

JEFFRY T. NIERMEYER
DIRECTOR

SALT LAKE CITY CORPORATION

DEPARTMENT OF PUBLIC UTILITIES
WATER SUPPLY AND WATERWORKS
WATER RECLAMATION AND STORMWATER

RALPH BECKER
MAYOR

Date: July 9, 2009
To: Mayor Ralph Becker
From: Jeff Niermeyer, Public Utilities Director *Tom Ward for*
Subject: Salt Lake City's Greater Transparency for Collaborative Government Initiative
Public Utilities Department Plan

Dear Mayor Becker,

Please find attached completed forms for Public Utilities' Department Plan under Salt Lake City's Greater Transparency for Collaborative Government Initiative in the requested format based on your letter of April 13, 2009. Our department appreciates the interest, focus and guidance you and your staff are providing to us on this subject. Public Utilities has been evaluating and working to improve our processes, medium, and format for communication with our customers, stakeholders and the general public to provide greater value, efficiency and public satisfaction as we deliver our services.

In addition to the Open Government Analysis forms completed for our department, I have included a summary response below to the four questions in your letter which give our department's current direction and proposals for improvement in public communication, collaboration and transparency.

Are the services your department provides to the public accurately and completely described on slc.gov.com? If not, what changes need to be made?

Based upon our self-evaluation we believe that the services and information Public Utilities currently provides on slc.gov.com is accurate and complete, but the organization can and should be improved. Planned improvements are discussed below.

- 1) We believe that the organization of our department web site needs improvement to make it simpler and intuitive for customers, stakeholders, and interested parties to easily locate the information they are seeking, and effectively share information in our public education campaigns (e.g. water conservation, watershed protection, riparian corridor preservation, ground water source protection, etc.).
- 2) Our self evaluation of the existing and proposed web site is limited by our staff perspectives and experience, which may not identify the full range of opportunity and need for web improvement. We believe that there is a need for a communication/web design specialist to evaluate our web content, site design, and electronic information services to best identify customer and stakeholder needs and to employ best available technology approaches to more effectively meet those needs and engage our constituency. This would include evaluation of tools such as web page layout, banners, popups, RSS feeds, social networks (email group lists,

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blogs, twitter, facebook, etc.), smartphone web page compatibility and applications (e.g. iPhone, Palm or Blackberry apps), etc.

Are there categories of documents not currently available on slcgov.com that would help the public better understand the actions taken by your department? If so, what are those categories of documents and how would placing them on slcgov.com be helpful to the public?

- 1) On-Line Mapping Tools. We believe the addition of online map tools showing our proposed and ongoing construction projects will be a benefit to our customers and stakeholders. One of the primary interactions and impact our department has with the public is the identification, response, repair, and tracking of customer inquiries regarding water leaks, flooding, and other water-related issues. In addition to the emergency work repair which our crews conduct in the public right of way, we have an extensive capital improvement program with projects that affect the public. We are currently developing better online GIS mapping tools to meet this need and anticipate full implementation in 2010.
- 2) Customer Records Search. Public Utilities retains various historical documents pertaining to each customer's billing history as well as private service pipelines maps for sewer laterals, water service lines, and stormwater systems. We recently completed electronic scanning and indexing of each sewer service lateral, which includes maps of the lateral on the property owners' site. Our department receives inquiries regularly from the public for this information. We are evaluating online tools to make customer records available to them online, but need to identify and implement appropriate password or other security protections to maintain customer confidentiality.
- 3) Best Management Practice (BMP) guidance manuals for Water Quality Protection. There is an ongoing and evolving need for public education and guidance to City residents and businesses in the protection and stewardship of our water resources. Sustainability, LEEDS certification and environmental awareness has furthered a wellspring of dialogue and interest to minimize waste and energy use. There is a need as individuals consider proposals to reduce energy, carbon or other waste, that they have the framework and information to assure their project does not "trade out" water conservation or pollution of groundwater for perceived energy or carbon footprint reductions. Public Utilities is working with related stakeholders, including the Office of Sustainability & Environment, to develop BMP guidance for appropriate implementation of rainwater catchment and groundwater heat pumps, and is considering BMP guidance for other water related "green" development strategies.
- 4) Sustainability Initiatives Outreach. We are looking to develop better organization, messaging and marketing of the "green" initiatives and projects that our department implements. This includes the aforesaid BMPs, but also includes the various projects and programs we manage to save water, energy, and other resources, including water reuse, watershed protection, and biosolids management.

- 5) Public Utilities Advisory Committee (PUAC) agenda, staff reports, and minutes. While we fulfill our meeting notice requirements under the Utah Open and Public Meetings Law, we will be enhancing the information posted on line to make PUAC staff reports and meeting minutes available.
- 6) Annual State Regulatory Reports – Our department is required to submit annual reports to the State summarizing various performance measures of our services regulated under the Safe Drinking Water Act and the Clean Water Act. We plan to include to the detailed reports for reference by interested parties. These are extensive, public documents which we believe would not provide useful information to the average City resident. As such, we plan to include a summary of our wastewater and stormwater annual permit reports that would be meaningful to the public, and highlight our water resource stewardship goals and achievements.

Are there additional ways in which your department could obtain public input that would assist your department in serving the public more effectively or making better decisions? If so, what are they and how would they assist you?

The guidance and processes provided through Salt Lake Solutions and related programs have been beneficial for our department to follow a road map for public engagement on large program/projects with stakeholder involvement, including the City Creek Shaded Fire/Fuel Break and 1300 East Reservoir Demolition and Site Restoration. Standard, documented project development and delivery processes like this create a common language, understanding, and expectations between City staff and the public so that all parties understand where they are in the process timeline, when their input will be gathered, and how the project is implemented with their input. Further definition, classification and communicating levels of public engagement may further clarify this relationship between City staff, residents and public stakeholders to avoid miscommunication as projects go through outreach, scope development, and implementation.

Any other comments?

Public Utilities has established a goal of implementing additional online utility services each year, with the ultimate goal for customers to have full access to all of their utility account information and ability to easily conduct all utility business on line. We are evaluating incentives to encourage customer use of on line services, with the intent of improving timeliness, accessibility, and convenience of service while reducing costs to the City and customer.

One additional observation and feedback we have received is that we should conduct appropriate education and “marketing” of our on line services to draw greater awareness and use of these tools from the public. As such, we request the City’s consideration of appropriate outreach and “marketing” of on line services, including Public Utilities services.

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

Department:

Public Utilities

Public Utilities

Division:

Water Quality & Treatment

Storm water Management

Contact:

Florence Reynolds

Greg Archuleta, Florence Reynolds

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florence.reynolds@slcgov.com

Phone:

483.6864

801-483-6864

Function:

Drinking Water

Storm Water Management

Treatment and Quality

Regulatory Requirement

Monitor discharges to the storm sewer system

Type of Activity: Policy Development, Administrative, Operational, Advisory, Project Planning, Regulatory, Other:

SERVICE DESCRIPTION	SERVICE DESCRIPTION	SERVICE DESCRIPTION
Are the services performed by this group and the contact point described on slcgov.com?	Yes.	Yes, permitting information and guidance are included on line.
If so, where?	www.slch2o.com direct link to www.slcgov.com/utilities	www.slch2o.com
If not, what changes will be made?	link from Department main web page to be improved. See below.	Additional contact information for reporting illicit discharges will be added
Is the description "citizen friendly" and "citizen useful"?	Yes. Annual Consumer Confidence report is formatted as dictated by EPA. DPU will look for enhancement / clarification opportunities. Banner on Dept main page to be clarified from EPA term "Consumer Confidence Report" to "Drinking Water Quality Report".	Yes
If not, what changes will be made?	Clarify banner and link from Dept main page.	
ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS
What kind of documents exist to support the City's actions?	Plant operational reports, water quality sampling records. CCR is annual summary of testing required by EPA.	Monitoring reports
Historic level of public interest. (1 = very low; 5 = very high)	2	2
Identify specific actions that have generated specific public interest in these documents within the past five years.	Fluoridation, pharmaceuticals in water, lead in water, security/terrorism concerns, taste or odor questions/concerns on occasion, hard water concerns for some areas and times of year.	Illicit discharges, stormwater fees, Jordan River water quality programs (Water Quality Stewardship Plan, Jordan River Council, State TMDL Study, etc.).
Are these documents currently available on slcgov.com?	Yes, link to Public Utilities page	Violation reports are not publically available
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	A banner on the page would be helpful.	No significant benefit
PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT
At what point in the decision-making process is the public involved, if at all? [1]	The Public is not involved, it provides information to the public. However, all customer inquiries or water quality concerns are researched to determine cause of concern and if it is a public health issue that requires treatment or other solution.	When new regulations are made, public outreach is made to notify the community.
What techniques are used to involve the public? [2]	Consumer Confidence Report (CCR) is mailed to all water customers annually per EPA regulations	Outreach meetings, brochures, school education programs.
Intended purpose of public involvement? [3]	Inform	informational for customers and public to protect river and stream water quality through prevention of discharge to the City's storm drain system.
Usual level of public interest in this type of action (1= very low; 5 = very high)	2	3
Identify all actions in this category that had generated significant public interest within the past five years	Fluoridation, pharmaceuticals in water, lead in water, security/terrorism concerns	New regulations that have cost impacts

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

Department: Public Utilities
Division: Water Quality & Treatment
 Contact: Florence Reynolds, Laura Briefer, Patrick Nelson
 e-mail: florence.reynolds@slcgov.com
 Phone: 801-483-6864
Function: Protected Watershed Management

**Public Utilities
Engineering**
 Charles H. Call, Jr., P.E.
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 801-483-6840

Capitol Improvement Program
 Project Planning and Implementation

Type of Activity: Policy Development, Administrative, Administrative, Operational, Regulatory, Policy Development
 Operational, Advisory, Project Planning, Regulatory, Other:

SERVICE DESCRIPTION	SERVICE DESCRIPTION	SERVICE DESCRIPTION
Are the services performed by this group and the contact point described on slcgov.com?	Yes	Partially.
If so, where?	www.keepitpure.com	http://www.slcgov.com/Utilities/ci_current_utility_projects.htm
If not, what changes will be made?		Department is working to improve the map presentation and presenting in live GIS format. Also provide appropriate description of CIP and Master Plan process. Place Executive Summary of master plans on line along with current project status.
Is the description "citizen friendly" and "citizen useful"?	Yes	Yes. Dept is looking for ways to improve as noted.
If not, what changes will be made?		Show as GIS live map. Provide more detail for larger impact projects
ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS
What kind of documents exist to support the City's actions?	Salt Lake City Watershed Management Plan; Salt Lake County Water Quality Stewardship Plan; project documents for current Wasatch Canyons Tomorrow process; project documents for current Riparian Corridor Stream Study process	City Budget Book, Monthly PU Project Status Report, Master Plan Reports, Project Design Reports.
Historic level of public interest. (1 = very low; 5 = very high)	4	3
Identify specific actions that have generated specific public interest in these documents within the past five years.	Decisions and proposals regarding land uses and amendments/changes to land use regulations in the Wasatch Canyons and along urban stream corridors. Includes City Creek fuel break, invasive weed control, biking accidents, Wasatch Canyons Tomorrow initiative.	Citizens want to make sure public money is effectively spent and seeing plan, status and progress if they have interest in seeing specific water project being completed to solve a local problem. Areas of construction activity generate inquiries to projects regarding construction impacts/mitigation.
Are these documents currently available on slcgov.com?	Yes, except for the Salt Lake County Water Quality Stewardship Plan	No
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	SLC should link to the Salt Lake County Water Quality Stewardship Plan, which is on the Salt Lake County website.	Yes. This would provide more planning and operational information to the customers of SLC Public Utilities.
PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT
At what point in the decision-making process is the public involved, if at all? [1]	For most issues the public is involved from the beginning in project scope development. The PUAC and public/stakeholders are involved in high public interest or policy discussions.	When the City budget is reviewed and approved by the City Council. Large project development and outreach plans include public / stakeholder involvement in scoping, impact mitigation, etc.
What techniques are used to involve the public? [2]	Public meetings, workshops, open houses, notices, posted information, online comment forms. Public committees formed for higher interest projects.	Maps and list of existing/proposed projects on web. CC & open house outreach for large projects.
Intended purpose of public involvement? [3]	Stewardship education, and feedback on projects and help in planning. Identify and address issues and concerns	To get feedback on project priorities, mitigate impacts.
Usual level of public interest in this type of action (1= very low; 5 = very high)	3 to 5	3 to 5 depending on nature of project impacts to public
Identify all actions in this category that had generated significant public interest within the past five years	City Creek fuel break, invasive weed control, bicycle accidents in the watershed, Wasatch Canyons Tomorrow process.	None

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

Department:

Public Utilities

Public Utilities

Division:

Operations and Maintenance

Water Reclamation

Contact:

Mark Stanley

Dale A Christensen

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Phone:

801-483-6717

801-799-4000

Function:

**Emergency and Scheduled Maintenance of
Water, Sewer and Storm Systems**

**Water Reclamation Facility
NPDES Permit Reporting Requirements**

Type of Activity: Policy Development, Administrative,
Operational, Advisory, Project Planning, Regulatory, Other:

Operational

Regulatory

SERVICE DESCRIPTION	SERVICE DESCRIPTION	SERVICE DESCRIPTION
Are the services performed by this group and the contact point described on slcgov.com?	No. The 24/7 emergency contact number is posted prominently on web site (and customer bill)	Yes, but only in the form of award announcements
If so, where?	http://www.slcgov.com/utilities/	http://www.slcgov.com/utilities/
If not, what changes will be made?	A general description of water operation and maintenance work and programs, and who to contact will be added.	NA
Is the description "citizen friendly" and "citizen useful"?	It will be.	
If not, what changes will be made?	see changes noted above.	NA
ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS
What kind of documents exist to support the City's actions?	Customer Service Requests with caller and responder assignment information. Requests for work orders and the work orders themselves (scheduled and unscheduled work)	NPDES Permit and required Monthly, Quarterly, and Annual Reports
Historic level of public interest. (1 = very low; 5 = very high)	1	1
Identify specific actions that have generated specific public interest in these documents within the past five years.	None	None
Are these documents currently available on slcgov.com?	No	No
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	No	No
PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT
At what point in the decision-making process is the public involved, if at all? [1]	The public may be the first to report a problem (flooding, water main break, sewer problems). This initiates a work order to follow up and resolve the problem.	NA
What techniques are used to involve the public? [2]	Public contact for issue/complaint is followed up with resolution of problem and phone call as appropriate.	None
Intended purpose of public involvement? [3]	Follow up to assure satisfactory response on timeliness and quality of resolution of problems.	None
Usual level of public interest in this type of action (1 = very low; 5 = very high)	1 = general public; 5 = affected public	1
Identify all actions in this category that had generated significant public interest within the past five years	None for general public. All service interruptions result in significant interest from affected individuals.	None

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

Department:
Division:
Contact:
e-mail:
Phone:
Function:

Public Utilities
Water Reclamation
Dale A Christensen
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801-799-4000
Reclamation Facility
Operation & Maintenance
Operational

Public Utilities
Water Reclamation
Dale A Christensen
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801-799-4000
Reclamation Water Reuse
Project Planning

Type of Activity: Policy Development, Administrative, Operational, Advisory, Project Planning, Regulatory, Other:

SERVICE DESCRIPTION	SERVICE DESCRIPTION	SERVICE DESCRIPTION
Are the services performed by this group and the contact point described on slcgov.com?	No	Yes
If so, where?		http://www.ci.slc.ut.us/utilities/PDF%20Files/SLC_ReuseFS_brochure_v2.pdf
If not, what changes will be made?		
Is the description "citizen friendly" and "citizen useful"?		Yes
If not, what changes will be made?	Develop schematic and/or virtual plant tour with photos and descriptions of the treatment process.	
ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS
What kind of documents exist to support the City's actions?	Plant drawings and O&M Manuals. Requests for work orders and the work orders themselves (scheduled and unscheduled).	Water Reuse Feasibility Study Brochure and Study Report
Historic level of public interest. (1 = very low; 5 = very high)	1	2
Identify specific actions that have generated specific public interest in these documents within the past five years.	None	None
Are these documents currently available on slcgov.com?	No	Just the brochure through Public Utilities link.
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	No	NA
PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT
At what point in the decision-making process is the public involved, if at all? [1]	NA	Public Utilities will embark on outreach education and feedback prior to initiating design and implementation of a demonstration water reuse project
What techniques are used to involve the public? [2]	None	Formal public outreach program.
Intended purpose of public involvement? [3]	None	Solicit and incorporate public ideas and build public support
Usual level of public interest in this type of action (1= very low; 5 = very high)	1	3
Identify all actions in this category that had generated significant public interest within the past five years	None	None

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

Department:

Public Utilities

Public Utilities

Division:

Water Reclamation

Finance

Contact:

Dale A Christensen

Jim Lewis

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Phone:

801-799-4000

801-483-6773

Function:

Industrial/Business

Customer Service / Bill Payment

Wastewater Pretreatment Program

Regulatory

Administrative

Type of Activity: Policy Development, Administrative, Operational, Advisory, Project Planning, Regulatory, Other:

SERVICE DESCRIPTION	SERVICE DESCRIPTION	SERVICE DESCRIPTION
Are the services performed by this group and the contact point described on slcgov.com?	Currently updating this information.	Partial
If so, where?		Public Utilities Web site
If not, what changes will be made?	Description of program, online Industrial Waste Survey (IWS) form will be developed for reporting commercial business compliance and database population	Need to add all policies which pertain to how we handle our customers (new water/sewer/storm service, dilenquent payment, water shut off notice/process, etc.)
Is the description "citizen friendly" and "citizen usefu"?	Stakeholder/customer feedback will be sought 1-2 months after initial web information is posted.	Yes
If not, what changes will be made?	tbd	N/A
ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS
What kind of documents exist to support the City's actions?	EPA regulations (CFR), Utah Clean Water Act, City Pretreatment ordinance.	Utilities Billing System and Monthly Bills. Written Department Policies.
Historic level of public interest. (1 = very low; 5 = very high)	NA	3
Identify specific actions that have generated specific public interest in these documents within the past five years.		Customers are interested in their city accounts
Are these documents currently available on slcgov.com?		Yes (policies are partially listed)
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.		Yes
PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT
At what point in the decision-making process is the public involved, if at all? [1]	NA	When new/changes to policies are proposed and reviewed. When new customer billing services are offered.
What techniques are used to involve the public? [2]	Notification of requirement by US Mail	Notice of available online services provided on bill mailed to each customer.
Intended purpose of public involvement? [3]	Identify and properly categorize industrial users	Inform the customer of their bill and water usage
Usual level of public interest in this type of action (1= very low; 5 = very high)	3	3
Identify all actions in this category that had generated significant public interest within the past five years	NA	Implementation of e-statements this last November

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

Department:
Division:
Contact:
e-mail:
Phone:
Function:

Public Utilities
Finance
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Public Utilities
Finance
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Public Utilities Annual Report
Operational

Water Rate Study
Operational

Type of Activity: Policy Development, Administrative, Operational, Advisory, Project Planning, Regulatory, Other:

SERVICE DESCRIPTION	SERVICE DESCRIPTION	SERVICE DESCRIPTION
Are the services performed by this group and the contact point described on slcgov.com?	yes	Yes
If so, where?	see banner from Public Utilities main page	Public Utilities Web site
If not, what changes will be made?		N/A
Is the description "citizen friendly" and "citizen useful"?	Yes	Yes
If not, what changes will be made?	N/A	N/A
ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS
What kind of documents exist to support the City's actions?	Department's Annual Financial Report.	The web site contains minutes of meetings and handouts that were discussed at each meeting. The site will continue to monitor the discussion and final decision.
Historic level of public interest. (1 = very low; 5 = very high)	3	3
Identify specific actions that have generated specific public interest in these documents within the past five years.	N/A	Customers are interested in the decision process and the final outcome of the rate design.
Are these documents currently available on slcgov.com?	No	no. Project documents were hosted from consultant's site with link from Public Utilities site
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	Yes. Provides public information regarding Dept financial status and where customer money is spent.	Yes, we will create page hosted from our site to retain better control and historical documenting of projects/outreach
PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT
At what point in the decision-making process is the public involved, if at all? [1]	None	This reports the citizen committee process. The final process will include City Council Meetings and Public Hearing.
What techniques are used to involve the public? [2]	None	Providing information of the citizen committee and the public meetings and discussions are posted
Intended purpose of public involvement? [3]	None	To obtain public comment
Usual level of public interest in this type of action (1= very low; 5 = very high)	2	3
Identify all actions in this category that had generated significant public interest within the past five years	None	None

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

Department:
Division:
Contact:
e-mail:
Phone:
Function:

**Public Utilities
Administration**
Stephanie Duer
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801.483.6860
Water Conservation

**Public Utilities
Administration**
Brad Stewart
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**Development Standards, Review Process, and
Building Permits**
Project Planning, Regulatory

Type of Activity: Policy Development, Administrative, Operational, Advisory, Project Planning, Regulatory, Other:

State Regulatory, Administrative, Policy Development

SERVICE DESCRIPTION	SERVICE DESCRIPTION	SERVICE DESCRIPTION
Are the services performed by this group and the contact point described on slcgov.com?	Yes	Partial
If so, where?	www.slcsaveh2o.com	www.slcgov.com/Utilities/ci_plans_specifications.htm
If not, what changes will be made?	Site organization and content update planned winter 2009/2010	Finish updating design standards and post to web.
Is the description "citizen friendly" and "citizen useful"?	Yes; though plant list could be converted to plant database for ease of use	To a degree.
If not, what changes will be made?		Under review. Process, policies, and links to Building Services and Accella permit site to be added.
ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS
What kind of documents exist to support the City's actions?	Utah State Statute 73-10-32 Water Conservation Master Plan Water Ordinances Central Utah Water - water conservation conditions	City Ordinance, Valley Health, State Code, Federal Code, APWA and City design standards
Historic level of public interest. (1 = very low; 5 = very high)	5	4
Identify specific actions that have generated specific public interest in these documents within the past five years.	Policies (existing and proposed) regarding required landscape; interest in conservaton generally; interest in rebate opportunities; water rate structure and prices; policies regarding wasted water and over-use	Developers and design professionals save mis-spent effort if standards are provided in advance of design. Documents are available at City offices.
Are these documents currently available on slcgov.com?	Yes	No
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.		Yes. Posting the standards and clear process makes them readily accessible to design and construction industry.
PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT
At what point in the decision-making process is the public involved, if at all? [1]	The PUAC oversees process; Sub-committee of PUAC involved in development of plan; Community Council groups will be briefed as plan reached draft form; information available on web with email address for feedback; public hearing W/ City Council	Public is not involved in decision making, but actively engaged to understand permit process, track permit status, understand development standards, etc.
What techniques are used to involve the public? [2]	Committee; internet; community councils; public hearing	
Intended purpose of public involvement? [3]	Ensure inclusion of issues of concern within plan; identify potential strategies and programs for plan inclusion and implementation; market test	
Usual level of public interest in this type of action (1= very low; 5 = very high)	5	3
Identify all actions in this category that had generated significant public interest within the past five years	As ideas for program inclusion are being identified; As program implementation is being identified; 2009 water rate study update, drought always focuses public attention on conservation	Building permits, riparian permitting, encroachments in public ROW, Flood Zones and special design criteria.

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

Department:
Division:
Contact:
e-mail:
Phone:
Function:

**Public Utilities
Administration**
Laura Briefer
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**Public Utilities
Administration**
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Public Utilities Sustainability Plan
Policy Development, Project Planning

Emergency Preparedness and Planning
Administrative

Type of Activity: Policy Development, Administrative, Operational, Advisory, Project Planning, Regulatory, Other:

SERVICE DESCRIPTION	SERVICE DESCRIPTION	SERVICE DESCRIPTION
Are the services performed by this group and the contact point described on slcgov.com?	No	No
If so, where?		
If not, what changes will be made?	Planning process, topics, subject matter will be posted on the website	A general description regarding emergency preparedness and planning specific to water and wastewater functions could be prepared
Is the description "citizen friendly" and "citizen useful"?		
If not, what changes will be made?		
ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS
What kind of documents exist to support the City's actions?	This is a new function, but some documents exist, including a draft Climate Action Plan, energy use data, draft department Sustainability Plan outline.	Emergency Operations Plan, Vulnerability Assessments
Historic level of public interest. (1 = very low; 5 = very high)	4-5 for city-wide efforts	3
Identify specific actions that have generated specific public interest in these documents within the past five years.	Citywide goals and policies related to sustainability, growing concern about climate change impacts. Rain water harvesting, water conservation, groundwater heat pumps.	NA
Are these documents currently available on slcgov.com?	No	No, these are protected documents
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	Yes, to educate the public about sustainability goals, strategies and actions specific to drinking water and wastewater and to show accountability to the public on how we are addressing sustainability issues. Add guidance to public on how they can best implement sustainable practices that also protect water supply.	No, these are protected documents.
PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT
At what point in the decision-making process is the public involved, if at all? [1]	Not determined, but anticipate we will seek input and approval from the PUAC.	NA
What techniques are used to involve the public? [2]	Committee	Outreach, brochures, emergency preparedness tips on water bill
Intended purpose of public involvement? [3]	To include issues of concern.	Public confidence and appropriate public response in emergency. To inform public on what they should do in the event of a large or small emergency to have safe and adequate water supply. Public outreach for emergency starts long before emergency occurs.
Usual level of public interest in this type of action (1= very low; 5 = very high)	4	3
Identify all actions in this category that had generated significant public interest within the past five years	Possible use of federal stimulus funding for renewable energy production, energy conservation, and GHG emission reductions.	None

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

Department:
Division:
Contact:
e-mail:
Phone:
Function:

Public Utilities
GIS
Nick Kryger
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Mapping

Administrative, Regulatory, Operational

Flood Map Information

Regulatory, Administrative

Type of Activity: Policy Development, Administrative, Operational, Advisory, Project Planning, Regulatory, Other:

SERVICE DESCRIPTION	SERVICE DESCRIPTION	SERVICE DESCRIPTION
Are the services performed by this group and the contact point described on slcgov.com?	Yes	No
If so, where?	http://www.slcgov.com/utilities/ci_gis_mapping.htm	
If not, what changes will be made?		Will be adding a FEMA Floodplain information page. The page will also have Outreach data. Should help explain what a flood plain is, how it effects property insurance, and owner options. Link to FEMA National Flood Insurance Program site.
Is the description "citizen friendly" and "citizen useful"?	Yes, Customers email map requests, a returned smart pdf is sent back with very useful information. The resident, engineer or developer never needs to drive in and data is accessed within minutes at no cost.	It will be
If not, what changes will be made?	Considering appropriate on line accessibility to data while limiting risk to infrastructure threats.	see above.
ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS
What kind of documents exist to support the City's actions?	Digital infrastructure of our water, sewer and storm system.	Fema Mapping. City flood plain ordinance.
Historic level of public interest. (1 = very low; 5 = very high)	4	3
Identify specific actions that have generated specific public interest in these documents within the past five years.	None other than ongoing development inquiries.	Custom Insurance Rates
Are these documents currently available on slcgov.com?	Contact information is - data is available by request only to manage data security and know what projects may impact our infrastructure.	No
If not, is there a benefit to the public of putting these documents on slcgov.com? If so, describe the benefit.	No	Yes
PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT
At what point in the decision-making process is the public involved, if at all? [1]	NA	NA
What techniques are used to involve the public? [2]	NA	Web Outreach Program
Intended purpose of public involvement? [3]	NA	To become more knowledgeable about development in Flood Plains, risk, insurance and program info.
Usual level of public interest in this type of action (1= very low; 5 = very high)	4	3
Identify all actions in this category that had generated significant public interest within the past five years		

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

Department: Public Utilities
Division: GIS
 Contact: Nick Kryger
 e-mail: nick.kryger@slcgov.com
 Phone: 801-483-6834
Function: Utility Locating
 Blue Stakes Program
 Regulatory, Operational

Type of Activity: Policy Development, Administrative, Operational, Advisory, Project Planning, Regulatory, Other:

SERVICE DESCRIPTION	SERVICE DESCRIPTION
Are the services performed by this group and the contact point described on slcgov.com?	Yes - Public Utilities get on average 3,000 Blue Stake locate requests per month
If so, where?	http://www.slcgov.com/utilities/ci_gis_mapping.htm
If not, what changes will be made?	
Is the description "citizen friendly" and "citizen useful"?	Needs improvement in description of program, although contractor's in the industry are well versed in the program and how to use it.
If not, what changes will be made?	We are part of a state wide program which should be described and linked from our web site.
ACCESS TO DOCUMENTS	ACCESS TO DOCUMENTS
What kind of documents exist to support the City's actions?	"LRA" Ticket from the State Blue Stakes site. This information is stored for 3 years.
Historic level of public interest. (1 = very low; 5 = very high)	5 (from contractors)
Identify specific actions that have generated specific public interest in these documents within the past five years.	Customer recently inquired on our use of water based and environmentally friendly paint, so our best management and environmentally sensitive actions could be described on the site.
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.	It would be good to post our policy and requirements under the law. The LRA ticket should remain with the Statewide program web site.
PUBLIC INVOLVEMENT	PUBLIC INVOLVEMENT
At what point in the decision-making process is the public involved, if at all? [1]	NA
What techniques are used to involve the public? [2]	It is the Law to call Blue Stakes before digging. We also give a contact Information and numbers on the web.
Intended purpose of public involvement? [3]	To call before digging in the road, public safety, protection of utility infrastructure from damage and interruption of service to customers.
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	