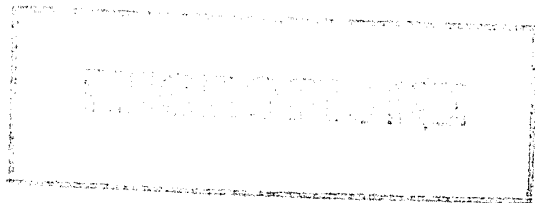


Utah Council on Criminal Justice Administration  
Project on Criminal Justice  
Standards and Goals



## **COMMUNITY CRIME PREVENTION**

## **CITIZEN INVOLVEMENT AND GOVERNMENT RESPONSIVENESS IN THE DELIVERY OF SERVICES**

40697  
Approved by  
Utah Community Crime Prevention Task Force and  
Utah Council on Criminal Justice Administration  
Room 304 State Office Building  
Salt Lake City, Utah 84114



GALVIN L. RAMPTON  
GOVERNOR

STATE OF UTAH  
OFFICE OF THE GOVERNOR  
SALT LAKE CITY

NCJRS

APR 25 1977

Dear Citizens:

## ACQUISITIONS

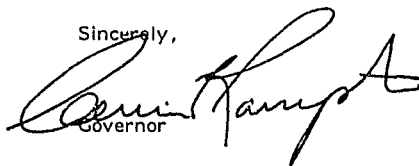
This pamphlet is one of a series of reports of the Utah Council on Criminal Justice Administration. The Council's five Task Forces: Police, Corrections, Judicial Systems, Community Crime Prevention, and Information Systems, were appointed on October 16, 1973 to formulate standards and goals for crime reduction and prevention at the state and local levels. Membership in the Task Forces was drawn from state and local government, industry, citizen groups, and the criminal justice profession.

The recommendations and standards contained in these reports are based largely on the work of the National Advisory Commission on Criminal Justice Standards and Goals established on October 20, 1971 by the Law Enforcement Assistance Administration. The Task Forces have sought to expand their work and build upon it to develop a unique methodology to reduce crime in Utah.

With the completion of the Council's work and the submission of its reports, it is hoped that the standards and recommendations will influence the shape of our state's criminal justice system for many years to come. Although these standards are not mandatory upon anyone, they are recommendations for reshaping the criminal justice system.

I would like to extend sincere gratitude to the Task Force members, staff, and advisors who contributed something unknown before--a comprehensive, inter-related, long-range set of operating standards and recommendations for all aspects of criminal justice in Utah.

Sincerely,

  
Governor

# **CITIZEN INVOLVEMENT AND GOVERNMENT RESPONSIVENESS IN THE DELIVERY OF SERVICES**

This report was published by the Utah Council on Criminal Justice Administration with the aid of Law Enforcement Assistance Administration Funds.

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## **What is the Utah Council on Criminal Justice Administration (UCCJA)?**

In 1968 the Omnibus Crime Control and Safe Streets Act was passed resulting in the creation of the Law Enforcement Assistance Administration (LEAA) in the U.S. Department of Justice. The act required the establishment of a planning mechanism for block grants for the reduction of crime and delinquency.

This precipitated the establishment of the Utah Law Enforcement Planning Council (ULEPC). The council was created by Executive Order of Governor Calvin Rampton in 1968. On October 1, 1975, the council was expanded in size and redesignated the Utah Council on Criminal Justice Administration (UCCJA).

The principle behind the council is based on the premise that comprehensive planning, focused on state and local evaluation of law enforcement and criminal-justice problems, can result in preventing and controlling crime, increasing public safety, and effectively using federal and local funds.

The 27-member council directs the planning and funding activities of the LEAA program in Utah. Members are appointed by the governor to represent all interests and geographical areas of the state. The four major duties of the council are:

1. To develop a comprehensive, long-range plan for strengthening and improving law enforcement and the administration of justice...
2. To coordinate programs and projects for state and local governments for improvement in law enforcement.
3. To apply for and accept grants from the Law Enforcement Assistance Administration...and other government or private agencies, and to approve expenditure...of such funds...consistent with...the statewide comprehensive plan.
4. To establish goals and standards for Utah's criminal-justice system, and to relate these standards to a timetable for implementation.

**COMMUNITY CRIME PREVENTION  
Task Force**

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## INTRODUCTION

### **Resource Allocation and Access to Government Services and Program Information**

The Utah Council on Criminal Justice Administration contracted with the Utah League of Cities and Towns to determine the present status and the future applicability of the recommended standards and goals of the National Advisory Commission on Criminal Justice Part II, **Delivery of Government and Social Services**, Chapter 2, "Citizen Involvement and Government Responsiveness in the Delivery of Services". In order to determine the actual practices and attitudes of local governments in Utah, a questionnaire was devised and mailed to the mayors and town presidents of fifty cities and towns across the state. These cities and towns were chosen because of their population size and regional geographic location. Of the cities and towns surveyed, thirty-five responded in full or in part to the questions asked. Twenty-four of the returned questionnaires were filled out by the mayors or town presidents, four were filled out by the city managers, three by the administrative assistants to the mayors, one by the town treasurer, one by the recorder, one by a city councilman and one by a city planner. (A listing of the cities and towns and exact data on who filled out the questionnaire for each city or town see Appendix A.)

The questionnaire was divided into two major sections. The first section dealt with how the cities and towns allocate the resources available to them. This section was in turn broken down into subsections which deal with the following: Fire Protection; Police Protection; Public Transportation; Public Recreation Facilities; Sidewalks, streets, and Lighting; and Sanitary Services. In each of these subsections the mayors were requested to answer specific questions related to their present application of the National Advisory Commission's recommendations. In addition the mayors or town presidents were asked questions about the number of personnel employed for the provision of certain services, the amount of money budgeted for those services, and the present level of services in their respective communities. The mayors were also asked to comment specifically on the applicability of the recommendations of the National Advisory Commission to existing conditions in their city or town. If the mayor disagreed with the Advisory Commission he was then asked to suggest alternate standards for Utah's cities and towns.

The second part of the survey dealt with the "Access to Government Service and Program Information". This section was divided into the following subsections: Decentralization Mechanisms, Public Right-to-Know Laws, Neighborhood Governments (Councils), and Complaint and Grievance Mechanisms.

The subsections in Section Two were designed in a similar fashion to those of Section One, except that Section Two asked the mayors to state their reactions to the ideas of the National Advisory Commission. The mayors and town presidents were asked specific questions as to the applicability of the Advisory Commission's recommendations to their particular circumstances. The mayors and town presidents were asked to suggest alternative standards if they disagreed with the recommendations of the Advisory Commission.

The information contained in Recommendation 7.5, "Public Hearings," was taken from previously gathered data and from the Utah code. Recommendation 7.4, "Informing the Public," and 7.8, "Action Line," were prepared from data supplied to the League by the Utah Council on Criminal Justice Administration. This data contained responses to a questionnaire which was mailed to members of the various news media across the state.

This report will attempt to explore what was learned about the manner in which Utah's cities and towns use their resources in the provision of services to the public and the access that the public has to government services and program information. The staff will also examine the attitudes of the mayors or town presidents with respect to the recommendations of the National Advisory Commission. (The data on Salt Lake City has not been included in specific data as to budgets or number of personnel. This was done because of the vast difference between Salt Lake City and the rest of the state.)

## **7.1(a) RESOURCE ALLOCATION: FIRE SERVICES**

### **RECOMMENDATION**

The Task Force recommends that the allocation of personnel, equipment, and prevention programs be based on at least the following factors relating to the needs of a particular area:

1. Size of the land area;
2. Density of the population (especially the number of the elderly and disabled persons);
3. Incidence of deteriorated, inadequately wired, and dilapidated housing; and
4. Frequency of fires based on past experience.

Fire prevention programs should be based on all of the above variables, and should take account of the varying educational levels among area residents.

The Task Force further recommends the following:

1. Smaller full-time departments or volunteer departments should be urged to contract with other governments for backup fire services.
2. The state should urge the construction of central communication systems on a county or regional basis for the more efficient delivery of fire services.
3. Personalized communications systems for each member of volunteer departments should be developed.
4. Any specific recommendations should be divided into recommendations for full-time departments and recommendations for volunteer departments.

### **UTAH STATUS AND COMMENTS**

Of the 35 cities and towns reporting only 5 have full time fire departments. Twenty-nine cities and towns have volunteer departments and one town (Lindon) contracts with another

government for fire protection services. Among the volunteer departments the budget for fire services ranges from \$3,000 to \$97,000. Budgets for the full-time departments range from \$227,000 to \$502,360. (Salt Lake City is excluded from these figures. Salt Lake City budgets \$3,538,000 for fire protection services). The number of personnel employed by the volunteer departments range from one individual to eighty. These are in turn divided into the categories of full-time employees and part-time employees. The range of the number of employees for the full-time departments is from ten to forty-three. These numbers are again divided into the categories of full-time and part-time employees. (Salt Lake City is again excluded from these figures, which presently employes three hundred and eighty people in the area of fire services). For further information on the number of employees, see Appendices B and C.

Both the full-time departments and the volunteer departments are presently using the allocation factors recommended by the Advisory Commission. The factors of "Land Area", "Nature of the Population", and "History of Past Fires" are all presently being used by over eighty percent (80%) of the cities and towns returning the questionnaire. The fourth factor, "Housing Problems", is presently being used by forty-six percent (46%) of the cities and towns.

A majority of both full-time and volunteer departments (60%)—felt that the recommendations of the Advisory Commission were applicable to their situation.

Under Utah law all municipalities are required to provide fire protection within their boundaries, UCA 11-7-1. The personnel system and organization of such departments are prescribed in part by statute (UCA 10-6-61, 10-8-93, 10-6-94, and 10-10-9 to 10-10-22). Third class cities may either have paid full- or part-time fire departments or volunteer fire departments. Municipalities have the power to enact and enforce fire codes (UCA 63-29-9 and 63-29-10.5) and to inspect any building or premise not used as a private dwelling for compliance with such code (UCA 63-29-10).

## METHOD OF IMPLEMENTATION

The state should urge local governments to perform a needs assessment survey for fire services in each municipality. Local governments should be urged to use the services of the Insurance

Services Offices, 1106 Boston Building, Salt Lake City, in performing the needs assessment.

## **7.1(b) RESOURCE ALLOCATION: POLICE SERVICES**

### **RECOMMENDATION**

The Task Force recommends the following with respect to the allocation of police services: Allocation of personnel and mobile equipment for police protection should be based on at least the following factors relating to the needs of a particular area:

1. Size of the land area;
2. Density and nature of the population (especially youth) in the area;
3. Reported incidence of total offenses in the area;
4. Physical environment (street and open space lighting); and
5. Traffic patterns.

The Task Force further advises the following:

1. The state should urge the smaller departments (those with ten or fewer full-time officers) to contract with other governments for as many supportive services as they deem necessary.
2. The nature of boundaries should be given serious consideration, and reciprocal as well as mutual assistance that can be given from one jurisdiction to another should be studied.
3. The state should urge the construction of central communications systems on a county or regional basis for the more efficient delivery of public safety.

### **UTAH STATUS AND COMMENTS**

Budgets for police service range from \$12,000 to \$665,613 (excluding Salt Lake City which budgets \$3,744,075 for police service). The number of full-time officers ranges from 0 to 51 and

the number of line officers ranges from 1 to 27 (excluding Salt Lake City which has 336 full-time officers of which 245 are line officers).

Of the 35 cities responding, 16 have 11 or more officers while 19 have 10 or fewer full-time officers. Many of the cities returning the questionnaire (28) indicated that they had contractual agreements with other governments for specific services. The exact nature of these contracts is not known. The most numerous contracts were for the provision of jail services. These contracts were usually with the county in which the city or town is found. Other contracts were for the following: blood analysis, crime laboratory facilities, night patrol, dispatch and total police service (Riverton).

Of the responding governments, 69 percent felt that the recommendations of the National Advisory Commission with regards to police service were applicable to their local situations. Of the towns and cities responding to the questionnaire, 749 are using the allocation factors of land area, population density, traffic patterns, and reported crime in the allocation of police services. Forty-five percent of the departments are using the factor Physical Environment in the allocation of police services. The recommendations of the National Advisory Commission are used by most of the municipalities in the state.

Police services have always been considered as a basic part of local government powers. All communities in the state offer some type of police service to their citizens. In some cases smaller towns have found it more expedient to allow the county to assume this responsibility through a contractual arrangement.

## METHOD OF IMPLEMENTATION

The State of Utah should urge cities and towns to develop a needs survey in the area of police services. The cities and towns should be encouraged to use the Interlocal Cooperation Act to contract for combined services with other governments. The local governments should be encouraged to use whatever professional help is available from sources such as the FBI and the Utah Council on Criminal Justice Administration in the development of the needs survey.

## **7.1 (c) RESOURCE ALLOCATION: PUBLIC RECREATION FACILITIES**

### **RECOMMENDATION**

**The Task Force recommends the following:**

**1. Public Recreation Facilities: Construction and maintenance of recreational facilities should be based on at least the following factors:**

**a. Density and nature of the population (especially the number of children who use active facilities, i.e., gyms, playgrounds, playing fields; and the number of adults who use passive facilities, i.e., picnic areas, gardens, and parks);**

**b. Residents' ability to afford major recreational facilities (i.e., golf courses, swimming pools, tennis clubs, Little League parks, etc.);**

**c. Availability of recreational facilities (outdoor yards indoor recreation rooms);**

**d. Predicted community growth patterns.**

### **UTAH STATUS AND COMMENTS**

All of the cities and towns responding to the survey are presently providing some type of public recreation facility to the citizens of their communities. (For further information on the specific type of recreation provided see Appendix B - Statistical Information). Of the officials answering the questionnaire 79% felt that the factors of population and availability of facilities are being used in the determination of construction and maintenance of recreation facilities. The factor of ability to pay is used by only forty-eight percent (48%) of the cities and towns in determining the construction and maintenance of recreation facilities. Over fifty percent (51%) of the cities and towns responding state that there are private facilities available for the public in their community.

The recommendations of the National Advisory Commission were acceptable to 66% of the cities and towns that returned the questionnaire. They felt that the recommendations were applicable to their present situation.

Utah law allows municipalities to maintain and create parks and recreation facilities (UCA 10-8-8, 10-8-10, 10-8-11, 10-8-24, 11-21-1). Money for these facilities is authorized to be taken from the municipal general fund. Local governments may work together through interlocal cooperation contracts to form and operate recreation facilities and activities. (UCA 11-2-6)

## **METHOD OF IMPLEMENTATION**

The State of Utah should urge cities and towns in the state to perform a needs assessment in the area of public recreation facilities. The state should provide information and professional help to aid cities and towns in the performance of this assessment. The State Outdoor Recreation Agency can serve a vital role in this regard.

### **7.1 (d) RESOURCE ALLOCATION: PUBLIC TRANSPORTATION**

## **RECOMMENDATION**

**The Task Force recommends the following:**

- 1. Any recommendations in the area of public transportation must be designed to meet the specific conditions encountered in the urban areas of the Wasatch Front.**
- 2. The state regional councils or other responsible agencies should stress the importance of involving all of the communities in an area in the planning of a system of public transportation.**
- 3. The state should continue to stress the importance of public transportation in those geographic areas where such a system would be of benefit to the community.**
- 4. Clusters of communities, which are relatively isolated (Uintah Basin, Tooele-Grantsville, and the Utah Valley) should be urged to develop solutions to local transportation problems through increased local government cooperation and extensive planning with employers within the region.**
- 5. At this point in time, it does not seem possible to establish statewide standards. However, local governments,**



through their county and regional councils of government, should be encouraged to develop transportation plans which might include the utilization of commuter buses and carpool parking lots, through the use of private or publically owned facilities.

6. Community or group activities should make use of public transportation (i.e., school buses).

## UTAH STATUS AND COMMENTS

Only thirteen cities, of those sampled, answered the questions in this section. The remaining twenty-three wrote in "non-applicable." Only six of the thirteen responding are presently served by some form of public transportation. Three of the communities who answered this section will vote on the issue of public transportation in the Fall of 1974. These communities are all in Davis County.

Only 30% of the officials responding to the questionnaire felt that the recommendations of the Advisory Commission were applicable to their community at the present time. It is the staff's feeling that public transportation is not an important item for the entire state at the present time. The staff does, however, believe that in certain areas such as the Wasatch Front there is a great need for involving all of the communities in a transportation plan. Some of the communities such as Tooele have made specific suggestions for their particular community. Tooele would like to see a triangle of public transportation established between Tooele, Grantsville and Stansbury Park. Public transportation must not be totally 'sidelined' in Utah.

## METHOD OF IMPLEMENTATION

The state of Utah should urge communities to establish transportation systems on the basis of public need. Communities should also be urged to work together through their local or regional councils and to develop solutions to their own local transportation problems.

**7.1 (e) RESOURCE ALLOCATION:  
SIDEWALKS, BICYCLE PATHS, STREETS AND LIGHTING**

**RECOMMENDATIONS**

**The Task Force recommends the following:**

**1. Construction and maintenance of public sidewalks, bicycle paths, and streets; and the provision of lighting should be based on at least the following factors:**

- a. Density and nature of population;**
- b. Residents' need for walking access to and from school, transit stops, community facilities, etc.; and**
- c. Volume of serious crimes.**

**2. Local governments should be responsible for providing for the construction and maintenance of sidewalks, streets and lighting throughout the commercial centers and existing residential areas of the community. In rural communities, sidewalks should be constructed on an as needed basis.**

**3. Developers of new residential and commercial centers should be held responsible for the construction of sidewalks, streets, and street lighting in accordance with acceptable construction standards.**

**UTAH STATUS AND COMMENTS**

All of the cities and towns responding to the questionnaire provide their citizens with paved streets, sidewalks, and lighting. Most cities and towns (97%) require a contractor to be responsible for the provision of paved streets and sidewalks in a new subdivision. In 66% of cities and towns the contractor must also provide lighting for the subdivision.

The recommended factors of "Density of Population" and "Need for Walking" are used by 71 % of the cities and towns in the allocation of the above named services. The factor, incidence of serious crime, is used by only 46% of the cities and towns. Only one town claimed to use the fourth factor, ability to pay, as a major determinant in the allocation of these services.

The recommendations of the National Advisory Commission were applicable to 60% of the cities and towns. Twenty-six percent of the cities and towns responding made no comment on the applicability of the recommendations.

Three of the cities and towns felt that more of the responsibility for these services should be left with the citizens and one official recommended that citizens "use more improvement districts in obtaining these services".

Streets, sidewalks, and lighting are considered to be one of the basic municipal services that cities and towns provide for their citizens. Under UCA 10-7-6 and 10-8-20 cities and towns may contract for the lighting of public buildings, streets, etc. Subdivision ordinances, zoning and various construction codes have traditionally been a means of requiring new subdivisions to have sidewalks, streets, and lighting.

## **METHOD OF IMPLEMENTATION**

Each community in the state should be urged to perform a needs assessment in order to determine the needs of the community. Subdivision regulations should be rigorously enforced. Cities and towns should be encouraged to develop master plans for future construction of all types within their community.

### **7.1 (f) RESOURCE ALLOCATION SANITATION SERVICE**

## **RECOMMENDATION**

**The Task Force recommends:**

**1. Sanitation Services: Allocation of refuse collection crews, street cleaning equipment, and sewage construction and maintenance should be based on at least the following factors:**

- a. Density of the population (especially heavily congested areas with multi-family apartment buildings and housing projects); and**
- b. Availability of space for residents to store uncollected trash.**

**The Task Force recommends the following :**

- 1. The state should urge communities to study their own needs in this area and, if possible, contract with larger governmental units for the provision of solid waste collection and disposal.**
- 2. County wide standards for the collection and disposal of solid waste and sewage should be established and enforced.**
- 3. Private enterprise should be encourage to make use of industrial wastes to exchange among various users.**
- 4. Consideration should be given to recycling of paper, glass, and metals.**

**UTAH STATUS AND COMMENTS**

In ninety-one percent (91%) of the communities responding, residential solid waste is collected by the city or town with 54% providing this service to commercial establishments. The charge to residents for this service varies from "no charge" to a monthly charge of \$3.

Landfills for the disposal of solid waste are provided in 45% of the cities and towns responding to the questionnaire. The cost for the use of the landfill varies greatly. The cost may be assessed by the load, by the month, or by the yard.

In 54% of the cities and towns, residences are connected to a central sanitary sewage disposal system. The charge for this service varies from "no charge" to a monthly charge of \$6. The communities not on a central disposal system (46%) allow each of their residents to use their own septic tanks. No community responding to the survey claimed to presently be using a holding tank for the disposal of sewage.

Sixty-nine percent of the cities and towns felt that the recommendations of the Advisory Commission were applicable to their local situation. The factor of density of population was important in the allocation of these services to 71% of the community.

Refuse collection and disposal is presently being affected by

new state and federal environmental standards even though it has traditionally been a local government service. Sewer service is also being affected by these new standards. Cities are authorized to construct, maintain, and operate sewer systems under UCA 10-8-14.

## **METHOD OF IMPLEMENTATION**

Cities and towns should be urged to perform a needs survey of both present and future needs in the area of sanitation. The state, through the State Department of Health, should provide cities and towns with advice and professional help in the determination of needs.

Counties or regions should adopt health regulations that will enable them to supervise the collection and disposal of sewage. The state should urge cities and towns to look upon sanitation services as a county or regional problem and not just the problem of one community.

## **7.2 COMMUNITY SERVICES**

### **RECOMMENDATION**

The Task Force recommends that cities and towns be urged to provide, either by themselves or on a countywide basis, a wide variety of services, in a convenient location for citizen access. The specific services should depend on the needs of the population in the area being served. Services might include: health care, employment and family counseling, food stamps, welfare processing, complaint processing, information dispensing, housing code enforcement, legal aid, etc.

### **METHOD OF IMPLEMENTATION**

The State of Utah should urge cities and towns to perform a needs assessment survey to determine the social and health care needs of their citizens. Cities and towns should work through state and county social service agencies in developing these surveys, and should attempt to coordinate any new social service programs with existing county or state programs.

## **7.3 PUBLIC RIGHT-TO-KNOW LAWS**

### **RECOMMENDATION**

**The Task Force recommends the following:**

**1. Access to Information:** The Task Force recommends that local governments enact "public right-to-know laws" that provide citizens open and easy access to agency regulations, audits, minutes of meetings, and all other information necessary for meaningful citizen involvement in local governmental processes. Jurisdictions that already have right-to-know laws should confirm by resolution their willingness to comply with the letter and spirit of such laws. Right-to-know laws should stipulate in detail the categories of information available and those that are not available to the public, and should provide for dissemination to the public of information concerning:

- a. What is accessible to them;**
- b. What is not accessible to them; and**
- c. How they may obtain information that is accessible.**

To assist local governments in adopting such legislation, a model law should be written. (The League of Cities and Towns will make available their services to produce a model law).

**2. Notice of an Access to Public Proceedings:** The Task Force recommends that city and county council resolutions include at least the following items.

**a. All regular city or county council and subcommittee meetings should be open to the public, except when the meetings deal with personnel matters, or when federal, state, or local regulations specifically prohibit publicity.**

**b. The public and new media should be notified of significant agency or department meetings. Notice should be posted on a bulletin board prominently displayed in the city hall and at all neighborhood centers (see Recommendation 7.2). Notices should set out the agenda for the meeting.**

**3. Dissemination of Information:** All elected and administra-

tive officials should disseminate public information upon request. The location and the availability of public data should be well publicized in order that citizens may know what data is available for their inspection and where such data is available. Local governments should be encouraged to provide a directory for dissemination and use by their citizens in order to facilitate public inspection of available data.

To further facilitate public access to information, one officer within the jurisdiction should be made responsible for gathering information and making it available to the public. This may be the responsibility of the city clerk, the public affairs officer, or the director of the central complaint and information office (see Recommendation 7.7). The chief administrative officer should be ultimately responsible for such matters and should expeditiously locate and provide information that may have been improperly withheld by others.

## UTAH STATUS AND COMMENTS

Only 31 % of the cities or towns responding to the survey claim to have adopted a public right-to-know law meeting the qualifications set by the National Advisory Commission. The Advisory Commission recommended that such a law include specific information to the public on what is accessible to them, what data is not accessible to them and how this data may be obtained.

Forty percent of the communities felt that it would be advantageous to enact such a law. Many of the cities claim that the information is available at the present time and that there is no need for a formal law in this area. Tooele city has recently adopted a "Sunshine Law" which is similar to the Florida law in allowing access to information by the public.

In most of the communities public information is disseminated through the use of local newspapers. Other communities use the newspaper in conjunction with local electronic media (radio and T.V.), local newsletters, public bulletin boards, posted notices and "word of mouth". Few, if any communities, have a set method of getting information to the public.

A majority of the cities returning the questionnaire (54%) felt that the recommendations of the Advisory Commission were applicable to them at the present time. Many of the communities claim that the information is available and that there is no need for a formal law. Other cities and towns feel that a formal law would be a good thing.

## **METHOD OF IMPLEMENTATION**

The State of Utah should urge cities and towns to adopt right-to-know laws. To aid in this process, the Utah League of Cities and Towns should prepare a sample right-to-know law to be used as an example for local laws.

### **7.4 INFORMING THE PUBLIC**

#### **RECOMMENDATION**

The Task Force recommends that local governments permit radio and television stations to cover official meetings and public hearings on a regular basis. Cooperation with media could include taping city or county council meetings at which significant or controversial issues are discussed and providing the tapes to radio stations.

1. **Cable Television Access Channel:** Local governments in communities with cable television systems should develop television programming capabilities to make effective use of the government access channel provided by FCC regulations. Public affairs and staff communications specialists should be employed to develop this capability.

#### **UTAH STATUS AND COMMENTS**

Among the media responding to the survey there was a general disagreement with the idea of a media commission. The media did not feel that such a system would be of any value at that time. Most



felt that the media commission would restrict the effectiveness of the media.

All the media carry public service announcements. The media also provide coverage of public meetings of the local government and its agencies.

Some of the members of the news media felt that there are too many closed sessions in government but for the most part local government was open to the news media.

The media feel that government meetings should be open to the public and should concern issues of citizen interest such as zoning changes, recreation construction, and budgets. The media tend to feel that the public should have an input into these meetings by being able to openly express opinions on the subjects being discussed. The media felt that meetings should be conducted by the principal administrator in order that the officials themselves may see the reaction of the public.

## **METHOD OF IMPLEMENTATION**

The State of Utah should urge cities and towns to establish an information officer to coordinate relations between the government and local news media. The state should also urge local governments to work with the local news media in keeping citizens informed about their government.

## **7.5 PUBLIC HEARINGS**

### **RECOMMENDATION**

The Task Force recommends that public hearings be held on issues of citywide and neighborhood interest, so that government officials may receive input on the real concerns of the community.

1. **Subject Matter:** Hearings should be scheduled to consider such issues as the city budget, setting of priorities for allocating city resources, public housing and urban renewal site selection, zoning changes, location of park and public works facilities, and neighborhood security.

2. **Timing:** Prior to official designation of projects and

priorities, citizens should have the opportunity to determine the projects most suitable to them and to make their views known through public hearings. Once a project has been designated, it is important that public hearings be held during various stages of project development. In some cases, this maybe in the pre-planning stages, but in all cases, it should occur during the planning process.

3. Convenience: To ease transportation problems and encourage maximum participation, hearings should be convened in a facility as close as possible to the affected population (e.g., neighborhood schools, community centers, churches, or other local facilities). Hearing should be scheduled when most of the affected citizens are available (usually evenings and weekends).

4. Official Interest: The principal elected and administrative officials should conduct the hearings so that there is an exchange of first-hand, accurate information between the public and those who have the authority to make decisions.

#### UTAH STATUS AND COMMENTS

Under Utah law all meetings of the governing body where business is transacted must be open to the public (UCA 10-6-9, 52-4-1 and 52-4-2). In order for any ordinance, resolution, rule, regulation, contract or appointment to be valid, it must be approved or adopted at a public meeting (UCA 52-4-3). Failure to conform to this requirement consititutes a misdemeanor (UCA 52-4-4).

Under the present zoning law in Utah a public hearing must be held before any zoning ordinance can be passed. Notice must be given of the time and place of such a meeting at least fifteen days i advance of the meeting (UCA 10-9-5).

Only 14% of the communities returning the questionnaire are presently holding meetings in the community in locations other than city hall.

Generally, local governments in Utah are meeting the standards set by the National Advisory Commission.

#### METHOD OF IMPLEMENTATION

Utah law requires that meetings of local government be public.

The state should urge local governments to hold meetings in the community in order that citizens may have a greater input into the governmental process.

## **7.6 CITIZEN PARTICIPATION IN LOCAL GOVERNMENT**

### **RECOMMENDATION**

**The Task Force recommends the following:**

**1. Local governmental units should organize citizen advisory groups to aid officials in determining priorities for the community.**

**2. Local government in the urbanized regions of our state should be urged to conduct their council meetings in places within the community other than city halls (i.e., schools, community centers, public or private recreation facilities) as often as possible in order to make local government more visible to the citizens in their community. A special effort should be made to take the council meetings to areas in the community where there are concentrations of minority groups and elderly residents, as those people will not generally come to city hall.**

**3. Local government should encourage input and participation in government from neighborhood councils where they are or should be established.**

### **METHOD OF IMPLEMENTATION**

The state should strongly urge local governments to bring government closer to the people by forming advisory groups and by holding meetings in the community. No formal legislation should be enacted at this time; however, efforts should be made to bring to the attention of local government officials the importance of making local government more visible to the average citizen.

## **7.7 COMPLAINT AND INFORMATION PROCEDURES**

### **RECOMMENDATION**

**The Task Force recommends the following:**

1. Cities and towns should establish specific and well-publicized mechanisms for responding to complaints and grievances from citizens. However, complaints should be handled by the department from which they originated.

2. Citizens should be informed of the existence of such a mechanism and should be encouraged to use this mechanism when they have a complaint.

3. Governments should be encouraged to respond quickly and effectively to citizens' complaints and grievances.

#### UTAH STATUS AND COMMENTS

Seventy-seven percent (77%) of the cities and towns responding to the survey claim to have a central location for the handling of complaints from citizens. Most of the cities and towns assigned this responsibility to either the recorder, the clerk, or the mayor himself.

Only 35% of the cities and towns responding felt that an independent office for the processing of complaints would be a good thing. Forty-nine percent of the officials responding felt that the recommendations of the Advisory Commission would be useful to them. Many of the cities and towns felt that they were too small for the type of system recommended. Other towns responded that it is the duty of the elected officials to respond to complaints.

#### METHOD OF IMPLEMENTATION

The state should urge cities and towns to establish and publicize the existence of a mechanism for processing citizens' complaints. To aid in this response, cities and towns should develop a complaint form. Half of this form could be used by the citizen to express his grievance, while the second half could contain the response. A copy of the form could be kept as a record in the city hall, while the original could be returned to the citizen.

### 7.8 ACTION LINE

#### RECOMMENDATION

The Task Force recommends that the chief local executive or

administrative officer encourage local news media to establish regularly scheduled and continuing Action Line programs. He should direct government officials to answer questions raised during the program, and to provide information on current city issues.

The chief executive or chief administrator should permit and encourage competent and informed employees to appear on public information programs when they are requested to do so by the communications media, or when such appearances are deemed an effective way of informing the public on an issue of widespread concern.

#### UTAH STATUS AND COMMENTS

Approximately one-half of the news media responding to the LEPA questionnaire are presently carrying action line programs as part of their news services. KSL Radio and Television presently has an ongoing Action Line program. KSL claims that their programs cover local, state, and federal governmental issues. KCPX Radio and Television does not at the present time have ongoing Action Line programs.

Most of the media feel that they have access to the chief administrators of both the general government and of the individual agencies. The administrators and the officials, according to the media, are ready to appear on news or Action Line programs whenever they are asked to do so.

If the news media desire to establish an Action Line program in Utah it appears that government officials are willing to aid them in this action.

#### METHOD OF IMPLEMENTATION

The state should urge local government officials to openly support efforts to bring governmental information to the public. Government officials should also be urged to answer the questions of the local news media in order that government openness may become visible to the public. The majority of news media in Utah are presently carrying action line programs.



**APPENDIX A**

**LIST OF CITIES AND TOWNS WHO RECEIVED THE  
NATIONAL ADVISORY COMMISSIONS QUESTIONNAIRE**

## APPENDIX A

City	Official Answering Questionnaire	County
Alpine		Utah
American Fork		Utah
Blanding		San Juan
*Bountiful	Mayor	Davis
*Brigham City	Mayor	Davis
*Cedar	Mayor	Iron
Centerville		Davis
*Clearfield	Manager	Davis
*Delta	Mayor	Millard
Duchesne		Duchesne
*Ephraim	Mayor	Sanpete
*Fillmore	Mayor	Millard
*Grantsville	Mayor	Tooele
*Heber	Mayor	Wasatch
*Hyrum	Treasurer	Cache
Kanab		Kane
*Kaysville	Mayor	Davis
*Layton	Mayor	Davis
Lehi		Utah
*Lindon	Councilman	Utah
*Logan	Mayor	Cache
*Manti	Mayor & Recorder	Sanpete
Midvale		Salt Lake
*Murray	Administrative Assist.	Salt Lake
*Nephi	Mayor	Juab
*North Salt Lake City	Office Manager	Davis
Ogden		Weber
*Orem	Mayor	Utah
*Pleasant Grove	Mayor	Utah
*Pleasant View	Mayor	Weber
*Provo	Planner	Utah
Richfield		Sevier
*Riverdale	Mayor	Weber
*Riverton	Mayor	Salt Lake
*Roosevelt	Mayor	Duchesne
*Roy	Manager	Weber
Sandy		Salt Lake
*Salt Lake City	Administrative Assist.	Salt Lake
*Smithfield	Mayor	Cache
South Jordan		Salt Lake
*South Ogden	Mayor	Weber
*South Salt Lake City	Mayor	Salt Lake
*Spanish Fork	Administrative Assist.	Utah
*Springville	Mayor	Utah
St. George		Washington
*Sunset	Mayor	Davis
*Tooele	Manager	Tooele
Tremonton		Box Elder
*Vernal	Manager	Uintah
Washington Terrace		Weber

\*Cities returning questionnaire





**END**