

*UTAH COUNTY*  
*2011 STATE OF THE COUNTY ADDRESS*

*January 17, 2012*  
*1:00 p.m.*

*Welcome . . . . . Commissioner Larry Ellertson*

*Prayer . . . . . Dr. Joseph Miner*

*Pledge of Allegiance . . . . . Lana Jensen*  
*with Utah County Sheriff Honor Guard*

*National Anthem . . . . . Lauren Tucker, Miss Utah County*

*Comments . . . . . Commissioner Gary Anderson*

*Comments . . . . . Commissioner Doug Witney*

*Comments . . . . . Commissioner Larry Ellertson*

*Presentation of Utah County Employee of the Year, Melissa Stout*  
*. . . . . Commissioner Ellertson*

*Presentation of Utah County Employees with 20 plus Years of Service*  
*. . . . . Commissioner Ellertson*

*Utah County Government*  
*100 East Center Street*  
*Provo, Utah 84606*  
*801-851-8000*

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**UTAH COUNTY EMPLOYEES  
WITH 20, 25 AND 30 YEARS OF SERVICE  
2011**

**EMPLOYEE OF THE YEAR**

Melissa Stout                      Sheriff

**30+ YEARS**

Mardene Barker                      Assessor  
Karen Jordan                      Treasurer  
Scott Carter                      Sheriff  
Jeffery Mendenhall                      Community Development  
Neil Peterson                      Information Systems  
David Johnson                      Health  
Paulette Patten                      Information Systems  
Terry Beebe                      Health  
David Vincent                      Public Works

**30 YEARS**

Kane Insixiangmay                      Public Works  
Gary Nelson                      Public Works  
Andrea Allen                      Recorder

**25 YEARS**

Gus Kogianes                      Public Works  
Richard Cundiff                      Health  
Stuart Tanner                      Public Work  
Sherry Ragan                      Attorney  
Estella Golden                      Health  
Kenneth Bringhurst                      Public Works  
Tod Smith                      Assessor  
Cathy Davies                      Justice Court  
Mark Beals                      Sheriff  
Glenda Raab                      Justice Court  
Cheri Christensen                      Senior Services

**20 YEARS**

Mariane O'Bryant                      Attorney  
James O'Brien                      Public Works  
Jodee Kimber                      Sheriff  
James Cannon                      Sheriff  
Susan Morgan                      Sheriff  
Lisa Ann Harmon                      Health  
Janeen Olson                      Sheriff  
Janis Peterson                      Sheriff  
Melanie Rainey                      Public Works  
Darren Gilbert                      Sheriff  
Raymond Edwards                      Sheriff  
Mike Forshee                      Sheriff

## **UTAH COUNTY ASSESSOR OFFICE**

### 2011 Annual Report

The Utah County Assessor's office is mandated to annually value all properties in Utah County to market value. That is a daunting task within the current real estate market. To do so we use statistical groupings to match property sold data with property information to predict market values, but this process is difficult in a dynamic market.

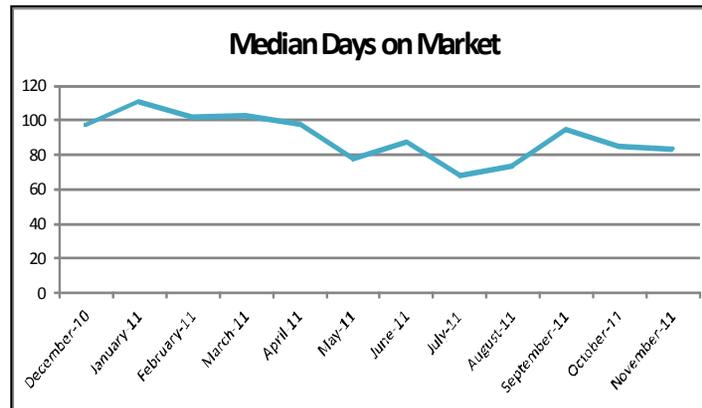
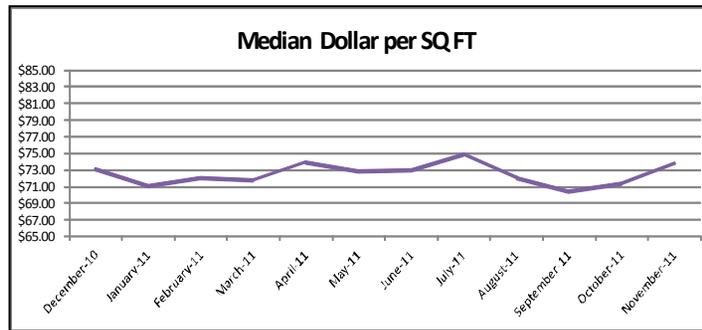
An example of this is the information in the graphs on the following page.

Comparing Dec. 2010 to Nov. 2011, the number of sales are identical, but the sold price is 5% different with a higher dollar per square foot for the lower median sold price. For this reason the assessment office has been diligently stratifying information to constrain these types of anomalies for 2012.

While valuation appeals decreased in 2011 compared to 2010, it is obvious that the market remains volatile and our objective is to adjust values as uniformly as possible.

The assessment office is responsible for the valuation of all real and personal taxable properties.

Single Family Sales Information for Utah County					
Month	Count	Mdn Sold \$	Mdn SQ FT	Mdn \$/SQ FT	Mdn Days on Market
December-10	306	\$200,000	2,743	\$73.06	97
January-11	244	\$195,950	2,901	\$71.08	111
February-11	278	\$196,088	2,787	\$72.06	102
March-11	380	\$186,079	2,697	\$71.75	103
April-11	358	\$199,900	2,803	\$73.91	98
May-11	386	\$195,850	2,770	\$72.79	78
June-11	440	\$188,800	2,718	\$72.95	87
July-11	355	\$193,000	2,706	\$74.89	68
August-11	442	\$199,900	2,854	\$71.98	74
September-11	364	\$197,644	2,833	\$70.35	95
October-11	336	\$191,950	2,800	\$71.41	85
November-11	306	\$190,000	2,740	\$73.73	83



Data provided by the Wasatch Front Regional Multiple Listing Service

**UTAH COUNTY ATTORNEY**  
2011 Annual Report

**2011 Major Accomplishments:**

- In 2011 we prosecuted 6674 total cases. This included 3246 felony cases, 934 juvenile cases, 2277 cases in the Utah County Justice Court and 94 adult class A misdemeanors.
- We completed five homicide cases: Ramon Somoza (murder), Damien Candland (aggravated murder), Benjamin Rettig (aggravated murder), Steven Strate (acquitted), and Merrill McKell (negligent homicide).
- Through aggressive prosecution, six more career criminals from our Persona Non Grata list are now at the Utah State Prison (in addition to many of our other felony defendants).
- We prosecuted the first non-homicide criminal case in Utah (we believe) where the defendant was sent to prison for life without the possibility of parole—the State of Utah v. Shawn Leonard.
- We obtained grant funding for a part-time domestic violence prosecutor and a part-time victim advocate, and over \$130,000 of grant funding for our forensic computer lab.
- We received a 100% score on the County Insurer’s “2011 Best Practices” risk management program, giving the County the maximum insurance premium discount.
- We created and implemented a “paperless” system for our investigation and prosecution divisions. (Next year we will report the cost savings.)
- Made substantial progress (numerous contracts and many property acquisitions) on the North County Boulevard project.
- We certified three detective/sergeants as Force Science Analysts for officer involved shootings.

# UTAH COUNTY CHILDREN'S JUSTICE CENTER

## 2011 Annual Report

Total Individual Children Served during 2011:

1500 + children

Total Number of Parents/Guardians Served:

1300 + adults

(Includes children interviewed, medical exams only, case staffings, on-site services and treatment only)

New Child Victims Served:	1312
Medical exams only	32
Children Interviewed:	774
(150 also had forensic medical exams)	
Second Interviews:	35
Other children served onsite:	506

Child Victim Cases (MDT Staffing Only): 306

Transcripts Prepared: 98

Age-appropriate Specialized Treatment Groups at CJC:  
15 Sessions / week

Children (< 12 yoa) Participating in Tx Groups at CJC 509

Teens (12 - 17 yoa) Participating in Tx Groups at CJC 170

Parents Participating in Tx Groups at CJC 249

Specialized, age-appropriate Child Abuse Treatment Groups are provided onsite with a number of highly skilled community therapists so that parents and children can be served separately within appropriate age-groups, but at the same time, in a comfortable location. We greatly appreciate and depend on the dedicated community volunteers who help support our efforts to serve the children and families who come here needing our help.

Volunteers Serving at the CJC/FJC: 205

Children Served by Onsite Volunteers: 908

Volunteers Serving at the CJC/FJC:	205
Children Served by Onsite Volunteers:	908
New Volunteers Screened & Trained:	101
Children receiving extended Child Victim Mentoring Services:	96
Primary victims	212 Secondary

The Family Justice Services Program has served multiple victims and families in 2011. The one-stop clinic on Tuesday evenings has provided access to critical life-supporting services, including family law and protective legal services, housing, Workforce Services programs, UCSO victim advocacy, DCFS services, food and shelter programs, and others. This clinic has served 718 persons in crisis (most with families) during this year—1103 separate services were provided. Victim services and critical counseling have been provided to more than 250 women who are victims of violent crime.

2011 GOALS:

- \* Maintain community support and grant funding to serve child abuse victims and families
- \* Retain CJC Forensic Interviewer position to serve very young and vulnerable child victims
- \* Increase victim services capacity to facilitate healing and safety for child victims
- \* Retain Family Justice Center services (with one-stop clinic) for families with critical needs

Utah County Children’s Justice Center is fully accredited by the National Children’s Alliance

# Utah County Clerk/ Auditor's Office

2011 Annual Report

## 2011 Office Statistics

### Marriage Licenses & Passports

Marriage Licenses Issued—4,974

(Our peak month was August when we issued 592 marriage licenses)

Passport Applications Processed—1,751

This is the lowest number of passports we have issued in our Office since 2003. It should be noted there is also 4 Post Office locations in Utah County that act as Passport acceptance facilities. We are not aware of the volume of passport applications they process, so it would be hard to infer that there is an overall decrease in passport application activity in Utah County.

### Tax Administration

Valuation Notices Sent—166,086

(This includes 797 State (centrally) assessed parcels)

Board of Equalization Hearings Held—1,839 representing 4,172 parcels

Tax Abatement Applications processed in 2011 were 3,911 broken down as follows:

Circuit Breaker	1221
20% Circuit Breaker	1088
Indigent	324
Blind	143
Veteran	1135
	3,911

Our office also helps certify the rates for 47 different taxing entities in the County.

**Elections**

Registered Voters in Utah County as of the end of 2011—  
approximately 245,000

New Voters added to the Voter rolls during 2011—20,744

Efforts have been made this past year to clean up the voter rolls as allowed for by law. This past year 17,046 voters were moved to inactive status, and 34,061 voters registrations were removed from the rolls due to various reasons including moving from the area, death, or no voter activity for the past eight years (two Presidential election cycles).

2011 was a Municipal Election year, so the Utah County Elections Office did not administer any county-wide elections. We did assist American Fork, Lehi and Provo Cities with their September Primary, and November General Elections.

2012 will be a Presidential Election Year so we will administer the Partisan Primary in June and the General Election in November. In addition to the Presidential Race on the ballot, there will be a US Senate race, the US Congressional Races, several Statewide races, including Governor, State Senate and House Races, and a County Commission seat up for election in Utah County.

**Finance**

The 2011 adopted General Fund Budget was \$79,563,182. Actual Expenditures for 2011 should come in around \$ 77,500,000 million dollars.

The External Auditor's published their Financial Audit of 2010 in the summer of 2011 and once again as a County we received an "Unqualified Opinion" with no Management or Audit Comments.

Property Tax & Sales Tax Revenues are projected to be essentially the same in 2012 as they were in 2011.

## Utah County Community Development Department 2011 Annual Report

The Utah County Community Development Department provides administrative support to the Utah County Commission to “provide for the health, safety, and welfare, and promote the prosperity, improve the morals, peace and good order, comfort, convenience, and aesthetics of each county and its present and future inhabitants and businesses ...”and as mandated by State Code, staff is to administer and enforce the following in the unincorporated area of Utah County:

- The Utah County Planning Commission
- The Utah County Board of Adjustment;
- The Utah County General Plan;
- The Utah County Land Use Ordinance
- Business licensing.
- Adopted building and safety codes;
- Adopted fire safety, hazardous materials, and urban wildland fire codes;

The following is an accounting of each of these areas of emphasis for the calendar year 2011:

**Planning Commission:** The Utah County Land Use Ordinance was amended to include a Nonresidential Subdivision section and a Transfer of Development Rights Sending Overlay Zone and Transfer of Development Rights Receiving Overlay Zone. Other accomplishments that can be quantified include:

- 12 - Agenda Meetings of the Utah County Planning Commission
- 9 - Large Scale Development Plat applications
- 0 - Record of Survey Maps
- 3 - Agriculture Protection Areas, total of 550 acres
- 1 - General Plan amendment applications
- 4 - Zone Map amendment applications
- 19 - Land Use Ordinance text amendment applications
- 0 - County Code Amendment
- 8 - Agenda Meetings of the Utah County Board of Adjustment
- 12 - Board of Adjustment appeal applications
- 85 - Zone Clearances researched
- 16 - Zone Compliance Permits issued

- 14 - Notice to Comply processed
- 1 - Work Session of the Planning Commission
- 26 - New Business Licenses issued
- 205 - Business License Renewals
- 31 - Business License Zone Clearances issued
- 152 - Inspections of licensed businesses

**Building:**

- 16 - Single-family dwelling, building permits issued
- 114 - Building permits (other occupancies, electrical, plumbing, mechanical, grading)
- 726 - Building inspections in the field
- 26 - Enforcement of building code violations (10 stop work orders on structures & 16 legal action requests prepared for the Utah County Attorney's Office)

**Fire Marshal:**

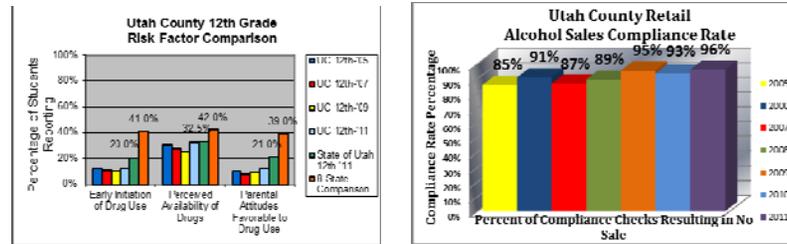
- 28 - Fire calls or fire related calls
- 11 - Investigations
- 523 - Permits issued (fire safety, LPG, Ag. burn permits, open burn permits, plan reviews)
- 202 - Inspections made (business license, Fire safety, HazMat, formal complaints, fire safety violations)

The department provides information to the public concerning natural hazard areas, flood zones, county addresses, zoning and land use ordinance and land information, information on currently adopted building and fire codes, business license information; and maintains reclamation bonds for earth materials mining operations, issues temporary use permits, and provides census support for the 2010 U.S. Census.

## Utah County Department of Drug and Alcohol Prevention and Treatment

The Utah County Division of Substance Abuse was separated from the County Health Department and established as a separate department of Utah County Government in 2011. UCaDDAPT continues to provide substance abuse prevention and treatment services to the citizens of Utah County who are indigent and involved with the criminal and juvenile justice and child welfare systems.

Untreated drug and alcohol abuse costs to Utah County citizens, businesses, and government operations, including the costs of lost productivity, health-care, criminal justice, property damage and theft, equate to \$866 million per year. UCaDDAPT's treatment programs for adults are shown to reduce arrests prior to treatment from 4.8 per client admitted, to 1.5 in the 18 months after discharge, having a significant reduction on Utah County's crime rate. UCaDDAPT is in the process of replicating an outcome study on the 4th



District Family Drug Court program done in 2006 that indicated a significant savings to the state in foster care costs and reductions in termination of parental rights by a factor of 3 to 1.

In 2011, UCaDDAPT's treatment programs continued to exceed state and national averages in client satisfaction in the categories of general satisfaction, access to services, quality and appropriateness of services, positive outcomes, improved functioning, and general wellness. Abstinence rates from admission to discharge are 12 - 19% higher than the national average. Increased employment and decreased criminal justice involvement are 21% and 13% higher, respectively.

In addition to significant reductions in Utah County youth alcohol citations, Utah County continues to have the lowest need for youth substance abuse treatment in the state, only 1.9% versus the state average of 4.7%. Utah County's risk and protective factors for youth as measured by the SHARP (Student Health and Risk Prevention) survey indicate Utah County is

consistently lower in relative risk and higher in protection than the state on average.

Utah County's SMART (Substance Misuse and Abuse Reduction Team) coalition conducted two successful prescription drug abuse prevention activities in 2011. SMART's prescription drug take-back events resulted in Utah County citizens turning in over 458,000 abusable pills with an estimated street value of \$15.3 million - nearly 4 times the amount collected in 2010. SMART also provided training to 246 Utah County pharmacists and physicians on safe prescribing and dispensing practices for abusable medications.

In addition to state and federal grants worth nearly \$850,000 awarded in 2010, UCaDDAPT began implementing the federal Access to Recovery grant (ATR) providing \$306,000 in services to 445 clients through November, 2011. ATR provides vouchers to Utah County residents needing recovery support services coming from faith based organizations, primary medical care providers such as the Mountainlands Community Health Center, and the National Guard. The newly awarded federal Residential Substance Abuse Treatment program grant provides treatment to an additional 160 inmates at the Utah County Jail.

Developed this year is the Addict to Athlete client driven, client supported activity program. One of our Outpatient Program therapists, Blu Robinson who is also a triathlon athlete, conceived of this program using the concept of replacement theory – replacing effort spent obtaining, using, and recovering from drug use with something positive and pro-recovery. Training began in the Spring of 2011 and made a strong showing in several road races in the county. They also developed a basketball team and will possibly have a softball team in the spring. This program has been instrumental in replacing addiction with exercise, comradery, sober social support, and team work.

UCaDDAPT staff continue to provide leadership in the field of drug and alcohol prevention and treatment teaching seminar sections at national and state conferences, and teaching college courses in degree programs at Brigham Young University, the University of Utah, and Utah Valley University.

The Department's goals for 2012 are to continue to build prevention coalitions at the local level in cooperation with city governments, continue implementation of ATR, and to begin implementing changes to the system necessary to adapt to national health care reform. UCaDDAPT delivers substance abuse programs that are successful and respected across the state, serve the needs of the citizens of Utah County, and aspires to maintain adequate services to citizens in a challenging economic environment.

## **Utah County Extension**

### **2011 Annual Report**

The Extension 4-H afterschool program reached 3559 students in 12 elementary and five junior high schools. The 4-H mentoring program helps 160 youth at eight schools by matching them with an adult mentor. The director of these programs has been awarded over \$500,000 in grants to support their efforts. The mentoring program was recognized by the Office of Juvenile Justice and Delinquency Prevention.

Utah County 4-H Club enrollment now totals 4771 and there were a record number of 3507 4-H entries into the Utah County Fair.

A three-day “Ditch Rider’s School” helped 26 water managers and canal company representatives improve irrigation delivery efficiency.

Last year Utah County Extension developed a “remote file” procedure to expand the Volunteer Income Tax Assistance program into rural Utah. The Internal Revenue Service has now fully embraced the concept, renamed it “Virtual VITA” and had Dean Miner from the Utah County office train IRS staff on the process. Virtual VITA is now being implemented with VITA coalitions throughout the nation.

The Japanese beetle eradication program completed its sixth year in 2011. No insects were found in the traps this year which indicates that the effort is nearing complete success.

The Extension Horticulture program diagnosed 1398 plant pest problems, trained 82 new Master Gardeners, taught 184 people proper pruning techniques and coordinated 2200 volunteer hours.

Extension helped the Utah County Jail garden expand to over seven acres and produce more than 30 tons of vegetables that were used in the jail cafeteria or donated to local food banks.

The Utah County Food Sense nutrition education program reached 1500 adults and 20,500 children. More than 165 businesses ranging from restaurants to senior care centers met health code requirements through the Food Safety Manager’s Certification program.

Utah County Extension taught 19 Master Food Preservers who subsequently contributed over 300 hours of volunteer service hours to teach and contact nearly 700 individuals about safe food preservation.

## UTAH COUNTY HEALTH DEPARTMENT

### 2011 Annual Report

On August 1, 2011, Utah County entered into an agreement with Coast2Coast to provide a new and improved discount prescription drug card for Utah County residents through the Health Department. The card is chiefly designed to reduce prescription drug costs for those who do not have health insurance that covers prescription drug expenses. In just the first three months from inception of the program in August through October, 2011 residents using the discount card have saved an average of over 66% over retail costs; a savings in just three months of \$121,480.16 in retail prescription drug costs on just over 2,750 prescriptions. The card also offers discounts on imaging services, laboratory, and dental services for those without insurance.

#### **Family and Personal Health:**

We investigated and managed 155 cases of Whooping Cough (Pertussis) which is a four-fold increase over 2010.

We stressed the need for Tdap vaccine to immunize parents, grandparents and others caring for newborn infants at high risk for deadly complications of Whooping Cough.

Because of a measles outbreak in Salt Lake County we investigated several cases of suspected measles in Utah County and fortunately did not have any confirmed cases.

The “Be Wise” Women’s Cancer Program screened over 1,800 high-risk women for cancer and other chronic diseases.

About 80,000 immunizations were given at our regular clinics and 45 special clinics to reach seniors, the mentally ill, and others at high risk.

Since its start many years ago, “Baby Your Baby” home visiting services served their 30,000th client in 2011.

Utah County Health Department school nurses -- served 139 schools and 111,853 students in 2011.

Vision screening led to 1,421 students receiving new corrective lenses.

Scoliosis screening led to 174 students referred for physician follow-up

99.6% of students were in compliance with State immunization requirements.

Student immunization exemptions were requested for 4.2% of students.

#### **Emergency Preparedness:**

UCHD participated with several local hospitals in a simulated 7.9 earthquake preparedness exercise, including the evacuation of a local hospital. The exercise was designed to help increase our preparedness and what would happen in the event of such a natural disaster.

Medical surge capacity and mass fatality planning continue, incorporating local partners and surrounding regions for mutual aid in the case of an emergency.

We partnered with the United States Postal Service in a bio-terrorism preparedness exercise, simulating detection, containment and treatment of a man-made chemical or biological agent.

WE hosted a FEMA: Center for Domestic Preparedness 3-day pandemic flu preparedness training for emergency preparedness and health care professionals from around Utah and Idaho.

### **Environmental Health**

UCHD updated the Motor Vehicle pollution testing ordinance this past year. The new ordinance allows for complete reciprocity with other testing counties. The testing equipment was upgraded rather than replaced. This saved the station owners money and in turn should keep the cost of emission testing down. The inspection process will be improved and it will streamline the inspection and registration process. The other counties in Utah which are testing are having their stations purchase new equipment which may increase in the cost of the emission testing.

There were no major outbreaks of food or waterborne illnesses.

### **Foster Grandparents Program**

Ninety four (94) Foster Grandparent volunteers, ages 55 to 90 donated 61,263 hours serving 829 special-needs children with one-to-one tutoring and mentoring.

Volunteers serve in 28 schools in all three school districts, as well as Utah Valley Regional Medical Center, Lehi Literacy Center and the Utah State Developmental Center.

### **Health Promotion**

Tobacco enforcement and education efforts with tobacco retailers resulted in a 95% success rate in preventing illegal tobacco sales to youth, one of the lowest rates in Utah.

Safe Kids Utah County worked to educate parks and recreation directors, coaches, parents and athletes about the 2011 Legislation (HB 204) protecting athletes with head injuries.

We held 3 Concussion Awareness clinics, where 863 Athletes and parents who attended BYU sports Camps were educated on recognizing symptoms of a concussion and how to prevent the second impact syndrome.

Implemented a new pilot project called the “Stepping On Fall Prevention Program”, resulting in 84% of participants implementing exercises into their lives; 72% felt more confident in their movements; 78% felt they are falling less. We trained 18 new leaders (half private companies, half health

departments) to implement the successful fall prevention program throughout the State.

The Utah County Asthma program developed new educational materials in English and Spanish to educate Utah County residents about asthma prevention and self management. These materials are now being utilized in other health departments throughout the State.

#### **Mosquito Abatement, 2011**

Due to high snow pack and runoff and much flooding, this past year was the most abundant year for mosquitoes in decades. In addition to our regular county-wide abatement activities we responded to over 1500 service requests.

Mosquito Abatement Director, Bob Mower, reported his research on the most active flight time for local mosquito species at The Utah Mosquito Abatement Association Annual Conference

No West Nile Virus was detected in our own lab DNA testing of over 400 pools of mosquitoes.

#### **Senior Companions**

Fifty nine (59) Senior Companions ages 57-92 donated 40,000 hours to 430 frail, elderly clients. Such services included offering companionship and friendship, limited transportation for medical appointments and shopping, help with simple chores, and respite to 24-hour caregivers.

The annual quilt project saw the completion of 50 quilts donated to patients at local Utah County hospitals.

#### **Vital Records**

Our office has finished electronic scanning of all birth and death records making locating these records much faster and easier.

We registered over 12,000 births and 2,000 deaths issuing tens of thousands of certified copies of these birth and death records to families.

#### **Women, Infants and Children (WIC)**

A new WIC nutrition management system is now web-based which makes customer service and reporting more efficient. WIC strongly promotes breast feeding as very important for new mothers and healthy infants. They provided breast pumps for the 4 rooms designated for County employees to use to assist them with breast feeding.

# INFORMATION SYSTEMS

## 2011 Annual Report

### **Software Development:**

1. Completed a complete rewrite of the Personal Property system including all noticing, collections and distribution.
2. Completed major revisions to the Treasurer's tax distribution system to include automatic posting and updates to the General Financial system.
3. Completed major revisions to the tax distribution system to accurately track tax value and collection issues resulting from tax district changes and movement of properties in and out of redevelopment districts.
4. Integrated the land records public web access to include appraisal records and data contained in the CCI appraisal system.
5. Completed a major upgrade to the County's Electronic Document Management core system. This upgrade results in much faster processing, indexing and retrieval of documents and provides additional functionality and searching options for accessing electronic documents.
6. Worked with the County Attorney's department to create "paperless" office processes including a standardized electronic document filing scheme, as well as ability to link the documents to the Prosecution Management system (PIMS) and to remotely access documents via the Internet.
7. Built a prototype tablet application ("app") that allows access to County Land system data and base GIS layers. This will become the basis for developing several future specialized apps.
8. Upgraded the Motor Pool information system to utilize current industry standard practices and procedures.
9. Updated the Attorney's department online discovery system to include audio, video, image, and related large-format files.
10. Maintained and enhanced features of many existing applications including Financial, Payroll, Personal Property, Public Works, Health, Law Enforcement and Land Records systems. Maintained the County's web site per department requirements.

### **Software Development Goals for 2012:**

1. Complete the redevelopment of the Personal Property Collection system used by the Treasurer's department.
2. Develop tablet based apps specific to department data collection and access needs. Develop a Utah County app for tablet access to all variety of county data and services.
3. Enhance all existing systems as required by law and department needs.

**Operations/Support:**

1. Continued the migration of production servers to a virtual environment. This virtualization process allows the equivalent of several servers to function on a single physical piece of hardware. This has reduced the need to purchase many new or replacement server computers. This also greatly simplifies server backup, recovery, and transfer in the event of physical hardware failure or site disaster.
2. Supported a Primary and General election for various cities including: setup of the election database and ballot preparation; configuration of the election for the electronic voting machines; tested and certified voting machines used in the election; processed vote tabulation and prepared election result reports.
3. Expanded the scope and use of our storage area network. Migrated data and files from several production servers to utilize the SAN.
4. Enhanced portions of the County data network to function at 10 gbs speed. Maintained and supported the day-to-day functions of a 1500+ device network including workstations, printers, servers, data storage, network components, etc.
5. Installed 200+ workstations and laptops.

**Operations/Support Goals for 2012:**

1. Virtualize all remaining production servers. Upgrade all production file servers to current technology and operating systems. Migrate data from all remaining servers to the storage area network.
2. Continue to evaluate “In-The-Cloud” methods for processing, storing and supporting office documents and email.
3. Adjust and adapt backup and recovery policies/practices to support and take advantage of the benefits of the virtual operating environment.
4. Implement a power-management system that will save energy by powering-down workstations during off hours.

### **Law Enforcement:**

1. New servers for the Countywide Law Enforcement System were put into place and brought online in July with minimal downtime. A mirror server was installed at a remote site and is updated in real time by the central server. In the event of a central server failure, the entire workload can be shifted to the backup server in a matter of moments. This upgrade was for law enforcement agencies in the Utah and Juab County. The new hardware will also support Provo City Police Department who is expected to come online in 2012.
2. A “Pay to Stay” billing system that will enhance and streamline the methods already in place. The PTS system has an interface between the inmate Canteen system and our Jail Management system. This interface and the new PTS will cut billing time in half.
3. A completely new Inmate Medical System called GERMS (General Electronic Record Medical System) is set to go live January 2012. GERMS will replace the old CoreEMR that has been used for the past several years. GERMS will save the County the expense of software and maintenance fees, that is set to be over \$3.00 an inmate per month next year. The system also uses the bar-coded wristband for identification and billing the inmate for OTC drugs. Just this part alone saves the input of over 350 records a day by hand. GERMS seamlessly integrates our own Jail Management system and exchanges data with it so no double entry is needed.

### **Law Enforcement Goals for 2012:**

1. Continue to develop and enhance the JMS, GERMS and PTS to further streamline all these processes.
2. Bring Provo City PD online with Spillman and complete the training of both their PD and IS departments on using and installing the Spillman System.

### **Geographic Information Systems (GIS)**

1. GIS functions in the development group and mapping functions in Public Works Department were consolidated. Staff and their duties were quickly and effectively integrated toward a central GIS development strategy that best meets the needs of county departments and the public. The consolidation has been success and several complicated and multifaceted projects have been able to be addressed as a result.
2. A multiple GIS database model using replication technology was developed that divides published and certified GIS data from GIS data still in production. Replication allows these two databases (Production and Publication) to be synchronized so official published data is updated at

least daily from the production database. This protects the production data by securely governing who has access and improves the server performance speed for users accessing the published GIS data.

3. In order to provide the foundation for more comprehensive tools of spatial analysis and information display of parcel information the GIS parcel layer was greatly expanded, more than doubling the amount of information available to analysts in the County departments and the public. This information includes detail regarding the parcel's location, ownership, parcel site address, property improvements, property taxes, etc. This data is generated nightly and data is always current and comprehensive.
4. Seeing the need for more reliable and complete county address location information in a native GIS environment, the GIS Division began producing a GIS address location database that can be useful for any county function needing the actual locations of every addressed location within Utah County. The database contains a single mapping point for each officially addressed location in the county and allows county personnel to find locations within a variety of mapping and non-mapping computer interfaces. An important feature of this new address database is its ability to include alternative address information if more than one address applies to a single location, useful for addresses where the street may be referred by multiple names, i.e. "Freedom Blvd" is also known as "200 West".
5. Upgraded and standardized Community Development GIS data. Community Development Office has used GIS to support department functions such as approving building permits, conditional use permits, zoning change requests, etc. All of the Community Development GIS data was inventoried, consolidated, and redeployed utilizing current GIS data technology and maintenance standards, resulting in a much more reliable, high performing, and secure GIS data management system for the Community Development Department that has been fully integrated into the County's primary GIS database.

**GIS Goals for 2012:**

1. Publish an updated interactive, electronic edition of the Utah County Atlas accessible from web browsers and tablet computers.
2. Implement the integrated Address management system which has been in development during the last several years.
3. Enhance existing GIS applications and systems to support mobile computing platforms, i.e. smart phones, tablet, computers, etc.
4. Implement and expand the use of the replicated GIS database technology initially established during 2011.

## **JUSTICE COURT 2011**

Due to statutory requirements Cedar Hills City is required to file their citations with the Utah County Justice Court. On November 1, 2011 the Utah County Justice Court Judges and Administrators met with the Cedar Hills Prosecutors and American Fork Police Department to work out the transition of these citations from the American Fork District Court to the Utah County Justice Court. This will result in an increase of 69 new cases being filed in the Utah County Justice Court per month.

Traffic cases filed:	15,989
Misdemeanor cases filed:	1,713
Small claims filed:	465
Increases filings per month:	107 per month

The Mission of the Utah County Justice Court is to administer justice efficiently, according to law, with respect and fairness to all parties, thereby improving the quality of life in the community.

## **PERSONNEL DEPARTMENT 2011**

In 2011, the Personnel Department focused on increasing employee engagement. In lean economic times, we are continually looking for ways to help keep employees motivated and interested in the work they do, as well as recognizing them for the value they bring to County employment. Our annual training for all Supervisors, taught by our new Assistant Personnel Director Clark Merkley, suggested ways to include employees in the decision-making process, and included information on how to tap in to employees' knowledge of their jobs to increase productivity and job satisfaction. This training was followed up with additional information and discussion about employee involvement. In addition, a County-wide employee survey was conducted to solicit feedback on employment and benefits issues and concerns. We value our employees' ability to improve processes in their workplace in order to provide the best possible service to Utah County citizens, and to make the County a more desirable place to work.

We continue to manage Worker's Compensation costs and raise safety awareness in the workplace. The Accident review Board, Workers' Compensation Claim Review Committee, and Risk Management Committee all work to evaluate and reduce risk in the workplace. Such efforts paid dividends, in that our incident rate for 2011 was 4.2, compared to 5.98 in 2010 and a national incident rate of 6.1. The dollar value of incurred Workers' Compensation claims was down by approximately 38% in 2011, from \$168,663 to \$104,226. These reductions not only help control insurance premiums, but more importantly, help insure the safety of our employees.

During 2011, Utah County hired a total of 231 new employees, including Career Service employees and temporary and seasonal employees. Due to the weak economy and higher unemployment rate in the community, we continued to experience a high volume of applications for open positions. We received and screened nearly 1500 applications in order to fill these vacancies. Most of these new employees were hired to fill newly-vacated positions; our workforce headcount has remained fairly constant for the last two years.

Employee Benefits was an especially large part of the Personnel Department's workload in 2011. The Utah State Legislature made significant changes to the Utah Retirement System, establishing an additional benefit tier with two different options for employees hired after July 1, 2011. As a result of this legislation, we have coordinated a number of systems and payroll programming changes, and developed new processes and procedures to administer this more complex benefit. We also held a series of educational meetings to help employees better understand these benefits.

The Benefits Committee conducted a comprehensive selection process for a new Defined Contribution Retirement Plan service provider. The Committee published a Request for Proposal which resulted in responses from nineteen providers. The proposals were evaluated, finalists selected and interviewed, site visits conducted, and a new provider selected. The last quarter of the year has been extremely busy as we have worked through the transition of the County's three Defined Contribution Plans from Nationwide to Prudential Retirement. As a result of this transition, employees will enjoy additional features available in the Plans and improved online access.

In the Compensation arena, we developed a new pay plan strategy for time limited employees. Working with the departments, our Compensation Analyst established a more formal system for setting the hourly pay rate and the pay progression of non-Career Service employees in several classifications. The new pay plans were applied not only to new hires in time limited positions, but also included a review of current incumbents and pay adjustments as necessary to fit the plan. This ongoing project helps assure that non-Career Service employees are compensated equitably within the system.

Compliance with new and amended legislation and regulations is a continual challenge. For example, as part of Governor Herbert's initiative to provide transparency in government, legislation now requires us to submit information annually detailing the compensation and benefits of each of our employees. We anticipate new legislation and/or regulations next year in such areas as health care reform. Personnel department employees take advantage of training opportunities as budget allows to keep abreast of these frequent changes, and we modify our policies and practices accordingly.

The Personnel Department spends many hours each week meeting with individual employees, supervisors, and Department Heads, giving advice on such matters as performance and disciplinary issues, health and disability problems, recruiting and staffing needs, benefits problems, legal compliance, payroll issues, etc.

We also maintain comprehensive employee files and records electronically and on paper; we processed 1790 individual personnel actions (UCP8's) during the year. We maintain the County's Staffing Plan, input and process payroll for approximately 1500 employees, update and change benefit enrollments every pay period, oversee the Performance Appraisal Program, conduct new hire orientations and exit interviews, coordinate the Employee of the Month awards, and oversee a variety of other programs.

Our goals for 2012 include the addition of new features to our retirement plans, finding ways to increase the number of "paperless" transactions processed by our office, evaluating and implementing new information technology solutions, and reevaluating our performance appraisal process.

We remain committed to maintaining a high level of service to our "customers," including members of the general public and our great Utah County employees!

## **PUBLIC WORKS 2011**

Public Works is divided into divisions, each responsible for various services which shall be summarized in the following paragraphs. A complete review of each division's accomplishments can be found within the Department's 2011 Year End Report available by contacting the Public Works Building.

### **Engineering Division**

Likely the foremost word that pops into the mind when the words "Public Works" are mentioned is the concept of roads. The Engineering Division spent considerable time during 2011 working on the North County Boulevard which is a new arterial/collector route spanning the miles between SR92 in Alpine southward to the recently opened freeway interchange in Pleasant Grove. This project has been in the planning, right of way and construction phases since 2008. At the time of this writing, construction on Phase 1 of the project between the State Developmental Center and SR92 under Flatiron Construction is approximately 95% complete. Construction on Phase 2 began around June of 2011 and the contractor, Condie Construction, is on target to meet its obligation of completing the roadwork between State Street and American Fork's 300 North. In order to accomplish this, a handful of homes and approximately 30 partial land takes were completed during 2011. Relocation of impacted homeowners and renters was also done.

In order to ensure road safety, the 500-plus miles of county roadways are constantly monitored, inspected, and the visibility and condition of the 2523 road signs inventoried. Due to changing needs, another 107 road signs were erected in 2011 while 242 signs were repaired or replaced.

Discussions with the U.S. Army Corps of Engineers on wetland areas impacting design work on Elk Ridge Drive also continued as Utah County is working towards a design completion on this new proposed road connecting I-15 with Salem, Elk Ridge, and Payson.

### **Roads Division**

The Roads Division concentrated primarily on road maintenance and, of course, snow removal. 2011 saw a lot of snow, and county crews spent considerable time in January and February clearing county roads. When snowfall wasn't the need, potholes and other winter road maintenance was being accomplished. During the spring through fall months, maintenance crews chip sealed 20 miles of the Nebo Loop Road under a U.S. Forest Service contract, while chip sealing the River Bottoms Road, South Lane Road, a segment of Payson Canyon, and a length of Palmyra Drive constituting about 10 miles of county-owned roads. Asphalt overlays were also completed on Tunnel Road, South Fork Road, 3550 West near 9600 South, River Road, and a segment of 5000 South.

Because of the heavy precipitation year, Utah County planned extensively for probable flood problems. Debris basins located in Payson and Santaquin canyons were cleaned, new overflow channels to funnel water out of private property were dug in the Genola and Santaquin areas, the Spanish Fork, American Fork, Dry Creek, and Payson Canyon streams were cleared of trees and other debris, while rip-rapping was placed in other needed strategic locations. Tons of sand were hauled to various locations around the county and sandbags were made available to the public.

### **Parks and Trails**

Utah County operates some nine parks located throughout the valley. Willow, Equestrian, and Inlet Parks located on the northern end; Canyon View, Nunns, and Vivian parks within Provo Canyon; Benjamin and Lincoln Beach parks on the south end, and Spanish Fork River Park located in Spanish Fork Canyon. Parks are prepared annually for the anticipated heavy usage by removing or trimming 60 hazardous trees, repairing 19 picnic tables, clearing fire pits, and planting 56 new trees where needed. Restrooms, pavilions, irrigation and water systems are also repaired and maintained. There were 16 park restrooms cleaned and operated and major repairs were enacted on 14 sprinkling systems. Although thousands of people used these parks during the calendar year, 1181 reservations for larger groups were made which generated a revenue of \$104,200 in addition to the 1,721 overnight camping reservations handled by five park hosts.

The county parks are just one piece of the recreational puzzle with the second piece being the operation of the several miles of parkway and trails. Utah County oversees trail systems in Hobble Creek, Provo Canyon, around Utah Lake, along the Jordan and Provo rivers, and other locations. Thousands of bikers, runners, joggers, long-boarders, and walkers use these trails annually. Additionally, there were 15 major events from marathons to half-marathons that used segments of our parkway system during 2011.

### **Weed Control**

Another mandated program managed by Utah County is weed control. Over 25,000 acres are monitored each year for weed problems and utilizing partnerships with the U.S. Forest Service, the BLM, and private landowners, problem areas are pinpointed and treated. This includes weed removal and grass control along the 539 miles of county roads, its signs and delineators, as well as the noxious weeds considered dangerous. Phragmites, for example, were targeted and 250 acres from Inlet Park to Saratoga Springs were attacked. Another 250 acres around the Utah Lake shoreline were sprayed to reduce weeds and evasive trees. Another 3400 acres were treated for other noxious weeds that included Knapweed, Toadflax, Field Bindweed, Loosestrife, & Yellow Starthistle.

### **Telecommunications**

Since communications is vital for both routine as well as emergency situations, Utah County owns, operates and/or maintains some 1,443 active telephone lines, nearly 1200 user telephones, 8 radio tower sites, 6 microwave links, over 1400 mobile and portable radios, as well as 82 miles of fiber optic cabling to tie computer, internet, and radio needs together. This results in the ability to deploy sheriff and emergency response teams to virtually every county address as well as provide for voice and video communications between departments, courts, and the public.

### **Buildings and Grounds**

Utah County currently owns or uses a great number of buildings throughout the valley. These include the Administration Building, the Historic Courthouse, Public Works, Health & Justice, the Security Center, Foothill Center, radio tower communication buildings, two Animal Shelters, and various storage buildings along with other locations for WIC and other county administered programs. To keep these buildings in proper working condition, constant maintenance is demanded. Over 7,400 work orders were completed in 2011 which included everything from electrical needs to HVAC work.

### **Motor Pool**

To keep the county mobile and to ensure each department has the needed heavy equipment to fulfill its assignments, the Motor Pool makes sure everything is operational. This amounts to repairing and maintaining 283 vehicles, 136 pieces of heavy equipment and a great number of tools from weed eaters to lawnmowers, and ATV's to chainsaws. To reduce this to statistical data, 2,685 vehicle and equipment repair work orders were completed, 268 safety and emission inspections conducted, and only 51 accident reports processed. The value of this inventory is valued at approximately \$4.5 million dollars. County personnel used 226,325 gallons of gasoline and 57,413 gallons of diesel fuels in accomplishing their public services during the 2011 year.

### **Administration**

Keeping the six divisions tied together as well as providing the contact and coordination with the public, the Administration Division keeps everything welded together. Park and building reservations, work order coordination, purchase orders, switchboard, payroll, and mail are handled here. Some 4,000 phone calls and 5,000 visitors to the Public Works building funneled through the office staff. Some 3200 requests for room reservations and coordinating over 4100 work orders were efficiently managed while payroll was processed for the 70 employees who are the Public Works Department.

## UTAH COUNTY RECORDER'S OFFICE

### 2011 Annual Report

The Recorders Office is the depository of documents pertaining to land records. The records and abstracts are kept on all land parcels in the county and include information on current owners, mortgages, liens, etc. We maintain a web site that is available to the public containing the latest information regarding land records and maps. The Utah County Recorder is proud to still offer the web site services free of charge to everyone.

#### Statistics for the year 2000 thru 2011

Year	No. of Documents	Fees Collected
2000	103,729	\$1,493,221
2001	138,812	\$2,254,565
2002	156,689	\$2,302,906
2003	202,949	\$3,381,079
2004	146,499	\$2,497,515
2005	152,272	\$2,671,749
2006	176,663	\$3,090,834
2007	179,205	\$3,028,005
2008	136,181	\$2,227,670
2009	133,890	\$2,242,804
2010	115,151	\$1,914,462
2011	91,928 (as of 12/21/2011)	\$1,544,792

#### ACCOMPLISHMENTS

The Recorders Office operates on a very lean budget, while striving to ensure Utah State statutes for recording are satisfied. There are currently over 190,000 parcels in the Utah County GIS system that are taxed each year. The Office was able to update and maintain the abstract to within a month of recorded documents during 2011.

The Recorders Office also started a long term project that includes updating current ownership names for correctness as well as checking line work in the GIS in hopes of moving toward an all digital mapping product.

The Mapping Department started checking subdivision and condominium maps again this year as a courtesy to the cities. We ask for a 24-hour turn-around to check various information including engineering and surveying calculations, title comparisons, as well as signatures and necessary approvals that are required by Utah State Code to ensure that each map is free of problems before recording. This process makes it easier for us to solve any problems

before the plat is finalized and put on record as it is much more difficult and time consuming for everyone involved to try and fix problems after a plat becomes record.

We continue to help hundreds of walk in patrons with land information using our online database and older records that can only be found in our office. We try to maintain a friendly and helpful environment for anyone who visits. Although personal visits are slowing down, we still field many phone calls about searching our online parcel database and try to teach people how to use the website on their own.

Our mapping program is being updated continually. With help from the Computer Department with new and improved ways to display our parcel map layer. We continue to strive toward easier access for the public in making a clearer picture of their property and surrounding areas through maps and online records.

The final numbers for recording are:

Documents Recorded: 95,242

Money Brought in: \$1,606,260

#### 2012 GOALS:

- Check and correct all ownership and line work for each parcel in the county. This includes rectifying holes in the GIS layer where parcels may be missing.
- Scan all documents pertaining to mining and water so they may be researched online.
- Keep the web access to Utah County land records user friendly, up-to-date, and free of charge.
- To be acquainted with and up-to-date with present and future state code that apply to land records and the Recorder's Office in general.
- To go above and beyond in supplying the best customer service and helpful instruction to the public.

## **RECORDS MANAGEMENT**

The Records Department is in charge of filming all county material that is deemed necessary to keep for establishing a log for county business as well as records that are filed from the public. These records include Sheriff booking sheets, investigation evidence folders, Criminal Attorney files that have closed, Commission minutes, resolutions, proclamations, policies, ordinances orders, Treasurers redemption and green belt receipts, marriage applications and licenses, vital records, immunization records and the Welcome Baby and Baby Your Baby files. Daily recordings from the Records Office are scanned and filmed and burned to CD. The Records Department helps all the departments in the county by storing the records in a safe and secure environment while adhering to State Codes that regulate the office.

This past year the Records Department has been scanning all Sheriff Office Booking sheets for access online. We have scanned about 315 boxes which took about a year. We have also started to scan the evidence folders for the Sheriff Investigation and will continue to do all of the closed cases. When records have reached their retention date and exceeded its life, they are pulled and shredded.

### 2012 GOALS:

- Scan all files that are in the records center pertaining to closed Criminal Attorney files.
- Scan daily PO's and invoices for the county.
- Continue to scan Sheriff Booking sheets for access online

**UTAH COUNTY SHERIFF'S OFFICE  
2011 IN REVIEW**

Sheriff James O. Tracy

Total Operational Budget: \$36,450,281

Total Non-Tax Revenue: \$ 12,462,652

Total Employees: 492

261 FT. Sworn Law Enforcement Employees - 91 FT. Civilian Employees -  
140 Part Time

This includes elected, appointed, merit status, 1000 hour employees, Reserve  
Deputies, Law Clerk Bailiffs and Wild Land Fire Strike Teams.

The Sheriff's Office is organized into two Bureaus, the Enforcement Bureau  
and the Corrections Bureau. Chief Deputies command Bureaus. Each Bureau is  
subdivided into the Divisions for work continuity. Each Division is supervised  
by a lieutenant and non divisional services are supervised by a Civilian Direc-  
tor.

Enforcement Bureau	Corrections Bureau
Administrative Services Bureau	Booking Division
Patrol Division	Housing Division
Investigations Division	Support Services Division
Emergency Services Division	Jail Programs Division
Civil Division	Jail Industries Work Program
Wild Land Fire Division	Jail Medical Services

**2011 STATISTICS OF INTEREST**

**Enforcement Bureau Statistics**

Enforcement Operational Budget: \$ 14,268,169.

Enforcement Generated Revenue: \$ 4,929,953

Provide law enforcement services for 1,801 square miles of unincorporated  
county lands.

Total Arrests: 5,043 DUI Arrests: 298 Felony Arrests: 739

Misdemeanor Arrests: 4,276 Traffic Citations: 13,003

Total Dispatched Calls for service: 28,719

Search & Rescue team call outs: 107 Total volunteer SAR hours: 9,820

Stolen property recovered value: \$ 53,000

Death Investigations: 24 Homicides: 0

Registered Sex Offenders Arrested: 11

Civil papers served: 6,479 Criminal arrest warrants: 2,775

In-State extraditions: 637

**Corrections Bureau Statistics**

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Corrections Operational Budget: \$22,182,112.

Corrections Generated Revenue: \$ 7,532,699.

Jail Bookings: 14,878

Average Daily Inmate Count: Total 814 673 Males / 141 Females

Average length of inmate stay: 29 days

Total felony inmate days: 148,756

Total inmate misdemeanor days: 112,106

The Jail Kitchen still contracts with Meals on Wheels to prepare meals for the program. Total meals prepared: 1,199,028 Inmate meals: 989,952 / Meals on Wheels served: 209,776 Average cost per meal: \$0.63 The Jail Kitchen received approximately 455,000 pounds of donated food

Jail Industries Work Program coordinated and average of 55 inmate workers per day. Total revenue for 2011 was \$633,194 after expenses, \$334,866.00 was posted to the County General Fund.

The Jail Inmate Garden program grew 45,000 lbs of food produce used by the Jail to help lower overall meal costs, excess produce was donated to the local community Food and Shelter Coalition to help feed the less fortunate.

# **SURVEYOR'S OFFICE**

## **2011 Annual Report**

The section monuments of the Public Land Survey System (PLSS) form the basis of defining the boundaries of all private and public lands. Whether we are talking about a quarter acre lot in a city subdivision or a 40 acre tract out in the country all of our record land title interests are tied directly to the monuments of the PLSS. This also includes water right sources (wells, springs, etc.) as well as road rights of way, utility easements etc.

Much of what the County Surveyor does statutorily revolves around the preservation and perpetuation of these section monuments for obvious reasons. They have their historical precedence in the original land patents issued to the earliest of settlers. Those original patents tie back to the original government surveys that date back as early as 1856 in central Utah. Those old original government survey monuments still control our boundaries today. Since a majority of these monuments have been identified in the urban corridor area, we are progressively trying to identify those monuments in more remote areas so that a permanent record of their location can also be maintained. Without this identification process it is virtually impossible for anyone owning property in those areas to really identify the bounds of ownership, let alone the recorder properly plotting parcels and assessor assessing accurate acreages. Also, since property deeds, rights of way etc. are tied directly to these monuments, the PLSS that we maintain forms the basis for virtually everything that GIS will map. Also, and more importantly, until we know these monument locations we cannot preserve them and protect people's property rights and interests. Since 2008 we have focused efforts in Township 11 South Ranges 6 and 7 East. The work continued in 2009 and 2010.

In 2011 in this area we were able to either identify or reestablish an additional 16 government monuments from work performed under federal contract in their 1877 survey. It is estimated that we have spent in excess of 310 man-hours in 2011 searching for these old historic corner monuments in this area. That figure is actual search time spent, not travel time to these sites.

After we have identified and surveyed monuments in a 36 square mile Township (approx. 150 corner monuments) we publish a plat containing the mathematical coordinate data that the surveying and title industries use for their work. We have two coordinate systems that have been and are still currently used and both are maintained. The newer system was upgraded in the 1990's and is an extremely accurate GPS based system. The only downside is the fact that it is also a metric based system of measurement.

We are currently in the process of converting all of our NAD '83 HARN coordinates from meters to US Survey Feet. We also have GIS and the Records Office utilizing this coordinate system. In 2011 we were able to convert another township plat to the US survey foot conversion (T6S R2W).

Once a 36 square mile Township plat is produced, we draw individual tie sheets for all 150 corner monuments that are part of that plat. These individual section tie sheets have the same coordinate data as found on the plat but will contain a sketch or aerial image photo and show references to the actual monument that will help a surveyor or property owner find corner monument. It is estimated that in 2011 we have produced (redrawn) in excess of 220 section tie sheets in our new format depicting the upgraded foot coordinates and aerial imagery background. We have also field tied 333 corner monuments.

Part of the data that we acquire and publish for public use pertains to vertical (elevation) data that cities, private engineering companies, etc. can use for development and design purposes. We typically will limit our published elevation acquisition to the urban areas for that very reason. We are continuing to expand that elevation data in areas where we anticipate city growth to happen.

In 2011 road construction and development left 26 corner monuments obliterated that we were forced to expend considerable time and resources in replacing, re-elevating, and tying. These are located primarily in incorporated city areas.

Several of the projects that we have been involved in during 2011 that are not directly related to monuments are as follows:

- Survey of overflow canal south of Santaquin Debris Basin and preparation of legal description for easement thru State property.
- Survey of a portion of road right of way along Woodland Hills Drive preparatory to a fencing contract..
- Public education “tid-bits” involving meeting with scout groups on “surveying” as well as representing county surveyors in TV program “The County Seat”..
- Preparation of strategy for educating public entities (municipalities and UDOT and utility companies) on monument preservation. Met with COG for part 1 of a 4-part approach to the issue.
- Reviewed 23 local entity plats (city annexations, special service districts, etc.).
- Began structuring some ideas for a County Surveyor Web Page to improve data viewing and delivery mechanisms to the public.
- Prepared article to be used in a UCLS publication honoring 2 former Utah County Surveyors as well as describing what we are involved in today in our Office.

Since it was determined in a land mark court case many years ago that the State of Utah and not the Federal Govt. owned the bed of Utah lake, there has been that question as to where the line between State land and private interests stopped and started. In these instances our involvement pertains to the preparation of legal descriptions based on relationship of agreements to record title lines. In 2011 we prepared legal descriptions for 9 parcels in both the Lehi\A.F. area as well as the south Provo area, settling boundaries between upland land owners with the State of Utah.

# TREASURER'S OFFICE

2011 Annual Report

During the 2011 tax year, the County Treasurer's Office collected and distributed to the 47 taxing entities in the County a total of \$330,447,460.97. 86% of the total collection for 2011 were collected and distributed in the last three months of the year. Electronic payments accounted for \$98 million during the months of October through December. Over 47,000 transactions were processed through our lockbox or online by credit card. In an effort to make the payment of taxes more efficient, tax payers not using an escrow account at their financial institution had the option of 1) mailing the payment via return envelope to be electronically processed at our "lockbox" operation, 2) making the payment at any Utah branch of Wells Fargo Bank 3) Paying on-line with "E-check" or credit card 4) bringing the payment to our office.

The efficiency of these options has reduced the need for part-time employees and increased the availability of funds for the County and the other Taxing entities.

The little amount of growth in residential property during the past year in our County is reflecting in the mere .44% increase in tax notices sent to property owners, from 165,826 in 2010 to 166,552 in 2011.

The Treasurer's Office in conjunction with the IT department implemented a major system upgrade for our Personal Property collection/receipting process. This new upgrade allows for better reporting and faster input, and is fully integrated with the Real Property system developed last year. With the addition of this new upgrade, we are currently testing new low cost check validating/scanning machines for our cashiers that will create IRDs (image replacement documents) that can be transmitted electronically to our financial institution for immediate credit. These images will also make it possible for our office to complete the research necessary for speedy returns of overpayments. We anticipate that these machines will be fully installed and operational for the 2012 tax season.

In an effort to maximize security, the Treasurer's office had installed two additional surveillance cameras and updated our surveillance recording system. This new system can be accessed remotely 24/7/365 and is equipped with infrared optics for better pictures in low light areas such as our locked vault.

Interest earnings remain low do to the continued economic down- turn in our economy. We have experienced a slight increase in the earnings rate over the past year. Our office distributes taxes collected to the taxing entities in the month following collection, and as such the investment of those funds are at the discretion of the taxing entity to invest in compliance with state law. Although our interest earnings are lower, our investment strategy and priorities for public funds remain constant with safety first, liquidity second and yield third. Our investments remain in strict compliance with the Utah Money Management Act, and as such there were no losses of principle in 2011.

# Wasatch Mental Health

## 2011 Annual Report

### Wasatch Mental Health Center-Wide Highlights

- Completed renovation of the Westpark Building to create an open and inviting client reception and waiting area
- The Westpark renovation allowed for consolidation of receptionists & support staff functions to streamline client flow
- We increased our volunteers from 178 in FY 2010 to 248 in FY 2011
- Implemented the “grand families” program to assist grandparents who have become the primary care-givers of their grandchildren
- Strengthened the Citizen’s Advisory Board by organizing the board into three standing committees
- Moved the mental health awareness and wellness 10K, 5K and fun-run to the City of Provo to allow for more participants
- Reached a contractual agreement with the Utah County Department of Substance Abuse to provide support for their Electronic Health Records system
- Developed a trust for post-retirement benefits to increase the security and stability of this benefit
- Purchased a 16,000 sqft office building in South Provo for future program and service expansion
- Relocated the Wellness Recovery Clinic at the new South Provo Building
- Relocated the Records Department at the new South Provo Building thus freeing up office space for service delivery at the Westpark location
- Expanded Jail Services to include a full-time therapist
- Participated in the organization of two 40-hour CIT academies (Crisis Intervention Training) for law enforcement personnel
- Transitioned the New Vista Residential Juvenile Sex Offender treatment into Day-Treatment program for Juvenile Sex Offenders

**Wasatch Mental Health  
Center-Wide Goals for FY 2012**

- Implement an acuity-based-care model to increase access to care and decrease barriers to services for Utah County residents.
- Explore opportunities to co-locate with a physical healthcare provider to more effectively address the health care needs of individuals with serious and persistent mental illness (SPMI)
- Proceed with planning to build a comprehensive behavioral health services office building in Payson to better serve the residents in South Utah County
- Explore opportunities to co-locate with allied agencies in South Utah County
- Consolidate clubhouse day-treatment services and Lakeview day-treatment services into one comprehensive day-treatment program
- Enhance acute care services through expanding clinician availability for our crisis services
- Expand “Bridge” team services to assist clients maintaining in the least restrictive environment
- Implement a “FAST” team to assist clients transitioning from an inpatient or more restrictive setting into the community
- Offer mobile outreach/ crisis assessment services and enhance crisis stabilization services
- Implement an integrated payroll/HR software system to increase efficiency and services for employees
- Increase vendor base for inpatient services
- Expand Autism Services to kindergarten aged children

## UTAH COUNTY ECONOMIC DEVELOPMENT

Since 2008 our national economy has been and continues to be stagnant and gloomy. During that time a small number of states and communities have stood out as an exception to this general economic malaise. Utah has generally stood out as one of those economic bright spots in the country. Utah was recently chosen by Forbes Magazine for the 2nd year in a row as the best place in America to do business. The Milken Institute ranks Utah Valley's economy the 9th best performing economy in the U.S. Also, 22 companies in Utah County made the Mountain West Magazine list of the fastest growing companies in the region; and the Provo-Orem area made the Moody's list as the 2nd best metropolitan statistical area (MSA) for business in the U.S. and the region with the best 5 year job growth ranking.

Utah Valley has also felt the difficult economic times experienced by the rest of the nation but the following summary of the job creation and capital investment during 2011 demonstrate why we have stood out, in a positive way, compared to the rest of the Country. The major construction projects listed below have created huge capital investments in the County as well as thousands of jobs and support for the retail businesses in the Valley:

- I-15 reconstruction and other major UDOT and UTA transportation projects have accounted for \$3.2 billion in capital investment..
- The National Security Agency (NSA) is investing \$1.3 billion in their state of the art data center. The facility is contiguous to Lehi and Saratoga Springs on the south side of Camp Williams. When finished, in addition to construction jobs, the project will generate 200+ high paying technology jobs with many more to follow from companies who will locate in convenient proximity to the data center.
- IM Flash was awarded a substantial State incentive for a \$1.3 billion expansion of their already massive operation in Lehi. The expansion will create 200 quality new jobs.
- The new Adobe Utah Headquarters in Lehi is a \$500 million capital expenditure project that will create over 1000 high paying technology jobs.

Much of the economic activity in Utah County has resulted from the expansion of existing businesses:

- Overstock.com expanded into Utah County from the Salt Lake area and chose to occupy an existing building in south Provo. They are in the process of adding 150 engineering jobs to the economy.

- Xlear, Inc., a food supplement company, is in the process of building a new 100,000 square foot manufacturing facility just off the freeway in American Fork. They will add 75 jobs to existing operations.
- One of the leaders in internet security, EMC is expanding and adding 500 new high paying jobs in Pleasant Grove.
- U.S. Synthetics, an Orem company, has expanded and will employ an additional 150 at their existing location.
- Liberty Safe has expanded and created another 150 jobs in Payson.
- The Veterans Administration recently announced the decision to build a 110 bed VA hospital, also in Payson, that will employ 100 in its operation. (The project is still in the architectural and engineering phase.)
- In downtown Provo, construction is well underway for the \$93 million NuSkin expansion and the new \$43 million Convention Center is nearing completion. Both will bring new activity and jobs to the Provo central business district. Add to these projects the new Life Sciences building on the BYU campus and the Provo Recreation Center and we have more than a quarter of a billion dollars of construction in Provo.
- Thanksgiving Park at Thanksgiving Point in Lehi continues to sign leases in this “Technology Corridor” project that is one of the few Class A office buildings under construction in the state.
- Moxtek in Orem has just finished its best year ever and will soon start construction of a 60,000 square foot expansion that will add 150 new technology jobs.

This list is not comprehensive but it illustrates economic development activity in Utah County that has caused “Utah Envy” nationwide. Other major projects are anticipated in 2012 that will continue exciting capital investment, job creation and general economic development in Utah County.

# *Utah County Commission Mission Statement*

*The Utah County Commission is dedicated to:*

*Providing cost-effective regional services.*

*Working with all levels of government for  
the good of the Utah County taxpayers.*

*Providing for responsive and effective municipal  
services to the unincorporated areas of Utah County.*

*Guaranteeing high levels of customer service and  
satisfaction for all County services.*

*Providing an open government that gives access  
to all citizens.*

## UTAH COUNTY COMMISSION



Gary Anderson



Larry Ellertson



Doug Witney

Utah County is governed by the Board of County Commissioners. This three-member Board has executive, legislative, and judicial functions which are set by State statute. The Commission is responsible for levying taxes, adopting ordinances, and making policy which affect all the County's nearly 550,000 residents. Commissioners are elected for four year terms.

The Commission invites and solicits public input. Commission meetings are held every Tuesday at 9:00 a.m. in the Commission Chambers located in room 1400 of the Utah County Administration Building at 100 East Center Street, Provo. Agendas for the meetings are published each Friday preceding the Commission meeting. Requests to be on the agenda must be sponsored by a Commissioner, and should be submitted no later than noon of the Thursday prior to the meeting.

Approved agendas are available at  
[www.utahcountyonline.org](http://www.utahcountyonline.org)  
Minutes of past meetings are also available.