



AGENDA ITEM 8
TOWN MANAGER
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TO: Mountain Village Town Council
FROM: Paul Wisor, Town Manager
DATE: July 12, 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

Asphalt overlay project is expected to be complete by the end of the day Friday, July 12th. FOG inspections have begun and will continue through the summer until all food service establishments have been inspected. Routine maintenance and repairs of the collection system are underway as well as infiltration mitigation.

Water

The 2024 Consumer Confidence Report for the 2023 calendar year has been completed and is available on the Town website. Water consumption was up in June, likely due to a dry start to the month and high irrigation demand. Routine water production, water meter replacements and routine maintenance continues.

Plaza Services

All flowers and plants have been planted prior to the July 4th holiday and are looking great. The July 4th holiday was busy in the plazas with many guests and the Red, White & Blues events. The plaza team is working on new irrigation and grass at the new VCA buildings. Routine maintenance and Farmer's Market logistics are underway.

Facility Maintenance

General maintenance around the Village continues. VCA's new buildings are filling and turnover continues to keep the crew busy. Village Court parking lot asphalt at the new buildings is scheduled to be completed by July 12th.

Vehicle Maintenance

Forestry truck bed fabrication project is expected to be complete this week. Vehicle services and routine maintenance continue.

Parks and Rec/Parking/Gondola

Parking

The Telluride Bluegrass Festival assumes management of parking operations in Mountain Village during the festival, with Town staff providing support as needed. Reported parking counts were unremarkable and consistent with prior years. The Town sub-leased Lot R to the festival for the second straight year. The current facilities use agreement, allowing on-street parking for festivalgoers, expires after the 2025 event.

The July 4th holiday was busy, but uneventful. Wayfinding enhancements, system wide, have been implemented and will be on-going throughout the summer. Phase 2 structural steel painting in Gondola Parking Garage has begun, with a projected completion date of September 30th. Staff is coordinating with the contractor daily to minimize disruptions to the public.

Gondola / Bus

Gondola ridership YTD is up 0.3% from 2023 having provided 1,508,297 passenger trips through June. Ridership for the July 4th holiday week was up 6.1% over 2023, with a new single day trip record on the 4th of 25,092. Pre-parade and post-firework wait times in the Mountain Village and Telluride peaked at 1 hour and 45 minutes. Management received multiple compliments and fielded zero complaints during the busy festival and holiday periods. The gondola has been running well, with no prolonged electrical or mechanical downtime events since opening for the summer season.

At times, paving and construction along bus routes has contributed to a significant decrease in on-time departures statistics.

Parks and Rec

Work continues on the center section of Boulevard Trail. Tree work has wrapped up, and the last of processing is scheduled to be completed on July 15th. Retaining walls have been dismantled and the trail is taking shape. First pass on the Big Billies Novice spur is complete, with handwork and bridge construction nearing completion, for a projected opening date of July 15th. Construction of Stegosaurus Trail is ahead of schedule. Corridor clearing and the first machine pass are 60% complete. Finish and slash removal crews are following closely behind.

The parks and rec crew continues to perform its regular maintenance program while providing project support to the trail construction projects. Noxious weed control throughout the Town is underway as well.

Sidewalk improvements in Village Center and the stone veneer on the San Joaquin Hilfiker wall are nearing completion.

Munchkins

We are staffed! We are so excited to have local Sarah Worth joining the Munchkins team starting on July 23rd. Sarah has been living in Telluride since 2018 and has been previously in

the ECE world working for Rainbow, Rockies, and the Nursery. She said in her interview she's looking to find a place where she can grow her career and really ensure the continuing growth of childcare in the community. Very excited to have her joining us! Our second new hire, Madeline Richie, will be starting on August 19th coming all the way from Australia. She's been working as a childcare assistant for a program but is looking to return home to the State's. She's currently working in a program with upwards of 40 students a day so I'm confident she's got all the skills needed to be a great addition to Munchkins!

Munchkins will have a new onboarding training program. Traditionally Munchkins has been in such a staffing bind that any new hires who come onboard are learning on the job. When discussing with our quality improvement coach how to reduce turnover and burnout one of the top suggestions was to work through a new onboarding process which gives more training time. New hires will now go through a 6-day training schedule to ensure they are confident and comfortable in the classrooms.

Munchkins will be having some enrollment opportunities in the next month with the kindergarten graduates on their way to elementary school. We are looking at having 3 infant spots open by Oct first, based around the current infant's birthdates, and two preschool spots opening by September 15th.

Since reopening the online waiting list form on June 17th, we have had 24 families submit for a place on the waitlist. Katherine Warren and I are still in the process of getting the waitlist public to help families track their progression.

Community Development

Planning

Planning continues to review planning applications, primarily single family home design review. In addition we continue to bring through a back-log of needed CDC amendments, breaking amendments into single or related topics so as not to overwhelm either the DRB or Council with too many issues at once. Class 1 Design reviews are steady, the community continues to take advantage of our cedar shake fee waiver, so we are seeing lots of re-roof applications. Staff is actively working with the Four Seasons team to work toward meeting all requirements prior to issuance of building permit.

Building

Madeline Hotel emergency demolition of decorative log applique has completed and we will be working with their team to understand what the replacement proposal/final exterior elevations will look like in the future. They will undergo some design review, the form of which will be dependent on what they are proposing and if it is a significant change from the previous facades. Citizen complaints and compliance issues regarding construction have increased as we typically see in the summer and building staff is actively communicating with contractors. Some violation letters have been issued to repeat offenders, but our first line of defense is education and asking contractors for voluntary compliance. Plan review has been steady. Connor Ficklin, our new building inspector is actively inspecting and we're happy to have him on the team.

GIS

Phase 2 re-addressing began July 8, and all affected residents have been notified. Revisions to the Zoning and Open Space maps are underway to reflect recently recorded rezones. GIS is also assisting Transportation with additions to our wayfinding program.

Forestry

The Forestry crew assisted Parks and Rec with some hazard tree removal along the Mountain Village Blvd. Trail Improvements area. Rodney is putting together an Invitation for Bid for helicopter work to support the first phase of a community wide fire break starting north of See Forever which we intend to do this fall. The crew will be moving to that area shortly to begin preparations, there is already significant ground fuel that needs to be cleared before we can drop additional trees for removal by helicopter. The Fire district has approved the idea of burning some of the fuel in place this winter, we will do site walks in the fall with fire district employees once piles are established, and more details will be provided to council at that time, Burning will be done over winter when conditions merit.

Clerks

The Clerk's Department has been fielding questions and public comment regarding the proposed Charter amendments and the second reading. We continue to work through document accessibility conversions and update PaperVision documents. We've begun our second quarter contract management audit and will be launching the Town's 2025 Grant Program in August. Email communications and online information will be sent out and available throughout the open application period.

Human Resources

Learning & Development Training: Our commitment to Learning & Development training continues with July's training titled: "Get Real: Multi-Generational Differences and Benefits"

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.

June's DiSC training continues with departmental deeper dive one-on-one's with Kathy Fry. These small group discussions within departments will look at each team member's DiSC profile and discuss communication barriers, traits and how to effectively interact with each other and inter-departmentally.

The DiSC personality profile is a widely-used tool that helps individuals understand their behaviors and communication styles. DiSC is an acronym that stands for four primary personality traits: Dominance, Influence, Steadiness, and Conscientiousness. Each trait represents a distinct behavioral style and way of interacting with others.

HR staff has been working through a busy spring/summer recruitment ramp up. A snapshot of recruitment analytics taken recently shows a 29 day average in time to hire, which is 48 days less than other NeoGov peers. Current attributes to this are more recruitment sites reached with

new software, recruitment videos, more robust career page, faster and more efficient onboarding of applicant to hire, increase in HR staffing to directly assist in all departmental recruitment efforts and becoming an area 'Employer of Choice'.

Police

Summer season arrived in June! Officers were very busy with calls for service at 536. This includes proactive foot patrols in the core, security checks and other officer-initiated activities.

The case reports for June include a motor vehicle accident (vehicle vs elk), two reports of dog bites, a disturbance that resulted in an arrest for domestic violence and harassment. A family disagreement at a wedding, someone entered a residence under construction and caused damage inside. A reported fraud/identify theft with accounts opened in victim's name. Three people were issued summonses for shooting airsoft gun at cars and people's feet in the Meadows area. A report of a lost firearm but it has now been located.

DUI arrest, a person "accidentally" took the wrong vehicle from the market and drove out of Mountain Village. The call was dispatched at 5:39 pm, Officers immediately checked the Flock license plate reader (LPR) cameras and saw the vehicle leaving town at 5:31 pm. Information was passed to surrounding law enforcement agencies and vehicle was contacted 16 minutes after initial report of a stolen vehicle.

We also investigated two hit and run motor vehicle accidents.

We were able to continue training this month that included S.T.O.P.S (High Risk Traffic contacts) and Hazmat awareness that all officer attended. I went to a three-day Colorado Chief's Conference in Estes Park and Jodi attended two days of Colorado Certified Records Network training to stay up to date on records management.

In partnership with Telluride Fire District, San Miguel Office of Emergency Management and US Forest Service, we again put on a very successful Fire and Ice event that included a screening of the movie "Elemental: Reimagine Wildfire". The movie was well attended, but as it was fairly late by the end, we didn't have time for any further questions or discussions

Of course, with June comes the First Grass concert that was very well attended. We had one child that needed assistance finding Mom, but no other issues. Bluegrass Festival parking went well in Mountain Village. We did write several parking citations but having an experience parking crew helps.

With the HR department, we had the recertification visit for DOT Alcohol Breath Test – Intoxilyzer Audit, which passed with no issues

Erika has begun the court process for a Child Sex Crimes Case.

Training reimbursed by POST grant through June is \$7,347. This includes Officers Uribe and Ford attending BATI Interview and Interrogation Training. Officer Fabian's crime scene investigator training, Sgt Moir, active shooter rescue task force instructor, Officer Menter, Human Trafficking Training Conference and Officer Horn Krav Maga Instructor.

Economic Development, Sustainability, and Communications

Economic Development

We continue to work through the remaining items in transitioning management of the Telluride Conference Center. Staff also continues to meet with the Plaza Vending Committee and its review of the plaza vending program and regulations. An example of recent plaza vending success, the Wok of Joy food trailer in Conference Center Plaza has brought new life to that plaza space, with creative partnerships with neighboring businesses and tables full of guests in Town's seating areas.

Mountain Village has been buzzing the last few weeks with an influx of visitors with the 4th of July holiday. The Red, White and Blues special event (produced by TMVOA) was a huge success, providing family-friendly activities across all the plazas. Market on the Plaza welcomed Latin-grammy winning children's artists 123 Andres for a free market show that saw over 100 participants (thank you to the Wilkinson Public Library for making this show happen). The Market continues to be the place to be on Wednesdays with an average of 38 vendors each week showcasing their wares and drawing great crowds to the Village Center. Each week, we still seek volunteers to assist with our Farm to Community CSA share distribution. Volunteers can sign up here. Lastly, the market is also offering a free bag donation program. Anyone can drop off unwanted, reusable bags and anyone needing a bag to shop with can pick up a bag from the bin.

The vendor, True Omni, has been selected to create an interactive digital visitor kiosk for the Village Center. The Town was awarded a \$20,000 grant from the Colorado Tourism Office to assist in funding the project. The kiosk will provide improved wayfinding in the Village Center and promote our businesses and special events.

In collaboration with the Telluride Tourism Board, the Destination Learning Lab was launched at the end of June. The TTB was selected as one of a few destinations by the Colorado Tourism Office to have a learning lab created specific to the destination. This online training program is accessible to all individuals interested in becoming local ambassadors for the community. Both the TTB and TMV are offering the chance to be entered into a gift card raffle for those who complete the program by July 21.

Communications/PIO

The highly anticipated website accessibility deadline (July 1, 2024) that was outlined in Colorado HB 21-1110 has passed, and the Town's website (excluding its documents) has a 100% rating from Lighthouse, an established accessibility testing tool.

Earlier this year the website received a 92% rating and Kathrine worked with VentureWeb, our website developers to make minor structural changes to the \ website to attain the 100% rating. A digital accessibility webpage is now available in the footer of all webpage on the Town's website that allows for users to learn more and make requests should they have trouble using assistive devices to access to Town's website or documents.

Thanks to HB 24-1454, the Town is taking advantage of the year-long grace period to attain full document accessibility by July 1, 2025 and Kathrine, the Clerks and other staff members will spend the next year going through the more than 3,000 PDF documents on our website to determine what documents are still actively used by the public and making them fully accessible and what documents can be archived in an accessible manner.

All new documents uploaded to the website as of January 1, 2024 are accessible for assistive reader to the best of staff's ability, and Kathrine is continuing to work with departments on accessible templates and training.

In addition to supporting departments with various communication needs, Kathrine is also working to get a community survey compiled and distributed by August and working with Conference Center staff to enhance social media and outreach on events booked at the Conference Center.

IT

Information Technology has been busy implementing cyber security changes to its ecosystem based on the "red team's" testing report. IT has migrated all departments that are qualified to SharePoint. IT is now working on migrating those users to Microsoft's cloud systems. This will take time because we don't want to break things. IT is in the process of changing its managed cyber security provider. Station 6 Gondola (Mountain Village Market) experienced a brief outage due to a faulty fiber transceiver. This transceiver was quickly replaced, and everything has returned to normal.

Finance

The finance team has rolled out a new online payment system. We have several systems different departments have been using to take online and credit card payments. We will be consolidating these processes through one system. The process was pushed out to Mountain Munchkins families to test in July. We will begin implementing the new process across other departments in the coming months.

We will be opening the 2025 budget for directors to begin budgeting in July with department and finance committee meetings beginning in August.

The team continues to work with the TCC team and TSG to take over all finance functions for the conference center.

VCA Phase 4 construction will wrap up this week with the completion of the parking area in front of buildings 8,9,15 and 16. VCA tenants have been extremely patient but are happy to see the project wrapping up.

Our first TAHG grant reimbursement request has been approved. We will have one additional reimbursement request at project close out.

The administrative team has been working on Building 15 master leases in place and expect all tenants to have moved in my August 1. There are still a few 2 bedrooms in Building 16 vacant. We will be through the last of the waiting lists in July and will move to a public application process if any remain. In addition to these new leases the team will have completed 33 lease renewals for June and July.

The maintenance team has been focused on apartment turnovers and we have brought in some contract labor to help work through the back log. The maintenance team has also been working on summer landscaping and property clean up and just completed the bike round up to remove abandoned bikes from the property. Annual unit fire sprinkler and fire suppression inspections have been completed.

Town Manager

Meadowlark

We have 3 available units, all three bedrooms. The Town is putting together a communication for the community to advertise the available units and will be scheduling an open house as the units can be toured at this point. To the extent there are still available units, the Town will open the units to Group 6, Mountain Village businesses.

VCA

VCA Phase IV move in continues. The parking lot paving is occurring this week, and nearly all work should be completed by the end of the month.

Housing Manager

Marleina Taix is finishing her last week with the Town as she moves to Park City. The Town is currently advertising for a Housing Manager and Housing Administrator in order to relieve Michelle and Lizbeth of their current housing duties.

Wastewater

Town Council held a special meeting to ratify the Purchase and Sale Agreement for five additional acres in Ilium. The Town has commenced due diligence efforts to determine whether or not a wastewater treatment can be constructed on the property. Work with the consultant team is expected to take a year. In the meantime, the Town continues to work with the Town of Telluride to assure the existing wastewater treatment plant is able to meet the community's needs.