



PREPARED FOR:



PREPARED BY:



DECEMBER 2025

# 2025 WATER CONSERVATION PLAN

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### ABBREVIATIONS

AMI .....	Advanced Metering Infrastructure
CUWCD .....	Central Utah Water Conservancy District
DWRi .....	Division of Water Rights
GPCD .....	Gallons per Capita per Day
MAR .....	Managed Aquifer Recovery
TAZ .....	Traffic Analysis Zone
WTP .....	Water Treatment Plant

### UNIT CONVERSIONS

GALLONS = ACRE FEET × 325,850  
 ACRE-FEET = GALLONS ÷ 325,850  
 MILLION GALLONS = ACRE-FEET ÷ 3.069  
 ACRE-FEET = MILLION GALLONS × 3.069  
 GPCD = GALLONS ÷ DAYS OF USAGE ÷ POPULATION

## **INTRODUCTION**

Over the last several decades, attitudes toward water supplies in Utah have changed. Water is no longer seen as a boundless resource, but as a valuable commodity that needs to be managed carefully. With this shift in attitude, conservation and water management is becoming a larger part of water suppliers' plans to meet future water needs. Many water suppliers throughout the country have adopted conservation and water management programs. Benefits of these programs include:

- Preservation of water supply sources.
- Efficient use of existing water conveyance, treatment, and distribution facilities.
- Delay or deferment of capital improvement projects.
- Reduce the need for additional water supplies.
- Maximize use of water by allowing for reuse through natural processes.
- Maximize use of natural storage of water in underground aquifers where it is not at risk of evaporation.

Provo City (City) recognizes that water is best conserved through wise management. The City has adopted conservation through wise water management as a key element in its long-term master plan to serve its customers. This report evaluates the City's current conservation program in terms of ensuring a long-term sustainable water supply and will discuss additional measures that will allow further conservation of water.

## **SYSTEM PROFILE**

### **Provo City Water System Service Area**

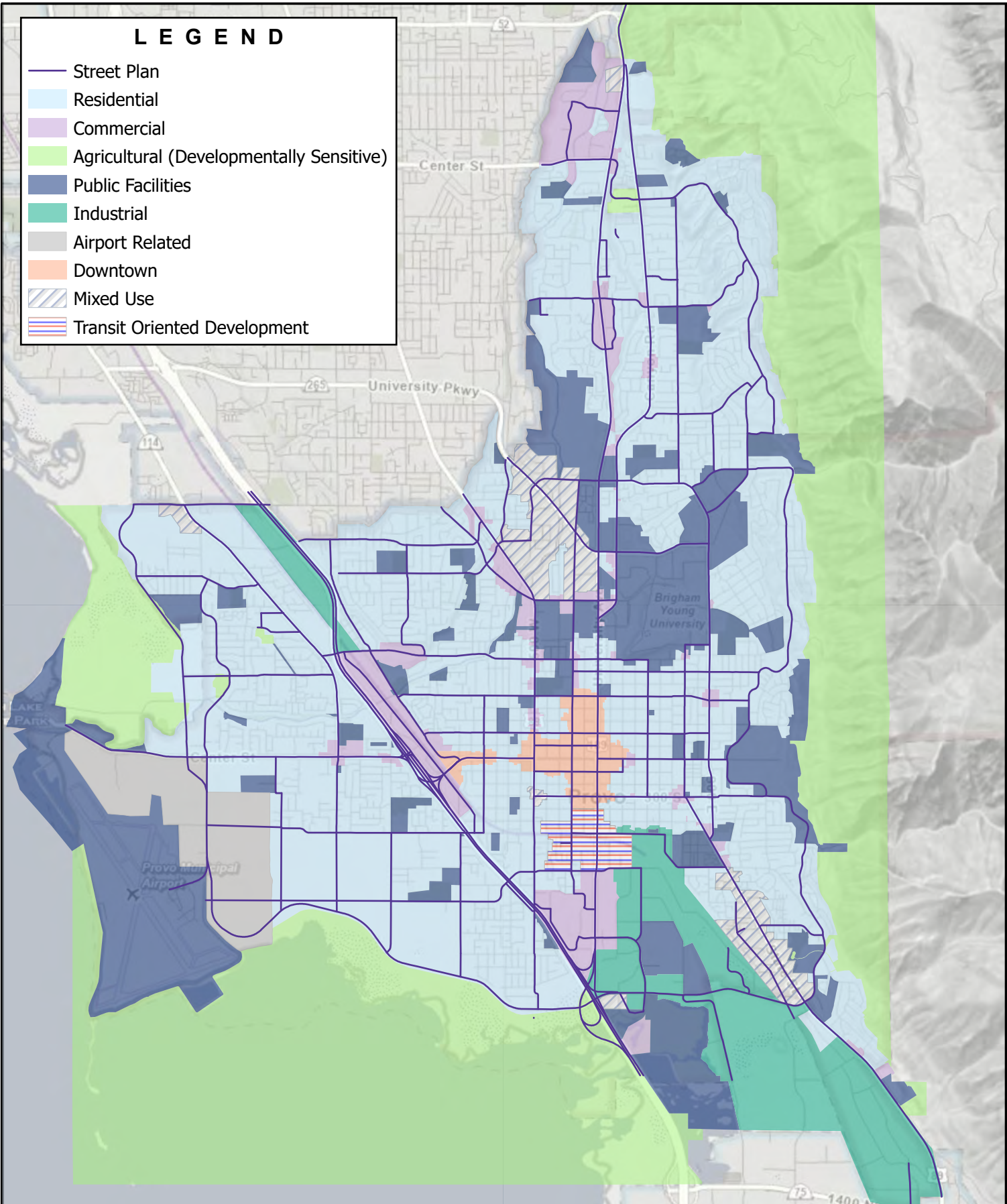
Provo City is located in Utah County; with a population of roughly 119,200<sup>1</sup>, it is the fourth largest city in the state. A map of Provo City is shown in Figure 1. The city provides water service to all land use types shown on the map except those identified as agricultural.

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<sup>1</sup> Estimated population for July 1, 2021

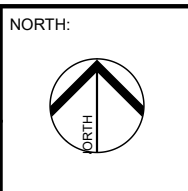
# LEGEND

-  Street Plan
-  Residential
-  Commercial
-  Agricultural (Developmentally Sensitive)
-  Public Facilities
-  Industrial
-  Airport Related
-  Downtown
-  Mixed Use
-  Transit Oriented Development



## Provo City Land Use

PROVO CITY  
Water Master Plan Update



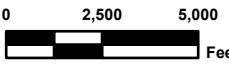
SCALE:  
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 Feet

FIGURE NO.  
**1**

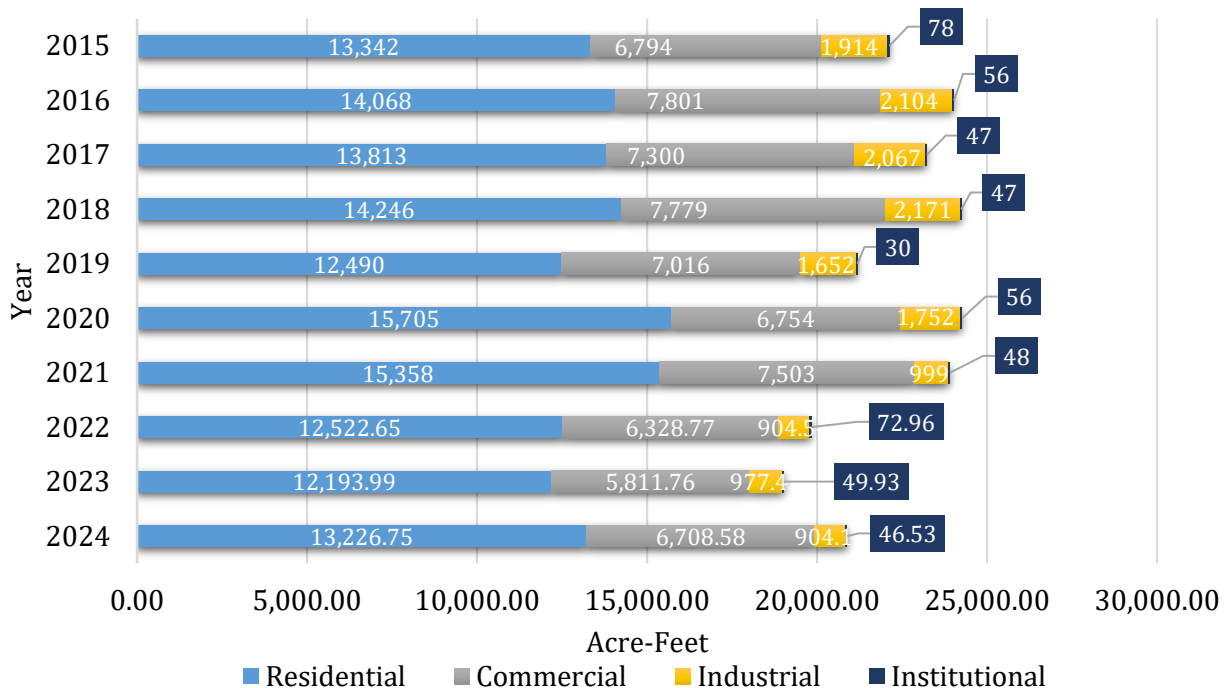
### System Connections

The Provo City water system includes residential, commercial, industrial, and institutional connections. To help evaluate and quantify the amount of water that is used in Provo City, a cursory analysis of current water use patterns has been performed. Usage among different classes of customers in recent years is shown in Table 1 and Figure 2.

**Table 1**  
**FY 2024 Water Usage by Connection Type<sup>a</sup>**

Customer Class	Connections	Percent of Connections	Annual Water Use (acre-ft)	Percent of Total Water Use
Residential	17,922	89.68%	13,227	63.33%
Commercial	1,908	9.55%	6,709	32.12%
Industrial	17	0.09%	46.53	0.22%
Institutional	137	0.69%	904	4.33%
<b>TOTAL</b>	<b>19,984</b>		<b>20,886</b>	<b>100%</b>

<sup>a</sup>Water usage by connection type data obtained from the Utah Division of Water Rights Public Water Supplier Information.



**Figure 2**  
**Current Delivery Type**

Roughly 90 percent of the meters in Provo City are residential connections, accounting for 63 percent of the total water use. While comprising only about 10 percent of the total number of meters, commercial and institutional customers accounted for more than 35 percent of Provo City water use.

### Current Rates

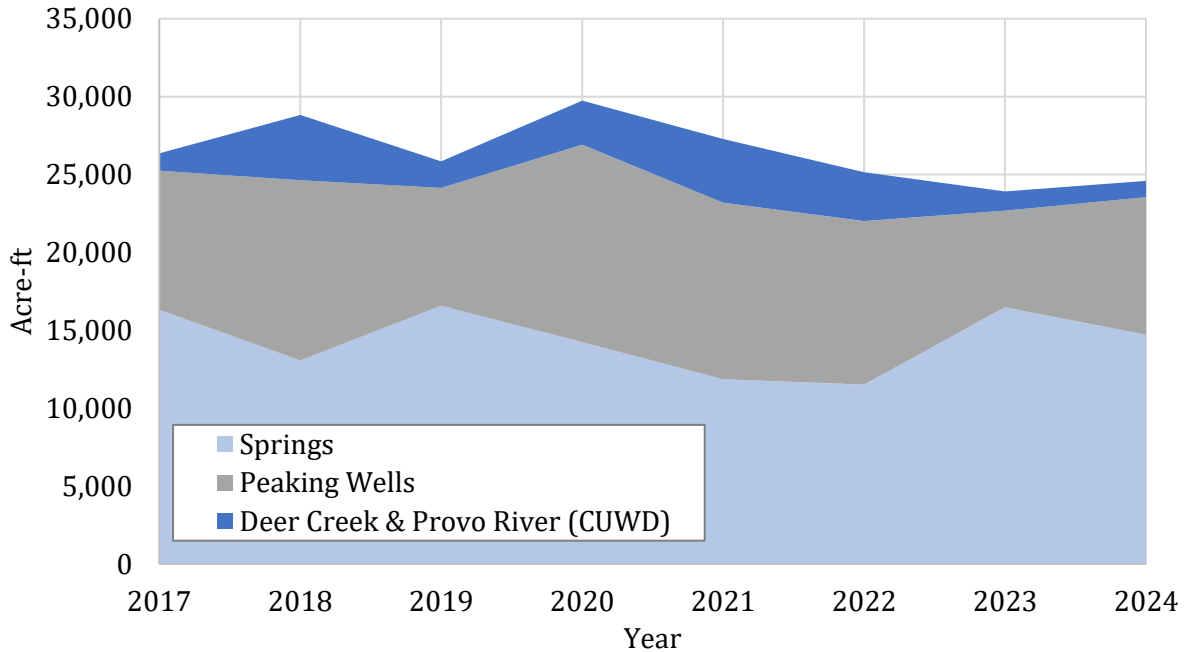
Table 2 shows the City's current culinary water rate structure. Currently, Provo City charges a monthly base rate based on meter size as summarized in the table. Volume rates are charged with an increasing block component. As shown, the increasing volumetric charges represent a relatively aggressive increase in Tier 3. The water rate structure incentivizes the wise and prudent use of water.

**Table 2**  
**Provo City Residential Culinary Water Rate Structure**

Meter Size	Base Rate	Commodity Charge and Volume Blocks (in Thousand Gallons)		
		Tier 1 (\$1.37)	Tier 2 (\$2.09)	Tier 3 (\$2.81)
3/4 and under	\$21.43	0-10	10-55	>55
1-inch	\$27.04	0-15	15-100	>100
1.5-inch	\$58.13	0-50	50-250	>250
2-inch	\$86.95	0-120	120-525	>525
3-inch	\$168.60	0-175	175-1,200	>1,200
4-inch	\$280.95	0-250	250-2,000	>2,000
6-inch	\$333.62	0-700	700-4,000	>4,000
8-inch	\$502.96	0-1,000	1,000-6,400	>6,400

**SUPPLY INFORMATION**

A summary of Provo City’s current and future water supply is presented in this section. For additional information on water supply, the reader should refer to Provo City’s Supply and Demand Master Plan. The majority of Provo City’s culinary water comes from groundwater (springs and wells) with a small amount of treated surface water coming from the Provo River and Deer Creek. Figure 3 shows the volume the City has used from these sources as reported to the Division of Water Rights (DWRi) website from 2017 to 2024.



**Figure 3**  
**Provo Water Sources**

Prior to 2017, the City historically used an even greater volume of water from its well sources. However, in more recent years, the City has made a concerted effort to maximize its use of surface water sources with the goal of preserving the health of its aquifer for use in times of drought.

Table 3 summarizes the City’s current reliable culinary water supply for both average and dry year water conditions. In both cases, supplies have been categorized by source.

**Table 3**  
**Usable Yield of Existing Provo City Culinary Water Sources**

Source Category	Average Year (acre-ft)	Dry Year (acre-ft)
Deer Creek & Provo River (CUWCD)	4,896	2,122
Springs	17,327	12,230
Sustainable Groundwater Yield (estimated)	10,000	10,000
River Water Treated at DACRWTP	4,200	4,200
<b>Total Available Water Existing Supply</b>	<b>36,423</b>	<b>28,552</b>

Observations of groundwater levels indicate that the water table in the aquifer under the City is declining. The estimated sustainable yield summarized in the table is based on past well production and declining levels of the aquifer. The aquifer is declining because canals have been piped, historically flooded agricultural land is being developed, people are using less water for outdoor irrigation, and the state has experienced an extended drought. Because of these variables, estimating the sustainable yield from the aquifer is difficult. It is estimated that the sustainable yield moving forward will be less than historic yields in the past.

The City plans to shore up its sources by increased treatment of surface water and increased groundwater yield through Managed Aquifer Recovery (MAR).

## **WATER MEASUREMENT**

Currently, all culinary water connections within Provo City are metered and read on an hourly basis. In 2008, the City began replacing its water meters with a new advanced metering infrastructure (AMI) system. Full deployment of the AMI system was completed in 2020. A significant advantage of this system is the ability to easily monitor and identify customer water leaks. The AMI equipment also allows the City to more accurately determine the amount of water lost from the system, identify diurnal patterns in water sales, and help customers create a water budget and manage their water use/conservation.

## **WATER PRODUCTION, SALES, AND SYSTEM LOSS**

### **Historic Water Use**

Historic water use from 2000 to 2024 is summarized in Table 4. Table 4 includes both water production (water produced by each source and delivered to the system) and water sales (metered use out of the system). For both categories, per capita water use has also been calculated. Data for this table comes from production records from Provo City, water sales records provided from the City to the Division of Water Rights, and recent population estimates from the Wasatch Front Regional Council<sup>2</sup>. The difference between production and sales is identified as system loss. This can include both real losses (leaks, overflows, etc.) and apparent losses (meter inaccuracy, data handling mistakes, etc.).

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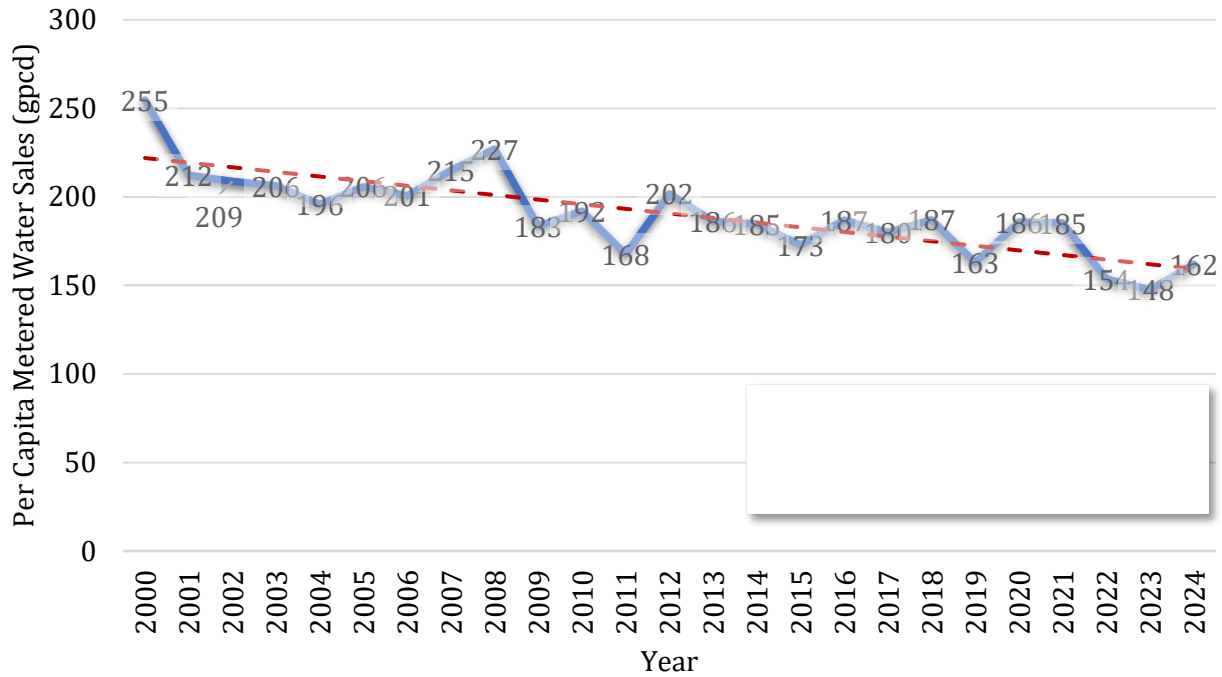
<sup>2</sup> Population projections are based on Traffic Analysis Zone (TAZ) data prepared by Wasatch Front Regional Council. The most recent population data collected by Provo City (for the year 2024) was projected forward using the same growth projections used in the 2024 water master plan.

**Table 4**  
**Historic Per Capita Water Production, Sales and System Loss**

Year	Provo City Water System Population	Historic Water Production (acre-ft)	Per Capita Production (gpcd)	Historic Water Sales (acre-ft)	Per Capita Water Use (gpcd)	System Loss (acre-ft)	System Loss %
2000	105,000	32,376	275	29,958	255	2,418	7%
2001	105,700	32,297	273	25,130	212	7,167	22%
2002	106,400	30,093	252	24,890	209	5,203	17%
2003	107,100	28,894	241	24,734	206	4,161	14%
2004	107,800	28,870	239	23,649	196	5,221	18%
2005	108,500	27,400	225	25,010	206	2,391	9%
2006	109,200	27,644	226	24,550	201	3,095	11%
2007	109,900	26,300	214	26,454	215	-154	-1%
2008	110,600	29,549	238	28,135	227	1,414	5%
2009	111,300	28,220	226	22,872	183	5,348	19%
2010	112,000	28,426	227	24,081	192	4,344	15%
2011	112,462	24,354	193	21,108	168	3,247	13%
2012	112,923	28,693	227	25,517	202	3,176	11%
2013	113,385	26,716	210	23,643	186	3,073	12%
2014	113,846	26,613	209	23,560	185	3,054	11%
2015	114,308	27,300	213	22,128	173	5,172	19%
2016	114,770	27,653	215	24,029	187	3,625	13%
2017	115,231	26,749	207	23,227	180	3,523	13%
2018	115,693	28,831	222	24,244	187	4,588	16%
2019	116,154	25,847	199	21,189	163	4,658	18%
2020	116,616	29,745	228	24,267	186	5,477	18%
2021	115,162	27,295	212	23,908	185	3,387	12%
2022	115,162	25,141	195	19,829	154	5,312	21%
2023	115,162	23,814	185	19,033	148	4,781	20%
2024	115,162	24,401	189	20,886	162	3,515	14%

### Historic Per Capita Water Use

As summarized in Table 4, the historic per capita water sales range from a high of 255 gallons per capita per day (gpcd) in 2000 to a low of 148 gpcd in 2023. The change in per capita water sales is shown in Figure 4.



**Figure 4**  
**Historic Per Capita Water Use**

With the exception of a few years, the figure shows the City is making good progress in the reduction of per capita water use. There is a consistent downward trend from the year 2000. The higher per capita water use in years such as 2008, 2012, and 2020 are likely due to hot and dry weather in these years. 2021 and 2022 were also hot and dry years, but conservation messaging appears to have successfully reduced water use in those years. The City’s conservation efforts will need to consider the effect of drought and dry weather on water use demands so that future conservation goals can be achieved, even during dry weather conditions. As will be noted in the conservation measures section of this report, the City recently completed a drought contingency plan to address this, and other issues associated with drought.

## Current Per Capita Water Use

An analysis of Provo’s current municipal and industrial water use was completed. Water use by type for the year 2024 is summarized in Table 5. Per capita water use for the year 2024 was estimated using the population listed in Table 4 and monthly metered sales data provided by Provo City. Indoor water use was quantified using the average metered sales for each user type during the winter months with all other water use assumed to be outdoor water use. Table 5 shows the comparison of indoor to outdoor use in terms of gpcd for residential, commercial, institutional, and industrial water users respectively.

**Table 5**  
**2024 Per Capita Water Use by Type<sup>1</sup>**

User Type	Indoor Use (gpcd)	Outdoor Use (gpcd)	Total Use (gpcd)
Residential	60	43	103
Commercial	34	18	52
Institutional	1	6	7
Industrial	0.2	0.1	0.4
<b>Total</b>	<b>95</b>	<b>67</b>	<b>162</b>

<sup>1</sup> Consistent with State of Utah Division of Water Resources practice, total per capita water use is calculated by summing use for all user types and then dividing by the permanent population. The use by type and location is then calculated based on the percentage of total water use. As a result, use by type should not be confused as the water use per occupant. For example, Institutional Indoor Use is not equal to 1 gpd per employee or occupant of industrial buildings. Instead, Institutional Indoor Use accounts for 1 gpd of the total 147 gpd of total water use per permanent resident in the City.

It should be noted that, while all total values in the table have been calculated directly from water use data, the division between indoor and outdoor use within the individual user types has been estimated. This was done because recent water usage data by user type needed to break up indoor and outdoor usage was unavailable. It also should be noted that usage per capita is affected by the density of development. Cities with high density development will likely have lower per capita water use but not lower water use overall. Moreover, a city with a large industrial or institutional user but lower population will have higher per capita use even though residential users may be using very little water.

## System Losses

Over the last five years, average system losses in the Provo City water system have been approximately 17 percent of annual water production (as previously shown in Table 4). The estimated system loss for 2024 was 13.6 percent based on an internal system water loss audit. See “Conservation Practices” for further discussion of City efforts to account for and manage system losses.

## CONSERVATION GOAL WITH MILESTONES

Water production and metered water sales records show that efforts made by the City's staff and residents have already been effective in lowering per capita water use. Due to the City's conservation efforts, per capita water use has tracked near or lower than State of Utah historic conservation goals. It is expected that per capita use will continue to decline in accordance with State of Utah's Regional Water Conservation Goals as shown in Table 6 below.

**Table 6**  
**Conservation Goal With Milestones Through 2065**

Year	Reduction from Year 2015 Water Use	Regional Conservation Goal Milestones - Metered Sales (gpcd)	Provo Conservation Goal Milestones - Metered Sales (gpcd)
2015-2019 Average (baseline)	0%	222*	178**
2026	14.7%	189	176
2030	20%	179	170
2040	27%	162	162
2065	32%	152	152

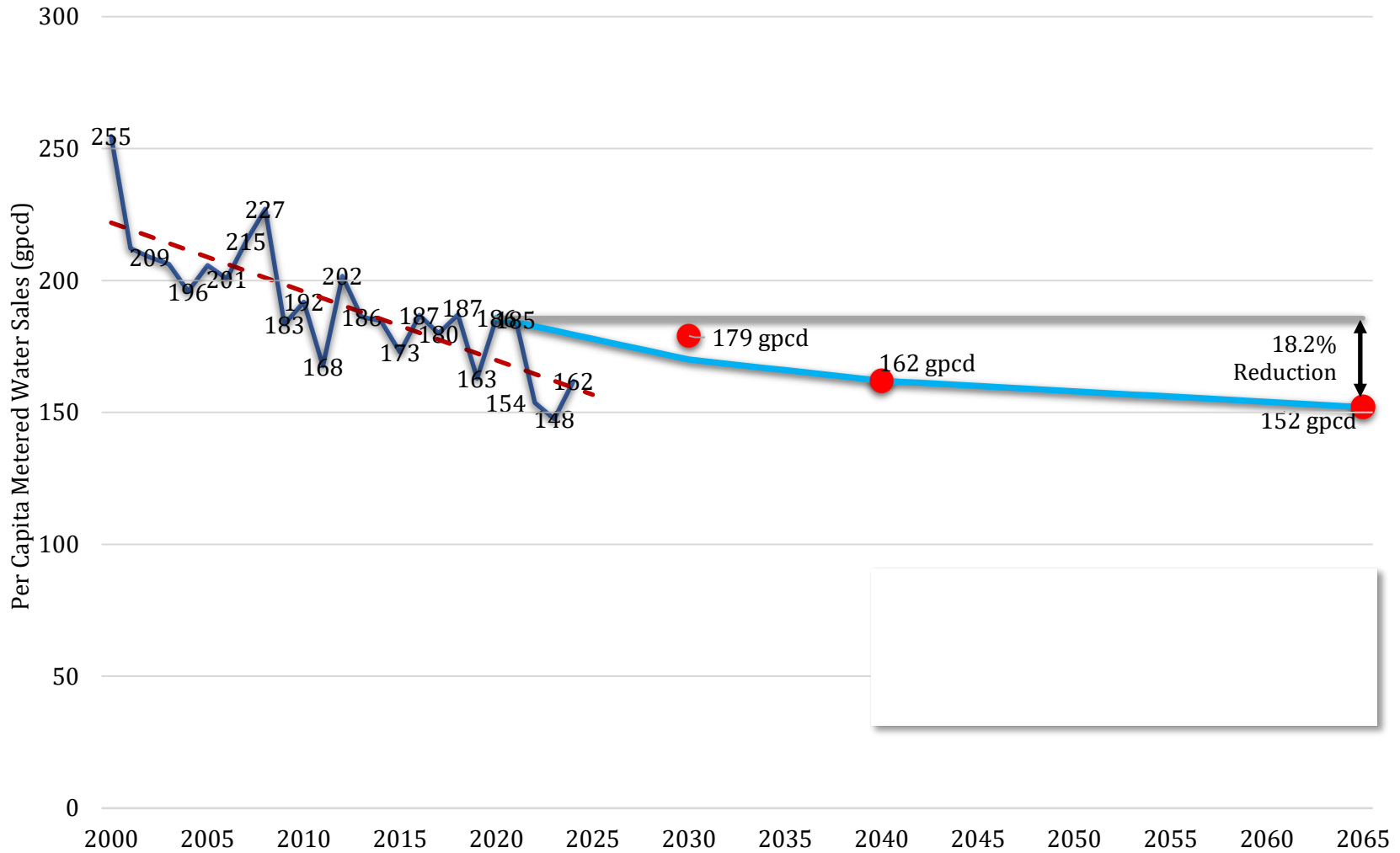
\* Original 2015 Regional Conservation Goal starting point

\*\* Provo City's average per capita day water use for 2015-19.

The City believes that education and pricing initiatives have been successful in getting City residents to voluntarily reduce water use and plans to continue to educate residents about proper water management so that citizens can make informed choices regarding their use of water.

### Measuring Savings from Conservation

Figure 5 shows historic culinary water use to date on a per capita basis compared to the proposed City conservation goal. As can be seen, Provo City has done an excellent job in reducing its per capita water use aside from the two dry years of 2008 and 2012. It is anticipated that this trend will continue. To track how well the City is doing in achieving its conservation goal in the future, the City will continue to annually estimate per capita water demands based on yearly metered sales data and an updated population estimate as a function of new system connections.



**Figure 5**  
**Historic & Future Per Capita Water Use**

## EFFECT OF CONSERVATION ON FUTURE WATER SUPPLY AND DEMAND

The City has experienced large amounts of growth in the past and growth is expected to continue based on projected development on the west side of the City and infill throughout the City. Based on projected growth as identified in the City's most recent master plan, Table 7 shows both the projected dry year water production requirement (demand) for the City with reduced water use and the projected production requirement (demand) if water use remains the same. This table also compares projected demands against the existing available water supply as described previously in this report<sup>3</sup>. This same information is shown graphically in Figure 6.

Included in Figure 6 is a representation of potential future reductions in supply associated with two issues. First, the City intends to construct its own treatment plant and discontinue reliance on the Don A. Christiansen Regional Water Treatment Plant (DACRWTP). Thus, DACRWTP water has been removed as a future supply and will be replaced with the City's own planned water treatment plant (WTP). Second, groundwater withdrawals in the past have been greater than estimated sustainable yields of the aquifer (as discussed previously). Thus, future groundwater yields have been reduced accordingly; these reduced yields are expected to be replaced with groundwater supply produced by improved managed aquifer recharge (MAR).

**Table 7**  
**Projected Dry Year Water Production Requirements**

Year	Projected Production Requirements Based on Year 2020 Demands (acre-ft)	Projected Production Requirements With Reduced Water Use (acre-ft)	Estimated Annual Savings Through Reduced Water Use (acre-ft)	Existing Reliable Supply (acre-ft)	Estimated New Supply Development Which Can Be Delayed Through Reduced Water Use (acre-ft)
2020	29,745	29,745	0	32,392	0
2025	33,040	31,702	1,338	24,352	1,338
2030	36,335	33,643	2,692	24,352	2,692
2035	39,408	35,330	4,078	24,352	4,078
2045	45,086	38,516	6,570	24,352	6,570
2060	51,953	42,773	9,180	24,352	9,180

As can be seen in Table 7 and Figure 6, projected demand without conservation (using 2020 usage as a baseline) would have exceeded the City's existing reliable supplies before 2025. Although water use reduction efforts from 2000 to the present have allowed the City to delay development of alternative supplies, the expected elimination of DACRWTP water and the reduction of groundwater

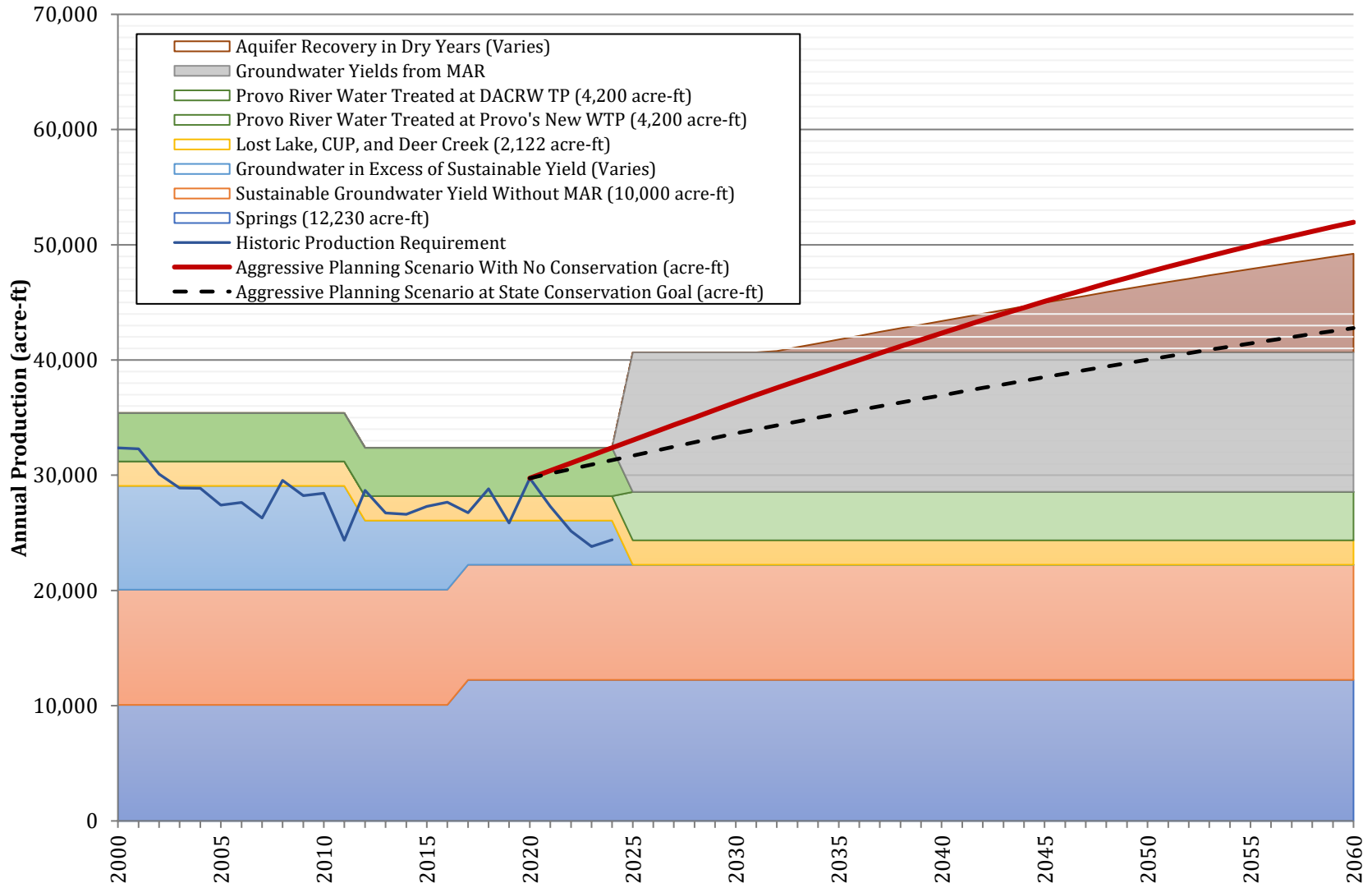
<sup>3</sup> The City has evaluated projected annual supplies and demands for both average and dry weather years; however, because the dry weather scenario will dictate City planning activities, only the dry weather scenario is shown in Table 7 and Figure 6.

yields, as identified above, will require additional supply<sup>4</sup> by 2025. This potential for water supply shortage underscores the need for concerted efforts to continue water conservation efforts.

Ultimately, if per capita water use continues to decline as expected, approximately 9,180 acre-ft less water will be required by 2060 (using 2020 use as a baseline). At the current average cost of new water development along the Wasatch Front (approximately \$20,000 per acre-ft), this equates to savings of up to \$180 million. Reduction in water use will also reduce the City's reliance on peaking wells and help it be better prepared for potential supply reductions associated with climate change and/or drought years.

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<sup>4</sup> Though described and shown as new supply here, the Supply & Demand Master Plan (2024) clarifies that the majority of needed additional supply can be obtained through improving management of existing supplies to maximize production. This increased production is expected to be achieved through managed aquifer recharge (MAR).



Notes: 1) Volumes given are 2060 projected supply. 2) Potential Supply Reduction could be due to climate change or other factors and covers all supplies,

**Figure 6**  
**Projected Provo City Annual Production Requirements vs. Supply (Dry Year)**

## CURRENT CONSERVATION PRACTICES

As part of its overall water supply plan, Provo City has been very aggressive in implementing several conservation measures. The City has a water system that is well maintained and operated and has been proactive in implementing and maintaining many programs to ensure that the system operates at an optimal level. Each of these programs is discussed in detail below:

**Upgraded SCADA Control System** – Starting in April 2004, the City began to make improvements to its SCADA system. The previous control system was limited in its system monitoring capabilities and was operating on old technology. For example, phone lines were used for portions of the older SCADA system which significantly limited the ability of the City to provide upgrades to the SCADA system. To make improvements to the SCADA system, Provo City has been upgrading its communication infrastructure to provide continuous monitoring, remote control functions, and room for additional facilities to be monitored as they come online in the future. As improvements continue, Provo City will be able to better manage and control the City’s water resources and system facilities. As with many infrastructure needs, the SCADA system upgrades are an ongoing capital and maintenance expense. However, the City has replaced many of the older SCADA components in its system and is continuing to look for areas where additional improvements will increase overall system efficiency.

**Secondary Water Use & Metering** – The City currently uses secondary water at five parks, for irrigation of a large portion of the landscaping at BYU, on the landscaping around the reclamation plant, and at the Timpanogos Golf Course. While culinary water use is being considered for the new regional sports park that the City is building in west Provo, the latest irrigation monitoring and control technology will be used to optimize irrigation efficiency. As opportunities become available, additional areas will implement use of secondary water.

**Rain Sensors Installed in the Parks** – Most City parks have been equipped with rain sensors and soil moisture sensors. Rain sensors can detect rainfall events and send messages to the central control computer, indicating how much precipitation has been received at the site and can terminate a watering cycle when the precipitation makes irrigation unnecessary. Soil moisture sensors detect soil moisture below the surface and only irrigate when moisture levels indicate a need. Sensors will continue to be installed in all City parks.

**Water Audit Program** – The City recently began participating in a Water Audit Program. This program helps water suppliers quantify system water loss and associated revenue losses. During the 2018 audit the City received a water audit validity grade of 58 out of 100. This grade recommended that the City’s next steps in reducing system loss could be focused on improving data accuracy and assessing cost-effective solutions for water and revenue loss recovery. Provo City will continue to conduct audits on a regular basis.

**Sustainable Landscaping** – The City recognizes the need for a healthy landscape to capture and preserve water. One important element is a dense tree canopy. A dense tree canopy provides shade which reduces temperatures resulting in less evaporation. Lower growing shrubbery under trees (permaculture) also helps capture and keep water near the plants that need it most. Deep rooted vegetation like trees and bushes help channel water deep into the ground which helps to replenish the aquifer. As groundwater is a primary source for springs, streams, and rivers, Provo City recognizes that groundwater is necessary to preserve surface water sources as well. The City is

encouraging the prudent use of water while still maintaining trees, plants, and permeable area to provide the important benefits of urban cooling and capturing and infiltrating rainfall.

**Increasing Block Rate Structure** – Several years back, the City Council adopted a seasonal water rate structure and eventually added an increasing block component, which intended to provide an incentive for water users to conserve outdoors. More recently (spring 2025) the City adopted a new increasing block structure that removed the seasonal rate component and modified the increasing block component to better support conservation objectives. The goal of the newly adopted structure is to discourage wasteful water use practices and ultimately reduce peak system demands.

**Citywide Economic Development Strategic Plan** – Water Conservation initiatives are included in the Citywide Economic Development Strategic Plan to support economic growth and water conservation planning.

**Public Awareness/Public Education Programs** – Over the years, a significant amount of water use reduction has been achieved through increased awareness and water education. The following is a list of ongoing public awareness and educational programs which the City will continue to utilize and implement:

- **Consumer Confidence Report** – Each year, water conservation information is included in the consumer confidence report. This report is sent to all Provo City customers as well as posted on the City’s web site and includes information on the City’s water sources, water quality information, and conservation tips.
- **Public Works Fair** – The City is actively involved in providing Public Works Fairs at schools within the Provo City School District to educate about the City’s Public Works Department. The City uses this opportunity to educate and inform the schools about the City’s water system and water conservation.
- **Water Savings Material** – The City utilizes and distributes the existing materials and messaging from Slow The Flow campaign, DWRe’s Conserve Utah, CWEL and WaterSense agencies.
- **Water Waste Notification Program** – The City participates in the water waste notification program organized by the State Division of Water Resources where citizens can call in and report observed water waste.
- **Flyers** – Occasionally, flyers are sent to all consumers in their monthly water bills giving information on water conservation and tips on methods to conserve water both indoor and outdoor. Flyers are also located in the City offices giving facts and tips on water conservation. Water conservation reminders are also distributed in City mailings and on media outlets.
- **Web-Based Information** – The internet is a primary source for information regarding water conservation. The City has been working to expand the conservation information currently provided on the City’s web site and provide links to other conservation-oriented websites.
- **Conservation Gardens** – The City identifies existing water conserving landscapes within the City as well as advertises demonstration and education gardens developed by other agencies.

**City Ordinances Regarding Water Conservation** – There are currently two ordinances related to water or water conservation. “Provo City Code Section 10.02.160 Wasting Water” states that it is unlawful for any water users to waste water in any way. “Provo City Code 10.02.220 Scarcity of Water – Mayors Proclamation” states that in the event of scarcity of water, the Mayor has the power to place restrictions on water use and provide penalties for those not in compliance.

**Water Conservation Plan** – The City updates its Water Conservation Plan at least every five years and adopts it by Ordinance.

**Reclaimed Water Usage** – Reclaimed water is being used for secondary water at the Timpanogos Golf Club.

**Aggressive System Maintenance and Operations Program** – Provo City will continue to maintain and improve its existing aggressive system maintenance and operations program as outlined below:

- **Mainline Replacement Program:** Provo City is exploring strategies for the sustainable maintenance and replacement of old water pipeline infrastructure. The City’s current water system consists of over two-million linear feet of pipe. Age data for the system is summarized in Table 8.

**Table 8**  
**Age of Current Provo City Water System**

Install Date	Length (Feet)	% of Total
Unknown	24,365	1.11%
1910-1920	1,100	0.05%
1910-1930	-	
1930-1940	33,756	1.53%
1940-1950	105,157	4.77%
1950-1960	305,237	13.86%
1960-1970	123,999	5.63%
1970-1980	279,579	12.69%
1980-1990	394,904	17.93%
1990-2000	486,734	22.10%
2000-2010	285,245	12.95%
2010-2019	162,761	7.39%
Total	2,040,076	100.0%

As indicated in Table 8, the City has 57 percent of the current system that is 30 years and older with 43 percent of the system less than 30 years old. Only about 6 percent of the system is older than 70 years old. While there is still work to do, the relatively high percentage of newer pipe (compared to the City’s age) demonstrates that the City has maintained an aggressive mainline replacement program. In addition to maintaining the system in good working order, it is hoped that this effort will reduce the number and severity of water leaks in the system.

- **Leak Detection Program:** The City currently utilizes acoustic sound equipment to evaluate and detect leaks within the water system. The City also uses Advanced Metering Infrastructure to detect leaks by monitoring usage. Both strategies are proactive methods to find leaks that would otherwise not be detected.
- **Advanced Metering Infrastructure (AMI):** The City’s new AMI system provides significant improvements for identifying leaks on the customer side of the meter and for educating

consumers about water use patterns. The AMI system also allows the City to monitor demands on an hourly basis and provide frequent feedback to users on their water use habits.

**Drought & Water Shortage Contingency Plan** – To prepare for possible water supply shortages resulting from drought, infrastructure disruption, or any other issue, the City has prepared a Drought Contingency Plan. This plan will identify how the City can reduce water demands in an emergency event.

## **NEW CONSERVATION PRACTICES PLANNED FOR IMPLEMENTATION**

There are several new conservation practices that the City has either recently started to implement or will implement in the next few years. Table 9 summarizes the implementation schedule, estimated costs and potential partners of the new practices.

**Managed Aquifer Recharge** – The City is a firm believer in the value of supply side conservation. Correspondingly, the City’s top conservation priority is making sure it takes care of and preserves its existing water resources. To this end, the City is pursuing managed aquifer recharge by completing the evaluation, design, and construction of a new Advanced Water Treatment Plant. This plant will produce drinking grade to water be used in a Managed Aquifer Recharge (MAR) program for either direct infiltration into the City aquifer or to idle wells and allow existing groundwater to remain in place. Through the improved use of underground storage, a significant amount of water can be conserved by just eliminating evaporation losses.

**Utilization of Advanced Metering Infrastructure** – The City has been leveraging hourly AMI data to create a more robust and reliable water budget. The City has also been working to create real time water use alerts using hourly AMI data to inform residents of high usage or leaks and inform the public of water use trends.

**Water Model Updates** – The City will be updating its water model to include detailed usage information from AMI systems, incorporate SCADA data and more extensive calibration. Use of the water model will allow the City to optimize operation of the system and minimize system losses.

**Table 9  
Implementation Schedule, Estimated Costs & Partnerships**

New Conservation Practices	Implementation Timeline	Estimated Cost
Managed Aquifer Recharge	2027	\$120 million
Utilization of AMI	AMI completed: 2020 Analysis of data: Ongoing	Data analysis = \$15,000/year
Water Model Updates	Ongoing	\$80,000/update

## **WATER CONSERVATION COORDINATOR AND COMMITTEES**

### **Water Conservation Coordinator**

The individual responsible for coordinating conservation efforts in the City is Shane Jones, P.E. The conservation coordinator is responsible for all City conservation efforts including the Public Education Program, the Water Conservation Workshop, distributing City conservation information at City events, and acting as the liaison for water conservation matters between the citizens and City officials.

### **Employee's Sustainability Committee and Citizens Sustainability Committee**

The Employee's Sustainability Committee is chaired by the City's Sustainability Coordinator and is comprised of representatives from each department in the City including the Mayor, Assistant Mayor, and several department directors. The Citizen's Sustainability Committee is comprised of influential representatives from the community and the City. Both committees are active in promoting water conservation as well as other important sustainability initiatives.

## **WATER CONSERVATION PLAN AUTHOR(S)**

This plan was prepared by Bowen Collins & Associates at the Draper office:

Bowen Collins & Associates  
154 E. 14000 South  
Draper, Utah 84020  
801.495.2224 Office

Primary authors of the plan are:

Keith Larson, P.E.  
klarson@bowencollins.com

Rochelle Plaizier  
rplaizier@bowencollins.com

## **PROVO CITY CONTACTS**

Provo Public Works Office  
1377 S 350 E  
Provo, UT 84606  
801.852.6780

Shane Jones Provo City Engineer  
sjones@provo.utah.gov  
801-852-6773

**DRAPER, UTAH OFFICE**

154 E 14075 S  
DRAPER, UTAH 84020  
PHONE: 801.495.2224

**BOISE, IDAHO OFFICE**

776 E RIVERSIDE DRIVE  
SUITE 250  
EAGLE, IDAHO 83616  
PHONE: 208.939.9561

**ST. GEORGE, UTAH OFFICE**

20 NORTH MAIN  
SUITE 107  
ST.GEORGE, UTAH 84770  
PHONE: 435.656.3299

**OGDEN, UTAH OFFICE**

2036 LINCOLN AVENUE  
SUITE 104  
OGDEN, UTAH 84401  
PHONE: 801.495.2224



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## Resolution 2026-2

### SHORT TITLE

A RESOLUTION ADOPTING AN UPDATED WATER CONSERVATION PLAN. (26-010)

### PASSAGE BY MUNICIPAL COUNCIL

### ROLL CALL

DISTRICT	NAME	FOR	AGAINST	OTHER
CW 1	KATRICE MACKAY	✓		
CW 2	GARY GARRETT	✓		
CD 1	CRAIG CHRISTENSEN	✓		
CD 2	JEFF WHITLOCK	✓		
CD 3	BECKY BOGDIN	✓		
CD 4	TRAVIS HOBAN	✓		
CD 5	RACHEL WHIPPLE	✓		
TOTALS		7	0	

This resolution was passed by the Municipal Council of Provo City, on the 13<sup>th</sup> day of January, 2026, on a roll call vote as described above. Signed this 13<sup>th</sup> day of January, 2026.

  
Chair

Resolution 2026-2

CITY RECORDER'S CERTIFICATE AND ATTEST

I hereby certify and attest that the foregoing constitutes a true and accurate record of proceedings with respect to resolution number 2026-2.

This resolution was signed and recorded in the office of the Provo City Recorder on the 27th day of January, 2026.



  
\_\_\_\_\_  
City Recorder

1 RESOLUTION 2026-2

2  
3 A RESOLUTION ADOPTING AN UPDATED WATER CONSERVATION  
4 PLAN. (26-010)

5  
6 RECITALS:

7  
8 Utah Code 73-10-32 requires retail water providers to adopt an updated version of their  
9 Water Conservation Plan every five years;

10  
11 The Utah Division of Water Resources has reviewed the plan as set forth in Exhibit A  
12 and recommended formal adoption;

13  
14 On January 13, 2026, the Municipal Council met to consider the facts regarding this  
15 matter and hold a public hearing to receive public comment, which facts and comments are  
16 found in the public record of the Council's consideration; and

17  
18 After considering the facts presented to the Municipal Council, the Council finds that (i)  
19 the proposed action should be approved as described herein, and (ii) such action furthers the  
20 health, safety, and general welfare of the citizens of Provo City.

21  
22 THEREFORE, the Provo Municipal Council resolves as follows:

23  
24 PART I:

25  
26 The Water Conservation Plan is hereby adopted as set forth in Exhibit A to replace the  
27 current Water Conservation Plan.

28  
29 PART II:

30  
31 This resolution takes effect immediately.  
32

## **NOTICE OF PUBLIC HEARING BEFORE THE PROVO CITY MUNICIPAL COUNCIL**

Notice is hereby given that the Municipal Council of the City of Provo, Utah will hold a public hearing on Tuesday January 13, 2026 at 5:30 p.m. to invite feedback on the 2025 Water Conservation Plan, pursuant to Utah Code Section 73-10-32.

Citizens who wish to view the Water Conservation Plan in advance may do so by visiting this link or by contacting the City Recorder:

<https://www.provo.gov/DocumentCenter/View/7157/Water-Conservation-Plan-2025-PDF>

The meeting will also be available to the public for live broadcast and on-demand viewing at: [youtube.com/provocitycouncil](https://www.youtube.com/provocitycouncil). Those who would like to participate in the meetings virtually may do so via Zoom. Instructions for connecting to the meeting via Zoom will be available on the City's website.



# PROVO MUNICIPAL COUNCIL

## Redevelopment Agency Governing Board

### Regular Meeting Agenda

5:30 PM, Tuesday, January 13, 2026

Council Chambers (Room 100)

445 W. Center Street, Provo, UT 84601 or

<https://www.youtube.com/provocitycouncil>

The in-person meeting will be held in the **Council Chambers**. The meeting will be available to the public for live broadcast and on-demand viewing on YouTube and Facebook at: [youtube.com/provocitycouncil](https://www.youtube.com/provocitycouncil) and [facebook.com/provocouncil](https://www.facebook.com/provocouncil). If one platform is unavailable, please try the other. If you do not have access to the Internet, you can join via telephone following the instructions below.

#### **TO MAKE A VIRTUAL PUBLIC COMMENT:**

To participate in the public comment portion(s) of the meeting, call in as an audience member as the presentation is wrapping up. Be sure to mute/silence any external audio on your end to reduce feedback (if you are viewing the live proceedings on YouTube, mute the YouTube video; you will be able to hear the meeting audio through the phone while you are on the line).

**Press \*9 from your phone to indicate that you would like to speak.** When you are invited to speak, the meeting host will grant you speaking permission, calling on you by the last four digits of your phone number. Please begin by stating your first and last name, and city of residence for the record. After you have shared your comment, hang up. If you wish to comment on a later item, simply re-dial to rejoin the meeting for any subsequent comment period(s).

**January 13 Council Meeting: Dial 346 248 7799.** Enter Meeting ID **833 0415 1585** and press #. When asked for a participant ID, press #. To join via computer, visit [zoom.us](https://zoom.us) and enter the meeting ID and passcode: **185104**.

#### **Decorum**

The Council requests that citizens help maintain the decorum of the meeting by turning off electronic devices, being respectful to the Council and others, and refraining from applauding during the proceedings of the meeting.

#### **Opening Ceremony**

#### **Roll Call**

#### **Prayer**

#### **Pledge of Allegiance**

#### **Presentations, Proclamations, and Awards**

- 1 A ceremony recognizing of the winners of the 2025 Women Who SPARK team award (26-007)
- 2 A ceremony recognizing the newly certified business licensing officers (26-007)
- 3 A presentation recognizing outgoing Council Leadership for 2025 (26-007)

## Public Comment

Fifteen minutes have been set aside for any person to express ideas, concerns, comments, or issues that are not on the agenda:

Please state your name and city of residence into the microphone.

Please limit your comments to two minutes.

State Law prohibits the Council from acting on items that do not appear on the agenda.

## Action Agenda

- 4 The election of the Municipal Council Chair and Vice-chair (26-007)
- 5 A resolution appropriating \$234,611 in the general fund for pay adjustments to select sworn public safety positions. (26-011)
- 6 An ordinance amending the zone map classification of real property, generally located at 258 W 200 N, from the General Downtown (DT1) and the Residential Conservation (RC) zones to the Medium Density Residential (MDR) zone. Timp. (PLRZ20250431)
- 7 An ordinance amending the zone map classification of real property, generally located at 1149 N 850 W, from the R1.8 (One-Family Residential) zone to the R1.6 (One-Family Residential) and Low Density Residential (LDR) zones. Rivergrove (PLRZ20250571)
- 8 An ordinance amending Provo City Code regarding development in sensitive lands. (PLOTA20250567)
- 9 A resolution providing for the holding of a public hearing to satisfy certain federal tax law requirements in connection with the issuance of transportation sales tax revenue bonds of Provo City, Utah; and providing for related matters (26-009)
- 10 A resolution adopting an updated water conservation plan. (26-010)
- 11 \*\*\*CONTINUED\*\*\* Provo City Public Works Department requests ordinance text amendments to sections 15.03.020(3) and 15.03.200 to update 2025 standards to 2026 standards. Citywide Application. PLOTA20250658

## Adjournment

If you have a comment regarding items on the agenda, please contact Councilors at [council@provo.gov](mailto:council@provo.gov) or using their contact information listed at: [provo.gov/434/City-Council](http://provo.gov/434/City-Council)

Materials and Agenda: [agendas.provo.org](http://agendas.provo.org)

Council meetings are broadcast live and available later on demand at [youtube.com/ProvoCityCouncil](https://youtube.com/ProvoCityCouncil)

The next Council Meeting will be held on Tuesday, January 27, 2026. The meeting will be held in the Council Chambers, 445 W. Center Street, Provo, UT 84601 with an online broadcast. Work Meetings generally begin between 12 and 4 PM. Council Meetings begin at 5:30 PM. The start time for additional meetings may vary. All meeting start times are noticed at least 24 hours prior to the meeting.

### **Notice of Compliance with the Americans with Disabilities Act (ADA)**

In compliance with the ADA, individuals needing special accommodations (including auxiliary communicative aids and services) during this meeting are invited to notify the Provo Council Office at 445 W. Center, Provo, Utah 84601, phone: (801) 852-6120 or email [kmartins@provo.gov](mailto:kmartins@provo.gov) at least three working days prior to the meeting. Council meetings are broadcast live and available for on demand viewing at [youtube.com/ProvoCityCouncil](https://youtube.com/ProvoCityCouncil).

### **Notice of Telephonic Communications**

One or more Council members may participate by telephone or Internet communication in this meeting. Telephone or Internet communications will be amplified as needed so all Council members and others attending the meeting will be able to hear the person(s) participating electronically as well as those participating in person. The meeting will be conducted using the same procedures applicable to regular Municipal Council meetings.

### **Notice of Compliance with Public Noticing Regulations**

This meeting was noticed in compliance with Utah Code 52-4-207(4), which supersedes some requirements listed in Utah Code 52-4-202 and Provo City Code 14.02.010. Agendas and minutes are accessible through the Provo City website at [agendas.provo.org](http://agendas.provo.org). Council meeting agendas are available through the Utah Public Meeting Notice website at [utah.gov/pmn](http://utah.gov/pmn), which also offers email subscriptions to notices.

Please Note – These minutes have been prepared with a timestamp linking the agenda items to the video discussion. Electronic version of minutes will allow citizens to view discussion held during council meeting.



## PROVO MUNICIPAL COUNCIL

### Regular Meeting Agenda

5:30 PM, Tuesday, January 13, 2026

Council Chambers (Room 100)

445 W. Center Street, Provo, UT 84601 or

<https://www.youtube.com/provocitycouncil>

#### Roll Call

THE FOLLOWING MEMBERS OF THE COUNCIL AND ADMINISTRATION WERE PRESENT:

Councilor Becky Bogdin

Councilor Gary Garrett

Councilor Katrice MacKay

Councilor Jeff Whitlock

Chief Administrative Officer Scott Henderson

City Attorney Brian Jones

Councilor Craig Christensen

Councilor Travis Hoban

Councilor Rachel Whipple

Mayor Marsha Judkins

Council Executive Director Justin Harrison

City Recorder Heidi Allman

Conducting: Vice-Chair Rachel Whipple

**Prayer** – Ruth Hoban

**Pledge of Allegiance** – Councilor Whitlock

#### Presentations, Proclamations, and Awards

- 1 A ceremony recognizing of the winners of the 2025 Women Who SPARK team award (26-007) [00:01:40](#)**

Mayor Judkins presented Amanda Ercanbrack, Annalee Larsen, and Britny Densley of Customer Service as winners of the Women Who SPARK Team Award. She explained that the award honors women who drive meaningful change and strengthen their organizations. Mayor Judkins noted that the team stepped up during one of the City's most challenging operational periods, helping guide Provo through major utility system changes while navigating environmental and social disruptions. She stated that their work went beyond maintaining operations; they asked difficult questions, challenged outdated systems, and helped build clear, purpose-driven processes that emphasized problem solving and continuous improvement. She further highlighted their efforts to strengthen customer service through improved billing practices, better use of data, streamlined billing cycles, and increased efficiency, all while supporting work-life balance for staff. Mayor Judkins shared that their mentorship approach helped empower employees and identify new leaders, and that their commitment to open communication ensured customer feedback directly informed service improvements. Mayor Judkins concluded that the team's efforts not only stabilized operations but set a new standard across the organization. She described the honorees as top-tier leaders in public service and shared that she has consistently heard positive feedback about the Customer Service team. She expressed her appreciation and excitement in presenting the recognition to them.

- 2 A ceremony recognizing the newly certified business licensing officers (26-007) [00:05:34](#)**

Amanda Ercanbrack, Director of Customer Service, presented and invited Laramie Gonzales and Lindsey Rasmussen to join her at the front. She explained that earning the Certified Business Licensing Official (CBLO) certification is a significant professional accomplishment that reflects a strong commitment to expertise, ethics, integrity, and excellence in business licensing.

She shared that the CBLO program requires approximately three years of intensive training in areas including ethics, customer service, regulatory licensing, license enforcement, case law, constitutional law, taxation, and alcohol licensing. She noted that this comprehensive preparation equips licensing officials to serve the business community and the public with accuracy, fairness, and professionalism. Ms. Ercanbrack stated that having CBLO-certified staff strengthens the City's business licensing program by improving credibility, consistency, and compliance, while also enhancing customer service for local businesses. She added that it demonstrates Provo City's commitment to professional excellence and public trust. She further noted that Provo historically had not employed a CBLO-certified staff member, making the addition of two certified employees within the past year a significant milestone that positions the City as a leader among municipalities. She concluded by congratulating Laramie Gonzales and Lindsey Rasmussen on their achievement.

### **3 A presentation recognizing outgoing Council Leadership for 2025 (26-007) [00:07:42](#)**

Justin Harrison, Council Executive Director, presented. He expressed appreciation on behalf of the Council, Council staff, and the City for the service of Chair Garrett and Vice Chair Whipple as they concluded their leadership roles. Mr. Harrison noted that Chair Garrett and Vice Chair Whipple dedicated significant time to their roles over the past year, often beyond what is visible to the public or even their families. He recognized their participation in numerous public meetings, as well as meetings with constituents, colleagues, and other stakeholders, and referenced the many communications they handled in support of their leadership responsibilities. He thanked them for their willingness to serve as elected officials and for their leadership.

#### **Public Comment**

Vice-Chair Whipple read the public comment preamble and opened the public comment period.

Dallin Flake, of Provo, urged the Council to terminate Provo City's contract with Flock Safety. He stated that the City leases automated license plate recognition (ALPR) cameras, which use artificial intelligence to collect and store information about vehicles and their movements. Mr. Flake expressed concern that the system functions as a mass surveillance network that tracks all drivers, including those not suspected of a crime, and allows law enforcement access without a warrant. He cited reported instances of misuse in other jurisdictions, raised concerns about federal access to local data, and described the system as a cybersecurity risk due to centralized data storage by a private company. He stated that while he supports public safety and the police department, he believes the use of this technology results in warrantless tracking of law-abiding residents and was implemented without public input.

Ryan Hauge, of Provo, shared that he was collecting signatures for a petition outside a recreational facility when he was asked to leave, which he stated left him feeling confused and unfairly treated. He noted that the facility regularly hosts community and private events and expressed his belief that petitioning is protected under the First Amendment. Mr. Hauge respectfully requested that staff be directed to allow petitioning activities at the facility or, alternatively, that an expedited permit process be considered to allow signature gathering on the property. He stated that the activity is conducted

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respectfully and is generally well received by the public. He thanked the Council for considering his request.

Vice-Chair Whipple closed the public comment period.

### **Action Agenda**

#### **4 The election of the Municipal Council Chair and Vice-chair (26-007) [00:17:14](#)**

Mr. Harrison reminded those present that according to the city code, the council is required to elect a chair and vice chair each year, with the stipulation that a chair cannot serve more than two consecutive terms. He noted that if there are no questions, a motion can be made, emphasizing that there will be no debate on this item. He encouraged the council to vote at their own pace, whether quickly or taking more time as needed.

**Motion:** Councilor Hoban nominated Councilor Katrice MacKay as chair.

Vice-Chair Whipple called for a vote on the nomination.

**Vote:** The vote passed 7:0 with Councilors Bogdin, Christensen, Garrett, Hoban, MacKay, Whipple, and Whitlock in favor.

**Motion:** Chair Garrett nominated the Councilor Craig Christensen as vice chair.

Vice-Chair Whipple called for a vote on the nomination.

**Vote:** The vote passed 7:0 with Councilors Bogdin, Christensen, Garrett, Hoban, MacKay, Whipple, and Whitlock in favor.

*Chair MacKay conducted the remainder of the meeting.*

#### **5 A resolution appropriating \$234,611 in the general fund for pay adjustments to select sworn public safety positions. (26-011) [00:21:25](#)**

**Motion:** An implied motion to approve Resolution 2026-1, as currently constituted, has been made by council rule.

Daniel Softley, Director of Human Resources, presented. He requested an appropriation of \$234,611 from the General Fund to make a grade adjustment for certain sworn Police and Fire positions, effective with the pay period beginning January 18, 2026. He noted that this item was previously discussed with the Council during a work session on December 16, 2025. Mr. Softley explained that the market for sworn public safety positions remains highly competitive. He stated that Human Resources recently completed a compensation study reviewing 32 police agencies and 22 fire agencies to assess Provo City's current position following recent market adjustments made by other agencies. He explained that the City's goal is to keep pay grade maximums within 5 percent of the market median. He noted that starting pay for police officers was adjusted in July based on available market data, but that pay ranges for key positions, including the officer series and sergeants and their fire department equivalents, are

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now approaching the City's threshold. He stated that additional market movement, particularly among agencies operating on a calendar-year fiscal cycle, has prompted the need for further adjustments. Mr. Softley explained that the proposed police adjustments include a one-grade increase for Senior Officer, Master Officer, Sergeant, Lieutenant, and Captain positions. He stated that for employees with five or more years of experience, this would increase the pay range maximum by 5 percent, resulting in an immediate pay adjustment of approximately 2.44 percent. He added that proposed fire adjustments include a one-grade increase for all ranks from EMT through Battalion Chief, maintaining equity between the Police and Fire Departments and aligning with market data. He concluded that the City's overall compensation strategy is to keep police and fire pay relatively aligned, noting that minor variations exist due to differences in market data across agencies.

Chair MacKay thanked Mr. Softley and opened the public comment period. With no comments received, she closed the public comment period.

Vice-Chair Christensen thanked staff for their work and expressed support for the proposed adjustments. He stated that the City does not want to invest in training public safety personnel only to lose them and appreciated the diligence shown in efforts to retain those employees.

Chair MacKay called for a vote.

**Vote:** The motion passed 7:0 with Councilors Bogdin, Christensen, Garrett, Hoban, MacKay, Whipple, and Whitlock in favor.

**6 An ordinance amending the zone map classification of real property, generally located at 258 W 200 N, from the General Downtown (DT1) and the Residential Conservation (RC) zones to the Medium Density Residential (MDR) zone. Timp. (PLRZ20250431) [00:25:42](#)**

**Motion:** An implied motion to approve Ordinance 2026-1, as currently constituted, has been made by council rule.

Dustin Wright, City Planner, presented the proposed rezone request for a property the applicant is seeking to rezone to the Medium Density Residential (MDR) zone. He explained that the site contains several existing structures and that the applicant has incorporated neighborhood input into plans to preserve those buildings as part of the redevelopment. Mr. Wright stated that there are eight existing single-family homes on the property, some of which currently contain multiple units. The applicant proposes converting seven of the homes back to single-family residences and selling them, with the intent that they be owner occupied, though no deed restrictions are proposed. The eighth structure, a duplex located near 200 North, would remain as a rental unit as part of the overall development. He reviewed the concept plan, which includes new multifamily development on the remaining portion of the site, including fourplexes and fiveplexes. One fourplex at the corner of 300 North and 300 West would be partially owner-occupied, with the upper units owner-occupied and the lower units rented. Mr. Wright explained that the property is currently split between the Residential Conservation zone and the DT1 zone, and the applicant is requesting that the entire site be rezoned to MDR. He noted that the Planning Commission recommended approval of the rezone request with a development agreement to ensure the project aligns with the presented concept plan and density. He outlined key elements proposed for the development agreement, including limiting density to 17 units per acre, converting the seven existing homes back to single-family use, requiring any future additions to meet current City code,

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requiring owner occupancy of the upper units in the fourplex, and providing new gutters and sidewalks around the property.

Corbin Church, of Provo and applicant, explained that the property has been for sale for several years and that the City or nearby residents did not support prior redevelopment proposals. He stated that he worked closely with neighbors and City staff to develop a proposal he believes balances neighborhood concerns with the realities of development. Mr. Church described plans to renovate existing homes on the site and convert them to owner-occupied single-family residences, increasing owner occupancy in the neighborhood. He explained that new development would be limited and designed to fit the existing character of the area, with a mix of owner-occupied and rental units, including duplexes, fourplexes, and fiveplexes, all designed to blend with the surrounding neighborhood.

He noted that the proposed density is 17 units per acre, well below what is allowed in the MDR zone, and stated that the project would significantly improve a long-neglected property. Mr. Church emphasized that the project is not highly profitable but reflects a commitment to preserving existing homes and responding to neighborhood input. He concluded by asking the Council to consider future support, including potential Community Development Block Grant (CDBG) funding, to assist with sidewalk and gutter improvements that extend beyond the project site.

Chair MacKay opened public comment.

John Sutherland, of Provo, asked for clarification on what was meant by the homes being owner occupied without deed restrictions and how that would be enforced. He also asked whether the proposed parking meets City code requirements and expressed concern about whether parking would be sufficient given the number of rental units and the potential student population.

Shannon Bingham, of Provo, shared that the Residential Conservation (RC) zone has been essential in preserving existing homes on the block and preventing high-density development. She noted that the neighborhood has rejected multiple high-density proposals over the years and emphasized that the area is heavily rental based, making increased owner occupancy important for neighborhood stability. Ms. Bingham expressed support for Mr. Church's proposal, stating that he worked closely with neighbors and incorporated their feedback, resulting in a plan that significantly increases owner-occupied homes. While acknowledging concerns about rental units, she stated that the neighborhood is willing to support the project in exchange for more owner occupancy. She also stated that parking in the area is sufficient and expressed a preference for preserving green space, tree-lined streets, and the historic character of the neighborhood. She raised concerns about widening sidewalks and encouraged solutions that maintain accessibility without negatively impacting neighborhood character.

Chrissy Basher, of Provo, spoke in support of the project, stating that it would help prevent existing homes from falling into disrepair or being replaced with large, high-density apartment complexes in an already rental-heavy neighborhood. She noted that the proposal increases owner-occupied homes and maintains neighborhood character by preserving many of the existing houses. She acknowledged tradeoffs, including increased density, reduced yard space, and loss of some green space and wildlife habitat, as well as the loss of a potential neighborhood park identified in the neighborhood plan. Ms. Basher encouraged high-quality construction, designs that maintain neighborhood character, and consideration of deed restrictions to support long-term owner occupancy. She also emphasized the need for a pedestrian and bicycle crossing at 300 North and Freedom Boulevard, noting that it is identified in the neighborhood plan and would improve safety given existing pedestrian, cyclist, and transit activity in the area.

Kristen Cramer, of Provo, spoke to continue the comments of Shannon Bingham, whose time had run out. She shared that multiple neighbors have requested that the nine perimeter homes remain owner occupied in perpetuity through deed restrictions. She also encouraged the Council to consider approving the rezone with a condition that deed restrictions be applied to the four interior townhomes if they are sold in the future. Ms. Cramer emphasized that maintaining long-term owner occupancy is of the utmost importance to the Timp neighborhood and stated that deed restrictions would help support a strong, healthy community now and in the future.

Ethan Unkelsby, of Provo, spoke in strong support of the proposal, stating that neighborhood residents are enthusiastic about the plan. He said the project would help clean up long-neglected properties, bring in long-term, owner-occupied neighbors, and strengthen the sense of community in the neighborhood. Mr. Unkelsby shared a personal perspective, noting his desire to see more families with children move into the area and stay, rather than experiencing frequent turnover from short-term rentals. He stated that the proposal creates that opportunity and reflects the type of development residents want to see. He encouraged the Council to reduce barriers and support similar projects elsewhere in the City, acknowledging that while the plan may not meet every preference, the overall benefits to the neighborhood make it worth supporting.

Andrea Busby, of Provo, shared her support of the proposal, noting her professional background in human development and neighborhood research. She stated that the Timp neighborhood should not become a “child desert,” where housing patterns prevent families from living, building community, and thriving. Ms. Busby explained that research shows children and families benefit from neighborhoods with higher owner occupancy and lower residential turnover. She noted that owner-occupied homes and larger rental units, such as three-bedroom units, tend to have lower turnover than smaller rentals, which currently dominate the neighborhood. She stated that the proposed mix of housing would allow families to remain in the neighborhood as their needs change. She added that the development would help retain young families, increase neighborhood stability, preserve owner-occupied housing, and add family-sized rental options, while still supporting increased density. She concluded that the proposal aligns with the neighborhood’s goal of remaining family-friendly and stable.

Katie Frey, of Provo, expressed support for the project and shared her excitement about the opportunity it would provide for her family. She stated that she and her partner recently had a baby and view the proposed housing as a long-term option that would allow them to live close to family and within walking distance of the recreation center. Ms. Frey expressed hope that the project could move forward soon and shared her enthusiasm about raising her family in the neighborhood, which she described as a great location and a place where they are eager to put down roots.

Jessica Templeton, of Provo, expressed support for the project and echoed the comments made by her sister. She shared that she and her husband are excited to move into the neighborhood and look forward to raising their family there long term. Ms. Templeton described their excitement about becoming part of the neighborhood, planting roots, and growing their family in Provo. She thanked the Council for its time and for considering the proposal.

Chair MacKay closed public comment and invited a council discussion.

Councilor Bogdin expressed appreciation that the proposal would add owner-occupied housing to the Timp neighborhood, noting that this has been a long-standing need she has discussed with

neighborhood residents. She stated that she is hesitant to support the proposal without deed restrictions, explaining that long-term owner occupancy is important for neighborhood stability. She also raised concerns about sidewalk width and ADA compliance, noting that accessible sidewalks are especially important given the proximity to the recreation center. Councilor Bogdin stated that she understood the concessions already made by the applicant and indicated that, if Community Development Block Grant (CDBG) funding were considered, sidewalk improvements would be a high priority for her.

Chair MacKay responded to questions raised by a citizen regarding parking and deed restrictions. She stated that the proposed development exceeds the City's parking requirements for the new units, noting that the parking is provided in a clustered configuration as a creative infill approach. She also explained the purpose of deed restrictions, stating that they are used to ensure homes remain owner occupied in perpetuity. She noted that deed restrictions follow the property through each sale and are often used alongside, or in place of, homeowners associations. Chair MacKay added that this tool has been used in recent years and historically to help preserve and stabilize older neighborhoods in Provo.

Vice-Chair Christensen stated that he toured the site and expressed support for the project, describing it as a creative infill proposal that preserves existing homes and responds to both the housing and homeownership challenges in the neighborhood. He noted that the developer has worked closely with neighbors and made reasonable concessions. He emphasized the importance of increasing deed-restricted homeownership, stating that while he generally supports a goal of 50 percent homeownership in projects, he recognizes the unique nature of this proposal. He said he would support the project if all nine standalone homes are deed restricted to remain owner occupied in perpetuity. Councilor Christensen also stated that he would be open to not requiring six-foot-wide sidewalks around the entire block, suggesting that sidewalk improvements along 300 North, which provides access to the recreation center, may be a higher priority. He concluded that without deed restrictions on all nine standalone homes, he could not support the proposal.

Chair MacKay stated that she understood the neighborhood's preference for three-foot sidewalks and expressed support for allowing that option if it is what the developer ultimately proposes. She noted that her understanding of approving sidewalks narrower than current standards would require a Council exemption.

Councilor Garrett stated that the Council could influence the sidewalk approach and noted that the development includes parking in excess of City requirements, with 58 stalls proposed compared to 44 required. He expressed support for placing deed restrictions on the nine owner-occupied homes and stated his hope that the developer would agree to that condition. He added that he has toured the site and described the project as well designed and beneficial to the neighborhood. Councilor Garrett concluded that he would support the project if deed restrictions were included.

Councilor Hoban expressed appreciation to the developer for proposing a creative project and for working closely with the neighborhood. He stated that it was encouraging to see strong neighborhood support for the proposal. He echoed comments from other Council members, stating that ensuring the homes remained owner occupied in perpetuity would help address neighborhood concerns and would make him more comfortable supporting the requested changes.

Chair MacKay expressed strong support for the project, stating that she is very passionate about the proposal and appreciates the effort to preserve and restore the historic homes in the neighborhood. She shared that she first learned about the area through neighborhood residents, toured the homes, and worked extensively to find a developer willing to pursue a preservation-focused approach rather than high-density demolition. She noted that many previous proposals involved demolishing the homes for large apartment developments and stated her appreciation that Mr. Church was willing to take on a more challenging and costly restoration project. Chair MacKay highlighted that the project would significantly increase owner occupancy in the block, from a single owner-occupied home historically to nine under the proposed plan. She stated that her primary concern is ensuring that the nine homes remain owner occupied through deed restrictions and expressed support for moving forward with the project if that condition is included.

Councilor Whipple expressed strong support for the project and thanked the developer for working on behalf of the community. She discussed the proposed street improvements, noting that removing the existing deep irrigation gutters would likely be more costly than sidewalk construction but it is important for safety and parking. She stated that Community Development Block Grant (CDBG) funding could be appropriate to assist with those improvements. She shared that she is supportive of wider sidewalks if they can be constructed while preserving existing trees and noted that the decision would largely depend on cost. Councilor Whipple also raised a question about one property shown without off-street parking and suggested exploring whether a driveway or tandem parking could be accommodated through a variance or other approval. Regarding deed restrictions, she sought clarification and stated her understanding that the restriction would require owner occupancy for at least one year after a sale, during which time a rental dwelling license would not be issued. She noted that this approach would still allow flexibility for temporary absences, such as missions or sabbaticals, while maintaining the expectation of long-term owner occupancy. She concluded by thanking the developer again and expressed appreciation that his daughters would be moving into the neighborhood, noting the positive reception from nearby residents.

Mr. Church stated that the proposed conditions discussed by the Council are acceptable to him, including applying deed restrictions on all nine homes to ensure owner occupancy. He explained that while the development agreement requires the homes to remain single-family residences, he acknowledged that this alone would not prevent future rentals, and he agreed that deed restrictions would address that concern. He also stated that adding a driveway to the referenced property is feasible and that he would work with planners to make that adjustment. Regarding sidewalks, Mr. Church expressed support for six-foot sidewalks if Community Development Block Grant (CDBG) funding is used, noting that he would prefer flexibility to narrow sidewalks where necessary to preserve existing trees.

Gordon Haight, Director of Public Works, stated that staff walked the site and determined that a six-foot sidewalk can be installed without impacting existing trees. He explained that while ADA standards require a minimum four-foot sidewalk with periodically wider passing areas, the City typically installs six-foot sidewalks, which meets accessibility requirements without needing additional accommodations. He noted that staff could manage either approach but confirmed that a six-foot sidewalk is feasible at the location.

Councilor Whitlock asked if the gutter is much more expensive than the sidewalks.

Mr. Haight explained that replacing the curb and gutter is more complex and costly than sidewalk work due to necessary changes to road grades and driveways. He stated that curb and gutter improvements

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could cost at least one-and-a-half times more than sidewalk replacement. He noted that using Community Development Block Grant (CDBG) funding was identified as a good solution and stated that Public Works supports pursuing that funding to help offset costs. Mr. Haight added that staff support the project and are committed to assisting with funding efforts.

Brian Jones, City Attorney, clarified that City standards related to property lines and sidewalk widths are established in code and that applications for variances may be submitted to the Board of Adjustment, not the Council. He noted that while variances are possible, they are not guaranteed and were not approved as part of this meeting.

Vice-Chair Christensen stated that while he supports sidewalk improvements, he expressed concern about prioritizing the use of Community Development Block Grant (CDBG) funds. He noted that there are other pressing needs in the City, such as providing safe routes to school for children, and questioned whether using CDBG funds for this project should be a priority. He also acknowledged that decisions on variances and certain funding matters may not ultimately rest with the Council.

Mr. Jones clarified that decisions regarding funding and variances would not ultimately be made by the Council. He emphasized that Community Development Block Grant (CDBG) funds are not guaranteed and may not be awarded. He stated that while there is enthusiasm for the project, any proposed funding or approvals would need to follow the appropriate, separate processes.

Councilor Bogdin explained that Community Development Block Grant (CDBG) funds can only be used in certain areas of the City, which limits their availability for other neighborhoods with sidewalk and safety needs. She noted that similar CDBG-funded projects have been completed in other areas and stated that using the funds for this location, particularly as a route to the recreation center, is a good opportunity to address the deep irrigation gutters. She asked staff whether the sidewalk improvements would extend further toward the street and potentially cover the existing gutters, noting that gutters in other neighborhoods are wider and more noticeable.

Councilor Whitlock raised a neighborhood safety concern for informational purposes. He noted that many pedestrians cross Freedom Boulevard near 300 North at an informal crossing by the Smith's parking lot, even though there is not a formal street intersection there. He shared from personal experience living in the area that the crossing is heavily used and can be unsafe and asked whether improvements at that location could be considered or potentially coordinated when discussing possible use of Community Development Block Grant (CDBG) funding.

Mr. Haight suggested looking at CIP funds for crosswalk.

Councilor Whipple asked whether a traffic study has been conducted to determine if a pedestrian and bicycle crossing is warranted at Freedom Boulevard and 300 North. She noted that Freedom Boulevard functions as a significant barrier for pedestrians, limiting safe access between the neighborhood and nearby grocery and commercial areas. She emphasized that the lack of a safe crossing makes an otherwise walkable area feel dangerous and stated that adding new housing near the intersection, directly across from Smith's, could increase pedestrian activity enough to warrant a crossing if one has not already been justified.

Councilor Christensen asked if the implied motion would include all the things discussed and offered by Mr. Church.

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Mr. Jones explained that the ordinance does not make the rezone immediately effective. He stated that the ordinance first approves the rezone in concept and then authorizes the Mayor to negotiate and execute a development agreement consistent with the commitments discussed during the meeting. He explained that while the Council sometimes waits to vote until a draft development agreement is completed, it is also common practice to proceed in this manner. If approved, staff and legal counsel would work with the applicant to finalize a development agreement that memorializes the agreed-upon conditions. He noted that the zone change would not take effect until the development agreement is fully executed by both parties.

Chair MacKay called for a vote.

**Vote:** The motion passed 7:0 with Councilors Bogdin, Christensen, Garrett, Hoban, MacKay, Whipple, and Whitlock in favor.

**7 An ordinance amending the zone map classification of real property, generally located at 1149 N 850 W, from the R1.8 (One-Family Residential) zone to the R1.6 (One-Family Residential) and Low Density Residential (LDR) zones. Rivergrove (PLRZ20250571) [01:23:43](#)**

**Motion:** An implied motion to approve Ordinance 2026-2, as currently constituted, has been made by council rule.

Nancy Robison, City Planner, presented a proposed rezone for a 0.6-acre, irregularly shaped property located near 850 West and 1149 North. She explained that an LDR (Low Density Residential) zone was originally requested to allow two narrow single-family lots, noting that the lot widths would be approximately 47 feet. She stated that a third lot is configured as a flag lot, which is not permitted in the LDR zone. As a result, the Planning Commission recommended that all three lots be rezoned to R1-6 to maintain consistent zoning across the property and avoid having a small, nonconforming area. Ms. Robison noted that staff supports this recommendation and described the proposal as a good infill project, emphasizing that the property has street access from both 1160 North and 850 West.

Chair MacKay opened public comment.

Kristen Cramer, of Provo, shared that she spoke with neighbors about the project and also addressed the Planning Commission. She stated that the general consensus in the neighborhood is strong support for the proposal, noting that residents are eager to see the overgrown lot redeveloped in a way that improves the area. She added that the project aligns with neighborhood needs and priorities, particularly the need for additional housing, and described the overall response as very positive.

Chair MacKay closed public comment and invited a council discussion.

Councilor Bogdin confirmed the lot lines in the diagram.

Chair MacKay called for a vote.

**Vote:** The motion passed 7:0 with Councilors Bogdin, Christensen, Garrett, Hoban, MacKay, Whipple, and Whitlock in favor.

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**8 An ordinance amending Provo City Code regarding development in sensitive lands. (PLOT20250567) [01:29:35](#)**

**Motion:** An implied motion to approve Ordinance 2026-3, as currently constituted, has been made by council rule.

Aaron Ardmore, Planning Supervisor, presented. He explained that the request before the Council proposes amendments to two sections of City code. He stated that Section 15.05.170 would revise the timing for when a hold harmless agreement must be recorded for properties located in a high-water table area. He also noted that Section 15.05.180 would remove the existing exception to the 100-foot river corridor setback for building or development. He stated that these items were discussed in detail earlier and indicated he was available to answer any additional questions from the Council.

Chair MacKay opened public comment.

Tammy Longson, of Provo, expressed concern about the proposed change to the 100-foot river corridor setback. She stated that disturbing the riverbank, particularly during spring runoff, could increase erosion and flooding risks to nearby homes, including hers. Ms. Longson shared personal experiences with past flooding, noting that the river had already overflowed into her backyard, and expressed fear that reducing the setback could worsen those conditions and put the neighborhood at risk. She emphasized that setbacks exist for a reason and stated that she does not support changing it.

Chair MacKay closed public comment and clarified that this would remove the exemption and require a 100-foot setback.

Councilor Bogdin clarified that the proposed code change would not affect projects that have already been approved, as those would be grandfathered in. She explained that any existing developments with a previously approved 40-foot setback would retain that allowance, but going forward, new applications would be required to comply with the 100-foot river corridor setback and could not request approval for development closer than that distance.

Councilor Whitlock expressed appreciation for the Council's shared focus on protecting the river as an important community asset. He noted that the river has not always received sufficient attention in the past and stated that it has been encouraging to see strong alignment among Council members on its importance. He explained that the proposed actions are intended to protect the river while the City develops a more comprehensive plan and framework to better integrate and enhance the river as a long-term asset for the community.

Chair MacKay called for a vote.

**Vote:** The motion passed 7:0 with Councilors Bogdin, Christensen, Garrett, Hoban, MacKay, Whipple, and Whitlock in favor.

**9 \*\*\*CONTINUED\*\*\* A resolution providing for the holding of a public hearing to satisfy certain federal tax law requirements in connection with the issuance of transportation sales tax revenue bonds of Provo City, Utah; and providing for related matters (26-009)**

**10 A resolution adopting an updated water conservation plan. (26-010) [01:36:55](#)**

**Motion:** An implied motion to approve Resolution 2026-2, as currently constituted, has been made by council rule.

Shane Jones, City Engineer, presented the City’s water conservation plan, noting that state law requires the plan to be reviewed and adopted by the Council every five years. He explained that the item is an update to the City’s existing water conservation plan. He reported that Provo’s water demand has decreased significantly since 2000 and that the City is currently meeting the State’s water conservation goal for the region, which is the most aggressive in Utah. He credited residents, City leadership, and the Council for supporting effective water management practices and noted that Provo has been meeting its conservation targets for several years. He outlined several strategies contributing to these results, including sustainable landscaping, tree planting programs, and encouraging wider park strips to reduce heat and evaporation. He also described the City’s use of aquifer storage to reduce water loss through evaporation and provide long-term drought reserves. Mr. Jones highlighted operational improvements such as the City’s SCADA system for real-time water system monitoring, automatic metering infrastructure that helps residents track water use and identify leaks, and ongoing efforts to improve leak-detection software. He also emphasized public education efforts, including the annual Consumer Confidence Report, and water efficiency programs such as drought-tolerant seed giveaways, discounted irrigation controllers, tree giveaways, high-efficiency sprinkler nozzles, and assistance with narrow park strip conversions.

Chair MacKay stated that Provo residents care deeply about water conservation and that this commitment is reflected in the City’s strong results. She noted that while residents may not always realize how well Provo is performing compared to others, the City has been very successful in its conservation efforts.

Vice-Chair Christensen asked for clarification on whether evaporation has any local benefit, noting that evaporation from nearby sources such as Utah Lake may still impact the region and not solely areas outside the state.

Mr. Jones responded that, based on his understanding, only about 5 to 10 percent of the water that evaporates from Utah Lake and the Great Salt Lake falls back into the Great Salt Lake Basin. He stated that while some evaporation does return locally through lake-effect precipitation and may influence local humidity, the majority of the evaporated water leaves the state. He explained that this is why reducing evaporation, such as avoiding watering impervious surfaces like concrete, is an important conservation strategy.

Vice-Chair Christensen stated his support for avoiding water waste, such as watering concrete, and emphasized the importance of recognizing natural water systems. He noted that evaporation and movement of water are part of a dynamic ecosystem and cautioned against framing the issue as water simply being “lost,” even if it moves beyond state boundaries. He clarified that he was not suggesting staff had mischaracterized the issue but wanted to ensure the broader ecological context, including the natural function of Utah Lake, was acknowledged in discussions about water conservation.

Councilor Whitlock referenced the water conservation plan’s note that system losses have averaged about 17 percent over the past five years and acknowledged that losses have recently decreased. He

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asked whether staff has a breakdown of those losses, specifically how much is attributable to pipe breaks and leaks versus metering, accounting issues, or other factors.

Shane Jones explained that system losses include more than just leaks and acknowledged that staff does not yet have a precise breakdown of the causes. He noted that a significant effort has recently been made to replace compound meters, which have multiple registers that were sometimes wired incorrectly or required conversion from cubic feet to gallons, resulting in billing and accounting errors. He stated that correcting these issues should improve the City's water loss numbers. He added that once those corrections are complete, staff will reassess the data to identify other areas for improvement. Mr. Jones noted that an average system loss of around 15 percent is typical nationwide and explained that system losses also include unmetered uses such as firefighting, system flushing, and other routine operational activities, not just leaks or accounting errors.

Chair MacKay opened the item for public comment.

John Sutherland, of Provo, shared that his son in Park City uses a water-use application that provides daily usage data and alerts for potential leaks. He asked whether Provo City should consider investing in a similar tool to help residents better understand and manage their water use.

Chair MacKay closed public comment.

Councilor Bogdin responded that residents do have access to tools to monitor their water use. She explained that customers can view their utility usage online, which allows them to track consumption and see how close they are to reaching higher usage tiers. She added that residents can also contact the City during business hours for assistance in understanding their water usage. Councilor Bogdin noted that these tools were discussed previously as part of the City's tiered water rate structure, which allows residents to adjust their watering habits to manage consumption more effectively.

Chair MacKay called for a vote.

**Vote:** The motion passed 7:0 with Councilors Bogdin, Christensen, Garrett, Hoban, MacKay, Whipple, and Whitlock in favor.

**11        \*\*\*CONTINUED\*\*\* Provo City Public Works Department requests ordinance text amendments to sections 15.03.020(3) and 15.03.200 to update 2025 standards to 2026 standards. Citywide Application. PLOTA20250658**

### **Adjournment**

The meeting was adjourned by unanimous consent at approximately 7:21 PM.