



HYRUM CITY

NEWSLETTER



www.hyrumcity.com

September 2011

Animal Control	245-9060
City Office	245-6033
City Shop	245-6481
Court	245-0114
Emergency	911
Fire Station	245-7634
Garbage	716-9755
Library	245-6411
Museum	245-0208
Post Office	245-6071
Senior Center	245-3570
Sewer Plant	245-3123
Sheriff Dispatch	716-9400
State Park	245-6866
Zoning	994-1180
Mayor Howard	245-5501
<u>Council Members</u>	
Craig Rasmussen	245-7772
Martin Felix	245-3765
Paul James	245-4695
Stephanie Miller	363-7113
Tom LaBau	245-3087



MESSAGE FROM THE MAYOR – A recent email solicited Hyrum City's participation in a customer satisfaction survey to determine customer loyalty. Invitational materials cited a number of general statistics, including the fact that 96 percent of consumers don't complain to management about commodity prices or poor customer service--they just shop somewhere else next time.

Of those leaving a particular merchant, only 25 percent shop elsewhere because of price, while 73 percent patronize other outlets because they are dissatisfied with customer service. The marketing message to those in management is clear: businesses improve profitability by improving customer service first, then cutting prices where possible.

Hyrum City participated in a customer satisfaction survey many years ago and frankly under better economic times it may be well to commission a study again to map our progress. However, during this time of economic difficulty, the money may be better spent trying to improve both customer service and cutting costs where possible to keep users happy.

Unfortunately, customers of municipal utilities and other governmental services can't always shop somewhere else when they are treated poorly or are otherwise dissatisfied with the service. At Hyrum City we're sensitive to the plight of the captive customer and do our best to provide efficient, reliable services at the most economical price as well as attempt to treat residents as we would like to be treated.

This doesn't mean we can always grant the customer's wishes. There are limitations imposed on us by federal and state regulations as well as insurance policies and budgetary limitations. And, as we try to provide good customer service, we also must be sensitive to our fiduciary responsibilities to the community as a whole while attempting to meet individual customer expectations as well.

Maintaining a balance between expectations and cost of service is a delicate matter at times, especially in an environment of regulation and limited control over costs, but we pledge to do our best to meet your needs. If you see areas where we could improve, please drop me a note, an email (dhoward@hyrumcity.com), or call me at 245-5501. I appreciate your thoughts and comments.

Sincerely,
Mayor Dean Howard

HYRUM HISTORY BOOK – As mentioned in previous newsletters, a committee is working to put together a history book for Hyrum from the years 1970-2010. If you have any pictures, family histories, journal entries, or memories that you might have pertaining to events in Hyrum during this time period. Information or pictures will be documented and returned. All information will be considered, but may or may not be used in the book. You can bring it to the city office, Monday thru Friday; 8 a.m. to 5 p.m

September 1

City Council
6:30 p.m.

September 5

Labor Day
City Offices Closed

September 8

Planning Commission
7:30 p.m.

September 15

City Council
6:30 p.m.

SEWER LINES – It is that time of the year when the city cleans a portion of our sewer lines. The focus will be on the east and southeast area of Hyrum this year.

This is accomplished by pressure washing and vacuums that are truck mounted. Sometimes there is a pressure surge which splashes up through your toilet and sink drains. We are not pushing the contents of the main line into your house. That which may be splashed is in your lateral pipe on your property. While this is rare it may happen, other times you may hear a rumbling sound in the pipe work echoing in the house as the washer cleans in the street. If you see or hear the cleaning trucks in the area we suggest you raise your toilet seat, and place a towel over the bowl and put the seat down to hold the towel. This generally contains the water splashing.



The cleaning crew will raise up stream and down stream manhole lids to try to relieve the pressures that are generated to illuminate any problems.

We will be distributing door hangers to notify you as the cleaning progresses through the neighborhood. There may only be a day or two advance notice with this process as we cannot predict the speed with which the cleaning takes place.

Your patience is appreciated with this process. If you have any questions call the city office at 245-6033, or the after hours pager is 206-1333 and enter your phone number for someone to return your call.

MESSAGE FROM THE FIRE DEPARTMENT - Hopefully everyone was aware of the new fireworks that were available to them this year; many used them as I listened to the evening pops and whistles. There are a couple of items I would like to review. It seems there are some of the "cakes or aerial shots" that need stabilization to stand up to the reaction of the rocking fireworks. A number of them tipped on their sides and following shots have gone into yards and crowds instead of the air as we all plan. This happened around the state enough that there was a discussion on the Fire Marshals Association web site.

Part way through the month of July there was a restriction of fireworks east of 800 East. I can attest to the fact not everyone got the message as I live in that general area. Anyone who reads or watches the news I am sure you heard the complaints of the late (or early) hours some of us set off the fireworks. As this was a wetter than normal year, there were very minimal fires set by the fun. Thank you for your caution and care. – Kevin Maughan ~ Assistant Fire Chief

LOGAN ENVIRONMENTAL DEPARTMENT – Logan City Environmental asks that residents please refrain from overfilling garbage cans, green waste cans, recycle cans, and commercial dumpsters. A container is considered overfull if the lid will not close completely. Overfilling containers make it difficult for waste collection professionals to empty the cans and increases the likelihood that garbage, recycling, and green waste will spill from the containers onto the ground. Overfilling cans also causes the container to be too heavy for our trucks to lift. If you have extra garbage, we can help! Call our office at 716-9755 to learn about pricing for extra curbside garbage, recycling, and green waste empties. Excess garbage can also be taken to the landfill for a fee. Recycling and green waste are accepted at the landfill, 1400 W. 200 N. Logan, at no charge. Do your part; please do not overfill your containers. Thank you! www.loganutah.org

BURN PERMITS – The burning season is currently closed. The burning season for fall burning is tentatively scheduled to open on October 1st. Please remember to call the city office to obtain a burning permit before you start a fire. Thanks!



STORMWATER – Properly dispose of chemicals, used motor oil and trash. Storm drains are not the place to dispose of waste. Anything that enters a storm drain goes directly to the nearest stream, not to a treatment plant. Action Steps: Dispose of used motor oil properly. One quart of oil can contaminate two million gallons of water.

Please help make sure that "only rain goes down the drain!" If you see anyone dumping into the storm drain, please call our hotline at 245-6033.

LIBRARY NEWS – The library's summer reading program ended this year with a big bang. Nearly 500 attended the closing swim party at Logan Aquatic Center. The total number of hours read this summer by those participating was 22,125. What a great response to reading as a family. Our top winner for the adults was Candi Barrington, Teresa Bertolio, and Mandi Jenkins. The winners for our older teens were Montana Rebalkin, Shakill Richards, and Nicole Briggs. The 13-15 year old winners were Ethan Fox, Abby Bushman, and Morgan Shumway. Joshua Blankenship, Adisyn Brown, and Cheyenne Brown were the top winners in the 10-12 year old category. 7-9 Year old winners were Lily Fox, Shyanne Blankenship, and Kristen Rither. 4-6 Year old winners were Haylie Jenkins, Mahayla Bassett, and Brayden Plowman. Last but not least for our 0-3 year old group, the winners were McKenna Plowman, Sophie Allred and Lucas Wiltshire. Congratulations to all the winners and, "Keep on Reading".



Our monthly story times will begin again in September. Sign-ups start September 1st. These story times are for all 3-5 year olds.

Currently at the library is a unique display called "The Value in Genes" by Jamie Reeve dealing with prejudices and ethnicity. The artist says, "My art piece is about finding common ground as human beings. After all, we're made of the same stuff. We all have value." You can go to her web site to see more about the display. www.thevalueingenes.blogspot.com

Also, many beautiful photographs from various valley artists are being displayed at the library. Thanks to Scott Bushman for the work in organizing these artistic displays. They add a lot to the library. Come and see the beautiful exhibit.

Don't forget we are trying to complete our second donor wall. We really want to see this project completed as quickly as possible. Plenty of room left for your special brick. Call the library for more information.

School has started, so now is a good time to look for those lost or overdue library items. Don't forget to check under the bed.

SENIOR CENTER NEWS – We are open Monday-Friday from 9:00 a.m.-2:00 p.m. Lunch is at noon with a suggested \$2.50 donation. Please call 245-3570 by 9:00 a.m. to get your name on the lunch list. We want to invite all of you in for lunch and a program. If you have never had lunch with us, it's FREE on September 14th. Our program will be by Larry Johansen. Our pool room is always open and we have quilts to work on either tying or quilting everyday. We really need help binding quilts for our upcoming craft fair, call and let us know if you can help.

Mondays – Fit Over 60 10:00 a.m.

Tuesdays - Chair Yoga 10:30 a.m. We are having great success with flexibility, balance and breathing. This is an easy class for everyone. Game Day 12:30 p.m. We are always ready to try new things, so if you have a game you want to play, let us know.

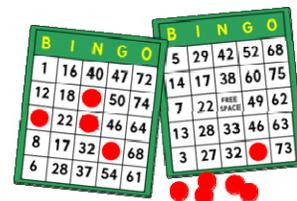
Wednesday's programs:

- September 7 - Jerry Jensen Honky Tonk Piano
- September 14 - Larry Johansen guitar and singing
- September 21 - Reminisce and 'The Bucket List'
- September 28 - Karaoke with Jackie and music program

Thursdays - Chair Yoga and hot foot soaks 10:30 a.m.

Farmer's Market from 6:00 - 8:30 p.m. Everyone welcome

Fridays – Bingo 12:30 p.m.



Cooking Class - Spanish cooking on September 22 11:30 a.m. (no charge)

Road Trip to Ogden on September 15 10:30 a.m. We will be going to Winco, Lofthouse Cookies and out to lunch. We will be stopping at a fruit stand on the way home. Only ten seats will be available.

Red Hat this month will be going to see Annie on September 17 11:00 a.m.

Upcoming events: Our health fair and flu shot clinic will be on October 5 from 9:30 a.m. -1:00 p.m. No early shots will be given; the doors will remain locked until 9:30 a.m. so we can set up. Thanks for your cooperation.

Utah Temple trip is scheduled for October 6 & 7. The cost is \$65.00. We will be going to the Draper, Oquirrh Mountain, Mount Timpanogas and Bountiful temples and also visit temple square. This is an overnight trip. There will be 10 seats available.

Seniors we'd love to see ALL of you at the center. Come on in and join us. Have a great month!!

HYRUM CITY'S COMMUNITY FAIR BOOTH

Did you see Hyrum City's Community Booth at the Cache County Fair? The theme for the community booths was, "There's Magic in the Fair!" This year's booth was absolutely amazing and received a 2nd place ribbon. Booths were judged on: theme carried out, originality, quality of the product, variety of amount of produce grains, attractiveness, and color and harmony. Special thanks to Stephanie Carlsen and those who helped her and for her countless hours she spent in designing and creating another award winning booth for Hyrum City.

