

Budget Amendment #5 – Follow up Questions and Answers – April 1, 2025 briefing

Administrative responses in red

A-4: Hive Pass Funding and Greenbike Funding

- Can you provide usage data about Greenbike – what percentage of HIVE passholders use this?
 - o 419 Hive Pass users have activated and used the annual GREENbike membership. That is out of the 2000 GREENbike memberships that were purchased with the original \$75,000 of funding from UTA. That is 20.9% of HIVE pass holders.
- Is there any additional information about why UTA has elected not to fund, and/or did the Administration push for funding?
 - o We aren't sure why UTA doesn't want to fund this again. It was one-time funding seven years ago, so it's possible that personnel and priorities have just changed.
- Could the Council choose to fund the HIVA passes and not the Greenbike passes?
 - o Absolutely. This is simply a “value added” option to provide a helpful first/last mile connection.

A-5: Expanded scope for Restroom Study

- What is included in the scope (or intended to be included in the scope) of the city-wide restroom assessment?
 - o The FY24/25 CIP funded Citywide Park Restroom Planning Study scope of work includes a planning study to update guidance for park restroom policy and practice citywide, conceptual design for new restrooms typologies within parks, and a recommended design for a restroom in Fairmont Park. If the budget amendment is approved, the expanded scope will extend the study to all publicly accessible restrooms citywide (not just parks, but all restroom facilities that allow public access)
 - o The new scope proposed with this budget amendment request is intended to include the following items completed internally by City staff. Public Lands, in collaboration with other City staff, will collect base data that includes:
 - An inventory, including overall condition indices, of all current public restrooms citywide. If the expanded scope is awarded, we can include a map of all publicly accessible restrooms citywide. If not, we'll still provide a map of the public lands public restrooms.
 - A needs assessment of current restroom “level of service.” This scope will likely not include a full list of repairs at each location, but coupled with the data that we received from the Strategic Capital, Acquisition and Asset Management Plan, we'll be able to identify major repair and replacement needs and provide a prioritized list of improvement requirements based on condition.
 - A gap analysis to identify restroom deserts throughout the city
 - o The new scope will also include the following to be completed by a consultant:

- Develop best practices and policies based on other successful public restrooms nationwide
 - Create a typologies guide and recommendations for park and public lands restrooms
 - Recommend priorities for future restroom-related projects as funding becomes available
- Are City budget constraints/realities communicated via the scope?
 - The recommendations of the plan will be scalable and will be used to inform future design and programmatic requests for restroom replacements/repairs. The recommendations will be intended to be used when funding for restroom replacement is awarded. The Strategic Capital, Acquisition and Asset Management Plan that will be completed by Public Lands by the end of this year, will make recommendations on funding requests for programmatic replacements required to maintain our asset replacement schedule and current level of service. The Strategic Capital, Acquisition and Asset Management Plan being developed will include funding recommendations for public restrooms based on the results of the expanded restroom study while balancing competing needs for other capital improvements within anticipated budget constraints.
- As a lower priority, could the scope include creative restroom solutions in other communities?
 - Regardless of additional funding award, the Citywide Park Restroom Planning Study will include a review of successful restrooms in other cities and communities and will make recommendations for Salt Lake City park restrooms based on best practices.

A-7: Additional funding for construction mitigation

- Has the Administration evaluated whether the current \$3k grant process is helpful to businesses, or would a different amount be more helpful?
 - In the past, the grant amount provided to businesses was \$2000 and businesses were not as inclined to apply. The Department of Economic Development (DED) decided to increase the grant amount to \$3000 which saw a higher application rate from businesses.
 - We conducted a survey of Construction Mitigation Grant (CMG) recipients last year and asked businesses for feedback. Most businesses were grateful and yet some expressed that \$3,000 isn't enough when they experience a decline in sales.
- Can the Administration work with businesses to know the various ways these funds can be spent, and evaluate whether changing the program name makes sense to add clarity?
 - DED does work with the businesses to explain how funds can be used and they are posted on our website and collateral. A common use of the grant is to expand ways to reach and communicate with customers, for instance, purchasing a software or subscribing to a service that may have previously been cost prohibitive. However, this is not the only use of the grant funds.

- DED has expressed to business owners that the grants are not to be revenue replacement for any losses.
- It has been DED's experience that the name is clear to the businesses. DED sees a high application rate, so the name does not seem to be an issue from our perspective. Construction Mitigation also sets parameters for which businesses the grant is intended for. If Council desires, DED is open to consult with the Business Advisory Board (BAB) if they think the name is confusing. We can even conduct an informal focus group in order to obtain the BAB's perspective on the issue.
- Can the Administration engage the Business Advisory Board to inform how the FY 26 funds can/could be structured?
 - DED works closely with the Business Advisory Board (BAB). The BAB is an asset to the city and to DED; hence, we are always engaging them in our work. We can engage the BAB more strategically as we continue to manage the program. In fact, an assigned BAB member can serve as an advisor to our CMG program.
 - DED has also surveyed CMG recipients and have looked into similar programs in other cities. We are happy to share those additional insights.
 - It is worth noting that DED is working on a 2025 Mayor's goal to formalize CMG as a program, and that similar attributes are being considered.

A-8: Animal Services Contract –

- Can the Administration work with County staff to adjust timing?
 - The FY25 BA#5 Animal Services Contract one-time request of \$398,271 is attributed to a contract renewal timing issue. A new contract for Animal Services was signed and recorded on 7/1/2024 for another 5 year period after the FY25 budget was adopted. Future contract budget increase requests will be included in the annual budget process and should not require budget amendment adjustments.

A-11: Public Safety Plan – Westside park security

- How many hours/days would this get in each of the parks – Glendale, Jordan, International Peace Gardens, Cottonwood Park, Riverside Park?
 - The security detail will operate seven days a week from 9:00 PM to 5:00 AM.
 - Guards will patrol Glendale, Jordan, International Peace Gardens, Cottonwood Park, and Riverside Park, making multiple stops at each location throughout the night. The security guards will also patrol the hotspots along the Jordan River Parkway Trail such as the smaller pedestrian bridges between the priority parks listed above.
 - Their primary focus will be to ensure that no unauthorized individuals are in the parks after hours.
 - Guards will lock and unlock gates (where applicable) at designated times.
 - They will also monitor for any signs of property damage.

- The east side parks (focus on Liberty Park, Herman Franks, Fairmont, and Allen Park) have already experienced positive results from this service. In March 2025, the city transitioned from CBI Security to All Pro Security, and the change has been well-received. All Pro provides daily reports with photos of all patrolled areas, which are reviewed by Safety and Security Director Nate Kobs. He has reported that the service is both effective and valuable.
- Weekly Stats report will include:
 - Paraphernalia found (Needles or pipes)
 - Police or Medical Assists (Security calling for police or fire to respond)
 - Persons removed from property or trespassed for committing crimes or multiple violations of city code
 - Community engagement (Resources given with a subsection of if it was accepted or not)
- Could security cameras extend the reach of this staff?
 - Security cameras could significantly enhance the effectiveness of the guards, but only with further expansion. Establishing a Security Operations Center (SOC) with a dedicated guard monitoring live feeds and dispatching personnel as needed would provide more comprehensive and efficient coverage. Depending on location, the upfront capital cost to install new fiber optic cables or other utilities to support the cameras would be needed in addition to the cost of the cameras. Alternatives such as solar power and using cellular networks is being explored.
 - We understand that SLCPD is actively investigating having a Real Time Crime Center that would essentially accomplish the same thing.

A-15: City Hall Security Guards

- Does the City have data/metrics about crime in the civic campus before and after security was increased?
 - The security increase occurred towards the end of fiscal year 2024. This was in response to the Administration and Council asking for increased attention to Washington Square and Library Square crime issues.

I asked PD for the calls of service for Washington Square and Library Square from July 2024-March 2025. These calls of service were from individuals that have called in, either the security guards or members of the public, and have asked for PD or medical to respond. The calls for service by month are listed below. This more detailed level of tracking started when the enhanced security service levels started, so there is not a readily available dataset to compare the same metrics before July 2024.

- July 2024 – 96
- August 2024 – 91
- September 2024 – 104
- October 2024 – 100
- November 2024 – 86
- December 2024 – 79
- January 2025 – 99

- February 2025 – 82
- March 2025 – 72

The increase is expected as the guards were increased as well as their time spent on patrols. The decrease shows the positive effect as less calls are needed.

- Are there current metrics for citations/types of crime/etc?

Security guards track various statistics daily, and an active dashboard is nearing completion.

The dashboard will include the following metrics:

- Police/Medical calls (security guards calling for PD to respond for crimes witnessed, and medical called for persons injured or overdosing on drugs)
- Narcan doses administered. This is the security guards discovering a person overdosing on drugs and while waiting for medical to arrive, the person stops breathing. Security will then administer a Narcan dose.
- Paraphernalia found (drug needles or pipes)
- People removed from property (People are removed from property and given a verbal warning for committing multiple violations of city code. People are trespassed from property for committing violence on others, lewdness, and other misdemeanor crimes.
- Community engagement (Resources offered, with a subsection of if the resource was accepted or rejected. Resources include whether shelter beds are available, meeting with a social worker either PD related or the social worker and other social service providers that are frequently inside the Main Library, and other service provider referrals)

The stats recorded for January, February, and March of 2025 are listed below:

January 2025

- Police/Medical Calls – 23
- Narcan Doses - 3
- Paraphernalia – 32
- Removals - 321
- Trespasses – 5
- Community Engagement – 52

February 2025

- Police/Medical Calls – 29
- Narcan Doses - 6
- Paraphernalia – 15
- Removals – 289
- Trespasses – 0
- Community Engagement – 12

March 2025

- Police/Medical Calls – 18
- Narcan Doses – 2
- Paraphernalia – 28
- Removals – 235
- Trespasses – 15

- Community Engagement - 1

- How is this security service interfacing with service providers and connecting people to services?
 - The security guards work with SLCPD daily. While the support from the police department has greatly increased, they are on site sporadically. The security guards are out and visible all day and night doing patrols 24/7/365.
 - Working with SLCPD and their various divisions, the security guards know when to call for social workers or PD camp mitigation teams within their operating hours (which are less than 24/7/365).
 - During cold months, the security guards have <https://endutahhomelessness.org/daily-bed-availability/> open to share how many shelter beds are available.