

TOWN OF MOUNTAIN VILLAGE
SPECIAL TOWN COUNCIL MEETING
THURSDAY, JULY 9, 2020, 8.30 AM
TO BE HELD REMOTELY VIA ZOOM WEBINAR
AGENDA

https://zoom.us/webinar/register/WN_iyuistv6TgOFvffmpJ_1bQ
(see login details below)

	Time	Min	Presenter	Type	
1.	8:30				Call to Order
2.	8:30	10	Councilman Berry	Action	Consideration of Approval of a Letter of Support for Great Mountain Outdoors Act
3.	8:40	30	Holmes Montgomery	Action	Consideration of a Recommendation to Bring Current Leave of Absence Employees Back to Work as of August 1, 2020 and to Continue a Hiring Freeze
4.	9:10	15	Dohnal	Informational Action	Business Development Advisory Committee (BDAC) Update a. Consideration of Approval for Additional 2020 Business Relief Funding
5.	9:25	10	Soukup	Informational	Staff Reports: a. Technology and Broadband Services
6.	9:35	15	Town Council	Informational	Council Boards and Commissions Updates : a. Telluride Tourism Board – Berry b. Colorado Flights Alliance – Gilbride c. Transportation & Parking – Benitez/Duprey d. Budget & Finance Committee – Gilbride/Duprey e. Gondola Committee – Caton/Berry f. Colorado Communities for Climate Action – Berry g. San Miguel Authority for Regional Transportation (SMART) – Caton/Prohaska h. Eco Action Partners – Berry/Prohaska i. Telluride Historical Museum – Prohaska j. Telluride Conference Center – Gilbride/Binder k. Alliance for Inclusion – Binder l. Green Team Committee – Berry/Prohaska m. Business Development Advisory Committee – Caton/Benitez n. Mayor's Update - Benitez
7.	9:50	5			Other Business
8.	9:55				Adjourn

Please note that times are approximate and subject to change

You are invited to a Zoom webinar.
When: Jul 9, 2020 08:30 AM Mountain Time (US and Canada)
Topic: July 9, 2020 Special Town Council Meeting

Register in advance for this webinar:
https://zoom.us/webinar/register/WN_iyuistv6TgOFvffmpJ_1bQ

After registering, you will receive a confirmation email containing information about joining the webinar

SJ
7/06/20

Public Comment Policy:

- The Town Council will take your comments during all virtual Town Council meetings through the zoom conference app for items proper to receive public comment via the written comment feature on zoom.
- Please do not comment until the presiding officer opens the agenda item to public comment. Public comments submitted outside of the proper time may not be considered.
- All those wishing to give public comment must identify their full name and affiliation, if any, to the Town of Mountain Village.
- Please keep your comments as brief and succinct as possible as they will be read aloud at the meeting. Please refrain from repeating what has already been said by others in the interest of time. You may simply state that you agree with a previous speaker's comments.
- Commenters shall refrain from personal attacks and maintain a civil tone while giving public comment.



June/July 2020

**Letter of Support Request to Representative Tipton
RE: The Great American Outdoors Act**

Dear Mountain Village Town Council,

The [Great American Outdoors Act](#), bipartisan legislation that will fully and permanently fund the Land and Water Conservation Fund (LWCF) and provide much-needed funding for the crippling \$12 billion deferred maintenance backlog at our national parks, passed the Senate by an overwhelming 73-25 vote in June. Senator Bennet co-sponsored the legislation and Senator Gardner sponsored it.

The House of Representatives is expected to vote on the legislation at the end of July. Colorado Representatives Degette, Neguse, Perlmutter, and Crow are all co-sponsors of the bill. Representative Tipton has not come out fully in support or against the legislation so we'd like to show our support through a letter from The Mountain Village Council.

Other Colorado communities who have done letters like this, asking their Representatives to support the Great American Outdoors Act include: Telluride, Carbondale, Aspen, Breckenridge, and likely Eagle County.

Colorado communities of Frisco, Avon, San Miguel County, Eagle County, Boulder, Aspen, Longmont, Ridgway, and Ophir did a similar letter in the spring.

Thank you for your consideration,

A handwritten signature in black ink, appearing to read "Anna Peterson", with a long horizontal flourish extending to the right.

Anna Peterson
Executive Director of The Mountain Pact
Durango, Colorado

JUNE 9, 2020

Dear Representative XYZ,

In this time of public health emergency, the below listed local elected officials hope you will invest in our parks, public lands, and outdoor recreation in recognition of their importance to our economy, and to our communities' wellbeing through full funding of the Land and Water Conservation Fund (LWCF) and voting for the Great American Outdoors Act.

In the weeks and months to come, our nation's parks, trails, and outdoor spaces will be integral to our nation's coping and recovery. Great parks and green spaces make stronger, healthier communities. Everyone deserves access to the outdoors and the countless benefits parks provide. America's public lands bring us peace of mind and generate economic revenue - both will be critically needed to recover from the impact of the COVID-19 outbreak.

Our national, state and local parks, trails and public lands are a critical economic driver for communities big and small, urban and rural, across the nation. Across the nation, the travel and tourism industries have been taking a hit in the current crisis. **Investing now in full funding for LWCF will help with a strong long-term recovery for gateway communities and states that rely on visitors to public lands.** Specifically:

- America's outdoor recreation economy supports over 7.6 million jobs, contributes over [\\$887 billion](#) in annual economic output, and serves as the lifeblood for countless communities across the country.
- Every dollar spent on LWCF [returns \\$4 in economic value](#) from natural resource goods and services alone - over and above the economic benefit of the outdoor recreation economy and tourism.

Broadly-supported, the Great American Outdoors Act is directly relevant, ready to go, and makes sense for Congress to move forward with and pass.

Investing in our public lands, and providing full, permanent funding for LWCF is a low-cost economic stimulus that will pay big dividends for communities across America. **Please vote for the Great American Outdoors Act.**

Sincerely,

Memorandum

To: Town Council

From: Jaime Holmes, Human Resources Director and Kim Montgomery, Town Manager

Date: July 9th, 2020 – Special Town Council Meeting,

Re: **Consideration of a Recommendation to Bring Current Leave of Absence Employees Back to Work as of August 1, 2020 and to Continue a Hiring Freeze**

ATTACHMENTS:

- Exhibit A: Analytic comparable table as of 5.31.2020
- Exhibit B: Positions with employees on a Leave of Absence

OVERVIEW:

The Employee Development Committee (Patrick Berry was unable to attend) and Finance and Budget Committee met to discuss current employees on Leave of Absence coming back to work as of August 1st, 2020, continuance of health insurance premiums currently paid through July 31st, and revenue projections relating to labor return on investment.

Discussion Background:

1. As of July 31st, 2020, the current unemployment stimulus package granting additional \$600/week will end and our employees will be getting 55% of wages. This will no longer make them whole as the Town initially wanted to ensure.
2. Due to this stimulus package coming to an end, do we continue paying their health insurance premiums if they do not return to work? This may not incentivize these employees enough to remain active and wait for re-employment to the Town. They may look for work elsewhere.
3. These employees are vested in the Town and have been trained to perform the jobs. Our return on investment on these employees outweighs the cost of rehiring, training and labor loss if we are to lose these full-time employees to other jobs.
4. The current revenue actuals and projections have improved and are forecasted to be higher than originally expected with building and planning continuing to exceed budget, short term lodging allowed to operate at 50% capacity and now potentially moving to 75% in the next two weeks, and VCA at full capacity rather than the originally projected rate of 50%.

Discussion of labor loss:

1. Town will likely be opening lodging to 75% of capacity and Gondola operations reported 14,000 riders on July 4th and 12,000 riders on July 5th with no actual festivities planned.
2. Without normal staffing numbers in place, we will be unable to meet cleaning, trash and sanitizing needs due to larger amounts of people in the Town and will add more work over and above normal levels already in place. This need will remove workers from one area, moving them to another, resulting in lower departmental standards. We also continue to delay much of the normal maintenance on our facilities.
3. Without normal staffing levels, we will be unable to meet the high performing standards already in place at the Town.

Recommendation:

1. Bring our current 13 full-time year-round employees on Leave of Absence back to work as of August 1st, 2020.
2. Continue current hiring freeze in place, due to still uncertain times ahead. Any positions to be replaced or hired, must have prior Council approval until further notice.

Shortfall Analytics as of May 31, 2020

	Adopted Budget	Reforecasted	Reflects actuals	Reforecasted March to Adopted	Reflects actuals to Adopted	Difference
	Dec-19	Mar-20	May-20			
January	\$ 2,012,500	\$ 2,255,483	\$ 2,260,874	12.07%	12.34%	0.27%
February	\$ 3,185,752	\$ 2,882,173	\$ 2,944,742	-9.53%	-7.57%	1.96%
March	\$ 2,463,242	\$ 2,123,739	\$ 1,938,457	-13.78%	-21.30%	-7.52%
April (2)	\$ 2,658,043	\$ 2,286,987	\$ 2,220,123	-13.96%	-16.48%	-2.52%
May (1)	\$ 1,424,028	\$ 1,153,810	\$ 1,251,649	-18.98%	-12.11%	6.87%
June	\$ 2,020,940	\$ 1,440,310		-28.73%		28.73%
July	\$ 1,809,041	\$ 1,219,913		-32.57%		32.57%
August	\$ 1,526,649	\$ 1,006,843		-34.05%		34.05%
September	\$ 1,530,420	\$ 1,007,413		-34.17%		34.17%
October	\$ 1,272,282	\$ 1,275,441		0.25%		-0.25%
November	\$ 1,352,844	\$ 1,356,003		0.23%		-0.23%
December	\$ 1,924,409	\$ 1,911,069		-0.69%		0.69%
Total	\$ 23,180,150	\$ 19,919,184	\$ 10,615,845	-14.07%	-54.20%	-40.13%

* Emergency

Levels:

Minus 0% - 12%	Normal
Minus 13% - 18%	Significant
Minus 19% - 25%	Major
Minus 26%+	Critical

1. Actuals are determined as of the report date. Sales taxes are due by the 20th of the month after collection. May sales taxes are due by June 22nd and are now forecasted at 38.2% of 2019.

2. VCA rent waivers were granted for all tenants in April.

Department	Job	Notes	significant	major	crisis	ER cost average Health Ins Premium/month	Example of services unable to maintain
Broadband/ Cable/ IT	Tech-Broadband Sys	On Leave		4/12/2012			unable to succession plan for Ron's retirement next year 1150
Plaza Services	Groundskeeper I FTYR	On Leave	3/31/2020				unable to maintain high standards in trash removal, planter beds, snow removal, holiday decorating 1150
Plaza Services	Groundskeeper I FTYR	On Leave	3/31/2020				1150
Police-Comm Serv	Community Serv. Officer	On Leave		4/12/2020			unable to maintain parking enforcement, traffic control, dismount zone 1150
Public Works-R&B	Strs Maint/Equip Operator	On Leave		4/12/2020			unable to maintain snow plow operations except for main arteries, only able to complete necessary repairs to roads 1150
Public Works-R&B	Strs Maint/Equip Operator	On Leave	3/31/2020				1150
Public Works-R&B	Strs Maint/Equip Operator	On Leave		4/12/2020			1150
Public Works-Vehicle Maintenance	Mechanic-Veh & Equip Mnt	On Leave		4/12/2020			fabrication projects put on hold, unable to remove sidewalk snow in Meadows area in timely manner 1150
Public Works-Water	CAD/GIS Technician	returned to PT (as needed) on 5/7		4/12/2020			Ron could be utilized more and brought to 1150 FT
Public Works-Water	Tech-Water Dist/Prd	On Leave		4/12/2020			Routine maintenance delayed, may need to pull staff from other departments as needed 1150
Recreation	Crew Leader Recreation	On Leave	3/31/2020				unable to maintain cross country ski trails, ice pond, trash removal from trails 1150
Recreation	Specialist-Recreation Ser	On Leave	3/31/2020				1150
Recreation	Specialist-Recreation Ser	On Leave	3/31/2020				1150
Recreation	Specialist-Recreation Ser	On Leave	3/31/2020				1150



TOWN OF MOUNTAIN VILLAGE
455 Mountain Village Blvd. Mountain Village, CO 81435
(970) 369-8236

TO: Town Council
DATE: July 6, 2020
FROM: Zoe Dohnal, Business Development and Sustainability Senior Manager
RE: Business Development Advisory Committee Update

OVERVIEW

The goal of BDAC is to provide long-term relief that acts as an investment in our business community. Below are two newly proposed initiatives.

ATTACHMENTS

- Exhibit A: 2020 workplan
- Exhibit B: Telluride Foundation Small Business Impact Survey Results - 07.02.2020

MV Visitor Incentive Programs

- **Overall pool of funds:** \$25,000
- **Maximum amount to be awarded:** N/A
- **Program overview:** Sunset Stroll, a Mountain Village Happy Hour. Working with TMVOA to produce the weekly event to take place Thursdays and Fridays from 5-7 p.m.

Marketing Assistance Fund

- **Overall pool of funds:** \$30,000
- **Maximum amount to be awarded:** Up to \$2,500
- **Who is eligible:**
 - Must be a brick & mortar business, street-level within in the Village Center or Market Plaza.
 - Must generate sales tax (retail, rentals, and restaurants)
 - Property must be open for business, as allowed by regulations.
- **Details**
 - **Purpose**



TOWN OF MOUNTAIN VILLAGE

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- TMV will provide funding for business who would like to invest in their long-term marketing strategies.
- **Business Responsibilities**
 - Step 1: Choose from the list of marketing opportunities that TMV can help fund and assist with. If your desired marketing tactic is not listed, please provide details in your application and it will be considered:
 - Traditional Marketing
 - Branding or rebranding efforts and/or logo design
 - Print marketing collateral
 - Professional photography to utilize on web, print, and social media
 - Video
 - Other
 - Digital Marketing
 - New website creation
 - Enhance current website
 - Set up an email marketing platform
 - Email marketing campaign creation
 - Enhance social media presence through profile optimization.
 - Paid social media ad campaign
 - Other
 - Search Engine Marketing
 - Search Engine Optimization
 - Pay-per-click campaigns i.e. Google Ads
 - Other
 - Step 2: Create an executable plan of how you would like to use our funding assistance to help promote your business.
 - Applicant must submit a detailed plan of how they will execute any of the above marketing opportunities if funded.
 - Provide a monetary estimate on potential costs.
 - Please note that full graphic design services are not offered by TMV staff. Include details in your application if you plan to acquire design services. Additionally, [Canva.com](https://www.canva.com) is a free, user-friendly design resource that includes easy templates for designing your own ad.
 - Please note in application if the business is requesting guidance from the TMV communication staff to develop marketing opportunities recommendations. Marketing campaign development will not be provided by Town staff. Town staff will provide guidance and input, but business must develop a plan using outsourced labor if needed.
 - Provide contact information for any third-party media contractors(s) or marketing expert(s) business will be using if accepted.



TOWN OF MOUNTAIN VILLAGE

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- Step 3: Submit application with proposed budgets
- Town of Mountain Village responsibilities:
 - Review all submitted grant applications with BDAC.
 - BDAC will decide which marketing tactics to fund and in what amount, not to exceed \$2500.
 - Make direct payments to marketing contractors (graphic designers, website specialists etc) and/or external marketing experts chosen by grant applicants.
 - The TMV will contact advertiser(s) and expert(s) to coordinate payments. Please note that if you choose a social media ad or other online platforms/software outlets, the businesses will be responsible for making the payment and, after an invoice is sent to said business, the town will issue reimbursement to the business within fourteen business days of receiving invoice.



2020 **DRAFT** COVID-19 Work Plan

Business Development Advisory Committee

The COVID-19 Work Plan has been compiled as a tool to help the Business Development Advisory Committee (BDAC) plan for future potential impacts to local businesses, help with the strategic allocation of resources to aid in recovery, and guide communication around specific decisions and actions. Specific elements found within the Work Plan are intended to help identify changing business climates over time and to help target specific activities and goals to best suit issues as they evolve.

Finalizing a work program helps the Committee prioritize work. It does not mandate project completion, nor does it preclude work on other projects not identified. Having this flexibility, together with support from the Council and other stakeholders, helps the Committee best serve the community.

Typically, much more work is identified on a work program than can be accomplished in any given year. Given the complexities facing the Town of Mountain Village and the local business community, staff will work to prioritize any feasible project Town Council determines useful in assisting local business that is deemed effective in assisting local businesses in a fiscally responsible way.

Work Program Priorities:

High Priority tasks include the major projects identified below and other potential projects that must be addressed Early/Late Spring in anticipation for some relaxation of the San Miguel Public Health Order. Some high priority tasks will continue into Summer of 2020 and beyond because they are multi-year tasks

Low Priority tasks are projects that were previously researched by the Council and the Committee but there are insufficient staffing resources or funding to address them. These are projects that can potentially advance to a higher priority as we begin to understand opportunities individually. Also, they be addressed at a later time in FY 2020-2021, or they may drop off the work program entirely.

All items that are currently being accomplished are highlighted.

TOTAL 2020 BDAC STIMULUS BUDGET: \$107,500

HIGH PRIORITIES

1. Economic Development Incentives – Town Resources

Priority Ranking	Budget	Action Item	Sub-Action Item	Team Member(s)	Date Completed
1		Demographic & Data Assistance	<ul style="list-style-type: none"> Survey business to understand current needs and hardships 	Zoe Dohnal/ John Miller	4.27.20
2		Focused Merchant Meetings	<ul style="list-style-type: none"> Ensure merchants are sharing information on operation strategies. Position TMV and TMVOA to answer any questions and provide appropriate resources. 	Zoe Dohnal	5.12.20 Ongoing
3	\$14,385.00 (no budgetary spend)	Fee waivers and payment deferrals	<ul style="list-style-type: none"> Sales tax deferral Business license waivers Utility Fee Waivers 		5.20.20
4		E-newsletter / blog	<ul style="list-style-type: none"> Business e-newsletter (incorporated into the COVID-19 e-newsletter) 	Zoe Dohnal	On-going
6	\$50,000.00	Village Center outdoor space enhancement	<ul style="list-style-type: none"> Additional outdoor seating areas – lighting, canopies, etc. Potential pop-up structures 	JD Wise oe Dohnal	To be completed in the next few months

2. Business Retention

Priority Ranking	Budget	Action Item	Sub-Action Item	Team Member(s)	Date Completed
1		Ecommerce Assistance	<ul style="list-style-type: none"> Providing resources to businesses to help them succeed in the 'new normal'. This will include consulting on website creation, marketing assistance, and training. 	Zoe Dohnal	On-going
2	\$30,000.00	Marketing Assistance Fund	<ul style="list-style-type: none"> Provide a marketing grant for applicable business. This is an investment in setting business up for future success. 	Zoe Dohnal	

	\$25,000.00	Customer Incentive Program	<ul style="list-style-type: none"> Work with TMVOA to create a weekly summer event to engage and entice customers 	Zoe Dohnal	First Sunset Stroll event took place Thursday July 2.
3		Delivery Assistance	<ul style="list-style-type: none"> Working on a partnership with Postmates and the Economic Recovery Committee Exploring repurposing dial-a-ride and Town of Mountain Village transportation to be a delivery service for restaurants, the pharmacy, and perhaps retail. 	Dan Caton / Garrett Brafford	To be completed in the next few months
4	\$2,500.00	Help with supplies	<ul style="list-style-type: none"> Assisting businesses with PPE and other inventory shortages 	JD Wise / Zoe Dohnal	On-going
5		Business Recognition Program	<ul style="list-style-type: none"> Formal recognition among those businesses/ employees that contributed to the economic well-being of the town and have demonstrated a commitment to the vitality. This award is not on a consistent timeline. The community can submit a nomination through an online form on the TMV website 	Zoe Dohnal and MD	On-going

3. Employee Development and Job Training

Priority Ranking	Budget	Action Item	Sub-Action Item	Team Member(s)	Date Completed
1		Job Training	Training for new skills in our COVID new normal (also being contemplated by San Miguel County and the Telluride Medical Center).	Sherri Reeder and Laila Benitez	To be completed in the next few months
2		Job Training	Telluride Foundation and the Southwest Business Recovery group opportunities	Zoe Dohnal with Telluride Foundations partners	Long term
3		Job Training	Open TSG hospitality classes to the public	Sherri Reeder	Long term

4. Marketing Opportunities and Public Outreach

Priority Ranking	Budget	Action Item	Sub-Action Item	Team Member(s)	Date Completed
1		TMV Website Enhancement	Develop a marketing strategy to help Mountain Village businesses during their recovery period.	Zoe Dohnal	On-going
2		TMV Website Enhancement	Building out the TMV business resource page and directory	Zoe Dohnal	Ongoing

5. Grant Applications that would benefit the Town's Incentives

Priority Ranking	Budget	Action Item	Sub-Action Item	Team Member(s)	Date Completed
		DOLA Grants		John Miller	Ongoing
		GOGO Grants			Ongoing
		Other Grants			Ongoing

6. COVID Economic Development Incentives – State and Regional Resources

Priority Ranking	Budget	Action Item	Sub-Action Item	Team Member(s)	Date Completed
1		Colorado Department of Economics and International Trade	https://choosecolorado.com/covid19/	Zoe Dohnal	Ongoing

LOW PRIORITIES

7. Economic Development Incentives – State and Regional Resources

Postponed Action Items:

- Understand policy barriers to why people choose where they locate their business
- [Colorado Business Resource Book](#)
- [SBDC Consulting](#)
- [Colorado Office of Economic Development & International Trade - PROGRAMS](#)
 - [Job Growth Incentive Tax Credit \(JGITC\)](#)
 - [Colorado Microloans](#)
 - [Colorado Capital Access \(CCA\)](#)
 - [Global Consultant Network](#)
 - [Job Growth Incentive Tax Credit](#)
- [Regional Tourism Act](#)
- [Sales and Use Tax Refunds](#)
- [Space to Create](#)
- [Strategic Fund](#)
- [Transferable Tax Credit](#)
- [Venture Capital Authority](#)
- [Cash Collateral Support](#)
- [Region10 Business Loan Fund](#)
- [Colorado First and Existing Industry Customized Job Training Grant Programs](#)

8. Economic Development Incentives – Private/ Commercial Resources

Postponed Action Items:

- Utilizing TSG resources
- Utilizing Madeline resources



Small Business Impact Survey Results and Key Takeaways 07.02.2020

Total Responses: 195

Counties Surveyed: Dolores, Montrose, Ouray, San Juan and San Miguel

Date of Survey: 6/15/2020 - 6/26/2020

Business Location:

- 78.5% San Miguel County
- 11.5% Ouray County
- 6.8% Montrose County
- 1.6% San Juan County

Organization Type:

- 70.2% Privately Held Business
- 15.2% Independent Workers
- 12% Home Based Business
- 1.6% Non-Profit Organization
- 1.0% Franchised Business

Type of Business:

- 33.5% Professional or Technical Service
- 15.2% Retail
- 14.7% Hospitality
- 14.1% Service Business
- 10.5% Eating Establishment
- 5.8% Health Care Services
- 5.8% Arts or Recreation
- 0.5% Professional Services

Number of Employees:

- 27.7% 0 Employees
- 40.8% 1-4 Employees
- 14.1% 5-9 Employees
- 6.8% 10-19 Employees
- 8.4% 20-49 Employees
- 0.5% 50-99 Employees
- 1% 100-499 Employees
- 0.5% 500+ Employees

Have you reduced staff during COVID-19?

- 57% No, we have not reduced staffing
- 20.4% Yes, we have laid off employees or contract workers
- 10.2% Yes, we have reduced employees or contract workers hours
- 12.4% Yes, we have laid off employees AND reduced employees or contract workers hours

What is the estimated decrease in gross revenue your business is likely to experience in 2020?

- 8.4% - 100%-80% Decrease in Revenue
- 21.5% - 80-60% Decrease in Revenue
- 22% - 60-40% Decrease in Revenue
- 26.2% - 40-20% Decrease in Revenue
- 17.3% - 20%-0% Decrease in Revenue
- 4.7% - Increase in Revenue from 2019

What additional impacts is your business experiencing at this time? (Ranked by most to least reported impact)

- 1.) Cancelled Business or Events
- 2.) Temporary Closure
- 3.) Limited Customer Capacity
- 4.) Inability to pay bills, fees, loan payments
- 5.) Loss of consumer loyalty

If the current situation continues, how long can you sustain operations?

- 8% - We will likely go out of business
- 12.2% - Very worried and concerned that we will not be able to recover
- 24.5% - Worried about impacts and staying in business
- 48.9% - Feeling the effects but feel we will recover
- 6.4% - Not worried, it has not significantly affected our businesses

Will enhancements to outdoor spaces such as additional tables, chairs, common consumption areas, etc. be beneficial to your business?

- 71.3% NO
- 28.7% YES

Did you receive a Payroll Protection Program Loan, Economic Injury Disaster Loan or EIDL Advance?

- 40.3% None
- 38.7% PPP
- 4.2% EIDL Advance
- 1.6% EIDL Loan
- 3.1% PPP and EIDL Advance
- 7.3% PPP and EIDL Loan
- 4.7% PPP, EDIL Loan and EDIL Advance

Does your small business have an e-commerce site?

- 66.1% NO
- 33.9% YES

If a technical assistance grant was available, what would be the most effective use of funds for your business today?

- 1.) Marketing Assistance
- 2.) E-commerce Assistance
- 3.) Financial Modeling Assistance
- 4.) Strategy Assistance

What type of resources does your business need the most today?

- 1.) Financial Assistance (Loans, grants, etc)
- 2.) Marketing Assistance
- 3.) Business Strategy Assistance

We have created a link below so individuals can access the raw data and responses in regards to this survey. While there was no consensus or overwhelming majority answer to the following questions, the responses are insightful:

- What are the top three challenges your business faces today due to the Coronavirus pandemic?
- What success stories have you experienced in your small business as a result of the COVID-19 crisis?
- Is there any other constructive feedback you would like us to know?

Link to raw data:

<https://docs.google.com/spreadsheets/d/1YIjnnnGL9WWNoA5qbofeu6qWDoUwHZOzGuirQTP4A9g/edit?usp=shring>

TOWN OF MOUNTAIN VILLAGE
July 9th, 2020
BROADBAND BI-ANNUAL REPORT

BROADBAND DEPARTMENT PROGRAM NARRATIVE Mountain Village Broadband's goal is to provide high-speed internet access throughout the Town of Mountain Village with a high degree of reliability and redundancy, including any other surrounding areas as directed. The Focus of Broadband is on the development of a sustainable model that does not restrict but enables sustainable future growth.

BROADBAND DEPARTMENT GOALS

1. Phase 1-2 project status and beta site conversion completed.
2. Introduce new fiber service to the Meadows area customers by April 15, 2020.
3. Complete fiber pathway construction by November 30, 2020.
4. Restructure TMVs video service packaging options.
5. Fiscal Responsibility. Prepare and stay within the department's approved budget and actively seek opportunities to optimize financial costs and investments when making decisions.
6. Provide Mountain Village the highest level of customer service.

BROADBAND DEPARTMENT PERFORMANCE MEASURES

Item 1

- 1) All Beta customers have transitioned to paying customers as of June 1.
- 2) Fiber pathway is 41% complete. Phase 1 pathway is 100% complete. 81 subscribers are on the new fiber network.
- 3) Triple play services (video, and internet) have been eliminated ala cart only per recommendation from consultants.
- 4) Subscriber insight sub-systems are fully functioning providing critical analytics.
- 5) Promote product awareness by using marketing and communications strategies.
- 6) New fiber service products and codes are fully integrated into the billing system.

Item 2

- 1) Meadows, Adams Ranch, Russell, and Double Eagle dr. have completed pathway and are currently being installed to homes.
- 2) All fiber spliced from customers' homes to head-end by November 2020.
- 3) Triple play services (video, phone, and internet) are cut over to new fiber network and eliminated.
- 4) All current fiber subscribers are disconnected from cable modem network.

Item 3

- 1) Uptown Services has completed fiber construction plans for all of Mountain Village.
- 2) Conduit pathway construction within all streets in TMV to be completed by Nov. 2020.
- 3) All revegetation to be fixed as construction continues.
- 4) Micro-fiber to be successfully blown in all conduits respectively.
- 5) Lightworks continues to trench/bore conduit to all homes without conduit.
- 6) TMV continues to cut-over customers into the fiber network.

Item 4

- 1) Perform an analysis on current video packages.
- 2) Devise a new plan bringing the video service offerings to a successful financial model.
- 3) Re-evaluate the quality of video service to customers.
- 4) Upgrade video equipment increasing the viewer experience.

Item 5

- 1) Year-end expenditure totals do not exceed the adopted budget and revenues meet or exceed forecast.

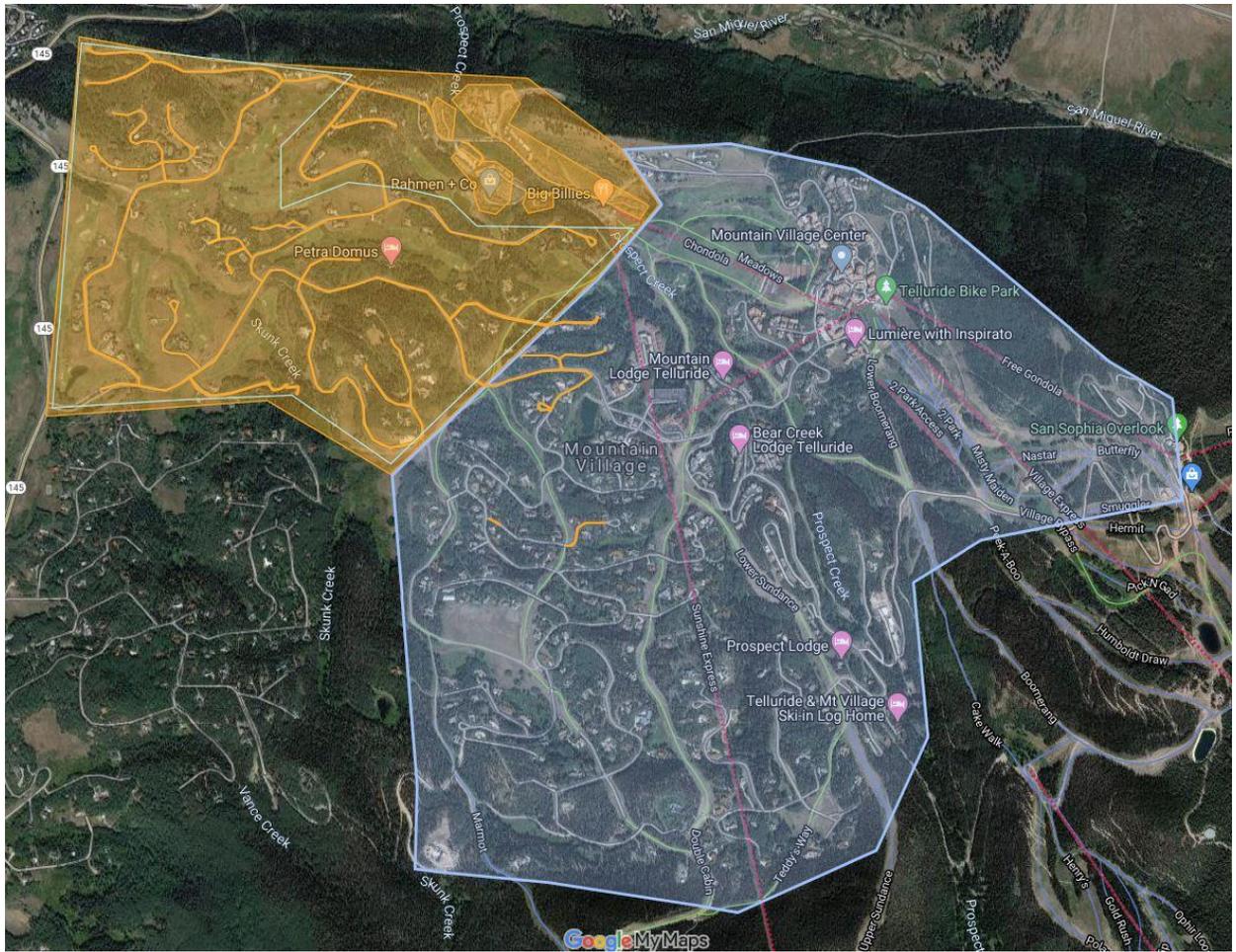
Item 6

- 1) Respond to all calls within 24 hours in a professional matter.

BROADBAND DEPARTMENT ACCOMPLISHMENTS 2020

1. IP Blocks added into DHCP server and Virtual Local Area Networks created and in place for total project.
2. All necessary equipment and materials have been purchased for the fiber project.
3. Continue construction fiber project.
4. Developed website <https://townofmountainvillage.com/fiber/>.
5. All FCC reports are current.
6. We completed approximately 40 service calls and change of service calls per month all within 24 hours of request.
7. We had 0 Internet outage over the last 6 months our redundant south route automatically switched over 7 times in this period.
8. We completed 157 service truck rolls and 240 cable locates for the first of half of 2020.
9. 151 VCA disconnects and 31 MV residents disconnected. But we had a total of 92 new or reconnect customers.

Below is the fiber pathway map exported from the Town of Mountain Village's website as of June 26, 2020. Orange is Phase 1 and Light Blue is Phase 2. The oranges lines represent the fiber pathway construction.



TOWN OF MOUNTAIN VILLAGE

July 9th, 2020

INFORMATION TECHNOLOGY BI-ANNUAL REPORT

INFORMATION TECHNOLOGY PROGRAM NARRATIVE

Responsible for establishing the Town's technical and cybersecurity vision and leading all aspects of the Town's technology development. Manages the Town's technology resources and support facilities local, wireless, internet, telephone, and all related software programs.

INFORMATION TECHNOLOGY DEPARTMENT GOALS

1. Cyber security patching and maintenance.
2. Maintain backup infrastructure.
3. Server administration and maintenance.
4. Emergency Operations Center COVID-19
5. Network and WiFi improvements.
6. Desktop support.

INFORMATION TECHNOLOGY DEPARTMENT PERFORMANCE MEASURES

Item 1

- 1) Windows patch Tuesday monitored and maintained.
- 2) Firewall daily updates applied.
- 3) Managed security patching and mitigation.
- 4) Managed email security systems monitored and maintained.
- 5) Changed CrowdStrike's security strategy based upon threatscape.
- 6) CrowdStrike reported only 2 low severity detections. Both were inconsequential.
- 7) CrowdStrike reported 0 System Remediations, 0 System Escalation, 0 Permit list, 0 Block list.
- 8) Maintain a watchful eye on Zoom security progress. Making appropriate changes when necessary.
- 9) Added more internet browsing protection.

Item 2

- 1) Added a weekend checklist of critical services.
- 2) Onsite daily backups monitored and maintained.
- 3) Offsite daily backups monitored and maintained.
- 4) Offline backups (USB Hard Drives) monitored and maintained.
- 5) Third party email backups monitored and maintained.
- 6) Network and Services operations monitored and maintained.

Item 3

- 1) Added 7 new virtual servers.
- 2) Started data migration to these new servers.
- 3) Onsite server administration maintained.
- 4) Cloud server administration maintained.
- 5) Added 3 critical fiber infrastructure services to the server cluster providing more redundancy.

Item 4

- 1) Deployed Covid-19 operations center at the Municipal building.
- 2) Improved Huddle Room video conferencing capabilities.

- 3) Researched how to improve Council Chambers. Received a price quote but deferred due to budgeting restraints.
- 4) Deployed 30+ Virtual Private Network connections for remote working.
- 5) Deployed Zoom infrastructure.
- 6) Reviewed ReadyOp alert notification system.
- 7) Provided significant after-hours support ensuring remote workplace and zoom meeting functionality.

Item 5

- 1) Deployed sub-metering network for VCA.
- 2) Deployed 3 new Meraki public WiFi radios, 2 at VCA and 1 at the new grocery store.
- 3) Added a new WiFi network making connectivity from the conference rooms to workstations possible.
- 4) Added 3 more network security layers for secure traffic.
- 5) Created a new dedicated WiFi network at the Fire Station enabling seamless transfer of ambulance data to their medical services system.

Item 6

- 1) Respond to all calls within 24 hours in a professional matter.
- 2) Added 5 quick how to videos to help everyone run updaters both at home and in the office.
- 3) Continue to train the broadband team.

INFORMATION TECHNOLOGY DEPARTMENT ACCOMPLISHMENTS

1. Rapidly configured and deployed remote working in response to Covid-19.
2. Re-configured and deployed back end fiber infrastructure.
3. Continue to add additional email security protection.
4. Improved cyber security by adding next generation internet insight security and control.
5. Continue to add web internet security.
6. Completed AT&T FirstNet mobile phone project.