

Ordinance 2018-05

SHORT TITLE:

An ordinance amending Provo City Code to create the Department of Customer Service.  
(18-016)

I

PASSAGE BY MUNICIPAL COUNCIL

ROLL CALL

DISTRICT	NAME	FOR	AGAINST	OTHER
CW 1	DAVID SEWELL	✓		
CW 2	GEORGE STEWART	✓		
CD 1	GARY WINTERTON	✓		
CD 2	GEORGE HANDLEY	✓		
CD 3	DAVID KNECHT	✓		
CD 4	KAY VAN BUREN	✓		
CD 5	DAVID HARDING	✓		
TOTALS		7	0	


This ordinance was passed by the Municipal Council of Provo City, on the 23<sup>rd</sup> day of January 2018, on a roll call vote as described above. Signed this 7th day of February 2018

  
Chair

II

APPROVAL BY MAYOR

This ordinance is approved by me this 8 February 2018.

  
Mayor

Ordinance 2018-05

III

CITY RECORDER'S CERTIFICATE AND ATTEST

This ordinance was signed and recorded in the office of the Provo City Recorder on the 9th day of February 2018, with a short summary being published on the 27<sup>th</sup> day of January 2018, in The Daily Herald, a newspaper circulated in Provo, Utah. I hereby certify and attest that the foregoing constitutes a true and accurate record of proceedings with respect to Ordinance Number 2018-05.



*Amanda Grubbrack*  
City Recorder

ORDINANCE 2018-05.

AN ORDINANCE AMENDING PROVO CITY CODE TO CREATE THE DEPARTMENT OF CUSTOMER SERVICE. (18-016)

WHEREAS, the Mayor acting pursuant to her statutory authority has recommended that the Customer Service Division of the Mayor's Office be dissolved and a Department of Customer Service created; and

WHEREAS, when the Customer Service Division of the Mayor's Office was initially created, it was placed under the umbrella of the Mayor's Office; and

WHEREAS, the Customer Service Division has grown since its inception to include several services, and the growth warrants this action; and

WHEREAS, Provo City Code Section 2.10.220 should be enacted to create a Department of Customer Service, to be a fully functioning and independent framework within the Administration; and

WHEREAS, on January 9, 2018 and January 23, 2018, the Municipal Council held duly notice public meetings to ascertain the facts regarding this matter, which facts are found in the meeting records; and

WHEREAS, after considering the Mayor's recommendation and facts presented to the Municipal Council, the Council finds (i) Provo City Code Section 2.10.220 should be enacted as set forth below, and (ii) this action reasonably furthers the health, safety, and general welfare of the citizens of Provo City.

NOW, THEREFORE, be it ordained by the Municipal Council of Provo City, Utah, as follows:

PART I:

Provo City Code Section 2.10.220 is hereby amended as shown below:

**2.10.220. Department of Customer Service**

The Department of Customer Service shall have charge of and be responsible for:

- (1) the supervision and management of customer services including implementation of customer service policy and procedures.
- (2) development and administration of public education related to 311 nonemergency vs. 911 emergency services; and
- (3) Customer Service functions and services, including but not limited to:
  - a) utility billing;
  - b) centralized cashiering;
  - c) 311 Call Center operations;

- 47 d) licensing (commercial, rental housing, alcohol, bicycle, solicitor, mobile food,  
48 taxi, animal);  
49 e) special event permit processing;  
50 f) operational management of parking (permits, tickets, enforcement);  
51 g) passport services;  
52 h) electronic fingerprinting; and  
53 i) airport security badging.  
54

55 PART II:

- 56  
57 A. If a provision of this ordinance conflicts with a provision of a previously adopted  
58 ordinance, this ordinance shall prevail.  
59  
60 B. This ordinance and its various sections, clauses and paragraphs are hereby declared to be  
61 severable. If any part, sentence, clause or phrase is adjudged to be unconstitutional or  
62 invalid, the remainder of the ordinance shall not be affected thereby.  
63  
64 C. The Municipal Council hereby directs that the official copy of the Provo City Code be  
65 updated to reflect the provisions enacted by this ordinance.  
66  
67 D. This ordinance shall take effect immediately after it has been posted or published in  
68 accordance with Utah Code 10-3-711, presented to the Mayor in accordance with Utah  
69 Code 10-3b-204, and recorded in accordance with Utah Code 10-3-713.  
70

71 END OF ORDINANCE.