



AGENDA ITEM 7
TOWN MANAGER
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TO: Mountain Village Town Council
FROM: Paul Wisor, Town Manager
DATE: May 9, 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

Road & Bridge

Spring road work has begun: street sweeping, crack sealing around the Village, drainage maintenance and preparations for asphalt overlays. New guardrail will be installed on San Joaquin Blvd as well as replacement of the damaged sections and an extension to the Mountain Village Blvd "S" turn. Spring winds have also kept the crew busy cutting fresh blowdowns around Town.

Water

Water production continues through the off-season. Neptune meter upgrade installations throughout the Mountain Village are continuing with hopes of completion by the end of June (currently about 1/2 of all meters have been installed).

Plaza Services

Off-season swap to Spring/Summer has begun. Fireplaces will be removed and replaced by flower beds in the Core, irrigation repairs and upgrades are being installed and readied for startup, flower bed maintenance has begun, and plaza paver work is underway.

Facility Maintenance

General maintenance and spring preparations. The snowmelt systems have been turned off, turned on, and will be turned off for the season (hopefully). VCA continues to turn units and new units are being brought on board in the new East Building.

Vehicle Maintenance

Winter maintenance plow has been transitioned into a summer dump truck, winter tires have been swapped for summer tires and summer equipment is being serviced and brought online. Mechanic staff are attending the annual SAVMI conference for training during the week of the 13th. Old parking meters at all Village parking areas have been removed and Gondola Parking Garage drainage repair project is underway.

Parks and Rec/Parking/Gondola

Please see the packet materials for updates on parking and trails.

The Gondola is currently down for off season maintenance.

Munchkins

Mountain Munchkins is continuing to prepare for the ITERs/ECERs rating which will hopefully take place sometime in August. There have been staffing changes but two new full-time year-round employees have accepted offers and will start over the next few weeks bringing us closer to fully staffed. With much help from Lauren Kirn, Munchkins was able to submit to the Temple Buell grant on May 1, awarded funds will go towards our scholarship program and continuing education for staff. Munchkins was also awarded \$7500 from the state to go towards operation costs and \$2500 for participating in the Universal Preschool Program.

Community Development

Planning

With the resignation of our Planning Tech, we have had to re-allocate duties among planning staff to accommodate. Spring comes the start of the building season, so previously approved design reviews moving towards building permit often have miscellaneous planning issues to be cleared up with planning prior to being issued a planning permit. Development review for mostly single-family homes continues per usual. We are partially through a series of CDC amendments to address various topics, so anticipate seeing those headed to council for review and adoption throughout the summer. Staff are doing some cross-training with the Town Forrester to be able to administer basic tree permitting. TMVOA has opted not to fund the defensive space initiative program this year, so the program will be a bit limited in scope, being implemented only until the Town budget is spent. The Four Seasons project is working through requirements prior to building permit and also planning to do some infrastructure work within the road right of way this Spring.

Building

Within the building department, our Inspector 1 attended drone flight school in anticipation of testing for full licensure in early summer. We hope to be able to use drone technology for complicated inspection scenarios with difficult access such as roofing. Re-roofs taking advantage of the cedar shake initiative, are well utilized, and TMVOA has committed \$75,000 (50% match by the Town) to this program. Inspections and plan review are picking up. The Lot 30 building permit plans are out to our third-party agent Shums Coda for review, so we anticipate that permit being issued this summer.

GIS

GIS continues with re-addressing efforts. Boulders, Coyote Court and Prospect Plaza are all coming to completion and staff will be verifying that the physical addresses have been changed in late May, early June. We are preparing to roll out Phase 2, which will start with a community meeting for those affected before notice is sent. Because ballots can't be forwarded, we will wait until after the June election to start the next phase.

Forestry

Forestry is in full swing, with the seasonal crew all on-board. The focus of early season is getting staff trained in safety and procedures before getting them in the field. Draft of an agreement between the Town and Telski to work on Telski property regarding a community-wide fuel break is underway and we anticipate getting this agreement in place soon. Telski would also be crucial in allowing us easier access to forest around VCA for d-space work as well. We understand they are amenable to this access as well. A regional partnership between the Town, the USFS, Trout Unlimited and Town of Telluride is working through the details of a joint project that would provide better habitat for fish in the San Miguel River by utilizing trees and slash removed for our community wide fuel break.

Clerks

The Clerk's Department is training and implementing the Voter Magic voter database. We have been tasked with obtaining a bid for the remodel of the Town Hall front entrance to include two additional offices and a secure reception area. Additionally, we are furnishing an interior office with cubicles for two flex offices. We continue to work through document accessibility conversions and update PaperVision documents.

Human Resources

Learning & Development Training: Our commitment to Learning & Development training continues with April's training titled: "Buh-Bye Blame: Asking High Level Q's for Honest Answers" and May's training titled "Money is Everything... or is it – Compensation Upgrades at TMV."

Our training logistic strategy continues with a one-hour all staff training (101) and then a one-hour supervisor deeper dive training (201). 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.

Performance Reviews aka "Success & Development Collaborative Plan": our first quarterly check-ins happened in April. These check-ins are part of a more interactive process of conducting a performance review in comparison to years past consisting of one end-of-year review.

A check-in is between a manager and employee with the manager asking the employee the following 4 questions: 1) What's Going Well? 2) How are established goals progressing? 3) How are established projects progressing? 4) How is your individual goal progressing? All of this is recorded within our new NeoGov software.

We are committed to more open communication, constructive feedback and personal and professional growth in this new style of evaluations. The new format is designed to align individual performance and development with the overarching goals of the departments, the strategic objectives of the Town and the mission, vision, and values established. We will still have an overall end-of-year review in November with the check-ins being used. Our Performance Elements are weighted and scored at this time.

The Director's held their second annual Retreat on May 9th, in which 2025 strategic and departmental goals were discussed.

Our team attended training in April! Ashley, our HR Generalist and Jodi, our Police and Court Clerk, attended the CIRSA Incident and Injury Prevention held in Montrose while Lindsay, our HR Benefits Coordinator, attended the Employee Benefits Manager Certification training and passed the certification exam! Jaime, HR Director, was invited to participate as a panelist hosted by NeoGov titled "Overcoming HRIS Hurdles: Lessons from City of Annapolis and Town of Mountain Village." Yay team!

Police

April 2024

Police Officers Memorial Day is May 15th. 118 officers killed in 2023 are being added to the National Law Enforcement Officers Memorial this spring, including Cortez Sgt Michael Moran who was killed in the line of duty on December 6th.

All Officers continue to be busy for the "shoulder season" with calls for service and follow up while continuing proactive foot patrols, security checks and business checks.

Officers continue to engage in training to enhance their skills and knowledge in different areas of law enforcement and community service.

Law Enforcement Updates:

Sexual Exploitation of a Child: An investigation led to the arrest of an individual on 8 felony charges. The investigation is ongoing.

Assault: Driver was assaulted while dropping off passengers from the SMART bus in the meadows. The suspect was identified from video footage, arrested, and charged with felony assault (person at risk).

Disturbance at Madeline: An individual under the influence of alcohol and possibly narcotics was causing a disturbance at Madeline, pushing staff and guests, and engaging in disruptive behavior. Police intervened to address the situation.

False Reporting: A report of a car hitting a person was found to be false; instead, the person had hit the car.

Trespassing: Incidents of trespassing were reported at a local lodge pool.

Criminal Mischief: Charges against an individual for kicking out a Gondola cabin window, resulting in misdemeanor criminal mischief.

Harassment: A guest at Hotel Madeline grabbed a housekeeper and attempted to pull her into his room. An investigation is in progress.

Total Incidents: 349

Commendation:

Tyler received commendation from Lindsay at CBI for his professionalism and courteousness in dealing with a new form for blood/urine tests. Lindsay appreciated Tyler's attention to detail and proactive approach, noting his exceptional service.

Training Updates:

Jason and Hector attended a 3-day SW Parking Conference.

Matt, Mark, Peter, Jose, and Jodi participated in an 8-hour training session on interacting with people with disabilities.

Jodi received training in Incident and Injury Prevention from CIRSA.

Matt, Mark, Peter, Jose, and Jodi underwent an 8-hour Crime Scene Processing training.

Matt, Peter, Adam, and Jeff participated in a 6-hour Firearms Training session.

Jodi and Dennis attended a 3-day Colorado Municipal Judge Conference.

Peter received 16 hours of training in Advanced Roadside Impaired Driving Enforcement (A.R.I.D.E.).

Adam participated in a 5-day Human Trafficking Summit.

March 2024

The month of March was another busy month with several significant incidents, all of which were handled with professionalism and dedication by our staff. We were able to bring back Coffee with a Cop and continue attending training.

Law Enforcement Highlights:

Officers responded to a disorderly conduct incident in the village core where an individual was yelling at people. The situation escalated, but officers Tyler, Matt, and Erika were able to verbally de-escalate and peacefully resolve the issue. The person was arrested and transported to SMSO jail.

Two significant traffic crashes occurred this month, one involving an intoxicated driver who continued driving after the crash and was subsequently arrested for DUI. Another three-car crash caused traffic delays on Mountain Village Blvd. but resulted in only minor injuries.

A person was arrested for making threats to stab people in the core, resulting in felony charges. Shortly after that arrest, officers responded to an intoxicated individual on Chondola who wanted to fight but was safely de-escalated and later arrested for possession of cocaine and disorderly conduct.

Officers responded to a report of a person making self-harm threats over the phone and then stopped communicating, officers were able to make contact with the individual who had fallen asleep and was unharmed.

Multiple domestic violence incidents were reported throughout the month, including verbal altercations and a case involving significant property damage to a local business. Arrests were made in some instances, while others resulted in no charges.

These incidents highlight the need for two officer response on these calls. Both for the safety of the officers, the community and the suspects. For the incident at the Chondola, one officer was still at the jail completing the booking process, but an off-duty officer was at the office finishing paperwork and responded to assist on the second call.

Community Engagement:

Coffee with a Cop event held on March 27th and saw a good turnout of citizens, council members, and town staff. A BIG thank you to Telluride Coffee Company for hosting the event.

Training:

Radar Operator Certification: A CSP trooper provided six hours of radar operation training for regional agencies, enhancing our officers' skills in traffic enforcement.

Officer Martin attended a 20-hour I-9000 EBAT instructor training program, this allows him to assist in maintaining the intoxilyzers in the areas well as instruction on operation to other staff.

Sgt. Moir participated in a three-day NTOA Rescue Task Force instructor training alongside TMO and TFPD personnel, expanding her knowledge in tactical response.

Several members of our team, including Jim S., Scott P., Kathrine W, and myself, attended a large tabletop exercise for Critical Infrastructure Failure training in Montrose, including one scenario of a potential cyber-attack. The other scenario was the long-term loss of power and natural gas to the region, preparing us to effectively respond to critical incidents.

Officer Horn provided assistance to SMSO with DT (Defensive Tactics) training, reinforcing our commitment to collaboration with our regional partners.

Thank you for your continuing support.

A group of people standing around a table with drinks:



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 have 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 has been taking advantage of this off-season performing firmware updates on equipment. In addition, IT has been working with staff migrating more systems into the cloud creating better redundant accessibility. IT completed its second cyber security audit of this year. Several cyber hygiene projects have been completed. Penetration testing has been performed with no alarming discoveries. The full report is due in the upcoming weeks. IT also partnered with a security provider who now performs weekly vulnerability scans. Both projects were recommended by IT and supported by the cybersecurity auditors. As the CTO, I have been learning more about operational technology and the potential efficiency surrounding it.

Finance

The Finance team continues to work on the 2023 audit as well as refine implementation of Neogov. The Finance team also continues to assist in the transition of VCA as well as support the Town Manager's office in the near final construction of VCA and Meadowlark.

Town Manager

Housing

Biennial compliance is almost complete. There are two remaining individuals who did not respond to our communications, and we will either garner voluntary compliance or send penalty letters.

Meadowlark

Modules were set in mid-April. 26 of the 29 units are under contract. We have extended the deadline for those that work within the R-1 school district to the end of May. If the units are still available after that date, we will schedule tier 6 to open the units to Mountain Village businesses.

VCA

East Building. We have been filling the units by utilizing the existing public wait list and VCA transfer wait list.

West Building. We held an open house for businesses for the master lease program with about 14 interested businesses who attended or expressed interest. We have extended the application deadline to May 29 and the business master lease selection date to June 5 to stagger these dates closer to when businesses have resumed operations.

Ilium

Bechtoldt engineering has begun the level 3 traffic study of the Ilium intersection that will better inform impacts and improvements that will be required with a development application in the future.

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. We have ongoing meetings scheduled to discuss the WWTP upgrades, I & I and FOG compliance programs. We will request additional ongoing data sharing so we can better track on how our compliance plans are positively impacting the WWTP volumes, I & I, BOD (organics) and plant operations.

Gondola

The Manager's Group, Sub Committee, and Leadership Team continue to make good progress on the gondola. The Leadership Team agreed on a proposed funding mix, and the Manager's Group is working with the law firm Butler Snow to craft ballot language around that funding mix, which ballot question will be considered by the voters in November. Once the ballot language is finalized, a second poll will be conducted. This poll will not only test the ballot language and help refine it, but hopefully confirm some of the general results of the first poll. Finally, the General Assembly passed SB-32, which included an amendment providing SMART and other regional transportation authorities with the ability to increase lodging tax revenues, subject to voter approval. This legislation was critical to assuring SMART could legally seek the full funding mix approved by the Leadership Committee.