

# City Manager Report

## Council Directives Update

Per Council request, an update on Council Directives to Staff, as of July 1<sup>st</sup> is provided as Attachment 1.

## Bear Resistant Trash Containers Update

On May 5, 2020 City Council passed an ordinance requiring all trash containers to be bear resistant and certified as such by the Interagency Grizzly Bear Committee. Kris Middledorf with Colorado Parks and Wildlife (CPW) reported that CPW was successful in obtaining a grant from Great Outdoors Colorado in the amount of \$21,250 to help community members who may need assistance purchasing bear resistant trash containers. For some, the costs associated with the new program are prohibitive, and this funding will be used to purchase trash cans for those who need assistance. Thank you Kris and CPW!

## Sales Tax Payments

Staff is requesting direction from City Council of whether or not to defer Sales Tax payment due dates for June sales tax from July 20<sup>th</sup> to August 20<sup>th</sup>. Sales Tax payment due dates have been deferred by 30 days for each of the past four months and we are seeing the impacts on Accounts Receivable. Based on our Municipal Code, the City Treasurer has the ability to waive penalties and interest under certain circumstances without the approval of City Council. Since this is money that is collected from the customer, not a direct fee on the business, staff recommends we return to regular due dates and handle individual businesses needs on a case-by-case basis rather than a blanket deferral of sales tax payments.

## SST Express Travel Lane

The City and Colorado Department of Transportation (CDOT) have partnered to create a dedicated Bus on Shoulder (BOS) Lane for Steamboat Springs Transit buses to allow them to cruise along during congested travel conditions (Attachment 2). The pilot BOS section will run west from Hilltop Parkway to 3<sup>rd</sup> Street. Buses will maintain a maximum speed of between 10 to 15 miles per hour when using this lane. During peak hours, there is typically a traffic queue along Lincoln Avenue in the westbound lanes into downtown at the 3<sup>rd</sup> Street intersection. This stretch consistently reaches to the top of the hill and can back up to Hilltop Parkway. The BOS lane will keep transit service flowing through these congested time frames and promote mass transit as a viable transportation option.

## Composting Grant

Recently, staff discovered that the United States Department of Agriculture has a composting grant available. Subsequently, we have put together a pilot project that leverages city in-kind services for the currently planned compost drop off at Howelsen and some WARR (paper bag fees) education and outreach funds of approximately \$6,000. The plan is to test a pilot subscription service for multi-family housing (Ski Corps employees housing), local restaurants, and develop an additional drop off site in town to test what mix of compost drop off opportunities provides the greatest amount of composting. The grant includes funds for some additional education and outreach to promote the program. The project does not commit the city to anything beyond the WARR Funds, a two-year time period for the pilot project, and does not result in any additional infrastructure that would need to be maintained. Attached is the proposed final budget (Attachment 3). The grant was submitted

last week and Brian Ashley (Facilities) will be the project manager. I believe this will be a good opportunity to test a variety of composting options and adjust the program as needed to ensure its longer-term sustainability. Winnie DelliQuadri is available to answer any further questions.

## **From the Departments**

### **Deputy City Manager**

#### **Information Systems**

- Employee Intranet- we have continued to work with HR, Communications, Police Department, and IT staff to populate content for the Intranet and have demonstrated to small groups for feedback. The official launch date will be in July.
- Upgrade of OnBase Software- we completed the transition to the newest version of Hyland OnBase to a new server infrastructure. We were able to upgrade without interruption of services during the transition.
- Citizen's Hall audio/video improvements – Merrick Hare has been executing a plan of upgrades to hardware in the Citizens' Hall audio/video room to improve audio and video quality.
- Laptop and Workstation replacements- replacements and software upgrades have continued throughout June. We have a target date of July 31<sup>st</sup> to have Windows 10 on all laptop and desktop computers.
- Backup System for data stored in Microsoft 365 cloud- we purchased, installed, and configured a system to replicate city data stored in the Microsoft cloud (Teams, Email, Intranet) and save the backup information in our data center.
- Assisted Transit with a digital whiteboard application– IT staff worked with Cadmus Mazzarella in Transit on how to create a digital replica of their existing whiteboard-based vehicle status tracker. The implementation also explored the creation of a smartphone-based entry app to allow for remote updates.
- Developing a Workflow Management Application for the Procurement Division –

Mary Schuette has consulted with the Procurement Division to envision a SharePoint-based tracking system for their individual requisitions. The goal is to improve efficiency and to provide a transparent status view to those who have submitted requests.

#### **GIS**

- Staff is currently assisting with the Robert E. Lee street name change request. We will meet with all property owners located on Robert E. Lee Lane to discuss a new street name and to explain the process of changing the Street name.
- Provided maps for several grant applications.
- Created a map showing potential city composting sites for a Composting Pilot project.
- Updated the City Streets map.
- Updated the City zoning map to reflect zone changes approved by Planning Commission. The zoning updates are also displayed in the City Interactive Map.
- Assigned city addresses for new developments.
- Fulfilled several City GIS data requests.

#### **Communications**

- Website visitation was mixed for the period of June 1<sup>st</sup> to June 29<sup>th</sup> (2019 versus 2020) with 45,591 versus 42,560 visits and 60,844 versus 61,852 pageviews. Top 10 pages include: Home Page, COVID, Transit, Parks and Rec, Facilities, Trails, Maps, Bids, Temporary Business Mitigation, and Summer Programs.
- Facebook followers steadily increased across all channels during the month. The city's channel grew to 3,136. Posts with the greatest reach/engagement were Playgrounds Reopen (1.3K/9%), Steamboat Springs Police Online Crime Tool (1.2K/14%), C-130 at KSBS Airport (1.2K/13%), Centennial Hall/Carver Power Plant (1.2K/7%), Oak Street Paving (1.2K/3%) and Dopplick New Acting Kremmling Chief (1.1K/15%).
- The city's Twitter channel saw 20K impressions for June with the top posts for C-

130 at KSBS and Centennial Hall/Carver Power Plant. Parks and Recreation Twitter enjoyed nearly 2.5K impressions with the West Lincoln bathroom and Spring Creek Trail tweets coming in as the top posts. Instagram zeros in on the 2K level with 1,980 followers and the top interaction were reposts of Strawberry Moon Over Yampa Street photo and Bear River Skate Park video.

- Council was active again with a new column in the Pilot/Today (Land and Water Conservation Fund-Sonja Macys) and a group message in the Valley Voice (We're In This Together). During the month of June, the City Limits Radio Show focused on reopening of the community with Councilor Kathi Meyer, Routt County Commissioner Tim Corrigan, and the Steamboat Chamber. Summer also means the return of the City Council Booth at the Farmers Market which started June 6<sup>th</sup> and runs from 9-12 each Saturday until the end of September.
- Awareness and marketing efforts around the 2020 Census (two videos featuring Steamboat Springs Fire Rescue and Airport stressing the importance of completing), new Watering Schedule (3x a week) and Bears and Trash (starts August 1<sup>st</sup>) continue. Communication participation is ongoing in the COVID-19 Joint Information Center, EV Readiness Plan, Climate Action Plan and Robert E. Lee Street renaming.
- Engage Steamboat continues to see steady activity around several projects including the Sign Code Update, Mountain Area Master Plan, and the Transportation Master Plan. Weekly Wednesday Harvey Huddle segments highlight city services, programs, news and engagement opportunities.
- Fifteen media releases were issued spanning topics including Sales Tax Results, Bus on Shoulder, Right of Way, Missing Buddha, Pine Grove Crosswalk Project, Oak Street Paving, Steamboat Springs Police Online Reporting, Summer Camps, and Rita Valentine Park Improvements.

## Facilities

- Investigated and ordered needlepoint bipolar ionizers for installation at City Hall, Centennial Hall, and the Community Center to decrease human transmitted diseases including COVID-19.
- Increasing outside air flow where possible in all other city buildings.
- Work in progress to fix AC issues at 840 Yampa Street/Big Agnes.
- Installed water bottle filler at Haymaker Clubhouse to help reduce virus transmission and helped repair the Haymaker Clubhouse water system.
- Repainted the Haymaker Log House/Maintenance Shop.
- Acquired the necessary permits to demolish the Legacy Ranch machine shed.
- Continue to prepare for reopening facilities to employees and the public. Masks, hand sanitizing stations, and sneeze guards continue to be a priority. Reopening date is undetermined at this time.

## Finance

### Tax, Utility, and Budget

- The division is currently in the process of hiring a Sales Tax Technician. The division is staying busy serving customers.
- The budget process is in progress with the department directors evaluating their budget requests for 2021.

### Accounting

- The City's Cash, Check, and Credit Card Handling Policy has been updated to include additional language to ensure the safeguarding of customer credit card information and added a new section on customer returned checks. These updates were shared with the larger Management Team group in early June.

### Procurement and Contracting

- Bids & RFPs currently open:
  - Howelsen Hill Ski Area Concession Request for Proposal (RFP); due 6/25.
- Bids & RFPs closed:

- Soda Creek Pedestrian Bridge Refurbishment RFP; received two proposals, awarded contract to Sloop Painting for \$49,985.
- NPR Downhill Bike Trail Extension Design and Build RFP; received three proposals, under review.
- West Steamboat 1 Million Gallon Water Storage Tank Bid; received four bids, Duckels Construction was the apparent low.
- Yampa River Channel Restoration and Access Design RFP; received seven proposals, awarded to River Restoration for \$49,450.
- 2020 Class 7 4x4 Cab/Chassis Truck RFP; awarded to Transwest, Inc. for \$108,998.
- EMS Billing and Collection Services RFP; received nine proposals, under review.
- Transit Bus Overhaul RFP; awarded to ABC Companies for \$335,000.
- Bid & RFPs upcoming:
  - Solar Powered Bus Shelter Lights RFP

expenditures in order to be reimbursed for those expenditures with the grant funds.

- Reopening: city facilities that are currently open include Haymaker, the Botanic Garden, and Transit. The Mesa Schoolhouse, the Trillium House, and the Botanic Garden Green opened July 1<sup>st</sup> and the Community Center will open July 6<sup>th</sup>. City Hall and Centennial Hall reopening date is undetermined; however, when these two facilities reopen they will be open from 12-5:30PM and per the public health orders and guidelines, they will maintain 50% or fewer employees in each building.
- Virtual Town Hall Panels: panels are aired on TV6, the City's YouTube Channel, the Steamboat Pilot and Today's Facebook page, and the City and Pilot website. Panels have been viewed anywhere from 2.5 k – 15 k times. June panels consisted of:
  - 6/13/20: Reopening Restaurants and Short Term Lodging- Rebecca Bessey, Steamboat Springs Planning Director; Beth Melton, Routt County Commissioner; Scott Cowman, Routt County Director of Environmental Health; Jason Lacy, Steamboat Springs City Council President; and moderator Lisa Schlichtman, Steamboat Pilot and Today.
  - 6/18/20: Recreation-Stephanie Orozco, Old Town Hot Springs; David Hunger, Steamboat Ski and Resort Corporation; Angela Cosby, Parks and Recreation Director; Doug Monger, Routt County Commissioner; and moderator Lisa Schlichtman, Steamboat Pilot and Today.

### IGS Grants

- The city has applied for four grants in June: FTA-5311 Funds for Transit Operating in 2021, Yampa Valley Community Foundation (YVCF) COVID-19 Emergency Funding for Youth Programs, a Botanic Park Operating Grant from YVCF, and a Compost Pilot project through the United States Department of Agriculture Natural Resources Conservation Service.

### COVID-19

- COVID-19 grants: The city manager and other staff have met weekly with the county and other municipalities to determine how to share the allotment of roughly \$2.2 million of DOLA CARES funding for our county area. At this point, the city will be allocated \$787,093.87. The funds are available via reimbursement, which means that we have to provide documentation of eligible

### Projects

- 2A Marketing: the Steamboat Springs Chamber Resort Association initiated 2A Marketing with a focus on drive markets. In addition, Routt County Riders has launched the trail ambassadors' program with 40 volunteer trail ambassadors for the summer.

- Waste Reduction and Recycling Fund: Walmart, Walgreens, Safeway, City Market, and Natural Grocers were notified of the need to begin charging the 20-cent bag fee beginning June 30<sup>th</sup>.
- Solar building study: McKinstry finished Phase One of the solar study which identified the financial feasibility of each project and provided this information to partners at a meeting on June 8<sup>th</sup>. All project partners, with the exception of Memorial Regional Hospital, decided to proceed with Phase Two of the study, which focuses on design and engineering. Project partners met with staff from the Colorado Energy Office (CEO) regarding Performance Contracting and are in the process of executing individual non-binding MOU's with CEO that will enable CEO to work with partners on the remainder of the project. City staff will bring solar projects at the Waste Water Treatment Plant and Transit Operations Center in a community support item.
- EV Readiness Plan: the EV Readiness Plan kickoff meeting was held June 11<sup>th</sup>. June work by the consulting team included formulating a virtual community engagement plan and researching existing conditions.
- Tourism Resiliency Study: Summit Economics has been selected by the project management team (John Bristol, Scott Cowman, Sarah Jones, and Winnie DelliQuadri) as the consultant of the project. The study is funded by the city, with the Chamber as fiscal agent and John Bristol as the project manager. The study will look at and develop strategies to address tourism resiliency in the face of climate change.
- Bear Marketing Campaign: the marketing committee (Colorado Parks and Wildlife staff, police department staff, and Winnie DelliQuadri) has formed, met, and worked with Laura Sankey and Strand Creative to develop a logo and FAQs for the campaign. Additional marketing collateral, including an

educational brochure, is underway. The campaign will launch August 1<sup>st</sup> and will include materials in both English and Spanish.

## Fire

### May 2020 Monthly Summary

#### Notable Events:

- May 2020 was slower than recent years. Calls in May totaled 115 and were 19% lower than May of 2019 and 10.85% decrease over May 2015. Year to date calls in May were 6.6% lower than last year but 7.42% higher than year to date five years ago. These call numbers seem to reflect the pandemic public health orders and travel being limited due to the Colorado Governor's executive order. While still too early to tell, June seems to be tracking along more like what we would expect this time of year as calls are starting to pick up.
- Steamboat Springs Fire Rescue (SSFR) continues to see COVID-19 and COVID-19 suspected patients and is operating with continued diligence on these calls.
- One particular call stands out from last month that resulted in the responding crew performing a surgical cricothyrotomy. This is a very low frequency/high risk procedure where the paramedic on scene will execute a surgical procedure that allows the placement of a breathing tube directly into the trachea below the chin of the patient. This type of call reminds us why training is so important. The procedure was successful and the patient was transported to the hospital.
- Crews also had a successful resuscitation with a patient that was in cardiac arrest prior to staff arrival. Final outcome of patient is undetermined at this time.

#### Fire Prevention:

- Fire Prevention activity for May was down 8% compared to May of 2019 and revenue was down 59%. Year to date activity is down 17% compared to 2019 and revenue is up 21% (Attachment 4).
- A fire investigation was completed at the Legacy Ranch barn fire.

- Final fire alarm, fire sprinkler, and kitchen hood extinguishing system inspections were completed on Sauvage Restaurant 910 Yampa Street and Grand Bistro.
- We are continuing to adapt to the requests for education/outreach as we receive them.

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#### Fire Department Operations and Training:

- SSFR resumed regular trainings in May. Crews met with our Peer Support coordinator to go over ways to identify and address mental health challenges with firefighters.
- EMS Trainings: Injuries to the Central Nervous System, Patient Restraints, and Pediatric Trauma.
- Fire Trainings: Swiftwater Rescue refresher, Wildland Refresher field day.

#### Public Education Events:

- CPR/First Aid- the American Health Association and Colorado Advanced Life Support have some new guidance for in-person classes that we are going to slowly adopt as we move forward with 'normal' classes. Until then, one online 'ZOOM meetup' took place with the Girl Scouts so they could earn a First Aid patch. During EMS week, SSFR personnel put together an AED training video and published information for hands only CPR on the SSFR Facebook page.
- SSFR assisted with two birthday party drive-by. SSFR also contributed to the Steamboat Area High School Senior parade by leading the parade with the tower truck.
- Online Videos: in addition to the AED and hands only CPR information, SSFR worked with Routt County Dispatch to create a video for kids on how/when/why to call 911, created a video detailing the personal protection equipment and other related adaptations during COVID-19, and created a COVID-19-related outreach video for the Spanish speaking community. All of these videos were published on the Steamboat Facebook page during EMS Week.
- SSFR participated in the Colorado Remembrance Day at Casey's Pond.

# Attachment #1 City Council Directives to staff via the City Manager

Department	Task	Date Assigned	Status (% complete; Gathered info, working on report; Placed call, awaiting response; Delayed due to...)	Updated since last report
City Clerk	Schedule Lift Tax for July 14th work session- Ski Corp already invited	6/9/2020	Work session is scheduled and the agenda title has been updated.	X
City Manager	Draft letter to FCC regarding catastrophic phone failure.	7/16/2019	Received history of outages from Routt County Communications. Will draft letter to FCC.	
	Report on bear education campaign before any money is spent.	3/3/2020	Plan submitted to City Council at May 5, 2020 meeting.	X
	Proceed with recycling study- aim for substantive solutions	6/9/2020	Will report to Council when study is completed.	X
	Update solid waste ordinance this fall/winter	6/9/2020		
Deputy City Manager	Rename Robert E. Lee Street contact residents	6/16/2020	Staff is researching property ownership and is developing a public outreach strategy. It is anticipated staff will hold a virtual neighborhood meeting to discuss the street name change policy and potential new names.	X

## City Council Directives to staff via the City Manager

<b>Department</b>	<b>Task</b>	<b>Date Assigned</b>	<b>Status</b> (% complete; Gathered info, working on report; Placed call, awaiting response; Delayed due to...)	<b>Updated since last report</b>
<b>Fire</b>	Schedule Executive Session for Fire Station Site Selection	6/9/2020	Executive session is scheduled for the July 7 meeting. Staff is collecting the requested information including a broker's opinion of value, fire station funding options, and site selection criteria.	X
	Make site selection presentation to Fire District	6/9/2020	Staff presented two potential downtown sites to the Fire District on June 15.	X
	Get a broker's opinion on estimated cost of both sites	6/9/2020	Broker's opinion has been ordered and will be available for the July 7th Executive Session.	X
<b>Finance</b>	Bring back refunding options for SSRA, focusing on Options A and B.	12/3/2019	Completed on June 2, 2020.	X



## City Council Directives to staff via the City Manager

<b>Department</b>	<b>Task</b>	<b>Date Assigned</b>	<b>Status</b> (% complete; Gathered info, working on report; Placed call, awaiting response; Delayed due to...)	<b>Updated since last report</b>
<b>Parks and Recreation</b>	Research possible tax on river tube sales	3/5/2019	Staff have researched how other river communities are managing river recreation and sought public comment on EngageSteamboat.net. Updates were provided and the Parks and Recreation Commission discussed the challenges and opportunities during the September 25, 2019, November 13, 2019 and January 8, 2020 meetings. Due to the complexity of the topic the Commission formed a subcommittee that investigated and made recommendations to the Parks and Recreation Commission on next steps. The Parks and Recreation Commission met on March 11, 2020 and finalized recommendations to City Council. Due to the COVID-19 pandemic, this project has been put on hold until Fall 2020.	

## City Council Directives to staff via the City Manager

Department	Task	Date Assigned	<b>Status</b> (% complete; Gathered info, working on report; Placed call, awaiting response; Delayed due to...)	<b>Updated since last report</b>
	Parks and Recreation Commission to provide assessment of how current e-bike regulations are working. Consider other scooters and e-vehicles as well	9/3/2019	City Staff and the Parks and Recreation Commission are continuing the discussion on e-bike usage on City owned trails. While Class 1 e-bikes are currently allowed only on the Core Trail and Walton Creek Trail, Class 1 and 2 e-bikes are being used on hard and soft surface trails throughout the City including neighborhood trails and Emerald Mountain trails. At the February 12, 2020 meeting, the Commission recommended allowing class 2 e-bikes on the Core Trail and Walton Creek Trail, class 1 e-bikes on neighborhood trails and a 15 mph speed limit on these trails (not single-track/backcountry). Staff is researching use of possible impacts to use of Trail Maintenance Endowment Funds if E-bikes are allowed on Emerald. Additionally, an update was provided on e-scooters and other electric devices. Due to the COVID-19 pandemic this project has been put on hold until Fall 2020.	

## City Council Directives to staff via the City Manager

<b>Department</b>	<b>Task</b>	<b>Date Assigned</b>	<b>Status</b> (% complete; Gathered info, working on report; Placed call, awaiting response; Delayed due to...)	<b>Updated since last report</b>
	Proceed with Option 1 for Pickleball negotiations. Get breakdown of construction costs. Report on cost of land lease. Address concern with soft numbers	1/7/2020	Following the February 11, 2020 executive session, staff provided the City Attorney with draft agreement terms to develop a land lease.	
	Develop RFP for river use educational campaign for summer 2020. Return to Council with cost and budget direction	1/21/2020	In lieu of developing and soliciting an RFP, staff is assessing opportunities to implement portions of an educational campaign in 2020 in collaboration with the Water Resource Manager.	
<b>Planning</b>	Research code changes to accommodate tiny homes, both on wheels and foundations. Follow up on staff recommendations and impact fees. Schedule for September with VRBO discussion.	6/5/2018	Tiny home and impact fee topics are on the unscheduled work session list.	
	Sign Code: Proceed with Phase-Out approach and include Rebecca's modification. Enforcement priority is low.	1/14/2020	Moving forward with Council direction on final draft.	

## City Council Directives to staff via the City Manager

Department	Task	Date Assigned	Status (% complete; Gathered info, working on report; Placed call, awaiting response; Delayed due to...)	Updated since last report
<b>Public Works</b>	Provide offer to owner of Old Steamboat Pilot Building for 8 hour parking in front of building until property is redeveloped. In return, owner must agree to temporary construction easement. Dan will provide definition of redevelopment. If owner does not agree, then proceed with alternative design.		The City has made numerous concessions in an effort to reach agreement with the property owner. Unfortunately, after many months of negotiation, we have been unable to reach resolution. A formal letter will be sent stating that the City's best and final offer has been made, and if that offer is still unacceptable to the property owner, then the City will proceed with the alternative design for construction and a parking agreement will not be included, which will mean that parking time limits will default to City discretion. Due to projected shortfalls in the capital budget, the project has been put on hold and bidding for this project is being delayed until the fall.	
	Provide ridership numbers, associated costs, prioritization and justification for service cuts- schedule for July meeting or work session. Sunday service and nighttime service cuts were expressed as a concern	6/9/2020	This item has been scheduled for the 7/21/20 City Council meeting.	X

## Attachment #2



# Attachment #3

## Composting Grant

### Multi-Family Housing (truck, containers, etc.)

- Subscription - \$800 / mo or \$6.67/unit \$19,200
- Toter for collection - \$240/96 G container x 4 units 960

### Restaurant pick up service (equipment/time/containers)

- Subscription - \$800/mo or 200/mo for 4 restaurants \$19,200
- Toter for collection - \$240/96 gallon container x 4 units 960

### Drop off locations and sites (time/space rental) – below for grant. Same cost for existing

- Staff - \$20/hour for 2 hours (staffing) x 104 4,160
- Location cost - \$37/hour – 3 hours/104 weeks 11,544
- Additional transport for subscription - \$5/trip x 104 weeks 3,000

### Subscribers

- Regular subscribers No budget / baseline
- Low Income - \$300/year per family x 10 \$3,000

Education and Outreach \$10,000

Total Project \$72,024

Match \$18,006

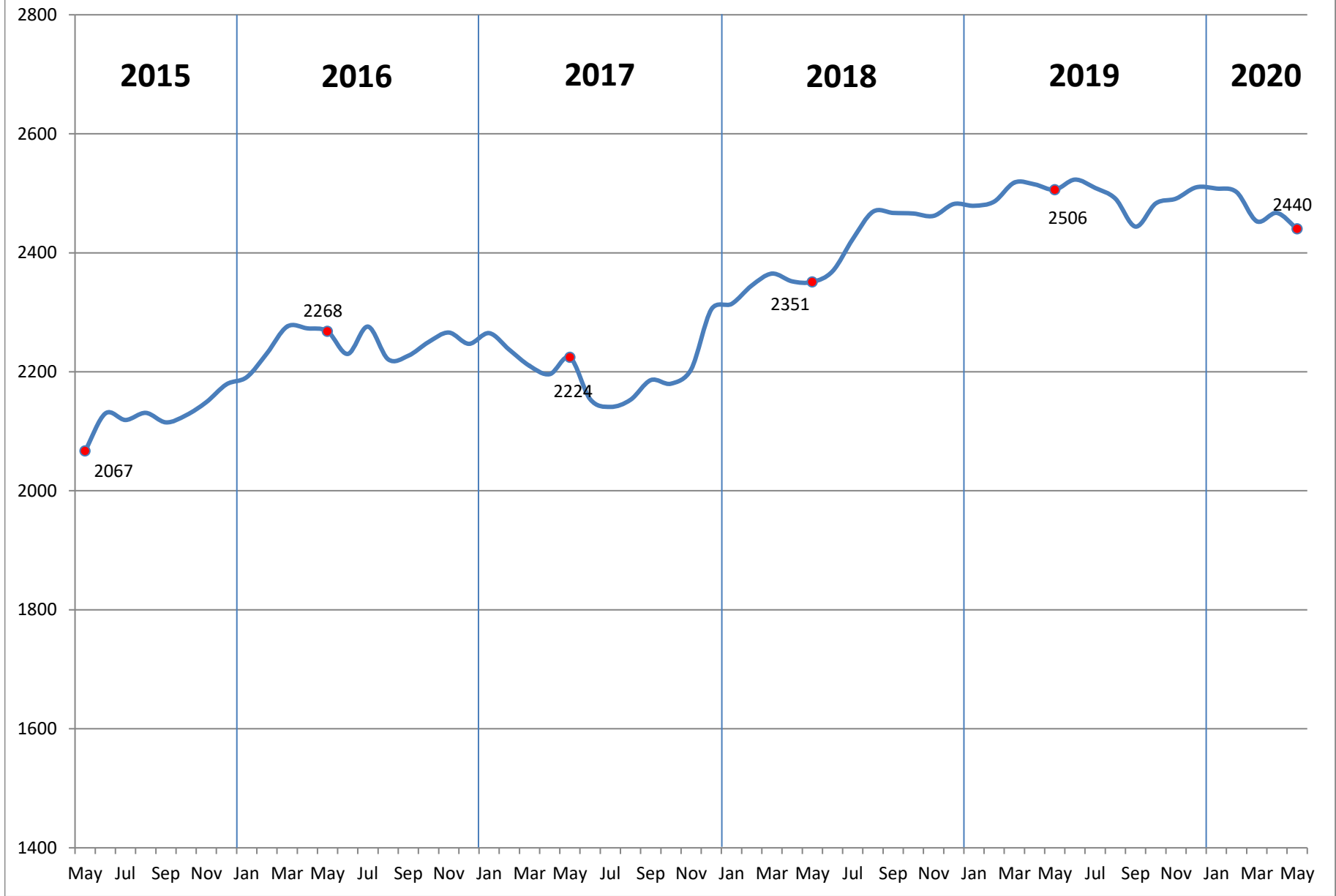
Grant Request \$54,018

Match is \$11,544 in kind for drop off location cost, as well as \$6,462 from the WARR fund for education and outreach. Ski Corp will provide additional in-kind match with education/outreach/training/monitoring of the multi-family site. YVSC will provide additional in-kind contribution for overseeing the low income subscription program.

Additional match through donation of wood chips.

# Attachment #4

## 12 Month Rolling Total Call Volume



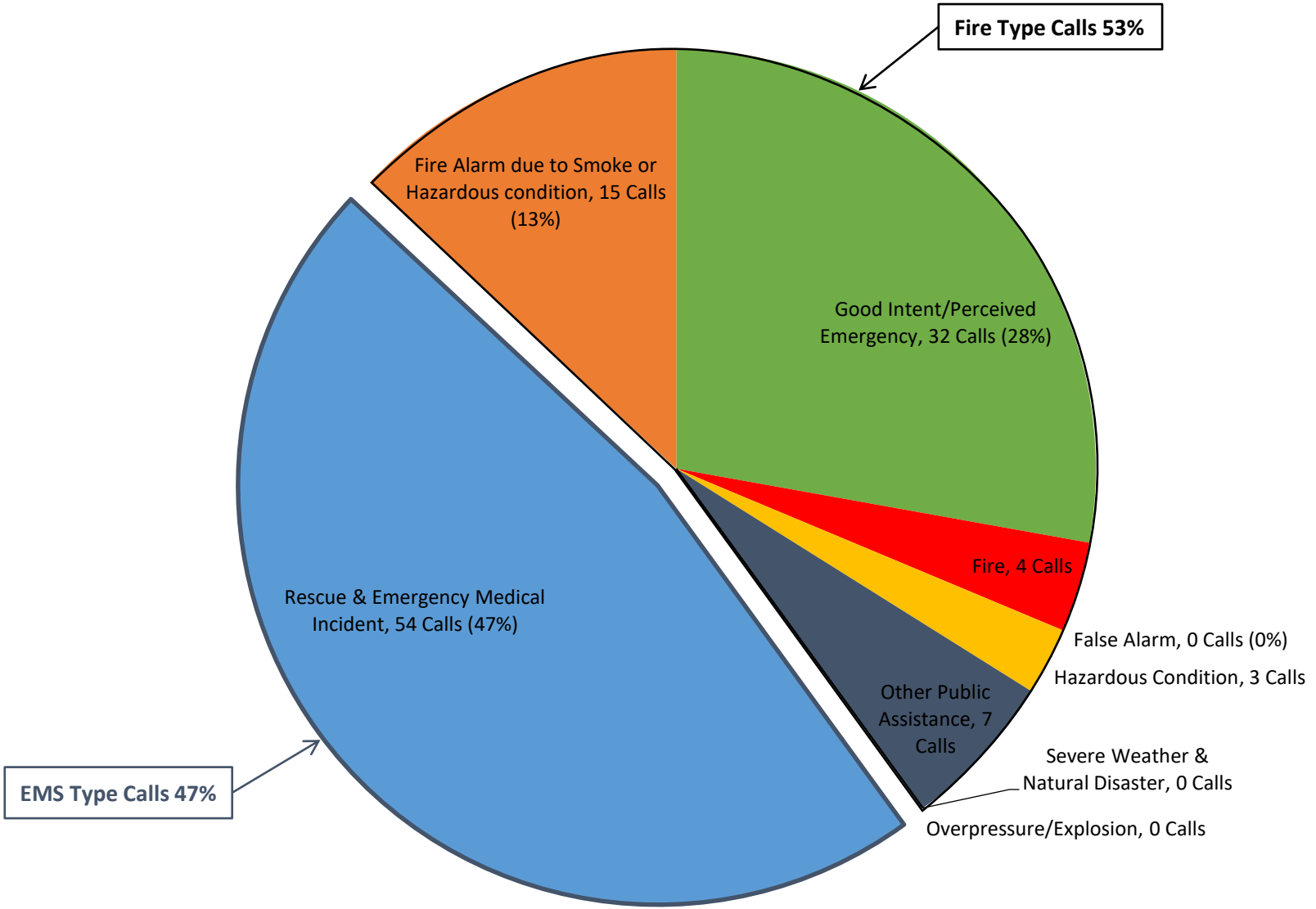
	May-07	May-08	May-09	May-10	May-11	May-12	May-13	May-14	May-15	May-16	May-17	May-18	May-19	May-20	2019 vs 2020
<b>Fire Calls</b>															
City	42	60	49	33	39	23	45	55	53	39	35	46	43	40	
District	14	16	14	18	13	11	11	21	18	22	22	16	17	20	
Mutual Aid								0	0	0	0	1	1	1	
<b>Total</b>	<b>56</b>	<b>76</b>	<b>63</b>	<b>51</b>	<b>52</b>	<b>34</b>	<b>56</b>	<b>76</b>	<b>71</b>	<b>61</b>	<b>57</b>	<b>63</b>	<b>61</b>	<b>61</b>	0.0%
<b>EMS Calls</b>															
City	33	46	51	44	54	55	42	47	48	51	79	69	66	41	
District	11	13	10	7	4	11	12	8	10	12	13	13	15	11	
Ski Area						1	1	0	0	0	0	0	0	1	
Special Events								0	0	0	0	0	0	0	
Mutual Aid	4	2		1		1	0	0	0	0	3	6	0	1	
<b>Total</b>	<b>48</b>	<b>61</b>	<b>61</b>	<b>52</b>	<b>58</b>	<b>68</b>	<b>55</b>	<b>55</b>	<b>58</b>	<b>63</b>	<b>95</b>	<b>88</b>	<b>81</b>	<b>54</b>	-33.3%
Billed	31	36	48	38	39	49	40	45	47	51	69	56	63	41	
non-Billed	15	20	13	14	19	19	15	10	11	12	26	32	18	13	
<b>Total Department Calls</b>	<b>104</b>	<b>137</b>	<b>124</b>	<b>103</b>	<b>110</b>	<b>102</b>	<b>111</b>	<b>131</b>	<b>129</b>	<b>124</b>	<b>152</b>	<b>151</b>	<b>142</b>	<b>115</b>	-19.0%
<b>2nd call</b>	<b>2</b>	<b>12</b>	<b>24</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>15</b>	<b>21</b>	<b>16</b>	<b>18</b>	<b>20</b>	<b>24</b>	<b>15</b>	<b>11</b>	-26.7%
<b>3rd call</b>		<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	#DIV/0!
<b>4th call</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
	<b>YTD 2007</b>	<b>YTD 2008</b>	<b>YTD 2009</b>	<b>YTD 2010</b>	<b>YTD 2011</b>	<b>YTD 2012</b>	<b>YTD 2013</b>	<b>YTD 2014</b>	<b>YTD 2015</b>	<b>YTD 2016</b>	<b>YTD 2017</b>	<b>YTD 2018</b>	<b>YTD 2019</b>	<b>YTD 2020</b>	
<b>Fire Calls</b>															
City	217	318	278	215	237	198	236	232	250	248	234	285	292	287	
District	51	55	82	83	69	76	66	80	91	84	113	82	79	97	
Mutual Aid	1	1	0	0	0	0	2	1	3	1	0	3	2	4	
<b>Total</b>	<b>269</b>	<b>374</b>	<b>360</b>	<b>298</b>	<b>306</b>	<b>274</b>	<b>304</b>	<b>313</b>	<b>344</b>	<b>333</b>	<b>347</b>	<b>370</b>	<b>373</b>	<b>388</b>	4.0%
<b>EMS Calls</b>															
City	314	333	273	253	274	297	265	291	316	387	412	382	406	398	
District	62	58	58	67	40	44	73	52	59	73	73	60	68	63	
Ski Area	121	115	143	96	133	165	152	161	171	190	128	188	182	111	
Special Events	0	0	0	0	0	0	0	4	9	5	4	6	4	4	
Mutual Aid	7	3	4	6	3	8	5	2	4	4	5	9	6	6	
<b>Total</b>	<b>504</b>	<b>509</b>	<b>478</b>	<b>422</b>	<b>450</b>	<b>514</b>	<b>495</b>	<b>510</b>	<b>559</b>	<b>659</b>	<b>622</b>	<b>645</b>	<b>666</b>	<b>582</b>	-12.6%
Billed	381	390	402	333	348	405	367	365	414	497	464	453	468	424	
non-Billed	121	114	76	89	100	109	128	145	145	162	158	192	198	158	
<b>Total YTD Department Calls</b>	<b>773</b>	<b>883</b>	<b>838</b>	<b>720</b>	<b>756</b>	<b>788</b>	<b>799</b>	<b>823</b>	<b>903</b>	<b>992</b>	<b>969</b>	<b>1015</b>	<b>1039</b>	<b>970</b>	-6.6%
<b>YTD 2nd call</b>	<b>62</b>	<b>77</b>	<b>143</b>	<b>111</b>	<b>123</b>	<b>156</b>	<b>153</b>	<b>154</b>	<b>185</b>	<b>241</b>	<b>192</b>	<b>228</b>	<b>224</b>	<b>187</b>	-16.5%
<b>YTD 3rd call</b>	<b>5</b>	<b>25</b>	<b>19</b>	<b>17</b>	<b>25</b>	<b>18</b>	<b>36</b>	<b>28</b>	<b>43</b>	<b>50</b>	<b>32</b>	<b>34</b>	<b>27</b>	<b>26</b>	-3.7%
<b>YTD 4th call</b>			<b>4</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>13</b>	<b>12</b>	<b>10</b>	<b>5</b>	<b>2</b>	<b>2</b>	0.0%



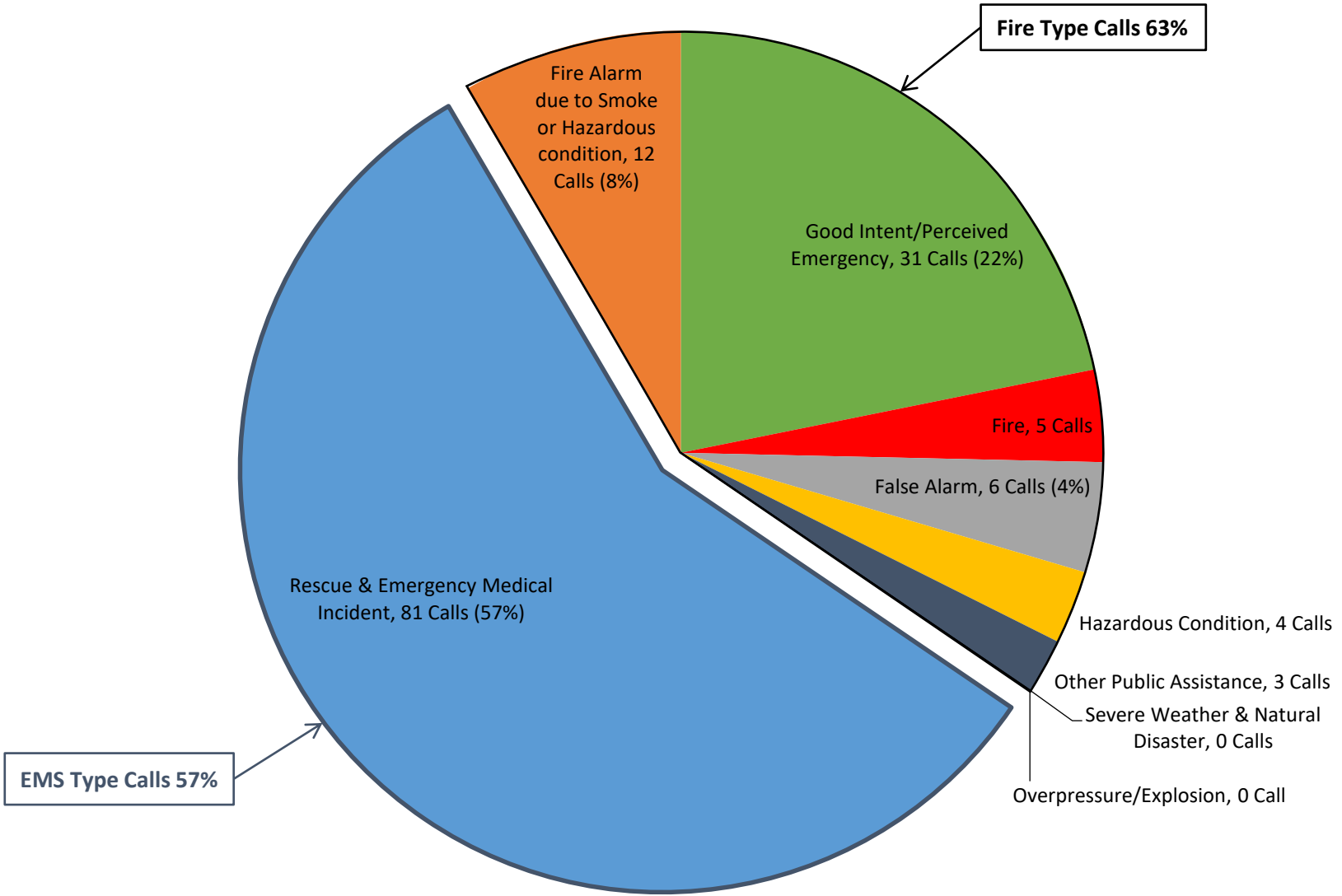
## Call type in each category

Rescue & Emergency Medical Service	Fire
EMS call Heart Attack, Stroke, CPR, Seizure, Trauma	Structure Fire
Motor vehicle accident	Vehicle Fire
Motor vehicle vs pedestrian	Wildland Fire
Confined Space Rescue	Trash Fire
High-angle Rescue	Fire Alarm due to Smoke or Hazardous condition
Removal from elevator	Unintentional system/detector operation due to smoke
Trench rescue	Carbon Monoxide detector, no CO upon arrival
Extrication from machinery	Sprinkler activation, no fire - unintentional
Water or Ice Rescue	Alarm due to Cooking Smoke
	Good Intent/Perceived Emergency
	Controlled burning
	Vicinity alarm
	Steam, other gas mistaken for smoke
	Dispatched and cancelled en route
	EMS call where party has been transported
	HazMat release investigation w/no hazmat
	False Alarm
	Malicious, mischievous false alarm
	System or detector malfunction
	Hazardous Condition
	Flammable gas or liquid spill
	Chemical release
	Electrical wiring problem
	Biological hazard
	Other Public Assistance
	Person in distress
	Water problem
	Smoke, odor problem
	Animal rescue
	Search for person on land, water or underground
	Public service assistance
	Severe Weather & Natural Disaster
	Flood
	Wind storm
	Lightning strike (no fire)
	Overpressure/Explosion
	Overpressure Rupture
	Explosion
	Excessive heat, scorch burns with no ignition

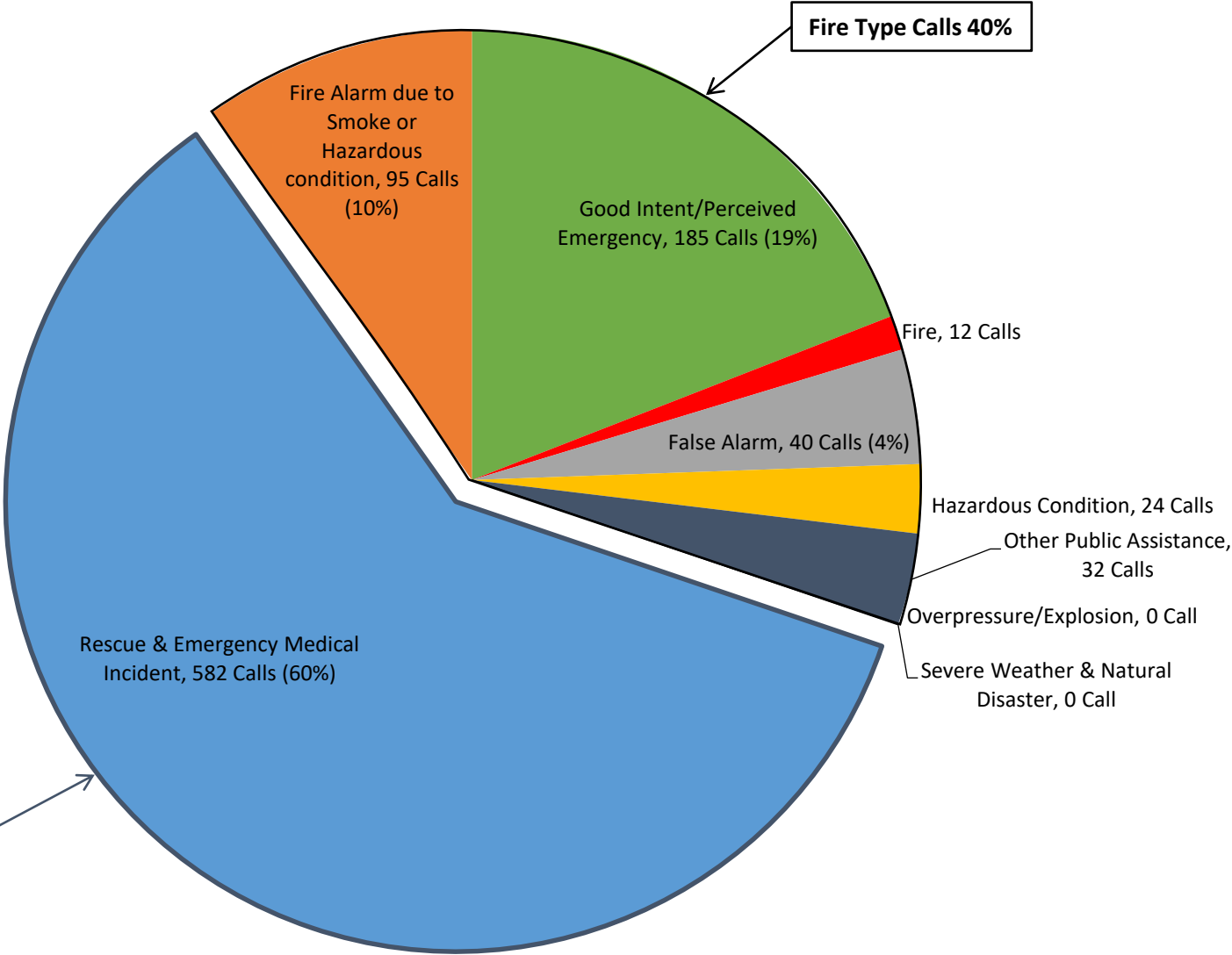
# May 2020 Calls for Service by Call Type



# May 2019 Calls for Service by Call Type



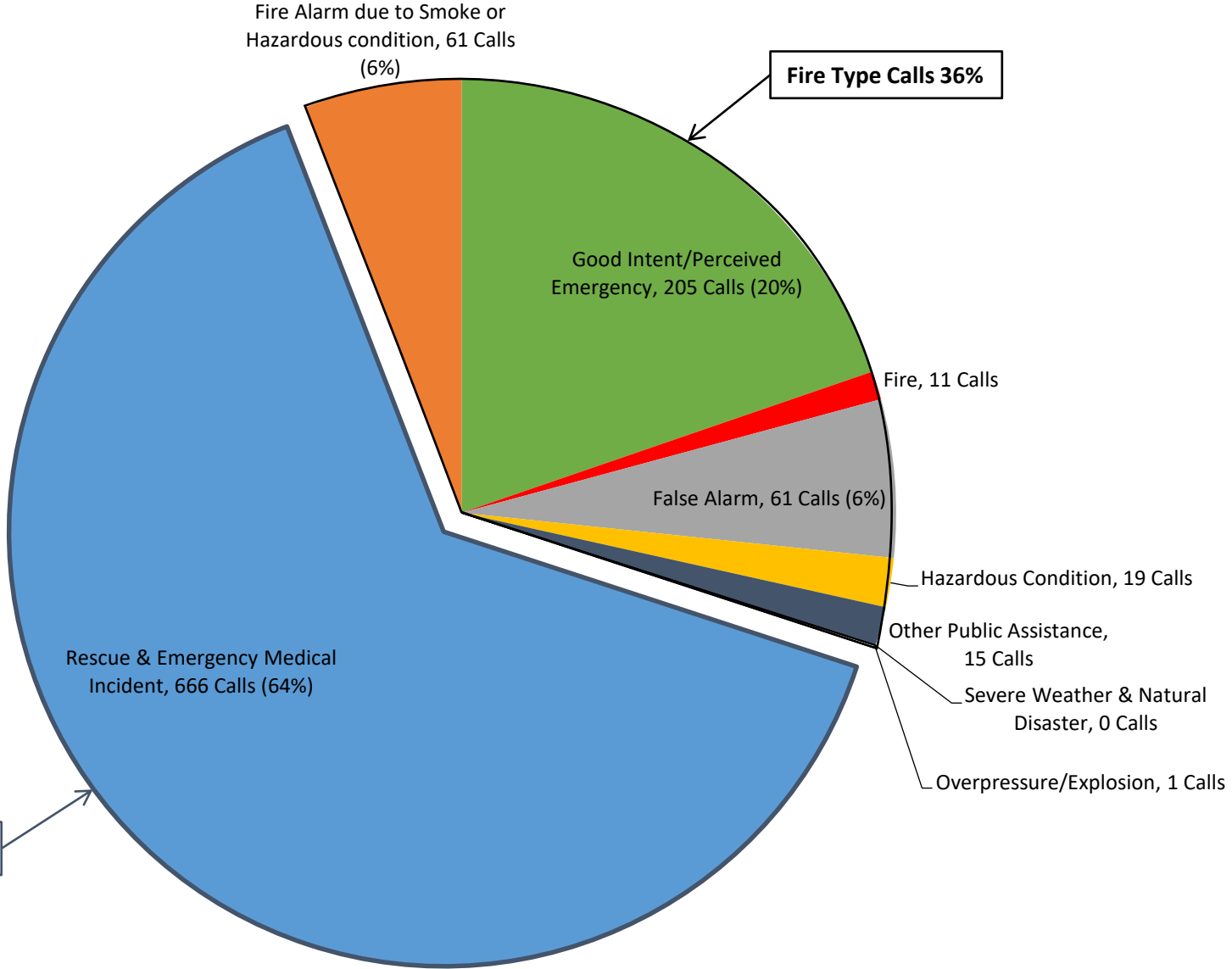
# 2020 YTD Calls for Service by Call Type



EMS Type Calls 60%

Fire Type Calls 40%

# 2019 YTD Calls for Service by Call Type



EMS Type Calls 64%

Fire Type Calls 36%