

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Compliance – Crossing Guards

Contact: Capt Carroll Mays

Phone : 801-535-6584

e-mail

[www.carroll.mays@slcgov.com](mailto:www.carroll.mays@slcgov.com)

Function: Provide Crossing Guards for school zones

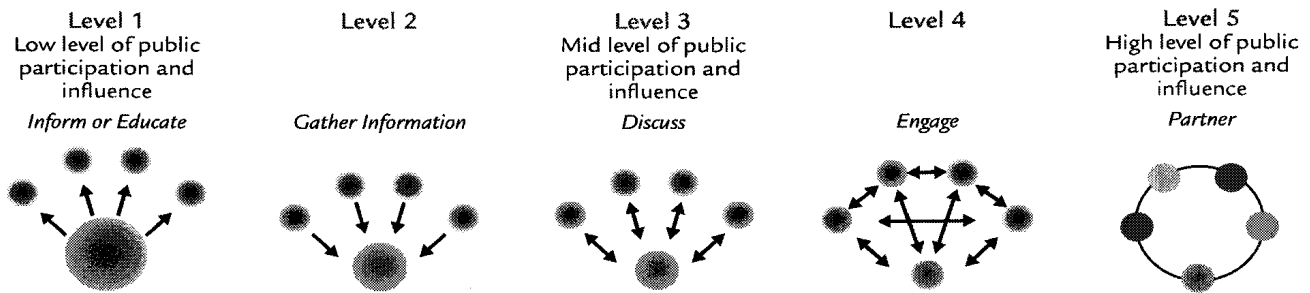
Type of Activity:  Policy Development  Administrative  Operational Advisory Project Planning Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	<a href="http://www.slcgov.com/publicservices/Compliance/crossing.htm">http://www.slcgov.com/publicservices/Compliance/crossing.htm</a>
If not, what changes will be made?	N/A
Is the description “citizen friendly” and “citizen useful”?	Yes
If not, what changes will be made?	A section of the webpage needs to be updated. Expected to be completed by August 2009.
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	<ol style="list-style-type: none"> <li>1. Link to the Parking Enforcement Mailbox</li> <li>2. Information on how to apply for a Crossing Guard position.</li> </ol>
Historic level of public interest. (1 = very low; 5 = very high)	3
Identify specific actions that have generated specific public interest in these documents within the past five years.	Job applicants use this page.
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	N/A

**PUBLIC INVOLVEMENT**

At what point in the decision-making process is the public involved, if at all?	The public or school often calls to request an additional or new crossing guard position. These requests are reviewed by Transportation to determine if State standards support additional staffing.
What techniques are used to involve the public?	Education in the field by crossing guards. Coordination with School Board and individual elementary schools.
Intended purpose of public involvement?	Improve safety.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	3
Identify all actions in this category that had generated significant public interest within the past five years	Incidents or accidents in crosswalks near schools..

Public Participation Continuum



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 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department  
 Division: The Gallivan Center and Community Events  
 Contact: Talitha Day  
 Phone 801-535-6133 e-mail [talitha.day@slcgov.com](mailto:talitha.day@slcgov.com)

Function: Gallivan Center Events; City Events

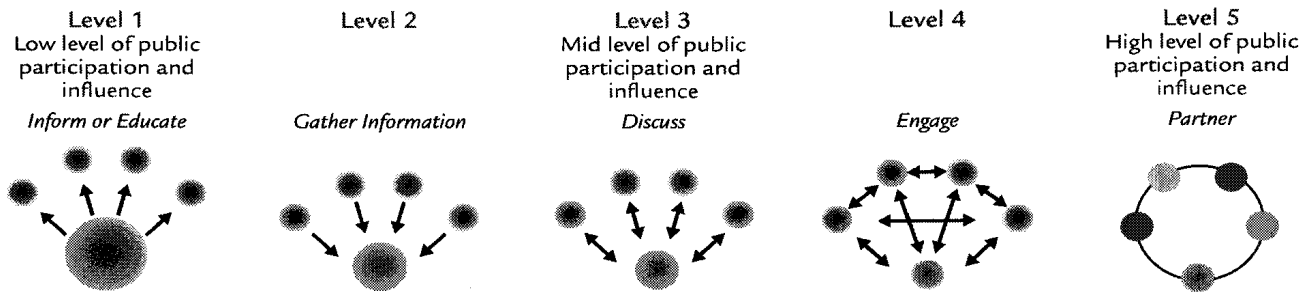
Type of Activity:  Policy Development  Administrative  Operational  
 Advisory  Project Planning X Other --Special Event Planning

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	YES
If so, where?	Gallivan Center Webpage
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	N/A
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Calendar of Events at Gallivan Center and Community Events Gallivan rental information and applications City Event Permitting for special events, filming and free expression
Historic level of public interest. (1 = very low; 5 = very high)	5 We have 5,500 "Facebook Fans" In 2008 we had over 1 million hits on our event web pages
Identify specific actions that have generated specific public interest in these documents within the past five years.	Email Blasts, Text Messaging, Twitter, Facebook, Newsletters, newspaper ads
Are these documents currently available on slcgov.com?	Yes - Under "City Life" <a href="http://www.theGallivanCenter.com">www.theGallivanCenter.com</a> and <a href="http://www.SLCityEvents.com">www.SLCityEvents.com</a>
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	N/A

## PUBLIC INVOLVEMENT

At what point in the decision-making process is the public involved, if at all?	On our website, and on Face Book, people are able to vote for the movies they would like to see for "Friday Night Flicks", and "Gallivan Monday Night Movies" and other specific event options as they come along.
What techniques are used to involve the public?	Email, Face Book, Telephone Calls, Web Pages, newspaper ads
Intended purpose of public involvement?	Get public notified of FREE special events held at the Gallivan Center and around Salt Lake City
Usual level of public interest in this type of action (1 = very low; 5 = very high)	5
Identify all actions in this category that had generated significant public interest within the past five years	Email, Face Book, Telephone Calls, Web Pages, newspaper ads The events most impacted are: <i>VIVA SLC</i> , Disney Day's, Wednesday Rocks! Lunch Bunch Concert Series, Rock 'n Ribs Festival, Opera Under the Stars, Folk & Blue Grass Festival, Monday Night Movies, Friday Night Flicks, 4 <sup>th</sup> of July at Jordan Park, Gallivan Ice Rink

### Public Participation Continuum



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 Source: Adapted from Health Canada and International Association of Public Participation

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Compliance – Impound Lot

Contact: Capt. Carroll Mays

Phone : 801-535-6584

e-mail

[www.carroll.mays@slcgov.com](mailto:www.carroll.mays@slcgov.com)

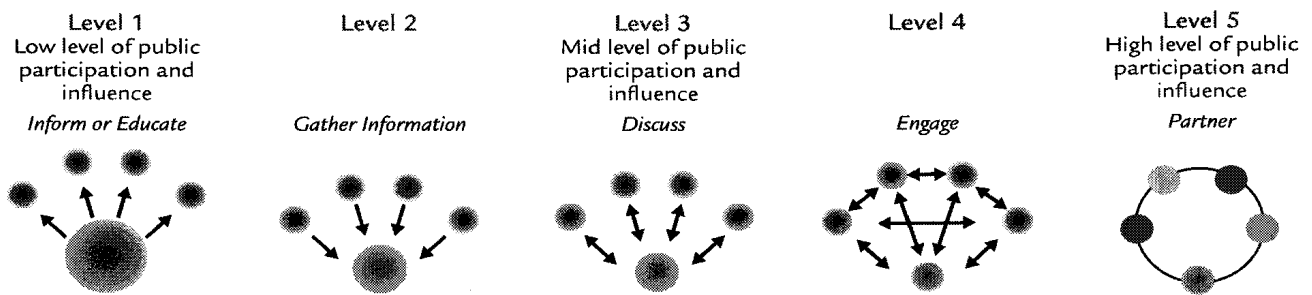
Function: Provide safety, security, release/auction for vehicles impounded by city officers.

Type of Activity:  Policy Development  Administrative  Operational Advisory Project Planning Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	<a href="http://www.slcgov.com/publicservices/Compliance/impound.htm">http://www.slcgov.com/publicservices/Compliance/impound.htm</a>
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	Division plans to upgrade webpage to include a step process to reclaim an impounded vehicle.
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	<ol style="list-style-type: none"> <li>1. Impound Lots hours of operation and contact information.</li> <li>2. Information concerning impounds</li> <li>3. Vehicle Auction info – dates and list of vehicles</li> </ol>
Historic level of public interest. (1 = very low; 5 = very high)	3
Identify specific actions that have generated specific public interest in these documents within the past five years.	Vehicle Auctions are well attended.
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	On slcgov now, has been for some time.

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	The public offers feedback during auctions to improve the process.
What techniques are used to involve the public?	Providing information and listening to feedback.
Intended purpose of public involvement?	Improve processes.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	3
Identify all actions in this category that had generated significant public interest within the past five years	Auctions

### Public Participation Continuum



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 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Cemetery

Contact: Val Pope

Phone : 801-596-5020

e-mail [www.mark.smith@slcgov.com](mailto:www.mark.smith@slcgov.com)

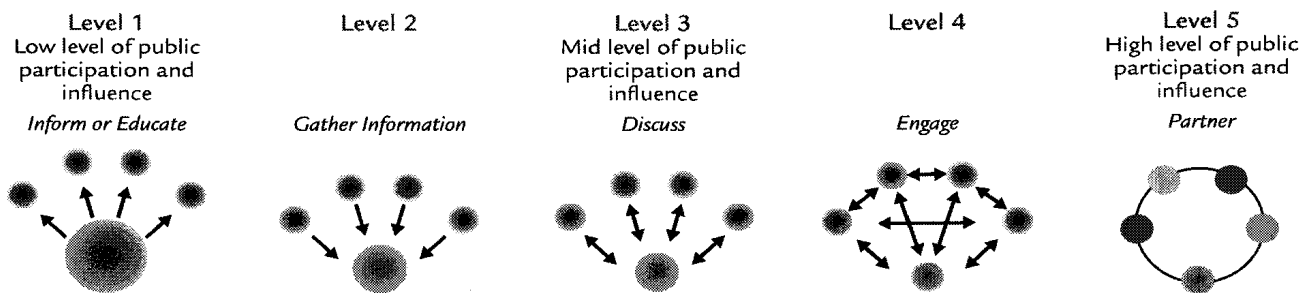
Function: To provide a respectful and will maintained Cemetery for Salt Lake City

Type of Activity:  Policy Development  Administrative  Operational  
 Advisory  Project Planning  Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	Parks Webpage
If not, what changes will be made?	Update and enhancements are planned for the webpage; to include the ordinance, Management Plan, burial database.
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	NA
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	City Ordinance; fee schedules.
Historic level of public interest. (1 = very low; 5 = very high)	4
Identify specific actions that have generated specific public interest in these documents within the past five years.	Public Meetings
Are these documents currently available on slcgov.com?	Yes, the database is currently available and the management plan is in process.
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	NA

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	Once a situation is identified the public is involved in the entire process
What techniques are used to involve the public?	Public meetings; in-house customer service.
Intended purpose of public involvement?	To understand the needs of Salt Lake City Citizens.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	4
Identify all actions in this category that had generated significant public interest within the past five years	The burial database and the ease of access created a deal of interest. The management plan generated interest in the cemetery's future.

### Public Participation Continuum



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 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Parks

Contact: Val Pope

Phone : 801-972-7800

e-mail [www.val.pope@slcgov.com](mailto:www.val.pope@slcgov.com)

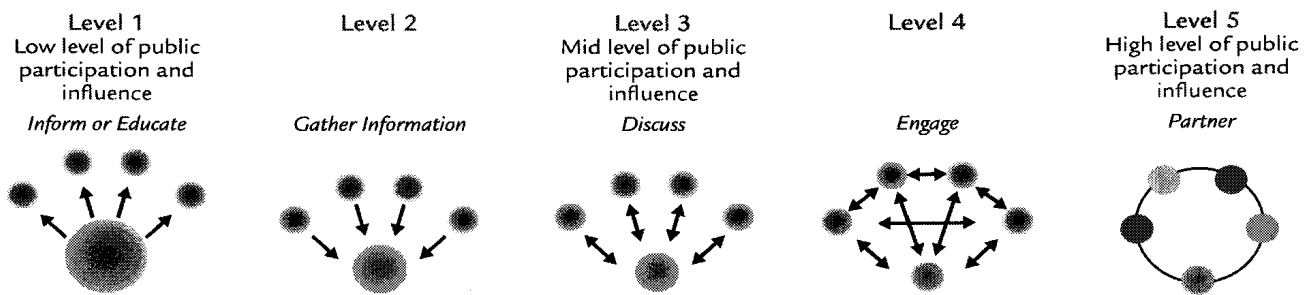
Function: The care and maintenance of Salt Lake City's Parks and green space

Type of Activity:     Policy Development     Administrative     Operational  
                            Advisory                            Project Planning     Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	Parks Webpage
If not, what changes will be made?	Enhancements and upgrades are planned to include Capital Improvement projects and description of all park spaces. Expected to be completed by spring 2010
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	NA
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Parks Master Plans, City Ordinances, reservation policies, and on-line park reservations.
Historic level of public interest. (1 = very low; 5 = very high)	4
Identify specific actions that have generated specific public interest in these documents within the past five years.	Public Meeting: Master Plan Development Process: Dog off-leash ordinance: capital improvement project planning/process; Special Event Ordinance
Are these documents currently available on slcgov.com?	Those that are currently active
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	NA

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	Ordinance development; all phases of park planning.
What techniques are used to involve the public?	Community Council meeting, surveys, steering committees. Open house meetings
Intended purpose of public involvement?	Understand the public's needs.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	5
Identify all actions in this category that had generated significant public interest within the past five years	Providing web base links for project information including Interacting with neighborhood community council. Creating dog off-leash areas; Liberty Park Projects, Pioneer Park Master Plan, Sports Complex.

### Public Participation Continuum



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 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Streets and Sanitation

Contact: Art Valente

Phone : 801-535-6952 e-mail : art.valente@slcgov.com

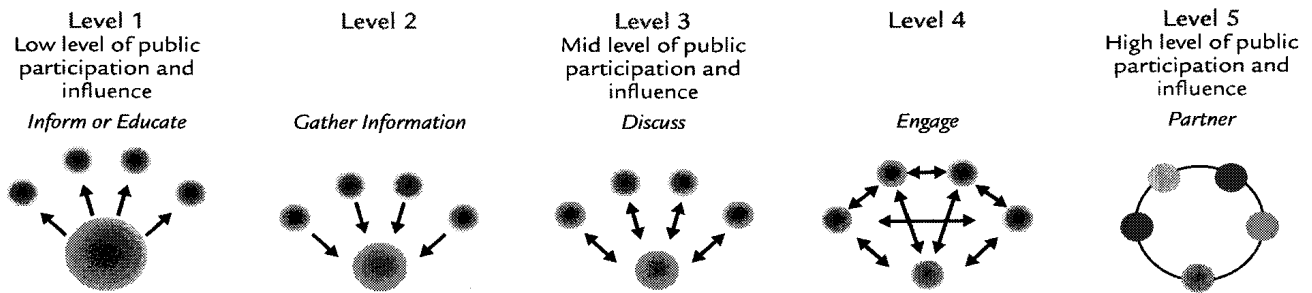
Function: Waste Disposal

Type of Activity:  Policy Development  Administrative  Operational  
 Advisory  Project Planning  Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	yes
If so, where?	Public Services Streets and Sanitation Webpage
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	N/A
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Salt Lake City & Health Department policies and ordinances
Historic level of public interest. (1 = very low; 5 = very high)	4
Identify specific actions that have generated specific public interest in these documents within the past five years.	New website, new yard waste program, changes in Neighborhood Cleanup Program (NCU)
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	N/A

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	Public is involved during public hearings by the City Council Meetings and during the annual budget process.
What techniques are used to involve the public?	SLC Council open houses, slcgov.net website, news and media, Yard Waste Flyers, NCU mailings
Intended purpose of public involvement?	Transparency and feedback
Usual level of public interest in this type of action (1 = very low; 5 = very high)	3
Identify all actions in this category that had generated significant public interest within the past five years	Implementation of new yard waste program and garbage cans available in various sizes, (i.e. 90-gallon, 60-gallon and 40-gallon)

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 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Streets and Sanitation

Contact: Joseph Aguilar

Phone : 801-535-6946      e-mail : joseph.aguilar@slcgov.com

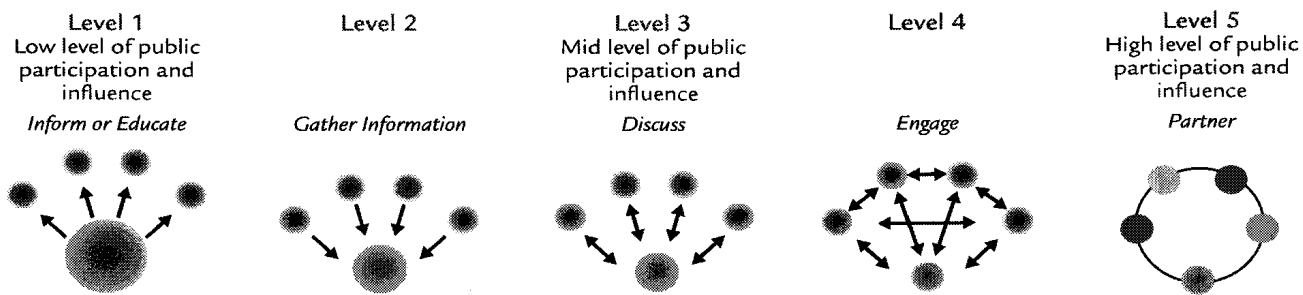
Function: Snow and Ice Removal

Type of Activity:     Policy Development       Administrative       Operational  
                           Advisory                             Project Planning     Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	yes
If so, where?	Public Services Streets and Sanitation Webpage
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	N/A
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Salt Lake City policies and ordinances
Historic level of public interest. (1 = very low; 5 = very high)	5
Identify specific actions that have generated specific public interest in these documents within the past five years.	New website
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	N/A

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	Public is involved during the City Council Meetings and during the annual budget process.
What techniques are used to involve the public?	Slcgov.net website, news and media
Intended purpose of public involvement?	Transparency and feedback
Usual level of public interest in this type of action (1 = very low; 5 = very high)	3
Identify all actions in this category that had generated significant public interest within the past five years	N/A

### Public Participation Continuum



.....  
 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department  
 Division: Streets & Sanitation  
 Contact: Joseph Aguilar  
 Phone : 801-535-6946 e-mail : joseph.aguilar@slcgov.com

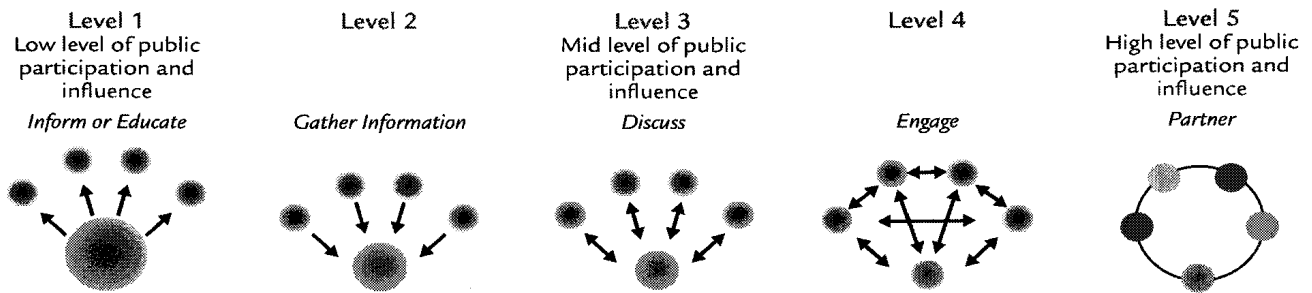
Function: Public Roads and Sidewalk Maintenance

Type of Activity:  Policy Development  Administrative  Operational  
 Advisory  Project Planning  Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Some are described including the 50/50 program and pothole repairs. Those not described include slurry seal, chip seal and construction projects.
If so, where?	Public Services Streets and Sanitation webpage
If not, what changes will be made?	New and additional information will be available on slurry seal, chip seal and construction projects.
Is the description "citizen friendly" and "citizen useful"?	Yes, for those described on website.
If not, what changes will be made?	N/A
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	<b>Asphalt Construction &amp; City Concrete Processes:</b> Salt Lake City policies and ordinances, Engineering Pavement Management Assessments <b>50/50 Concrete Process:</b> Residential Request for Service Documents
Historic level of public interest. (1 = very low; 5 = very high)	3
Identify specific actions that have generated specific public interest in these documents within the past five years.	New website
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	N/A

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	<b>Asphalt Construction &amp; City Concrete Processes: None</b> <b>50/50 Concrete Process:</b> Discretionary residential requests for services.
What techniques are used to involve the public?	Responses to phone inquiries and emails.
Intended purpose of public involvement?	N/A
Usual level of public interest in this type of action (1 = very low; 5 = very high)	N/A
Identify all actions in this category that had generated significant public interest within the past five years	Sidewalk Special Assessment Area work. Deteriorated sidewalks complaints.

### Public Participation Continuum



.....  
Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department  
Division: Streets and Sanitation  
Contact: Cabot Jennings  
Phone : 801-535-6994 e-mail : cabot.jennings@slcgov.com

Function: Traffic Signs, Signals and Marking Maintenance; Street Sweeping

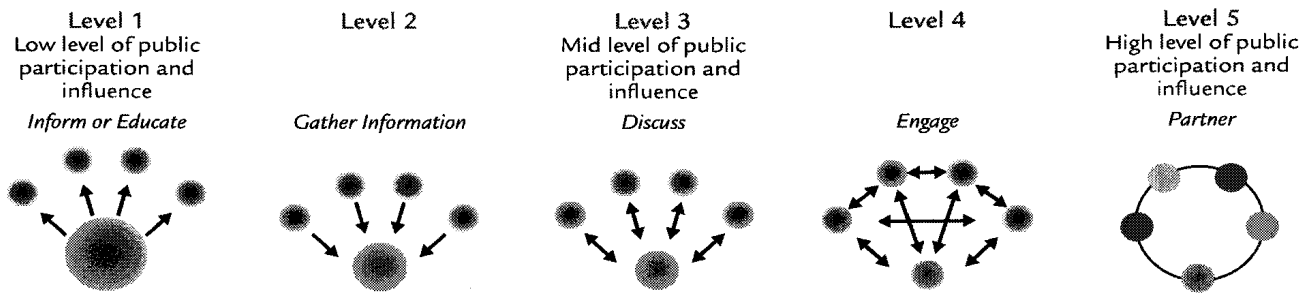
Type of Activity:  Policy Development  Administrative  Operational  
 Advisory  Project Planning  Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	No
If so, where?	N/A
If not, what changes will be made?	New and additional information will be available on all programs.
Is the description "citizen friendly" and "citizen useful"?	N/A
If not, what changes will be made?	N/A
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Salt Lake City policies and ordinances, Transportation Dept. assessments and studies. Log books, work orders. Maps, and service routes.
Historic level of public interest. (1 = very low; 5 = very high)	2
Identify specific actions that have generated specific public interest in these documents within the past five years.	Litigation claims on signs and signals.
Are these documents currently available on slcgov.com?	No

<p>If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.</p>	<p>Better understanding of City's service delivery program.</p>
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<p align="center"><b>PUBLIC INVOLVEMENT</b></p>	
<p>At what point in the decision-making process is the public involved, if at all?</p>	<p>Council meetings, Transportation Citizens Advisory Groups, Town Hall Meetings, Bicycle Advisory Group, Transportation Advisory Board, Community Council meetings.</p>
<p>What techniques are used to involve the public?</p>	<p>News media, flyers, press releases</p>
<p>Intended purpose of public involvement?</p>	<p>Gather input and opinions</p>
<p>Usual level of public interest in this type of action (1 = very low; 5 = very high)</p>	<p>4</p>
<p>Identify all actions in this category that had generated significant public interest within the past five years</p>	<p>Questions on synchronized traffic signals. Snow removal schedules, during the winter storms. Bike lanes maintenance. Markings</p>

Public Participation Continuum



.....  
Source: Adapted from Health Canada and International Association of Public Participation

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Office of Director

Contact: Rick Graham

Phone : 801-535-7774

e-mail : [rick.graham@slcgov.com](mailto:rick.graham@slcgov.com)

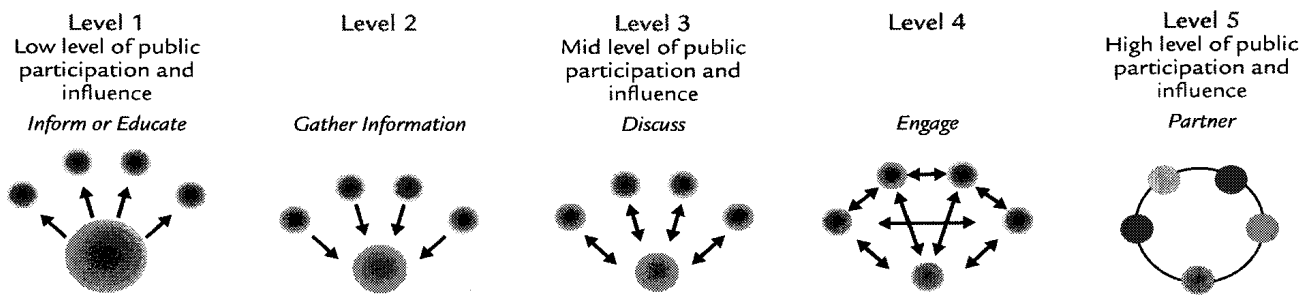
Function: Department Administration

Type of Activity:     Policy Development     Administrative     Operational  
                            Advisory                            Project Planning     Other --Special Event Planning

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	YES
If so, where?	Public Services Department Webpage
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	The webpage needs to be updated and enhanced. This update will be completed by September 2009
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	General Department information. This is link to all documents related to the operation of each department division. Policy statements, ordinances, management reports, master plans, reservation systems fees.
Historic level of public interest. (1 = very low; 5 = very high)	3
Identify specific actions that have generated specific public interest in these documents within the past five years.	N/A
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	N/A

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	Depending on this issue; the first step in a planning process; or review of planning, budget, documents before adoptions.
What techniques are used to involve the public?	Email, publications, meetings, community councils, steering committees, advisory boards.
Intended purpose of public involvement?	Gain public input.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	3
Identify all actions in this category that had generated significant public interest within the past five years	Dog off-leash ; Bond initiatives; Pioneer Park Master Plan; Liberty Park; special events.

### Public Participation Continuum



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 Source: Adapted from Health Canada and International Association of Public Participation

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Facilities

Contact: Alden Breinholt

Phone : 801-535-6163

e-mail

[www.alden.breinholt@slcgov.com](mailto:www.alden.breinholt@slcgov.com)

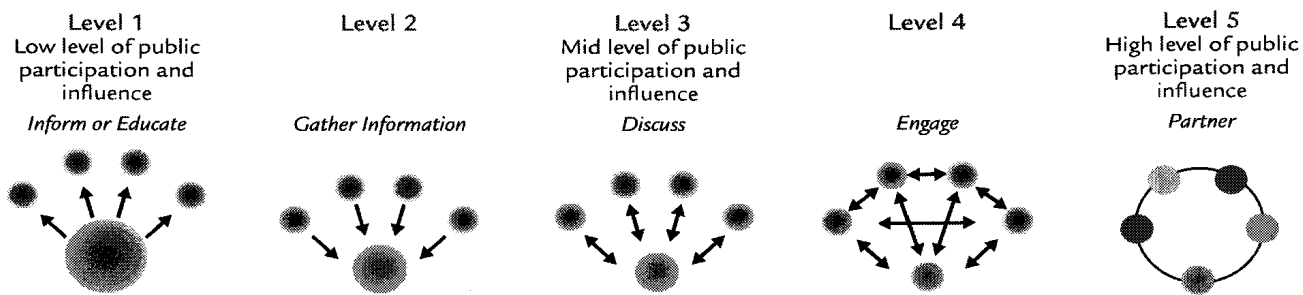
Function: Building Maintenance

Type of Activity:  Policy Development Administrative Operational Advisory Project Planning Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	<a href="http://www.slcgov.com/publicservices/Facilities/default.htm">http://www.slcgov.com/publicservices/Facilities/default.htm</a>
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	N/A, but a few enhancements will be made, Will add inventory list, addresses that provide the public with greater access to buildings.
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Internal policy and procedures
Historic level of public interest. (1 = very low; 5 = very high)	1
Identify specific actions that have generated specific public interest in these documents within the past five years.	None
Are these documents currently available on slcgov.com?	No
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	Yes, allows public greater access to City buildings.

PUBLIC INVOLVEMENT	
At what point in the decision-making process is the public involved, if at all?	No involvement
What techniques are used to involve the public?	Response to phone calls.
Intended purpose of public involvement?	Provide information.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	1
Identify all actions in this category that had generated significant public interest within the past five years	Special event use of City and County Buildings.

### Public Participation Continuum



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**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Facilities

Contact: Alden Breinholt

Phone :801-535-6163

e-mail

[www.alden.breinholt.com](http://www.alden.breinholt.com)

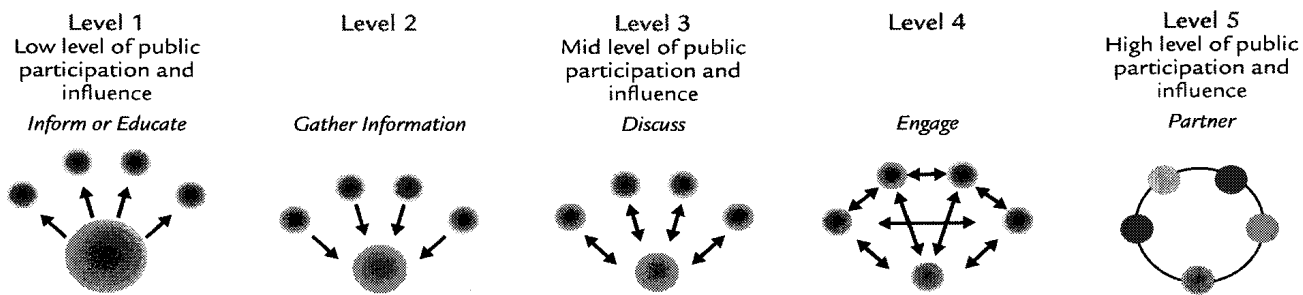
Function: Central and Sugarhouse Business Districts

Type of Activity:  Policy Development  Administrative  Operational  
 Advisory  Project Planning  Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	<a href="http://www.slcgov.com/publicservices/Facilities/default.htm">http://www.slcgov.com/publicservices/Facilities/default.htm</a>
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	N/A
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Internal Policy and Procedures
Historic level of public interest. (1 = very low; 5 = very high)	1
Identify specific actions that have generated specific public interest in these documents within the past five years.	Occasional Service Levels, calls for snow/ice removal, overflow of trash cans, trip hazards on sidewalks
Are these documents currently available on slcgov.com?	No
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	No

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	Notifying Division of a service level complaint
What techniques are used to involve the public?	Emails, Phone Calls, face to face meetings
Intended purpose of public involvement?	Resolve service level concerns
Usual level of public interest in this type of action (1 = very low; 5 = very high)	1
Identify all actions in this category that had generated significant public interest within the past five years	None

### Public Participation Continuum



.....  
 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Golf

Contact: David Terry

Phone : 801 485-7831

e-mail

[www.david.terry@slcgov.com](mailto:www.david.terry@slcgov.com)

Function: Develop and manage capital improvement program for nine (9) public golf courses

Type of Activity:  Policy Development  Administrative  Operational

Advisory

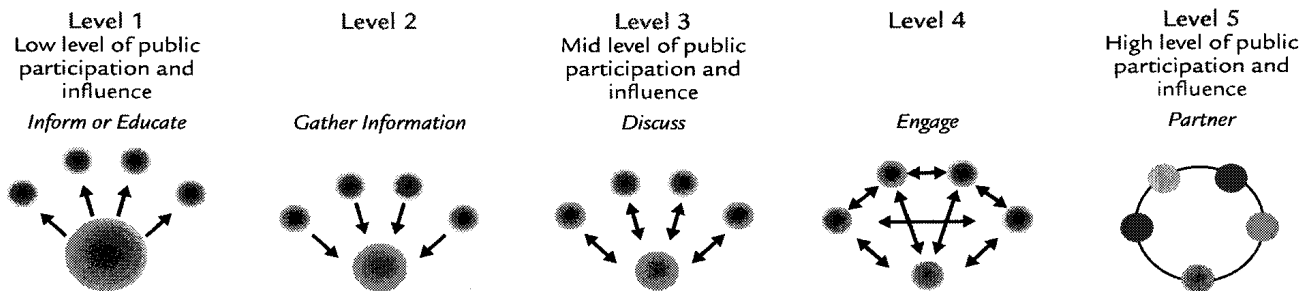
Project Planning

Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	<a href="http://www.slc-golf.com">www.slc-golf.com</a>
If not, what changes will be made?	
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Current course projects.
Historic level of public interest. (1 = very low; 5 = very high)	2
Identify specific actions that have generated specific public interest in these documents within the past five years.	Green aeration schedules
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	All new programs and procedures are discussed with the Salt Lake City Golf Enterprise Fund Advisory Board
What techniques are used to involve the public?	Golf Advisory Board Meetings are public meetings.
Intended purpose of public involvement?	Input to ensure decisions meet the needs of the public.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	2
Identify all actions in this category that had generated significant public interest within the past five years	Aeration of greens occurs each spring and fall.

### Public Participation Continuum



Source: Adapted from Health Canada and International Association of Public Participation

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Golf

Contact: David Terry

Phone : 801 485-7831

e-mail

[www.david.terry@slcgov.com](mailto:www.david.terry@slcgov.com)

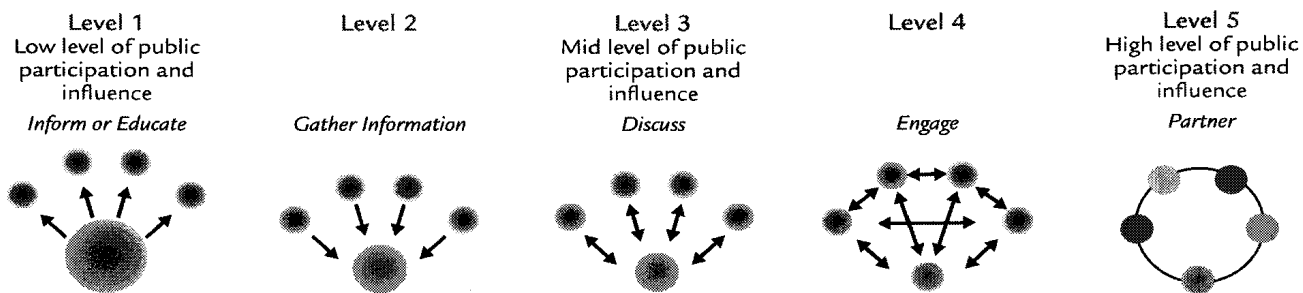
Function: Developing new golfers through instructional and educational programs

Type of Activity:  Policy Development  Administrative  Operational Advisory Project Planning Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	<a href="http://www.slc-golf.com">www.slc-golf.com</a>
If not, what changes will be made?	
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	List of all certified golf instructors, junior golf programs, and on-line junior golf registration process
Historic level of public interest. (1 = very low; 5 = very high)	4
Identify specific actions that have generated specific public interest in these documents within the past five years.	Creation of the SLC Youth on Course Junior Golf Program in 2007 and the addition of the on-line registration process in 2009.
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	All new programs and procedures are discussed with the Salt Lake City Golf Enterprise Fund Advisory Board.
What techniques are used to involve the public?	Golf Advisory Board Meetings are public meetings.
Intended purpose of public involvement?	Input to ensure decisions meet the needs of the public.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	2
Identify all actions in this category that had generated significant public interest within the past five years	Addition of Youth on Course program, on-line registration program, and ladies introduction to golf programs.

### Public Participation Continuum



.....  
 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Golf

Contact: David Terry

Phone : 801 485-7831

e-mail

[www.david.terry@slcgov.com](mailto:www.david.terry@slcgov.com)

Function: Operate, maintain and market the public use nine (9) public golf courses

Type of Activity:  Policy Development  Administrative  Operational

Advisory

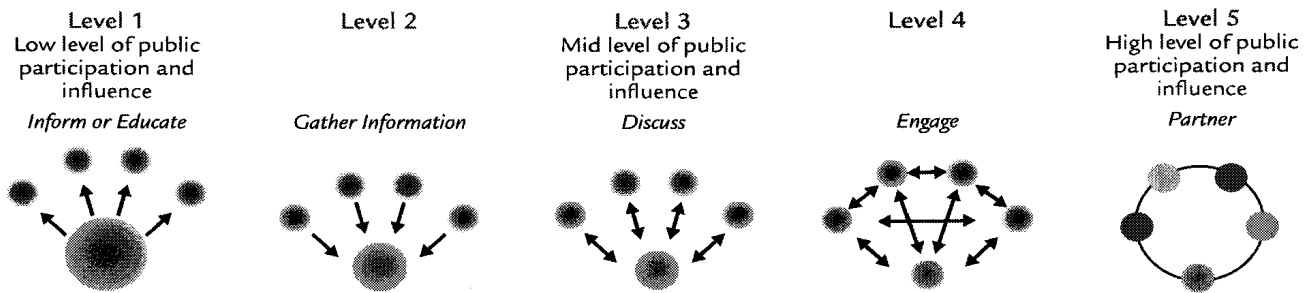
Project Planning

Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	www.slc-golf.com
If not, what changes will be made?	
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Information on course locations, services, features, fees, tournaments, instructional opportunities, special offers, course projects, FAQs, staff contact info, employment opportunities, how to make tee time reservations, and on-line registration for junior golf programs.
Historic level of public interest. (1 = very low; 5 = very high)	5
Identify specific actions that have generated specific public interest in these documents within the past five years.	Tee time reservation policies and on-line reservation process and on-line registration process for junior golf program.
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	All new programs and procedures are discussed with the Salt Lake City Golf Enterprise Fund Advisory Board
What techniques are used to involve the public?	Golf Advisory Board Meetings are public meetings.
Intended purpose of public involvement?	Input to ensure decisions meet the needs of the public.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	2
Identify all actions in this category that had generated significant public interest within the past five years	The last issue that generated significant public interest was the January 2004 green fee increase.

### Public Participation Continuum



.....  
 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Golf

Contact: David Terry

Phone : 801 485-7831

e-mail [www.david.terry@slcgov.com](mailto:www.david.terry@slcgov.com)

Function: Golf Course Operations: Retail Merchandizing; Customer Service; Sustainability; Tournaments

Type of Activity:     Policy Development     Administrative     Operational  
                            Advisory                             Project Planning     Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Minimally
If so, where?	<a href="http://www.slc-golf.com">www.slc-golf.com</a>
If not, what changes will be made?	We are in the process of updating and promoting our mission statement, customer service philosophy, and results from customer satisfaction surveys. We are in the process of adding a shopping cart feature to the website to move dated and distressed merchandise. We are in the process of developing a water conservation public relations campaign in conjunction with Public Utilities as they update the City's Water Conservation Master Plan. We are in the process of adding an icon that will direct golfers to the group tournament procedures and optional features available to each golf course including contracts, payment deadlines, merchandise options, and food and beverage options.
Is the description "citizen friendly" and "citizen useful"?	No
If not, what changes will be made?	
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Very little
Historic level of public interest. (1 = very low; 5 = very high)	2

Identify specific actions that have generated specific public interest in these documents within the past five years.	Any customer satisfaction surveys that we have conducted. Anytime we experience drought conditions.
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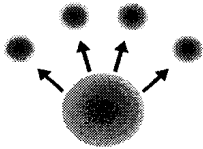
Are these documents currently available on slcgov.com?	
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If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	
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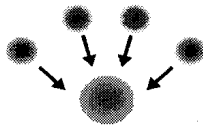
<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	All new programs and procedures are discussed with the Salt Lake City Golf Enterprise Fund Advisory Board.
What techniques are used to involve the public?	Golf Advisory Board Meetings are public meetings.
Intended purpose of public involvement?	Input to ensure decisions meet the needs of the public.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	2
Identify all actions in this category that had generated significant public interest within the past five years	GAB has been very interested in the past customer satisfaction studies we have conducted and would like to see the results made available to the public. GAB likes the idea of shopping cart feature to help move dated and distressed merchandise. GAB agrees with our position that we need to take the lead in promoting efficient use of water and other natural resources.

# Public Participation Continuum

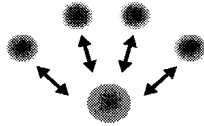
Level 1  
Low level of public participation and influence  
*Inform or Educate*



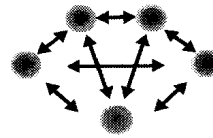
Level 2  
*Gather Information*



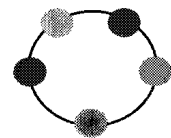
Level 3  
Mid level of public participation and influence  
*Discuss*



Level 4  
*Engage*



Level 5  
High level of public participation and influence  
*Partner*



.....  
Source: Adapted from Health Canada and International Association of Public Participation

**Open Government Analysis  
For  
All Salt Lake City Departments  
And Mayor's Office**

Department: Public Services Department

Division: Graffiti

Contact: Brent Ahlander

Phone : 801-978-7885

e-mail

[www.brent.ahlander@slcgov.com](mailto:www.brent.ahlander@slcgov.com)

Function: Graffiti Removal

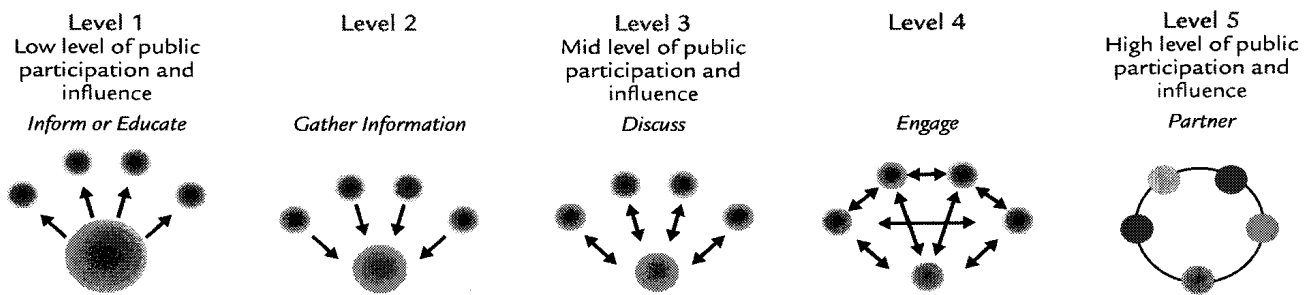
Type of Activity:

 Policy Development Administrative Operational Advisory Project Planning Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	Parks Webpage
If not, what changes will be made?	
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	NA
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Online Graffiti work order that can be filled out and submit
Historic level of public interest. (1 = very low; 5 = very high)	3
Identify specific actions that have generated specific public interest in these documents within the past five years.	The ability to submit Graffiti removal online
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	NA

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	When they call to report Graffiti
What techniques are used to involve the public?	Online Graffiti submittal, direct telephone call, voice answering machine and neighborhood watch reporting, community councils, printed literature.
Intended purpose of public involvement?	To help assist in reporting Graffiti
Usual level of public interest in this type of action (1 = very low; 5 = very high)	5
Identify all actions in this category that had generated significant public interest within the past five years	Community outreach through meetings providing the public with information of the services provided.

### Public Participation Continuum



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 Source: Adapted from Health Canada and International Association of Public Participation

**Open Government Analysis  
For  
All Salt Lake City Departments  
And Mayor's Office**

Department: Public Services Department

Division: Reservations

Contact: Val Pope

Phone :801-972-7800

e-mail : val.pope@slcgov.com

Function: Provide an accurate, efficient, user friendly process to make Park Reservations

Type of Activity:     Policy Development     Administrative     Operational  
                            Advisory                             Project Planning     Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	Parks Division First Page
If not, what changes will be made?	NA
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	NA
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	NA
Historic level of public interest. (1 = very low; 5 = very high)	4
Identify specific actions that have generated specific public interest in these documents within the past five years.	Public able to make reservations online
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	NA

**PUBLIC INVOLVEMENT**

At what point in the decision-making process is the public involved, if at all? <sup>1</sup>	NA
What techniques are used to involve the public? <sup>2</sup>	24 hour internet access to park reservations
Intended purpose of public involvement? <sup>3</sup>	Contentious access to make park reservations.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	4
Identify all actions in this category that had generated significant public interest within the past five years	Ability to make park reservations on line

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Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Engineering

Contact: Max Peterson

Phone : 801-535-6231 e-mail [www.max.peterson@slcgov.com](mailto:www.max.peterson@slcgov.com)

Function: Capital Improvement Program (Planning, Programming, Design, and Construction of CIP Projects)

Type of Activity:  Policy Development  Administrative  Operational  
 Advisory  Project Planning  Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	Engineering Division Webpage
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes; however, a major improvement is in development to provide an interactive map for ease of finding information regarding specific CIP projects. The Public Utilities Department is coordinating with Engineering to include information regarding their projects as well. The interactive map is scheduled to go online by the end of 2009.
If not, what changes will be made?	N/A
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Capital Improvement Projects status report, including streets, parks, and facilities construction activities. CIP bidding documents and results are available Online. Information and petition forms for Special Assessment areas are on the Webpage, and information regarding public way accessibility ramps requests.
Historic level of public interest. (1 = very low; 5 = very high)	1
Identify specific actions that have generated specific public interest in these documents within the past five years.	Engineering documents appeal to only a small portion of the public and relate to a specific need at a specific time. Public information meetings regarding capital improvements occasionally generate significant public interest. Proposed and active Sidewalk Special Assessment Area projects generally result in property owners seeking information on the Engineering Division website. Other major projects, such as the recent South Temple Rehabilitation, and the 900 East project that is presently underway, have resulted in citizens seeking project

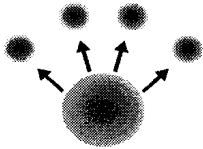
	information on Engineering's website. If citizens have additional questions after reviewing the information on the website, contact information is listed so individuals can discuss issues and concerns with Engineering Division personnel.
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	N/A

### PUBLIC INVOLVEMENT

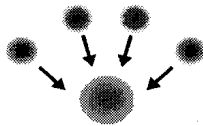
At what point in the decision-making process is the public involved, if at all?	Public involvement is part of Engineering's standard CIP project design and construction process.
What techniques are used to involve the public?	Public meetings, notifications of intent, citizen committees, and coordination with community councils, government officials, local government and steering committees.
Intended purpose of public involvement?	Citizen involvement assists in the design and information exchange process.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	Varies, depending on the type of project and/or activity.  3 to 5
Identify all actions in this category that had generated significant public interest within the past five years	Large Capital Improvement Program projects, impacting a significant number of property owners.

# Public Participation Continuum

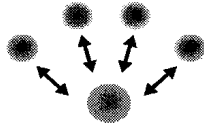
Level 1  
Low level of public participation and influence  
*Inform or Educate*



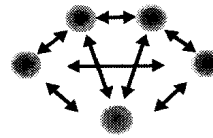
Level 2  
*Gather Information*



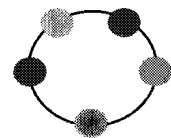
Level 3  
Mid level of public participation and influence  
*Discuss*



Level 4  
*Engage*



Level 5  
High level of public participation and influence  
*Partner*



.....  
Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Engineering

Contact: Max Peterson

Phone : 801-535-6231 e-mail [www.max.peterson@slcgov.com](mailto:www.max.peterson@slcgov.com)

Function: Engineering General Services Program (Records Management, Street Pavement Management Program, GIS, City Surveying)

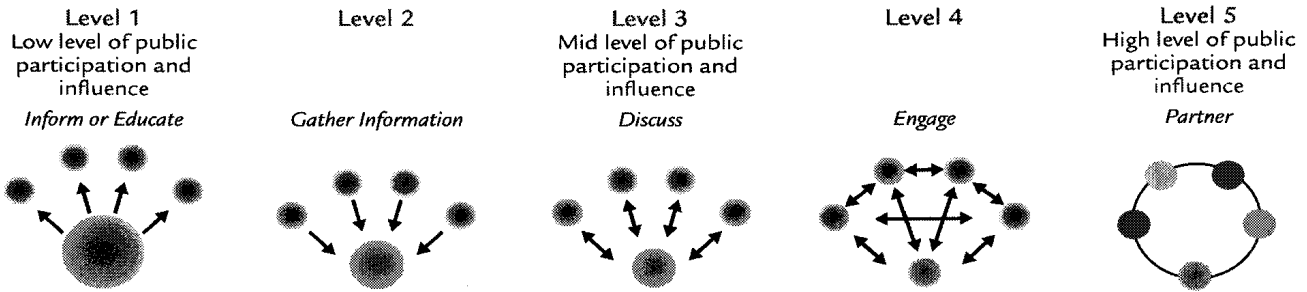
Type of Activity:  Policy Development  Administrative  Operational  
 Advisory  Project Planning  Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	Engineering Division Webpage
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	N/A
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Documents are available regarding all major disciplines of the Engineering General Services Program, including frequently asked questions site (FAQ), interactive maps, aerial photography, and information regarding options for replacement of deteriorated public way concrete.
Historic level of public interest. (1 = very low; 5 = very high)	1
Identify specific actions that have generated specific public interest in these documents within the past five years.	Engineering documents appeal to only a small portion of the public and relate to a specific need at a specific time. Public interest exists regarding options for replacement of deteriorated public way concrete. Examples of recent requests for information include property owners wanting to know if an alley is public or private, when the last pavement maintenance activity was performed on a roadway and when the next treatment is scheduled to occur, community councils have asked for aerial photos of specific areas of the City, and Engineering recently responded to a request for research of historical documents to determine ownership of a retaining wall adjacent to a public way sidewalk.

Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	N/A

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	N/A (Engineering General Services is basically an information program for public use.)
What techniques are used to involve the public?	N/A
Intended purpose of public involvement?	N/A
Usual level of public interest in this type of action (1 = very low; 5 = very high)	1
Identify all actions in this category that had generated significant public interest within the past five years	N/A, Public interest deals with a specific need at a specific time and generally relates to individuals, rather than large groups. An example of a specific need being addressed at a specific time relates to requests for information regarding options for deteriorated sidewalk replacement. Options are listed on the Engineering website with personnel contact information if citizens would like to discuss the available options further.

**Public Participation Continuum**



.....  
 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Engineering

Contact: Max Peterson

Phone : 801-535-6231

e-mail [www.max.peterson@slcgov.com](mailto:www.max.peterson@slcgov.com)

Function: Public Way Regulation and Control Program (Subdivision Development and Permit Process for Work in the Public Way)

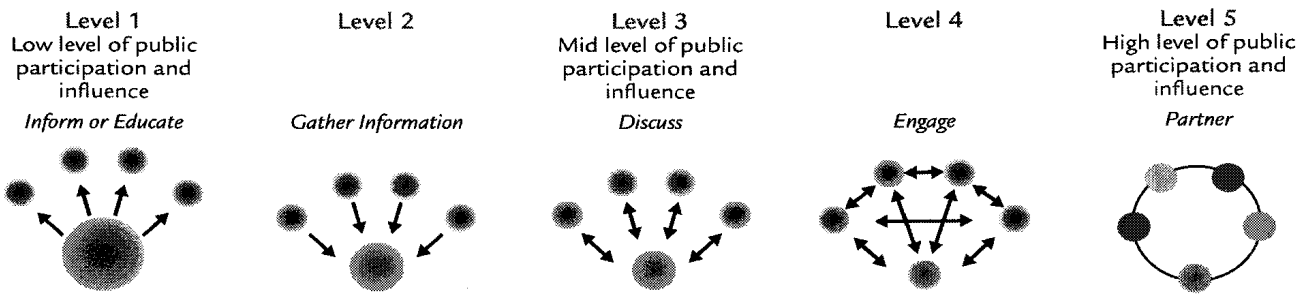
Type of Activity:  Policy Development  Administrative  Operational  
 Advisory  Project Planning  Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	Engineering Division Webpage
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	N/A
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Documents are available regarding the work in the public way permit process, insurance, bonding, and licensing, and Engineering standards for design and construction.
Historic level of public interest. (1 = very low; 5 = very high)	1
Identify specific actions that have generated specific public interest in these documents within the past five years.	Engineering documents appeal to only a small group and relate to a specific need at a specific time. Contractors and developers review documents online to determine the City's requirements regarding construction activities. Residential property owners can also obtain information regarding the permit process for repairing defective public way concrete through the permit process. Engineering contact personnel are listed to respond to any questions or concerns.
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to	N/A

the public of putting these documents on slcgov.com? If so, describe the benefit.	
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PUBLIC INVOLVEMENT	
At what point in the decision-making process is the public involved, if at all?	N/A
What techniques are used to involve the public?	N/A
Intended purpose of public involvement?	N/A
Usual level of public interest in this type of action (1 = very low; 5 = very high)	1
Identify all actions in this category that had generated significant public interest within the past five years	Interest is generally limited due to the nature of the service being provided. Public way regulation and control addresses specific needs at specific locations and does not generally evoke significant public interest. An example of a public way project that did generate significant public interest was the recent light rail extension in the Gateway area to the Intermodal Hub.

### Public Participation Continuum



.....  
 Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Golf

Contact: David Terry

Phone : 801 485-7831

e-mail [www.david.terry@slcgov.com](mailto:www.david.terry@slcgov.com)

Function: Golf Course Operations: Retail Merchandizing; Customer Service; Sustainability; Tournaments

Type of Activity:     Policy Development     Administrative     Operational  
                            Advisory                             Project Planning     Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Minimally
If so, where?	<a href="http://www.slc-golf.com">www.slc-golf.com</a>
If not, what changes will be made?	We are in the process of updating and promoting our mission statement, customer service philosophy, and results from customer satisfaction surveys. We are in the process of adding a shopping cart feature to the website to move dated and distressed merchandise. We are in the process of developing a water conservation public relations campaign in conjunction with Public Utilities as they update the City's Water Conservation Master Plan. We are in the process of adding an icon that will direct golfers to the group tournament procedures and optional features available to each golf course including contracts, payment deadlines, merchandise options, and food and beverage options.
Is the description "citizen friendly" and "citizen useful"?	No
If not, what changes will be made?	
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Very little
Historic level of public interest. (1 = very low; 5 = very high)	2

Identify specific actions that have generated specific public interest in these documents within the past five years.	Any customer satisfaction surveys that we have conducted. Anytime we experience drought conditions.
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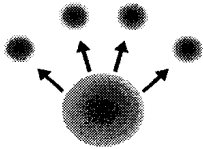
Are these documents currently available on slcgov.com?	
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If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	
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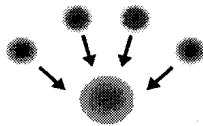
<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	All new programs and procedures are discussed with the Salt Lake City Golf Enterprise Fund Advisory Board.
What techniques are used to involve the public?	Golf Advisory Board Meetings are public meetings.
Intended purpose of public involvement?	Input to ensure decisions meet the needs of the public.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	2
Identify all actions in this category that had generated significant public interest within the past five years	GAB has been very interested in the past customer satisfaction studies we have conducted and would like to see the results made available to the public. GAB likes the idea of shopping cart feature to help move dated and distressed merchandise. GAB agrees with our position that we need to take the lead in promoting efficient use of water and other natural resources.

# Public Participation Continuum

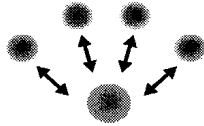
Level 1  
Low level of public participation and influence  
*Inform or Educate*



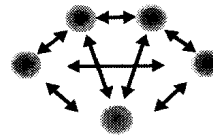
Level 2  
*Gather Information*



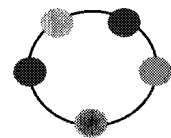
Level 3  
Mid level of public participation and influence  
*Discuss*



Level 4  
*Engage*



Level 5  
High level of public participation and influence  
*Partner*



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Source: Adapted from Health Canada and International Association of Public Participation

Date: July 10, 2009

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department  
Division: Compliance - Parking Enforcement  
Contact: Capt. Carroll Mays  
Phone : 801-535-6584

e-mail [www.carroll.mays@slcgov.com](mailto:www.carroll.mays@slcgov.com)

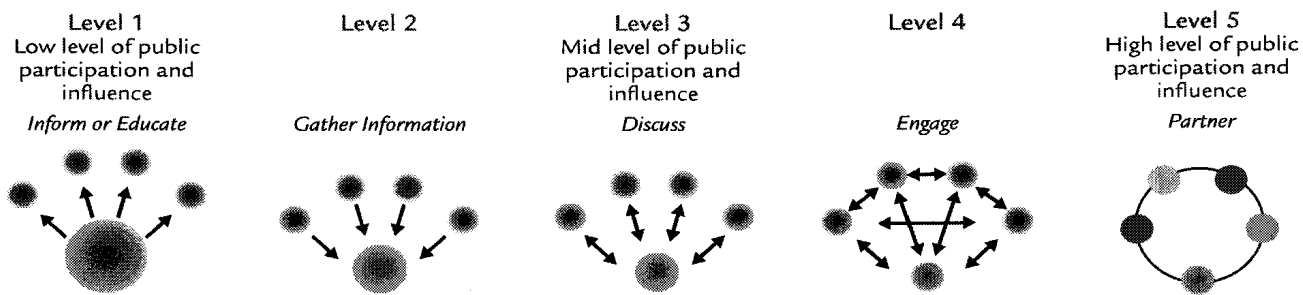
Function: Enforce Parking and Snow Removal Ordinances.

Type of Activity:  Policy Development  Administrative  Operational  
 Advisory  Project Planning  Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	<a href="http://www.slcgov.com/publicservices/Compliance/parking.htm">http://www.slcgov.com/publicservices/Compliance/parking.htm</a>
If not, what changes will be made?	N/A
Is the description "citizen friendly" and "citizen useful"?	Yes, extensively revised in 2008
If not, what changes will be made?	N/A
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	<ol style="list-style-type: none"> <li>1. Parking Enforcement Brochure</li> <li>2. Link to City Ordinances</li> <li>3. Link to report abandoned vehicles via email</li> </ol>
Historic level of public interest. (1 = very low; 5 = very high)	4
Identify specific actions that have generated specific public interest in these documents within the past five years.	Abandoned vehicles, impounds, and citations.
Are these documents currently available on slcgov.com?	Yes
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	N/A

<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all?	Feedback from the public is always welcome.
What techniques are used to involve the public?	Those who have received citations often feel compelled to call and become involved.
Intended purpose of public involvement?	Improve processes, make sure the city enforces fairly.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	3
Identify all actions in this category that had generated significant public interest within the past five years	Citations, impounds, Snow Removal issues.

### Public Participation Continuum



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 Source: Adapted from Health Canada and International Association of Public Participation

**Open Government Analysis  
For  
All Salt Lake City Departments  
and Mayor's Office**

Department: Public Services Department

Division: Youth &amp; Family

Contact: Kim Thomas &amp; Ken Perko

Phone : 535-7748

Email : [kim.thomas@slcgov.com](mailto:kim.thomas@slcgov.com); [ken.perko@slcgov.com](mailto:ken.perko@slcgov.com)

Function: Develop and manage youth programs: after-school, employment, government, and arts education; ensure program quality through regular assessments; partner with community organizations to provide a network of services for families.

Type of Activity:     Policy Development     Administrative     Operational  
                            Advisory                            Project Planning     Other \_\_\_\_\_

<b>SERVICE DESCRIPTION</b>	
Are the services performed by this group and the contact point described on slcgov.com?	Yes
If so, where?	On first page, "Guide to YouthCity" linked to www.youthcity.com.
If not, what changes will be made?	
Is the description "citizen friendly" and "citizen useful"?	Yes
If not, what changes will be made?	Changes need to be made to update some sections of the webpage. Expected completion September 2009.
<b>ACCESS TO DOCUMENTS</b>	
What kind of documents exist to support the City's actions?	Policy and Procedures Registration forms, volunteer information, links to other government and public program providers.
Historic level of public interest. (1 = very low; 5 = very high)	1
Identify specific actions that have generated specific public interest in these documents within the past five years.	Published information and links on the YouthCity website.
Are these documents currently available on slcgov.com?	No

If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	No
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<b>PUBLIC INVOLVEMENT</b>	
At what point in the decision-making process is the public involved, if at all? <sup>4</sup>	Public involvement has been demonstrated in our budgeting process. In addition public involvement is solicited on an on-going basis in order to improve and tailor programs to best serve the community needs.
What techniques are used to involve the public? <sup>5</sup>	<ol style="list-style-type: none"> <li>1. Surveys are conducted regularly.</li> <li>2. The YC web site requests public program input.</li> <li>3. Staff are trained to interface with the public in an open and responsive way.</li> </ol>
Intended purpose of public involvement? <sup>6</sup>	To ensure high quality programming that meets the needs of the residents of Salt Lake City.
Usual level of public interest in this type of action (1 = very low; 5 = very high)	3
Identify all actions in this category that had generated significant public interest within the past five years	<ol style="list-style-type: none"> <li>1. Informing public of the opportunity to submit comments to the city council during the budget process.</li> <li>2. The implementation of the Imagination Celebration</li> <li>3. Implementation of new programs</li> <li>4. Creating new community partnerships</li> </ol>

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