

City Manager Report

COVID-19 Update

As of May 28, 2020, the Governor's Safer at Home order was extended to June 1st and amended to include the removal of the 10-mile recreation restriction, opening of restaurants with restrictions on May 27th, and opening of day camps with restrictions on June 1st.

Routt County Public Health Order #1 (short-term lodging ban) expired on May 31st and Public Health Order #3 (business mitigation plan) was extended to June 22nd. Routt County submitted a restaurant variance request to the Colorado Department of Public Health and Environment and it was approved on May 25th.

From the Departments

General Services

Information Systems

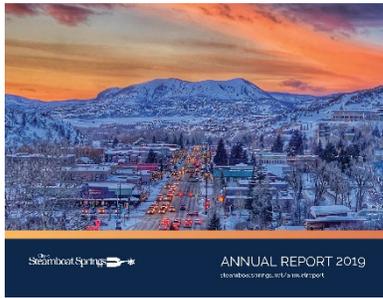
- Employee Intranet - we have implemented the software and we are working with Human Resources, Communications, Police, and our own department to populate with content. We plan to introduce to all employees in early June.
- OnBase Software - we have created a parallel server infrastructure with the new OnBase/Hyland software and have migrated all of the current data from the older system to stress test the new platform. We are finding some bugs and other issues that we hope to resolve by the end of May so that we can perform a final migration, go live on the new system, and retire the old hardware.
- Lewan Managed Service Agreement - we have carved out specific areas of our MSA with Lewan for work that we can perform competently in-house. We have retained the 24/7 security monitoring and the active

management of our border security (firewalls). This has reduced the monthly spend by >50%.

- Team Sites - we continue to expand our departmental/divisional/group Team Sites to create collaborative workspaces when requested. We have also purchased and implemented a backup solution for the Teams platform so that a copy of data placed in the Microsoft cloud is also stored in our on-premise data center.
- Citizens' AV 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 and allow for better integration with web sharing platforms like Zoom and Teams.
- Laptop and Workstation replacements - Pat O'Connor, Rob Wagner, and the rest of the support team have been prepping and delivering newer workstations with Windows 10 configurations and deploying permanent laptops to employees who were initially provided older loaner devices.
- COVID-19 Time Entry App - IT created a web-based and smartphone-based application for entry of COVID-19 related time tracking. It replaces a shared spreadsheet system that was difficult to use and prone to corruption.

Communications

- Communications efforts continue to focus on COVID-19 and sharing information across the city's web, social, and media channels as well as working with the Joint Information Center.
- The [2019 Annual Report](#) was issued highlighting the achievements across the city and its departments over the past year. This 22-page publication wouldn't be possible without the support and assistance of every department.



- In partnership between the City, Routt County, and Steamboat Pilot, 20 Town Halls have been shared with the community to date. All sessions are streamed live via the city's YouTube channel and Steamboat Pilot's Facebook page as well as carried on TV6. All sessions are available for viewing at steamboatsprings.net/townhall.
- Website visitation for the period May 1st to 25th (2019 vs 2020) saw 28,516 vs 30,876 visits and 39,216 vs 43,471 pageviews. Top 10 pages included: Home Page, COVID, Transit, Parks and Recreation, Trails, Routt County Impact Monitor, Maps, Form Center, Airport, and Summer Programs.
- Facebook followers steadily increased across all channels in May. The city surpassed 3K level coming in at 3,022. Posts with the greatest reach/engagement were 911 and Kids (3.2K/17%), Downtown Blossoms (3.1K/15%), Every Number has a Name (2.7K/9%) and Canceled Fireworks (2.7K/21%).
- The city's Twitter channel saw 22.3K impressions for May with the top posts for National Astronaut Day, Bears and Trash, and Tip of Hat to Snow Bowl for family meals. Parks and Recreation Twitter enjoyed nearly 3K impressions with the opening of the Tennis Center and Parks and Recreation facilities under Safer at Home tweets coming in as the top posts. Instagram grew to 1,903 followers with top interaction seen from a repost of Full Moon Rising photo followed by Colorado COVID-19 Remembrance at Casey's Pond with Steamboat Springs Fire Rescue, Steamboat Springs Police, and Classic Air Medical.

- Along with local organizations, the city participated in Preservation Month and featured a weekly post on social media that highlighted a unique landmark and its historical significance. These posts showcased the Rehder Building (Steamboat Art Museum), former Yampa Valley Electric Association building on Yampa Street, and the Savage House on River Road and have resonated with viewers, garnering more than 5K impressions and a 10% engagement.

Post Details

City of Steamboat Springs - Government
 Posted by Michael Lene · May 8 at 11:15 PM · 🌐

The Rehder Building located on the corner of Lincoln Avenue and 8th Street was constructed in 1905 to house the First National Bank, Steamboat Springs' first banking institution. The building's sandstone was quarried locally, and its end brick was pressed from Yampa Valley clay. Now the home of the @Steamboat Art Museum, the city owns this local Historic Landmark. The building is also listed on the National Register of Historic Places and is a contributing resource to the Steamboat Springs, Downtown Historic District. #hisplacematters #steamboatsprings #historicrouttcounty

Performance for Your Post

2,104 People Reached

168 Reactions, Comments & Shares

127 Likes	57 On Post	70 On Shares
20 Love	13 On Post	7 On Shares
6 Comments	3 On Post	3 On Shares
16 Shares	16 On Post	0 On Shares

139 Post Clicks

15 Photo Views	0 Link Clicks (🔗)	124 Other Clicks (👤)
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NEGATIVE FEEDBACK

3 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts.

Get More Likes, Comments and Shares
 When you boost this post, you'll show it to more people.

2,104 People Reached 207 Engagements 3 Comments 15 Shares

Kathy Clifford, Beverly Rave and 68 others

Like Comment Share

- Council Columns restarted this month with Council FYI in the Steamboat Pilot. (Decisions, Decisions, Decisions-Sloop). City Limits Radio Show focused on the Mountain Area Master Plan and COVID-19 update which ran on the Steamboat Radio channels throughout May. Ten active projects are currently open on the Engage Steamboat platform.
- Twenty-two media releases were issued spanning topics including sales tax results, Master Plans, Haymaker Golf, Fireworks, Paving Program, Construction Projects, High Water, Trails, and more. In addition, ongoing awareness and public outreach continues around Census2020 and the new watering schedule.

Finance Sales Tax

- The sales tax technician is exploring a more efficient process for customers to apply for and receive a City of Steamboat Springs sales tax license. The goal is to reduce the

turnaround time to obtain a license, reduce paper, and move towards more electronic communication.

- Year-to-date January through April new sales tax license revenue is \$6,550 or 37% down compared to the same period last year. The city imposes a one-time fee for tax licensing of \$50.00 - there is no annual renewal fee and the license remains active and open until closed.
- Sales and Use tax auditors have reviewed 69 construction use tax reconciliations for a net collection of \$103,925 through mid-May. There are 8 active sales tax audits currently in various stages of the process.
- The Budget and Tax Manager is plugged into the CML standard definition subcommittee's efforts to create a model ordinance to cover economic nexus, remote sales, and marketplace facilitators for self-collecting home rule municipalities. As the state moves forward with their tax collection system, participation is voluntary for home rule municipalities and the subcommittee felt it was time to craft a model uniform ordinance to allow for the collection of remote sales for uniform adoption by self-collecting municipalities.

Accounting

- The Accounting Division continues to improve and digitize internal processes. The Accounts Payable Technician recently implemented a system-wide process improvement for making refund payments to customers more transparent. The Payroll Technician created an electronic workflow for processing standard journal entries. The Controller created general ledger codes to align revenue and expense accounts with the new Deputy City Manager Department. The Accountant has been working closely with Parks and Recreation to properly account for all refunds due to cancelled programs and events. The Grant Accountant, with support from IT, has implemented an improved mechanism to track time spent on COVID-19 activities.

Utility Billing

- Utility locates are BUSY! Between May 11 and May 15, there were 75 requests and on any given day, the utility technician can receive anywhere between 5 and 30 requests for locate scheduling. Estoppel requests from title companies and billing history requests continue to be steady.

Budget

- The 2021 budget process kicked off on May 22nd starting with the review of the 6-year Capital Project list. Departments will review current projects, future funding needs, and any new projects that will be submitted to management team for scoring and ranking.

Procurement and Contracting

- Bids & RFPs currently open:
 - Howelsen Hill Ski Area Concession Request for Proposal (RFP); due 6/25.
 - Soda Creek Pedestrian Bridge Refurbishment RFP; due 6/10.
 - NPR Downhill Bike Trail Extension Design and Build RFP; due 6/9.
 - West Steamboat 1 Million Gallon Water Storage Tank Bid; due 6/9.
 - Yampa River Channel Restoration and Access Design RFP; due 6/1.
- Bids & RFPs closed:
 - Pine Grove Road Pedestrian Crossing and Median Improvements Bid; awarded to Native Excavating, Inc. for \$172,794.70.
 - 2020 Class 7 4x4 Cab/Chassis Truck RFP; received two proposals, under review.
 - EMS Billing and Collection Services RFP; received nine proposals, under review.
 - Transit Bus Overhaul RFP; ABC Companies was selected, negotiating contract.
 - Electric Vehicle Readiness Plan RFP; awarded to HDR, Inc. for \$59,750.16.

- Bid & RFPs upcoming:
 - Solar Powered Bus Shelter Lights RFP (waiting for manufacturing to start re-opening).

IGS

Grants

- The City has applied for six grants in May: Bulletproof Vests from the Department of Justice, Fire/EMS equipment from the Craig Scheckman Family Foundation, Fire/EMS Personal Protection Equipment (PPE) from FEMA Cares Act, Airport operations from the FAA Cares Act, Regional Transit from CDOT/FTA Cares Act, and local transit from CDOT/FTA Cares Act.

COVID-19

- COVID-19 grants: the city's grants team continues to research and follow up on COVID-19 related grant opportunities. In May, the city was awarded \$5,200 from the COVID-19 Relief Fund for the Parks and Recreation Busy Bags project and received additional funding for regional transit bringing the total for regional transit to \$100,000. We continue to work through the FEMA Public Assistance grant process, however we do not expect to receive much funding from this source.
- Reopening Guidelines: staff have researched guidelines for reopening facilities to the public and have conferred with both Routt County and the US Forest Service in the process of developing the City's Facility Reopening Guidelines (Attachment 1). The guidelines recognize that every facility will have its own individual needs and standard operating procedures. The guidelines provide a framework for consideration of necessary provisions as staff work through standard operating procedures for each facility. City facilities that are currently open include Haymaker, the Botanic Garden, and Transit. City facilities in the process of opening include Citizen's Hall for council meetings,

and park restrooms. Planning continues regarding the need and timing of opening other city facilities.

- Virtual Town Hall Panels: panels have been viewed anywhere from 2.5K – 15K times. Panels that occurred in May include:
 - **May 1: Business Supports:** Randy Rudasics, CMC Entrepreneurial Center; Lisa Popovich, Main Street; Kara Stoller, Steamboat Springs Chamber; John Bristol, Steamboat Springs Chamber; moderator Lisa Schlichtman, Steamboat Pilot.
 - **May 5: Recovery and Transition Planning:** Jason Lacy, Steamboat Springs City Council; Lisa Popovich, Main Street; Kara Stoller, Steamboat Springs Chamber; John Bristol, Steamboat Springs Chamber; Kari Ladrow, Routt County Public Health; moderator Lisa Schlichtman, Steamboat Pilot.
 - **May 8: Agriculture:** Todd Hagenbuch, Routt County Extension Office; Michele Meyer, Community Agriculture Alliance; Mark Berkley, Innovate Ag; Patrick Stanko, Stanko Ranch; Justin Warren, Rancher/Superior Livestock Auctions; moderator Lisa Schlichtman, Steamboat Pilot.
 - **May 12: Casey's Pond:** Brad Boatright, Executive Director, Casey's Pond; Brian Harrington, Routt County Medical Officer; Kari Ladrow, Routt County Public Health Director; Sarah Floyd; family member of Casey's Pond resident; moderator Lisa Schlichtman, Steamboat Pilot.
 - **May 15: Students:** Maddie Craigen, 12th; Axel Rios, 12th, Levi Twitchell, 12th; Liam Catterson, 10th; Darby Martinez, 10th; Cole Campbell, 8th;

moderator, Lisa Schlichtman, Steamboat Pilot.

- **May 22: City Services:** Gary Suiter, City Manager; Jon Snyder, Public Works Director; Angela Cosby, Parks and Recreation Director; Kim Weber, Finance Director; moderator Lisa Schlichtman, Steamboat Pilot.

Projects

- 2A Trails: the 2A Trails committee met on May 13th. Funded projects for 2020, which were approved by council in the 2020 budget, are on track for the summer and include two city projects – construction of the lower part of NPR (with oversight by Parks and Recreation) and bidding and potential construction of the Walton Creek Trail extension connecting hotels along Highway 40 (with oversight by Engineering). Projects that were carried forward from 2019 include finishing the construction of the Spring Creek Alternate Downhill Trail (Parks and Recreation) and US Forest Service projects to wrap up construction of trails on Buffalo Pass and the NEPA study for Rabbit Ears area.
- 2A Marketing: the Steamboat Springs Chamber Resort Association has revised their marketing strategy, with a focus on drive markets. Routt County Riders has recruited 40 volunteer trail ambassadors for the summer.
- Waste Reduction and Recycling Fund: per the emergency ordinance, fee waivers are in place and will end at the completion of the City's emergency declaration (currently June 17th) or 90 days (June 29th), whichever comes first.
- SolSmart Designation: the SolSmart data collection process is underway. The city has enough points documented for a bronze designation and may be eligible for a silver level designation. CADMUS, the SolSmart consultants, have identified several website, planning, and training opportunities to improve solar readiness and staff are reviewing these.
- Climate Action and Resiliency Plan: Lotus Engineering has developed a revised community engagement plan which utilizes virtual engagement tools. This plan will be reviewed by the oversight committee for approval. As a result of COVID-19, the planning process is approximately two months behind the original schedule. The goal is to ensure a robust planning process, which the project management team and consultant will assess through the first virtual engagements.
- Solar building study: McKinstry conducted site audits May 4-5 and anticipate wrapping up the first phase of the study this week. Initial assessments will be provided on June 8th, at which point project partners will need to determine if they feel like moving their projects to the second phase of the study. This decision will be made by each project partner, based on the phase one feasibility information provided by McKinstry in the June 8th meetings. Should the City move forward with solar for the Transit Operations Center and the Wastewater Treatment Plant, we would anticipate utilizing Energy Performance Contracting and grant funds to finance the project. We anticipate having information available for council in July.
- Solar Utility Study: Consultants Ameresco and Sunsense are working through feasibility items associated with three sites in Craig and two sites in Hayden. A key consideration is the ability of YVEA to provide affordable connectivity to the site.
- EV Readiness Plan: HDR has been selected as the consultant for the EV Readiness Plan. Their consultant team includes Tyler Gibbs as a local subcontractor. Contracting with HDR is underway and project kickoff is scheduled for June 11th. The planning process is slated to take place over the next eight months and will include a review of existing conditions, a

virtual public engagement campaign, assessment and gap analysis, equity analysis, recommendations, and draft and final implementation plan, EV Readiness Plan, and EV Roadmap.

Fire

April 2020 Monthly Summary

Notable Events:

- The month of April brought a mixed bag of call numbers. The department was up 44.7% on Fire calls and down 8.2% in EMS calls for an overall increase of all department calls by 12.5% compared to April 2019.
- Year to date, the department calls totaled 855 calls for service, a 4.7% decrease from 2019 but a 10.47% five-year increase.
- While April did have fewer medical calls for service, the calls we did have were much more intense. Steamboat Springs Fire Rescue (SSFR) continued to “dial in” our procedures when responding to all calls, particularly COVID-19 suspected calls. This process requires a lot of last-minute decision making as the team needed to assess every situation as a potential COVID-19 call and ensure the necessary resources were available.
- All month long the community continued to show their support with offers of meals, milkshakes, coffee, and gift certificates. SSFR staff is very appreciative of all the heartfelt gestures.
- SSFR continued regular Zoom briefings with the department. These briefings offered an opportunity for staff to discuss issues, events, and new developments in the pandemic and with SSFR policies and procedures.

Fire Prevention:

- Fire Prevention activity for April was down 41% for April 2019 and revenue for the same period was up 231%. The activity numbers are down in part due to not conducting any liquor license or existing building inspections. The revenue for the month is up

due to several large fire sprinkler and fire alarm permits.

- Fire Prevention staff meetings were held weekly via Zoom with half of the staff working mostly from home.
- Final fire alarm and fire sprinkler inspections were completed on Fox Springs Bldg. 6.

Fire Department Operations and Training:

- The majority of SSFR trainings were postponed due to the pandemic. The department continued to focus on maintaining safe practices at work in order to try to prevent the spread of the virus within our ranks.
- EMS Trainings: No EMS trainings were conducted this month in order to maintain distancing.
- Fire Trainings: Wildland Refresher training, Arduous Pack-test.

Public Education Events:

- SSFR attended 5 drive by birthday parties in a continued effort to bring fun and energy to the community.
- We are working to find ways to continue public education efforts through videos, Zoom meetings, and social media outlets. This includes trying to get these education materials to the schools to incorporate into their online education programs.

Attachment #1

City Facility Reopening Guidelines

Individual buildings and facilities will have their own standard operating procedures for reopening to the public. The DCM office will maintain a copy of all SOPs developed. Within building and facility individualization, items common to all standard operating plans will include:

1. Organization
 - a. Contact person for each building identified in the central plan
2. Opening Date
 - a. Opening date and type of opening (full, by appointment) will be determined on a building by building basis with this information communicated on the city website and maintained in the central plan
3. Cleaning
 - a. Hand sanitizer at each entrance, and at each employee's work station
 - i. Facilities is working on wall mounted, touchless hand sanitizer dispensers. Jeff Nelson in facilities is the contact for hand sanitizer. Priority of installations will be given to those facilities with high public interface.
 - b. Daily disinfecting of high touch surfaces (see list) – one person in each facility to be identified in the central plan.
 - c. Professional cleaning posted in mitigation protocol and in the central plan. Building occupants will work with Terisa Childers in facilities in the event that the professional cleaning contract needs to be modified
4. Signage
 - a. Social distancing floor markers will be placed as needed/identified by building managers to guide social distancing by the public
 - b. Standard door signage regarding mitigation efforts will be posted at each entrance with the following content:
 - i. 6 ft. social distancing must be maintained at all times.
 - ii. PPE in the form of a protective mask must be worn at all times.
 - iii. Do not enter the building if you have the following symptoms:
 1. Fever
 2. Cough
 3. Shortness of breath
 4. Any other Covid 19 symptoms as directed by Public Health.
5. Personal Protective Equipment (Including Masks)
 - a. All city employees must wear a mask. The city will provide masks to employees.
 - b. Members of the public must also wear a mask. The city will provide masks at the entrance to publicly open facilities.
 - c. Departments and divisions will carry out risk assessments and job hazard analyses to identify if PPE beyond masks are needed, and will follow their own assessments.
6. Physical adjustments
 - a. Sneeze guards - Physical barriers will be installed at all public facing front offices to control social distancing and spread of COVID.
 - b. HVAC systems will be adjusted to ensure no contamination from HVAC units

- c. Sinks in bathrooms will be converted to automatic faucets. Prioritization will be given to those facilities with high public interface.
 - d. Toe openers on doors – Brian Ashley in the facilities department is available to add toe openers to doors as desired by building occupants
 - e. Building managers will identify whether work/public spaces are within 6 feet and problem solve to ensure a 6 foot separation.
 - f. Building managers will identify the need for solutions to manage for social distancing, with support from the facilities department. Example: closing common spaces, taping off seating, removing hard to clean furniture, setting up guidelines like floor markings, signs and stanchions to help guide social distancing.
 - g. Building Capacity: Restrict the number of visitors in public spaces and common areas to accommodate social distancing. Signage on front facing doors will speak to a limit of the number of individuals allowed in publicly accessible portions of the building.
7. Self Screening:
- a. All employees will self screen and document this in their division.
 - b. Members of the public will, through signage, be asked to enter the facility only if meet self screening criteria.
 - c. Staff are responsible for keeping list of names and a phone numbers of individuals who are physically present in order to facilitate contact tracing, as needed.
8. Shared Food:
- a. Shared or communal food is not allowed.
9. Vehicles:
- a. Departments and divisions with vehicle access will develop and implement vehicle sanitization protocols, which will all identified in the central plan
10. Restrooms:
- a. Shared facility restrooms (employee and public) will be closed to the public where practical.