



AGENDA ITEM 7
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

The crew has been working on two projects at VCA to address ground water infiltration at Building #1 and Building #3. Assisting Parks & Rec with stump/slash/chip removal in relation to the Boulevard Trail project. FOG inspections continue around the Village.

Water

Water production is steady at about normal elevated July levels. Pump #2 is in the process of being replaced after a recent failure. Part availability has been the primary reason for delay of the back-up pump installation, expected to be finished mid-August. Quotes for a new pump are incoming for a timely purchase to ensure redundancy moving into winter.

Plaza Services

Work around the Village continues as normal. VCA irrigation is being brought back online after construction of the new buildings and other excavation projects as well as new turf/landscaping. Plazas have been busy through July and early August with Markets and special events.

Facility Maintenance

Town Hall office construction has been occupying most of the team's time lately. Snowmelt system repairs around the Granita building are complete with the new sidewalk now in-place.

Vehicle Maintenance

The VM staff has been assisting the Water Department with repairs at the pump station. General vehicle services continue through the summer on top of intermittent repair work. Other

projects include hydraulic pump replacement on a sweeper and fabricating steel doors for the new compactor building at VCA.

Parks and Rec/Parking/Gondola

Parking

Overall July parking numbers, generated using daily noon counts, were down 2.6% when compared to July of 2023. Gondola parking garage saw a 5.3% decrease in parked vehicles and Heritage was down 7.6%. Phase 2 structural steel painting in Gondola Parking Garage continues, with a projected completion date of September 30th. From July 10th through July 31st, level two of GPG was closed, decreasing parking capacity in the garage by 20%. On August 1st, levels 1 through 3 were closed, cutting GPG's capacity in half. Staff expects to operate at this level through the first week of September and continues daily coordination with the contractor to minimize disruptions to the public. Alternative parking options have been and continue to be messaged to system users.

Gondola / Bus

Gondola ridership YTD is down 0.32% from 2023 having provided 1,969,410 passenger trips through July. Passenger trips totaling 461,113 for the month of July were down 2.2% when compared to July of 2023. Section 3 of gondola had two prolonged outages requiring APU evacuations. Both issues were linked to CPU failures, which have been resolved.

Meadows bus ridership was down 9.1% when compared to July of 2023. YTD Meadows bus ridership is down 1.9%. The Town will be taking delivery of two new grant funded vans on August 15th for the municipal bus fleet. The Town also applied for a grant for two new buses during CDOT's last call for capital projects. Awards are expected to be announced later this month.

Recognition: Cameron Freeman just completed a one-month lift maintenance course for 12 credits at Colorado Mountain College in Leadville. Cameron recently transferred to the gondola maintenance department after three and a half years with gondola operations, where his enthusiasm and initiative for his job was constantly on display. He said the classes he took in Leadville were challenging and covered a wide variety of lift maintenance topics. He is excited to be back home at the G exercising and honing his fresh new skills.

Parks and Rec

The summer trails construction push is progressing on schedule. Work on the trail surface of Boulevard Trail is substantially complete. Revegetation activities are in full swing. Wall construction will be commencing in the next week. Both the Lower Big Billies Spur and Stegosaurus Trail are open to the public. Finish surface work on both trails will be ongoing through the rest of the summer season, with Town crews clearing slash generated during corridor clearing and performing slope remediation and revegetation activities associated with the rough pass. Final permits for the VCA to MVB and the Bear Creek trails are expected the week of 8/11, with construction beginning shortly after. Layout and design of the future Elk Lake to Touchdown Trail and the Meadows Express Trail are nearing completion. A project update to the public is scheduled to go out the week of 8/11.

The parks and rec crew continues to perform its regular maintenance program while providing project support to the trail construction projects. Village Pond got a fresh stock of 75 medium sized trout. Noxious weed control throughout the Town is ongoing.

Sidewalk improvements in Village Center are progressing and the stone veneer and associated revegetation activities on the San Joaquin Hilfiker wall are complete.

Munchkins

July was a busy month for Mountain Munchkins! We took the preschoolers to swim lessons at the Town Park pool for two weeks, welcomed Sarah Worth to the team, and spent a lot of time cleaning the center in preparation for the upcoming winter expansion. With several preschoolers graduating soon, we are thrilled to have the opportunity to enroll new students across the program. We currently have space for four preschoolers and three infants. I am reviewing our waitlist to determine which families will be the next to join our program.

Community Development

Planning

Planning continues to review planning applications, primarily single family home design review. Staff processed three design reviews, one conditional use permit, and one CDC amendment through the Design Review Board and Town Council in July, with five design reviews completed on August 1 with the DRB. Staff held 4 preapplication meetings for new development. Training continues for new staff.

Building

There was an approximate increase in enforcement actions of 20% over the last month. Proactive enforcement as a result of daily patrols of construction sites showed a significant increase. Inspections and plan reviews are steady. The Lot 30 permit is close to release and according to the architect, the fees of more than 1.1 million dollars is anticipated to be paid in September. Ongoing daily trainings with inspection staff. I expect both inspectors to be commercial inspector certified by December. Staff continues to be involved in discussions surrounding plumbing issues at Allreds and the Ridge Building. San Sofia stair project is anticipated to be completed by the end of August.

Forestry

During the month of July, demand for tree permits was robust with 29 tree removal permits being issued. Defensive space assessment requests remain steady and there continues to be a waitlist for these requests. A cruise assessment was completed by the Colorado State Forest Service for the 100 acres along the top of the steep slope from See Forever to the west side of Lawson Point to produce a forest management prescription for the Community Scale Shaded Fuel Break project. The Forestry Division has been working with Trout Unlimited and the Forest Service in planning and preparation to fly trees to the valley floor where they will be utilized for habitat restoration by Trout Unlimited (where old mine tailings have recently been removed). Logs and slash from TMV's wildfire mitigation work will be utilized by T.U. to improve fish habitat and restore several acres of riparian land on the valley floor. The new forestry crew is actively engaged in wildfire mitigation and has been working above Jurassic trail to fell dead trees and prepare these fuels, along with dead and down fuels, for helicopter transport away from the site

where they will be utilized by T.U. and or other purposes (firewood). The forestry crew is also removing dead trees along TMV roadways on a weekly basis to reduce risks.

GIS

Re-addressing group 2 has been going very smoothly and the transition on the post office end seems to have been easier this time. Open space research is going along with some corrections still needing to happen. Wayfinding is picking up again and we are in the planning process of sign design and location choices for wayfinding points. The GIS Administrator is approximately 2/3 way through a GIS certification process. We are also preparing for the small government ArcGIS Online enterprise cloud agreement we are switching to next year.

Clerks

Construction began in the Town Hall front office which will create two offices and incorporate some much-needed safety measures and ADA compliance into the reception area. The front doors will be locked during the construction phase for safety purposes; however, a doorbell and phone list have been placed out front for guests to ring for service or contact the desired employee directly.

We just completed our second quarter contract management audit and will be launching the 2025 Grant Program shortly. 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 August's training titled: "10,000 Reasons For Loving TMV: Fixing the Fixed Mindset."

Our training logistic strategy continues with a one-hour all staff training (101) and then a one-hour supervisor deeper dive training (201). At this training, HR will introduce another new module in the NeoGov software: The Learn Module. This robust module is full of trainings that range from self-help, to becoming better leaders, to effective communications and to all things work related safety. HR will be rolling out this training module to each department. The monthly trainings 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.

Police

The MVPD had a very busy July. Our total calls for service were 725. This included foot patrols, security checks, bar checks and other self-initiated activity. We also conducted 14 traffic contacts and had 19 active investigations.

These included two Hit and Run motor vehicle crashes, several verbal disturbances (no charges) two of which were domestic violence related. There were two assault investigations, with one resulting in an arrest for 2nd Degree assault. We are continuing to investigate sexual exploitation of a child cases as well as unlawful sexual contact of a child which resulted in an arrest. We also had a report of theft of a bicycle that was rented but not returned. There is an

active felony arrest warrant for that suspect. We responded to assist with a missing juvenile at the Sunset Concert Series who was located with the other parent.

All staff continued training this month which included recertification as evidential breath analysis technician (EBAT). This is an 8-hour class certifying officers to operate the intoxilyzers for suspected DUI cases. Officer Menter briefed everyone on the weeklong conference he attended in Human Trafficking. Deputy Chief Moir created a training scenario for all sworn officers for responding to suicidal subject calls. All staff researched case law and policy for appropriate response to this incident. We were very impressed with the detailed responses everyone provided.

Economic Development, Sustainability, and Communications

Economic Development

The Town received four responses to the re-issued Village Center Commercial Space Study that is being issued in collaboration with TMVOA. Interviews with respondents are occurring and the selection of a consultant is expected in the coming week. Staff continues to work with BDAC and our commercial property owners to incentivize new business establishment and continues to offer a business master-lease of a VCA 4-bedroom unit and a sales tax abatement for prospective new businesses in the Village Center.

The summer destination marketing campaign, "Beyond it All", was named a finalist for this year's Governor's Award for Creative Marketing Campaign by the Colorado Tourism Office. The award winner will be announced in September at the Colorado Governor's Tourism Conference (GovCon) in Crested Butte. Special thanks to Kiera Skinner and the Telluride Tourism Board, and Karsh Hagan who developed and implemented the campaign, which is being supported by the Town of Mountain Village and Town of Telluride.

Molly attended her 4th Colorado Leadership Journey Program meeting in Durango, CO where she presented on her action learning project which was the 2023 Mountain Village Community Dinner. The program concludes in September at GovCon.

Market of the Plaza continues to drive a lot of great activity in the Village Center. After this month's council meeting, there will only be 4 markets left. Don't miss out!

Sustainability and Grants

The Town continues to work with ICLEI on updating TMV's greenhouse gas emissions inventory which is expected to be completed in October. This updated inventory will help inform the completion of the Climate Action Roadmap project. The Town continues to offer great incentive programs to assist our residents and businesses to realize energy savings and increase resiliency. The Building Energy, Solar, Composting, Smart Irrigation, and Fire Mitigation programs are ongoing, and more information can be found on the Town's website. Bruin Waste continues to work through the initial phase of their commercial composting operation with plans to offer commercial composting services to all interested commercial and multifamily properties in the coming months.

Lauren is actively working on grant applications for the EECBG grant through the Colorado Energy Office with a goal of increasing regional staff capacity, the Reconnecting Communities grant focusing on increasing connectivity and multi-modal transit, and preparing for an

upcoming Forest Restoration & Wildfire Risk Mitigation Grant through the Colorado State Forest Service.

Communications

The Communications Department has been working with Town departments to push out various programs and events. Most notably, Kathrine worked with the MVPD to promote another successful National Night Out in partnership with regional agencies and is helping the sustainability department push out its various incentive programs through email, social and a printed mailer. Kathrine has also been working with her counterparts at Town of Telluride and San Miguel County and San Miguel Regional Housing Authority to promote the Regional Housing Needs Assessment Community Survey. The Zipcar program marketing material will be shared with the community in the coming weeks as soon as Zipcar has built out their module for Mountain Village residents to use the exciting new program. Kathrine was also recently accepted into the University of Colorado at Denver's Rocky Mountain Leadership Program, a weeklong class held in early October.

Telluride Conference Center

Much work and strategic planning continues behind the scenes at the Telluride Conference Center as the final items related to the transition are wrapping up, including the establishment of a sales database, new TCC website, CVENT industry marketing platform, updated broadband infrastructure, and a new access control system. Staff will be issuing an RFP in the coming days for interior design work to include new carpet, paint, operable blinds, and updated light fixtures for the facility. TCC will host an upcoming "Dinner and a Movie" series which will begin in September and provide an opportunity to watch a film while enjoying a full food & beverage offering. Additionally, TCC is partnering with the Telluride Film Festival (TFF) and will be screening additional films as part of the "After the Film Festival" Festival, traditionally hosted at the Palm Theater and Nugget Theatre in Telluride in the week after the TFF.

IT

On July 19th, a significant incident occurred involving CrowdStrike's cybersecurity services, which required an immediate and effective response to rectify the situation. The IT team restored the majority of computers to operational status by 1pm on the same day. Additionally, two servers underwent restoration processes to bring them back online. In response to this event, CrowdStrike has implemented enhanced quality assurance protocols to minimize the risk of similar incidents in the future. The Mountain Village (TMV) has expressed confidence in CrowdStrike's services and will maintain their partnership. Concurrently, the IT department successfully upgraded the Conference Center's network infrastructure, establishing dedicated direct fiber connections and installing new wireless equipment.

Town Manager

Meadowlark

We have a buyer and public open house for Meadowlark on August 20th from 5-7 pm. Please RSVP if you are interested in the open house and seeing units to housing@mtnvillage.org. We have three units available for purchase for those who work within the R-1 School District. We will hold open this tier until mid-September and then will consider opening up to the last tier, Mountain Village Businesses.

VCA

VCA Phase IV move in continues. The largest outstanding item is completion of the trash shed.

Housing Manager

We have promoted Mae Eckart to Admin Assistant II – Town Hall/Housing. We appreciate all Mae's help through this housing transition. We are in process with recruiting for a Housing Manager.

Wastewater

We have assembled our technical team for the due diligence period and requirements on the Alexander II, regional wastewater site. Most site related work will occur this late summer into early fall. Once the field work and mapping is complete, we can develop our application for San Miguel County. We have also established our meeting cadence internally and with the Town of Telluride.

Our infrastructure committee has been meeting bi-monthly. We have been meeting with developers and finance firms to gather information to assist us with the development of a Request for Qualifications from development teams to envision the Ilium housing parcel consistent with the public input and code requirements discussed over the past two years. We will continue to structure critical meetings, like with the Ilium Property Owners Association, and the Two Rivers community to keep communication open.