SALT LAKE COUNTY

PUBLIC WORKS DEPARTMENT

CITIZEN'S GUIDE

MAY 2010

TABLE OF CONTENTS

Addressing Office ……...2

Animal Services …….....5

Engineering/ Flood Control ……..…13

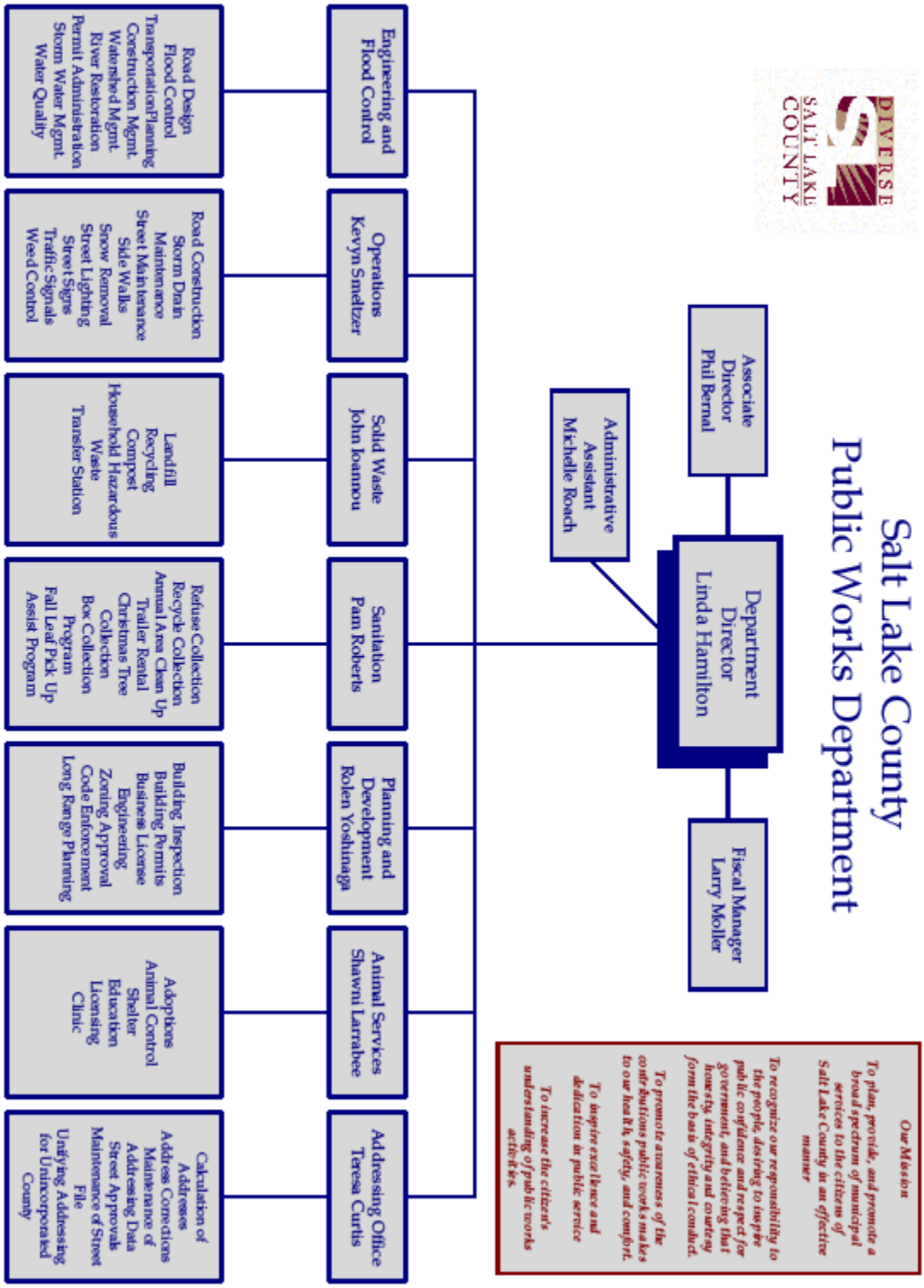
Operations …….……22

Planning and Development Services ……31

Sanitation ……..39

Solid Waste Management …….45

Contact Information…….…..50


Salt Lake County
Public Works Department
Our Mission
To plan, provide, and promote a broad spectrum of municipal services to the citizens of Salt Lake County in an effective manner
To recognize our responsibility to the people, desiring to inspire public confidence and respect for government, and believing that honesty, integrity and courtesy form the basis of ethical conduct.
To promote awareness of the contributions public works makes to our health, safety, and comfort.
To inspire excellence and dedication in public service
To increase the citizen's understanding of public works activities.
Department Director Linda Hamilton
Associate Director Phil Bernal
Fiscal Manager Larry Moller
Administrative Assistant Michelle Roach
Engineering and Flood Control
Road Design
Flood Control
Transportation Planning
Construction Mgmt.
Watershed Mgmt.
River Restoration
Permit Administration
Storm Water Mgmt.
Water Quality
Operations Kevyn Smeltzer
Road Construction
Storm Drain
Maintenance
Street Maintenance
Side Walks
Snow Removal
Street Lighting
Street Signs
Traffic Signals
Weed Control
Solid Waste John Ioannou
Landfill
Recycling
Compost
Household Hazardous Waste
Transfer Station
Sanitation Pam Roberts
Refuse Collection
Recycle Collection
Annual Area Clean Up
Trailer Rental
Christmas Tree Collection
Box Collection Program
Fall Leaf Pick Up Assist Program
Planning and Development Roleen Yoshinaga
Building Inspection
Building Permits
Business License
Engineering
Zoning Approval
Code Enforcement
Long Range Planning
Animal Services Shawni Larrabee
Adoptions
Animal Control
Shelter
Education
Licensing
Clinic
Addressing Office Teresa Curtis
Calculation of Addresses
Address Corrections
Maintenance of Addressing Data
Street Approvals
Maintenance of Street File
Unifying Addressing for Unincorporated County
updated 01/13/2010

SALT LAKE COUNTY
ADDRESSING

Mission Statement

Salt Lake County Addressing Office is dedicated in working towards enhanced public safety, increased efficiency, and more effective government service by ensuring accurate addressing in Salt Lake County.

List of Services

Our services include:

1. Address assignment for unincorporated Salt Lake County
2. Street name approval for new development or street name changes for Salt Lake County
3. Street name change petition
4. Maintenance of the Salt Lake County streets database
5. Maintenance of street addresses for Salt Lake County
6. Addressing for Apartments, Duplexes, and Mobile Home Parks

Detailed Description of Services

1 - Address Assignment for Unincorporated County

Salt Lake County Addressing Office is responsible for the accurate address assignment for unincorporated Salt Lake County. The address assignment complies with the Salt Lake County addressing standards and with the Salt Lake Base and Meridian grid system used by Salt Lake County Emergency Services to properly locate property. The addressing office records all address changes with the Salt Lake County Recorder's Office to certify and finalize the address change.

2 - Street Name Approvals

Street name approval is coordinated by the Addressing Office to prevent duplicate street names and to ensure addressing standards are met. This service is available to all developers and individuals wanting to name or rename a street. We work with the incorporated cities notifying them of the proposed street names. This is a county wide service.

3 – Street Name Change Petition Requests

The Addressing Office assists residents in renaming streets in the unincorporated county. This process requires a signed petition with seventy-five percent of structure owners on the street agreeing to a new name. The request is reviewed under street name approval guidelines. A fee of $250.00, payable to the Salt Lake County Addressing Office is required when the petition is filed. When the review is completed and approval is given, the street name change is recorded with the Salt Lake County Recorder's Office. The Addressing Office will notify the United

States Postal Service and Valley Emergency Communication Center of the street name change. An additional fee of up to $140 is required by the Salt Lake County Sign Shop for installation of a new street sign, to be paid by petitioners.

4 - Maintenance of the Salt Lake County Streets Database

The Addressing Office maintains the Salt Lake County Streets database, which includes all streets both public and private in Salt Lake County. This information contains jurisdictional boundaries, zip code, alias names, house range, and street coordinate information. The compilation of this information is a combined effort with all cities in Salt Lake County. This information can be obtained from the addressing office website and is available to county agencies, outside agencies and the public.

5 - Maintenance of Street Addresses for Salt Lake County

The Addressing Office maintains the street addresses for all property located in Salt Lake County. We collaborate with all cities within Salt Lake County to ensure the accuracy of street addresses. This information is used by internal and external agencies and is available through the Salt Lake County Recorder's Office Polaris System.

6 - Addressing for Apartments, Duplexes, and Mobile Home Parks

The Addressing Office maintains a multiple addressing table that reflects residential parcels that have more than one street address assigned to them (i.e. apartments, duplexes, and mobile home parks). This collection of information is a collaborative effort with all cities within Salt Lake County. This information is available upon request.

<u>Addressing Staff Levels and Qualifications</u>

The Addressing Office personnel have a combined total of 31 years of addressing experience for Salt Lake County. The addressing staff is comprised of GIS Property Specialists and a GIS Data Analyst. They are highly knowledgeable regarding the addressing standard policy and the Salt Lake County Addressing Ordinance.

<u>Addressing Contact Information</u>

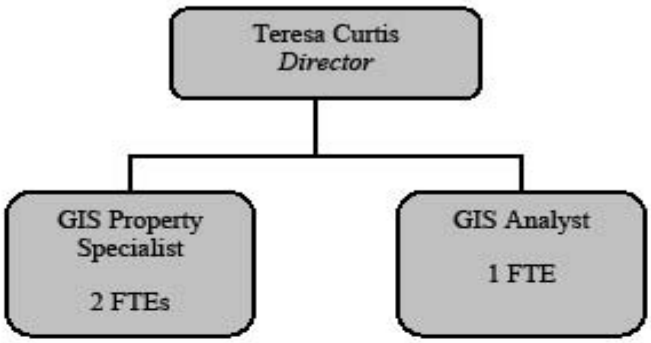
Location: Salt Lake County Government Center
2001 S State Street, Suite N3300
Salt Lake City, Utah 84190-1100

Hours: Monday -- Friday 7:30 am – 5:00 pm

Phone Number: 801-468-3255

Website: www.slcoaddressing.org

SALT LAKE COUNTY ADDRESSING



SALT LAKE COUNTY
ANIMAL SERVICES

Proudly Serving the Citizens of Unincorporated County,
Salt Lake City and Herriman City

Mission Statement

Salt Lake County Animal Services is dedicated to providing consistent, reliable and professional solutions for animal related issues.

List of Services

Comprehensive animal care and control services include:

1. Field Operations and Enforcement
2. Animal Care, Sheltering and Adoption & Rescue Programs
3. Licensing
4. Onsite Veterinarian and Clinic
5. Volunteer and Foster Programs
6. Community Activities

Detailed Description of Services

1 - Field Operations and Enforcement

Salt Lake County Animal Control Officers bring stray (lost or abandoned) animals to the safety of the shelter, enforce animal related ordinances and investigate bite reports and complaints of animal cruelty, abuse, neglect, and nuisance issues. They provide educational information to the community about animal welfare and responsible pet ownership and use education to resolve complaints or issues whenever possible.

Staffing Levels and Qualifications

Animal Services field supervisors and field officers have many years of experience in the delivery of animal control services to our community. The field staff is comprised of a full contingent of highly trained field officers and field management staff, the majority of which are Peace Officer Standards Trained ("P.O.S.T." certified). Several members of the field team are also Humane Investigators and Equine Investigators certified through the Law Enforcement Training Institute ("L.E.T.I."). All field staff complete a minimum of forty (40) hours of in-service training per year, including courses developed by the National Animal Control Association ("NACA") as well as by the Law Enforcement Training Institute ("LETI").

Officers have a combined total of over 194 years of animal control experience for an average of over 11 years experience in the field. They are highly trained in enforcing city ordinances and procedures as well as experienced in dealing with Courts, Search Warrants, City Prosecutors, etc. Their experience includes handling dogs, cats, exotics, cattle, horses, sheep, goats, pigs and various farm fowl.

Call Dispatching Process

Field Officers respond to approximately 15,000 dispatch calls and 4,000 follow-up calls each year. Dispatch services are provided through the Salt Lake County Sherriff's office. The dispatch personnel have access to the Animal Services central database system which provides information and history regarding animal related issues and case histories.

If you need assistance from an officer, please call 801-743-7045.

Priorities and Expected Response Times

Officers respond to calls in order of priority.

Priority 1 - Emergency calls are responded to 24 hours per day 7 days per week and include calls such as animal bites and attacks in progress, animal in distress, law enforcement agency assist, cruelty to animals in progress, etc.
Goal Response Time: 30 Minutes.

Priority 2 - Pick up sick animals, dogs in livestock, animal bites and attack investigation (not in progress), etc.
Goal Response Time: 60 Minutes

Priority 3 - Pick up stray animals, animals running at large, leash violations, over limit on number of animals, etc.
Goal Response Time: 2 Hours

Priority 4 - Barking dog complaints, nuisance complaints, park patrols, unlicensed animals, etc.
Goal Response Time: 24 Hours

Priority 5 - Permit inspections and other lower priority call types are responded to at designated times or as soon as possible.

Specialized Field Equipment

Salt Lake County Animal Services is equipped to meet any animal care or control situation. Each officer is assigned a four-wheel drive truck with the following:

- SHORELINE Animobile 99 animal transportation boxes to ensure the comfort and security of the animals. The transportation boxes have a rear storage area and six lockable compartments. Each compartment has lights, fans, inner safety doors, and coated grill floors.
- Emergency front, rear and overhead lights
- Specialized equipment for the safe and humane capture, handling and transportation of animals.
- Personal computers for mobile data dispatching. The computers allow officers to view all

current calls, verify history on an address or animal, add remarks, run warrants, check driver's licenses and car registration.

- Cell phones and mobile radios, compatible and programmed for communication with the Unified Police Department's Office, the Salt Lake City Police Department and many other law enforcement agencies.

In addition, our Field Staff have access to other specialized equipment, such as:

- A special investigative unit with equipment tailored for use at crime scenes and cruelty cases
- A special response unit that contains additional emergency rescue equipment
- Two large livestock trailers, capable of hauling up to eight livestock
- A trailer equipped with a winch and hydraulic bed system designed for large animal disposal
- 725 gallon water transport truck for emergency operations

2 – Animal Care, Sheltering and Placement Programs

Salt Lake County Animal Services shelter is located at 511 West 3900 South and is easily accessible from I-15. This clean and modern shelter was built in 1991 and handles over 10,500 animals each year. We remain one of the few municipal shelters in the valley open on Saturdays with full customer service and adoption services available.

The shelter provides the following to meet the needs of the community:

- Open to the public six days each week
- Secure quarantine facilities for animals that bite or those held for court action or protective custody
- A barn to house livestock and farm fowl
- Drop boxes where animals can be left after-hours in a safe, secure, and sheltered environment (drop boxes are closed for safety reasons when the outside temperature falls below 20 degrees)
- A fully-powered generator to ensure that the facility can remain fully functional in cases of emergency or loss of power

The shelter staff is comprised of individuals with extensive shelter and animal experience. In addition, all staff are required to complete a minimum of 20 hours of additional training each year. This additional training ensures that staff members receive information on the latest best practices and techniques for safe handling and effective caring for the animals in the shelter.

Animal Services maintains detailed protocols to ensure all animals receive consistent medical evaluations, treatments, and behavior assessments while they are in our care. Mental and physical health of animals is managed through the organized efforts of staff and volunteers.

Animal Services utilizes a state-of-the art database system that ensures we can effectively track information regarding animals, people, licensing, history of violations, etc. This system uploads pictures of animals in the shelter to a nationally recognized website. This is critical in helping owners locate lost animals as well as find new pets for their family. In addition, our database allows us to track and provide a variety of statistical information to the jurisdictions that we serve. In the field, officers have access to this database to prepare for and assist in management of calls.

The shelter always has a large number of healthy animals that have not been claimed by their owners, all of which are in need of loving, responsible homes. Our dedicated adoption specialists carefully screen potential new pet owners and assist with the selection of the right pet for each family. Salt Lake County Animal Services is dedicated to eliminating unnecessary euthanasia and we have made tremendous strides over the past few years in moving our shelter and the communities we serve to a "No Kill" policy. Only the latest techniques in humane euthanasia are utilized if euthanasia is the only appropriate outcome for an animal. Today that technique includes sodium pentobarbital with sedation when needed.

We also work with various local and regional rescue and non-profit groups to place animals that may need more time to find permanent homes. In 2008 Salt Lake County Animal Services became a Petsmart Charities Rescue Waggin® Source Shelter. Through this great program hundreds of dogs from our shelter have been rescued and placed in permanent homes.
We work closely with No More Homeless Pets in Utah in support of the Feral Cat Trap, Neuter, and Return program for those jurisdictions that have approved the program.

If an owner loses their pet they should visit the shelter and begin watching the website (www.slcoanimalservices.org) as soon as possible. The mandatory hold time for stray or lost pets is only 3 days so it is critical that owners begin looking for lost pets immediately. Microchips and ID tags are critical to our success as we work to reunite pets with their owners and every animal coming into the shelter is scanned to see if it has a microchip. Microchips can be purchased at the shelter for $20 and ID tags are available starting at $6.

3 – Licensing

Pet licensing and renewals are tracked through our central database allowing us to send out reminders and follow up on delinquent licenses in an efficient and timely manner. Officers also have access to the database from their trucks and can determine quickly whether an animal has a current license.

For the convenience of the citizens we serve, licensing will be available through our website in early 2010.

Licensing Fee Information for Unincorporated Salt Lake County	
Unsterilized	$45
Sterilized/no microchip	$10
Sterilized and microchipped	$ 8
Senior citizen - unsterilized/no microchip	$25
Senior Citizen Discount Pet License - sterilized/microchipped *	$ 5
Senior Citizen Discount Pet License - sterilized *	$25
Transfer tag fee	$ 5
Replacement tag	$ 5
Late license penalty (In addition to license fee)	$25

*1 fee for life of pet when renewed as required.

4 – Onsite Veterinarian and Clinic

We have a full time veterinarian and technician on staff to care for our animals. The clinic staff perform spay and neuter surgeries on animals going up for adoption as well as diagnose and treat any illness or injuries in incoming animals. The clinic staff also assists in the evaluation of animal conditions during cruelty investigations. We maintain relationships with local veterinarians to provide additional coverage for services we cannot provide in house.

Pet vaccinations are also available at the shelter. No appointment needed.

Dog Vaccinations	
DHPP, Bordatella, Corona, Rabies	$35
DHPP, Bordatella, Rabies	$25
DHPP, Rabies	$20
DHPP, Bordatella	$15
Canine Influenza (H3N8)	$15
DHPP	$10
Corona	$10
Bordatella	$10
Rabies	$15

Cat Vaccinations	
FVRCP, Leukemia, Rabies	$25
FVRCP, Leukemia	$20
FVRCP, Rabies	$20
FVRCP	$10
Leukemia, Rabies	$20
Rabies	$15
Other	
Microchip	$20
Engraved pet ID tag	$6

5 – Volunteer and Foster Programs

Dedicated volunteers are critical to our success. Volunteers perform a variety of different functions, including:

- Provide enrichment activities for dogs and cats
- Taking photos and videos of animals
- Work with shelter dogs to help them earn their American Kennel Club (AKC) Canine Good Citizen® ("AKC CGC®") certifications
- Assist with adoptions and outreach events
- Provide foster homes for injured animals or young animals that are too young for adoption, rescue dogs waiting for pickup, or bully breed dogs working on their AKC CGC® certification

In 2009, volunteers completed over 6200 hours of service at the shelter for the benefit of animals in our care. For information on how you can get involved call 801-559-1100 and ask to speak to a volunteer coordinator.

6 – Community Activities

Each year we host training programs in our shelter auditorium for groups such as American Humane. This provides staff with high quality training opportunity without travel costs and offers education opportunities to animal care organizations in our region.

We also actively work with local groups such as Utah Career College and the U of U Pre-Vet club to offer their members animal care experience. These partnerships are excellent opportunities to provide the shelter with much needed help as well as developing long term relationship and support for our programs.

Salt Lake County Animal Services participates in many outreach events every year. From County Neighborhood to Neighborhood and individual city events to specialty group events such as "Super Adoption" and local dog shows, we participate to provide educational material and to develop relationship and support for our programs.

We are dedicated to developing programs to solve community problems and help us reduce our euthanasia numbers. Our "Bully Breed Population Management" offers free spay/neuter and low-cost training classes for pit bulls and pit bull mixes that live within our jurisdiction.

The "Shelter Dog Canine Good Citizen" launched in May 2009 and offers new adopters a chance to complete AKC CGC® certification with their new dog. These classes are free to bully breed dog adopters and are geared toward increasing the adoptability of the animals in our shelter and ensuring new owners have the information needed to be responsible, successful dog owners.

Animal Services 2009 Statistics

- Responded to 14,676 dispatch calls and another 5,000 follow up calls
- Officers responded to a total of 1,552 cruelty investigations and follow up calls
- 10,607 animals handled
- Animals saved through shelter programs (adoption, rescue and foster) was increased by 42% and represents a record high for our agency
- 1214 animals saved through association with humane and rescue groups and use of foster families, reflecting a 129% increase over our previous five year average
- Rate of adoptable dog euthanasia was below 1%
- Our dedicated volunteers completed approximately 6200 hours of time supporting our programs and helping take care of the animals in the shelter

Total Animal Saved: 79,507 animals have been saved through our shelter programs since 1996.

Animal Services Contact Information

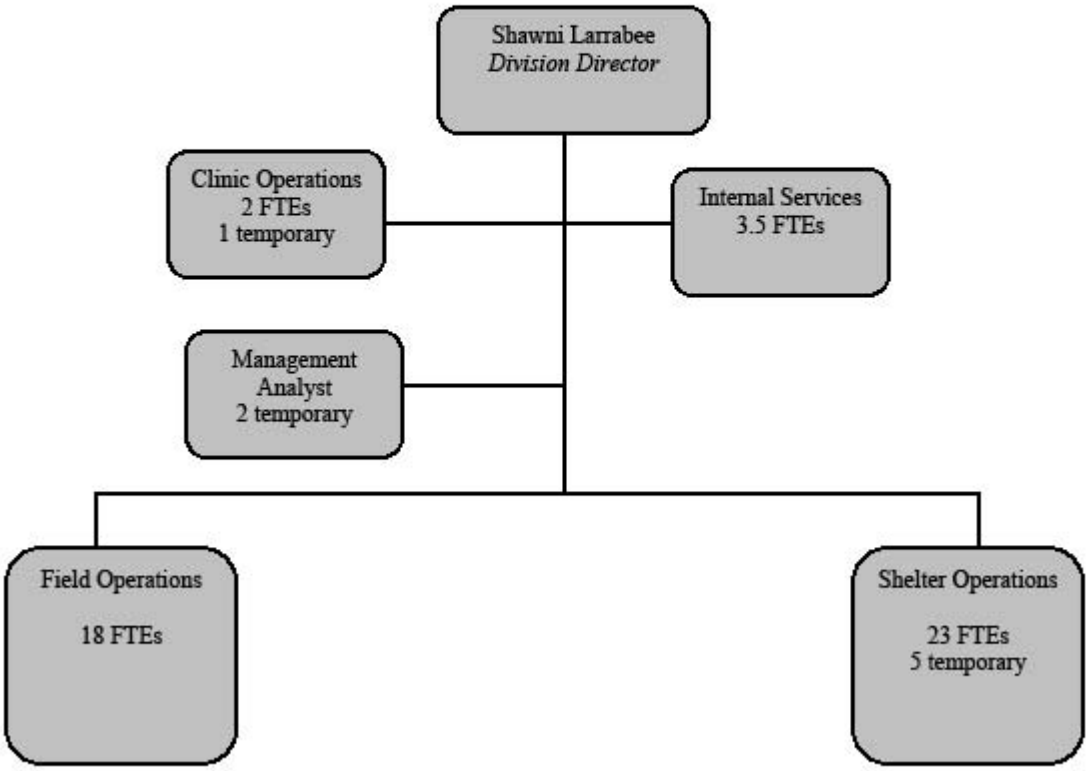
Shelter Location: 511 West 3900 South, Salt Lake City Utah 84123

Hours: Monday, Wednesday, Friday, Saturday 9:30 am – 5:30 am
Tuesday and Thursday 11:30 am – 7:30 pm

Phone Numbers:
Shelter and Program Information and Non-Emergency Issues: 801-559-1100
To have an Officer Dispatched for Emergency Response: 801-743-7045

Website: www.slcoanimalservices.org

SALT LAKE COUNTY
ANIMAL SERVICES



SALT LAKE COUNTY
FLOOD CONTROL/ ENGINEERING

Mission Statement

Salt Lake County Flood Control/Engineering designs and protects the future of the County.

Our mission includes:

- Proactive ecosystem stewardship with Water Quality Stewardship Plan (WaQSP) providing the plan for increased public awareness and enhanced ecosystem health.
- Transportation innovation through congestion elimination and construction of safer pedestrian walkways.
- Ensuring the preservation and performance of the urban drainage system.

List of Services

The Engineering Division provides services on both a Countywide basis and for the Unincorporated Salt Lake County. In unincorporated Salt Lake County, the division provides Public Works Engineering for transportation projects, municipal storm drain projects, and the Millcreek Fire Flow Special Improvement District (SID). Flood control and water quality projects are part of the division's countywide services.

1. Flood Control and Water Quality
2. Flood Control Projects
3. Public Works Engineering
4. Transportation Projects
5. Millcreek Fire Flow Special Improvement District (SID)

Detailed Description of Services

1. Flood Control and Water Quality

Flood control and water quality programs provide engineering design services for the construction of drainage and flood control facilities. Operation and maintenance of all flood control dams, basins, pump stations, diversion structures, storm drains and canals are principal services. Additionally, the Division manages the area-wide Water Quality Management Plan and administers use permits and regulatory programs.

Staffing Levels and Qualifications

Flood control and water quality programs are staffed by Registered Professional Engineers; graduate engineers working towards licensure; water quality specialists with bachelor's and master's degrees in a variety of specialized areas, as well as certified hydrographers. The

operations and maintenance field crew has an average of 15 years of experience including field supervisors, district workers and equipment operators.

- 1 Engineering Services Manager P.E.
- 2 Project/Program Managers P.E
- 4 Project Engineers
- 4 Degreed Water Quality Specialists
- 2 Certified Hydrographers
- 10 Flood Control Operations and Maintenance Crew
- 1 Fiscal Administrator
- 1 Clerical Support
- Staff augmented with temporary staff working towards bachelor's/master's degrees in science fields

Project Management and Design

Flood control and water quality provides engineering, master planning and design services for the construction of municipal drainage and countywide flood control facilities through the use of advanced computer-aided design and modeling. Engineers plan and design projects to provide protection to Salt Lake County residents from flooding and support the water quality of the system by innovative technologies and designs.

Water Resources (Watershed Planning)

Water Resources manages the area-wide Water Quality Management Plan. This plan implements recommendations from the Water Quality Stewardship Plan (WaQSP) which is a five-year plan that focuses on issues such as bank stabilization, ecosystem restoration, and riparian protection ordinances. The Ecosystem health index looks at the biological properties of the stream itself; with the stream function index (SFI) identifying hotspots for system ecosystem improvements. The SFI is a rapid assessment used to evaluate tributary streams and the Jordan River. The SFI not only looks at erosion but also evaluates other features such as parks, playgrounds, picnic areas, trails, and facilities. Watershed Planning also includes education programs such as the annual watershed symposium.

'I Love the Jordan River' is an outreach program new in 2010. The program includes educational information and games to learn about the Jordan River eco-system. This booth is available for all community events and may be requested at any time. Over five million dollars in federal and state grant money has been obtained over the last two years for water quality projects in the County, including bank stabilization and riparian ecosystem restoration.

Additional information on the County's Water Quality program can be accessed through the watershed planning tab on the Public Works Engineering website which is listed in the contact information on page 20.

If a resident is concerned about erosion along a creek or a water quality issue, they can contact a Water Resource Specialist at (801) 468-2711.

Storm Water Management

The Utah Pollutant Discharge Elimination System (UPDES) program works towards ensuring that County waters meet water quality standards for attainment of goals as determined by the State Division of Water Quality. The goal of water quality standards is for waters in Salt Lake County to be safe for swimming, fishing, wading or other recreational uses by the general public. As part of this program, the County operates a system of stream-flow gauges, rainfall/precipitation gauges and water quality sampling station to provide accurate data for flood control emergency management, water quality management and long term planning. The water quality sampling stations are used to gauge the County's compliance with the UPDES permit requirements of the Clean Water Act. Real-time rainfall data and stream flow data is also obtained to assist with flood prevention, and can be accessed from the Public Works Department website.

Flood Control Permits

Ensure compliance with Salt Lake County ordinances for discharges and modifications to all countywide flood control facilities. Provides guidance and information relative to the Federal Flood Insurance Program and acts as a repository for FEMA Flood Plain Maps. Also serves as the representative for local coordination with FEMA. The Division acts as a resource for other city and County agencies concerning managing development within flood hazard zones to ensure the safety of affected citizens. Flood control permits are intended to ensure that water carrying capacity of creeks and canals are not compromised. Flood Control permits and guidance documents may be downloaded from the Flood Control tab of the Public Works Engineering website which is listed in the contact information on page 20.

Operations and Maintenance

The Division operates and maintains all flood control dams, basins, pump stations, diversion structures, storm drains and canals on the 64 Countywide Flood Control facilities listed in Chapter 17 of the County Code of Ordinances. The Division also protects the citizens of Salt Lake County from flooding by clearing streams of debris and sediment buildup, provides sandbags and conducts emergency flood maintenance operations (flood fights) during times of high stream flows.

2. Flood Control Projects

Provides a capital improvement construction program to construct and restore infrastructure necessary to protect health, welfare, and safety of Salt Lake County residents and businesses.

Staffing Levels and Qualifications

Staffing for this program is handled by Public Works Engineering and Flood Control and Water Quality personnel. Outside engineering consultants are used to augment County staff when necessary due to current staffing limitations. Consultants are managed by County staff. In order to expedite project timelines, Salt Lake County has established a pool of consultants for use in these situations.

3. Public Works Engineering

Public Works Engineering provides planning, engineering design service, and construction inspection/ management services for transportation, roadway and municipal drainage construction in the unincorporated area of Salt Lake County. It also provides construction inspection/ management services for flood control and water quality projects countywide. Additionally, permit administration, traffic calming and safer sidewalk programs are managed for the unincorporated area of Salt Lake County. New development plans and subdivisions are reviewed for compliance with design standards, codes and ordinances.

Staffing Levels and Qualifications

The Engineering Section is staffed by Registered Professional Engineers; Registered Professional Land Surveyors; Inspectors; and support staff.

- 1 Division Director P.E.
- 2 Program Managers P.E
- 3 Project Engineers
- 3 Development Review Engineers
- 1 Plan Check Specialist/Land Surveyor
- 3 Inspectors
- 1 Excavation Permit Coordinator/Purchasing and Contract Manager
- 1 Clerical Staff
- Staff augmented with temporary staff working towards bachelors/masters degrees in science fields

Project Management and Design

Provides engineering, master planning and design services for the construction of roadways, trails, sidewalks, curbs and gutters, signals, traffic control devices, intersection improvements, retaining walls and bike lanes through the use of advanced computer-aided design and modeling. Engineers plan and design projects to provide safety for all users of the transportation system including cyclists, pedestrian, and vehicle users by implementing innovative technologies and designs.

Development Plan Review

Technical support is provided to the Planning and Development Services Division in the areas of traffic, water quality and municipal hydrology for all

new development proposals. Detailed structural reviews of multi-story high-rise developments and earthquake and seismic load reviews for buildings and private bridges are made on an as requested basis. Development Review Engineers and Plan Check Specialists review plans and calculations submitted by developers and evaluate the proposals using the latest national and local standards for design. Inspectors provide on-site evaluation of the construction to ensure compliance with standards and safety.

Roadway Permits and Regulatory Administration

Ensure compliance with Salt Lake County ordinances for all excavations and encroachments in the County rights-of-way. Prepares and process license agreements for all pipelines over 100' long and for all encroachments into the Salt Lake County rights-of-way as necessary and ensure that all special events are reviewed and approved by all appropriate agencies to ensure the safety of affected citizens.

Roadway excavation permits may be obtained in person, over the phone, or on-line (with pre-approval). Additional information and copies of the permits can be accessed on the Highway tab of the Public Works Engineering website. Contact the Salt Lake County Excavation Permit Coordinator for assistance. Phone numbers and website information are listed on page 20.

Construction Management

Ensures capital projects and road, sidewalk, and storm drain projects are constructed in accordance with plans and specifications, on time and within budget, while minimizing disruption to private property, citizens and traveling public. Our goal is to provide quality constructed improvements and safety, improve mobility and promote economic prosperity and quality of life.

Information on ongoing construction projects can be accessed through the Public Works Engineering website which is listed in the contact information on page 20.

4. Transportation Projects

Provides the capital improvement construction program for major reconstruction, rehabilitation, and widening of needed transportation and roadway improvements to eliminate congestion, provide mobility, and enhance safety for both vehicular and pedestrian travel.

Staffing Levels and Qualifications

Staffing for this program is handled by Public Works Engineering, Flood Control and Water Quality personnel. Outside engineering consultants are used to augment County staff when necessary due to current staffing limitations. Consultants are managed by County staff. In order to expedite project timelines, Salt Lake County has established a pool of consultants for use in these situations.

Traffic Calming Program

Traffic calming provides for safer local roadways through the installation of traffic calming measures (e.g. humps, driver feedback signs, etc.). This program is a request driven program which uses safety data to establish a hazard index (HI) that assists with prioritizing the requests. The HI includes values for speed, volume, and pedestrian generators along the roadway.

Requests may be made in writing to Salt Lake County Transportation. Requests must include 10 signatures from 10 different property owners along the requested roadway to begin the process.

Safer Sidewalk Program

The safer sidewalk program provides for safer local roadways through the installation of curb, gutter and sidewalk along at least one side of the roadway. This program is a request driven program which uses safety data to establish a hazard index (HI) which assists with prioritizing the requests. The HI includes values for speed limit, traffic volume, pedestrian volume, schools in the area and existing walkways along the roadway.

Requests may be made in writing to Salt Lake County Transportation. Mailing addresses and phone numbers are in the contact information on page 20.

5. Millcreek Fire Flow Special Improvement District (SID)

Provides the funding mechanism to pay for and construct needed water system infrastructure improvements essential for minimum Fire Flow in the Millcreek area of Unincorporated Salt Lake County.

Staffing Levels and Qualifications

Staffing for this program is handled by Public Works Engineering, Flood Control and Water Quality personnel. Salt Lake County has contracted with a collection agency to continue management of this program. Salt Lake County staff works with residents and the consultant to answer questions and provide guidance for indigent applications or other hardships.

Engineering/Flood Control 2009 Statistics

- 7200 Lineal Feet of Safer Sidewalks Constructed
- 2 Lane Miles of Roadway reconstructed
- 1200 Lineal Feet of Decorative Concrete Barrier Wall constructed
- 18 Construction Plan Sets prepared
- 3 Flood Control Structures installed
- 800 Lineal Feet of Municipal Storm Drain Installed
- 650 Lineal Feet Channel Restoration Improvements
- 10 Flood Control/Water Quality Studies Completed
- 200 Miles Stream Channels Cleared
- 15 Detention Basins Cleaned
- 13 Driver Feedback Signs installed
- 862 Excavation Permits issued
- 6 License Agreements issued
- 4 Encroachment Permits issued
- 36 Special Event Permits issued
- 120 Flood Control Permits issued
- 400 Development reviews
- 1500 Development inspections
- 20 Stream Gauge sites maintained and monitored
- 5 Water Quality sampling stations maintained and monitored
- 17 Rain Gauge sites maintained and monitored
- 166 Culverts Inventoried, GPS located and Inspected
- 350 Outfalls Inventoried, GPS located and Inspected
- 500 Grass Carp planted in Sewage Canal for Pond Weed Maintenance
- 67 Macro-invertebrate sites sampled
- 67 Physical Habitat sites sampled
- 84 E.coli samples pulled and analyzed at 21 sites
- 20 Grant applications applied for
- 5 Grants received (approx. $1.2 million)
- 300 attendants at the 3rd Annual Watershed Symposium

Engineering/Flood Control Contact Information

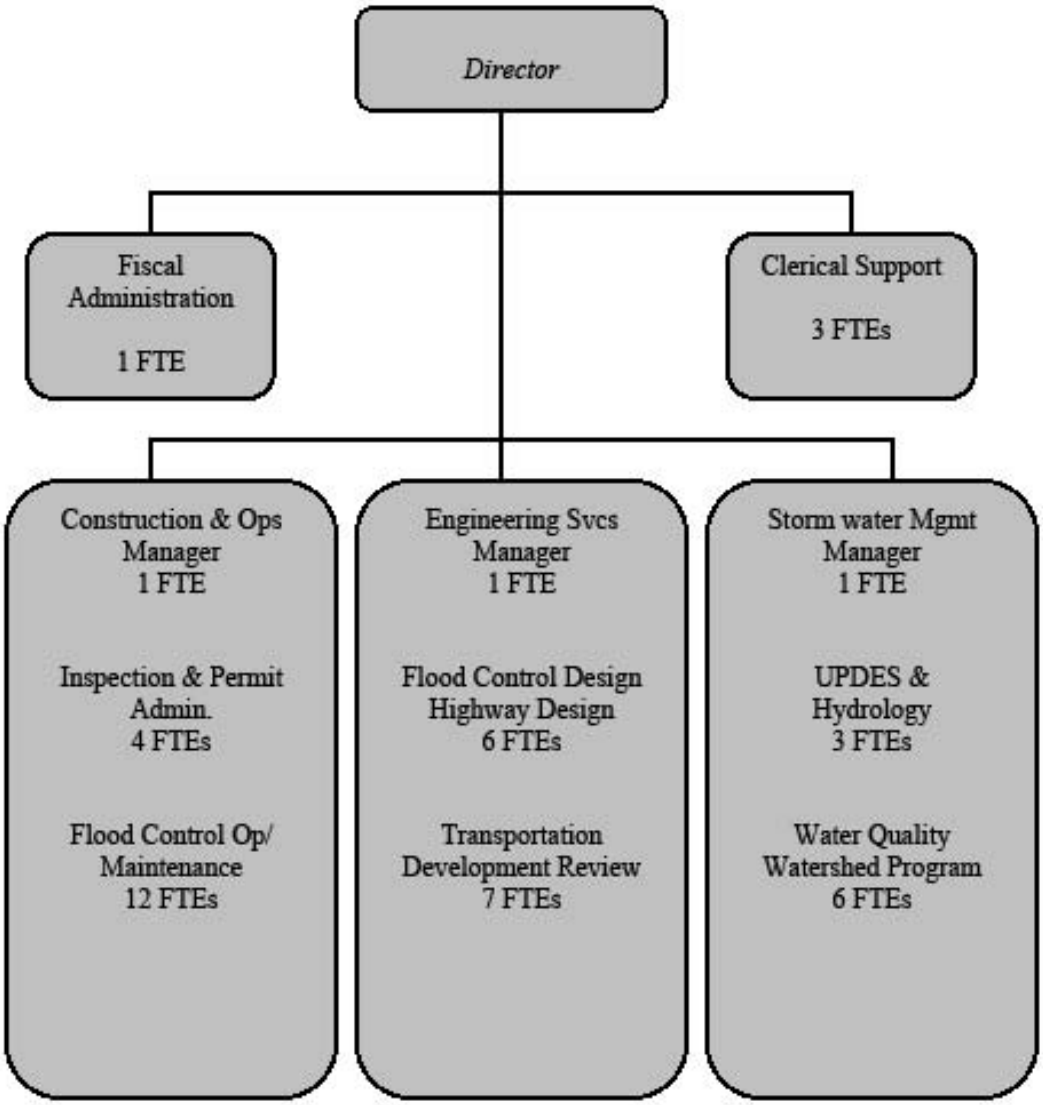
2001 S State
Suite N3100
Salt Lake City, UT 84190

(801)468-2711 Main Office/Special Event Permits
(801)468-2808 Fax
(801)468-2779 Flood Control Permits
(801)468-2241 Excavation Permits//License Agreement/Encroachment Permits

Public Works Engineering Website
http://www.pweng.slco.org

Email: pweng@slco.org

SALT LAKE COUNTY
FLOOD CONTROL/ ENGINEERING



SALT LAKE COUNTY PUBLIC WORKS

OPERATIONS DIVISION

Proudly Serving the Citizens of Unincorporated County,
Cottonwood Heights, Holladay and Taylorsville Cities

Mission Statement

Public Works Operations is committed to providing a safe, well maintained roadway system for the benefit of the public.

List of Services

Services for maintenance and construction include:

1. Pavement maintenance
2. Snow removal
3. Sidewalk maintenance
4. Street Lighting
5. Traffic signal installation and maintenance
6. Road striping
7. Street markers and regulatory signs
8. Drainage
9. Sweeping
10. Weed management
11. Bee monitoring and control
12. Community Activities

Detailed Description of Services

1. Pavement maintenance

Salt Lake County Operations is responsible for over 470 miles of roadways in the unincorporated County. In addition, 370 miles of roads are maintained for contract cities. The treatments typically used on roads are overlay, chip seal and slurry seal. The type of treatment is determined by the type of road, traffic volumes, and condition of the road.

Staffing Levels and Qualifications

Most staff are involved with pavement maintenance projects from patching potholes to major road overlays.

- Most employees come to Operations from construction backgrounds.
- Paving specialists are trained in operation of oil distributors, asphalt pavers, and rollers.
- Paving inspectors have been fully trained on national guidelines.
- Utah Department of Transportation (UDOT)-certified flaggers are used for traffic control.

Priorities

Every road in the unincorporated County is inspected once every three years. This information is entered into a database. The database uses the survey data, past history of maintenance and various formulas based on engineering experience to determine the Overall Condition Index (OCI) for each road. The Maintenance supervisors prioritize the list based on the OCI, their knowledge of the roads, planned construction projects, budgets and schedule constraints.

For more information about pavement maintenance, please call (385) 468-6101.

Pot holes

Potholes on major streets are normally patched within 24 hours after we receive notification. Subdivision streets typically are patched within 72 hours. Potholes are not patched on weekends or holidays unless it is causing a traffic hazard.

To report a pothole, please call (385) 468-6101.

2. Snow removal

In the event of a snowstorm, 35 snow plows service the unincorporated county and 31 snow plows service the contract cities. Several trucks are equipped with all wheel drive to accommodate steep hills.

Snow plows and drivers are available 24 hours a day for snow removal emergencies. Snow removal activities typically are initiated within one hour after accumulation of snow. On weekdays, plows are out early to clear main roads before commuter traffic starts.

Staffing and training

All of our drivers are required to maintain a commercial driver's license (CDL). Each year, all of our drivers go through a refresher course on truck controls, salt spreading and spreader calibration, and plowing.

Priorities

1. All major streets considered to be the minimum network which must be kept open to provide a transportation system connecting hospitals, fire stations, police stations, and emergency medical services.
2. Major streets and streets serving public schools, selected hot spots such as steep hills.
3. Collector streets and those additional streets serving public transportation.
4. All remaining streets such as residential and local streets.
5. Cul-De-Sacs

Resident responsibilities for sidewalks and parking

By County ordinance, residents are responsible to clear the sidewalks adjacent to their property. County ordinance also prohibits on street parking from November through April when it is snowing or there is snow on the road. County ordinance also prohibits placing snow from sidewalks and driveways in the roadway.

To report snow removal issues, please call (385) 468-6101.

3. Sidewalks (NOTE: Operations repairs existing sidewalks, Engineering builds new sidewalks)
The objective for sidewalk maintenance for the Operations Division is to provide a safe and accessible travel route. Cosmetic issues will not be addressed. New sidewalks may be requested through the Engineering Division's Safer Sidewalk Program.

Staff
Concrete crews are highly trained and skilled.

Priorities
1. ADA ramps and other services for the disabled
2. Trip hazards
3. Other accessibility issues (major spalling, too steep)

Trip Hazards
Trip hazards reported to Operations are marked with florescent paint for pedestrian awareness and added to the list for repair. Hazards that are less than two inches high are typically repaired by saw cutting. Hazards greater than two inches must be removed and replaced.

If tree roots are causing the trip hazard, we will try to find a solution to fix the sidewalk without removing the tree. Trees are removed only in cases where there are no other alternatives.

To report a trip hazard, please call (385) 468-6101.

4. Street lights
There are over 3,800 street lights in the unincorporated County. Operations maintains about 700 and the rest are owned and maintained by Rocky Mountain Power. Outages and other street light problems are reported to Rock Mountain Power for repair.

In 2009 we began street lights upgrades to more energy efficient fixtures. We have installed some solar power lights, LED lights and induction lighting, which use half the power yet provide the same amount of light.

Staffing
County street lighting maintenance crews are all trained lineman and are able to work on Rocky Mountain Power poles to repair our street lights. They receive annual safety training as well as weekly safety meetings.

Priorities
New street lights are typically handled on a first come, first served basis and are placed on a waiting list. Demonstrated safety or crime issues may receive a higher priority.

Currently there is no funding for new street lights.

For street light repairs or to request new street lights please call (385) 468-6101.

5. Traffic signals

Except for signals in Salt Lake City and on state roads, the Operations Division maintains all 250 traffic signals throughout Salt Lake County.

The traffic signal staff does preventative maintenance on all signals once each year to check timing, test electronic components and verify proper operation of the signal. They also construct new traffic signals and relocate poles for construction projects.

Staffing

The traffic signal staff have between 10 and 25 years experience working on traffic signals. They receive regular training on traffic signal, signing and striping standards contained in the Manual on Uniform Traffic Control Devices (MUTCD) which is the national standard for traffic control devices on public roadways.

They are all certified by the International Municipal Signal Association (IMSA) and they receive the following:

- Annual trouble shooting training
- New product training by vendors, as needed

Priorities

We respond immediately to:

- An inoperable RED light
- Traffic signals in flash mode or blacked out

Other signal problems, such as an inoperable green light, pedestrian push button, etc., are repaired the next business day or as soon as the schedule allows.

New traffic signal requests should be submitted to the Engineering Division at (801) 468-2711.

Traffic signal coordination

The traffic signals on many major corridors in the Salt Lake Valley are coordinated to provide better traffic flow. Salt Lake County works together with Salt Lake City, UDOT, UTA, and other agencies to maintain the coordination. Signals are coordinated to reduce traffic signal stops and intersection delays, reduce congestion and emissions and thereby improve air quality.

To report a problem with a traffic signal, please call (385) 468-6101 or (801) 887-3700 and the report will be forwarded to the correct agency.

To request a review of the signal coordination on a corridor, please call (385) 468-6126.

6. Road striping

Road striping, crosswalks and school zones are repainted every year. The County uses a water base paint to minimize the impact to the environment. In heavy traffic areas where the paint wears off quickly, a thermoplastic tape is used for longer life.

Staff

The majority of our road striping crew have over 18 years of experience. They have developed methods and equipment to speed up loading of materials and reduce spills. They have been trained on striping standards contained in the Manual on Uniform Traffic Control Devices (MUTCD) which is the national standard for traffic control devices on public roadways. The striping crew is also cross trained on all the operations of the sign shop.

Priorities

Crosswalks and markings

1. School crosswalks
2. Main road crosswalks
3. Other pedestrian crossings and markings

Road striping

1. Arterial roads
2. Collectors
3. Minor streets

To report an issue with striping on the road or crosswalks, please call (385) 468-6101.

7. Street Signs

Operations maintains over 7,600 signs for the unincorporated County and over 6,400 for contract cities. The sign shop makes vinyl signs or silk screen for large volumes. In addition to road signs, they also make custom signs.

Street markers (street name signs) are being replaced with new, brighter signs to meet the new Federal regulations. The new signs include the County logo and township name. This is done a neighborhood at a time and the number installed each year is based on available funding.

Staff

The full time sign shop staff have over 25 years experience with graphic design and sign fabrication. They have been trained on sign standards contained in the MUTCD which is the national standard for traffic control devices on public roadways. The sign crew is also cross-trained on all the operations of the road striping crew.

Priority

Missing stop signs should be replaced within an hour of notification. Other signs are typically repaired the following business day.

To report a damaged sign, please call (385) 468-6101.

8. Drainage

Operations maintains hundreds of miles of storm drains. Two “vactor” trucks work every day to ensure the storm drain system is cleaned on a routine basis. This maintenance helps to reduce flooding problems by finding or preventing blocked pipes. Routine maintenance also helps to remove debris from the storm drain system before it gets to the Jordan River.

Staff
Our staff is trained in the safe operation and maintenance of the vactor trucks and storm water quality requirements.

To report a storm drain flooding issue, please call (385) 468-6101.

9. Sweeping

All roads in the unincorporated county are swept twice each year. Official bike lanes are swept once each month. Sweeping improves appearance of the roads and picks up debris before it gets into the storm drain system, which improves water quality of the Jordan River.

Staff
All of our sweeper operators have over 5 years experience. They also assist with storm drain maintenance and sweeping on big construction projects.

To request sweeping or report a spill, please call (385) 468-6101.

10. Weed Control

The mission of Weed Control is to assist the public, private, and other government agencies in managing and controlling existing noxious weed infestations as well as prevent new Invasive Species from infesting Salt Lake County through Integrated Weed Management approaches including educational, biological, chemical, cultural and mechanical methods.

Noxious weeds
Salt Lake County, like all other Utah counties, is responsible for implementing the Utah State Noxious Weed Act. This act outlines the duties of the county weed boards to "…detect and treat noxious weeds…" within the County, compile data on infested areas, and implement a noxious weed control program that educates the public on the impacts of noxious weeds and enforces the law preventing the spread of noxious weeds. To learn more go to www.weeds.slco.org .

Common Weeds
This program enforces the County ordinance that prohibits common weeds greater than six inches tall on public or private property. To report any weed problem, call (385) 468-6101.

Trustee Crew
A major part of our weed cleanup activities is our trustee crew. We have a crew of six trustees, provided by the Salt Lake County Jail. In 2009, our trustees put in over 10,000 man hours. In addition to weed removal, the trustees also do roadway trash clean up, shovel snow from sidewalks, and property clean up for ordinance enforcement.

To report a weed problem, call the weed hotline at (385) 468-6101 or email weeds@slco.org.

11. Bees

Operations is responsible to inspect all beehives within the county for diseases. All beekeepers are supposed to register with the State. Our bee inspector visits each beehive annually to check the health of the hive.

Staff

Bee inspections are performed by contract. Our current contractor has a master's degree in biology with a specialization is entomology. She has multiple research project and publications related to the health and keeping of bees. She has also been available to meet with school children at our annual open house and talk about the importance of bees.

To request a beehive inspection, or if you have questions about bees, please call (385) 468-6101.

12. Community activities

Each year in May, there is an open house at the Midvale facility to celebrate National Public Works Week. The open house is open to anyone and is great for schools, scouts, and families. At the open house you can:

- Climb on construction equipment
- See how traffic signs are made
- Learn how traffic signals work
- Learn about bees
- Learn about recycling
- Learn about animal adoptions
- Learn about water quality and conservation

There is a snow plow painting contest. Local schools and youth groups are given a snow plow to paint or decorate. This plow services the streets around the school so the kids can see their painting as they walk to school. The painted plows are on display at the open house.

Staff visits schools for career day and assists or participates in parades and other neighborhood events. A mobile traffic signal with full size traffic signal heads has been constructed that is taken to schools and neighborhood events. Traffic signals and pedestrian safety at signals are explained.

Public Works Operations Agency Statistics (2009)

- 21 miles of road received major pavement maintenance
  - Chip seal 11 miles
  - Overlay 3 miles
  - Slurry seal 7 miles
- Over 30,000 square feet of sidewalks repaired or installed
- 8 new signals constructed
- Over 3,800 signs produced
- Over 2,600 regulatory signs installed or repaired
- 1,042 street markers updated
- 4,254 trip hazards eliminated
- 104 ADA ramps installed
- Over 350 weed compliance letters sent, 90 properties cleaned up

Public Works Operations Contact Information

Administrative Office Location: 604 West 6960 South Midvale, 84047

Hours: 7:00 a.m. – 5:00 p.m. Monday through Friday

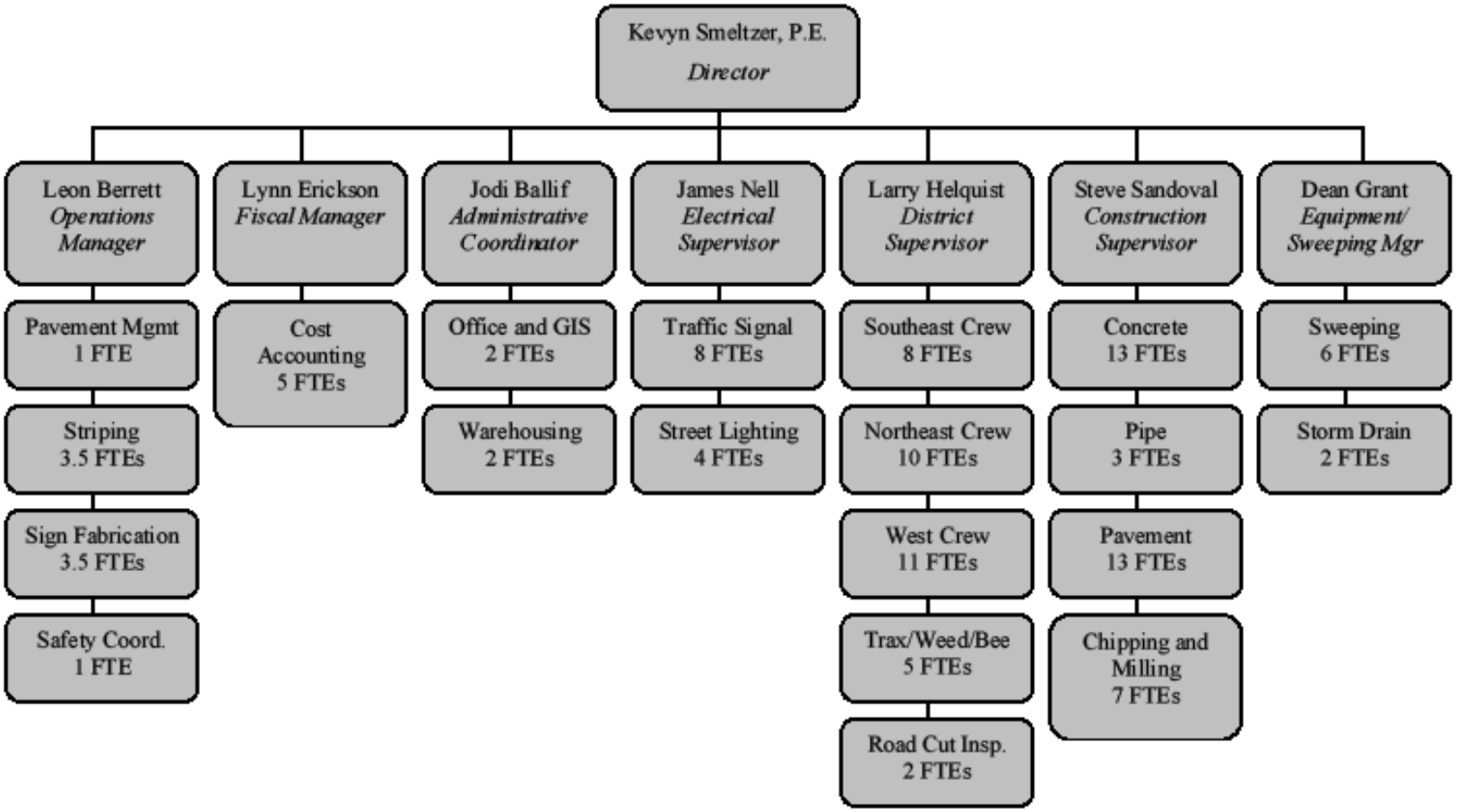
Phone: (385) 468-6101- 24 hours, 7 days a week
Fax: (385) 468-6107

Email: pwops-online@slco.org

Website: www.pwops.slco.org

DIVERSE SALT LAKE COUNTY

SALT LAKE COUNTY
PUBLIC WORKS OPERATIONS



SALT LAKE COUNTY

PLANNING & DEVELOPMENT SERVICES

Proudly Serving the Citizens of Unincorporated Salt Lake County and the larger Metropolitan Area

Mission Statement

Salt Lake County Planning and Development Services strives to be a leader in helping to build safe, quality communities.

List of Services

Our services include:

1. Business Licensing
2. Building Permits and Inspections
3. Code Enforcement (Enforcing Zoning Regulations)
4. Development Review (Land Use Application Review and Approval Processes)
5. Long Range Planning / Cooperative County Plan

Detailed Description of Services

1 – Business Licensing

A business license is the means whereby Salt Lake County grants permission to an applicant to engage in a business activity at a specific location within the unincorporated county. A local license provides assurance that the business location is properly zoned for the activity being conducted and also verifies compliance with state and local codes. The business license staff issues over 4500 business licenses per year coordinating with the Salt Lake Valley Health Department, the Unified Fire Department, the County Building Official and the Unified Police Department to expedite the licensing and inspection process.

Staffing Levels and Qualifications

Our business license staff is comprised of the following:

- 1 full time Business License Services Coordinator
- 1 full time Business License Inspector

The Business License Services Coordinator has over 10 years of experience in business license processing and is a Certified Business License Official. The Utah Business Licensing Association endorses this certification for all business licensing officials and provides a rigorous training curriculum which includes: Regulatory Licensing, Case Law, Interstate Commerce, Constitutional Law, Sales and Temporary Sales Tax, Alcohol Licensing, Business License Enforcement and Ethics, and Customer Service. Business license personnel are required to participate in on-going training in order to maintain their licensure.

The Business License Inspector works to ensure businesses are properly licensed in accordance with County ordinances by visiting areas of unincorporated Salt Lake County and assisting business owners with understanding and completing the application and inspection processes which are required prior to receiving a business license.

Specialized Field Equipment

Salt Lake County Inspectors are assigned a vehicle equipped with the following:

- Personal computers for mobile data dispatching. The computers allow inspectors to view all current calls, verify history on an address, add remarks, and print out relevant information.
- Inspectors carry cell phones so that they may be contacted as needed during normal business hours.

2– Building Permits and Inspections

The Building Division's staff advise and assist owners, contractors, developers, agencies, the general public and others with respect to compliance with the International Building Code as well as all building, electrical, plumbing, mechanical, fuel gas and energy codes required by federal, state and local law. The Building Division issues over 1700 permits each year.

The staff is comprised of the following:

- 1Full time Chief Building Official
- 5 Full time Building Inspectors
- 2 Full time Plans Examiners
- 1 Full time Grading Review Specialist
- 1 Full time Permit Technician
- 1 Inspections Services Coordinator

Staffing Levels and Qualifications

The building Inspectors conduct pre-inspections, post inspections and follow-up inspections on all on-going projects in the unincorporated county. Each inspector meets with developers on site to ensure understanding and compliance with applicable codes and ordinances. Additionally these inspectors work closely with the Unified Police Department and the Unified Fire Department making fire and life-safety inspections as needed for buildings that have been damaged by fire or accident. Emergency calls are responded to 24 hours per day 7 days a week.

In total these Inspectors have over 70 certifications and a combined total of over 130 years of experience in the residential, commercial, mechanical, electrical, plumbing, energy and accessibility fields including ASSE 6020 (Medical Gas Inspector) and IAPMO (Plumbing

Inspector) certifications. All inspectors participate in on-going training in order to maintain their licensure.

The Plans Examiners are also licensed professionals who review construction drawings for compliance with applicable code requirements. They serve as an information resource for property owners, contractors, other agencies and the general public with respect to code interpretation and compliance.

The Permit Technician assists the Plans Examiners by advising and educating customers, monitoring project status and coordinating with other agencies and divisions.

The Grading Review Specialist works one on one with customers from both residential and commercial developers to owners, contractors, consultants etc. to resolve problems encountered in the field, providing assistance both prior to and during the construction process by working to ensure proper design and implementation of the grading and drainage plans. The Grading Review Specialist also works to resolve slope and building height issues by coordinating with other divisions and agencies to resolve difficult problems in the most efficient manner possible while still maintaining compliance with the various codes and ordinances.

The Building inspectors, plans examiners, the grading specials and the permit technician must continually train to maintain their certifications and to stay current with the ever evolving codes and ordinances to maintain the highest level of expertise that they deliver every day.

The Inspection Services Coordinator provides support to the Building Inspectors and Code Enforcement Officers by receiving and coordinating all inspection requests. The Coordinator also reviews coordinates communications between inspectors, customers, other divisions and agencies, and other staff members.

Inspection Scheduling Process

Salt Lake County Planning and Development Services maintains a 24 hour inspection request line. The Division schedules inspections with a 24 hour notice.

The inspection request line is: 801-468-2163

Inspections must be scheduled before 3:00 PM and at least 24 hours in advance. When calling for an inspection please give the day requested, permit number, address, type of inspection and contact name.

To inquire about the status of a building inspection please call the Inspection Services Coordinator at (801) 468-2633

Specialized Field Equipment

Salt Lake County Inspectors are assigned a vehicle equipped with the following:

- Personal computers for mobile data dispatching. The computers allow the inspectors to view all current calls, verify history on an address, add remarks, and print out relevant information.

- Inspectors carry cell phones so that they may be contacted as needed during normal business hours

3 – Code Enforcement (Enforcing Zoning Regulations)

The Code Enforcement Officers are available to respond to public complaints about illegal or offensive land uses. They work to determine the appropriate course of action needed to resolve violations and achieve compliance with the various ordinances and codes. Their work includes coordinating with the Unified Police Department, Unified Fire Department, various state agencies, other divisions and other county agencies including the County Attorney's Office and the courts to achieve the quickest possible resolution of the problem and restore compliance with the various codes and ordinance. While the Code Enforcement Officers have the authority to issue citations and impose civil penalties their priority is to work with neighborhood associations, public service agencies and other county departments to facilitate voluntary compliance in a fair and unbiased way.

Staffing Levels and Qualifications

Our Code Enforcement staff is comprised of the following:

- 6 Code Enforcement Officers

The Code Enforcement Staff is a highly trained team with a combined total of over 100 years of code compliance experience for an average of over 14 years of experience in the field. Three of the officers are post certified Special Function Officers. Each of the officers are trained in enforcing county land use ordinances and are experienced in dealing with court procedures, search warrants, prosecutor's procedures, etc. Code Enforcement officers respond to over 1700 calls each year.

Call Dispatching Process

The Inspection Services Coordinator provides support to the Code Enforcement Officers by receiving and coordinating all inspection requests. The Coordinator also reviews and coordinates communications between inspectors, customers, other divisions and agencies, and staff members.

Code Enforcement maintains a 24 hour inspection request line. The Division schedules inspections with at least a 24 hour notice.

To request a code violation inspection please call: 801-468-2163

Inspections must be scheduled before 3:00 PM and at least 24 hours in advance. When calling for an inspection please give the day requested, case number, address and contact name.

To inquire about the status of a code violation case please call the Inspection Services Coordinator at (801) 468-2633

Priorities and Expected Response Times

All code violation cases are investigated within 24 hours of being received. The staff works diligently to resolve all code violation within 28 days. Those that cannot be brought into compliance are referred to the District Attorney's Office. Approximately 80 % of all code compliance cases are resolved within the 28 day time frame. The remaining cases are generally resolved within 6 to 8 months. Of the 5200 cases processed in 2009 only 7 resulted in a court ordered cleanup.

Specialized Field Equipment

Salt Lake County Code Enforcement Officers are assigned a vehicle equipped with the following:

- Personal computers for mobile data dispatching. The computers allow officers to view all current calls, verify history on an address, add remarks, and print out relevant information.
- Officers carry cell phones so that they may be contacted as needed during normal business hours

4 – Development Review (Land Use Application Review and Approval Processes)

The Development Review Staff processes all development applications. The staff coordinates with other county departments as well as with outside agencies to ensure compliance with all relevant codes and ordinances. The staff also provides direct assistance to 6 Township Planning Commissions and the County Board of Adjustment. The Development Review staff works closely with the Mayor's office, the County Council, and 16 Community Councils. Their goal is to provide the best professional and technical information and analysis possible so that elected and appointed officials can make the most informed decisions possible.

Staffing Levels and Qualifications

The Development Review Staff is comprised of the following:

- 8 Full time Planners
- 5 Full time Development Review Specialists
- 2 full time Planning Commission Coordinators

Staffing Levels and Qualifications

The Planners serve as the liaison between developers, citizens and other agencies to ensure that the goals and objectives of the various General Plans and the County Zoning Ordinance are consistently implemented in each development proposal.

The Development Review Specialists advise and assist property owners, contractors, developers, business owners, prospective business owners, the general public and others with application processes and procedures. They answer general development and licensing questions, building permit questions and also provide information with regards to land use regulations and the zoning ordinance.

The Planning Commission Coordinators provide secretarial support to the Planning Commissions, Boards, Commissions and Board of Adjustment and work with the Planners to prepare agendas and information packets. The Planning Commission Coordinators also work to ensure that the division complies with county regulations with respect to GRAMA and other standards for maintaining government records and also coordinates all the archiving work for the division.

5 – Long Range Planning / County Cooperative Plan

The Planning Division maintains and updates the County's Zoning/Development Code, the official Zoning and Land Use maps, and the Township General Plans. These staff members work in partnership with the residents, property owners and business owners in the unincorporated county to establish long range goals which also meet the individualized objectives of each township community. They also work hand in hand with adjacent cities on mutual projects which benefits the citizens of the entire county.

Staffing Levels and Qualifications

- 3 Full Time Planners
- 1 full time GIS Specialist

Community Activities

The Division actively participates in many community events including the County Neighborhood by Neighborhood program and individual city events, as well as specialty group events such as the East Millcreek Outdoor Festival, the Magna Main Street Event and the Kearns Fire and Ice Celebration.

Planning and Development Services 2009 Statistics

- Licensed over 4,000 businesses
- Issued over 1700 permits
- Investigated over 5200 code enforcement cases
- Reviewed over 600 development review applications
- Licensed over 1000 taxi cab drivers

Planning and Development Services Contact Information

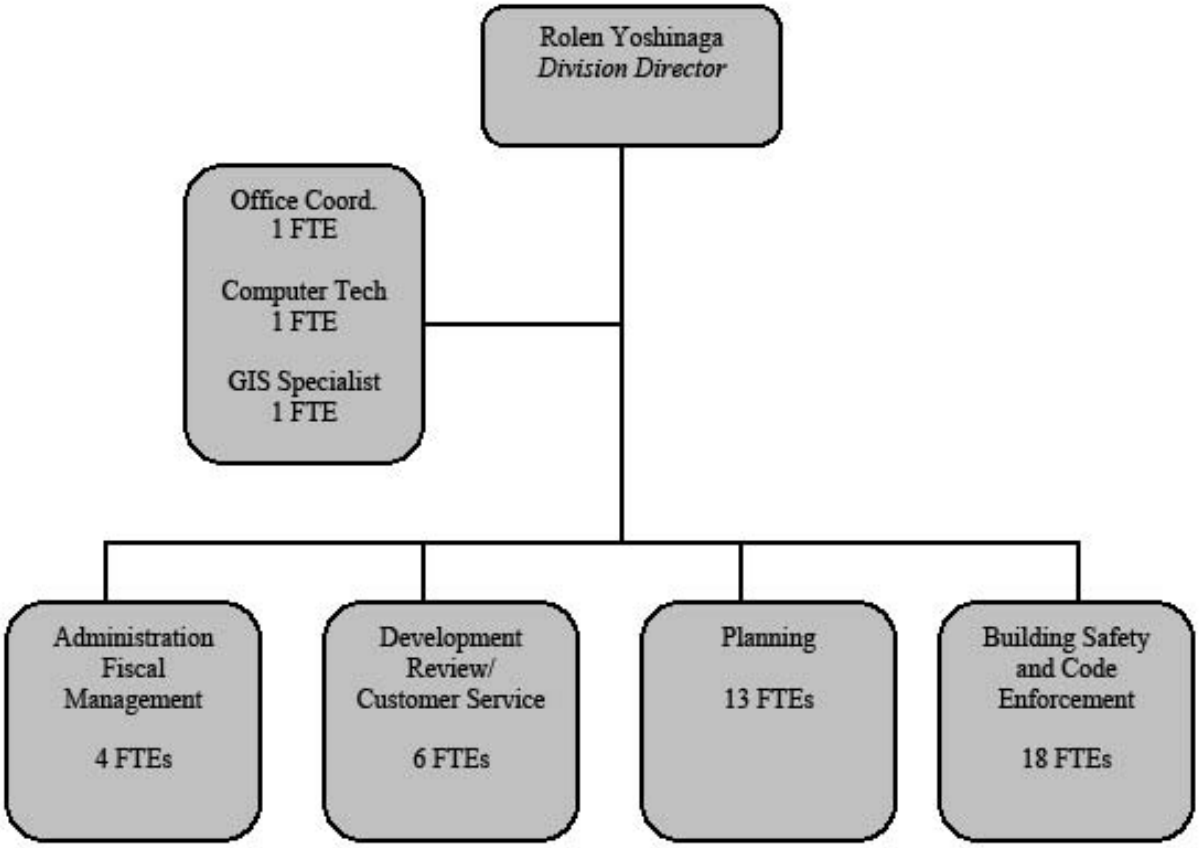
Office Location: 2001 South State Street
Suite N3600
Salt Lake City Utah 84190

Hours: Monday – Friday 8:00 am – 4:30 pm

Phone Numbers: General Information: 801-468-2000
To schedule an inspection: 801-468-2163
To request a code violation inspection: 801-468-2176

For email inquiries please contact: khart@slco.org

SALT LAKE COUNTY
PLANNING AND DEVELOPMENT SERVICES



SALT LAKE COUNTY

SPECIAL SERVICE DISTRICT #1 (SANITATION)

Proudly Serving the Citizens of Unincorporated County, and the Cities of Cottonwood Heights, Herriman, Taylorsville, Holladay and part of Murray City

Mission Statement

To provide sustainable integrated waste and recycling collection services for the health and safety of our community...because not everything fits in the can.

List of Services

Residents in the District are charged a monthly fee of $11.00, which equates to $132.00 annually per home. Fees are assessed on the homeowner's annual property tax notice. The services include the following:

1. Local customer service office
2. Weekly household refuse (garbage) collection
3. Bi-weekly household recycling collection
4. Annual area cleanup
5. Special and emergency cleanups
6. Voucher program for residential truck loads
7. Curbside Christmas tree collection
8. Central location fall leaf collection
9. Curbside box collection
10. The Assist Program
11. Container repair/replacement
12. Trailer rental for bulk and green waste
13. Special services for County and City facilities within the Service District
14. Second recycle container for no additional charge
15. Additional garbage container @ $15.00 per month, $180 per year

Detailed Description of Services

1. **Local Customer Service:** The Sanitation Office is located in Midvale City and staffed with qualified customer service representatives ready to assist with customer needs.

2. **Weekly Household Refuse Collection**: The black can is collected to dispose of residential municipal waste, which is transported for disposal at the Salt Lake Valley Transfer Station and Landfill, as well as the TransJordan Landfill.

3. **Bi-weekly Household Recycle Collection**: The blue can is collected every other week on the regular refuse collection day and transported to the nearest contracted recycling facility for processing.

4. **Annual Area Cleanup**: All residents are provided with the opportunity to dispose of large bulky items in containers placed on the streets in neighborhoods during the spring and summer.

5. **Special and Emergency Cleanups**: Within the Service District as needed such as the Kearns/Taylorsville flood and the wind damage in the Millcreek area

6. **Voucher Program**: Vouchers provided and paid by the District for residents to haul green and bulk waste to the Salt Lake Valley Landfill. Vouchers are available two months per year and distributed through each Community Council Representative on a first come first serve basis. Specific number of vouchers per area are as follows:

• Big Cottonwood	15
• Canyon Rim	75
• East Millcreek	95
• Emigration Canyon	15
• Granite	20
• Kearns	200
• Magna	140
• Millcreek	115
• Olympus Cove	52
• Sandy Hills	19
• White City	36
• Willow Canyon	6

7. **Curbside Christmas Tree Collection**: Curbside collection and recycling of Christmas Trees. Throughout the month of January, trees are collected on resident's regular collection day and hauled to landfills for composting.

8. **Central Location Fall Leaf Bag Program**: During the month of October each year, residents are provided bags to dispose of leaves and may do so at any of the 11 drop sites within the service district.

9. **Box Collection**: Curbside collection for new residents to recycle moving boxes and packing materials. Service is provided upon request and materials are collected on the resident's regularly scheduled recycling collection day.

10. **Assist Program**: Assistance for any resident with mobility limitations needing help moving their containers to and from the curb.

11. **Container Repair/Replacement**: Sanitation provides, delivers, maintains, and replaces refuse and recycling containers as needed. All containers are a minimum 95 gallons.

12. **Trailer Rental Program**: Both green and bulk waste can be collected. There is a $30.00 rental fee for green waste and a $100.00 rental fee for bulk waste disposal, which includes the tipping fee for loads up to 2 tons. Additional fees vary and specific information related to the fess is available on our website or by calling the customer service office. This contact information is listed on the last page of the Sanitation Section.

13. **Special Services:** Current Special Service collection for County and City facilities within the District such as parks, recreation and senior centers, libraries, and commercial facilities allowed through County Resolution.

14. Additional Recycle Containers offered at no additional fee.

15. Additional Refuse Containers are available for an additional fee of $15.00 per month.
    - This fee was increased in 2007 when the recycle program was fully implemented by the Board of Trustees (Salt Lake County Council) to encourage recycling.

Staffing Levels and Qualifications

The team is comprised with sixty-six full time employees who are trained and educated in public administration, management, supervisory and front line public service delivery.

Managers stay apprised of the industry's best practices and standards for efficient operations, and are FEMA Incident Command System- and National Incident Management System- Certified for emergency response and natural disaster cleanup. All members of the team attend management and leadership courses, which enhance employee and customer satisfaction. Each manager has made a career in the Sanitation Division and brings a wealth of direct waste collection experience to the job.

The team also includes three field supervisors, forty-four experienced refuse and recycle collection equipment operators, twenty-four specialized area cleanup employees, three trailer program employees, two quality assurance inspectors, and four front office employees available to provide customer service.

The equipment operators are assigned to regular routes, which allow them to become familiar with neighborhoods and residents.

Many employees are veterans in the industry with 15-20 years or more of dedicated service to our residents in the District. All equipment operators are Commercial Driver's License-certified with annual approval to operate heavy equipment. The Division provides ongoing training, which includes equipment operation, safety, customer service, as well as Community Emergency Response Team (CERT) education. We currently hold a **92% accident free** rating.

Specialized Equipment for Collections

Salt Lake County Sanitation is equipped to meet the waste collection needs of 80,000 homes in our service district as well as special and emergency collections. Our fleet consists of the following vehicles:

- Forty-two McNeilus Automated Side Loaded Waste Collection Vehicles.
  These are currently 2007, 2008 and 2009 models which will be **replaced every 36, 42, or 48 months** pending needs to ensure we have the most efficient and up-to-date equipment available and reduce down time, thereby assuring timely service delivery.
- Two Front-End Loaders, 2008 models for special services; replaced every 5 years
- Two Rear-End Loaders, model 1998 and 2009 for special collections; replaced 10 to 12 years
- One hundred and twenty-one Roll-Off Containers, 2003, 2004 & 2006 models used for the Annual Area Cleanup Program
- Eighteen Bob-tail Hook Lift Trucks, 2006/2009 models, to service roll-off containers
- Forty (18) cubic yard trailers for green/bulk Trailer Program
- Six (14) cubic yard trailer for green/bulk Trailer Program
- Five (1) ton dual pickup trucks for the Trailer Program
- Seven Light duty trucks for field supervisory and inspection purposes

Community Activities

- Provide ongoing public education and promote recycling
- Participate in the annual Neighborhood by Neighborhood Programs for the unincorporated areas
- Provide truck safety education for schools
- Publish quarterly articles and advertisements in the Valley Journals
- Participate in the Public Works week to educate the Public in services and allow visitors to operate a collection truck

Sanitation 2009 Accomplishments and Statistics

- 96% customer satisfaction rating
- 7% reduction in miles compared to 2008, using 10,000 less gallons of fuel
- 92% safe days with 240 out of 261 days accident free
- Collected 19,837 tons of recyclables
- Maintained a 94% contamination free recycling rate (Recycling versus garbage in the blue can)
- Delivered 3,000 tons of green waste for composting
- The recycling and green trailer programs accomplished the following:
    - Saved 119,000 trees
    - Saved 21,000 cubic yards of landfill space

Sanitation Contact Information

Administrative Office Location: 604 West 6960 South
Midvale, UT 84047

Office Hours: Monday through Friday 7:00 am – 6:00 pm

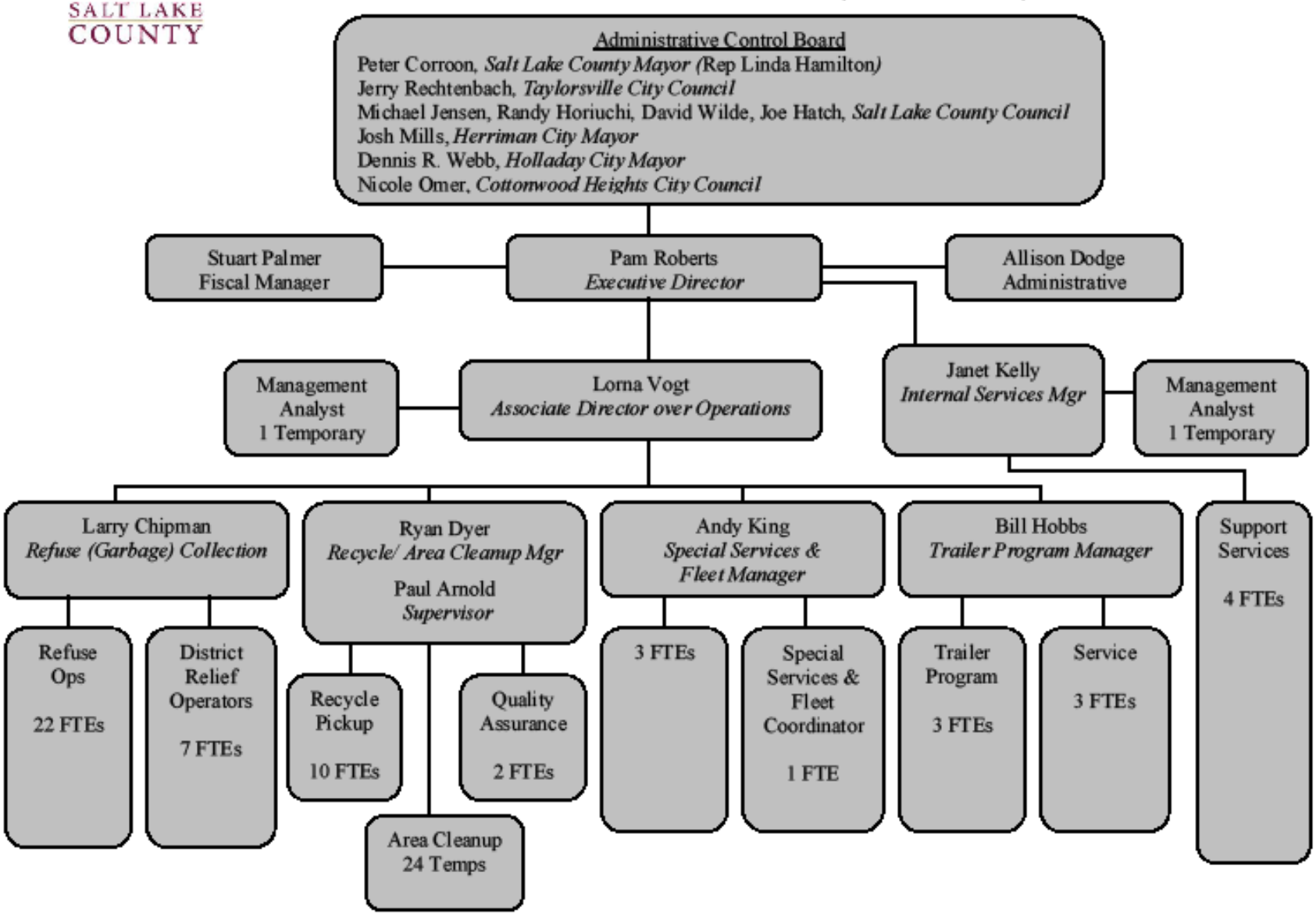
Collection Hours: Monday through Friday including Holidays 7:00 am – 4:00 pm

- *Please note that we pick up on every holiday except Thanksgiving, Christmas, and New Year's Day.*
    - *If your regular collection day falls on one of these holidays, put your cans out the day following the holiday.*
    - *If your collection day is after the holiday, your cans will be picked up one day later than usual. Friday collections will be picked up on Saturday.*

Office phone number: (385) 468-6325.

Website: www.sanitation.slco.org

SALT LAKE COUNTY
SPECIAL SERVICE DISTRICT #1 (SANITATION)



SALT LAKE COUNTY
SOLID WASTE MANAGEMENT FACILITIES

Mission Statement

To provide environmental monitoring, stewardship and protection, financial integrity, safety, recycling education, and quality service to benefit the environment, residents, business, and employees of Salt Lake County for the long term. The Facilities operate on the enterprise fund, and are supported by gate fees, rather than by tax funds.

List of Services

Our complete solid waste and environmental services include:

1. Landfill Disposal
2. Transfer Station
3. Environmental Stewardship and Monitoring
4. Recycling and Reclamation
5. Household Hazardous Waste
6. Citizen Self Unloading Facility

Detailed Description of Services

1 –Landfill Disposal

Salt Lake County Solid Waste Management facility provides comprehensive, convenient, safe and reliable disposal and diversion services resulting in the protection and conservation of the environment.

We process and dispose of different types of waste, produced locally, with a focus on recycling and sustainability. Our long range goal is to extend the life of the landfill by employing various sound environmental and engineering principles. We emphasize waste and recycling education.

2-Transfer Station

On May 24, 1999, the Solid Waste Transfer Station for the Salt Lake Valley began operations. The purpose of the Transfer Station is to collect the waste from curbside collection service for transport to the Landfill. This facility provides efficient processing of garbage for waste-hauling companies as well as the waste-hauling agencies for Salt Lake City and Salt Lake County.

3-Environmental Stewardship and Monitoring

Environmental responsibility has been the focus of the Landfill. The Salt Lake Valley Solid Waste Management facility is a Subtitle D Landfill meaning that there are stringent regulations in place to safeguard the environment. We take this responsibility seriously and are committed to maintaining the highest standards of environmental protection and stewardship.

Continuous, concerted efforts are necessary to keep water safe and clean, to dispose of waste properly and to protect lands for enjoyment by people and as a wildlife habitat. Toward that end, we have ongoing monitoring systems for both water and air quality supervised and regulated by the Utah State Department of Environmental Quality and the Environmental Protection Agency.

The Landfill recognizes the value of the surrounding natural resources and their connections to the environment. The Landfill is committed to the protection of the natural resources and habitats present on both Landfill property and surrounding property and waters.

4-Recycling and Reclamation

Currently, recycling is a top priority in Salt Lake County and the Solid Waste Management Facility encourages recycling at every level. The Solid Waste Facility currently recycles: Yard waste, plastic soda bottles, milk jugs, mixed glass, newspaper, cardboard, scrap metal, aluminum and steel cans, rechargeable batteries, and carpet padding.

Many of these items are collected in the blue bins at the transfer station and landfill and transported to various local, contracted recyclers. Our recycling efforts also include education and information on waste reduction and recycling options. Our office makes available a Recycling Guide with current information.

The Salt Lake Valley Landfill installed a landfill gas collection system (LGCS), in December 2000. The LGCS incorporates a network of gas collection wells through which landfill gas is collected. The collected landfill gas is sent to an onsite power plant where three generators convert the gas into three (3) mega watts of electricity. The electricity is used by Murray City and distributed to approximately 2,500 homes. Collection and processing of this gas prevents harmful greenhouse gases from being released into the atmosphere.

The green waste brought to the Landfill is recycled into compost which is sold to citizens. Compost is a soil amendment and is derived from the natural decomposition of leaves and plants by microorganisms.

5-Household Hazardous Waste (HHW)

A service provided by the salt Lake Valley Health Department is located at the Salt Lake Valley Solid Waste Facility. This service is open to Salt Lake County residents Monday through Saturday from 7:00 A.M. to 4:30 P.M. for the disposal of pesticides, cleaners, paints, car batteries, florescent light tubes, fuels, antifreeze, used motor oils, and other harmful liquids.

In addition to the chemical waste collected, the Household Hazardous Waste facility also accepts electronic waste such as computers, monitors, televisions, and other common household electronics.

6-Citizen Self Unloading Facility

Citizens are able to unload items brought to the Landfill for disposal at this facility in a safe and controlled environment away from large trucks and equipment. All roads in and out of this area are paved and the facility is completely concrete with blue recycling bins for collection of metals, cardboard, carpet and pad conveniently located nearby as well as an area for car batteries. All of these items will be taken to local recycling vendors.

7 – Community Activities

Tours of the Landfill are available as well as presentations to schools, scout groups, students and community organizations. The Recycling Office assists various groups with recycling information on waste reduction and recycling programs for organizations and individuals. The annual Recycling Guide provides current information on local recycling options. Solid waste staff frequently participates in State, County and community fairs throughout the year with the goal of promoting waste reduction and recycling.

Additionally, the Landfill participated, with the Department of Public Works, in the Neighbor to Neighbor clean–up events during 2009 and collected 4,000 pounds of hazardous waste from residents who were unable to use drop off locations.

Solid Waste 2009 Statistics

- Disposed of 468,000 Tons of Waste
- 232,000 Total Transactions
- 30,000 Tons Green Waste Diverted from the Landfill
- 10,000 Tons Compost Produced
- 1,695 Tons Metal Recycled
- 32 Tons Cardboard Recycled
- 100 Tours and Presentations
- 12 Fairs Attended
- 32,000 People received education

Solid Waste Contact Information

Location: 6030 West California Avenue (1300 South)
Salt Lake City, UT 84104

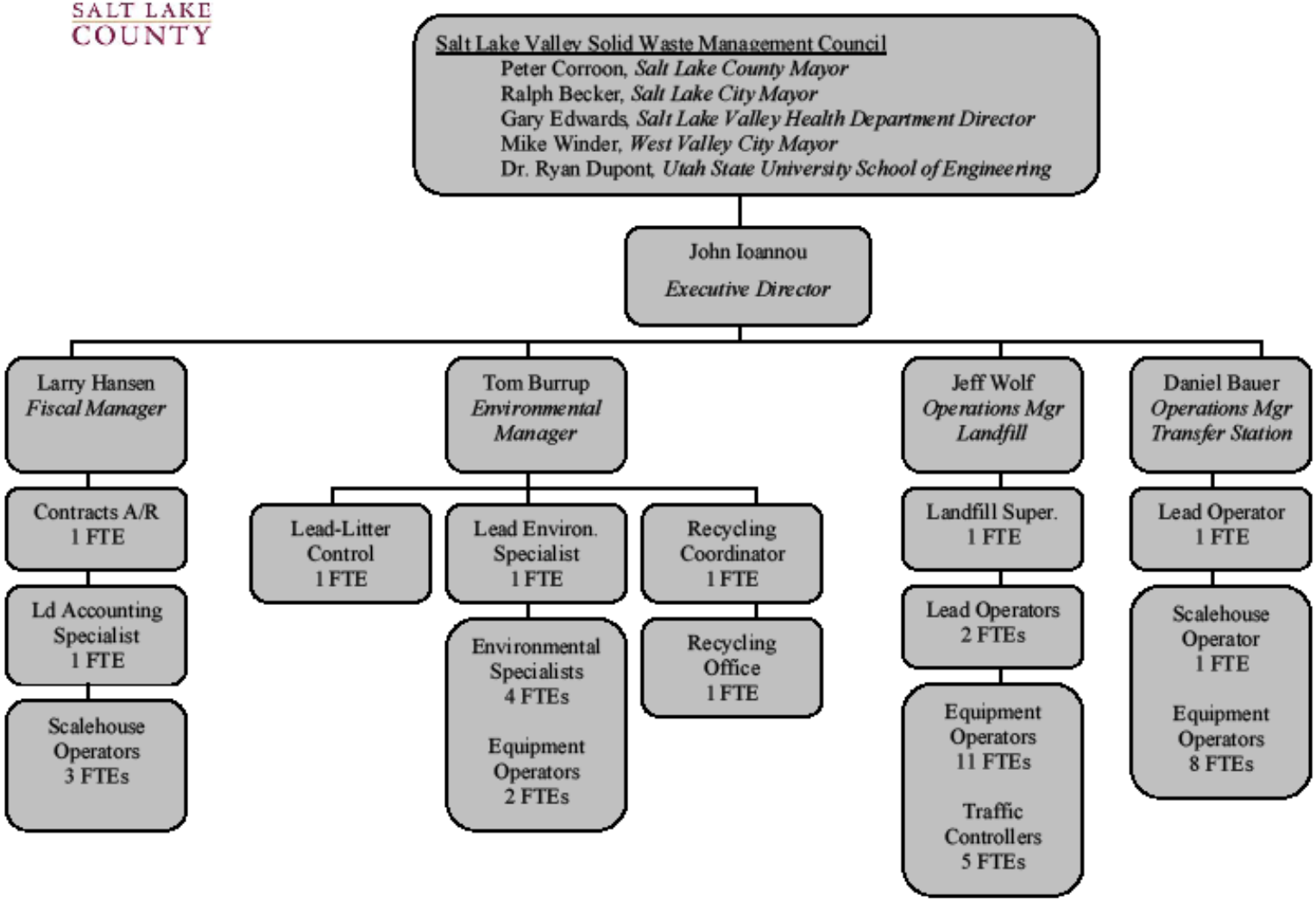
Hours: Monday- Saturday 7:00 am – 5:00 pm
Closed on Sundays, Thanksgiving, Christmas, New Year's Day

Phone: 801-974-6920

Website: http://www.slvlandfill.slco.org

DIVERSE SALT LAKE COUNTY

SALT LAKE COUNTY
SOLID WASTE



Public Works Department Contact Information

Department Administration
2001 S State St, Suite N4100
Salt Lake City, UT 84190
801-468-3680
http://www.pw.slco.org

Addressing Office
Location: Salt Lake County Government Center
2001 S State Street, Suite N3300
Salt Lake City, Utah 84190-1100

Hours: Monday -- Friday 7:30 am – 5:00 pm

Phone Number: 801-468-3255

Website: www.slcoaddressing.org

Animal Services
Shelter Location: 511 West 3900 South, Salt Lake City Utah 84123
Hours: Monday, Wednesday, Friday, Saturday 9:30 am – 5:30 am
Tuesday and Thursday 11:30 am – 7:30 pm

Phone Numbers:
Shelter and Program Information and Non-Emergency Issues: 801-559-1100
To have an Officer Dispatched for Emergency Response: 801-743-7045

Website: www.slcoanimalservices.org

Salt Lake County Engineering
2001 S State N3100
Salt Lake City, UT 84190

(801)468-2711 Main Office/Special Event Permits
(801)468-2808 Fax
(801)468-2779 Flood Control Permits
(801)468-2241 Excavation Permits//License Agreement/Encroachment Permits

Public Works Engineering Website
http://www.pweng.slco.org

Operations

Administrative Office: 604 West 6960 South
Midvale, UT 84047

Hours: 7:00 a.m. – 5:00 p.m. Monday through Friday

Phone: (385) 468-6101- 24 hours, 7 days a week
Fax: (385) 468-6107

Email: pwops-online@slco.org

Website: www.pwops.slco.org

Planning and Development Services

Office Location: 2001 South State Street, Salt Lake City Utah 84190 Ste N3600

Hours: Monday – Friday 8:00 am – 4:30 pm

Phone Numbers: General Information: 801-468-2000
To schedule an inspection: 801-468-2163
To request a code violation inspection: 801-468-2176

For email inquiries please contact: khart@slco.org

Sanitation

Administrative Office Location: 604 West 6960 South
Midvale, UT 84047

Office Hours: Monday through Friday 7:00 am – 6:00 pm

Collection Hours: Monday through Friday including Holidays 7:00 am – 4:00 pm

- *Please note that we pick up on every holiday except Thanksgiving, Christmas, and New Year's Day.*
  - *If your regular collection day falls on one of these holidays, put your cans out the day following the holiday.*
  - *If your collection day is after the holiday, your cans will be picked up one day later than usual. Friday collections will be picked up on Saturday.*

Office phone number: (385) 468-6325

Website: www.sanitation.slco.org

Solid Waste Management/ Landfill

Location: 6030 West California Avenue (1300 south),
Salt Lake City, UT 84104

Hours: Monday- Saturday 7:00 am – 5:00 pm
Closed on Sundays, Thanksgiving, Christmas, New Year's Day

Phone: 801-974-6920

Website: http://www.slvlandfill.slco.org