2015
HIGHLAND CITY ANNUAL REPORT

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HIGHLAND CITY

Table of Contents

Introduction.....3

Organization Chart.....4

Administration.....5

Community Development 10

Engineering.....13

Finance.....14

Fire.....18

Justice Court.....22

Library.....24

Legal.....26

Police.....27

Public Works.....29

Records.....37

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Introduction from City Administration

Welcome to the 2015 Highland City Annual Report. This report is designed to give a snapshot of each of the City departments and the projects they have worked on over the year. One the next page, you will find an organization chart of the City. On the proceeding pages, you will find information regarding each department. Each department section contains information about the makeup of the departments, a summary of their 2015 accomplishments, statistics related to their department, and goals and projects for 2016.

While this does not detail all of the happenings in the Highland City organization, it does show the highlights. For example, you'll see in most departments that duties increased over the past year. Whether it was:

- 44% increase in total building permits,
- 31% increase in Fire District call volume,
- 21% increase in the number of water meters installed, or
- 21% increase in the number of cemetery burials

In addition, we have a number of important projects coming up. For example:

- Administration is working on a performance measurement system and other internal processes to improve accountability and equity among employees,
- Community Development is updating our GIS data to improve City records and data,
- Engineering is working on a Road Reconstruction Plan of the City's failed roads to have a better understanding of the condition and cost of repairs,
- Finance is completing the Utility Rate Study,
- the Library is working to improve its community outreach, and
- Records is creating a system to better organize and review City documents.

In all, Highland City is a busy place. Employees work hard to make life for Highland residents the best it can be. We at the City are dedicated to transparency and communication. If you have any questions related to this report, please reach out to the City Administrators Office, 801-772-4510.

Sincerely,

Nathan Crane
City Administrator

Erin Wells
Assistant to the City Administrator

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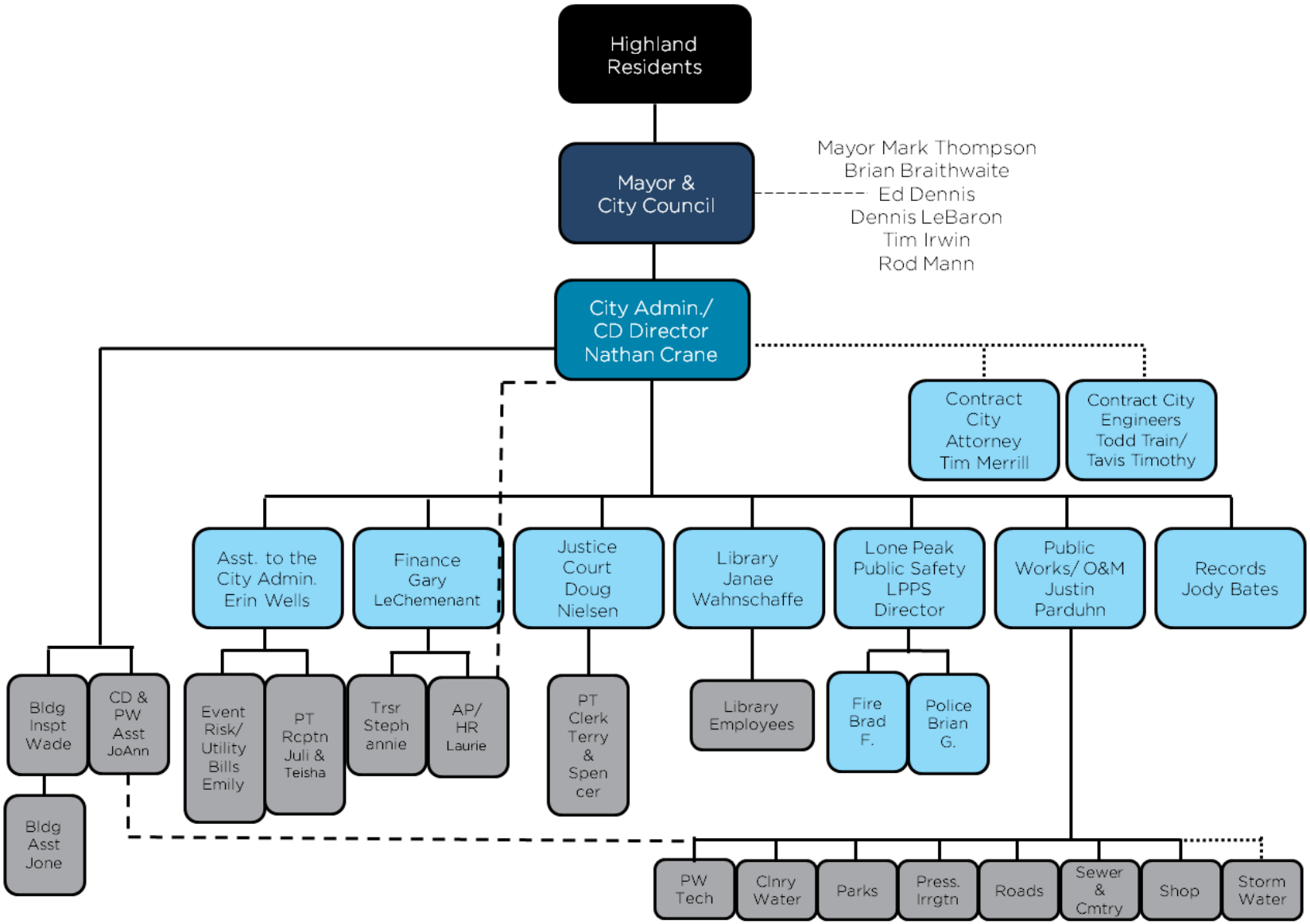
Organization Chart



Administration Department

Department Description

The Administration Department is made up of the City Administrator, Assistant to the City Administrator, Events Coordinator/Risk Manager/Utility Billing Clerk, and Human Resource Technician. (The Human Resource Technician also acts as the Accounts Payable and Payroll Clerk in the Finance Department).

The Administration Department is responsible for general oversight and direction for all City services and operations. Responsibilities include: project management, public relations, special events, claim processing, utility billing, employee records and benefits, and employee policies.

Accomplishments

This year the Administration Department made the following accomplishments:

City Administration

- Secured $11,000 in reimbursement funding for Highland Glen Mountain Bike Park
- Launched a new and consistent social media campaign and identity
- Worked with the Communications Committee to create a new logo and brand for Highland City
- Instituted Annual Report
- Selected a work-order system
- Went through recruitment for Library Director, Treasurer, and Community Development/Public Works Administrative Assistant
- Continued serving as executive staff to Lone Peak Public Safety District, Economic Development Committee, and Utah Valley Dispatch Board
- Completed fourth annual budget open house
- Completed Water Connection Fee Analysis
- Completed another successful year of the deer-harvesting program
- Revised employee holiday schedule to improve customer service
- Instituted council training on various aspects of city functions and operations
- Reworked City organizational chart for better functionality

Events

- Partnered with a resident to create and execute a new and successful event – The Highland Pumpkin Walk
- Secured $500 in reimbursement funding for the Youth Fishing Class from the Division of Wildlife Resources
- Attended the National Recreation and Parks Association Conference
- Coordinated Neighborhood cleanup of Canterberry North trail corridors

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- Coordinated the following Civic Events: Easter Egg Hunt, Arbor Day, Spring Clean-up, Youth Fishing Class, Highland Fling Days, Pumpkin Walk, Senior Citizen's Dinner, Christmas Crafts Day, Youth Council Activities
- Continued serving as executive staff to the Arts Council

Human Resources

- Worked with insurance broker to reduce insurance premium increase from originally proposed 24% to 8%
- Conducted annual harassment training
- Conducted employee annual health and wellness assessment in conjunction with flu shot clinic

Risk Management

- Organized a one day CPR and First Aid training hosted by the Fire Department which all employees participated in
- Secured $3,400 in reimbursement funding for the Utah Local Governments Trust Accountability Program
- Purchased first aid kits and fire extinguishers for all city vehicles
- Purchased an alarm activated Automatic Defibrillator Kit for City Hall to be located in the lobby

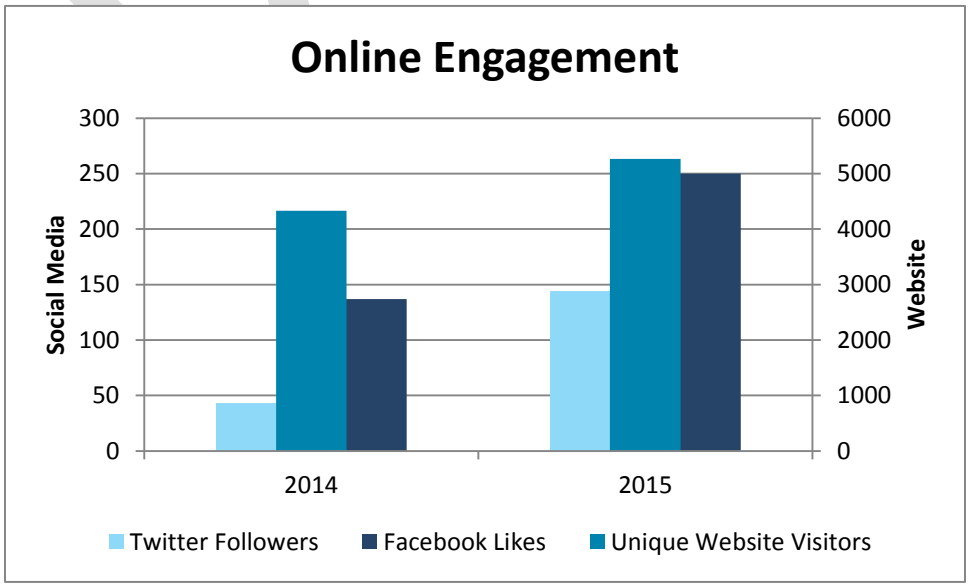
Utilities

- Corrected "No Bill" accounts in preparation of the Utility Rate Study
- Updated account information to improve water leak check process
- Updated all utility billing records, account notes, and projects from July 2015- December 2015 including address changes, Xpress Bill Pay paper billing options, auditing accounts for accuracy, etc.

Statistics

Below are some key statistics for the Administration Department for the past year:

City Administration



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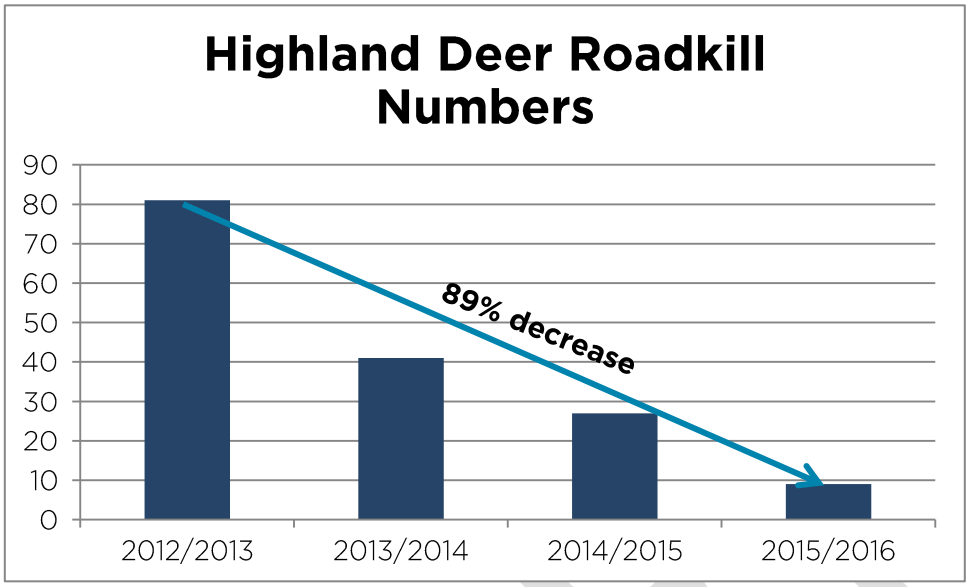

Events

Event Applications Processed	2015
Special Events	23
Pavilion Reservations	369
Building Reservations	401

Civic Event Participants	2015
Easter Egg Hunt	400
Youth Fishing Class	25
Youth Fishing Class Adults	8
Pumpkin Walk	1000
Senior Citizens Dinner	120
Christmas Crafts Day	200

Human Resources

Employee Count	2015
Full Time	26
Year-round Part-time	12

Risk Management

- 5 Workers Comp injuries
  - 1 injury was a part-time employee
  - No lost work time was recorded
- 6 claims processed that occurred to property damage to resident's vehicles and/or homes
  - 1 claim was paid out to the claimant.
- 2 claims were reported that occurred to property damage to residents vehicles that were a result of a Right of Way Permit
- 3 claims were reported that occurred to Highland City property

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- 2 of the cases were solved by the Police Department where restitution was issued to recover the expenses related to the damage while the third case is unsolved

Utilities

Average number of utility bills mailed monthly was 4,230.

Utility Changes Processed	2015
New Account Set-ups	429
Terminated Accounts	294
Paperless Billing Requests	165

Coming Projects

In the coming year the Administration Department plans on working on the following projects:

City Administration

- Assist the City Council in creating a City Strategic Plan
- Implement Strategic Plan into city operations
- Finish and launch the new website
- Launch use of communication tool Everbridge
- Fully implement the new logo and brand of Highland City
- Work with Finance Department to improve budget document
- Work with Public Works Department to launch new work order system – Facility Dude (Mobile 311)
- Update job descriptions and organization chart for all city office positions
- Run and provide results of citizen survey
- Complete Utility Rate Study
- Hold fifth annual Budget Open House
- Create and measure performance indicators based on City Strategic Plan

Events

- Update City newsletter layout and format
- Revamp and re-organize Youth Council program
- Create Special Event Permitting ordinance and fees
- Update Highland Fling Committee ordinance
- Update Building Use Policy and fee schedule
- Audit pavilion reservation policy
- Create MOU with Arts Council
- Develop senior citizen programing
- Explore creating a food truck event

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Human Resources

- Update Personnel Policy
- Create of new Employee Committee to deal with things such as well ness plan, etc.
- Conduct benefit benchmarking project
- Create a process so employees can review beneficiaries annually

Risk Management

- Work to continue to receive grant in 2016 for the Utah Local Governments Trust Accountability Program
- Purchase an electronic defibrillator for the public works shop with grant funds
- Reduce Workers Comp claims
- Increase Public Works Safety trainings to monthly trainings

Utilities

- Audit PI Purchases to make sure termination dates and notes carry on to the new customer if any
- Update Policies and Procedures for Utility Operation and Billing

Community Development Department

Department Description

The Community Development Department is made up of the Community Development Director, Planning Administrative Assistant, Building Inspector/Code Enforcement Officer, and Building Administrative Assistant. (The Community Development Director also serves as the City Administrator. The Planning Administrative Assistant also serves as the Public Works Administrative Assistant.)

The Community Development Department is responsible for the planning and building activities of Highland City. Responsibilities for planning include: maintaining city general plan, administering the development code, coordinating the review of development applications, providing support for City Council, Planning Commission, and Appeal Authority, providing general information to property owners, developers, and the general public, facilitating public involvement in the land use review process, and conducting special studies related to land use development. Responsibilities for buildings include: providing assistance to residents and developers in all areas of building construction; providing technical code assistance and review of all building, fire, electrical, plumbing, mechanical, fuel, gas, energy, and accessibility requirements for construction projects citywide, and inspecting all building construction projects.

Accomplishments

This year the Community Development Department made the following accomplishments:

Buildings

- Managed an increase in demand for permits and inspections with the same number of employees.
- Managed a dramatic increase in solar permits.
- Moved to electronic reviews of most plans

Planning

- Assisted in construction and opening of CVS pharmacy
- Facilitated Open Space property disposal
- Completed new Engineering Design Standards
- Updated Review Fees to ensure developers pay actual cost of new development
- Updated Impact Fees
- Created a Business Directory
- Updated all City maps
- Assisted in construction and opening of Latter-day Saint church on 9600 N

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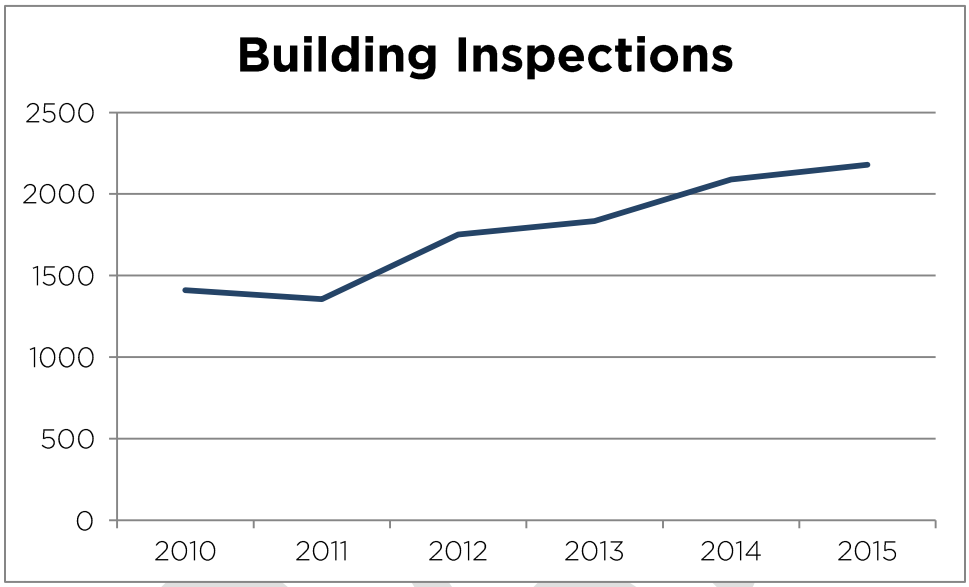
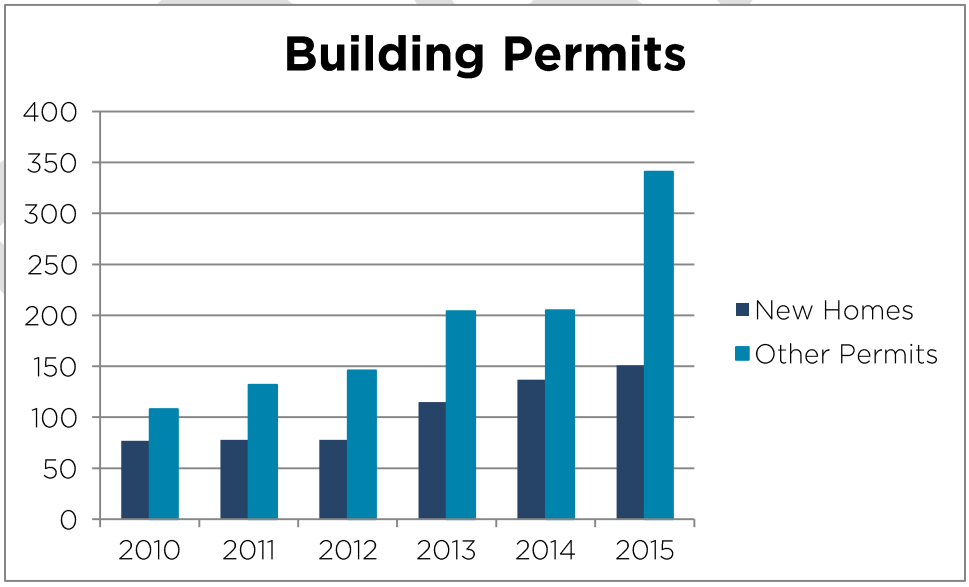
Statistics

Below are some key statistics for the Community Development Department for the past year:

Building





Planning

Business Licenses	2013	2014	2015
Commercial	138	98	105
Home Occupancy	235	262	314

Development Data	2015
New Subdivisions	5
Annexations	1
Conditional Use Permits	4

Coming Projects

In the coming year the Community Development Department plans on working on the following projects:

Planning

- Amend City review standards for conditional use permits
- Amend the Town Center overlay
- Update GIS data

Building

- Move to 100% electronic for plan reviews
- Obtain additional building certifications

Engineering Department

Department Description

Highland City does not currently have any engineering employees. Rather, the Engineering Department work is contracted out to mainly two firms: JUB Engineering and Hansen, Allen, & Luce. The City Administrator/Community Development Director supervises the Engineering contract work.

The Engineering Department is responsible for providing engineering design services, development and maintenance of maps and records, special assessment district administration, the approval and inspection of all public improvements-- both privately and publicly funded-- to confirm compliance with City and State standards through the development review process.

The Engineering Department works closely with the Public Works Department and works on many of the same tasks. Below is just a highlight of some Engineering tasks.

Accomplishments

This year the Engineering Department made the following accomplishments:

- Updated Engineering design standards
- Completed Pressurized Irrigation, Culinary Water, Storm Drain, and Sewer Maintenance Plans
- Designed and completed the rerouting a sewer line through Highland Fields which saved the City approximately $700,000
- Analyzed intersection safety at Highland Boulevard and 11800 N
- Completed Infrastructure Facility Plans
- Reconstructed 10150 N
- Improved review of civil construction plans
- Designed and completed new sewer line for Dry Creek lift station

Coming Projects

In the coming year the Engineering Department plans on working on the following projects:

- Design 10400 North Sewer Project
- Complete Road Reconstruction Plan
- Continue following plan of surface treatments and road reconstruction
- Submit for funding from Mountainland Association of Governments for intersection at North County Boulevard and Timpanogos Highway
- Complete Improvements on 6800 West
- Complete design of Canal Boulevard

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Finance Department

Department Description

The Finance Department is made up of the Finance Director, Treasurer and Accounts Payable Clerk. The Finance Department is responsible for budgeting and financial analysis, internal controls, accounting and financial reporting, risk management, accounts payable, cash receipts, cash management, utility payments, utility adjustments, accounts receivable and business licensing. Responsibilities include: putting together the annual budget, closing the books monthly, paying City vendors on time, collecting the money from utility payments and updating the customer accounts, reconciling the bank accounts, and issuing or renewing business licenses.

Accomplishments

This year the Finance Department made the following accomplishments:

- Used conservative projections to create a balanced budget for another fiscal year
- Refinanced the 2006 Building Bond, saving the city $150K over the life of the bond
- Implemented Caselle Asset Manager in Highland's and Lone Peak's accounting system to make it easier to keep track of those entities fixed assets and depreciation amounts
- Chaired the safety committee
    - Satisfied the Trust Accountability Program (TAP) requirements, sponsored by the Utah Local Government Trust (insurance company) which earned the city a $3,591 refund of the City's liability insurance premium.
- Submitted audited financial statements that received an unqualified opinion to the state audit website before the required deadline
- Continued to serve as finance staff for the Lone Peak Public Safety District
- The Finance Director passed the Risk Management for Public Entities exam sponsored by the Insurance Institute of America, which earns the right to be an ARM-P (Associate in Risk Management for Public Entities)

Statistics

Below are some key statistics for the Finance Department for the past year:

- 1,802 checks issued by Accounts Payable

Coming Projects

In the coming year the Finance Department plans on working on the following projects:

- Review and update if necessary the PO Policy and Investment Policy
- Investigate if it is worthwhile to move some funds from the PTIF to another investment advisor

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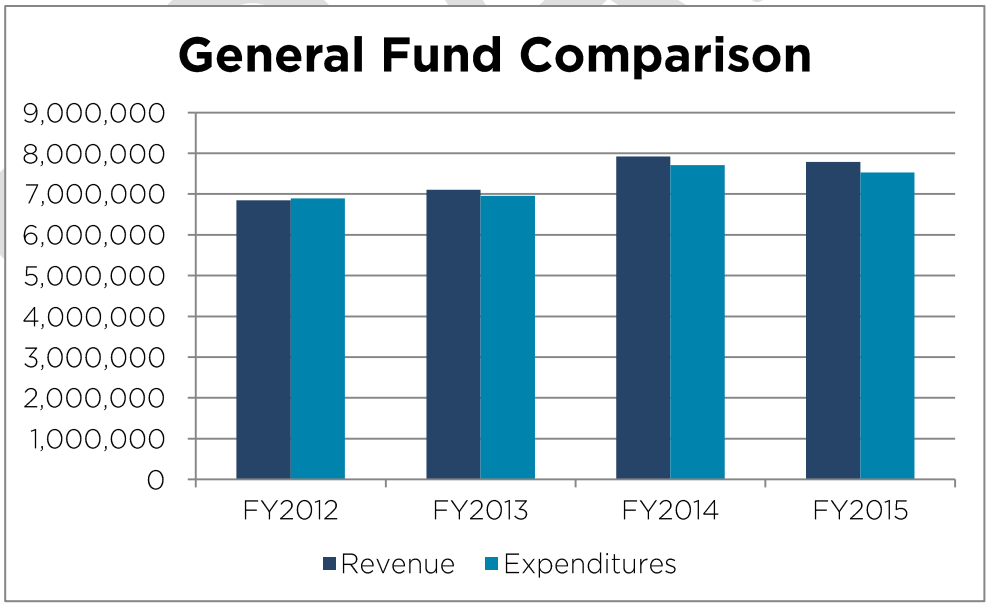
- Develop a cash flow forecasting model
- Complete a utility rate study of all the enterprise funds
- Refinance the 2007 Park Bond
- Meet the requirements for the 2016 TAP award
- Complete a budget narrative document for the FY 2016-2017 budget
- Train the Treasurer on some of the annual budget processes so the city has a back up to the Finance Director

General Budget Information

Below are some explanatory information for the Highland City budget

Bond Summary				
Year Originated	Purpose	Outstanding Balance	Maturity Date	Bond Type
2006	Buildings	$280,000	2016	Sales and Franchise Taxes
2015	Buildings (Refinanced)	$3,970,000	2026	Sales and Franchise Taxes
2007	Parks	$550,000	2017	Sales and Franchise Taxes
2016	Parks (Refinanced)	$4,970,000	2027	Sales and Franchise Taxes
2009	Pressurized Irrigation	$2,565,000	2022	General Revenues



FY2015 General Fund Expenditure Breakdown		
Police	$ 1,185,791.35	28.2%
Fire	$ 777,992.65	18.5%
Streets	$ 331,515.18	7.9%
Transfers	$ 294,505.00	7.0%
Garbage	$ 269,054.51	6.4%
Administrative	$ 230,546.50	5.5%
Court	$ 139,395.14	3.3%
Parks	$ 134,900.01	3.2%
Library	$ 131,511.21	3.1%
Engineer	$ 128,025.73	3.0%
Building Inspection	$ 112,930.71	2.7%
Community Events	$ 102,107.80	2.4%
Planning and Zoning	$ 87,522.98	2.1%
Finance	$ 82,909.66	2.0%
Recorder	$ 73,157.74	1.7%
Council	$ 39,364.78	0.9%
Cemetery	$ 27,938.78	0.7%
Treasurer	$ 24,424.47	0.6%
Attorney	$ 22,192.39	0.5%
Auditor	$ 9,500.00	0.2%
Appeal Authority	$ -	0.0%

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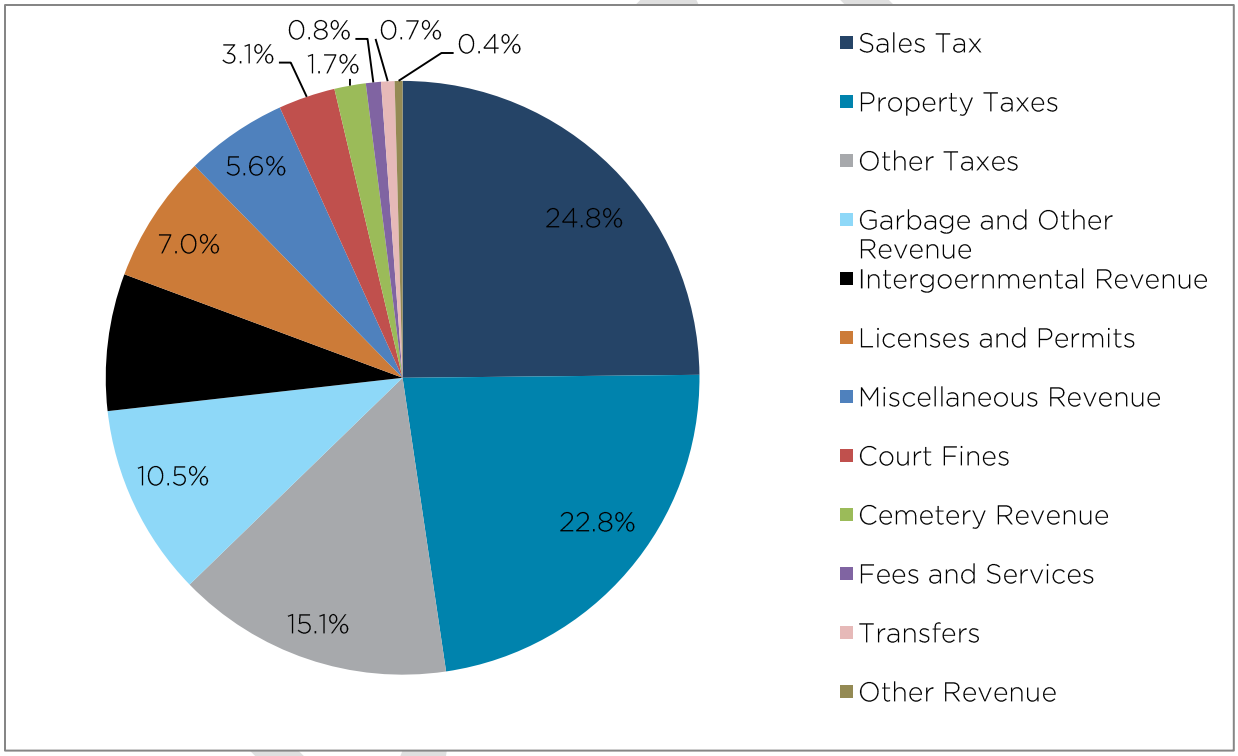
FY2015 General Fund Revenue Breakdown		
Sales Tax	$ 1,933,632	24.8%
Property Taxes	$ 1,776,477	22.8%
Other Taxes	$ 1,173,586	15.1%
Garbage and Other Revenue	$ 815,244	10.5%
Intergovernmental Revenue	$ 580,525	7.5%
Licenses and Permits	$ 544,022	7.0%
Miscellaneous Revenue	$ 432,749	5.6%
Court Fines	$ 241,002	3.1%
Cemetery Revenue	$ 133,105	1.7%
Fees and Services	$ 63,646	0.8%
Transfers	$ 57,100	0.7%
Other Revenue	$ 33,365	0.4%



Fire District

Department Description

The Lone Peak Fire District is made up of a full-time fire chief, a part-time deputy chief, 3 battalion chiefs, 3 Captains, 3 lieutenants 1 secretary, 32 Firefighter/Paramedics, and 16 Interns. The Fire District is a combination department of full-time and part-time employees. There are currently a total of 19 full-time employees, and 41 part-time and intern employees. At full staffing there are 10 personnel on duty each day divided among 3 stations. There is a fire/EMS station in Highland, Alpine, and Cedar Hills. The Fire District currently staffs 2 engine companies and 1 ambulance within the district boundaries (one engine company also pairs as a paramedic ambulance).

The Fire District is responsible for the safety and the emergency response within the district which includes the cities of Highland, Alpine, Cedar Hills and parts of Utah County for a total of 18.6 square miles of incorporated areas and 89 square miles of unincorporated areas. The Fire District is responsible for suppression of structure, vehicle, rubbish and wildland fires. Other duties performed by the Fire District include EMS response and transport, paramedic services, hazardous materials response, canyon rescue, technical rescue, fire prevention, PR safety programs and events, city standbys, and code enforcement.

Accomplishments

This year the Fire District made the following accomplishments:

- Put into service new Type III / Type 5 combination pumper
- Promoted 3 fire lieutenants to supervise the Highland station
- Finished Emergency Preparedness mobile incident command center
- Coordinated with local church leaders to expand District emergency communication system
- Secured a grant to pay for new wildland equipment
- Implemented new cordless rescue extrication tools
- Participated in all 3 city celebrations complete with PR events and first aid booths
- Installed and implemented an emergency phone system (Ashley Cox Memorial phone) up American Fork Canyon and arranged a ribbon cutting ceremony for family and friends.
- Performed fire and ambulance standby for 6 weeks on a movie set in Alpine.
- Taught the four-week fifth grade Cadet Program in all 7 elementary schools this year
- Taught EMT and CPR Classes at Lone Peak High School.
- Hired one new full-time firefighter apprentice

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Statistics

Below are some key statistics for the Fire District for the past year:

Total Calls	2014	2015
Highland	418	471

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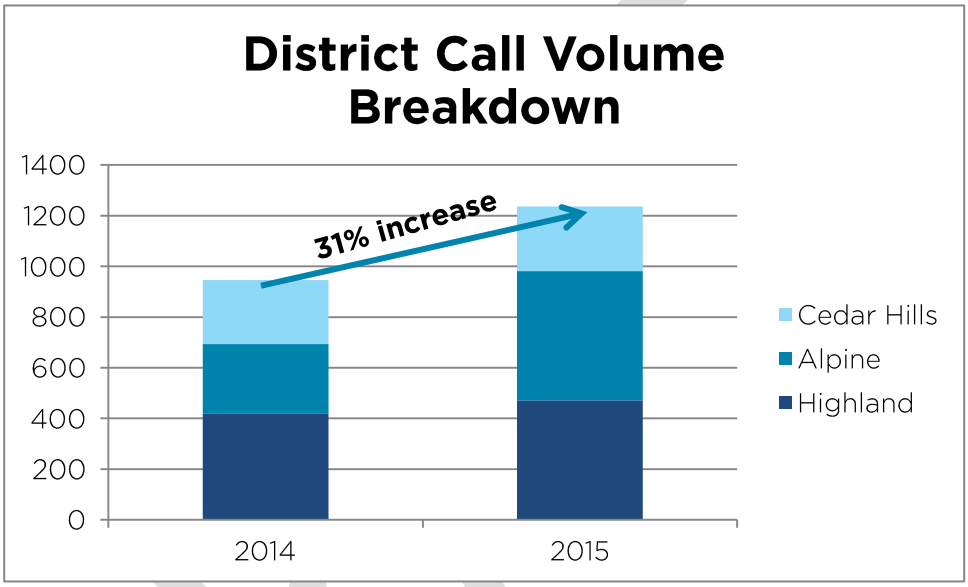
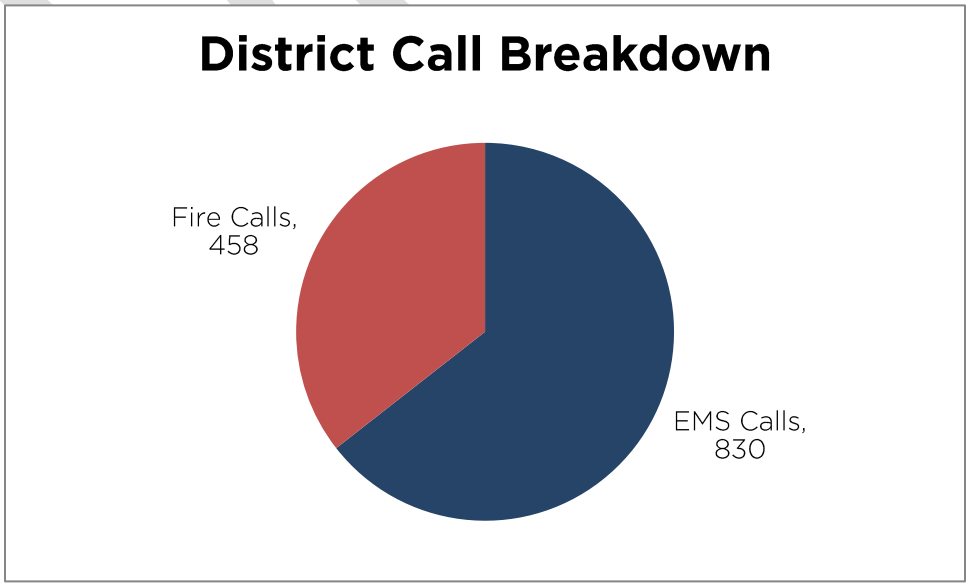
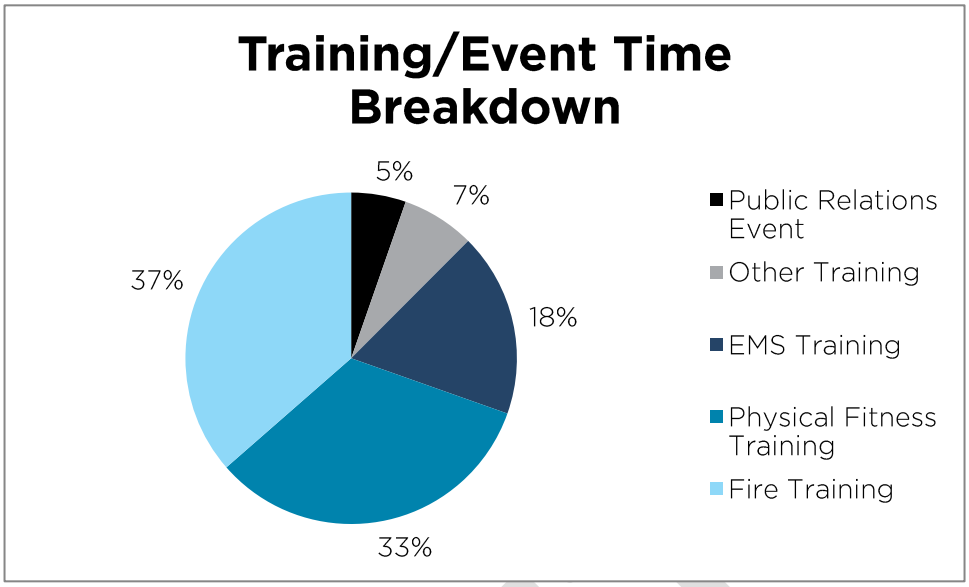
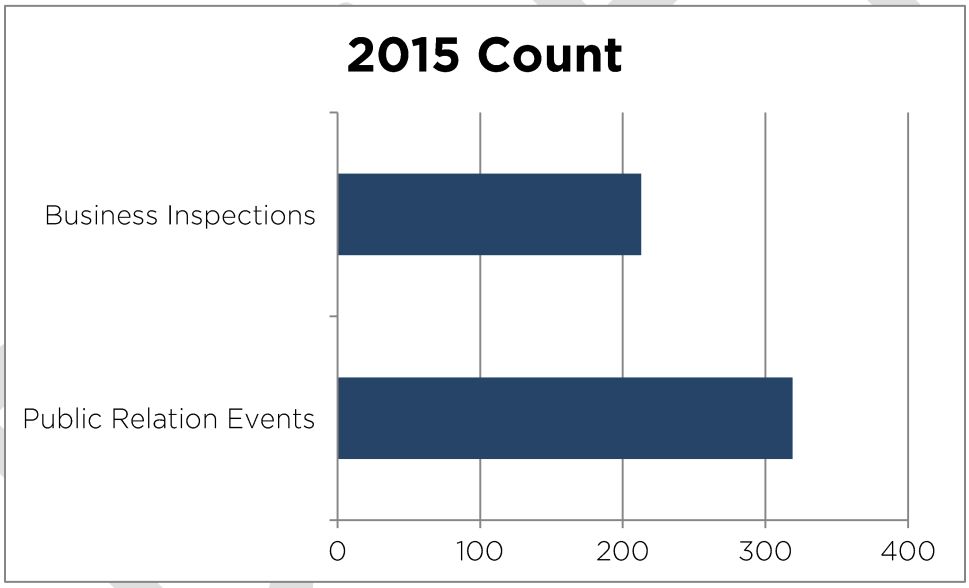





Training/Event Time Breakdown
5%
7%
18%
33%
37%
Public Relations Event
Other Training
EMS Training
Physical Fitness Training
Fire Training


2015 Count
Business Inspections
Public Relation Events
0
100
200
300
400

Coming Projects

In the coming year the Fire District plans on working on the following projects:

- Enhance the fifth grade Cadet Program
- Purchase a canyon off-road transport vehicle (ATV)
- Implement the new thermal imaging technology
- Set-up management training for all chief officers
- Write a new policy and procedures manual
- Participate in the state wildland task force committee
- Finish the last segment of the community emergency preparedness program
- Implement an Evening with the Firefighters program
- Continue all Public Relation Programs
- Teach community awareness courses in emergency management and mitigation.
- Bring the full-time apprentice into full-time status

Justice Court

Department Description

The Justice Court Department consists of the Judge and two-part time court clerks. The Public Defender is a contract position which is necessary for the proper function of the Justice Court.

The Justice Court is responsible for disposition of alleged violations of municipal and state code. Law enforcement agencies referring cases to the Court include the Lone Peak Police Department, Utah County Sheriff's Office, and Utah Highway Patrol. The Court has jurisdiction to hear only class B and class C misdemeanors and infractions.

Accomplishments

This year the Justice Court made the following accomplishments:

- Judge Nielsen was appointed to the Board of Justice Court Judges in March 2015. He attends Board meetings regularly to discuss that state of justice courts generally, including current issues, opportunities, and challenges statewide.
- Conducted a number of new police officer swearing-in ceremonies in the past year
    - These are generally conducted in the courtroom. Friends and family of the new officer(s), as well as Lone Peak Police Department Staff, are invited to attend the ceremony
- Hired a replacement part-time court clerk
- Completed the required Justice Court Recertification

Statistics

Below are some key statistics for the Justice Court for the past year:

Case Filing Breakdown	2015
Domestic Animal Ordinance Violations	142
Domestic Violence	58
Controlled Substance	36
Driving Under the Influence	17
Theft	4

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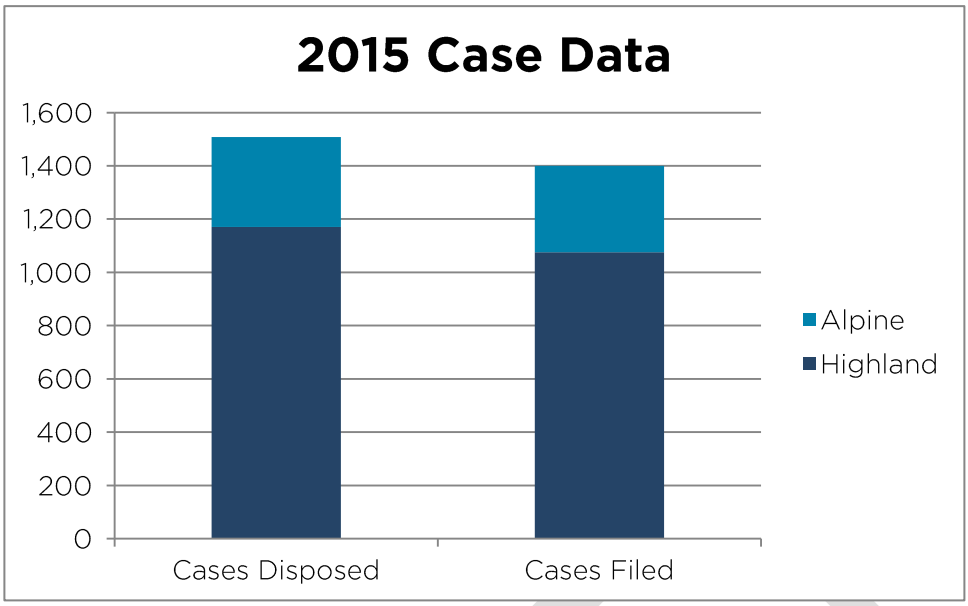

Coming Projects

The Justice Court does not anticipate any significant projects or undertakings on the horizon. The Justice Court's objective is to continue providing efficient justice, in a cost effective manner, as a core public service to the City's administration and citizens.

A replacement part-time court clerk will need to be hired when one of the clerks leaves for law school late this summer.

Library

Department Description

The Highland city library currently employs 10 staff members. The Highland Library serves to engage the Highland community in literacy and learning. We aspire to advance literacy, guide learning, and inspire creativity to enrich the lives of those we serve. Our efforts in attaining this goal are found in the resources we offer, including books, programming, technical services, and engaging the community. We are committed in our efforts to provide equal access to information and empowering community members in lifelong learning.

Accomplishments

This year the Library made the following accomplishments:

- Held a book signing event featuring author Brandon Mull.
- Increased programming by adding regularly scheduled robotics, genealogy, and family time activities.
- Held Holiday programming included a Polar Express party, life sized Candyland game, and a Frozen themed party.
- Added A toddler time class to our normal programming rotation.
- Purchased a slat-wall and solid end caps for the adult collection shelving units.
- Used a grant to purchase a tablet with mobile circulation capabilities to be used for future outreach efforts
- Implemented a reserveable study room for patrons
- Assessed needs for a potential future library building
- Installed CCTV (closed circuit television) system, using library reserves
- Purchased and added ABCmouse.com to all patron computers
- Renewed Mango Languages subscription

Statistics

Below are some key statistics for the Library for the past year:

Library Program Numbers	Number of Programs	Number of Attendees
Children's	149	4,831
Teen	5	79
Adult	15	389

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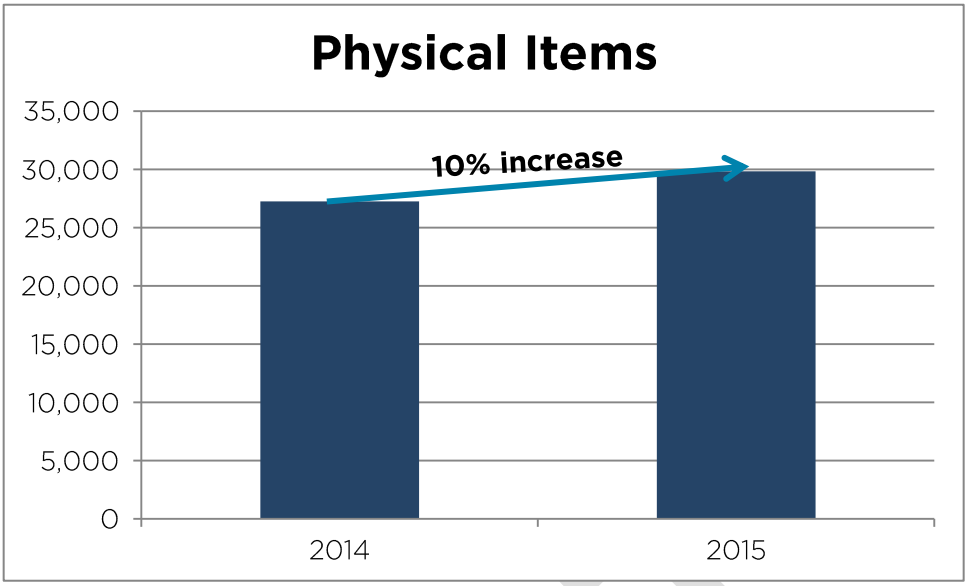

- 1,403 sessions on the children's literacy computer
- 14,500 estimated individuals used the 9 internet computers available for public use
- 23,338 visits to the Library website times during the year
- 261 "likes" on Facebook
- 20,348 log-ins to the online catalog
- 8,742 log-ins to the online catalog via handheld devices
- 32,084 items available via download
- 7,708 registered borrowers in the Library, up from 7,509 last year
    - 1,027 patrons were added and 849 patrons were removed for non-use of their accounts

Coming Projects

In the coming year, the Library plans on working on the following projects:

- Increase number of E-books and E-audio books to increase the collection
- Increase number of internet accessible computer stations to meet USL benchmark criteria
- Update the Library Internet and Online Access Policy for re-certification
- Develop a strategic plan
- Become a full member of the NUCL (North Utah County Library Cooperative)
- Increase community driven programming
- Develop outreach services
- Re-start Teen programming
- Work on better communication with other city departments and entities.
- Increase community outreach.

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Legal Department

Department Description

Highland City's legal work is contracted out to Hansen Wright Attorneys. The City Administrator/Community Development Director supervises the Legal contract work. Hansen Wright provides City prosecutor services as well as general municipal law services. The primary functions of the general municipal law services are: negotiation and review of city contracts, ensuring legal compliance with state and federal law, resolving disputes through informal settlement or litigation, and advising key staff and city officials on legal matters. The Legal Department works closely on land use issues, personnel problems, threatened litigation, and regulatory matters. Legal works to ensure the City is protected.

Accomplishments

This year the Legal Department made the following accomplishments:

- Drafted city telecommunications agreement
- Responded to GRAMA requests
- Worked with staff to comply with Truth in Taxation laws
- Assisted in the implementation of new impact fees
- Provided training to staff and city officials on state law changes
- Drafted and amended a number of city ordinances and policies.
- Protected city from liability in a number of disputes
- Worked to resolve concerns of citizens, including Eastons
- Worked with federal regulators under NEPA and LWCA involving environmental issues
- Facilitated resolution of a number of disputes with developers
- Coordinated with Attorney General regarding library policies and reserves
- Made determination related to City providing insurance for third parties

Statistics

Below are some key statistics for the Legal Department for the past year:

- 0 Lawsuits filed against the City

Coming Projects

In the coming year the Legal Department plans on working on the following projects:

- Systematic revision and updating of City Code

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Police Department

Department Description

Lone Peak Police has a compliment of 21 full time sworn Officers. 13 Uniformed Patrol Officers (of those 2 are School Resource Officers and one is a K9 Officer), 2 Investigators, 3 Uniformed Patrol Sergeants, 1 Detective/Administrative Sergeant, 1 Lieutenant/Patrol Commander, and 1 Chief of Police. Lone Peak also has two full-time clerical staff, one part-time clerical, a victim services advocate, and animal control officer.

The Lone Peak Public Safety District provides community Police services to residents of the Alpine and Highland Communities. The mission of the Lone Peak Police department is to maintain the public trust by protecting and assisting the residents and visitors of the communities through courteous, fair and impartial enforcement of federal, state, and local laws.

Accomplishments

This year the Public Safety District made the following accomplishments:

- Increased officers ability to treat trauma victims
- Obtained and began using body cameras
- Participated in a mass causality training (school shootings)
- Created school lock-down procedures
- Obtained audio video needs for interviewing
- Obtained Class A uniforms
- Obtained Crisis Intervention Team Training for Officers

Statistics

Below are some key statistics for Public Safety District for the past year:

- 2,964 Total Cases Generated in Highland City

Investigative Bureau (District-wide Data)

- 65 Cases handled
- 12 Cases closed by arrest
- 43 charges filed

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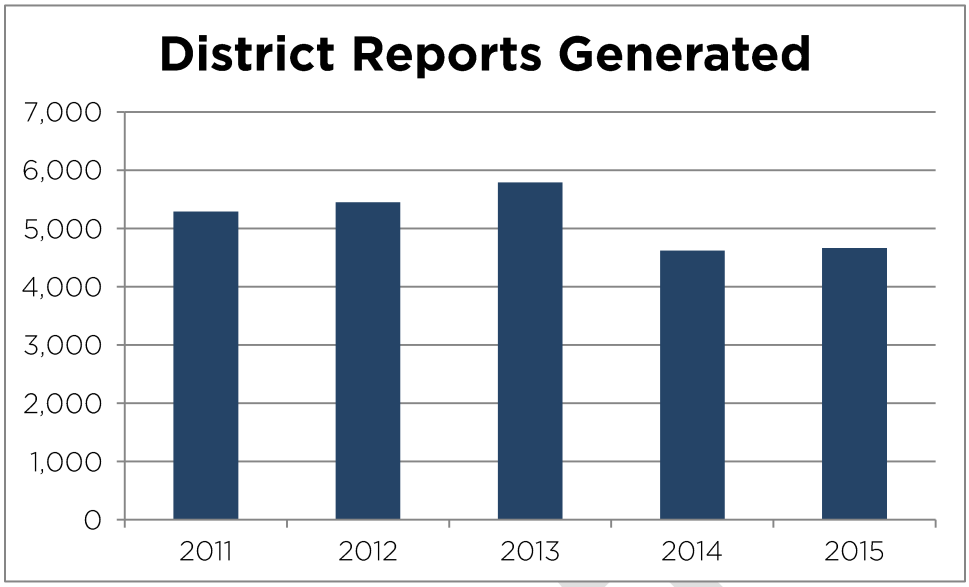
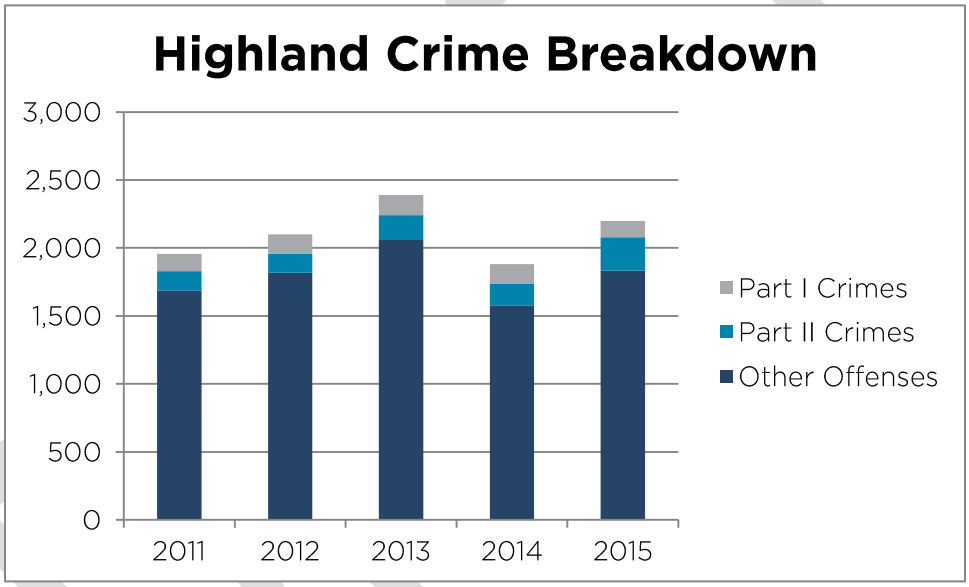
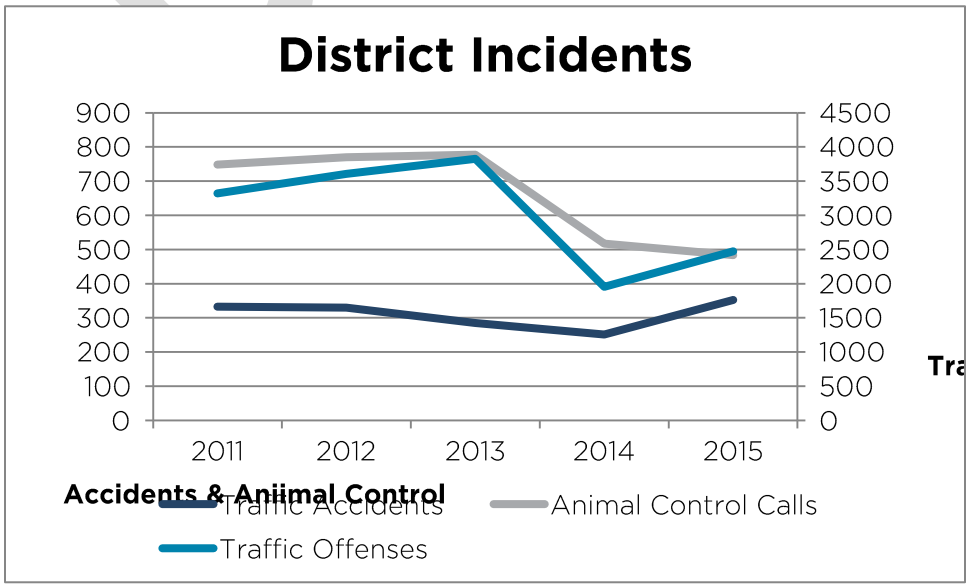

District Reports Generated
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0
2011
2012
2013
2014
2015


Highland Crime Breakdown
3,000
2,500
2,000
1,500
1,000
500
0
2011
2012
2013
2014
2015
Part I Crimes
Part II Crimes
Other Offenses


District Incidents
900
800
700
600
500
400
300
200
100
0
4500
4000
3500
3000
2500
2000
1500
1000
500
0
2011
2012
2013
2014
2015
Accidents & Aniimal Control
Traffic Accidents
Animal Control Calls
Traffic Offenses

Public Works

Department Description

The Public Works Department is made up of many different divisions including the Culinary Water, Parks/Cemetery, Pressurized Irrigation, Sewer, Streets, and Storm Drain. The Public Works Department employs 14 full-time employees as well as a number of seasonal employees.

The Public Works Department is responsible for maintaining all of the City's infrastructures located within the city boundaries. They are also responsible for the inspection of all new infrastructures being installed by developers throughout the city. Although we have different divisions in Public Works, it is important to note that almost on a daily basis that there is overlap and help between the different divisions. So as we list the different accomplishments per Division it is very much a collective effort many times between all of Public Works.

Accomplishments

This year the Public Works Department made the following accomplishments:

Culinary Water

- Repaired 8 mainline leaks
- Installed a new roof on the Public Works building and storage area at Well #1 site
- Installed a new drive and rebuilt the motor at Well #3
- Inspected 15 different subdivisions this year
- Inspected and turned 1/3 of the city's water valves in the road
- Worked with Engineering on the new Culinary Water Maintenance Plan
- Worked with Engineering and updated all of the Construction Standards and Specifications

Parks/Cemetery

- Saved a burning house
- Facilitated the improvement of the new Lone Peak Bike Park by hauling 141 Dump Truck loads (1020 Yards) of clay dirt
- Built ADA Ramp & Hand Rail for Community Center Stage
- Prepared Community Center for remodel by fixing holes in the walls, installing trim, fixing trip hazards and removal of old carpet
- Completed full service (oil, grease, blades , tires, fluids etc.) on all Parks equipment, trailers and vehicles
- Sold 255 trees at tree sale
- Planted 22 trees at 2 locations for Arbor Day
- Met requirements for Tree City USA for the 17 year.
- Re-built barbeque grills at Highland Glen Park

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- Converted the old Highland Water Company Office into a sprinkler parts room by removing a wall and building shelving to store sprinkler parts
- Framed in the lean-to on the side of the building to store Parks equipment
- Moved all of the Parks equipment out of the old HW building into 4 separate locations
- Installed Drainage System and Landscape Rocks down at the new Mitchell Hollow Trailhead parking lot
- Performed 64 Cemetery Burials
- Installed new sod in the spring on the burial plots that took place during the winter months
- Prepared the Cemetery for Memorial Day by installing all new mulch in the flower beds and tree wells
- Continued to implement improved sprinkler practices to minimize sprinkler repair needs

Pressurized Irrigation

- Installed a new PRV in the system which will help with flows in the Dry Creek area
- Inspected and tested 15 new subdivisions
- Helped in the process of cleaning out and repairing the Weir at the mouth of the Canyon
- Worked with Engineering on the City's new Pressurized irrigation Maintenance Plan
- Changed the construction standards to require developers to install fittings that will allow us to install a meter on the Pressurized Irrigation in the future
- Replaced several drain valves and stop and waste valves
- Worked with Engineering and updated all of the Construction Standards and Specifications

Sewer

- Went through entire year without any sewer main blockages
- Oversaw the replacement and upsize of the sewer main going into the Dry Creek Sewer lift station as well as the replacement of the force sewer main coming out of the lift station
- Worked with Timpanogos Special Service District to flush and clean one-third of the City's entire sewer system
- Lifted every sewer manhole lid throughout the city and performed a visual inspection looking for any blockages, backups, infiltration, condition of manholes, and collars. Created a list of repair and maintenance items
- Replaced the impellers and wear plates in both of the pumps in the Dry Creek sewer lift station
- Inspected sewer main installation on 15 new subdivisions that were constructed in 2015

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- Upgraded plumbing in both restrooms at Highland Glen Park
- Worked with Engineering to create the City's new sewer maintenance plan
- Worked with Engineering to update all of the Construction Standards and Specifications

Streets/Mechanic

- Worked with Geneva Rock to reconstruct a little under one-half mile (2065 feet) of road on 10150 North between 6000 West and 6300 West
- Supervised and inspected Hollbrook Asphalt on their install of HA5. The roads were picked from years 1 and 2 in the City's 5-year road plan
- Supervised and inspected Geneva Rock on their installation of Micro Seal Treatment
- Crack Sealed all roads prior to installation of HA5 and Micro Seal Treatment
- Inspected the construction of 15 new subdivisions
- Worked with Engineering to update all of the Construction Standards and Specs
- Rebuilt the big snow plow frame for HT 02 Snow Plow Truck
- Installed 4 new flashing speed limit signs
- Custom built a Jib Crane for the shop to lift equipment, motors, etc. out of trucks and equipment
- Serviced every piece of equipment we own at least once this year. Depending on use, some are serviced some more than once
- Replaced turbo on motor, rear brakes, air cans and pulled axle, and seals on HT 04 snow plow truck
- Replaced rear brakes, replaced air cans and pulled axle and replaced seals on the HT 03 snow plow truck
- Pulled transmission and replaced clutch, pulled rear axle and replaced rear seal on HP 06
- Pulled front end of motor off and replaced high pressure oil pump as well as rebuilt the steering box on HP07 F350 truck
- Serviced Street Sweeper twice
- Replaced water pump on street sweeper
- Replaced rear suction hose on street sweeper

Statistics

Below are some key statistics for the Public Works Department for the past year:

Culinary Water

- 140 new service connections installed
- 1497.8 acre feet of culinary water pumped
    - This equates to just over 488 Million gallons
- 306 gallons average daily use per connection
- $125,732 paid in well pumping costs
- $12,617 paid in booster station pumping for the culinary water system

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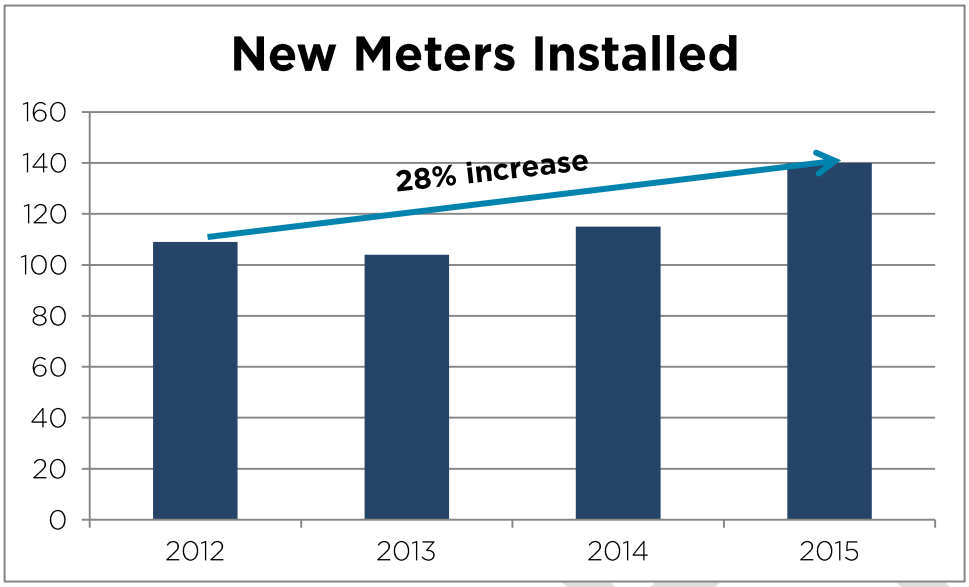
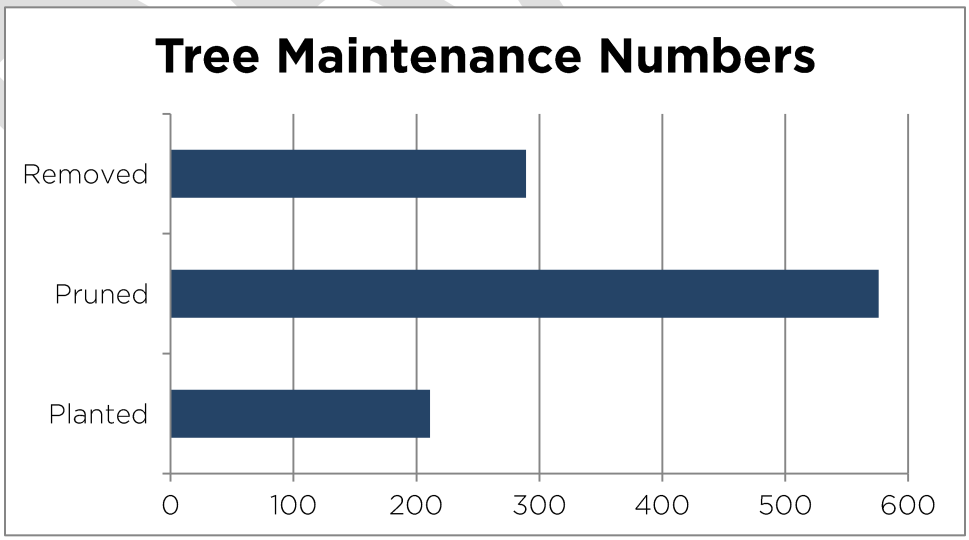
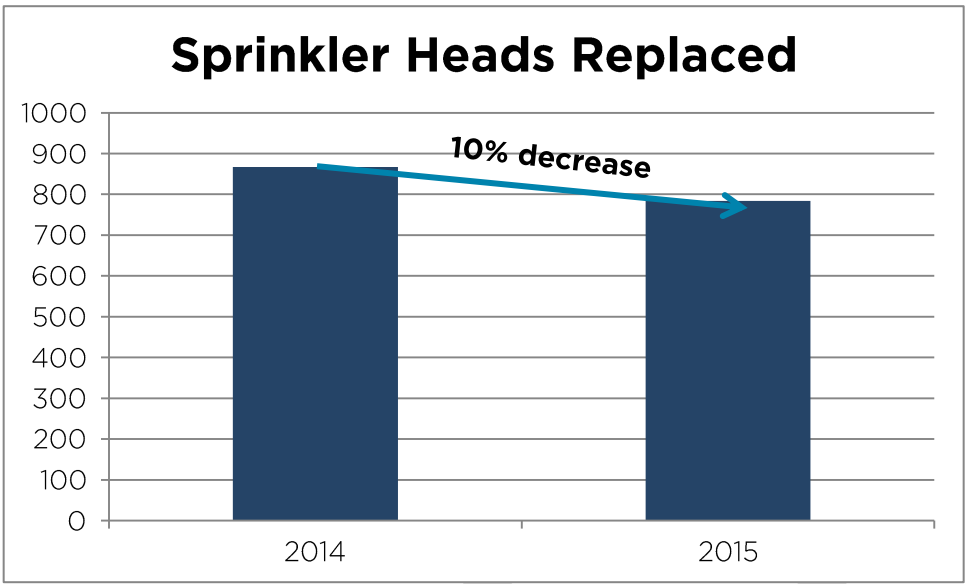
- $92.36 average cost per acre foot to pump water



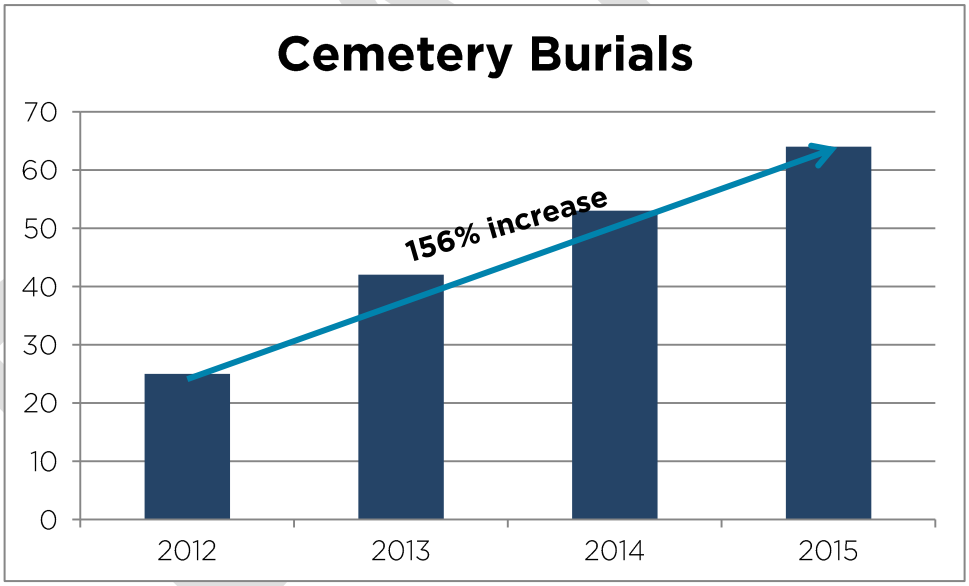
Parks/Cemetery

- 1354 Sprinkler zone blown out to prevent freezing
- 177.6 Acres of grass maintained (176 in 2014)
- 3 new sections of parkway added to maintenance responsibility (Dry Creek 5 & 6, Highland Fields, Mountain Ridge)
- 25 Seasonal employees used daily throughout the summer to keep up



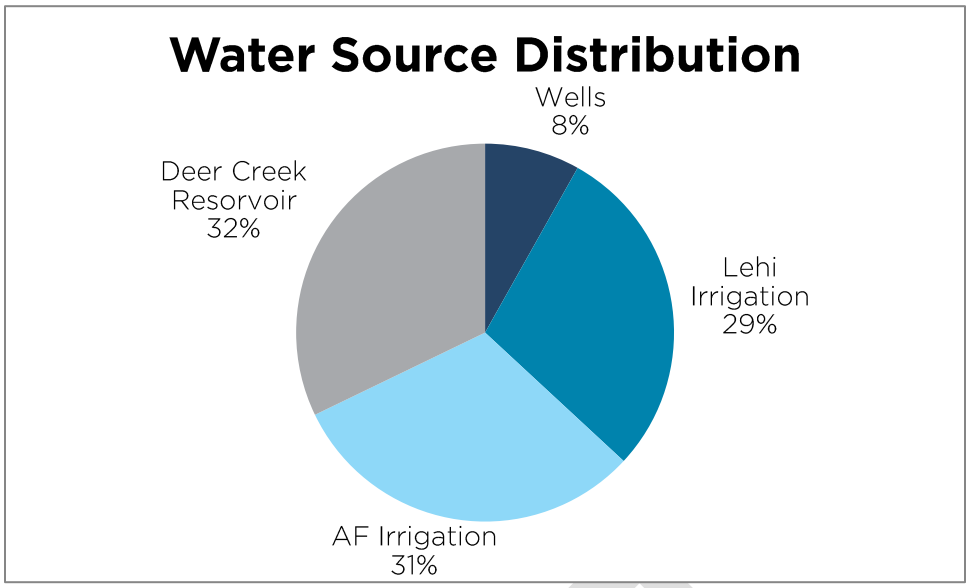


Decrease due to improved sprinkler maintenance practices



Pressurized Irrigation

- 7,779 acre feet of water delivered
- $134,400 Pumping and Booster costs
- 118 new connections added
- 10 Drain valves replaced
- 17 Stop and Waste valves replaced that started leaking out weep hole



Sewer

- 1668 manhole lids lifted and inspected
- 159 new sewer connections added from new development
- 715 feet of 8 inch sewer main upsized to 12 inch sewer main in Dry Creek Sewer Lift Station
- 410 feet of older pvc force sewer main replaced with a new HDPE force sewer main coming out of the Dry Creek sewer lift station.

Storm Water

- 90 SWPPP permits in 2015 reviewed and approved
    - 47 in 2014
- 1,237 site inspections performed on 151 new homes or town homes and 16 new subdivisions
- 21 days spent on the sweeper
- 474 miles of road swept throughout the city
- 33 SWPPP violations issued.
    - All violations were corrected

Streets/Mechanic

- 4.7 miles of road crack sealed
- 4.7 miles of road surface treated
- 4 street lights replaced that were hit by vehicles
- 1 new street light installed
- 538 linear feet of sidewalks replaced
- 260 linear feet of curb and gutter replaced
- 15.17 tons of Cold Mix Asphalt in potholes placed
- 97 oil changes performed
- 12 brake jobs replacements performed
- 6 transmission flushes

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Coming Projects

In the coming year the Public Work Department plans on working on the maintenance and capital projects that will be finalized with the Utility Rate Study. In addition, Public Works will be working on the following projects:

Culinary Water

- Update City GIS mapping
- Open all water meter lids to look and listen for leaks. While there trim grass back from lids and paint a mark on the curb to identify the location of the water meter
- Continue to go through valves in the city and exercise them up and down
- Pull wells from the system to inspect and rebuild things that show significant wear

Parks/Cemetery

- Replace Wimbledon Playground equipment
- Renovate Heritage Park pavilion
- Remove sand from Heritage Park playground and install soft fall to meet safety standards
- Make a sand box area for kids at Heritage park with the sand we have to remove from under the playground
- Repair roof on the pavilion at Canterbury Park because of fire damage
- Continue Tree Sale and Tree City USA

Pressurized Irrigation

- Update City GIS mapping
- Install 10-12 meters throughout the city on different size services to collect data on water use
- Inspect new subdivisions that will be under construction
- Verify locations and accessibility to all stop and wastes and mark curb for identification which will
- Help with location of valves in emergencies

Sewer

- Upsize sewer main on 10400 North from 6000 West to 6300 West to accommodate the master plan and new development around City Hall
- Clean 1/3 of the city's sewer mains
- Hire company to come in and do root abatement
- Inspect and repair areas where we get infiltration

Storm Water

- Review and audit SWPPP permits
- Spend more time sweeping the street
- Identify and clean out the worst sumps in town

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- Generate maps to track sweeping and sump cleaning

Streets/Mechanic

- Build a lean-to off the back of the public works shop to store the traffic control devices that were previously stored on the west side of the HW Building
- Reconstruct section of 10400 North
- Install 6.22 miles of surface treatments throughout the city
- Crack seal 6.22 miles of road
- Start using the new work order program
- Continue doing new subdivision inspections

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Records Department

Department Description

The Records Department is made up of the City Recorder. The City Recorder is responsible for but not limited to the following: organizing and running Municipal Elections; maintaining all records of the City including but not limited to City Council, Board and Committee Agendas and Minutes; compiling and distributing agendas, attending meetings and transcribing meeting minutes for all City Council meetings; managing and responding to all GRAMA requests; issuing solicitor licenses; managing the sale and records of all cemetery plots and working with funeral homes and sextons regarding burials; maintaining all contracts agreements, water right certificates, ordinances and resolution of the city; ensuring the update and codification of the Highland City Municipal Code both physical and electronic versions; ensuring proper recordings with Utah County; and serving as the City Notary.

Accomplishments

This year the Records Department made the following accomplishments:

Cemetery

- Recorded information from 2,275 cemetery plots sold and those with burials into a database called Names in Stone (www.namesinstone.com).
    - This program is publically accessible and helps people find burial locations, plot ownership, and individual burial information for personal and family history purposes
- Worked with the Daughters of the Pioneers to receive 7 ceremonial Christmas Wreaths one for each branch of the military for the veterans in the City Cemetery from Wreaths Across America
    - We will continue to receive the 7 ceremonial wreathes every year at no cost to us.

Records

- Organized and ran a successful election with minimal issues
- Updated all City Council Meeting minutes books for easier viewing and storage
- Took over the day to day operations and duties of the Treasurer during her time of illness
- Elected as the secretary to the Central Utah Recorders Association
- Completed required training to receive Certified Municipal Clerk (CMC) recognition
- Arranged and worked with Alpine Lock to have the City Hall, the Justice Center, and the Community Center Buildings re-keyed for updated security

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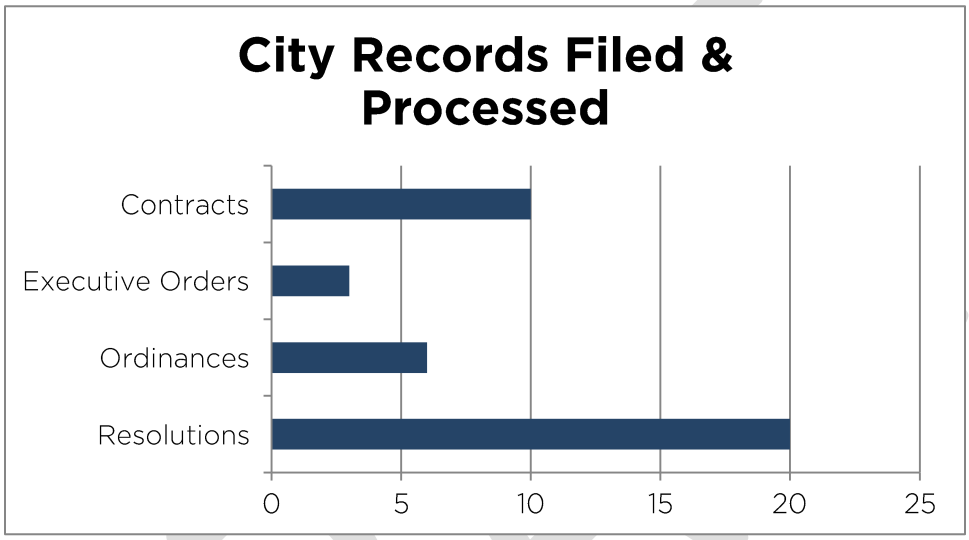
Statistics

Below are some key statistics for the Records Department for the past year:

Cemetery

- 79 Cemetery Plots sold
    - 60 residents of Highland and 19 Non-residents
- 61 Cemetery Burials

Records



- 23 GRAMA requests filled
    - 446 papers copied
    - 7 cd's made containing minutes or other information
    - 1 request was forwarded to the City Attorney
- 24 Solicitors License's processed
    - 22 were issued, 2 were denied due to lack of required information or payment
- 33 public Notary Services performed
- 27 Council Agendas compiled and distributed

Coming Projects

In the coming year the Records Department plans on working on the following projects:

- Compete Audit of all Ordinances and Resolution (finding missing ones from past years).
- Update and properly file all contracts and agreements. Creating an index for easier retrieval of documents and making an electronic file of records.

- Update all Boards and Committees – Members and appointments, Agendas and Minutes
- Create and organize a records room for all city records
    - Organize, destroy and, store all records based on the State Archives Retention Schedule
- Create and receive Council approval for:
    - Election Policy
    - City Council Policy and Procedures (pursuant to State Code)