



## THE CALL FOR HELP!

911 Dispatcher: 911, what is the address of your emergency?

Hysterical Caller: I'm not sure of her address...my daughter is pregnant and is hemorrhaging. I am in Provo and am on my way there now....please send help there.

911 Dispatcher: What is your daughter's name? What is her address? How far along is she in her pregnancy?

Hysterical Caller: Her name is (name omitted) and she is in her 3rd trimester... I don't know her address, I only know where she lives....please get help to her now (caller cries uncontrollably)

911 Dispatcher: We will get her help, but I need your help to find her. Do you know what she lives near...possibly a school, church a store, anything you can tell me about

(2nd 911 Call comes into the center at the same time as the above call)

#2 911 Dispatcher: 911, what is the address of your emergency?

2nd Caller: I-15 near the Pleasant Grove Boulevard exit. There is a bad accident.

These calls are just a sample of the several thousand 911 calls for help that are received at the Pleasant Grove Public Safety Answering Point (PSAP) throughout the year. This is in addition to well over seventy-thousand non-emergency calls handled yearly.

What happens when you call for help? Who are the people on the other end of the line? How does it all work? Why do dispatchers ask so many questions when you call 911? I would like to introduce you to your Pleasant Grove Dispatch Center and answer a few of these questions.

The Pleasant Grove Dispatch Center is a state-of-the art 911 dispatch center with all the FCC required Phase II capabilities. What does that mean to you? That means a couple of things; first, if you call 911 from a landline phone somewhere in Pleasant Grove or Lindon, we can immediately see who is calling, the address and phone number you are calling from. Second, within the next six months, if you call 911 on a cellular phone, our center will have the ability to identify where the cellular tower that your call is coming from and be able to re-locate the cell call if the caller is moving. This will be plotted on a map for a visual reference for any landline calls as well as cell phone calls.

In addition to this technology, your 911 dispatch center is staffed with highly trained and capable dispatchers to answer your call for help. The training required to be a 911 operator is very detailed and extensive to ensure the best possible pre-arrival care for you until responding units arrive on scene. The questions asked during a 911 call are needed to help us help you best and to give us a better picture of the situation, which in turn allows responding police, fire and medical units to prepare for their response.

Pleasant Grove is experiencing a growth spurt unlike anything we, who have lived here for a lifetime, have ever seen. The number of calls for help is steadily increasing as our population and volume of traffic increases throughout the city. Only a few short years ago it would be unusual to get more than one or two 911 calls a day. Things have changed....now we receive between eight and ten 911 calls per shift, many of which are from a cell phone. We are working to keep pace with the growth and maintain our goal of providing the best possible service to our citizens if and when you call 911 for help.

Both technology and training are vitally important to best serve our citizens, but in addition to this is the fact that we care about you. The dispatchers at Pleasant Grove Police Department are without a doubt some of the best you will find anywhere. Some of our dispatchers have been with our department for over twenty-five years and others are new and learning from veterans. There are one-hundred sixteen years of combined experience behind the scenes of the 911 Center here in Pleasant Grove. Our dispatchers have themselves experienced the need to call 911 for help and know what it is like to be on the other side of the phone during a traumatic event. They are wives, mothers, daughters, friends and professionals. They are there to answer your call for help.

We at the Pleasant Grove Dispatch Center wish you a safe and happy holiday season. Remember to take the necessary precautions that are needed for you and those you care about to stay safe during the winter months. We are here if you have an emergency and need help...our number is easy to remember. 911.

Happy Holidays!

Sherri Atwood, 911 Manager

## MAYOR'S MESSAGE

Utah's City of Trees experienced tremendous growth in 2007. There were also many accomplishments, acts of service, volunteering and recognitions that have taken place.

Here are a few:

- 900K sq. ft. of commercial, retail, hotel and convention space broke ground
- \$190M in taxable value is being invested in our city
- Another 1.1M sq. ft worth \$310M is in the pipeline
- Pleasant Grove lowered the tax rate for property owners two years in a row
- Construction on a new \$7M recreation facility began in cooperation with ASD
- Fox Hollow (Tri-City) is getting a \$5M face lift; irrigation and club house
- 2000 West/700 North opened from State Street to Pleasant Grove Blvd & I-15.
- The General Plan & Land Use Map have been revised and published
- Historic Downtown participated in a 2020 vision session
- The City implemented a 5-week fast track building approval process
- Served 1260 children reading for 21,732 hours during six week Summer Reading
- Provided Twilight Tales and Movie Nights at the library
- Conducted Book Enders and adult reading programs
- Installed a library online lookup and checkout system, 6 PC's & Spanish materials
- Circulated a "record" number of library materials over previous years
- 45% of our registered voters turned out for the 2007 General Election
- Defended and won three cases against the city
- Passed the 200 mark on CERT trained citizens
- Stopped a string of Bonnie & Clyde bank robbers
- Closed two homicide cases
- Lead the County in the number of misdemeanor arrests
- Won first place in the annual National SWAT Sniper Competition
- Implemented video arraignment in the justice court
- Handled the third highest case load in the county for justice court
- Added offices & sleeping quarters for Fire/EMT round-the-clock coverage
- Added, repaired, or refurbished nearly 8 miles of road, curb, gutter & sidewalk
- Provided 1.8B gallons of culinary & 595M gallons on secondary water
- Secondary water is available to most residents and will be completed in 2008
- Built and opened new 3M gallon secondary water storage tank
- Rehabilitated 2 miles of sewer infrastructure
- Printed Books I & III of the History of Pleasant Grove (Book II due 02/08)
- Improved/completed the Tank Park (Hill Park) & Mahogany Park

On behalf of the staff, volunteers, and elected officials of Pleasant Grove, it has been a privilege to serve you during 2007. We wish you a very Merry Christmas and a Happy New Year!

Michael W. Daniels, Mayor

## COMMUNITY ACTION SERVICES AND FOOD BANK

Thank you for helping us feed families this holiday!

It's the holiday food drive season, and Community Action Services and Food Bank expresses thanks to those who generously donate their food, money and hours of volunteer support. On December 8, church groups and other organizations will unite for the largest annual state-wide food drive. Please remember to leave your donation of food on your doorstep before 8 a.m. the morning of the drive. With your help, we are able to continue our mission of fighting poverty in the community. We ask for your continued support during the holidays by donating \$5 to our I Care fund raiser (for more information, visit our Website at [www.CommunityActionUC.org](http://www.CommunityActionUC.org)). Donations of non-perishable food and hygiene items may be brought to Community Action Services and Food Bank Monday-Friday 8-4:30 p.m. at 815 S. Freedom Blvd., Provo. Call Food Bank Director, Jim Thomas at (801) 373-8200 ext. 216 for more information.

### WINTERIZING YOUR SPRINKLER SYSTEM

It's that time of year that we should drain our sprinkler systems. We are in the process of draining the Pressurized Irrigation System for winter. The C.U.P. shuts down our feeds on October 15th. We still have water in the tank and in the pipes. In most cases the sprinkler system will drain into the main line. We ask you to turn off your valve, (you should have a valve after the cities valve) around November 20th. This will help you from possibly being flooded out in the spring when we turn the water back on. The water will be back in the system around the first of May when you should turn your valve on and fill your system. You are responsible to take care of everything from the city shut off valve to the rest of your system. It is also time to make sure that hoses are disconnected from the tap to prevent freezing of pipes in the home. You also should clean roof drains and gutters and make sure they drain away from the home.

Please do not tamper with water meters. There have been several meters damaged because of freezing due to homeowners opening the meters. City personnel, by city code, are the only ones authorized to open the meters. If you need assistance, please call 85-2941. Thank you for your cooperation.

### CROSSING GUARD NEEDED

We are seeking a permanent or temporary person to fill a Crossing Guard position. This is a paid, seasonal position. The times of the day vary. The times are from 07:30 to 08:00 am and 08:45 to 09:15 in the morning and 2:00 to 2:30 and 3:30 to 4:00 in the Afternoon except on Mondays they get out 1 hour earlier. If you are dependable and enjoy children, please contact Lt. Clark Nielsen at 801-785-3506.

### DOWNTOWN 2020 ACTION PLAN

The Community Development department is currently underway with the preparation of a downtown revitalization plan called DOWNTOWN 2020. Several workshops have already been held involving the public and various groups, including the downtown area property owners. The City intends to have an approved draft for a City Council public hearing in January. A follow up meeting for downtown property and business owners, as well as for the general public, is scheduled for Wednesday, December 12, 2007 at 7 pm in the City Council chambers at 86 E.100 South in Pleasant Grove. For more information, call 785-6057.

## NEWS FROM THE LIBRARY

Sign up for Winter classes begin December 17th for Story Time and Wee Read. You may register for these classes on line with Library card at [plgrove.org/library](http://plgrove.org/library). For Music & Movement you will need to come in and sign up.

Classes starts the week of January 7, 2008 with classes ending the week of February 11, 2008.

**Music and Movement:** This class is designed for children 3 1/2 -6 years old. Three year olds need to be potty trained and be 3 years old by July 1, 2007 to enroll. Class size will be limited to 12 students. \*note: No class on January 21st. Classes will be held at 10:00, 11:00, 12:00, and 1:00. Cost is \$5.00.

**Story Time** is for Children ages 3-6. Classes will be held Tuesday or Wednesday at 10:00, 11:00, or 1:00. Registration fee is \$5.00 Story time runs approximately 40 minutes. The theme for this session is "Who Are The People In Your Neighborhood?"

**Wee Read** is a class for little ones, eighteen months to three years. Each child must have an adult lap to accompany them. Registration is a must because of limited space. This is a FREE program. Class is held on Thursday at 10:00, 11:00 and 12:00.

**A.S.A.P.** (After School Activity Program): These classes are FREE, for children ages 6 to 12. but you must sign up and obtain tickets to allow the library to plan for this event. Tickets will be available two weeks before the event at the front desk.

January 17, 2008, 4:30 pm ~ Theme: "Commotion Under The Ocean; February 21, 2008 at 4:30 pm ~ Theme: "Under the Big Top"

**R.E.A.D Book Group:** December 13, 2007 at 10:00 am Holiday Stories and Readings. Presented by Eloise Fugal

On Friday, December 21 at 10:30 a.m., Spanish Story time at the library will focus on Tomie de Paola's The Legend of the Poinsettia told in Spanish with marionettes. Come enjoy this beautiful story as well as a Christmas pinata with us that morning.

### UTAH CHILDREN'S CHOIR ANNOUNCES CHRISTMAS CONCERTS

The Utah Children's is busy rehearsing for their annual Christmas Concerts. If your family likes good music to listen to at Christmas these concerts would be a "must attend." There is nothing more thrilling than to listen to Christmas music sung by these beautiful voices, and the selections are so wonderful! Put these dates on your calendar: Dec. 8 at the Utah State Hospital Chapel in Provo and Dec. 11 at the Alpine Art Center in Alpine. These concerts will both begin at 7:30 p.m.

The choir just finished performing at the UCC Family Dinner Event. This was a very successful affair and the children did a super job in their performance. The food, prepared by our Parent Organization was delicious, too!.

The choir and Parent Organization are currently selling Booster Passes for the choir. This is a special discounted pass to get you and your family into three of our concerts this year. We help you and you help us by supporting the Choir with these pre-purchased tickets. The Booster Pass price is \$12 for an individual, \$20 for a couple, or \$25 for immediate family. Contact Lisa Best, 756-5446 or Lutie Larsen, 785-7416, to purchase your Booster Passes or for more information.

## FROM THE PUBLIC WORKS DEPT.

### *City Objective*

One of Pleasant Grove City Public Works' main objectives is to provide a plan for the safe movement of emergency equipment, vehicle traffic and pedestrians through the City. A snow removal plan has been developed to assist with this objective in order to maintain streets in hazardous weather conditions.

Pleasant Grove uses the following priorities to establish the urgency of snow removal within the city:

1. All main arterials considered to be the minimum network which must be kept open to provide a transportation system connecting police/fire stations and rescue squad units.
2. All remaining arterials, selected collectors, bus routes and around schools.
3. All other selected collectors completing the network covering the major traffic volume streets and selected troubled areas such as intersections, and hills.
4. All remaining streets, such as residential and local streets.
5. Cul-de-sacs last.

If cars are parked in a cul-de-sac, that cul-de-sac will not be plowed.

### *Resident Responsibilities*

"Safety is everyone's responsibility."

Residents are required by ordinance to keep parked vehicles off the roads between the hours of 10:00 p.m. and 7:00 a.m. each year from November 1st through March 15th.

Swerving snow plows in and out of parked cars is dangerous, and the operators cannot make adequate passes on the streets.

In addition, the City asks that there be no placing, dumping or pushing of snow into the streets or right-of-ways from the adjacent properties.

Clear your sidewalks especially after the snow plows have finished plowing to the curb.

Salt and/or sand all icy areas both on the sidewalks, driveways, steps and pathways.

Try to assist your elderly and handicapped neighbors with their snow removal. When income allows, hire help.

### *Q's and A's*

- Q.** Where I came from, the city.' plowed all the streets. Why not here?
- A.** As mentioned earlier, all the streets are plowed in a priority. When the main arterial streets are plowed for better transportation, then the residential ones are completed Sometimes' the snow continues to fall, much of the city's time is spent on the arterial streets, however the residential streets will be handled as soon as possible, thereafter.
- Q.** Why not plow, to the center?
- A.** Piling snow in the center of a street can become a dangerous situation. Traffic is restricted. The freezing and thawing adds to pavement deterioration. Sight is obstructed and residents have problems entering and exiting their driveways.
- Q.** Can't the City remove the snow they put in my' driveway?
- A.** If you consider the large number of driveways in the city, it's too costly and time consuming to use additional people and equipment to perform this service. Our primary duty is to open and keep open the main roadway system. Our crews try to keep this situation to a minimum.
- Q.** Why do the plows go so fast and throw snow on my sidewalk?
- A.** Plows need to go a minimum speed in order to throw the snow off to the side. We ask our operators not to throw the snow any further than necessary.
- Q.** Why don't your operators put the blade", down and plow all the snow off, down to the pavement?
- A.** The street department uses gravity plows that can be mounted on the same trucks we use during the summer. These plows tend to ride on top of compacted snow. In addition, bare pavement snow removal tends to damage water valves, access structures, pavement markings and plows.

## SEASONS GREETINGS FROM YOUR FIRE CHIEF

I love the smell of pine and the sights as I enter a home adorned with a Christmas Tree in the corner and decorations strategically placed thither and yon. I even like the pine smell artificially produced to take the place of an "organic" tree.

With dusk arriving earlier now, as I drive home, I like to see all the homes slung with lights, some indicating certain commitment levels or spousal subservience, others depict pure dedication to the art of the season. The chill in the air adds calm to the sidewalks and other foot paths. Even with the stressors of the day lingering, on my drive home, things slow down and the colorful distractions seem to gnaw away at the day's carry-over rush.

It seems to look a lot like Christmas sooner this year. Probably a result of the mild November weather we enjoyed.

"The Holidays", as it is called by so many, brings a few more sweets, contemplative reflections, a portion of goodwill, a dose of religion, and romance. Everyone that read the previous sentence can come to grips with the sweets, the reflections, the goodwill, and hopefully the dose of religion (which if honesty and frankness were apropos at this juncture and within this medium, one might simply say this single, but sometimes elusive element in our lives, might prove to be curative to the ills we endure or at least it would change the treatment and prognosis), but the romance? If the romance of Christmas escapes you, maybe it's time to check out the old movie, "White Christmas". Now that's romance. I know, I probably seem like the wrong generation for a movie of that age, but under this seemingly impervious and hardened outer shell, is just what you'd expect - a fire chief that has had enough of all this fluffy softness. It's time to talk tough about Christmas safety!

For those that have not had a chance to string those luminous, blinking, tungsten centered - glass bulbs yet, be careful on that ladder. Don't lean out and reach beyond what you can touch standing straight up. Enjoying the season in a cast, healing from a long bone fracture, leaves little room for Holiday Cheer.

Don't overload your circuits! Spread things out and use different outlets. Use protected power strips and make sure they are appropriate for the usage - indoors and out.

Be careful with candles!

If it has been a long time since the last fire in your fireplace, have it checked before you torch that log. Nothing locks up the brakes on a quiet evening at home like a chimney fire.

My final safety tip is an easy one. Plan your decorations with the audience in mind. In other words, if you will have little elves running about, make sure they are not endangered by the type or placement of your ornamentations.

No other time of year instills this level of emotion, good and bad. So, take a deep breath and be a little more patient, a little more friendly, a little more mindful of others and of course, a little more romantic! Lay down on the floor with your children or your grand kids and watch that train go around the tree. Dim the lights and put on your favorite holiday song, and have a slow dance with that special person that does more for you than you really notice. Clean the snow off your walk - clean the snow off your neighbor's walk. Don't just give gifts, give of yourself too. Oh, and please be safe!

Merry Christmas!

Marc Sanderson, Fire Chief

## PLEASANT GROVE BUSINESS ALLIANCE

Please join the Pleasant Grove Business Alliance on Friday, December 7, 2007 for a Holiday Social. The meeting begins at 12:00 pm in the basement of the Pleasant Grove Library. Members of the Pleasant Grove High School Chamber Choir will be performing Holiday favorites. Join us for a light lunch sponsored by Edward Jones Investments. Happy Holidays from the PGBA!

## RECREATION NEWS

**Cookie class** – Saturday, Dec.22 from 10 to Noon Ages 5 and up -there are a few spots open

**Toddler Gym** –Ages 2 to 4yrs. Mom and me class – session 3 starts Jan 9 – Classes are held on Wed. from 10:30 to 11:30am

**Chess club class** - Register for Session 2

Starts Back up Jan 10-

Meets on Thursdays from 4 to 5pm for 6 weeks

**Itty Bitty Ball** (Ages 3 & 4) - Learn pre sport skills such as catching, kicking, throwing and dribbling in a fun atmosphere. Each class will focus on one sampler sport which includes: football, basketball, baseball and soccer. Parents are strongly encouraged in assisting child in class sessions learning these skills.

Registration Dates: January 2 and goes until filled.

Choose a Time: 11:00 a.m. or 1:00 p.m.

Class Dates: Feb., 12, 14, 21 & 26.

**Aerobics Class** – Monday/Wednesday/Friday 9:30 – 10:30 A.M. Fee: \$1.50 per class or \$15 for a monthly pass which includes use of the weight room.

**Sub for Santa Jr. High Age Stomp** – December 14th Time: 7:00 to 9:30 pm Parents are welcome!

Pleasant Grove City Recreation is currently accepting applications for adult league supervisors, scorekeepers, adult & youth referees.

## HEAT PROGRAM NOW OPEN

Community Action Services is now accepting applications for the HEAT program, a program which assists low-income households in making utility payments through the winter season. A one-time payment per year will be submitted directly to utility companies for individuals who qualify. Disbursements are based on income. All Utah County residents interested in applying must call 373-8200 from now until the end of April for an appointment. Low-income households and those with disabilities are especially encouraged to apply. Applicants must meet income guidelines and provide all required documentation. Homebound individuals may request an Outreach worker to come to their home to assist in the application process. First-time applicants in Utah County must complete an energy education class as part of the process (energy class is waived for disabled or elderly applicants).

Please go to [www.CommunityActionUC.org](http://www.CommunityActionUC.org) for more information or call 373-8200.

## KIWANIS NEWS

**WANTED:** Good men and woman who would be willing to serve the children of Pleasant Grove.

Must be willing to give of your spare time. Have a love and concern for our kids and some ideas of how to help build a great community for our children. Rewards are smiles and warm fuzzy feelings for helping out, along with the making some great new friends. To find out more how you can become involved with Kiwanis call Mike Gordon 785-4615, Lyle Thacker 785-3017 or Mike Chamberlin 830-5585.

## FREE NUTCRACKER PERFORMANCE

Catch the spirit of Christmas with the Hot Shots Dance Studio's production of the Nutcracker. The seasoned talent and spectacular costumes and set make this a wonderful show for the whole family.

Performances are open and free to the public on Monday and Tuesday evening, December 3 and 4 at 7:00 pm. Doors open at 6:30 pm at the Pleasant Grove High School Auditorium.

## HABITAT FOR HUMANITY OF UTAH COUNTY – “MORE THAN A HAMMER”

With a rising housing and land costs in Utah County, many local hard-working, low-income families cannot afford to purchase a home of their own. They struggle to make ends meet and are often forced to live in substandard housing. Habitat for Humanity of Utah County works to alleviate these conditions by building safe and affordable homes with these families and providing them with no profit, no interest mortgages. Since 1991, we have built or renovated 26 simple, decent homes providing 41 area adults and 91 children with stable and low-cost housing.

Such an endeavor could hardly be accomplished without the dedicated support of local community members who give their time, expertise, and resources to make this dream of homeownership a reality. Though building homes is a significant part of what we do, there are many ways community members can help besides volunteering on a build site. We are always in need of volunteers to serve as committee members, mentor partner families, help with landscaping, pick up ReStore donations, man a community booths, and assist with affiliate events. The affiliate is also in need of professional volunteers with construction experience.

Clearly, there is more to Habitat for Humanity than just building homes. The effect of what we do is felt at every level in the community, from the individual, to families, to neighborhoods and communities. By volunteering your time or donating land, older homes, building materials, financial resources, or ReStore items, you will not only be helping a family realize the dream of homeownership. You will learn new skills and make new friends, while helping to build bridges between cultures and classes. The families you serve will be provided with a lifetime of stability and greater opportunity. Finally, our neighborhoods and communities will be made safer and more beautiful when more of our fellow citizens are finally able to realize that dream of homeownership.

To volunteer, donate, or for more information, please contact Habitat for Humanity of Utah County at (801) 344-8527 or look online at [www.hfhuc.org](http://www.hfhuc.org). All donations are tax deductible.

Habitat recently opened a ReStore Home Improvement Outlet at 626 North Freedom Blvd., in Provo where we sell donated new and used construction materials, appliances, and furniture to the public. The store proceeds are then used help to fund local Habitat construction. Tax deductible donations are also being sought and are welcomed during store hours – Monday through Friday from 10-6 and Saturday from 9-3. Call (801) 373-7867 for more information.