City’s plastic bag ban and launched via social media, website and advertising. The community engagement effort also involved direct conversations/dissemination of information to local residents and creation of materials for businesses to utilize to remind their customers to bring their own bags.
● Worked closely with Engineering Department to organize and execute two neighborhood outreach events (late 2018 and spring of 2019).
● Worked with Planning and Code Compliance to develop informational ads and social media posts about ongoing issues such as in-town camping and short-term rentals.
● Planned and executed the City information booth at the July 4 celebration and gathered and assembled prizes for the successful prize drawing. Also advertised the event in local publications, social media and website.
● Worked with Sustainability office to create educational materials for several events/promotions and disseminated information to the community. (Ongoing)
● Planned, organized and executed the successful ribbon cutting for the Aggie Boulevard road to the future USU Moab campus, including designing and sending invitations, advertising, setup at site, organizing speakers, and arranging for refreshments.
  □ Also, in December 2018, planned and organized the ribbon cutting for the new wastewater reclamation facility, including providing the public with educational information about the facility, promotion of the event, setup at site, organizing speakers, arranging for refreshments and scheduling facility tours for residents.
Recreation Department
Annual Report for 2019

● Maintained or increased enrollment numbers in all youth programs.
● With the help of added part-time staff, created a relevant, user-friendly webpage with rental request forms. This has increased requests for ballpark and gym rentals -- a good revenue stream.
● Renovated Center Street Gym Recreation offices to accommodate renters in new “multi-purpose room.” Current renters include Taiko Drummers, Youth Lego Club, and dance classes.
● Implemented Fourth of July volleyball tournament and second annual adult basketball tournament -- two popular events.
● Participation in the annual Turkey Trot increased by 25%, from 75 to 100 runners.
MARC
Annual Report for 2019

GOALS

● Expand accessible art programming to the Moab community.
● Complete building renovations to uphold historic character and improve functionality.
● Increase overall revenue at the MARC in grants, rentals, special events and art class attendance.

ACCOMPLISHMENTS

● The third annual RRAF Street Fest had a significant increase in attendance and culminated in most Plein Air paintings ever sold (56).
● The first Chalk Art Competition encouraged a large number of teens and elementary school students to participate, with a GCHS student taking first place.
● Significantly increased grant revenue from $5,000 in 2018 to $23,850 in 2019.
● Hosted a community art show featuring 15 artists and increased overall art sales at Art Walk.
● Added three sculptures to the City’s permanent collection, completed 10 new murals, and completed the first public mosaic mural in front of the MARC.
● MARC staff sat on the 2019 and 2020 ArTTrails selection committees and assisted with the addition of 16 new sculptures to downtown Moab.
● Executed a complete relaunch of the Moab Arts Council, updated board members and responsibilities, redefined our mission, and expanded CNY art show.
● Completed various MARC renovation projects such as: upstairs bathroom remodel, refurbished upstairs and office hardwood floors, replaced carpet, refurbished wood trim throughout the building, and a new coat of paint in the mezzanine.
● Helped implement a successful City of Moab July 4th celebration for the community including marketing, coordinating music, special event applications and vendor licensing.
● Updated all MARC rental contracts and tenant fee schedule for permanent offices.
● Increased wedding and private party revenue due to MARC building improvements and advanced marketing strategies.
● MARC staff performed a complete overhaul of all five websites and added a more functional registration system with an online payment portal.
● Launched more successful online registration system for all art classes and special events.
● Connected numerous community artists with local business owners to collaborate on various paid art projects.
Moab Recreation & Aquatic Center
Annual Report for 2019

Accomplishment of Departmental Goals

- More than 80,000 individual admissions for total revenues of approximately $450,000. Forty percent of this is visitor revenue attributable to day passes, showers, retail and pool rentals.
- Exceeded budgeted revenues by approximately $85,000
- Accomplished extensive indoor pool and outdoor slide repairs, keeping downtime to a minimum; installed facility-wide security system.
- Excellent annual Red Cross safety assessment.
- Increased enrollment and enthusiasm for MRAC Swim Team; enlisted six new volunteer coaches.
- Added new senior Medicare Supplement admissions program.
- Initiated implementation of management succession plan.
- Continued to enlarge set-aside and capital projects funds to accomplish necessary repairs, long-term maintenance and equipment replacement.

Contributions to the Accomplishment of Citywide Goals

- Provided discounted services for a wide range of local educational, cultural and other community nonprofit groups to whom facility would not otherwise be readily accessible.
- Provided an aesthetically-pleasing, welcoming and educational environment for community members to enhance health and wellness while enjoying a safe, socially engaging atmosphere.
- Kept maintenance and repair costs to a minimum by using in-house labor and expertise.
- Helped to elevate the City’s profile as a vacation destination by utilization of fun additional play elements as well as keeping facility cleanliness, safety and customer service standards high.
- Increased annual shower revenue to $70,000.
Moab to Monument Valley Film Commission
Annual Report for 2019

Community Outreach:

- **Moab Showdown 49-hour short film competition**: FOUR (4) days of events including a Kickoff, a Shindig and a Showdown Premiere with cash prizes and awards in four different categories: (Middle School, High School, Amateur, Professional)
  - MMVFC pre-übermitted over 43 locations coordinated with local land use agencies, local businesses and private property owners. Ten (10) local teams participated and made short films. They wrote, shot and edited 8-minute films in 49 hours. The Showdown Premiere at Star Hall (free to the public) was standing room only.
  - Industry professional guest judges included Amy Redford (filmmaker), Mariah Mellus (Utah Film Center), Virginia Pearce (Utah Film Commission Director), Emily Niehaus (Mayor), Derek Mellus (Utah Film Commission - Production)

Youth Outreach:

- **Youth Filmmaking Bootcamp** in collaboration with SpyHop digital media arts center (SLC):
  Eleven (11) Middle and High School students participated. They wrote, shot and edited one-minute movies over three after-school sessions with a Spyhop Mentor.
- **Youth Filmmaking Mentor program**: MMVFC invited industry professional guest speakers from Los Angeles, and Salt Lake City to mentor students in person or via Skype sessions at Grand County High School about specific aspects of filmmaking. Four weekly sessions were offered leading up to the Moab Showdown competition. Mentors included Charli Englehorn (Screenwriter), Matthew Webb (Director, AD), Chad Thomas (Production), Brian Higgins (Short Film Producer, 48HFP)

Local Outreach:

- **Media Hive Mix and Mingle**: Monthly meet-and-greet held the third Thursday of every month at a local venue inviting locals from the community who work or are interested in working in film. Media Hive has led to local hires on multiple productions filming in the Moab area.
- **Free Movie Moab**: In collaboration with the Moab City Recreation Department, 15 outdoor movie screenings May - Oct. Free admission, popcorn, free raffle of that night's movie. Great community turnout.
- **Moab Indie Film Series**: In collaboration with NewFilmmakers LA: Four independent films provided quarterly by NFMLA monthly film festival in LA. Screenings include the attendance of the filmmaker for a post-film Q&A. Screenings are free to the public. NFMLA provides advertising for MMVFC at their monthly film festival.
- **Locations Outreach**: Moab Showdown resulted in several new private property and local business options for future film productions and cont’d collaboration with gov’t land use agencies

Internal:

- Created **City of Moab Filming Permit** for productions interested in shooting within city limits.
- Created the **MMVFC Location Expenditure Report** for productions to provide information on resources used and money spent while filming in Moab**
- Facilitated multiple productions from around the world with scouting, locations, connected them to land-use agencies for permitting, production equipment and local crew and vendors. Some of the jobs included but are not limited to: Dior “Sauvage” starring Johnny Depp, BBC “Animal Impossible,” Good Joe Bell” starring Mark Wahlberg, “The Canyonlands” horror movie, @filmtourismus (blogger), Jeep, Kia, Chevy, and Subaru commercials and Facebook for Superbowl ad.

**Local Impact: Production spend from 4 shoots that completed the MMVFC Location Expenditure Report (out of over 20 jobs that made use of MMVFC and filmed in our jurisdiction in 2019)**

- $768K ≈ Moab production spend
- $184K ≈ spend Moab area hotels
- 60 ≈ Moab Local Crew/Talent hired
- Permits issued with local land-use agencies:
  - BLM - 81 Grand /13 San Juan; National Park Service - 34; SITLA - n/a;
  - Manti LaSal National Forest - 6; Dead Horse Point State Park -15.
Areas of Responsibility:
- 30 miles of sewer pipe
- 580 sewer manholes
- 2 large lift stations
- 3 small lift stations
- Grease interceptor testing/registration
- 2200+ service connections
- 14 certifications/licenses maintained -- sewer collections II (x2), CDL (x2), first aid/CPR (x2), flagger (x2), traffic control supervisor (x1), sewer treatment III (x1), asbestos contractor (x2) asbestos inspector(x2)

Maintenance:
- 31,038 feet of sewer main cleaned (about 5.9 miles)
- 30,467 feet of city sewer main inspected (about 5.8 miles)
- 26,350 feet of GWSSA sewer main inspected (about 5 miles)
- 511 manholes inspected
- 61 grease traps tested

Repairs:
- Three major manhole repairs.
- Twenty-three minor manhole repairs.
- One lift station pump replaced.
- Eleven sewer main repairs; replacing 107’ of sewer main line.
- Eight service connections replaced.
- 200 south In-house sewer replacement pilot project (380 feet of shallow clay main replaced, deeper with 8-inch PVC).
- Twelve new service connections/lines installed (old policy).
- Four new service connections installed (new policy).

Backups:
- One plug without an overflow (grease related).
- Two class 2 overflows (grease related).
- Zero class 1 overflows.

Capital Improvements:
- Completed: Hydrogen sulfide mitigation study, phase 1.
- 90% complete: 500 West lift station electrical project.
- Started: North trunk line projected.
Water Department
Annual Report for 2019

Accomplishments:

- 163 water samples taken.
- 17 City water leaks.
- 29 customer water leaks.
- 5 new hydrants installed.
- 5 fire hydrants repaired.
- 20 new water service connection.
- 9 water service lines replaced.
- 3 water service lines abandoned.
- 7 water meter valve replacements.
- 1 frozen water meter.
- Certifications (4):
  ➢ One new: Ryan -- Collections.
  ➢ Three recertifications: Levi -- Collections & Backflow; Conrad -- Backflow.
- 32 days training -- one employee for management and five employees for water-related subjects for CEU’s to maintain certifications.
- Replaced motor at Skakel plus one for a spare for redundancy.
- Awarded water tank painting project.

Preventive Maintenance:

- Inspected and maintained springs and wells on a regular basis.
- 47 Flushed fire hydrants.
- 160 Exercised water valves:
  ➢ 102 Meter valves.
  ➢ 58 Main line valves.

Compliance:

- Sanitary Survey completed and in compliance.
- Water samples taken and reported to the state.
- Sanitary Survey of water system completed with DEQ.
- Consumer Confidence Report completed, mailed and sent to the state.
- Water & chlorine data reports submitted to the state quarterly.
- Implemented a Confined Space Program.
Storm Water
Annual Report for 2019

- Approximately 20 miles of storm drains.
- 494 storm drain inlets.
- 5 miles of ditches and flood zones.
- 75 storm drain blockages.
- Installed 20 feet of new culvert and new 4x4x4 vault on 400 North and repaired 60 feet of culvert that could not be replaced due to irrigation running through culvert.
- Cleared debris from each storm drain after each weather incident.
● Continue to update road signs to engineer grade signs.
● Worked with engineers on all traffic control on city streets.
● Installed back-in parking on 100 South and signs.
● Prepared vehicles and equipment for auction.
● Completed all necessary right of way maintenance including roadway striping.
● Conducted regular street sweeping according to our regular schedule, which includes sweeping Main Street weekly and all city streets on a monthly basis.
● Assisted with bi-annual inspection of dams with the State of Utah as well as regular maintenance of dams.
● Inspection and maintenance of storm drains and catch basins.
● Provided support for parades and special events with bypasses and temporary traffic control and temporary traffic control structures.
● Respond to emergency callouts for snow removal, sign replacement, flooding cleanup from heavy storm flooding citywide as required.
● Safety & Training -- Employees completed all required safety meetings including first aid, CPR/AED, flagging, equipment safety training, heavy equipment operation training, CDL certification as required, LTAP Road Scholar training, and two that have achieved the Road Scholar Certification.
● Completed various sidewalk, curb and gutter replacement projects including the installation of new ADA ramps.
● Completed annual trip hazard mitigation program.
● Will apply 16 tons of crack seal to city streets early spring 2020.
● Kane Creek reconstruction project including sidewalk and storm drain updating.
● Post office alley reconstruction (half) of alley.
Areas of Responsibility

Lions Park, Swanny Park, Ballpark, Rotary Park, Dixie Park, Dog Park, Old City Park, Cross Trails Area, Millcreek Parkway, Circle Park, Frisbee Golf Trash, Christmas Box House, Mowing of City Springs, Banner/Flag installation on Main Street and Christmas Decorating.

- Mowed/trimmed and swept all parks on a weekly basis between late March and into November.
- Performed startup and winterizing on all irrigation properties we are responsible for with the addition of Aggie Boulevard.
- Performed daily cleaning of restrooms.
- Performed cleanup of appropriate pavilions for park reservations.
- Helped with the coordination of setup with special events such as the arts festival.
- Performed maintenance and repair of all irrigation systems within our areas.
- Installed flags and banners on Main Street as required.
- Participated in safety meetings as well as training with the ULGT.
- Conducted twice-weekly clean-off of the Mill Creek Parkway from Rotary Park to the Lions Park.
- Conducted debris removal and cleanup on the Mill Creek Parkway after storms.
- Conducted weed control on the length of the Mill Creek Parkway.
- Conducted snow and ice removal on the Mill Creek Parkway and as well as sidewalks within parks.
- Conducted mowing of the enclosures of City wells as well as the site of the new water tank.
- Conducted weed control in the Dog Park.
- Conducted weed control in areas surrounding parks.
- Participated in traffic control for both the Homecoming Parade as well as the Christmas Parade.
Facilities Department
Annual Report for 2019

Areas of Responsibility

- **Complete Maintenance**: Center Street Gym, City Center, Scout House, Moonstone Gallery, Public Works Shop, Sun Court, WRF.
- **Assists at**: The Animal Shelter, MRAC and other areas as needed.
- **Landscaped areas**: Both East and West Center Landscapes, Fourth East Medians, West Center Parking Lot, Fifth West and West Hale Landscape.
- **Maintained space equals**: Approximately 100,000 square feet of interior space and 3.5 acres of landscaped/hardscaped space.

Approximate Hours Worked

- **Janitorial**: 4,620 Hrs.
- **Landscape/Labor**: 1,560Hrs.
- **Repairs/Service**: 2,080Hrs.
- **Training/CEU’s**: 550Hrs.

Facilities Staff Consists of 5 employees

- 1 Superintendent, 1 Mechanical Technician, 1 Facilities Maintenance Worker III, 2 Facilities Maintenance Worker I employees.
- **Certifications**
  - 1 Pest Control Applicator Licence - Chace Gholson
  - 1 EPA Certified HVAC Technician - Kelly Oliver

Routine and Seasonal Maintenance includes

- Cleaning and maintaining City Facilities and ensuring that the electrical, mechanical, HVAC and plumbing systems are operating properly. This includes cleaning and servicing equipment regularly.
- Facility repairs including doors, windows, locks, closers, furniture, light fixtures, appliances, patching, painting, flooring and ceilings.
- Facilities cleaning daily to ensure a clean sanitary and safe environment.
- Outside responsibilities include mowing, weed control, pest control, pruning, tree trimming, planting, aerating, fertilizing, green waste collection for composting, irrigation repair.
- Assist with special events, emergencies and callouts. Attend safety meetings, training, workshops and continuing education.

Yearly State Inspections of Equipment

- Boiler, elevator, fire alarms and fire sprinklers.

Special Projects and Assignments

- Create office space and move offices at City Center, Gym and P.D.
- Make repairs to City Shop and City Center for safety concerns.
Human Resources Department
Annual Report for 2019

Human Resources became its own two-person department in March of 2019.

Accomplishments in 2019

Recruitment
- Interviewed 73 people for 17 positions.
- Hired 26 full-time employees and 51 part-time employees.

New Hire/Existing Employees
- Implemented a streamlined onboarding process, including in-person trainings.
- Set up two employee stations for existing employees and new hires.
- Set up Employee Navigator for open enrollment and new hires.

Benefits
- Conducted open enrollment for 90 employees.
- Made a concerted effort to educate employees on city-provided benefits using one-on-one counseling and distribution of educational materials.
- Completed a benefit audit - Updated all vendors and set up a monthly tracking system.
- Coordinated with Interactive Health on our wellness program.
- Negotiated health insurance renewal and received a $0 increase!
- Set up a short-term disability program for employees.

Certifications/Training
- HR Director received advanced human resource certification.
- HR Assistant began the human resource certification program with a completion date of 2020.
- Coordinated with the University of Utah to have on-site supervisor certificate training.

Risk Management
- Implemented the Risk Management Committee - Including monthly committee and staff meetings and increased quarterly staff meeting attendance.
- Introduced the Team Appreciation Recognition Program (TARP).

Other
- Completed a fleet audit - Updating registrations and insurance to reflect actual fleet.
- Initiated changing payroll company from ADP to Caselle.
- Assisted in the budget process for all departments.