



FAMILY CITY USA

State of the City

March 7, 2024

Orem's Got Magic

Mayor Dave Young



For those in our community that don't look behind the curtain, the great things that happen in Orem can seem like magic.

Pure clean water instantly appears in our homes. Beautiful parks are open in every neighborhood. Life-saving help is just a call away. New businesses spring up almost over night.

All of these marvelous things and so many more happen because we have incredible people on Team Orem. Our combined efforts as city staff, elected officials, and city residents are the ingredients that make Orem the award-winning place it is.

This past year was one for the record books for the number of amazing things this city accomplished.

Let's keep working together to keep the magic going in Orem. I know we can do it!

A handwritten signature in black ink that reads "Dave Young". The signature is written in a cursive style.



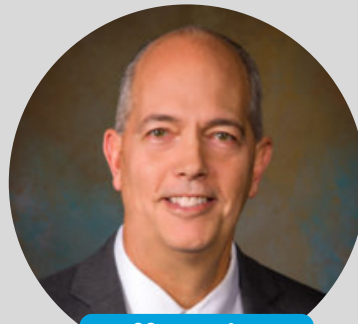
Mayor & City Council Top Team Accomplishments



Jenn Gale



Chris Killpack



Jeff Lambson



Tom Macdonald



LaNae Millett



David Spencer



Family City USA

Adopted as the city's official brand and slogan: "Family City USA" is the benchmark by which all City Council legislative decisions are measured.



In God We Trust

Officially the second city in Utah to adopt the national motto at the local level and display it in city buildings.



Freedom Plaza & Gold Star Memorial

Orem will be the first city in Utah County with a Gold Star Family monument to honor the sacrifices of our military families.



No New Taxes

There have been no tax increases in Orem over the past two years even though many neighboring cities are raising rates. Accessory dwelling annual fee was eliminated. Orem's utility rates are the lowest in Utah County.



City Operations Evaluation

The most extensive review and evaluation of all city departments is currently underway to optimize all areas of the city.



Transparency Portal

Orem citizens now have a one-stop shop to see everything their city and elected officials are doing, including a complete record of every vote taken by the city council.



\$21+ Million in Grants

Orem has received over \$21 million in grants with another \$7.6 million pending. Orem's success rate of winning grants is 89%.



\$1.1 Million in Savings

Through restructuring and operational efficiencies, Orem residents are now saving \$1.1 million that can be used for high priority projects.



Lakeside Sports Complex

Mayor Young & staff secured \$2 million from Utah County to add baseball/softball turf, soccer turf, and new lighting to Lakeside Park. It can now be used year round and for national tournaments.



New City Hall Under Construction

A brand new, state-of-the-art, \$30 million City Hall is being built with no new taxes and no bonding. Most cities will tell you this is not possible. In Orem it is possible.



Hillcrest Park

The former Hillcrest Elementary site will be converted into an incredible \$12 million park featuring a splash pad, playground, 12 pickleball courts, community center, and more. No new taxes.



Water Conservation

New \$20 million project to decrease Orem's water consumption by 10% with no negative impact to residents. Mayor Young secured a \$10 million grant and staff got a \$3 million grant to save taxpayers \$13 million on this project.



Green Space Protection

The Orem Land Preservation Act established extra protections to preserve all public lands such as schools, parks, and city owned property from being developed for non-public purposes.



Employee Survey

An independent survey of city employees with 95% participation showed that 80% believe the city is headed in the right direction and 92% say city leaders lead with integrity.



Transportation Master Plan

New plan changes the focus from previous plans. This one focuses on family neighborhoods and preserving communities and enhancing safety.



State Street Master Plan

City Council ended the State Street Master Plan and eliminated 10,000 high-density apartments along State Street. New focus is on service, office, and retail development.



Orem + Provo Dispatch

By combining emergency dispatch with Provo, both cities benefit from lower costs and improved service.



Improved Mailed Notices

Increased size from 3x5 to 5x8 so they stand out better and are more readable.



Historical Memorial Program

New and renewed efforts to preserve and celebrate Orem's rich history are now underway.



CARE Tax Renewed

The 0.01% sales tax that makes awesome arts and recreation projects happen in Orem was renewed for another 10 years.

Even More Orem Accomplishments

Categorized by the Mayor & City Council's Areas of Focus

Safe & Livable Neighborhoods

- Fitness Center Deluge Incident - Cleanup and Mitigation Response
- Public Works Special Forces Construction Team efforts at Hillcrest
- Improved City Hall, Geneva Park maintenance
- Sharon Park: crushing operations & maintenance
- Record-breaking Snow Removal- clearing the streets for residents
- 1/3 Complete on Sidewalk Trip Hazard Removal-clearing walkways for residents
- Slurry and Microsurfacing is Completed- safe driving conditions for residents
- 400 South 400 West Traffic Signal Constructed- safety on streets
- Added Five New School Crossings - Cascade and Cherry Hill
- More Lighting installed- high visibility
- .99 Emod score - trending better than average for safer workplace
- Strengthened the EMS supply acquisition process- more efficient
- Dispatch joined with Provo- faster response times & more resources
- Approved 7 Variances - worked with Dr. Smith and adopted/implemented
- Implemented a new & more efficient QA process for EMS
- Completed Insurance Services Office evaluation
- Phase 1 of Hillcrest Park completed - Phase 2 scheduled for Spring of 2024

Thriving & Balanced Business Environment

- 880 New business licenses issued
- 43 Ribbon cuttings hosted
- Expansion of Orem Business Alliance
- Creation of Small Business social media features to promote Orem businesses
- Passed FY 2024 Budget with fund/dept/division changes
- Completion of annual independent audit - new auditing firm
- Large commercial projects underway or completed:
 - Orem Temple and Stake Center - completed
 - Nickelmania addition/remodel - completed
 - RHB Warehouse - new commercial building underway
 - J Crew interior remodel - completed
 - Call's Place - industrial complex, shells completed and tenants - completed
 - Orem Technology Center - industrial complex, two additional new building shells -completed
 - Lakanto tenant finish - completed
 - McDonalds on 800 South - new building completed
 - O'Reilly Auto - interior remodel completed
 - La-Z-Boy - interior remodel completed
 - Smarty.com - major remodel underway

Dependable Infrastructure

- Indoor Leisure Pool Play Equipment Build
- Completed the Well #10 drilling and development
- Successful Sanitary Survey
- Automated Meter Reading project complete
- 10 million gallon water tank project underway
- Tertiary Water Treatment construction project underway
- City Council Adopted the \$161M Capital Facility Plan
- UPDES 100% compliance rating
- 400 South to Provo River storm drain project
- 1500 West 165 South Storm Drain Repair and Replacement
- Asphalt Crew street preparation - remove and replace and leveling
- UDOT Vehicle to Infrastructure Installation
- Retooling Striping Program with New Robot
- Remodel of Geneva Park and Sharon Park bathrooms
- Phase 2 of Weather Trak installation in place
- Improvement of Nielsen's Grove Pavilions and Fountain
- Springwater Park Playground installed
- SCERA North Playground installed
- Sharon Park Playground installed
- Northridge Park improvement project underway
- All-Together Playground resurfaced and refreshed
- New turf Lakeside Park infields installed
- New turf soccer fields construction underway

- Took delivery of the new Tiller #33
- New Fire Engine #31
- Purchased two new ambulances - still waiting on delivery (four on order)
- Courts Remodel completed - new carpet and paint
- Public Works Vehicle Access gates project completed
- Library basement water damage recovery - completed
- Public Safety Administration: Completed construction of an admin office for Police. Added a wall and power to enclose the admin office for privacy & safety.
- Completion of the 400 West 400 South Traffic Signal
- Successful bidding of the 2023 Roads Project with construction underway
- Completion of Phase 1 of the 400 South Storm Drain line
- Completion of 1400 South Storm Drain Line
- Renegotiated Fire Contract Renewal - Vineyard and Initiation of Vineyard Fire Station Planning
- Tracking Water, Sewer & Storm Water Bonds spending
- Continued ARPA funds tracking and reporting
- New City Center funded with no debt and no new taxes

Community-Focused & Effective Gov.

- Scera Pool memberships program
- Orem Swim Team
- Utah Library Association (ULA) Membership Reinstated
- Library Display Policy successfully established & implemented
- Correcting misinformation, accusations of state non-compliance, etc
- Oremfest / Summerfest rebrand and transition
- Senior Bus put into service
- Program rules and alerts
- New vehicle scheduling improvements
- WiFi expansion in city parks
- Expanding relationships with UVU & partnering on new projects
- Contracting with Gold Cross for inspection billing
- Fire deployments - Salmon, Idaho (Moose Fire) and Boise, Idaho (Four Corners)
- Facilitated the implementation of the Public Facilities (PF) Zone
- Completed annual Moderate Income Housing Report
- Adopted/Revised 5 strategies and received letter of compliance
- Started the Orem Station Area Plan, Phase I
- Restarted the Historic Preservation Advisory Commission (\$10,000.00 grant from the State History Preservation Office (SHPO))
- Completed yearly RDA reporting to LYRB for submission to the Governor's Office of Economic Opportunity
- Appraisals for Orem properties
- Orem Family Fitness Center revenue / membership goals hit
- New Sports Turf Manager position
- Softball Fields & Funding Sources
- Strengthened Co-Sponsored Youth Sports group relationships
- Curves fitness space established
- WUCC agreement progress
- Midtown 360 Certificate of Occupancy issued completing the project.
- Villa d'Este - two additional buildings underway
- Devon II - well underway
- Hillcrest Park - remodel and partial demolition of former school and addition of other amenities/buildings, etc. - well underway
- Heritage Park plans and designs underway
- Historic Preservation & Memorial Marker Program established
- New City Seal designed and adopted
- Freedom Plaza & Gold Star Family Monument Design & Fundraising
- Adopting the National Motto for City Use
- Expanded Family City USA branding - entry signs, flag, seal, uniforms, etc.
- Traffic Tiger Team for speedy resolution of issues
- The Orem Express - biggest attraction for local families in 2023
- Improved cybersecurity measures

Skilled & Talented Workforce

- Extra redundancies at Tonaquint evaluated
- Restructured the IT help desk for better internal service
- New City Recorder hired
- Improved meeting minutes process
- Redesigned AV system for broadcasting public meetings
- Election process evaluated
- Starting license plate renewal program
- Hired city event coordinator for improved public / internal events
- New Safety Officer hired
- Perfect Utah Risk Management Association score
- Expanded apprenticeships and internships
- Expanded BABO/Leadership/Open Training - outside presenters
- OFD Leadership Restructure (Skilled & Talented Workforce)
 - 3 Division Chief Positions
 - Realignment of Administration & Operations Division
 - Fire Service Specialist Team
 - FP - new Deputy Fire Marshal position
- Implemented RQI - Jan 1
- Held training & testing to fill Tiller Operator positions
- Integration of Career Advancement Series including promotional criterion
- Annual Fire Awards Banquet
- 30 promotions/career advancements in Fire Department
- 17 new hires in fire department
- 6 laterals joined the fire department
- New communication interns and nearly 1 million engagements
- Orem Sunny Siders Team created for sharing positive Orem stories
- Converting 311 Help Desk & Justice Court personnel to step programs along with a career ladder program
- Orem.org moving to Orem.gov for greater cybersecurity
- Employee Engagement Study results & go-forward plans
- New Division of Strategy & Innovation to make Orem better
- MGT efficiency study of all departments
- Expanded the hybrid step program - PD, FD, PW, MS, DS
- Payroll moved to HR from Finance for more efficiency



Orem Awards & Accolades

Outside organizations recognize the Orem magic as we're included near the top of a lot of great lists

The People's Choice

Our resident's favorite stories from city social media channels

Top 100

- #1** **Best Performing City | 3 years in a row**
Milken Institute
- #1** **Smaller U.S. Tech Scene in USA**
Business Insider
- #2** **Places to Live in USA**
Livability
- #2** **Most Underrated City in Utah**
World Atlas Official
- #2** **City for Moving Millennials in USA**
24/7 Wall St. Financial News
- #2** **For First-Time Homebuyers in USA**
Consumer Affairs
- #3** **Playing and Learning Pickleball in USA**
Naples Daily News
- #3** **Best Places to Live in Utah**
Travel + Leisure
- #9** **Most Dynamic Metro in USA**
Heartland Forward Research

- #1** Redline Racing Ribbon Cutting Video
- #2** Hamilton's Halloween House Video
- #3** Introducing Police Dog Hoku
- #4** Tribute to Benjiman Woolsey - man who hiked Mt. Timp over 1000 times
- #5** 2nd & Charles Ribbon Cutting Video
- #6** Come Ride the Orem Express Invite Video
- #7** Orem boy Matt Gay Makes NFL History
- #8** Planted Earth Small Business Video
- #9** Lights On Holiday Celebration Recap Video
- #10** Chubby Baker Ribbon Cutting Video

2024 Areas of Focus

MAYOR & CITY COUNCIL MISSION:

Create an environment where families can thrive.

Align
City Council,
City Employees &
Citizens

Working together with
honesty & respect

Uniting the
community through
service

Safe & Livable
Neighborhoods

More outreach to our
Hispanic/Latino
community

Neighborhood
improvement team
evaluation

Thriving &
Balanced Business
Environment

Increase Orem
Business Alliance
outreach

Expand resources for
local business owners

Dependable
Infrastructure

State Street renewal

Additional trail
opportunities

Capital improvements

Community-
Focused &
Effective
Government

Strengthen
relationships with
community partners

Orem Community
Foundation

Skilled &
Talented
Workforce

Complete
efficiency study

Expand the
hybrid step program



Orem | Utah
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