



AGENDA ITEM 7  
TOWN MANAGER  
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TO: Mountain Village Town Council  
FROM: Paul Wisor, Town Manager  
DATE: January 11, 2023  
RE: Department Updates

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Executive Summary: Below is a summary of notable activity within each of the Town's departments. Please contact the Town Manager if this report raises any questions.

## **Public Works**

### *Road & Bridge*

Routine snow plowing and removal is back underway within the road system and parking lots with the arrival and ongoing winter storm systems. Ski Ranches water repair sites have been cleaned, flow filled and await asphalt patching in the spring.

### *Water*

New breaker has been installed after a failure at the pumphouse for wells 9 and 10 near the San Miguel River. Recent cold weather resulted in some private water line breaks have been addressed. SCADA update continues along with GIS data input, standard water meter readings and maintenance.

### *Plaza Services*

Christmas/Holiday setup has been completed and tear down has begun of holiday-focused decorations (trees, wreaths, etc.). The holiday crowds were met with increased trash removal and maintenance in the Village Core by the Plaza crews. Routine plaza snow removal continues.

### *Facility Maintenance*

HVAC issues in Town Hall have been addressed and painting has been completed. Continuing maintenance and troubleshooting of snowmelt systems/boilers of Town-managed systems. Bathroom remodel at the gondola angle station has been completed.

## *Vehicle Maintenance*

New tracks have been installed on the Parks & Recreation Nordic snowcat. Maintenance of snowblowers and plow equipment is continually addressed with the return of Winter. Telluride Conference Center required welding of the lighting/curtain structure within the event space. VM team assisted in the tear down of the Plaza Christmas tree.

## **Munchkins**

Munchkins is currently working on updating all our paperwork for staff and parents in preparation for our upcoming quality rating which will happen late this spring. Like a hotel rating, childcare programs are scored by the Colorado Department of Early Childhood. We are looking at our environment set up in each classroom, teacher interactions with the students, and our overall center performance. We did a rating in 2020 and were scored a 4 out of 5, but we are shooting for a 5-star rating this next round.

Our fundraiser, last month, was a success. All in all, we came in at just over \$10k to go towards our scholarship program. Looking forward we will investigate new fundraising opportunities and events for 2024.

Thankfully, we are doing well staff-wise and have been able to increase the number of infants enrolled daily!

## **Community Development**

### *General*

Planning met with Kenny Maenpa of the Telluride Airport regarding our previous comments on the proposed airport master plan and submitted referral comments to the county planning commission on the revised plan. Generally, the newly revised plan met our concerns (proposed hotel and conference center was removed).

Meetings between the Town and two different small cell providers who are interested in creating a small cell wireless network within the Town have been conducted. Due to FCC regulations, applications for small cell technology in the road right of way must be approved, we can only control design and to some extent the placement of towers. This means that the first application received by the Town must be acted upon, so we don't really get to choose providers. Likely the second provider would pull out once a different company had approvals for installations in MV.

Planning staff is settling into new work flows now that we are fully staffed. Otherwise, development review continues as usual. Within the building department, the transition regarding inspections for the Town of Telluride is now complete, we no longer issue permits or do any inspections in Telluride. The building permit application for the first of the larger Village Core projects, Lot 30 development was slightly delayed but is expected in the next month or so. A building permit application for the Four Seasons is expected this summer.

GIS is preparing for the first phase of the re-addressing project prepared to launch the week of January 23rd.

Forestry is beginning to prepare for summer 2024 and the expanded forestry program by focusing on obtaining necessary equipment and vehicles in addition to starting to review the LIDAR data (see below).

## *LIDAR*

Voxel maps has delivered the Lidar and Orthoimagery data from the TMV, LiDAR flight data collection project. This data covers the TMV area. Additionally, two value added products were created including a point delineation and specific location of 193,187 individual trees ranging from 6 feet tall to 141 feet tall plus a map of the forest vegetation including information on the forest stand types and extent. The orthoimagery (aerial photography) is excellent (with a 4-inch pixel resolution) and the infrared spectrometry confirms there is a tremendous amount of declining and dead trees in our landscape. We now know where this decline is occurring, which is unfortunately widespread. The LiDAR data shows features such as trees light posts, stone walls, buildings, and roads.

The data from this project is significant and consists of 368 gigabytes of information. We are evaluating the information to determine what types of tree and forests analyses from the individual and forest stand shapefiles and the infrared spectrometry may be performed to meet the needs of TMV . We already can see where our tallest trees are (indicating areas of abundant water and health), and the areas where tree/forest decline is occurring. Our GIS specialist (LT) is researching how to filter the LiDAR data to be able to better distinguish features within the data, including topography, buildings, and trees.

An advanced fire modeling capability is being developed from this data and data they also collected outside TMV to run millions of simulated wildfires that are started virtually in simulations in different parts of the County to determine highest areas of priority for wildfire mitigation. In essence, it will provide the ability to understand, scientifically, where we may prioritize wildfire mitigation work, both within and outside TMV, to produce the greatest levels of protection for our community. This will enable us to focus on specific areas of priority for the greatest level of overall protection. Firebird is developing this product, and they are hoping to provide TMV with a demonstration as early as next month. The understanding is that this product will be offered for sale to TMV and surrounding communities. We do not yet have an indication of what the pricing will be.

## **Clerk**

The Clerk's Office is conducting our year-end purge of the Town's document management system as well as a quarterly review of the contract management system.

The quote for design of the Council Chambers, Executive Session break-out room and remodel of the public bathrooms is due Friday, January 19th. The team will meet to determine their selection by Wednesday, January 24th and move forward with the negotiations and award by Wednesday, January 31st.

New copiers are due to be installed January 23rd in Town Hall, Police Department, Utilities and VCA due to the age of the current copiers.

We have also initiated the conversion of the PaperVision document management system to a new MMXSilo platform that will allow us to link it to the Town website allowing the public access to public records without having to submit an open records request.

## **Human Resources**

HR continues to focus on the new HRIS implementation. We ran a payroll parallel using our current system and new system to see how the implementation has been going, and things went well. Unfortunately, and predictably, there were a few issues when we launched the new system during the first pay period, but we are working on those issues now.

The implementation consists of a complete buildout of the new system which takes roughly 15-20 hours/week for each HR team member, including multiple meetings with the company and follow up work. We will be happy to see completion and it will be a much more robust, streamlined system with multiple modules not currently in place leading us to a better working environment in overall operational efficiency, robust recruitment efforts and succession planning.

Performance reviews are being modified from previous years. This modified system is part of an overall overhaul of our performance review system, and we are implementing the full program this year starting now. We are conducting an all staff training regarding our performance management overhaul on January 16th and 17th – “Unlearning is the New Learning: Ditching the Archaic Performance Management”. This all staff training purpose will be designed to inspire an individual and collective embrace of change related to the shift from performance management to performance development.

Immediately following the all staff training will be a director, manager, and supervisor performance review deeper dive into the How and Why of Performance Development. Relatedly, this is the first in a monthly series of leadership trainings that will be mandatory for staff, directors and supervisors over the next twelve months.

Thanks to the help of Kathrine Warren, we are finalizing our employee recruitment video.

## **Police**

December started off on a sad note, Cortez Sgt Michael Moran was killed in the line of duty on December 6th. The initial call was for a reported reckless driver. When Sgt Moran stopped the vehicle, the driver immediately got out of the car and started shooting. The driver then fled in the vehicle and was later stopped by other Cortez PD and Motezuma SO officers. Another gun fight ensued, and the suspect was killed. No other law enforcement was injured. Officer Martin and I attended the services for Sgt Moran. This reminds me of how thankful we are for the support of council and our citizens that the PD has the necessary equipment to respond to situations.

Officer Jeff Horn and CSO Hector Delgado attended a 40-hour Crisis Intervention Team (CIT) training. We now have all MVPD staff CIT certified. CIT trains officers in the recognition of mental illness and to enhance their verbal crisis de-escalation skills. Total training for 2023 for our 9 sworn officers was 1198 hours. This doesn't include the 556 hours each that Jose and Tyler spent at the academy. This includes both internal and external training attended.

With support of Town Council, we successfully made the change to paid parking, implemented a new enforcement provider and system, as well as an online permit process. Overall, this has been a big lift for everyone involved but overall the programs are going well.

Effective December 17th, Erika Moir was promoted to Sergeant. This will allow for better supervisor span of control, speed up the report approval process and allow for more direct supervision for our officers. Erika has been instructing training in a variety of topics as well as the primary Field Training officer. Erika will continue these roles with added supervision duties.

December case load and calls for service were very active, including –

- 11 motor vehicle accidents
- 1 DUI arrest (including serious roll over crash)
- Domestic Violence, Felony Stalking, Harassment – Arrest
- Domestic Violence, Harassment – no charges
- Felony Forgery (Domestic Violence related) - Warrant Arrest
- Warrant Arrest from Flock Camera alert
- Drug Manufacturing – Arrest
- 1 Criminal Mischief/Trespassing (suspect unlawfully entered and damaged a unit)
- Disorderly Conduct (summons issued)
- 2 separate Domestic Disturbance incidents (no charges)
- Arson – kids lighting hand sanitizer on fire in the Core, unknown at this time if it is the same kids as other incidents. Follow up and video review ongoing.

Total Calls for service for December was 480. Case reports were 26.

The Flock camera total plate reads at the Village market / Mountain Village Blvd. for 12/28 EB (inbound) was 3310 vehicles.

### **Economic Development and Sustainability**

In the Economic Development department, training opportunities for our business community continued with a Customer Service & Sales training on December 12 & 13 designed to provide participants with basic sales and customer service tips to enhance the customer's shopping experience and increase bottom line revenue. The Business Development Advisory Committee (BDAC) met on January 16 with discussion focused on current economic conditions and potential incentive packages to attract new businesses.

In a partnership between the Town, TMVOA and Telluride Arts, the Snow Sounds Après Music Series kicked off on Friday, January 12 and features free live music from 3:00 – 6:00 p.m. in Conference Center Plaza with local businesses offering specials during the event. The Series will continue every Friday through April 5.

The application period for 2024 Market on the Plaza vendors remains open and we have received 33 vendor applications to date.

In the Sustainability department we continue to work with EcoAction Partners on providing benchmarking for our large commercial buildings and Town owned facilities. This week we hosted a Climate Action Roadmap public workshop in conjunction with our consultant, Cascadia Consulting, to share progress to date and garner public input on identified priority actions outlined in the roadmap. Staff anticipates bringing the draft roadmap to council for a work session at the February regular town council meeting.

### **IT**

Information Technology transitioned into “no major changes” mode because the busy part of the ski season has begun. IT is busy supporting all departments as well as providing focused support at VCA. TMV experienced no network outages during the Holidays or operational issues. IT completed the PD office workstation upgrade. KIVU finished their cyber security audit and is currently compiling a report. Once this report is available, IT will be hosting their first tech committee meeting to review it and create a priority action list. IT has been researching new

camera and door access control systems with Chris Broady as well as working with Amy Ward regarding 5G small cell interest from two providers.

Finally, and again, although the Town sold the cable system several months ago, IT personnel, along with the Town Manager, continue to work with to hotel properties who are experiencing challenges with their respective cable services.

## **Finance**

The Finance team continued to work on the Payroll conversion and processed the first payroll of 2024 in NeoGov. We identified a few calculation issues and are working with NeoGov to resolve these issues and refine reporting. We have picked up many of the administrative functions at VCA payables, leasing, grant compliance auditing, etc. These two projects have taken significant time and focus of our department resources. The team has also been focused on yearend procedures, reporting and preliminary audit preparation.

## **Town Manager**

### *Meadowlark*

We intend to send the Purchase and Sale Agreements and associated draft exhibits to 27 potential buyers who have reservation agreements with the town for the Meadowlark for sale development project. The Town recently received drafts of these documents, which are currently in final review by the Town Attorney.

The lottery process for the fifth tier, those working in the R-1 School District, will begin February 20th. There are two units remaining, each three bedrooms, two and a half baths with a carport.

### *Ilium*

The market study has been finalized and we will be reviewing it with our consultants, EPS, this month.

### *VCA*

As noted above, VCA management has undergone some changes, and we are posting for a Manager position. In the meantime, Finance as well as Marleina Fallenius, Mae Eckard, and Michelle have done an amazing job stepping in.

Staff is also working on the plan to move people into the East Building of Phase IV, which we anticipate will be ready for move-in sometime this spring.

We have a VCA resident committee scheduled for Wednesday January 31st to begin at 5:00 pm which will be held in the Council chambers and via zoom.

### *Compliance*

Deed Restriction biennial compliance is in process. About 35% of all owners or tenants have qualified to date. Enhanced communication including newspaper communications begin this week.

## *Regional Housing*

A RFP has been issued for a regional housing needs study, and we hope to have a consultant team on board by February.

## *WWTP*

Michelle continues to participate in the TRWWTP discussions with Finn & Scott, the consultants and the Telluride team. The team is re-evaluating the plans and may prioritize immediate improvements needed to keep the WWTP operational while buying more time to figure out the next steps due to the existing site and cost constraints.

## *Gondola*

Work continues on the gondola. The GSub will be meeting on January 22nd and the Leadership Team will meet on January 29th. Current efforts focus on the ongoing operations and maintenance of the current system as well as the funding for such operations and maintenance of the new system.

## *Council*

Staff has worked with the Mayor and Mayor Pro Tem to establish a calendar to address major priorities during Council meetings throughout the year.

\*Updates from Parking, Parks and Rec and Gondola to come.

## *Medical Center*

The current Med Center budget contemplates that all entities who allocated funding to the Med Center this past fall will be repaid over a three-year period.

## **Parking**

The parking department rolled out its wildly popular parking management changes on December 22<sup>nd</sup>. The implementation of new day parking rates and permit products in most public parking facilities throughout the Town have been relatively smooth, notwithstanding the anticipated public frustration, minor system bugs, and unanticipated consequences of new policies. The new policies have so far produced the desired results of freeing up supply in the Gondola Parking Garage. Average utilization has hovered around 70%, with the traditionally busy holiday as high as 95%.

The dedicated parking staff in GPG, has done an admirable job of communicating the changes and assisting parkers with questions. It has been a true team effort, with departments across the Town chipping in to help with the launch and providing great customer service when the need arises.

741 permits have been issued since launching the system on December 18<sup>th</sup>, consisting of 358 employee permits, 232 resident permits, 102 locals permits, with the remainder spread out across other permit products. GPG is averaging approximately 100 paid parking sessions per day. The true test of the system will be a blue sky Saturday / Sunday preceded by a large storm cycle.

## **Gondola**

Business as usual at the gondola with year-end ridership up 1.7% over 2022 at 3,114,789. December ridership was down 7.4% when compared to December of 2022. The renovation of the public restrooms at San Sophia was completed on December 20<sup>th</sup>. Operations staffing continues to be a challenge as we transition from a seasonal to full-time employment model.

## **Parks and Rec**

The parks and rec crew has settled into their winter routine consisting of ice maintenance at Reflection, Village Pond, and Elk Lake. All three surfaces have been open for skating since mid-December. Nordic grooming activities within our license area and on the Valley Floor are in full swing. Recent snow has helped to improve conditions across the nordic system. Plans for the upcoming trail building season are underway, with scopes and contracts already being developed and negotiated with several contractors.