

COTTONWOOD HEIGHTS

BITES IN THE HEIGHTS

RESTAURANT TOUR
AUGUST 20 - 31

Cottonwood Heights
Cafe



CANCUN CAFE
HOMEMADE MEXICAN COOKING



Dino Mart Deli

TOASTERS



CARL'S CAFE

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

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

For More Information
CHBUSINESS.ORG

Cottonwood Heights Business Satisfaction Survey

August 16, 2016

Executive Summary

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

Questions involved:

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

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

Items on the survey included the following topics:

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



Methodology

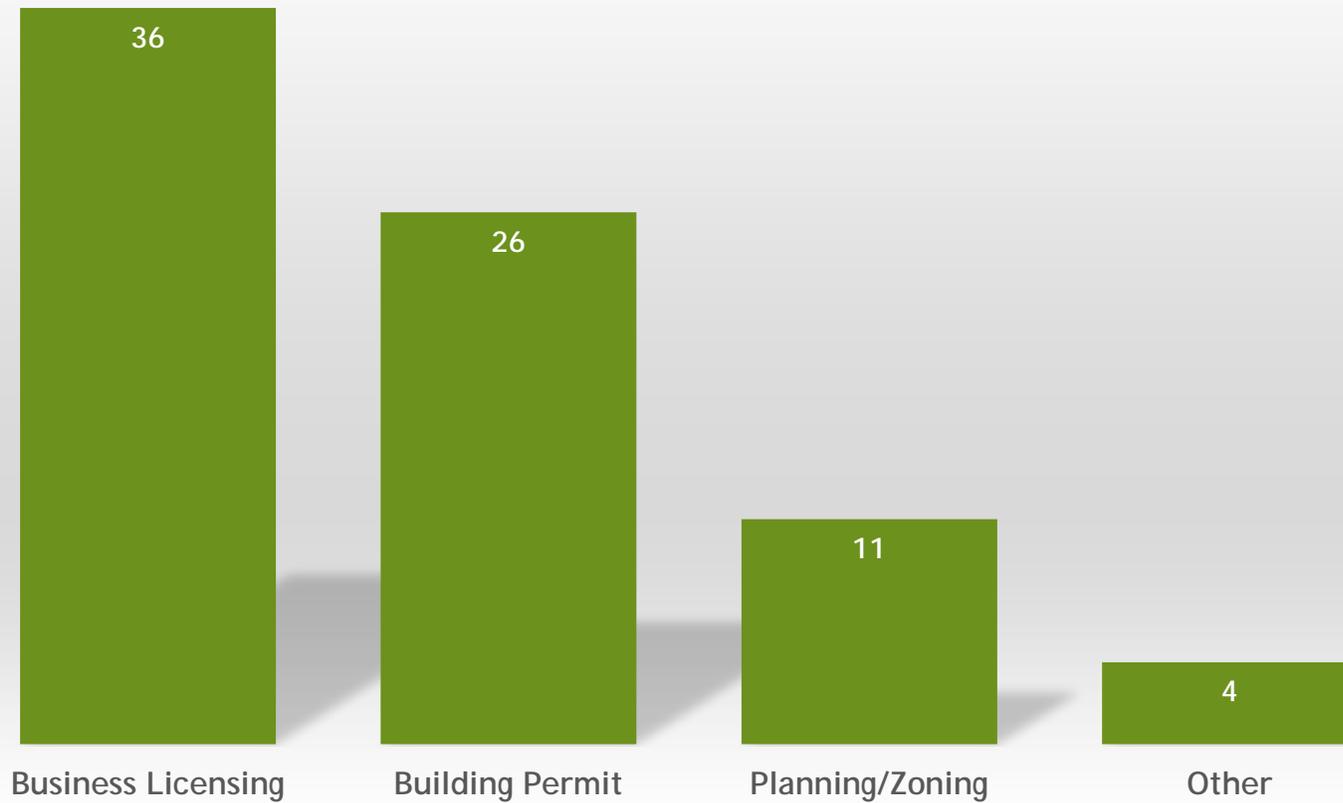
- ▶ Survey questions were created by the CED team
- ▶ Sent by mail (with business license renewals)
- ▶ Given out over the counter (for customers coming into the office)
- ▶ Sent by email to business owners, developers and property owners

The link was also posted on the CHBusiness.org website



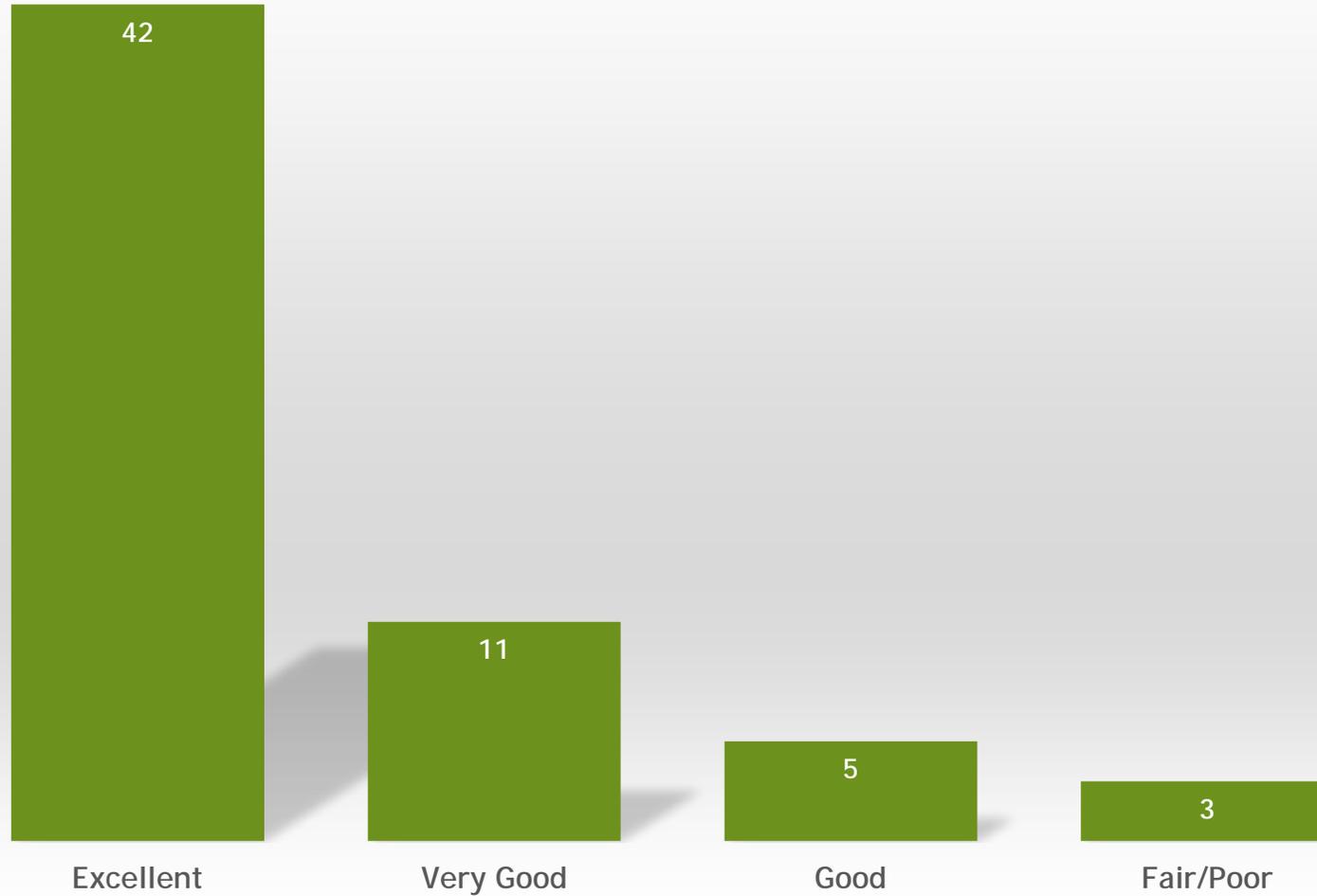
Survey Results

Survey Respondents



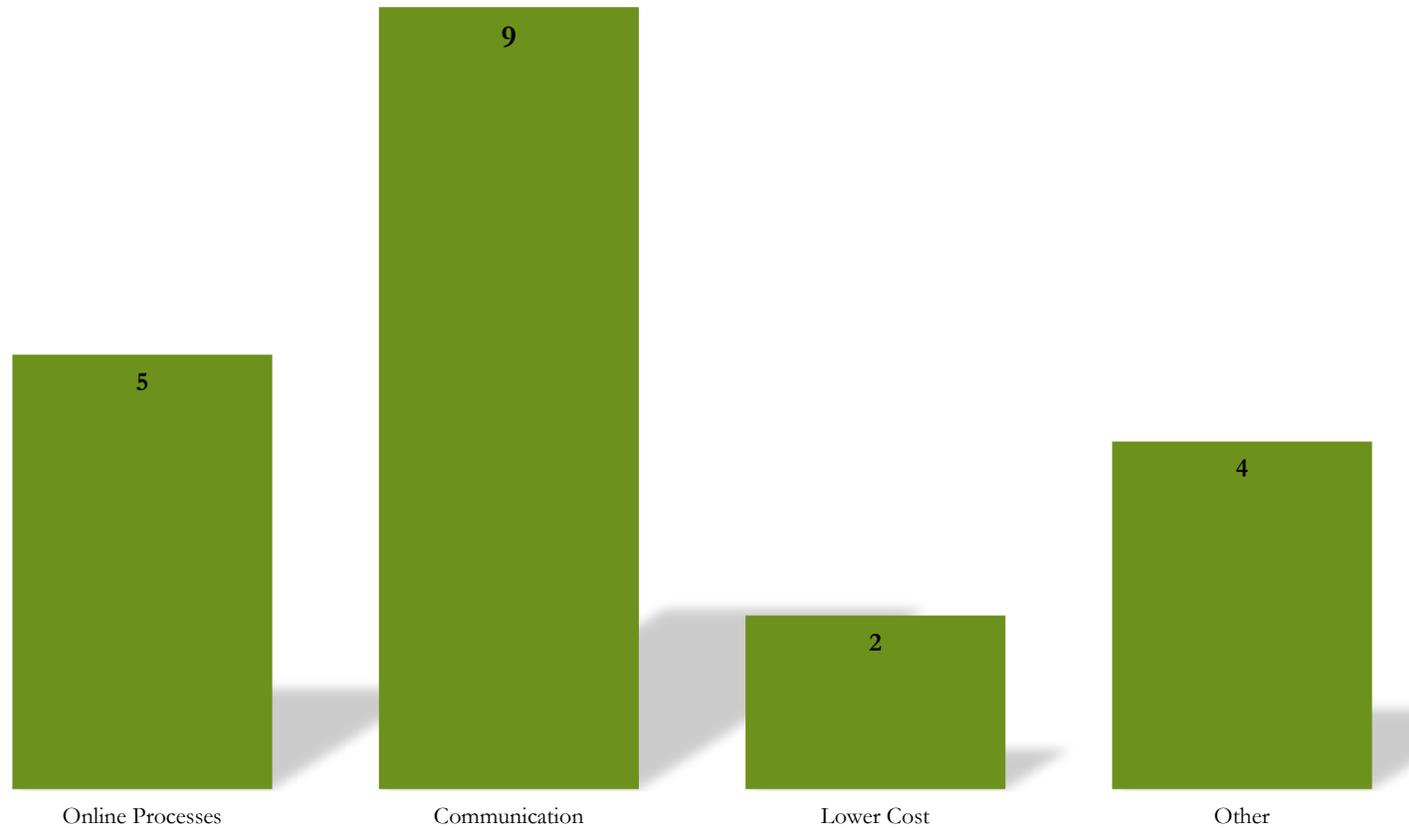
Survey Results

Rate the Service You Received



Survey Results

How Could that Service Be Improved?



Additional comments: How could that service be improved?

- ▶ The communication and service has been very good through email and phone. [Staff] keeps us informed and supplies us with the opportunity to participate in many different activities.
- ▶ Service was excellent and the office staff was available and knowledgeable.
- ▶ Don't change
- ▶ You are better than most. SLC and County are by far the worst. Thank you.
- ▶ Did the job I needed from the building dept.
- ▶ Was great service. Changed my business to an LLC. You were great to work with and very timely. **Received**
- ▶ Great job. Excellent communication.
- ▶ So far I have had all the help I needed. You can tell the people in the office really care about their business owners and try to help them any way they can. I really appreciate all of the support.
- ▶ Networking
- ▶ No idea! Service was great. Very friendly to work with, quick turn-around on licensing, and great supportive community.

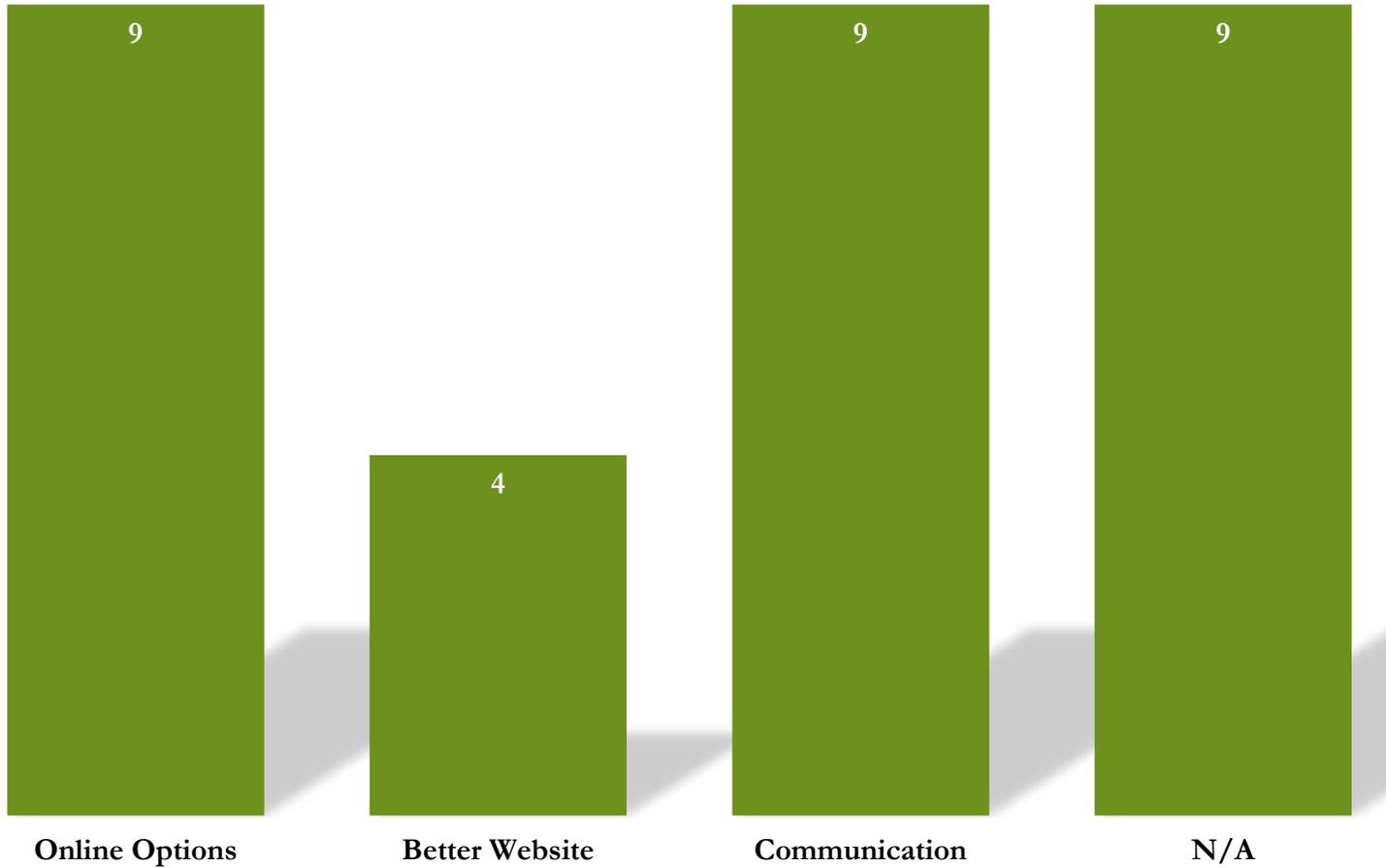
Survey Results

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



Survey Results

How Could That Information Be More Accessible or Streamlined?



What other suggestions do you have to improve our service?

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

SNOW PLOWING ROUTES AND EQUIPMENT



Danny Martinez, Public Works Superintendent
Cottonwood Heights Public Works

SNOW PLOW EQUIPMENT

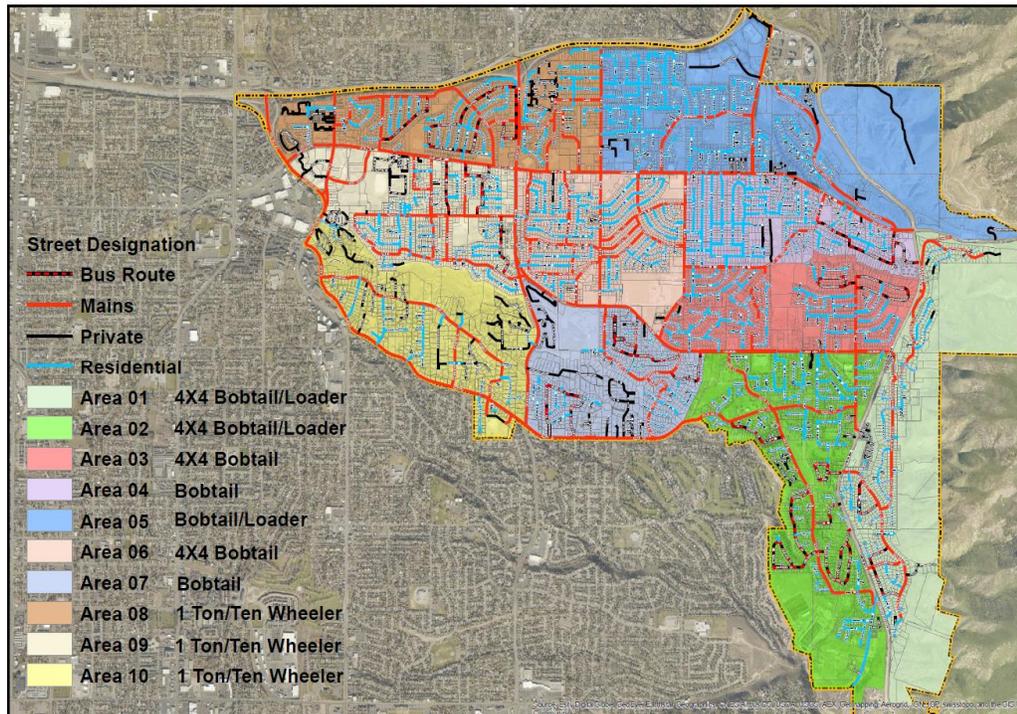


- Four (4) Ten Wheeler with Plows, Salters, and Brine Wetting Tanks
- Four (4) 4 X 4 Bob-Tails Dumps with Plows and Salters
- Three (3) Standard Bob-Tails with Plows and Salters
- Three (3) F-550 Pick Ups with Plows and Salters
- One (1) Ten Wheeler with Plow, Salter and Brine Wetting Tank (Back-Up)
- One (1) Top Kick (Smaller than Bob-Tail) with Plow and Salter (Cul-De-Sacs, Clean-up)
- Three (3) CAT 908 Loaders with Plow and Buckets (rentals) for moving snow to other locations and cul-de-sac backup
- One (1) CAT 950 Loader (rental) for loading salt at the Salt Shed
- Total Equipment: 20 Pieces for snow removal

SNOW PLOW PERSONNEL

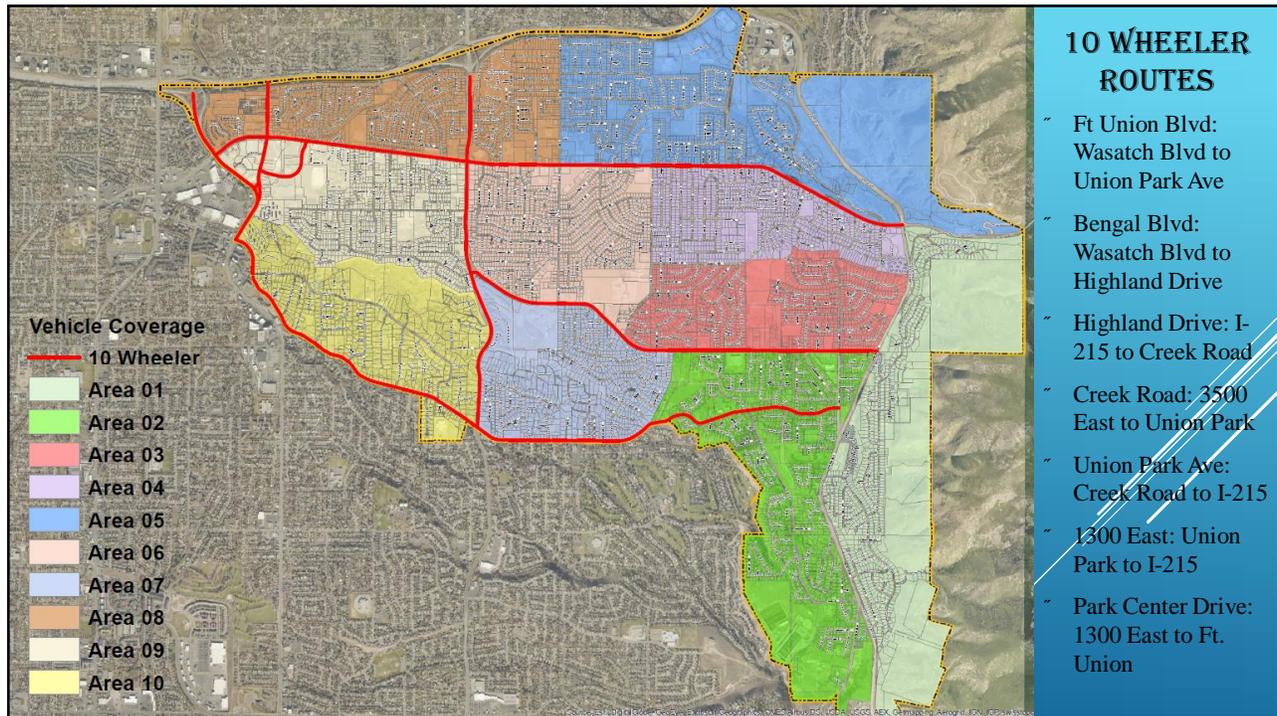
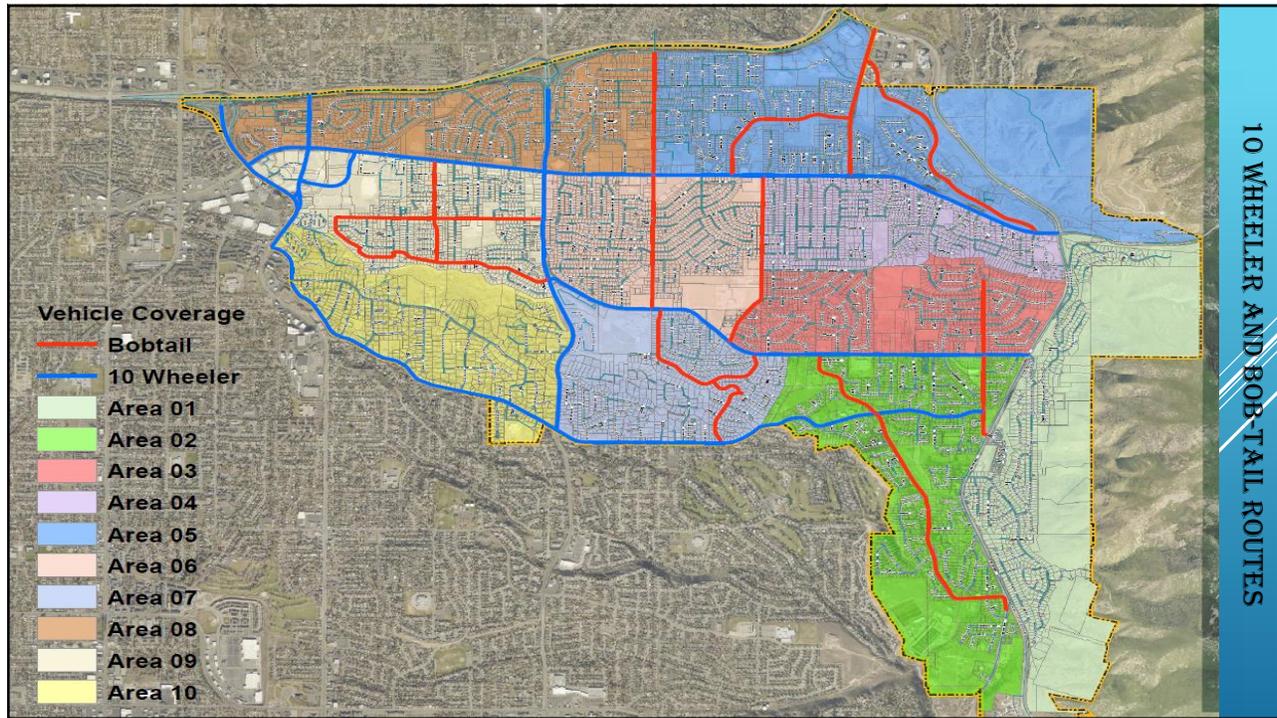


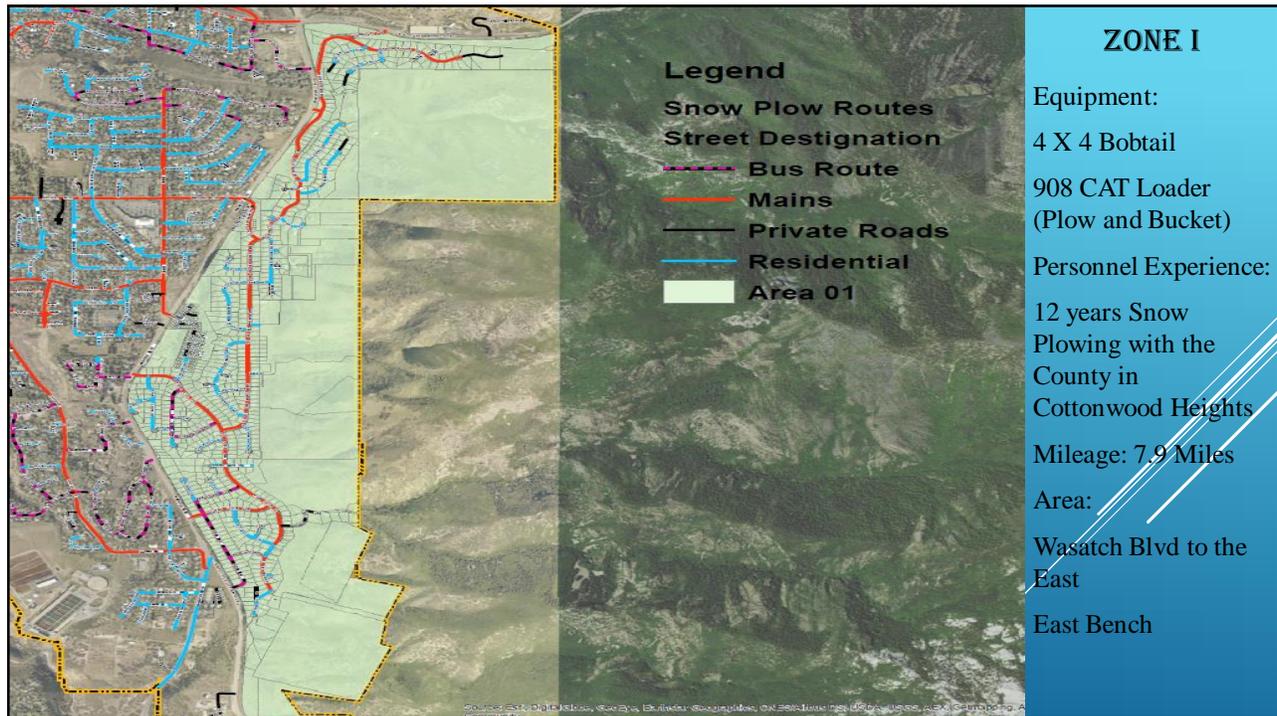
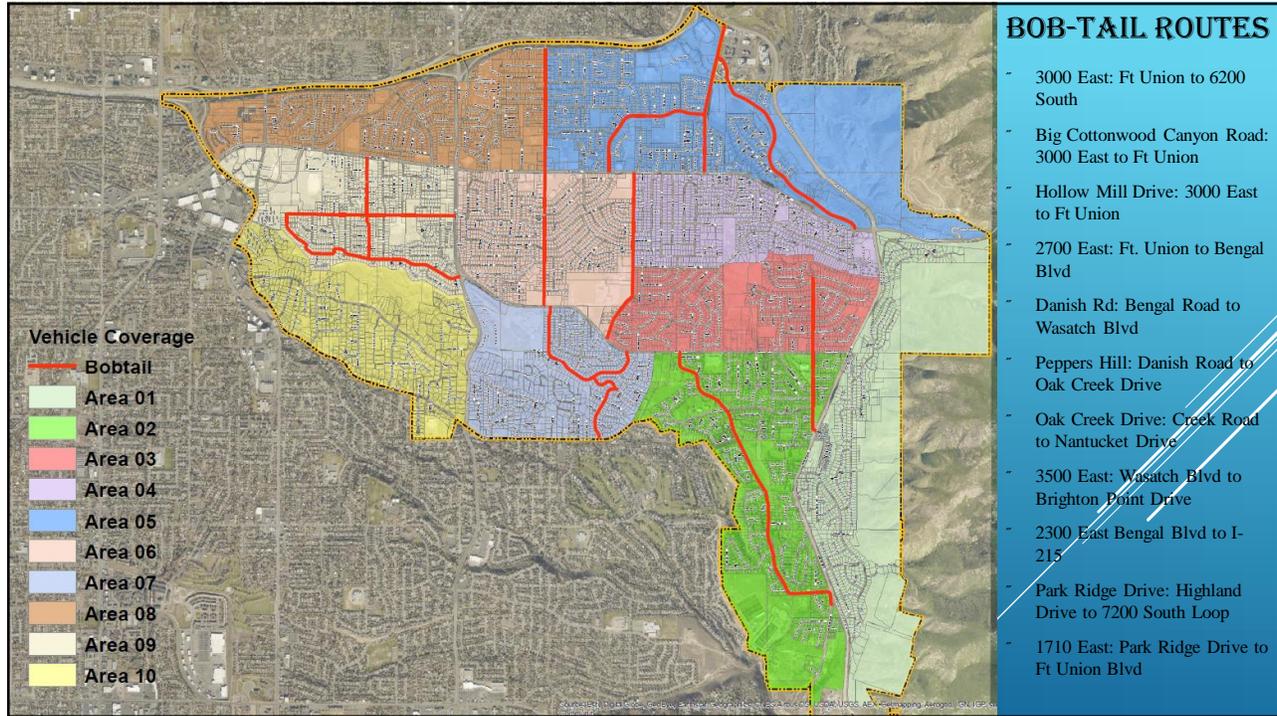
- To date we have hired eight (8) public works personnel
- This gives us 11 full time employees to plow snow
- Plus a possible two (2) staff members from other departments
- We are advertising for four (4) seasonal for October through April. We won't know until there are seasonal layoffs what we will get at that time and when the seasonal layoffs will occur... So for us, this is an unknown
- We have advertised for on-call plow drivers.

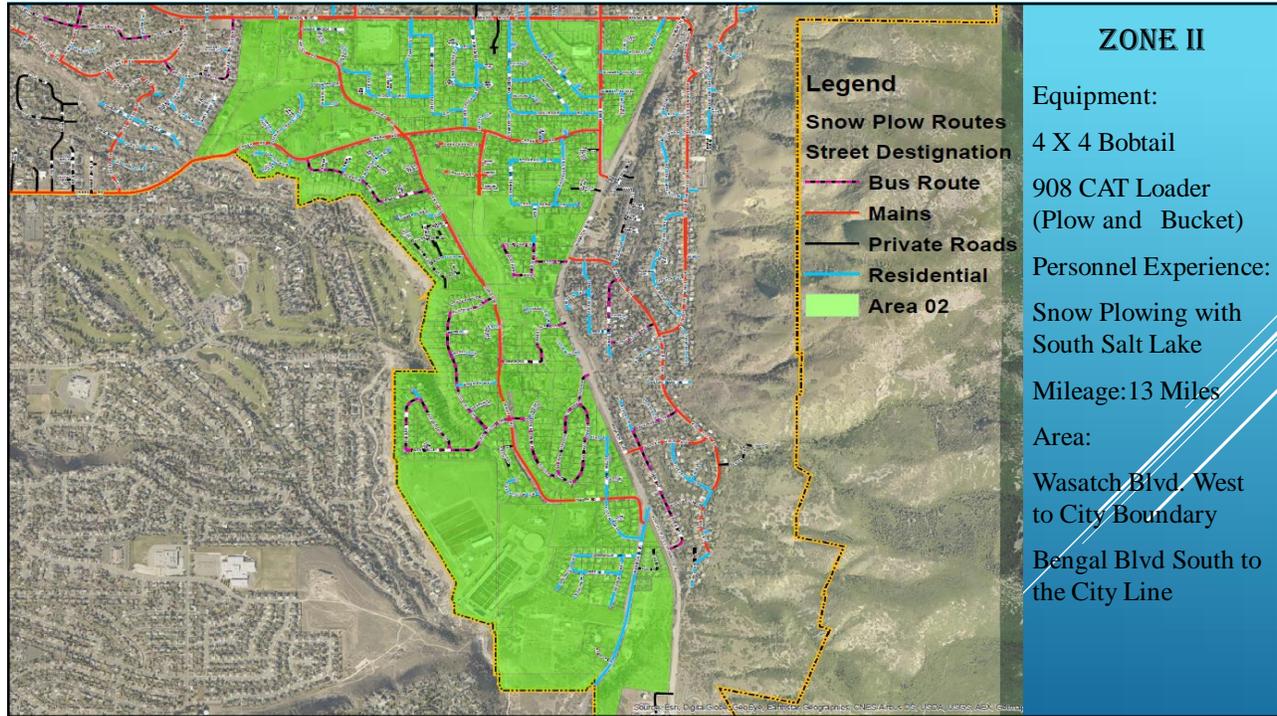


OVERALL VIEW OF THE CITY

- “ Broken down in to ten zones.
- “ Each zone is assigned a piece of equipment base based on the topography, number of miles, and geometry of the roads.
- “ Many of these zones follow the former County routes.







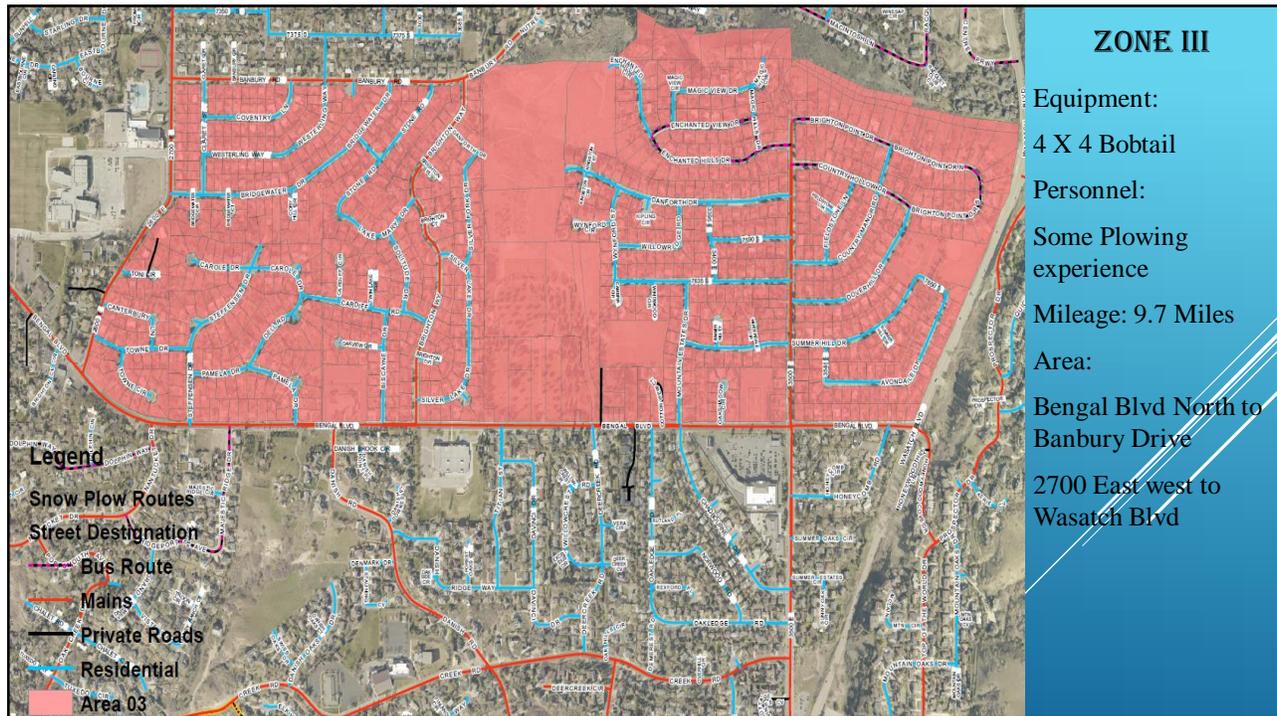
ZONE II

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

Personnel Experience:
 Snow Plowing with
 South Salt Lake

Mileage: 13 Miles

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



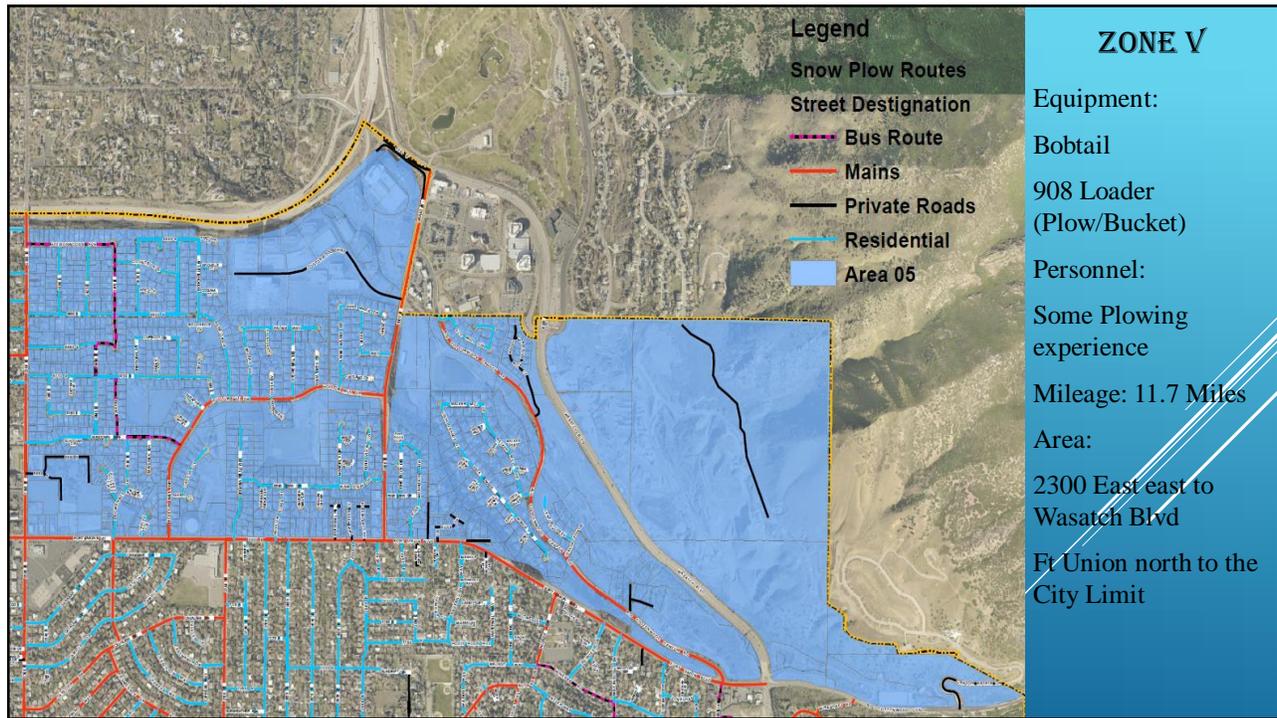
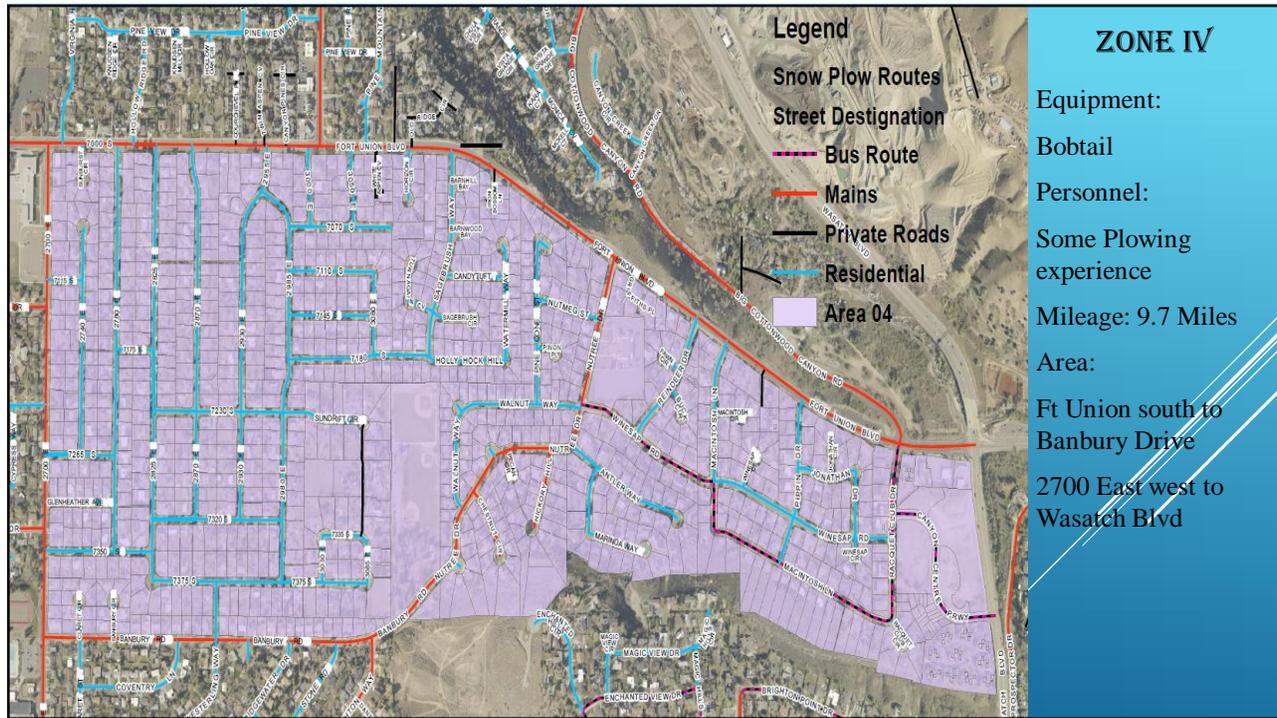
ZONE III

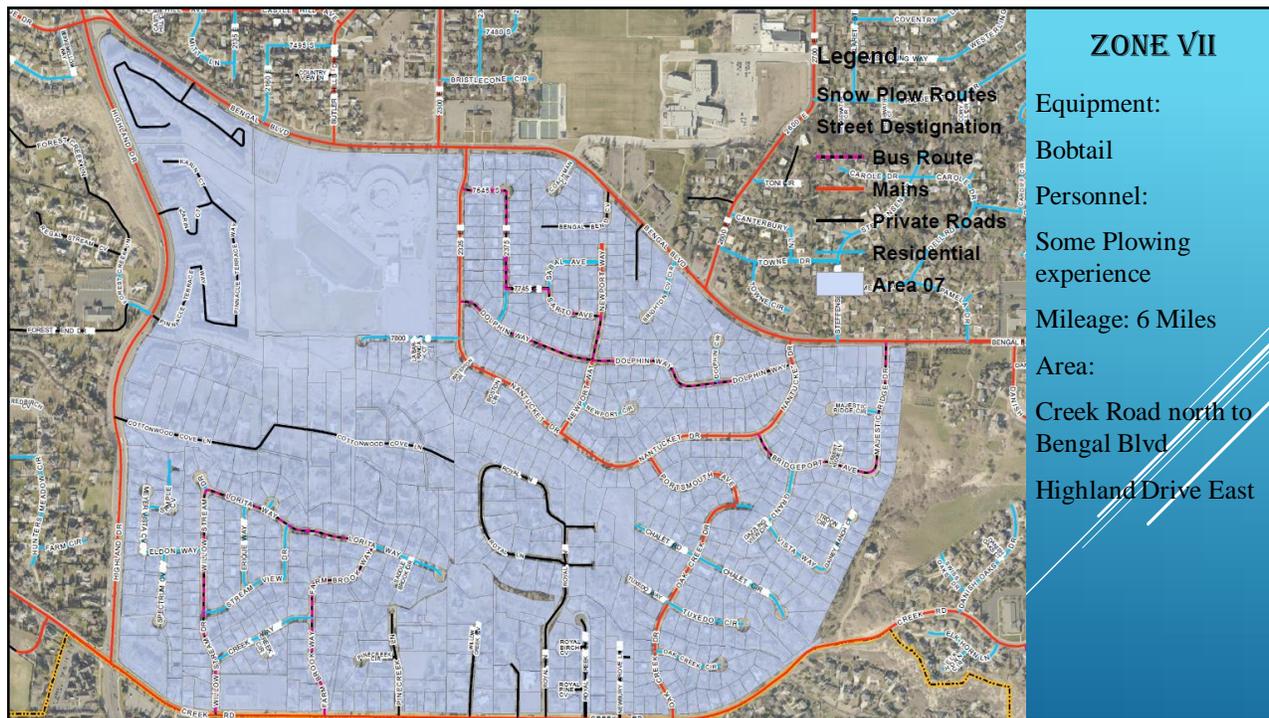
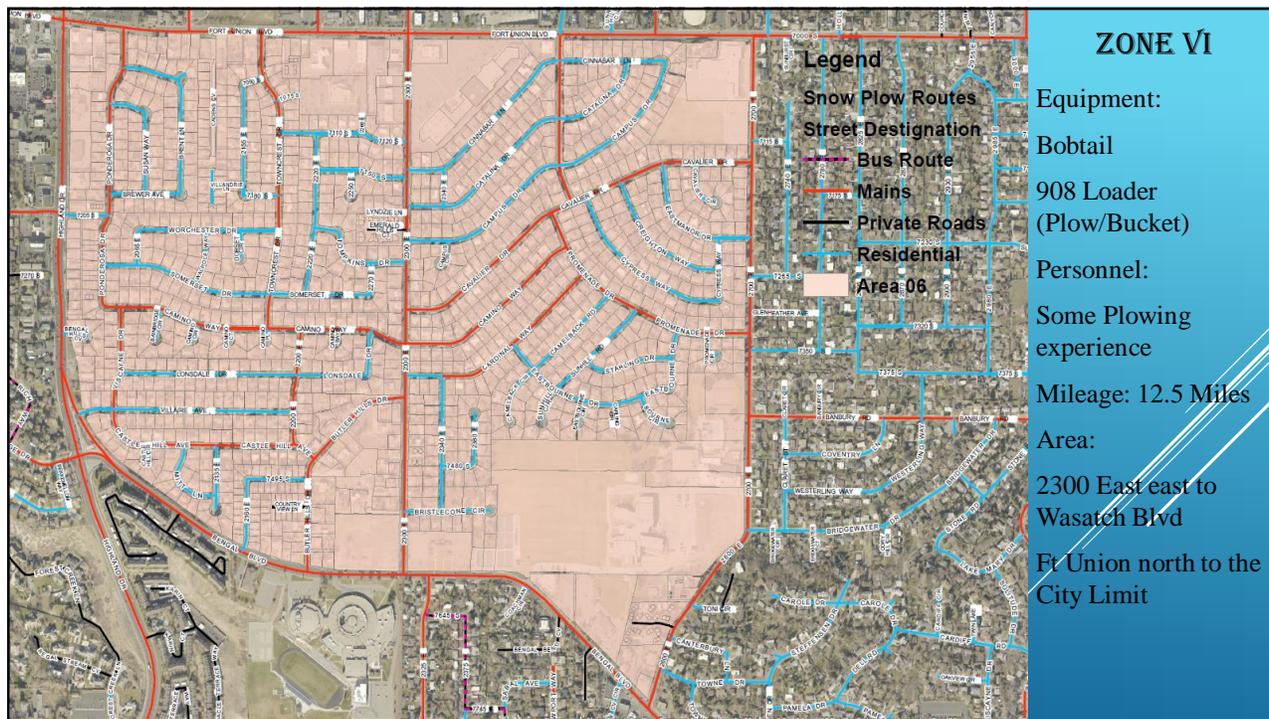
Equipment:
 4 X 4 Bobtail

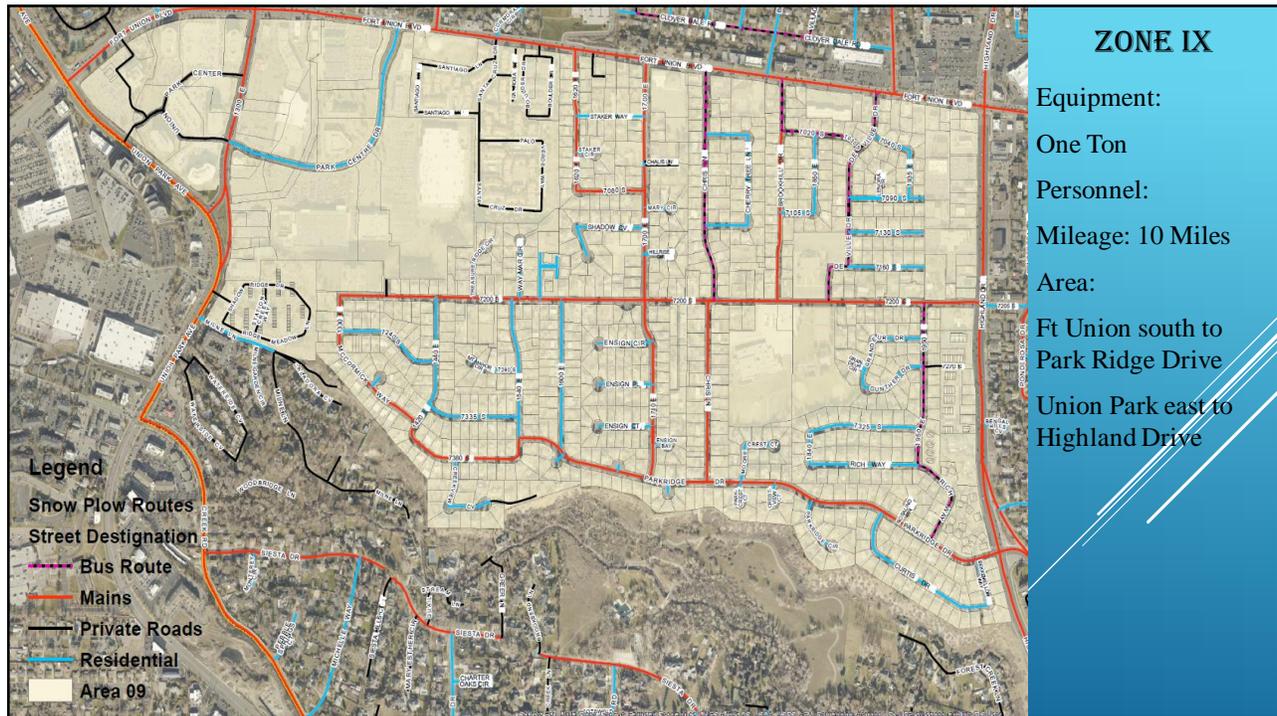
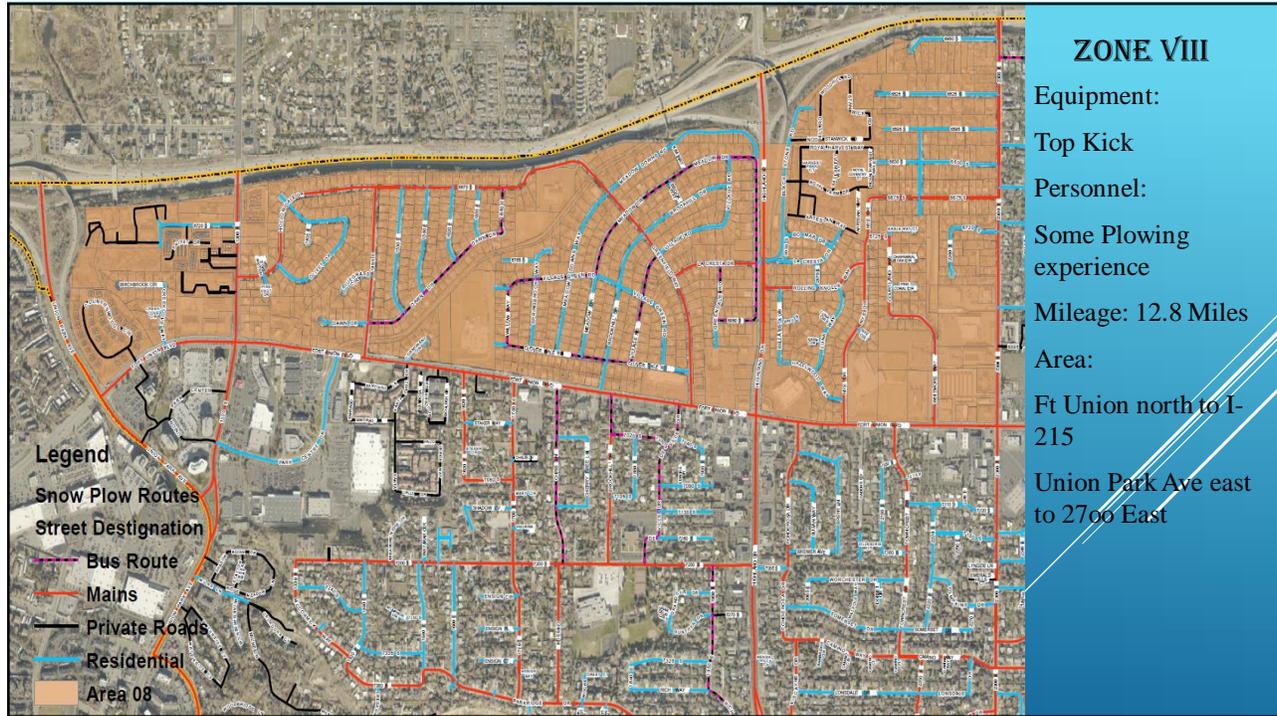
Personnel:
 Some Plowing
 experience

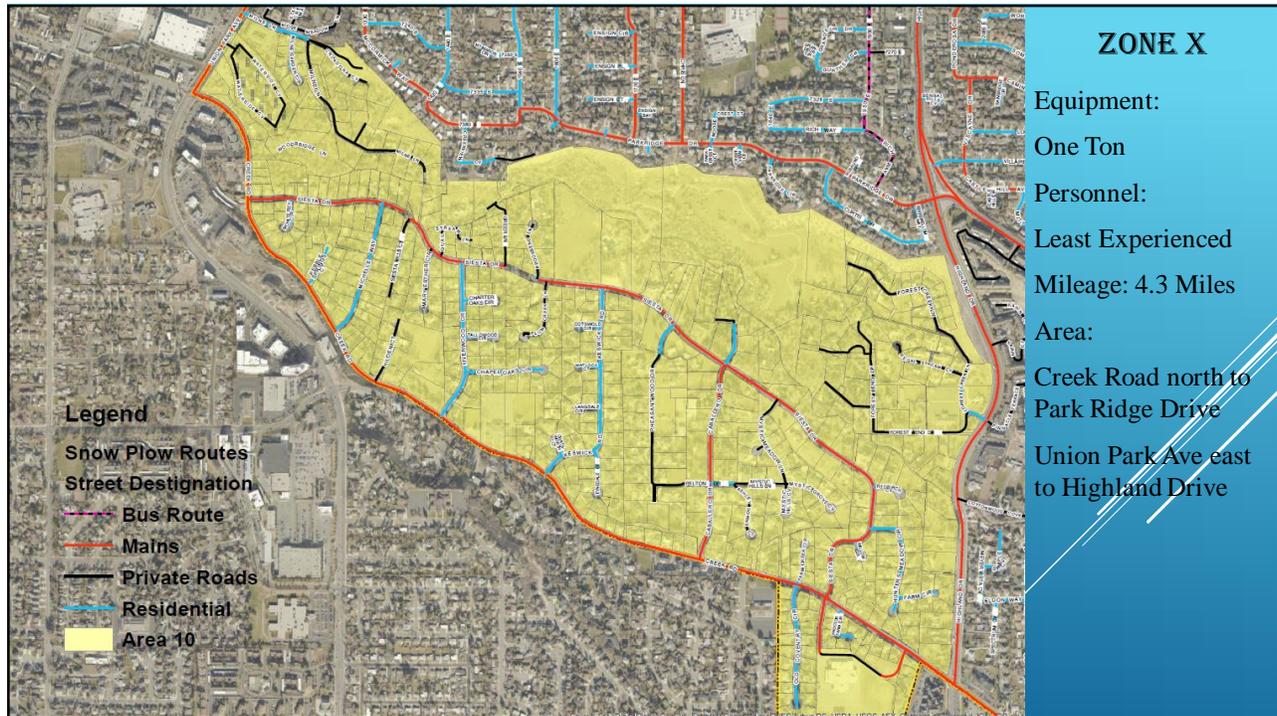
Mileage: 9.7 Miles

Area:
 Bengal Blvd North to
 Banbury Drive
 2700 East west to
 Wasatch Blvd









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

- Analysis:
 - Salt used
 - Fuel
 - Miles traveled (GPS Tracking)
- Maintenance
 - Clean all equipment
 - Maintenance of the Equipment
- Details of the Storm:
 - Duration
 - Snow Water Equivalent (How Wet)
 - Start time of the Storm
 - Date of the Storm
- Issues:
 - Identify issues during the storm
 - Identify issues during clean up
 - Evaluate the issues
 - Adjust the plan if needed

PLAN THE PLOW AND PLOW THE PLAN

COUNCIL, RESIDENTS, AND STAFF

City Council's Role:

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

COUNCIL, RESIDENTS, AND STAFF

Residents' Role:

- Communicate through calls and posts of issues that they see
- Keep cars off the roads
- Traffic Enforcement?

COUNCIL, RESIDENTS, AND STAFF

Staff's Role:

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

PLAN THE PLOW
PLOW THE PLAN

