



(left to right) Keith Morey, Development Services Director; Scott Henderson, Parks and Recreation Director; Michelle Kaufusi, Provo City Mayor; Brett Watson, Golf Manager/Professional at Timpvew Golf Club; Brent Garlick, Business Development Manager

What is the Provo Advantage?

During our first annual Economic Summit Golf Tournament, more than 150 business and community leaders gathered at Provo’s redesigned and rebranded Timpanogos Golf Club to find out the answer.

This event kick-off launches a year of dedicated industry outreach showcasing Provo as the best place to do business, otherwise known as the “Provo Advantage.”

Each of the 18 holes was hosted by a key economic partner, including NuSkin, Sundance, and BYU, to highlight their role in contributing to Provo’s economic vibrancy.

So, what is the Provo Advantage? For starters, it’s our many accolades including #1 Top Performing City (Milken Institute), #1 Safest Big City (MoneyGeek), and #3 Most Dynamic

Metropolitan (Heartland Forward). And for the rest? Stay tuned as we highlight an advantage each month.

Developing Provo’s best future requires a competitive and collaborative approach. Our Economic Summit offers the opportunity of providing 18 holes to share what sets Provo apart with those who want to help us achieve our community vision.

THE PROVO | ADVANTAGE
WELCOME HOME

MORE TO COME...



PARKING WHEN THE WEATHER IS FRIGHTFUL

Let's work together this winter season to keep our streets as safe as possible! By following some simple winter parking rules, our hardworking snowplow operators can more efficiently and properly clear streets.

Before the snow begins to blow, it's important to know where your car can and can't go.

- * Except for Center Street, parking is allowed without winter restrictions on any public street
- * Center Street parking is closed daily from 1:00 am to 5:00 am for snow removal and street cleaning.
- * All parked vehicles must be regularly used and have a current registration.
- * All vehicles must move a minimum of 400 feet within a 72-hour period.
 - * Those leaving town for the holidays must NOT leave their vehicles out on a public street.
 - * Vehicles left without movement for 72 hours, can be cited and/or towed.
- * Don't park next to piles of snow or ice on the side of the road for any amount of time as it may block traffic.

LOOKING FOR ASSISTANCE WITH YOUR HOME ENERGY BILLS THIS WINTER?

The Home Energy Assistance Target (HEAT) program provides winter utility assistance to low-income households with their energy costs.

Did you know Provo City accepts payment from the **HEAT program?**

If you need assistance this winter, please contact mountainland.org/heat, or call 801-229-3855 to see if you qualify.

Provo Christmas Market

Saturday, December 4th • 4-8 PM • Pioneer Park

Join us at Pioneer Park for a festive variety of local artisans, shops, and eateries. Enjoy live music, ice sculpting, and a visit from Santa Claus! Finally, experience the thrill of our "lights on" ceremony, when all the trees in the park are illuminated for the season.

Decking the Halls of the Covey Center



f @COVEYCENTER

With holidays just around the corner, we want to invite you to join us at the Covey Center where we're certain to make your season a little merrier and brighter.

November begins the **ALL THE NUTCRACKERS, ALL THE TIME** tradition that has been presented by the Covey Center these last few years. You will be able to attend this time honored Christmas staple throughout November and December, being interpreted by area dance studios. We are amazed at the creativity and talent of our community. You will also be able to attend Christmas concerts by Joshua Creek, Ryan Shupe and the Rubber Band, and the traditional Light Up Christmas concert presented by the Covey Center the first week of December. Add to that "A Christmas Carol" in our Brinton Black Box Theater, and this holiday season will be filled with joy!

PARKS AND RECREATION WINS BEST IN NATION

After earning national accreditation and Best in State, Provo Parks and Recreation "hit it out of the park" with the highest award their industry has to offer: the prestigious (and large) Grand Plaque.



The National Gold Medal Awards for Excellence in Park and Recreation Management recognizes programs who demonstrate long-range planning, resource management, volunteerism, environmental stewardship and program development.

Provo was highlighted for having "well-balanced and diverse physical resources," as well as strong community engagement and support.

In honor of our active, healthy community who helped us earn the award, we'd like to "share the gold" throughout the year with special offerings. Follow Parks and Recreation online for the latest.

f @PROVORECCENTER @PROVOPARKS @ @PROVORECREATIONCENTER @PROVO.PARKS

BY THE NUMBERS

100+ ICE RESURFACES A WEEK AT THE PEAKS ICE ARENA

33,000 **BURIALS** IN THE PROVO CEMETERY TOTAL

80,000 ROUNDS OF GOLF PLAYED ANNUALLY AT THE TIMPANOGOS GOLF CLUB

54 PARKS

35 MILES OF TRAILS

1.5 M ANNUAL VISITORS TO THE RECREATION CENTER

120,000 ANNUAL COVEY CENTER GUESTS

#1 PARKS AND RECREATION DEPARTMENT IN THE NATION, AWARDED THE GOLD MEDAL THIS YEAR

CITIZENS CONSERVE WITHOUT MANDATES

With research showing mandated outdoor water restrictions often result in greater water abuses, Provo City chose to encourage water conservation rather than enforce during the drought state executive order.

The result? Citizens conserved – at record rates! When given information, options, and encouragement, our community rallies.

“Residents want to be responsible for their own actions and will act to help. Not every resident will respond, but most will try hard to help when asked and given the latitude to be responsible for their actions.”

- Dave Decker, Public Works Director

CONSERVATION BY THE NUMBERS

AUGUST 2021 WATER PRODUCTION

1,050,271,000 GALLONS

Lowest water production amount for any August since **2000**.
Likely lowest water production in last **30** years.

1,366,000,000 GALLONS

Average August water production **2000-2020**.

77% of the multi-year average August water production

11% lower than the second lowest year **2014** at **1,174,356,000**

THANK YOU, PROVO!

UPCOMING 2022 SANITATION HOLIDAYS

NEW YEAR'S DAY	1/1/22	Saturday	Regular Schedule
MLK Jr. DAY	1/17/22	Monday	Regular Schedule
PRESIDENTS DAY	2/21/22	Monday	Regular Schedule

CLEANUP DAYS

CHRISTMAS TREE PICKUP	Jan 3 - Jan 27
GREEN WASTE PICKUP	Feb 28 - Dec 1
SPRING CLEANUP	March 28 - May 7

December 9 • 2:00 - 5:00 • Provo City Hall
Customer Service annual Christmas event. Come write letters to Santa with gifts and fun for everyone!

SMART SALT DE-ICING TIPS

DID YOU KNOW?

- All of Provo City's stormwater (including snow melt) goes directly into Provo River and Utah Lake.
- Salt has negative effects on asphalt, concrete, plants, and animals. (Tracking salt into your home can damage floors and carpets.)

REMEMBER

- **REDUCE** salt in storm drains by shoveling and snow-blowing driveways and sidewalks before placing de-icing salt.
- **STORE** de-icing salts in a water tight container and/or in a covered area.
- **CONSIDER** using sand or a sand/salt mix instead of straight salt. Sweep up any excess sand and/or salt.

For questions and information visit our website:
<https://www.provo.org/departments/public-works/storm-water>



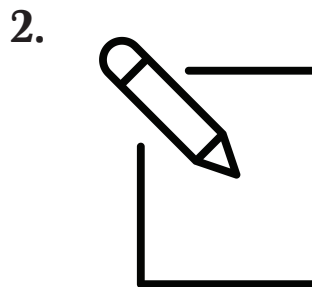
Provo City Communications Survey

Provo City is dedicated to transparent, participatory and collaborative community conversations. Community Conversations is all about creating opportunities for citizens to tell us what they love about Provo—and, more importantly, what they don't.

Take the Survey to Join the Conversation Two Ways to Complete



1. Scan QR code to take right on your phone



2. Fill out the printed survey below and return to 311 Customer Service in the main lobby of Provo City Hall

Involvement

How would you rate your level of involvement with Provo City?

(Choose one)

- Very involved
- Involved
- Slightly involved
- Uninvolved

How satisfied are you with your level of involvement with Provo City?

(Choose one)

- Very satisfied
- Satisfied
- Slightly satisfied
- Unsatisfied

What most prevents you from being more involved?

(Choose one)

- Lack of time or inconvenient
- Lack of knowledge
- Lack of interest
- Other

How many of the following have you done in the past year?

(Choose all that apply)

- Attended a city council meeting (in-person or remote)
- Participated in a city event
- Attended a neighborhood meeting

- Attended an open house
- Viewed or submitted a comment on Provo's Open City Hall
- Participated in our citizen Provo
- Visited Provo City's website

How likely are you to recommend Provo City to a friend or colleague? *(Choose one)*

- Definitely would
- Probably would
- Probably wouldn't
- Definitely wouldn't

City Communications

How would you rate Provo City's communication with residents?

(Choose one)

- Excellent
- Very Good
- Good
- Fair
- Poor

Do you trust the accuracy of the information you receive from the Provo City?

(Choose one)

- I almost always trust the accuracy
- I sometimes trust the accuracy
- I do not trust the accuracy

For each of the items listed below, please rate your satisfaction

(Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied.")

Quality of the City's social media presence

1 2 3 4 5

Quality of the City's website

1 2 3 4 5

Content of the City's newsletter

1 2 3 4 5

How well the City's communications meet your needs

1 2 3 4 5

The City operating in an open and transparent manner

1 2 3 4 5

Provo Connect newsletter is mailed monthly to all of residents. From what you recall, have you received this newsletter at your home or place of business?

(Choose one)

- Yes
- No
- Don't know

When you have received this newsletter, have much have you typically read?

(Choose one)

- Read most of it
- Read only some stories and news items
- Just glanced at it
- Discarded or recycled without paying much attention to it

Provo City has a website that presents a variety of information about the community.

How frequently do you visit the website?

(Choose one)

- More than five times a month
- 1-5 times a month
- Less than once a month
- Rarely (because information is not current)
- Never (because I'm not interested)
- Never (because I don't own a computer, tablet or smartphone)
- Other, don't know

How would you rate the overall quality of the City website?

(Choose one)

- Excellent
- Good
- Average
- Poor
- Don't use

How would you rate the ease of finding desired information on the City website?

(Choose one)

- Very easy to find
- Moderately easy to find
- Not very easy to find
- Not at all easy to find
- Don't use

For each of the items listed below, please rate your satisfaction?

(Using a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied")

Availability of information about City programs and services

1 2 3 4 5

Availability of information about Parks and Recreation programs and opportunities

1 2 3 4 5

City's efforts to inform you about planning, growth and new developments

1 2 3 4 5

City's efforts to keep you informed about local issues

1 2 3 4 5

How open the City is to public involvement and input from residents

1 2 3 4 5

Citizen Preferences

In general, how do you prefer to receive information?

(choose all that apply)

- Websites
- Social media
- Podcasts
- Email
- Text messages
- U.S. mail
- Telephone
- In-person

How often do you use each of the following social media channels?

Facebook

Daily Weekly Monthly Don't use

Instagram
 Daily Weekly Monthly Don't use

YouTube
 Daily Weekly Monthly Don't use

Nextdoor
 Daily Weekly Monthly Don't use

Snapchat
 Daily Weekly Monthly Don't use

Twitter

Daily Weekly Monthly Don't use

LinkedIn

Daily Weekly Monthly Don't use

TikTok

Daily Weekly Monthly Don't use

Other

Daily Weekly Monthly Don't use

Please rank your top three preferred sources of information about Provo City

(Rank in order with 1 being most preferred, 2 being second and 3 being third)

Provo City website provo.org

Call 311 Customer Service

Provo City Open City Hall website
opencityhall.provo.org

City information dashboard

ProvoConnect.com

Provo Connect

city newsletter mailed monthly

Active magazine city parks and recreation guide mailed quarterly

Utility bill inserts mailed monthly with newsletter

E-blast opt-in news updates emailed periodically

Mayor blog MayorKaufusi.com

Social media Facebook, Twitter, Instagram

If there were ever a crisis in Provo City, where would you turn first for information?

News or Newspaper

City's website

Wait for city emergency alert system
sign up at alerts.utahcounty.gov

311 Customer Service

City's Twitter account

City's Facebook page

Mayor's Facebook page

Other

Indicate whether you are highly interested, somewhat interested, or not interested in receiving information about the following topics:

Budget updates

- Highly interested
- Somewhat interested
- Not interested

Planned developments, new roadways and current construction and new developments

- Highly interested
- Somewhat interested
- Not interested

News from the Mayor and City Council

- Highly interested
- Somewhat interested
- Not interested

Emergency notifications

- Highly interested
- Somewhat interested
- Not interested

Events

- Highly interested
- Somewhat interested
- Not interested

Public safety updates

- Highly interested
- Somewhat interested
- Not interested

Department updates

- Highly interested
- Somewhat interested
- Not interested

Rumor clarification

- Highly interested
- Somewhat interested
- Not interested

Employment opportunities

- Highly interested
- Somewhat interested
- Not interested

Neighborhood-specific information

- Highly interested
- Somewhat interested
- Not interested

Power outages

- Highly interested
- Somewhat interested
- Not interested

Street closures

- Highly interested
- Somewhat interested
- Not interested

Volunteer opportunities

- Highly interested
- Somewhat interested
- Not interested

Zoning changes

- Highly interested
- Somewhat interested
- Not interested

Demographics

Approximately how many years have you lived in Provo City?

- Less than five years
- 5-10 years
- 11-20 years
- More than 20 years

What is your gender?

- Female
- Male
- Other

What is your age?

- Under 20 years
- 20-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65+ years