



## Community Building Together.

There are more than 20,000 incorporated communities in America. While many are prospering, others are struggling.

The obvious question is how do successful cities continue to retain their sense of community, historic character and high quality of life while also securing a prosperous economy?

### WHAT IS THE DEFINITION OF A SUCCESSFUL COMMUNITY?

We're proud of the many annual awards and rankings we earn, but a much more important indicator of success is citizen satisfaction.

### IS PROVO A PLACE YOU ARE PROUD TO CALL HOME?

We hope the answer is always yes! But when it's not, we want to work together to improve.

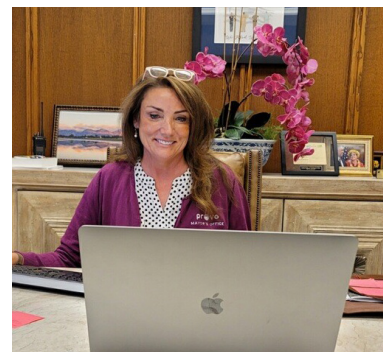
In the words of Abraham Lincoln, "the best way to predict the future is to create it yourself." We are all community-building together—making Provo the best it can be, knowing that the decisions we make today will impact generations to come.

**LEARN MORE ABOUT THE PROVO PILLARS >>>**

### THE PROVO PILLARS

Based on citizen feedback, our 2021 communication focus will be on four key areas for a thriving community: visionary planning, comprehensive public safety, strong economic health and high quality of life.

Throughout the year, we will share regular updates of our progress on all four "Provo Pillars" on social media so that our citizens know we are working on the issues that matter most to them. These updates will also be added to our new information dashboard, ProvoConnect.com, so citizens can easily and conveniently find the information.



# THE PROVO PILLARS

**Economically  
Vibrant**



- Job creation
- Shop local programs
- Small business support
- Technology development
- Housing affordability and accessibility

**Welcoming**



- Quality of life focus
- Protection of community assets and natural resources
- Inclusivity
- Citizen engagement

**Forward  
Looking**



- Provo's future vision
- Regular project updates
  - Provo Airport expansion
  - Provo City Hall
  - Provo City Wastewater Treatment Plant
  - Regional Sports Park
- Community planning
  - Transportation
  - Housing
  - General Plan updates

**Safe &  
Sound**



- Police, fire, emergency preparedness
- Sustainability efforts
- Resource management of water and power
- Traffic construction updates

## CITIZEN CONNECT CHECKLIST

- Take our Citizen Engagement Survey at [ProvoSurvey.com](http://ProvoSurvey.com)
- Follow us on our social media channels (Facebook, Twitter, Instagram, YouTube)
- Regularly check [ProvoConnect.com](http://ProvoConnect.com) for new information



## CITIZEN CONNECT

**Mayor Kaufusi really appreciates the opportunity to meet with residents, and does so regularly (with proper social distancing and masks).**

Do you have an idea you'd like to share with her? A concern or a compliment? If you would like a chance to visit with the Mayor, please give her office a call at 801-852-6105. The office staff will work to find some time on her calendar for a visit in person, virtually, or by phone.

# New Year, New You



try a new fitness class: In addition to the 180 weekly fitness classes, we've added a variety of virtual in-person classes at the Recreation Center, so you can find the right class to fit you!



Update your workout: A new workout guided by our Provo Rec Performance App can open up new possibilities during your routine. This app provides short videos and instruction to help you navigate the fitness floor, target muscles, and some workouts can be completed from the comfort of your home.



Get Outside: Provo has 35 miles of trails and 53 parks to explore. Whether you're going for a run, a bike ride, or taking advantage of a playground, Provo has 2,100 acres of developed green space to be out in the fresh air.



Try the Fieldhouse: The Fieldhouse at the Peaks Ice Arena typically has lots of gym floor availability during non-class times. We have structured classes and personal training to be available at this location for an individualized

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Visit *ProvoConnect.com*  
for city events and calendars



## CUSTOMER SERVICE CARES

Provo's 311 Customer Service is excited to share our latest in community involvement with the Customer Service Cares program. We are always looking for ways to connect with our customers, not only in business each day, but also in finding opportunities to serve and work beside our citizens. We love the sense of community that comes with being involved with parades, concerts and being part of downtown. We are excited to continue to grow our relationships through service. Customer Service Cares will be an outreach that will focus on community and volunteering opportunities throughout the city. If you are part of an organization or know of a cause that could benefit from helping hands, please feel free to reach out to [alarsen@provo.org](mailto:alarsen@provo.org) or 801-852-7872. We look forward to expanding our care and compassion to meet those who need it the most.

## CALL US, WE'RE HERE TO HELP

PROVO CITY OFFERS OPTIONS FOR DELINQUENT UTILITY ACCOUNTS

In support of those financially struggling during the COVID-19 pandemic, Provo City temporarily suspended utility disconnections last March.

However, the large volume of delinquent customers and the amount owed to the city require us to now resume utility disconnections on February 1 to be fair and equitable to all of our utility customers.

Monthly reminders have been sent to all delinquent accounts since October to provide sufficient notice.

**Disconnection is always a last resort. Our message to customers in need is simple: 'Call us, we're here to help.'**

**Karen Larsen**  
311 Customer Service Director

### CUSTOMERS CAN MAKE PAYMENTS THROUGH THE FOLLOWING METHODS:

- Online at [myusage.provo.org](https://myusage.provo.org) with a Credit or Debit Card or checking/savings account.
- By phone at 311 within Provo City limits or (801) 852-6000 outside of Provo.
- At 311 Customer Service, City Center Building, 351 W. Center Street, M-F 8 am to 6 pm.

The option of auto-pay from a checking account, or paying directly from your bank, will continue to be offered at no cost to you. If you prefer to pay with a Credit or Debit Card, or a one-time e-check payment, there will be an additional processing fee of \$2.95.

### PAYMENT ASSISTANCE OPTIONS

A customized payment plan is available by contacting 311 Customer Service by phone at 311 within Provo City limits or (801) 852-6000 outside of Provo.

Utah's Home Energy Assistance Target (HEAT) Program provides year-round energy assistance and energy-related crisis assistance for eligible low-income households.

More information at <https://jobs.utah.gov/housing/scso/seal/heat.html>.

# Spring Cleanup 2021

## DATES & LOCATIONS

3/29-4/3 - LIONS PARK (950 W 1280 N)

4/5-4/10 - POLE YARD (2027 W 820 N)

4/12-4/17 - FOOTPRINTER PARK (1150 S 1350 W)

4/19-4/24 - ROCK CANYON PARK (2620 N 1200 E)

4/26-5/1 - PEAKS ICE ARENA (100 N SEVEN PEAKS BLVD)

5/3-5/8 - 3850 N CANYON RD (FIELD)

3/29-5/8 - PROVO CITY COMPOST YARD (1625 S INDUSTRIAL PKWY)

## Program Info

Please separate yard waste and metals from trash and dispose of the materials in dumpsters at six locations throughout the city from March 29 to May 8, Mon-Fri from 8-6 and Sat from 8-3.

Dumpsters at the compost yard are available during the Spring Cleanup Mon-Sat from 7-5.

Please do not dump after hours. Dumpsters will be closed nightly, it is unlawful to leave items on the ground. Illegal dumping costs thousands of dollars at the expense of Provo taxpayers and possible discontinuance of the program.

## Yard Waste Collection (Residential)

Turn your organic yard waste into plant nourishing compost! To sign up for green can yard waste collection, call Customer Service at 311 or (801) 852-6000.

Green cans are picked up once a week from March 1 - December 2.

No trash or lumber/construction materials are allowed in the green can.

## City Compost Yard - 1625 S Industrial Pkwy, Provo

(open Mon-Sat 7-5 during Spring Cleanup, after cleanup only open Fri-Sat 7-5 weather dependent)

Organic compost will be available for purchase to residents at \$3 per yard, and to nonresidents at \$6 per yard, depending on availability.

Green waste drop-off is available for residents free of charge during Spring Cleanup, and for a \$5 fee per pickup truck or trailer up to 16' for each drop-off after Spring Cleanup dates.

- No lumber, building material, sod, stumps, treated wood, logs over 10" in diameter or trash is accepted at the compost yard.
- No loads from commercial haulers or landscapers will be accepted.

## Recycling

Recycling bins are available to residents at Kiwanis Park (820 N 1100 E), and the Compost Yard. Glass recycling is at the corner of 100 W 300 N.

## Transfer Station

Provo City residents may take trash directly to the South Utah Valley Solid Waste District transfer station, free-of-charge using the coupon from March 29 to May 8, during normal business hours, Mon-Sat from 7-6.

### TRANSFER STATION COUPON

Coupon good for one pickup truck or single-axle trailer load at South Utah Valley Solid Waste District Transfer Station, 2450 W 400 S Springville, (801) 489-3027. MUST SHOW PROVO ID (drivers license or utility bill). All loads must be covered to avoid a tarp fee. COUPON VALID 3/29/21-5/8/21  
\*Physical Coupon Required\*

NAME \_\_\_\_\_ ADDRESS \_\_\_\_\_

If you have questions about acceptable items, go to <http://www.suvswd.org/what-to-do-with> or call Provo City Customer Service at 311 or (801) 852-6000, or the transfer station at (801) 489-3027.

