

CONNECT

OCT 2020

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A PROVO CITY PUBLICATION

From the Office of the Mayor



UNMASKING THE DEBATE.



Differences of opinion. We all have them and they are, in fact, a healthy sign of a diverse and vibrant community. Community differences of opinion can lead to better solutions—if we don't allow them to divide us.

The uncertainty of the pandemic has created divisiveness, particularly regarding the wearing of masks. As elected officials, we've experienced strong disagreement on the necessity and effectiveness of a citywide mask ordinance: the Provo City Council is supportive while Mayor Michelle Kaufusi is opposed. But to be clear, we were never at odds in our desire to see compliance with health guidelines from state and county health experts, including guidance to wear masks.

On August 26, Mayor Kaufusi vetoed a citywide mask mandate unanimously passed by the Provo City Council. The Council subsequently overrode Mayor Kaufusi's veto with a 6-1 vote, enacting a citywide law now in effect. Citing enforcement as a primary concern, Mayor Kaufusi believes voluntary compliance achieved with education and encouragement is best. The Council fully supports education but felt the formality of an ordinance with its signage requirements would be most effective.

Whatever the outcome of our debate, some citizens would feel disappointed, but the checks and balances of government worked as intended. Like every community, Provo City has had, and will continue to have, its share of opposing viewpoints on a variety of issues. Despite our difference of opinion, our goal now is to find common ground and move forward to keep our community and its economy healthy. This is not only a goal we share as your elected officials, but one for which we need community support to be successful.

Provo City has a history of coming together as a community when it matters—now is one of those times. Join us in:

- **Protecting the most vulnerable in our community**
- **Following the guidance of health professionals**
- **Encouraging all to do their part**
- **Respectfully listening to each other**
- **Promoting civility in disagreement**

Mayor Michelle Kaufusi
George Handley, Chair of Provo City Council
Dave Harding, Vice-Chair of Provo City Council

WELCOME HOME



“We can never truly repay you for your sacrifice, but today we give you a comfortable place to rest your weary heads at night.” Mayor Kaufusi

What better day than September 11, known as Patriot Day, to dedicate our first new fire station in 20 years? With traditional ceremony, Fire Station 22 officially opened for service and became home for our community heroes who bravely provide it.

This public dedication fulfills a promise to our citizens who supported this public safety need and allowed us to replace a leaky roof with a bright red one that now stands as a beacon of protection for the community.



SIMPLY THE BEST!

“I have loved my career in local government management and relish the opportunity to serve the residents and elected officials of Provo. Our city employees are really the secret sauce of the City’s success. And Provo has the finest residents in the world, which makes our community a great place to live, work and raise a family.”

Congratulations to Wayne Parker, our Chief Administrative Officer (CAO) since 2003, for receiving the well-deserved honor of receiving the 2020 Award for Career Excellence from the International City/County Management Association. Each year, only one city manager is awarded this distinction based on their individual outstanding achievements in local government management and creative contributions to the quality of life in our communities.



PROVO KINDNESS LAUNCHES

The goal of the newly-established Provo Kindness Initiative is to help us all expand our definition of kindness beyond single acts and into a culture of kindness that helps us all connect better as neighbors, friends and even strangers. Provo Kindness launched on September 15 with it's new website, provokindness.org and a social presence on both Facebook and Instagram. Uplifting stories, quotes, and examples of kindness will be shared through shareable photos and videos.

After seeing the success of “Kindness Clubs” in the Provo School District, Jennifer Partridge, a parent, Provo School District Board Member and Provo Kindness committee member approached Mayor Kaufusi with the idea of following the success of our kids by bringing Provo Kindness to all of Provo. A committee was then formed to include a city council member, several members of the school district’s kindness committee, and a variety of citizens from around the city.”

“The idea is to build community through stories. We want to share stories of a wide variety of Provo residents to help the community understand that we have more in common with one another than the perceived labels that we allow to divide us. We hope to overcome stereotypes and labels and help everyone recognize that we’re all on the same team,” said Partridge.

Follow Provo Kindness today and be a part of building a kindness culture that makes every visitor truly feel the warmth of our slogan, “Welcome Home.”

CHOOSE TO BE KIND

Help Protect Area Homeless from COVID-19
Donate to the Utah County Housing First Fund

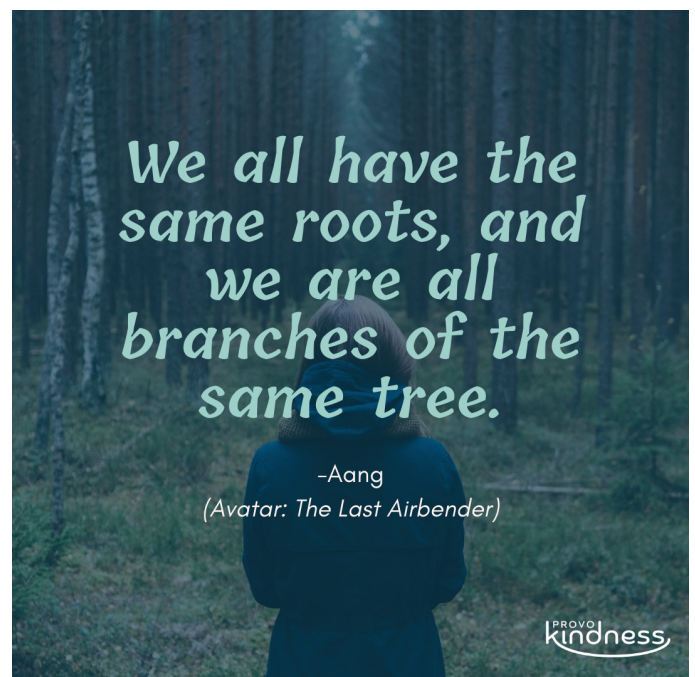
The local homeless and at-risk-of-becoming homeless populations continue to be the most vulnerable groups during the ongoing pandemic. Area service providers need your help to “protect, keep alive, and house” these at-risk individuals in our community. You can make a difference during the pandemic by donating to the Mountainland Continuum of Care Utah County Housing First Fund.

TRULY HELPING LOCALLY

- 100% of Utah County Housing First Fund donations go towards removing barriers to permanent housing for local homeless individuals and families or to prevent people from becoming homeless.
- All requests are made by service provider staff and no funding is ever given to the client directly.
- Since the fund was created in October of 2015, over 96 local residents have been served by these generous dollars.

The Mountainland Continuum of Care is a coalition of agencies in Utah, Wasatch, and Summit counties committed to ending homelessness in our community. As a continuum, they coordinate our efforts and pool their resources to better serve our communities by helping individuals along the housing continuum, from emergency shelter to homeownership.

Let’s remember our vulnerable populations. Those interested in donating can do so at unitedwayuc.org/housingfund! For questions or more information, contact Heather Hogue at heatherh@unitedwayuc.org.



THANK YOU!

The Development Services and Community and Neighborhood Services Departments want to give a giant THANK YOU to all of the outgoing Board and Committee members for their dedicated service to Provo City and for volunteering their time to improve our city over the past several years.

Deborah Jensen - *Transportation and Mobility Advisory Committee*

Roger Knell - *Design Review Committee*

Scott Bingham - *Design Review Committee*

Maria Winden - *Planning Commission*

Andrew Howard - *Planning Commission*

Referendum Application Filed: Civil Infractions and Requirements Related to the COVID-19 Pandemic

On August 31, 2020, 7 citizens of Provo City filed a referendum application seeking to have Ordinance 2020-36R referred to the voters for their approval or disapproval at a future election. To view the proposition information pamphlet or for additional information, please visit referendum.provo.org.

WE'RE SORRY.

New Billing System Transition Causes Difficulties

Provo City Customer Service (311) is aware of recent citizen billing concerns as a result of a new software conversion that created some expected transition challenges we are working to resolve. Please accept our apologies for any confusion caused or inconveniences experienced as we've implemented the new system. We are excited that with this new system we will be able to serve you better and more efficiently than ever before. Should you have any questions or concerns regarding utility billing or service, please reach out to the Customer Service Department by dialing 3-1-1 (inside Provo City limits) or 801-852-6000.

WHO DOES WHAT?

- Provo City's Customer Service Department (311) handles billing for all utilities in Provo including water, wastewater, storm water, solid waste, and power. All utility billing issues should be directed to 311 Customer Service by dialing 3-1-1 within Provo City limits or by calling or call 801-852-6000.
- Provo Power handles the engineering, infrastructure, and labor for services related to electricity within the Provo boundaries. Questions regarding rate structure, power reliability and service, and the planning or engineering of our electrical grid should be directed to Provo Power at (801) 852-6852.
- Provo Public Works manages the following; water, sewer, and storm drain infrastructure, residential garbage, green waste, and recycling pickup, the Provo Airport, maintenance of streets, curb, gutter, and sidewalk, snow removal, and traffic signals. Questions regarding these services can be directed as follows: Water, Sewer, Storm Drain, and Sanitation rate structures - 801-852-6726, Water or Sewer service - 801-852-6780, Storm Drain or Sanitation service - 801-852-6700, Infrastructure construction permits and utility inspections - 801-852-6740.

Educational resources to help better understand your bill and to and provide data to help track usage of your city utilities (water & electricity consumption) can be found at myusage.provo.org.



Don't forget! There is still only one number you need to remember when needing to do city business. You can dial 3-1-1 not only for utility billing questions but 311 customer service can also help connect you to other departments and the right resource that you may need!

The Provo City Council passed a COVID-19 Mandatory Mask Ordinance on August 25, 2020.

WHAT DOES IT DO?

ALL INDIVIDUALS IN PROVO CITY TO WEAR FACE COVERINGS WHEN:



In indoor public spaces when not social distancing



in indoor public spaces when more than 50 are in attendance

25+

in outdoor gatherings where more than 25 are in attendance and not social distancing

- All businesses must post signage of the face covering and social distancing requirements.
- The ordinance requires organizers of public gatherings to require attendees to wear face coverings and to provide clear signage of the face covering and social distancing requirements

WHAT IT DOES NOT DO:



Ban activities or public gatherings.



Require masks at home or in your yard, on public streets, sidewalks, or parking lots*

EXEMPTIONS *The ordinance provides numerous exemptions for individuals:*



Children under 5 years old



Medical Exemptions



Physical Activity



Eating



Temporary Service Requiring Mask Removal



Work Safety



Hearing-Impairment Needs



Facial Identification



Performers or Speakers

unless the size of the gathering exceeds the limit AND you are not social distancing

EDUCATION FIRST



WHAT ARE THE PENALTIES?

Non-Compliance



=

Event Organizer
MAX \$500 fine

Individual
MAX \$55 fine

WHEN DOES THE MANDATE END?

NOVEMBER

15

Unless City Council extends it by October 20, 2020