



Section 14: Governance

Provo is a place where people and organizations work in partnership for the good of the overall community. Governmental entities that work together with the citizens of Provo are transparent, responsive, cost-effective, and careful in appropriating funds when decisions are made for providing and delivering services. Government employees serving our community are the best and the brightest available, and are motivated and effective. Governments in Provo have a culture of competence, create a climate of devotion to public service, and foster strong character and work ethics. Citizen engagement in the process of improving our community is second to none in Provo, and residents and stakeholders participate effectively in the process of governance in a wide variety of ways.

Goal 14.1 - Make local government as transparent and as easy to access as possible by citizens.

Objective 14.1.1 Post important government documents, including official transactions, legislation, policy, procedures, and performance measures, online with easy search capability.

Objective 14.1.2 Enhance government services to citizens by creating convenient one-stop service centers in government buildings and online.

Objective 14.1.3 Simplify and clarify the processes for citizens to become involved in government issues and decision-making with elected bodies.

Goal 14.2 - Create and maintain balanced and sustainable financial plans and government budgets that keep taxes and utility fair and competitive while still maintaining quality

services and cost-effective management of our community's infrastructure.

Objective 14.2.1 Develop models of balancing government revenues and expenditures so that government budgets are sustainable over the long term.

Objective 14.2.2 Encourage each government entity to develop ten-year or longer financial plans that demonstrate the impact of current decisions on long-term financial sustainability.

Objective 14.2.3 Focus on developing plans that anticipate the demands of growth to prepare government to meet the needs of the community now and in the future

Goal 14.3 - Share with the community information on the various forms of government adopted by governmental entities serving Provo and how citizens can best influence policy-making at every level of government.

Objective 14.3.1 Encourage government entities to create citizen academies to develop groups of well-informed citizens.

Objective 14.3.2 Increase the diversity of residents and stakeholders serving on government boards and commissions with the addition of minorities, women, and a broader range of ages and geographic locations to achieve broader representation and more balance.

Objective 14.3.3 Utilize government agency websites to provide basic information about forms of government.

Objective 14.3.4 Develop curriculum resources for use in secondary schools, charter schools and home schools that will help the rising generation better understand the functions and roles of government.

Goal 14.4 - Promote strategies to ensure a highly trained, dedicated and fairly compensated group of public employees in Provo.

Objective 14.4.1 Review government employee recruiting, hiring, compensation, accountability and reward systems regularly to ensure that outstanding government employees are attracted to serving the Provo.

Objective 14.4.2 Create and measure the effectiveness of government employee training programs with an emphasis in ethical decision making, the benefits of public service, effective and friendly customer service and meaningful supervision.

Objective 14.4.3 Encourage government agencies to measure the individual contributions of employees toward the outcomes desired in the community and articulated by the community vision.

Goal 14.5 - Develop and adopt best practices in citizen engagement on important public issues, including ways to educate, inform, receive ideas and feedback and build consensus around solving problems, offering service and keeping costs in line.

Objective 14.5.1 Utilize social media and other technology; focused methods to engage citizens and encourage their participation in and partnership with government entities to identify concerns and solve problems

Objective 14.5.2 Strengthen efforts to build neighborhood capacity and encourage involvement by neighborhoods in informing the government decision-making processes

Goal 14.6 - Encourage civility in our community discourse by building bridges of trust between the residents and their governments and by regularly and effectively informing the public on the complex issues that characterize government decision making.

