



AGENDA ITEM 7  
TOWN MANAGER  
455 Mountain Village Blvd.  
Mountain Village, CO 81435  
(970) 729-2654

TO: Mountain Village Town Council  
FROM: Paul Wisor, Town Manager  
DATE: March 14, 2024  
RE: Department Updates

---

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**

Asphalt RFP has been completed and awarded for 2024 overlays in Mountain Village. VCA Building #1 roof replacement is out to bid and the new VCA bus stop is in the design phase. First EV vehicle (Ford Lightning) has been put into service.

### *Road & Bridge*

Snow removal services continue as routine – February had 69 inches of snow, mostly falling in the first 2 weeks of the month. Freeze/thaw cycle has begun with warming temperatures and pothole fixes have been executed around the Village.

### *Water*

Production from Telluride wells is online to supplement flows in MV due to a potential leak in the system. The leak has been isolated and will be further investigated upon the closure of the ski resort. GIS mapping of water infrastructure continues as well as routine maintenance and distribution production.

### *Plaza Services*

Holiday decorations continue to be removed as time allows between storms (we're almost there!). February was another busy month of events with the return of Gay Ski Week and multiple private group events. Increases in Spring Break visitation are keeping the team busy with trash removal and general maintenance within the plazas.

## *Facility Maintenance*

Boiler and snowmelt issues continue to be addressed. VCA new construction walk-throughs and punch lists are underway for the new East Building. New office design for Town Hall is underway and should be under construction soon.

## *Vehicle Maintenance*

Maintenance of snow removal equipment to keep up with winter weather related wear and tear. New welding trailer for on-site work is complete.

## **Munchkins**

I wanted to share exciting news- this week two more of my staff wrapped up their state qualifications making them Lead Teacher qualified. That puts us now at 6 out of 8 employees state qualified as lead teachers. In my time here at Munchkins we have never had so many qualified staff- typically 3 maybe 4! I can't express how exciting this is for the program, it allows more flexibility in staffing, gives each classroom highly skilled and educated teachers, and sets our program apart from the others in the area from a quality standpoint.

With all this great news, there's always a little bump in the road. Sophia my assistant director and lead preschool teacher resigned at the end of February. Thankfully, Jordan Menefee was offered and accepted promotion into the lead teacher role. She's highly experienced- previously ran the Children's Museum in Tucson as well as the Erik Hite program for first responder's families. We are so fortunate that we had someone on staff who was very excited and willing to jump in and take on the Lead Preschool position. I will not be filling the assistant director position at this time; the program is lucky to have Jordan, Madiea, and soon to be Stacy, director qualified so I am working with finance on how the possibility of giving more responsibilities and potential small pay increases to those three lead teachers while in turn saving the program some money from that Assistant Director position. We will eventually be looking to hire a childcare assistant to help back fill Jordan's position ideally after spring break!

## **Community Development**

### *Planning*

Development review for mostly single family homes continues per usual. This was the last month that we contracted with Design Workshop to assist with design review, we should be able to handle this in-house going forward with Drew Nelson our senior planner fully on-board and familiar with our design review processes. We are also preparing for a series of CDC amendments to address various topics, so anticipate seeing those headed to council for review and adoption throughout the summer.

### *Building*

Within the building department, Inspection staff attended the International Code Conference in Denver for continuing education. Inspections and plan review both seem to be picking up as we get closer to the spring building season. The Ordinance for adoption of 2021 building codes and associated CDC amendment has been drafted and will be reviewed by both DRB and Council in April. In preparing information for the 2023 year in review, building permit valuations were aggregated for 2023 and were valued at over \$110,000,00!

## *GIS*

GIS has been busy with re-addressing efforts. Boulders, Coyote Court and Prospect Plaza are all underway. We have received some feedback from residents currently going through the process, and will make some slight modifications to the roll out prior to the next phase.

## *Forestry*

Forestry continues to prepare for this summer's programming – receiving, inventorying and labeling equipment, developing the training plan for the seasonal crew and continuing to work with our regional partners to develop the actual work plan for the execution of a community-wide fuel break.

## *General*

All staff except GIS were also involved in preparing for and testifying in a trial in municipal court regarding numerous code violations.

## **Clerk**

The design charrette with the Blythe Group for the Council Chambers, Executive Session breakout room and remodel of the public bathrooms design project is set for March 19th. We are in the design stages with Voter Magic, the replacement voter database. The software has been installed and we are fine tuning its capabilities. Once complete, the clerks will begin the training sessions.

The MMXSilo platform document migration was successful. Once voter database training is complete, we will be working on determining the search parameters and setting up the access. The platform allows us to link it to the Town website providing the public access to public records without having to submit an open records request.

## **Human Resources**

Market Compensation Study: In pursuit of ensuring fair and competitive compensation, HR has initiated it's bi-annual market compensation study. This study represents a proactive step towards maintaining a competitive edge in the job market and ensuring equitable compensation for our valued employees. We have initiated a market compensation study with a highly sought-after consultant specializing in municipality market studies across Colorado. The consultant has been rescheduled to be on-site during the third week of March to meet individually with directors to gain a deeper understanding of their departments.

Learning & Development Training: Our commitment to Learning & Development training continues with March's training titled: "So Glad We Don't Agree: Why Adversity is Healthy at TMV." Our training logistic strategy continues with a one-hour all staff training and then a one-hour supervisor deeper dive training. As a reminder, these are being conducted on-site by our consultant with Marble Peak Consulting. HR's strategic goals surrounding Learning & Development training will continue to enhance organizational growth, foster a culture of skill enhancement and improving employee engagement and retention, to point out a few factors.

Our team is continuing to work with and grow our robust HRIS software and improvements happen each day! We are ramping down the season and will be offboarding seasonal

employees and then move immediately into onboarding our next round of seasonal employees. We have also seen a significant increase in applications received for full time positions and have been able to successfully and quickly fill open positions. As we continue with our new HRIS software we will be able to provide time to hire metrics.

## **Police**

February was again a very busy month. Some of the more significant calls included, officers verbally de-escalated a situation with a subject armed with a knife, A reported suspicious person was contacted in the core. This person had multiple felony warrants from Mesa County and had no explanation for what he was doing in Mountain Village or how he got here. Officers de-escalated uncooperative possible suicidal person and stabilized the situation. Officers and Telluride Fire Department responded to a structure fire. This is residence under construction, the fire department was able to quickly extinguish the fire and reduce the damage to the structure.

Deputy Chief Moir and the San Miguel Coroner investigated an unattended death. On February 28, we received a call of a disturbance. The citizen calling was able to contain the situation while we were enroute, and the citizen remained on scene to assist the first officer until others arrived.

We were also able to continue training both internally and attending outside classes. Officer Horn attended a 60-hour Krav Maga Instructor. This teaches officers how to gain, regain, and maintain control of common combative situations. The training was POST Funded as well. Officer Uribe attended an Advanced Domestic Violence response and investigation day long class in Montrose. All officers attended Blue to Gold case law webinar on Reasonable Suspicion, deep dive. Blue to Gold is a service that highlights and interprets legal decisions and case law for line level officers. Sgt. Moir is a certified instructor for this content. Officer Menter presented Trauma Informed Response and Interviewing training to all our officers. This is a program Officer Mentor spent considerable time developing at his last agency and brings a wealth of knowledge to the topic. Officers also attended webinars on; The impact of intimate partner violence within diverse & marginalized communities and Responding to hoax bomb threats and swatting webinar.

These incidents and training activities highlight the diverse challenges our officers face on a day-to-day basis. The successful de-escalation of potentially dangerous situations demonstrates the effectiveness of our training programs. Additionally, the continuous pursuit of knowledge, as evident in the completion of various specialized training courses, underscores our commitment to maintaining a highly skilled and well-prepared team.

We remain dedicated to providing a safe and secure environment for our community, and these incidents and training activities serve as valuable learning experiences for ongoing improvement.

## **Economic Development and Sustainability**

The Economic Development team has been holding business check-in meetings with our Mountain Village business community. These meetings have been a great opportunity to share information and have an open dialogue around current Town initiatives, and to understand challenges facing our businesses and where the Town may be able to provide support. Additionally, work has focused on summer activities and events, including Market on the Plaza,

which has seen a healthy number of vendor applications. Initial vendor selection is complete, and the Market is on track to again provide a great variety of arts, goods, and fresh produce every Wednesday during the summer season. Additionally, staff is working with Brandon Berkel and the gondola team on the installation of Brandon's piece "Only We Know What Could Have Been" which was approved by the Public Art Commission for installation in the Oak Street gondola station.

Sustainability efforts continue and staff has begun work on updating the 2019 greenhouse gas emissions inventory in tandem with establishing an updated scope of work with our consultant, Cascadia Consulting, for updates to the 2020 Climate Action Plan. Preparations are also underway for a springtime launch of our many incentive programs, including the Solar Incentive Program, the Building Energy Incentive Program, and the Smart Irrigation Incentive Program.

Grant work continues and in addition to administering reporting and reimbursements from awarded grants, staff is working with internal departments to identify grants that are in line with the Town's planning and capital projects and strategize around funding opportunities. Town has also been working with Public Works, Parks & Rec, and the Forestry Department to apply for rebates from local utilities for a range of items and equipment including EV charging stations, the Town's new Ford F150 Lightning, and electric outdoor power equipment.

In addition to standard communications, the Communications Department has been focusing on spreading the word around many of our housing initiatives including the next tier of the Meadowlark lottery process and the upcoming move-in for the VCA Phase IV East Building. Additionally, work is nearing completion on the Town's 2023 Annual Report which will highlight all the Town's great accomplishments in 2023.

## **IT**

Information Technology completed its NIST CFS baseline cyber security assessment conducted by Kivu. Several areas of improvement were identified. IT met with the tech committee regarding these cyber security enhancements. In addition, the budget committee was given this information and endorses additional funds requested for these systems in the 2024 budget. Currently IT is preparing a final approval agenda item for Council. IT is also involved in another cyber security audit with CLA (Clifton Larson Allen) accounting. This cyber security audit is ongoing and should be completed in the next month or so.

## **Finance**

The Finance team is focused on the audit. The Finance team is also working on improving VCA policies and procedures and onboarding new employees.

## **Town Manager**

### *Housing*

Biennial compliance is almost complete. There were only four individuals who did not respond to our communications, and we will either garner voluntary compliance or send a penalties letter.

### *Meadowlark*

Modules will be set late March or the first week of April. The lottery is scheduled for March 29th. We have approximately 45 interested buyers and approximately 15 pre-qualification applications in process to date.

## VCA

Brittney Newell started as our VCA Property Manager.

East Building. We have started the selection process for the east VCA building utilizing our public wait list and transfer wait list

West Building. We will begin the communications program to fill the west building with selected Mountain Village businesses. The program and timeline is provided as part of this packet

## *Regional Wastewater Treatment Plant*

Finn, Scott and Michelle met at the WWTP to discuss the short term fix design and engineering scope and timeline. The anticipated timeline is to keep the plant operational for 5-7 years while figuring out the next step of an upgraded plant.

## *Gondola*

The Gondola subcommittee participated in site visits at Winter Park and Steamboat in gain a better understanding of modern gondola systems. The Managers Committee and the Subcommittee have concluded that the federal RAISE grant is not a good fit for the proposed new gondola. Rather, SMART will be pursuing a CIG grant, which could potentially fund up to 80% of the new gondola.

## **Transportation**

### *Parking*

Consistent with last month's comprehensive update, parking system revenues continue to be strong across all paid parking facilities, with utilization trending up slightly in February. Overall YTD parking system utilization is down 11% (HGP -31.4%, GPG -8.0%, NVC -23.3%). Permit applications and associated revenues have begun to taper off. While busy as expected on the weekends, the system has only gone into overflow once the entire season. Active management of GPG, coupled with the new policies and rate structures seem to be producing the desired results. Notably, a new zone has been established in the North Village Center lot to accommodate patients visiting medical providers situated on this side of the core.

### *Gondola*

Business as usual at the gondola with February ridership down slightly 0.03% when compared to February of 2023. Year-to-date ridership is down 5.5% and season-to-date ridership is down 6.5%. With strong early March ridership, the gap is expected to close. Operational and mechanical uptime continues to be high despite challenges with recent high wind events. Staffing continues to be a challenge for both the operations and maintenance departments. Preparation for shoulder season maintenance is underway and recruiting / hiring efforts for summer season operators has been encouraging.

## **Parks and Rec**

The Parks and Recreation team continues its winter maintenance routine, focusing on ice maintenance at Reflection, Village Pond, and Elk Lake. Adjustments to operational hours at the Reflection Ice Rink have been made, delaying opening times on sunny afternoons. While Elk Lake and Village Pond remain suitable for skating, the viability of these surfaces will diminish as we progress into March. Nordic grooming activities within the Town's license area and on the Valley Floor are ongoing. Recent snowfall ensures the continued viability of the Nordic trail system until the close of the ski area. Planning for the upcoming trail building season is underway, with scopes and contracts being developed for the summer projects. Additionally, efforts in content development for enhanced trails wayfinding are progressing.