



## Mayor and City Council's Report Card to the Citizens of Riverton 2008



In February of 2008, the Riverton City Council completed the first annual Strategic Plan, which included six (6) priorities. The budget for 2008-2009 submitted by Mayor Applegarth was based on goals put forth to achieve the objectives of the Plan. One year later, the following "Report Card" to the citizens is presented to quantify the actual progress achieved in meeting the Elected Officials' goals and objectives.

In early January 2009, the City Council held a meeting at City Hall to discuss progress for the previous year and to work towards modifying or adding to the Strategic Plan. Upon completion of the 2009 Strategic Plan, the Mayor and staff will begin the budget process for the fiscal year 2009-2010 which will reflect the updated Plan. The Council's objective in utilizing a Strategic Plan is to provide a dynamic document to allow the Council to be responsive to the changing needs and conditions in the City on a year-to-year basis.

The Mayor and Council acknowledge that these are very difficult financial times, not only for Riverton City, but also for each of our citizens. This current environment makes it more important than ever for your elected officials to provide focus and accountability. We believe that the Strategic Plan process is the way to accomplish this. Thanks to all of the citizens of Riverton who make this a wonderful place to live.

## ***Based on the City Council's Strategic Plan – Calendar Year 2008***

### **Priority: Economic Development – Facilitate Balanced Economic Development with an Emphasis on:**

#### **Development of the Mountain View Corridor**

- Completed major street plan for property west of Bangerter Highway between 12600 South and 13400 South

#### **Downtown Redevelopment and Beautification**

- Completed parking lot south of the Civic Center
- Completed landscaping enhancements on Southwest corner of 12600 South and Redwood Road

### **Priority: Community – Maintain the Riverton Sense of Community**

#### **Preserve Valued Traditions (Pancake Breakfast, Easter egg Hunt, Santa Visit, etc.)**

- 304 pavilion reservations in 2008 (up from 251 in 2007)
- In total 19,323 participants at community events, recreation programs, & Riverton High School sports camps (up from 15,467 participants in 2007)

#### **Enhance Outreach**

- On 8 separate occasions, 12,000 flyers announcing the upcoming recreation and community events were distributed to the children in Riverton's 5 public elementary schools
- Town Days brochures and the annual Community Events Guide were mailed to each residential address in the City

#### **Citizen & Public Opinion Surveys to Gauge Improvement and Identify Issues**

- Performed two statistically-quantified telephonic surveys of Riverton citizens, covering issues such as property taxes and quality of life

#### **Deliver personalized service to citizens/developers/employees**

##### Utility Billing (UB)

- Phone system modified to allow a rotation of incoming calls. This change has allowed the majority of incoming calls to be handled immediately – reducing the number of phone messages received that would have had to be returned by the UB Clerks.
- Service counter was reconstructed in Utility Billing/Cash Receipting to allow two clerks to assist customers at the same time

##### Code Enforcement/Animal Control

- Responded to 1,261 new complaints or requests for service
  - a) 1,145 have been resolved; 116 are still being actively pursued, for a resolution rate of 91%
- 238 adoptable animals were brought into the shelter
  - a) 216 have been reunited with their owners, adopted out or transferred to other facilities for future adoption for a 91% placement rate

### Purchasing

- Processed 250 Request for Qualifications, 30 Invitations for Bids, and 5 Requests for Proposals

### Information Technology

- New provider for digital phones resulted in \$10,000 annual savings

### Parks

- A new play structure was installed west of the Civic Center
- The new play structure for the Peggy Green Park will be installed in spring 2009
- The Water Feature Park has been completed and will have an official grand opening around Memorial Day 2009
- The CR Hamilton Family Sports Complex is under construction
- The Margaret Park design has been completed by the Planning Department

### Administration

- Implemented system to track citizen complaints, as of October 2008:
  - a) 514 complaints were logged on the system
  - b) 436 issues were resolved
  - c) 81 complaints unresolved
  - d) 23.7 days average completion time for the 10-month period

## **Enhance the Beauty of the City**

### Parks Department

- Landscaping has been completed on the three detention ponds along 12600 South; design and project management was completed by City employees

## **Priority: Infrastructure – Improve City Infrastructure**

## **Improve citizen knowledge about the City culinary water supply and seek their input**

### Water Quality

- A Water Quality Report was provided to the citizens with the July 2008 newsletter
- Cost comparison study for well water vs. Jordan Valley Conservancy Water completed
- Source Water Protection Plan completed
- Culinary Conservation Plan completed

### Citizen Awareness and Education

- During August of 2008, 42 residents were chosen at random to participate in a lead and copper sample
  - a) All 42 samples were below the Environmental Protection Agency (EPA) standard for both elements

## **Improve Infrastructure throughout the City - Curb/Gutter/Sidewalk (C/G/S) Projects:**

- Completed sidewalk project on 1300 West from 12400 South to 12500 South
- Completed curb and gutter replacement - 220 Linear Feet - 6 locations
- Completed sidewalk replacement - 7400 Square Feet - 85 locations
- Completed sidewalk grindings - 14 locations

## **Storm Drain projects:**

- Completed Highlands at the River Bend
- 1300 West Storm Drain Project is under construction

## **Improve capability of the City to manage and utilize secondary water supply**

### Water Quality

- 410 secondary water stations flushed
- Jordan River filters designed and under construction
- Modified system near Jordan River to reduce moss buildup in filters

### Upgrades and Improvements

- Five secondary pump station upgrade designs completed and pump stations are currently under construction
- 4800 West Pressure Reducing Valve Station designed and under construction
- Black Ridge Reservoir nearing completion

## **Implement storm water treatment system as required by EPA**

In 1987, as part of Phase II of the National Storm Water Program, EPA was authorized through Federal Water Quality Act to create the National Pollutant Discharge Elimination System. The final regulations were adopted in 1999, and Riverton City became a co-permittee with Salt Lake County (SLCO) in 2003. Riverton City is striving to address this unfunded federal mandate.

### Public Education and Outreach

- City has two representatives on the State Storm Water Advisory Committee
- City is a member of SLCO Storm Water Coalition

### Public Involvement/Participation

- Eagle Scout Project (Reed Dudley)
  - a) 112 catch basins cleaned
  - b) 100 catch basins labeled "We Live Down Stream"
  - c) Educational flyers delivered to 653 residences
- Eagle Scout Project (Brett Robinson)
  - a) Riverton City Storm Water Program web page created
  - b) Logo for Storm Water Utility created

### Management of Construction Storm Water Runoff

- Storm Water Prevention Plan has been added as a requirement to the Development Review Process
- Construction sites are inspected for compliance

### Pollution Prevention/Good Housekeeping

- Conducted Inspection of City owned facilities for EPA compliance
- 8.5 miles of City streets swept (October 15-November 3, 2008)
- 95 catch basins cleaned by City Staff
- 17 loads of debris removed from catch basins

## **Priority: Public Safety - Improve the City's Capability to Respond to and Manage Emergencies**

### **Integrate the many existing emergency plans that exist today into a single City Emergency Response Plan**

- 27 City employees completed the Community Emergency Response Training (CERT) course
- 16 City employees completed the "Ready Your Business" training sponsored by the Department of Homeland Security

**Enhance public safety by continuing to assess the best mechanisms for providing police service to the City**

- Added 4 Salt Lake County Sheriff's Department Sergeants to bring service level to .9 officers for every 1000 residents

**Priority: Transportation – Proactively Develop a Transportation System**

**Develop the Mountain View Corridor by securing regional and local highway systems and developing local transit**

- Obtained \$1,500,000 from legislature to purchase right-of-way

**Developing cross-City connectivity on the east and west side**

- Completed Update of Transportation Master Plan
- Completed Road Construction Projects
  - a) 12600 South Phase I - Bangerter to 4200 West
  - b) 12600 South Phase II - 4200 West to 4570 West
  - c) 13400 Southeast of Redwood Road
  - d) 13400 South Bangerter to 5200 West
- Road Construction Projects Substantially Completed
  - a) 13400 South – 3600 W to Market Street
  - b) Market Street 13400 South to 13350 South
  - c) 3600 West Market Street to 13400 South
- Completed Signal Projects
  - a) 3600 West 13400 South signal relocation
  - b) 13400 South at Market Street signal relocation
- Signal Projects Underway
  - a) 3800 West 12600 South signal
  - b) 11800 South 4000 West signal
  - c) 2700 West 13400 South Signal Relocation – Southeast corner
- Overlays – 33,0487 Square Feet
  - a) 12400 South 1300 West to O. Roi Hardy Park
  - b) 13400 South 5600 West to Morning Cloak
  - c) Sirmingo Way, 1300 West to Lampton View
  - d) 12875 South, Centennial Park Road
  - e) Swensen Farms
- Slurry Seals - 896,293 Square Feet
  - a) Foothills
  - b) Swensen Farms
  - c) Pheasant Ridge
  - d) Marblewood

**Priority: Revenue/Funding – Ensure Economic Viability of the City through 2018**

**Develop and communicate long-term revenue strategy**

**Annual Impact Fee Analysis**

- Impact Fee Ordinance adopted July 17, 2008

**Annual Long-Term Revenue Projections**

- Increased Sales Tax Revenue based on direct Point of Sale
- Wal-Mart opened May 21, 2008
- Kohl's projected opening date May 2009

**Annual Long-Term Expense Projections**

- Outsourced mowing and irrigation crews to save \$175,000 per year