



## Snow Removal

City Council Article

Mike L. Shelton – District #1

Several weeks back, I received an email from one of my neighbors, Todd Leeds. Todd expressed his frustration at the decision of city leaders to move our public works contract from Salt Lake County Public Works to a private provider. He worried that our snow plowing performance would suffer as a result of the change.

Todd asked several thoughtful questions and then finished with one question that seems particularly relevant today. He asked who had made the decision to switch providers. He wanted to know who he should blame when things went bad. I told him then what I will tell you now. The mayor and city council unanimously made the decision to switch providers with the support of the city staff and the public works department. I told Todd that if things did not go well, he should blame us.

To say that things have not gone well with our snow plowing is an understatement. We collectively accept responsibility for the decision to switch providers. I personally accept my part of that responsibility. After more hours of meetings, discussions, and study on the topic than I can count, I was confident that we were making the right decision. Our snow plowing performance to date has provided ample evidence that we overlooked some important issues. For those of you who have faced hardship as a result of poor snow plowing performance, we are sincerely sorry.

Cottonwood Heights residents by the hundreds have called, written, and come in person to complain. They have every right to do so. Those who are charged with making decisions should be held accountable for both the good and the bad that result. In addition to that, those who make decisions are much more capable when they hear from those who feel the impact of those decisions.

While it is never easy to be criticized, we value every comment from residents. Each comment plays a role in shaping our future decisions and we will always be thankful for sincere citizens who take their time to help us become better informed. We have heard several recurring themes among these comments, and I would like to address a few of them.

### “Is public safety really your highest priority?”

Among all of the priorities of local government, public safety is paramount. Cottonwood Heights has always touted public safety as our highest priority as a city. Several residents have worried that our decision to switch public works providers was an indicator that financial savings had become more important than safety. The past few weeks have only added to those concerns.

I want to assure you that we would not have made this decision if we believed that we were trading a little (or a lot) less safety for a little (or a lot) of savings. That is not a trade that we would ever intentionally make. We sincerely believed that our decision was one that would be at least as safe, and at least as cost effective as what we were doing before. I must admit that our belief that this would be the case has not yet proven accurate. If we selected an option that proves to be less safe than what we were doing, then even if it is less expensive we made a mistake.

### Partnerships Matter

Many years ago I worked for a man who was one of the great mentors of my personal and professional life. I was trying hard to prove myself in a new position by negotiating a great deal with one of our suppliers. This supplier had been a long-term partner and had used us as an important reference. In our negotiations, the supplier had gone to great lengths to be sure that they did not lose our business.

When we came to terms, I took the deal to my boss and explained that I had worked such a good deal, I was confident that our supplier would make no money or perhaps even lose money. He told me something that I hope never to forget. He recommended that I go back to the supplier and tell them that we never wanted anyone to have to lose in order to do business with us. I was authorized to pay them more for the product than the price we had been offered. I still remember the supplier’s voice breaking as he explained that

*Continued pg 7*

## CH Resident Reyes Chosen As Next AG

At a press conference on Dec. 23, Governor Gary Herbert announced the appointment of attorney and Cottonwood Heights resident Sean Reyes as the state’s new attorney general. Reyes will take office in January 2014.

Reyes graduated summa cum laude from Brigham Young University in 1994 and then earned his law degree from U.C. Berkeley in 1997. For nearly 14 years he practiced law at Parsons, Behle & Latimer, the largest firm in Utah. He has been honored as National Outstanding Young Lawyer by the American Bar Association, and as Utah Young Lawyer of the Year.

After leaving the law firm, Reyes served as general counsel to two local commercial businesses. He was a candidate for attorney general in 2012 but lost the primary election to fellow Republican candidate and former attorney general John Swallow.

Reyes says that his first items of business as Utah Attorney General will be to establish trust with the citizens

*\*photo courtesy seanreyes.com*



of Utah and audit the office both administratively and financially in order to assess any changes that need to be made. He has already declared his candidacy in the election for attorney general in 2014.

“I could not be more pleased that Governor Herbert has appointed Sean to this position,” said Mayor Kelvyn Cullimore. “He is a talented attorney and is grounded in principled government. He will serve the state well as attorney general.”

### CITY INFORMATION: City Council Members

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**phone (801) 944-7000**  
**fax (801) 944-7005**

### CALL DIRECT:

- Customer Service & Snow Removal Comments ..... 944-7000
- City Manager.....944-7010
- City Planning..... 944-7065
- Public Works ..... 944-7090
- Recorder..... 944-7020
- Treasurer.....944-7077
- Finance Director.....944-7012
- Code Enforcement..... 944-7095
- Media Relations .....944-7015
- Police Administration.....944-7100
- To hear the agenda for the next city council meeting call: 944-7003
- For the planning commission agenda call 944-7004

**For details about the agendas, check our web site:**  
[www.ch.utah.gov](http://www.ch.utah.gov)

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### NUMBERS TO KNOW:

- Emergency..... 911**
- Dispatch..... 840-4000**
- Fire Authority..... 743-7100**
- Animal Control.....840-4000**
- Justice Court.....273-9731**



Asst. Chief Mike Watson

**WINTER SAFETY**

**Staying warm in cold weather**

Before you or your children step out into cold air, remember the advice that follows with the simple acronym C.O.L.D. — cover, overexertion, layers, dry.

- **Cover.** Wear a hat or other protective covering to prevent body heat from escaping from your head, face and neck. Cover your hands with mittens instead of gloves. Mittens are more effective than gloves because mittens keep your fingers in closer contact with one another.
- **Overexertion.** Avoid activities that would cause you to sweat a lot. The combination of wet clothing and cold weather can cause you to lose body heat more quickly.
- **Layers.** Wear loose fitting, layered, lightweight clothing. Outer clothing made of tightly woven, water-repellent material is best for wind protection. Wool, silk or polypropylene inner layers hold body heat better than cotton does.
- **Dry.** Stay as dry as possible. Get out of wet clothing as soon as possible. Be especially careful to keep your hands and feet dry, as it's easy for snow to get into mittens and boots.

**Keeping children safe outdoors**

The American Academy of Pediatrics suggests the following tips to help prevent hypothermia when children are outside in the winter.

- Dress infants and young children in one more layer than an adult would wear in the same conditions.
- Limit the amount of time children spend outside in the cold.
- Have children come inside frequently to warm themselves.

**Winter car safety**

When traveling during bad weather, be sure someone knows where you're headed, and the time at which you're expected to arrive. That way, if you get into trouble emergency responders will know where to look for your car. It's also a good idea to keep emergency supplies in your car in case you get stranded. Supplies may include several blankets, matches, candles, a first-aid kit, dry or canned food, and a can opener. Travel with a cellphone if possible. If you're stranded, put everything you need in the car with you, huddle together and stay covered. Run the car for 10 minutes each hour to warm it up. Make sure a window is slightly open and the exhaust pipe isn't covered with snow while the engine is running.

**Drinking alcohol**

To avoid alcohol-related risks of hypothermia, don't drink alcohol if you're going to be outside in cold weather or before going to bed on cold nights.

**Cold water safety**

Water doesn't have to be extremely cold to cause hypothermia. Any water that's colder than normal body temperature causes heat loss. The following tips may increase your survival time in cold water if you accidentally fall in:

- If you plan to ride in a watercraft, wear a life jacket. A life jacket can help you stay alive longer in cold water by enabling you to float without using energy and by providing some insulation. Keep a whistle attached to your life jacket to signal for help.
- Get out of the water as much as possible by climbing onto a capsized boat or grabbing onto a floating object.
- Unless a boat, another person or a life jacket is close by, stay put. Swimming will use up

energy and may shorten survival time.

- Use a body position known as the heat escape lessening position (H.E.L.P.) to reduce heat loss while you wait for assistance. Hold your knees to your chest to protect the trunk of your body. If you're wearing a life jacket that turns your face down in this position, bring your legs tightly together, your arms to your sides and your head back.
- If you've fallen into cold water with other people, keep warm by facing each other in a tight circle.
- While you're in the water, don't remove clothing. Buckle, button and zip up your clothes. Cover your head if possible. The layer of water between your clothing and your body will help insulate you. Remove clothing only after you're safely out of the water and can take measures to get dry and warm.

**Help for at-risk people**

For people most at risk of hypothermia — infants, older adults, people who have mental or physical problems, or people who are homeless — community outreach programs and social support services can be of great help. If you're at risk or know someone at risk, contact your local public health office for available services such as the following:

- Assistance in paying heating bills.
- Check-in services to see if you and your home are warm enough during cold weather.
- Homeless shelters.
- Community warming centers, safe and warm daytime locations where you can go during cold weather.

**HISTORICAL QUESTION**

In the summer of 1948, two Butlerville boys--Harvey Hansen and Clifford Duncan--spent much of their time attending court hearings regarding a dead body discovered in Little Cottonwood Creek near the bottom of Pepper's Hill on Creek Road.

The police expressed belief that the man had met with foul play. How were the two seventh graders involved in this dastardly deed?

**ARE YOU FOLLOWING US?**

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[www.cottonwoodheights.utah.gov](http://www.cottonwoodheights.utah.gov)

## NEIGHBORHOOD WATCH IS SIMPLE

# Resolve to keep your neighborhood safe in the New Year

*By Stan Rosensweig, Neighborhood Watch Volunteer*



Okay, it's 2014. Anybody remember last year's New Year's resolutions? Great. Have you kept any of them?

Maybe you didn't lose the weight you wanted to lose, or finally write that great American novel. That's ok; neither did I. The year just slipped away.

But there were a few safety resolutions I did manage to keep and they have to do with making our home safe and making it harder for bad guys to burglarize us. I have renewed those resolutions for 2014 and you might consider doing the same.

Here are my ten best safety resolutions. Feel free to change some and add your own.

1. Always check to see that the garage door is closed every night. Look across your street or out your window. Are your neighbors' garage doors closed? It's amazing how much gets stolen through open, unlocked doors.

2. While you're at it, make it a habit to lock the inside door from garage to house.

3. Change batteries in smoke and carbon monoxide detectors.

4. Outside the house, check that you have operating lights in dark hiding places, or install a good motion detector to turn them on if someone is lurking around. Better yet, install a couple of security cameras.

5. Teach your friends and family about 911, when to use it and when to use the police department's non-emergency dispatch number, 801-840-4000. Program this number into your cell phone.

6. Be observant of unusual activities, unfamiliar people or strange vehicles in your neighborhood. When in doubt, call CHPD.

7. Before you fill up your phone camera memory with photo selfies, take some time to snap shots of your home furniture, appliances with serial numbers, etc. Also, photo record your insurance policies and medical prescriptions. Upload these important photo records to Google Drive, Microsoft Skydrive, or whatever is your favorite cloud storage site that you have protected with private access and passwords.

8. Go to the [ch.utah.gov](http://ch.utah.gov) website to stay informed and sign up for a CERT or first aid class so you will know how to respond in emergencies.

9. Join Neighborhood Watch and get trained.

10. Come to our monthly meetings and join a great group of friendly volunteers and professionals who never tire of trying to keep you and the rest of Cottonwood Heights safe.

These are fun, worthwhile resolutions and they are easy resolutions to keep—much easier than losing ten pounds!



**To volunteer or to learn more about Cottonwood Heights Neighborhood Watch call Sheila at 801-944-7032**

## Legislator Derek Brown Resigns

District 49 Representative Derek Brown, who represented residents along the southern border of Cottonwood Heights in the Utah State Legislature, announced his resignation in December. He will leave office to work for Senator Mike Lee.

Brown was elected to the state's House of Representatives in 2010. During his time in the legislature, he served on the Business and Labor Interim Committee, the Law Enforcement and Criminal Justice Interim Committee and the House Rules Committee among other duties. In his new position, he will serve as Sen. Lee's deputy chief of staff and state director.

"Rep. Derek Brown has been a strong advocate for the residents he represents in Cottonwood Heights and Sandy," said Cottonwood Heights Mayor Kelyvn Cullimore. "He has been fair minded and very



*\*photo courtesy derekbrownutah.com*

attentive to the needs and concerns of municipal officials and has earned the respect and admiration of those with whom he worked in state government. We will miss having him represent our interests in the legislature."

Republican delegates from District 49 will choose a new representative to fill Brown's seat before the legislative session begins in January.

## EMPLOYEES IN THE SPOTLIGHT

### Heather Sundquist

Heather Sundquist has worked as Cottonwood Heights' benefits coordinator for a year. She administers employee benefit programs such as insurance programs and pensions and is a great asset for employees who have questions about the city's insurance plans and policies. Not only does she accurately and confidentially handle employee files and assist with payroll, she also works as an employee advocate with benefits companies. On top of her other duties, she organizes employee



education meetings and health fairs.

Heather enjoys spending time with her husband of twelve years, their two children and their chocolate Labrador. In her spare time she enjoys working in her yard, watching her children's soccer games, reading and watching movies.

January 2014



**IT'S OUR ANNIVERSARY!**

On July 24, 2014, Butlerville Days will be celebrating its tenth anniversary. We have big plans this year and we need your help!

If you would like to help the committee make this year's event one to remember, please consider volunteering your time and talents to the Butlerville Days Committee. There are also many opportunities for financial sponsors. Please email Chairman Mike Hanson at [butlervilledays@ch.utah.gov](mailto:butlervilledays@ch.utah.gov) or City Events Coordinator Ann Eatchel at [aeatchel@ch.utah.gov](mailto:aeatchel@ch.utah.gov).



**Public Invited To Scoping Meeting**



When: Feb. 5, 2014  
4:30 to 7:30 p.m.  
Where: Skyline High School  
3251 E. 3760 S.,  
Salt Lake City

You're invited to provide input regarding the future of the Central Wasatch Mountains, one of Utah's most vital resources. This meeting is part of an early scoping process designed to gather public comments as we begin to evaluate issues related to transportation, environmental protection, economic opportunities, recreation, and land use within the region for generations to come.

For more information, contact Katie Kourianos at (435) 650-4030.



\*photo courtesy [www.wasatchfrontwaste.org](http://www.wasatchfrontwaste.org)

**Wasatch Front Waste Wants Your Feedback**

Wasatch Front Waste and Recycling District (Sanitation) has posted the 2013 customer satisfaction survey on its website, and residents are invited to respond to questions regarding garbage and recycling services as well as annual services such as the area cleanup program. To sweeten the deal, the service district is offering a prize drawing for one-time use of a green waste trailer and \$10 off the subscription start up fee for green waste collection.

The survey is available until January 25 and can be found at [www.wasatchfrontwaste.org](http://www.wasatchfrontwaste.org).



**Economic Development Report**

Cottonwood Heights continues to be a thriving community with safe neighborhoods and a high quality of life. Local and national businesses alike have recognized this and chosen to move to Cottonwood Heights and invest in the community's future.

The city's economic development department works on attracting and retaining commercial organizations and serves as the point of contact for businesses in search of development resources including site selection, marketing strategies and technical business assistance. Some of the objectives of the Cottonwood Heights Economic Development Department are:

1. Increase available buildings and sites for future development and redevelopment;
2. Continue to strengthen the city's participation and leadership in the business community by better integrating Cottonwood Heights into regional economic development groups and initiatives;
3. Produce an effective marketing and branding strategy that incorporates existing business, residential communities and commercial opportunities for development and recruitment; and
4. Strengthen public/private partnerships to promote quality of place for commercial and residential recruitment.

The department has prepared its Economic Development Annual Report for 2013, which is available on the city website as well as in print form at the city offices. The report provides a summary of the city's economic development efforts as well as information about new developments, new businesses, business reports produced by the city and contact information for city staff. All residents are invited to take a look at the report. Comments and questions can be communicated to the economic development staff by calling 801-944-7066.



## COMMUNITY CULTURE



### Join Our Community Orchestra!

The Cottonwood Heights Community Orchestra is rehearsing for its first concert. The group is growing, but there are still many open positions which organizers are eager to fill so they can start rehearsal on larger ensemble music selections.

Currently, they are looking for orchestra members who play the following instruments: violin, viola, cello, string bass, bass clarinet, oboe, bassoon, trumpet, horn, trombone, tuba and percussion.

Rehearsals take place every Thursday night from 7 to 9 p.m. at Butler Middle School. There is no audition requirement. Anyone interested in joining the orchestra should contact Shaun Davis at [chcorchestra@gmail.com](mailto:chcorchestra@gmail.com).

Join us next summer for **Fiddler on the Roof!** If interested in auditions or volunteering, follow the **Cottonwood Heights Arts Council page** on Facebook for updates.



### Local Tennis Coordinator Honored With National Award

On Dec. 7, Cottonwood Heights resident Charlene Peterson was honored by the United States Tennis Association, Intermountain Region, with the 2013 Youth Tennis Ambassador Award in Denver, CO. This award is given annually to an outstanding individual, coach, parent, or organization for their efforts in promoting the game of tennis for youth aged 10 and under.

Charlene was the Tennis Coordinator for 17 years for the Cottonwood Heights Parks and Recreation Service Area before retiring in 2013. She has influenced thousands of youth both on and off the courts by introducing them to the game of tennis, and many have gone on to play for their high schools and beyond.

*Congratulations, Charlene! Thanks for your service to our community.*



## Help Wanted

It's a new year, and with it comes new volunteer opportunities for residents interested in serving on the city's historic committee, arts council and board of adjustment.

- **Board of Adjustment**—This group acts as an appeal authority for the city and provides for fair and just treatment in the administration of local zoning ordinances. The board meets on an as-needed basis.
- **Historic Committee**—The historic committee is tasked with identifying, preserving and protecting the buildings and structures, historical sites, stories and objects that pertain to the city's history. The group meets on a monthly basis.
- **Arts Council**—The arts council's job is to promote all types of artistic endeavors in the city. Each year, they organize events such as a community play, photography contest, writing workshops and more. The arts council meets monthly.

If you are interested in serving on any of these commissions, please submit an application and resume to Deputy City Manager Linda Dunlavy no later than Friday, Jan. 31 at 5 p.m. Application materials can be mailed to or dropped off at the city offices, or sent via email to [ldunlavy@ch.utah.gov](mailto:ldunlavy@ch.utah.gov). Applications can be found on the city website. Just click on the "Get Involved" tab at the top of the page and then choose "Volunteer."



### Council Hears Comment Regarding Exotic Pets

On Dec. 17, the Cottonwood Heights City Council set aside a portion of city council meeting to take comments regarding revisions to the city's exotic pet ordinance. They also took comment through email, phone calls and the city's Help Desk system.

Many residents took the opportunity to express opinions regarding how to regulate the ownership of exotic animals in residential areas of the city. The comments were insightful and we appreciate the efforts of residents to be involved in this piece of city legislation.

As of the end of the December, the council has not decided when to take action on the proposed regulations. They have chosen to discuss the issue further in January and will make a decision on the ordinance at a later date.

To receive information regarding upcoming city council meetings and other city issues via email, please visit [www.ch.utah.gov/get\\_involved\\_emails.html](http://www.ch.utah.gov/get_involved_emails.html).





January 2014

**COTTONWOOD HEIGHTS NEW BUSINESSES**

Below is a list of new commercial businesses which have opened in Cottonwood Heights within the past month.

<u>BUSINESS</u>	<u>BUSINESS ADDRESS</u>	<u>BUSINESS TYPE</u>
Alpha Glass Solutions	6360 S. 3000 E. #325	Office Work/Training
Amerifirst Financial Inc.	6955 S. Union Park Ctr. #140	Mortgage Banker
CN-TEC Resources	6955 S. Union Park Ctr. #420	Technical Recruiting/IT Staffing
Duo Sports, Inc.	6936 S. Promenade Dr. #301	Clothing/Accessories Sales/IOS Apps
E.A. Sorensen Law, PLLC	2825 E. Cottonwood Pkwy. #500	Legal Services
Implanted Pump Management	2825 E. Cottonwood Pkwy. #500	Intrathecal Home Infusion Services
Michael Best & Friedrich LLP	6995 S. Union Park Ctr. #100	Legal Services
Premier Sleep Solutions, LLC	6782 S. 1300 E.	Medical Equipment Provider/ Oral Appliance Therapy
Schwartz & Bradshaw, PLLC	6965 S. Union Park Ctr. #280	Accounting/Bookkeeping Services



### Caught in the Act!

Have you caught a family member, neighbor or friend in the act of doing something good lately? We know many of our residents are serving the community and accomplishing great things both educationally and professionally, and we want to make sure they are recognized for their hard work.

If someone you know is deserving of a community-wide “high five,” let us know by contacting Stephanie Dickey at 801-944-7015 or [sdickey@ch.utah.gov](mailto:sdickey@ch.utah.gov).



#### City Receives Distinguished Budget Award

For the seventh consecutive year, the Cottonwood Heights Finance Department has been awarded the Distinguished Budget Presentation Award from the Government Finance Officers Association (GFOA). The award was presented to Finance Director Steve Fawcett at city council meeting on Dec. 17.

GFOA representative Sunil Naidu attended the meeting and commended the finance staff for their hard work. The Distinguished Budget Presentation Award is the highest form of recognition in governmental budgeting.

In order to be considered for the prize, Cottonwood Heights had to satisfy nationally recognized guidelines that assess how well the city’s budget serves as a policy document, a financial plan, an operations guide, and a communications device.

The Government Finance Officers Association is a nonprofit professional association serving government finance professionals throughout North America. The GFOA’s budget awards program is the only national awards program in governmental budgeting.



#### Police Chief Earns Governor’s Award

On Dec. 10, representatives from the Utah Substance Abuse Advisory Council (USAAC) presented Cottonwood Heights Police Chief Robby Russo with the 2013 USAAC Governor’s Award.

The award recognizes individuals who have “made outstanding contributions to the state’s efforts to eliminate substance abuse and its consequences.” Chief Russo was honored for Cottonwood Heights Police Department’s efforts to reduce impaired driving, drug trafficking and prescription drug fraud in Cottonwood Heights.

Since its creation in 2008, CHPD has processed 1,202 DUI-related cases, with 247 DUI arrests in fiscal year 2012-2013 alone. The police department has also carried out several high-profile drug trafficking arrests.

We extend our congratulations to Chief Russo and CHPD for a job well done in keeping our community safe.



www.cottonwoodheights.utah.gov

## HISTORICAL ANSWERS

Harvey Hansen shares his memories of the incident:

“On May 1, 1949, school let out early for May Day. Clifford Duncan and I decided to walk home from Union Junior High which was on Union Avenue (now Fort Union Boulevard) and 700 East. On the way home we walked up Creek Road to the bridge that crossed Little Cottonwood Creek. Along our way we picked up bottles that were on the road and threw them in the creek. We then threw rocks at the bottles.

“As we ran along the creek we came across the body of a man lying in the water. From seeing dead animals on our farm I knew at a glance that he was dead. We ran home and told my father, Wilford Hansen, what we had found. My dad drove our 1937 Oldsmobile to

where we found the body. I didn't know the car could go that fast! There were no phones in any of the homes along Danish Road so dad drove to the Murray City Power House at about 9100 South and Danish Road to use their phone to call the Salt Lake County Sheriff.

“At first the officers thought the man had drowned, but an autopsy disclosed that he had been murdered. The man was identified as Levi Pierce Delk. After an investigation the police arrested Fred Matery for the murder. We were summoned to attend all of the court hearings, so we spent most of the summer in court. It made for a very interesting summer. In the end, one man lost his life and the other man spent 20 years in prison. What a waste of lives!”

## CITY COUNCIL MEETING SCHEDULE

All City Council business meetings are held in the council chambers, 1265 East Fort Union Blvd., Ste. 300. The work meetings are held in the conference room at the same address but in Ste. 250. The January meeting schedule is as follows:

- **Tuesday, January 7th**  
5 p.m. Swearing-in Ceremony  
6 p.m. Work Meeting
- **Tuesday, January 14th**  
6 p.m. Work Meeting  
*(reconvenes following business meeting)*  
7 p.m. Business Meeting
- **Tuesday, January 21st**  
6 p.m. Work Meeting
- **Tuesday, January 28th**  
6 p.m. Work Meeting  
*(reconvenes following business meeting)*  
7 p.m. Business Meeting



## Snow Removal

## City Council Article

he had never had a customer offer to pay more than the deal they had negotiated.

My mentor explained that wherever you do business, it is a small community. If you get a reputation for dealing fairly with people, that small community will quickly come to know you as a fair person. When you take advantage of someone or deal with them unfairly, the same small community will come to know that about you as well. Your reputation becomes your partner in business, and word travels fast in whatever small community you work. He also pointed out that if you are willing to take advantage of your partners, there will come a time when they are in a position to take advantage of you. For hundreds of good life lessons, thank you Dennis Webb.

You may wonder what this story has to do with snow plowing.

Cottonwood Heights has an important and long-term partnership with Salt Lake County. The county has been a great partner in numerous ways. Our relationships with the people at the county are of great value to us. They are not only our partners, they are our friends. Having said that, there were some things that were not working as we would have liked in our public works contract with the county. We brought these concerns to the county and, as you would expect, they worked hard to find solutions. Despite great efforts to resolve our concerns, there were some issues that were just very difficult to resolve.

Several people have said, “This was not broke... why did you try to fix it?” While many things worked well with the county, there were some areas in which we believed improvements could be made. In addition to that, things rarely stand still. There were several

significant changes on the horizon relating to the county's future as a public works service provider. Some of these changes had the potential to impact Cottonwood Heights negatively. We were in a position where we felt it was better to act than be acted upon.

After carefully evaluating all of our key factors, we believed that a contract with Terracare Associates was our best path forward. We believed that Terracare could provide the same or better services, and resolve some of the issues that had been so difficult for the county to resolve. I'm sure that the people at the county were disappointed to lose this contract. They had taken great pride in doing this work for Cottonwood Heights. Even so, county officials continued their support of the city and wished us well in our new partnership. They also worked cooperatively with us in determining a timeline and provided us with all of the information we needed to help ease the transition. Once again the county proved to be a helpful and cooperative partner.

When we struggled to handle the first significant snow storm under our new contract, our friends at the county showed their true colors again. When we asked them for help, they readily agreed to do what they could. When they could have mocked our failure, they reached out their hand to help instead. Salt Lake County Mayor Ben McAdams and Public Works Director Russ Wall deserve to be recognized in our small community. We also appreciate the support provided by the county council. They have all been great partners.

“You're going to fire them, right?”

We have now entered a partnership with a new

provider. Through a long, thoughtful and sometimes grueling process, Terracare was selected as our choice to provide services. Our experience has not gone as expected, which sometimes happens in new partnerships. When it does, you have a responsibility to do what you can to make things work.

There is a very small window of time when you can reasonably make a change in public works providers. Agencies that handle snow removal, such as Salt Lake County, usually make careful plans in advance of the snow season with regard to the equipment and employees they will need to meet their customers' needs. No agency has plows and the required number of trained drivers standing by. In other words, even if we wanted to cancel the city's contract with Terracare, our options would be really limited. Even the county would need four to six months to gear up to provide all the public works services the city requires.

Both the city and Terracare deserve some responsibility for our early failures. We are all working hard in the spirit of partnership to resolve the problems. The people who work for the city and the people who work for our partners at Terracare are good people who are sincerely trying to make things better. We all want to be known in our small community as good partners, and threats are rarely the basis of good partnerships. We are all well aware that services need to improve or something will need to change. But right now, our efforts are on the improvement rather than the change.

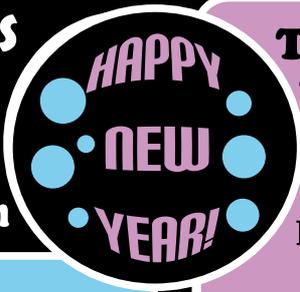
We have all been humbled by our failures. We know that these failures have caused significant difficulties for the people we are trying to serve. Again, we are sincerely sorry and we pledge to continue to work hard to make things better.



January 2014

# Cottonwood Heights Recreation Center

to register or for more info go to [cottonwoodheights.com](http://cottonwoodheights.com)



## Learn to Skate

Learn to Skate (LTS) is a year-round skating program for beginners of all ages that are looking to develop basic skating skills, while having fun. Winter session consists of 6 classes. Each class includes the following:

- 30 minutes of instruction
- a free public skating session
- free skate rental



Winter Session Begins Jan. 14 or 15

## Triathlon Training Camps

Free Information meeting  
Jan. 16, 7pm.

### Camp Dates:

- Sess. I Jan.27-Feb. 28
- Sess. II Mar. 10-April 11
- Sess. III April 21-May 23

## Biggest Loser Camp

2 Coaches, 2 Teams, 1 Result!



Join our 8 week camp & get:

- unlimited pass to cardio/fitness rooms
  - unlimited available fitness, water aerobics, & cycle classes
  - calorie counting & nutritional guidance
  - special fitness classes just for camp participants
  - personal & group support
  - team challenges & incentive prizes
- ...AND SO MUCH MORE! Sign up today. Camp dates: Jan. 22-Mar. 12

## Get Fit in the New Year

~We have affordable day rates & memberships~

## Water Aerobics

Try our fun and challenging water aerobics:

- tone your muscles
- increase your flexibility
- increase your cardiovascular endurance



## Learn to Swim

Learn to swim in our indoor heated pools. All ages & levels available. Registration is open now for mornings, evenings, & Saturday sessions-



Winter Jan. Sessions Begin Jan. 4, 6 or 7

## Free Skate Clinic

All ages learn to skate for free at our clinic Jan.4 from 2-4pm. Clinic sponsored by Brighton Bank.



Cottonwood Heights Parks and Recreation 801.943.3190 / 7500 S. 2700 E. CH, UT 84121



# Thank You

You helped make 2013 a great year in Cottonwood Heights.

Best wishes for a happy & successful 2014!

