COTTONWOOD HEIGHTS

BITES IN THE HEIGHTS

RESTAURANT TOUR
AUGUST 20 - 31

Visit participating restaurants & enjoy a Bites in the Heights $5/$10 lunch or $15/$20 dinner.

Share photos of your restaurant visit with #CHFoodie for a chance to win gift cards!

For More Information
CHBUSINESS.ORG
Executive Summary

Businesses were asked to help the City evaluate the effectiveness of its services. Questions involved:

- Interaction with staff
- Staff response times
- Where we could improve

A total of 61 responses were received from approximately 600 surveys sent to customers.

Items on the survey included the following topics:

- How can service be improved
- How easy was it to find information
- How can we streamline processes
Methodology

- Survey questions were created by the CED team
- Sent by mail (with business license renewals)
- Given out over the counter (for customers coming into the office)
- Sent by email to business owners, developers and property owners

The link was also posted on the CHBusiness.org website
Survey Results

Survey Respondents

- Business Licensing: 36
- Building Permit: 26
- Planning/Zoning: 11
- Other: 4
Survey Results

Rate the Service You Received

- Excellent: 42
- Very Good: 11
- Good: 5
- Fair/Poor: 3
Survey Results

How Could that Service Be Improved?

- Online Processes: 5
- Communication: 9
- Lower Cost: 2
- Other: 4
The communication and service has been very good through email and phone. [Staff] keeps us informed and supplies us with the opportunity to participate in many different activities.

Service was excellent and the office staff was available and knowledgeable.

Don’t change

You are better than most. SLC and County are by far the worst. Thank you.

Did the job I needed from the building dept.

Was great service. Changed my business to an LLC. You were great to work with and very timely. Received

Great job. Excellent communication.

So far I have had all the help I needed. You can tell the people in the office really care about their business owners and try to help them any way they can. I really appreciate all of the support.

Networking

No idea! Service was great. Very friendly to work with, quick turn-around on licensing, and great supportive community.
Survey Results

How Easy Was it to Find Information About the Requested Service?

- Excellent: 28
- Very Good: 24
- Good: 6
- Fair/Poor: 3
Survey Results

How Could That Information Be More Accessible or Streamlined?

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Online Options</td>
<td>9</td>
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<tr>
<td>Better Website</td>
<td>4</td>
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<tr>
<td>Communication</td>
<td>9</td>
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<tr>
<td>N/A</td>
<td>9</td>
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</table>
What other suggestions do you have to improve our service?

- One of my favorite cities to work with.
- Continue to provide emails concerning events and or post links to web pages on the CHBusiness, City sites. Thanks for the support.
- Keep our inspector and the easy nature of the relationship with us. Top City's I like are Provo, Lehi and now Cottonwood Heights. Least fav. Murray, Taylorsville, SLC., Saratoga Springs.
- Honestly, you all were very good. I have No complaints. I wish all others were half as good as your department. Thanks again.
- Move to your new offices ASAP!
- Dog park!
- Your office employees and business license gals are awesome and helpful.
- Move into the new City Hall which is closer to us :)
SNOW PLOWING ROUTES AND EQUIPMENT

Danny Martinez, Public Works Superintendent
Cottonwood Heights Public Works

SNOW PLOW EQUIPMENT

- Four (4) Ten Wheeler with Plows, Salters, and Brine Wetting Tanks
- Four (4) 4 X 4 Bob-Tails Dumps with Plows and Salters
- Three (3) Standard Bob-Tails with Plows and Salters
- Three (3) F-550 Pick Ups with Plows and Salters
- One (1) Ten Wheeler with Plow, Salter and Brine Wetting Tank (Back-Up)
- One (1) Top Kick (Smaller than Bob-Tail) with Plow and Salter (Cul-De-Sacs, Clean-up)
- Three (3) CAT 908 Loaders with Plow and Buckets (rentals) for moving snow to other locations and cul-de-sac backup
- One (1) CAT 950 Loader (rental) for loading salt at the Salt Shed
- Total Equipment: 20 Pieces for snow removal
To date we have hired eight (8) public works personnel
This gives us 11 full time employees to plow snow
Plus a possible two (2) staff members from other departments
We are advertising for four (4) seasonal for October through April. We won’t know until there are seasonal layoffs what we will get at that time and when the seasonal layoffs will occur... So for us, this is an unknown
We have advertised for on-call plow drivers.

OVERALL VIEW OF THE CITY

- Broken down into ten zones.
- Each zone is assigned a piece of equipment based on the topography, number of miles, and geometry of the roads.
- Many of these zones follow the former County routes.
8/16/2016

10 WHEELER AND BOBTAIL ROUTES

- Ft Union Blvd: Wasatch Blvd to Union Park Ave
- Bengal Blvd: Wasatch Blvd to Highland Drive
- Highland Drive: I-215 to Creek Road
- Creek Road: 3500 East to Union Park
- Union Park Ave: Creek Road to I-215
- 1300 East: Union Park to I-215
- Park Center Drive: 1300 East to Ft. Union
BOB-TAIL ROUTES

- 3000 East: Ft Union to 6200 South
- Big Cottonwood Canyon Road: 3000 East to Ft Union
- Hollow Mill Drive: 3000 East to Ft Union
- 2700 East: Ft Union to Bengal Blvd
- Danish Rd: Bengal Road to Wasatch Blvd
- Peppers Hill: Danish Road to Oak Creek Drive
- Oak Creek Drive: Creek Road to Nantucket Drive
- 3500 East: Wasatch Blvd to Brighton Blvd
- 2300 East Bengal Blvd to I-215
- Park Ridge Drive: Highland Drive to 7200 South Loop
- 1710 East: Park Ridge Drive to Ft Union Blvd

ZONE I

Equipment:
- 4 X 4 Bobtail
- 908 CAT Loader (Plow and Bucket)

Personnel Experience:
- 12 years Snow Plowing with the County in Cottonwood Heights

Mileage: 7.9 Miles

Area:
- Wasatch Blvd to the East
- East Bench
ZONE II

Equipment:
- 4 X 4 Bobtail
- 908 CAT Loader (Plow and Bucket)

Personnel Experience:
- Snow Plowing with South Salt Lake

Mileage: 13 Miles

Area:
- Wasatch Blvd. West to City Boundary
- Bengal Blvd South to the City Line

ZONE III

Equipment:
- 4 X 4 Bobtail

Personnel:
- Some Plowing experience

Mileage: 9.7 Miles

Area:
- Bengal Blvd North to Banbury Drive
- 2700 East west to Wasatch Blvd
ZONE IV
Equipment:
Bobtail
Personnel:
Some Plowing experience
Mileage: 9.7 Miles
Area:
Ft Union south to Banbury Drive
2700 East west to Wasatch Blvd

ZONE V
Equipment:
Bobtail
908 Loader (Plow/Bucket)
Personnel:
Some Plowing experience
Mileage: 11.7 Miles
Area:
Ft Union north to the City Limit
ZONE VI

Equipment:
- Bobtail
- 908 Loader (Plow/Bucket)

Personnel:
- Some Plowing experience

Mileage: 12.5 Miles

Area:
- 2300 East east to Wasatch Blvd
- Ft Union north to the City Limit

ZONE VII

Equipment:
- Bobtail

Personnel:
- Some Plowing experience

Mileage: 6 Miles

Area:
- Creek Road north to Bengal Blvd
- Highland Drive East
ZONE VIII
Equipment: Top Kick
Personnel: Some Plowing experience
Mileage: 12.8 Miles
Area: Ft Union north to I-215
Union Park Ave east to 2700 East

ZONE IX
Equipment: One Ton
Personnel: 
Mileage: 10 Miles
Area: Ft Union south to Park Ridge Drive
Union Park east to Highland Drive
ZONE X

Equipment:
One Ton

Personnel:
Least Experienced

Mileage: 4.3 Miles

Area:
Creek Road north to Park Ridge Drive
Union Park Ave east to Highland Drive

AFTER THE STORM: HOLD A PUBLIC WORKS ROUND TABLE TO REVIEW THE STORM

- Analysis:
  - Salt used
  - Fuel
  - Miles traveled (GPS Tracking)
- Maintenance
  - Clean all equipment
  - Maintenance of the Equipment

- Details of the Storm:
  - Duration
  - Snow Water Equivalent (How Wet)
  - Start time of the Storm
  - Date of the Storm
- Issues:
  - Identify issues during the storm
  - Identify issues during clean up
  - Evaluate the issues
  - Adjust the plan if needed

PLAN THE PLOW AND PLOW THE PLAN
COUNCIL, RESIDENTS, AND STAFF

City Council’s Role:

- Direct residents to the Snow Line for concerns
- Input during the evaluation phase
- Educate the Residents
- Let the staff work the plan
- Other?

COUNCIL, RESIDENTS, AND STAFF

Resident’s Role:

- Communicate through calls and posts of issues that they see
- Keep cars off the roads
- Traffic Enforcement?
COUNCIL, RESIDENTS, AND STAFF

Staff's Role:

- Communicate to the City Council
- Plan the Plow
- Plow the Plan

PLAN THE PLOW

PLOW THE PLAN
**COTTONWOOD HEIGHTS PUBLIC WORKS**

**TRANSITION PLAN**

**APRIL 1 - NOVEMBER 1**

<table>
<thead>
<tr>
<th>CURRENT WEEK</th>
<th>TASK IN PROGRESS</th>
<th>TASK COMPLETED</th>
<th>DEADLINE</th>
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<td>April 14-15</td>
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<td>April 16-22</td>
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<td>July 4-8</td>
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<td>October 31-November 4</td>
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<td>November 7-11</td>
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### TerraCare Transition
- Terminate Contract with TerraCare through Council Approval process
- Negotiate the purchase of TerraCare equipment per paragraph (b) of Section 7.9 of the original contract.
- Have equipment evaluated and determine what will stay in the fleet and what must go.
- Meet with TerraCare to develop transitional plan.
- In-house development of transitional plan.
- Negotiation with TerraCare.
- Closeout TerraCare contract.

### Equipment Purchase/Lease
- Establish list of equipment that is needed and when it will be needed.
- Large equipment and medium.
- Small equipment/handtools list created.
- Equipment with operator’s shop.
- Contact and purchase (small equipment).
- Terminate sweeper contract (month to month contract).
- Equipment delivered in mid-June.
- Service Stands Ordered.
- Material Contract Approved.

### Truck Delivery Schedule
- 4-4x4 LGT trucks
- 3-10 wheeler dump trucks
- 3-Booth trucks
- 4-4x4 Booth trucks

### Facility
- Facilities at City Property
  - Utility Location and service confirmation
    - Temporary Office ordered and set
    - Contact storage buildings acquired and delivered
  - Shop planning, bidding and acquisition
  - Site grade and survey
  - Salt storage construction
  - Shop construction
  - Fencing and Foundations

### Personnel
- Establish list of positions needing to be filled and when they need to be hired.
- Build Blacks Bridge Advertisement and Plan
- MDL license - requirements
# Cottonwood Heights Public Works Transition Plan

**April 1 - November 1**

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<th>DEADLINE</th>
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<th>CALENDAR DATES LAPSED</th>
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<td>September 19 - 23</td>
<td>September 26 - 30</td>
<td>October 3 - 7</td>
<td>November 7 - 11</td>
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### Department Structure Finalized

- Job Descriptions
- Recruitment for PW positions
- Interview and Re-position Employees Internal
- Interview and Hire New Employees External
- CH Rec contract review and re-negotiation

### Policy and Procedure Draft

- Identify equipment purchases and dates for financing
- Mack Truck cab and chassis payment
- F-550 Purchase
- Pursue capital funds from the County

### Budget and Finance

- Mack Truck cab and chassis payment
- F-550 Purchase
- Pursue capital funds from the County

### Public Relations

- Create public relations campaign on what the City is doing with public works and how it will initiate changes to improve those services to the City.
- Prepare response report for public perception issues and how they will be dealt with i.e. clearing culdesacs, training methods, routes, snow storage areas, etc.
- Article for newsletter
- Truck parked in public locations for Public Works Week
- Training plan on snow plowing
- Snow plow training and route manual
- Order logo wraps
- Number system for trucks
- GPS Tracking system operational
- Purchase hand-tools

### Other

- Presented to City Council

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*This table is a representation of the transition plan for Cottonwood Heights Public Works from April 1 to November 1, detailing tasks, deadlines, and calendar dates for various activities.*