

City Manager Report

Yampa Valley Entrepreneurship Center Update
Yampa Valley Entrepreneurship Center has provided their 2021 End of Year Report (Attachment 1).

From the Departments

Finance

Accounting

- On December 11th, the software the City utilizes for timekeeping was hit with a ransomware attack. Kronos (UKG) is our timekeeping software that enables employees to punch in and out, calculates special pay rates, overtime, applies shift differential, etc. We utilize the information from Kronos to import into our financial system to calculate taxes and pay employees. Currently we do not have any access to this software, therefore we are utilizing manual timesheets to collect information from employees. We collect timesheets on a weekly basis and manually calculate hours worked, overtime, shift differential, time off, etc. to create a file to import into our financial software. We successfully completed our first payroll utilizing this method and are in the middle of the second.

This has impacted over 2,000 Kronos customers nationwide, and they are working on a fix; however, it will be deployed methodically and slowly. They have not given us a timeline, but we anticipate utilizing a manual method for the next few pay periods. Finance would like to thank all of the employees for their extra effort in this process and making this very quick change. A special kudos goes out to Wendy Clark, Payroll Administrator for making this

transition successful. She is the reason everyone is still getting paid!

Procurement and Contracting

- 2021 statistics:
 - 32 Request for Proposals
 - 210 Contracts
 - 52 Purchase Orders
 - 30 Grant Contracts
- Bids and Requests for Proposals currently open:
 - Owner Representative Services 10th Street Fire Station and City Hall
 - Howelsen Tennis/Volleyball Lights
 - PVC Sewer Pipe
 - Architectural Services-New Fire Station and City Hall
- Bids and Requests for Proposals recently closed:
 - Fire Engine- awarded to Front Range Fire Apparatus
 - Towing, Storage, and Release Services- awarded to Doran Auto Repair & Towing, LLC
 - Haymaker Tee Box Renovations- awarded to Landscapes Unlimited, LLC
- Bids and Requests for Proposals upcoming:
 - Grit Dump
 - Ski Time Square Public Turnaround and Complete Streets

Deputy City Manager

IT

- Staffing
 - Zana Cameron was hired as the GIS Specialist and starts on January 24th.
 - Nine applications were received for the Support Technician position. Interviews will begin in early January.

- There has been very little response to advertisement for the IT Developer position. We are currently strategizing with Human Resources to change the job description and review comparables.
- The part-time A/V Producer position is currently being advertised. We expect to interview candidates in January. IT staff has been rotating to support the City Council, Parks and Recreation Commission, and Planning Commission meetings.

- Continued assistance for Parks and Recreation at Howelsen and Ice Arena.
- Installed a second Zoom-specific video conference system in the Carver Room and cleaned up technology installations for better room aesthetics.
- Finished wireless networking survey and ordered hardware for installation in January/February.

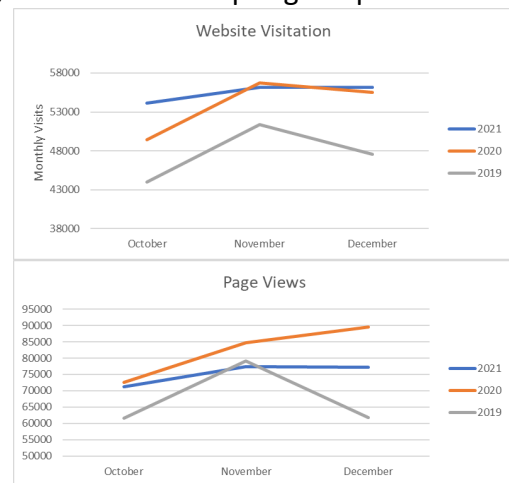
Facilities

- Hired Jordan Troiani as the new Facilities Maintenance Technician; he will start on January 10th.
- Facilities assisted Pat O'Connor and the IT department in improving the video screens in the Carver Room.
- Ongoing maintenance repairing the ammonia evacuation system at the Howelsen Hill Ice Arena.
- Assessment and correction of improperly functioning HVAC zones at the new Combined Law Enforcement Facility.
- Completed the installation of the new boiler at the Ambulance Barn which included correcting previously identified boiler inspection insufficiencies.
- Evaluated and tuned up all city snow melt systems for winter operation.
- Replaced eight 30-year-old metal halide fixtures with four new LED fixtures in the public works scoria shed. This will result in energy savings of approximately 80%.
- Replaced the flood lights on the "Welcome to Steamboat Springs" sign.

- Completed 68 work orders.

Communications

- [Website visitation](#) for December (2020 versus 2021) saw 55K/56K for visitation and 89K/77K for pageviews. Top-10 pages for November included: Home Page, Howelsen Hill, SST, Ski Free Sunday, Howelsen Ice Complex, Lift Tickets, Calendars, SSFR Santa Tour, COVID-19, and Steamboat Springs Airport.



- [Facebook](#) moved by the 4K mark for followers and the top five posts for December included:
 - SSFR Santa Tour (7.1K)
 - Just Arriving Masks SST (2.8K)
 - Police Chief Meet & Greet (2K)
 - Emerald Closure (1.8K)
 - New Police Chief (1.8K)



- Top [Instagram Posts](#), which also moved past the 4K follower milestone, showcased plowing/nature for December with reach for images as 7.3K, 5.5K, 5.1K and 3.2K respectively. The city's [twitter channel](#) saw 13.5K impressions for the month. [YouTube](#) continues to host videos from City Council, Planning Commission, and Parks and Recreation Commission.



- [Twelve media releases](#) were issued in December focusing on a variety of topics across numerous city departments. In addition, Snowstang started to stampede to Steamboat Springs again for the winter season through a partnership between the city, Steamboat Ski Resort and Colorado Department of Transportation (CDOT).
- The Parks and Recreation Roundup newsletter was distributed twice during December highlighting numerous recreation programs and facilities along with partner spotlights. The electronic newsletter typically goes out the second and fourth week of the month.
- Assisted with marketing/communications and public information on several initiatives and events including the airplane crash and recovery efforts, Ski Ascent Series, SSFR Big Red Sleigh Tour, SST Yellow Zone, and Police Chief selection.
- City Limits and the Valley Voice Column showcased the upcoming winter schedule for Steamboat Springs Transit as well as driving hiring and mask mandates.

IGS

- Grantseeking: in December, the grants division submitted grant requests for the following:
 - FTA 5339 Bus and Bus Facilities program and the CDOT Capital grant program for new transit hybrid buses and bus overhauls.

- Letter of Intent to the Department of Local Affairs Innovative Housing program for employee housing at Barn Village.
- The city received funding for the following:
 - Bulletproof vests in the amount of \$1,998 for the Police Department.
 - Additional audit expenses during Covid in the amount of \$19,500 in CARES funding.
 - Community House Restoration in the amount of \$10,000 from the Museum and Heritage Fund Advisory Board
 - A joint Yampa River re-forestation project with Yampa Valley Sustainability Council in the amount of \$150,000 for three years from the Colorado River Water Conservation District.
- Special Event Process Review: staff presented the review and recommendations for Special Event policies and improvements on December 14th and will bring the Lincoln Avenue policy and the enforcement discussion back to Council in early 2022.
- DOLA Recovery and Resiliency Roadmap: the groundwork portion of the Roadmap process is complete and the kickoff with Economic Planning Systems, the consultant for the next phase, will take place in December. In addition, the REDI funded economic development project manager has been selected and will begin onboarding in December and will be integrated into the DOLA Roadmap process.
- City 101: City 101 resumed December 1st with a full day session that focused on the topic of governance and included a session on the home rule charter, and information from the City Attorney, Municipal Judge, City Manager, and City Council President Crossan. The next session will be on January 5th and will focus on Planning and Parks and Recreation.
- Climate Action Collaborative: partner representatives have selected four nominees from the community to serve on the

Collaborative Board, and those nominees are being confirmed by all partners in December and early January. Staff is working on a logo, marketing strategy, and Request for Proposals for contract staffing of the Collaborative. It is anticipated that the full board will begin meeting in January.

- Recycling Study: LBA Associates will provide their analysis of each of the recommended strategies and will come back to Council with information about these options in late January.
- Organics Recycling: the joint city/county organics recycling study will launch at the completion of the current recycling study, which is anticipated for the end of February.
- Regional Solar Project: the solar project is complete and all arrays are functioning. The Yampa Valley Sustainability Council is presenting project partners with a sustainability award for the project on January 12th.

Fire

November 2021 Monthly Summary

Call Numbers

- November 2021 calls for service were slightly down from November 2020 with a decrease of 10 calls or 5.9%. November 2021 was up by 9.66% compared to this month in 2016.
- Year to date calls for service were higher than November 2020 with an increase of 7%. EMS calls for service saw a significant increase of 13.8% while fire calls showed a slight decrease of -1.4%. Compared to 2016, year to date calls are up by 8.33% (Attachment 2).

Notable Events:

- Upon approval of the 2022 city budget, the fire department advertised for the four new Firefighter/EMT positions. The department received over 80 applications that resulted in a pool of 12 well qualified finalists. The finalists participated in a Physical Ability Test, a written examination, and oral

interviews. During this process Steamboat Springs Fire Rescue (SSFR) received the resignation from an existing firefighter which resulted in identifying five recommendations for hire starting January 3, 2022. Those candidates were given a conditional job offer pending a psychological exam, a background check, and chief interviews. We are excited to have a training program designed to put the new candidates to work immediately on their ambulance field training and then rolling into a full fire academy in early spring.

- Firefighter/EMT Andrea Sponseller completed her check-off process for the tenders. She is now eligible to drive and operate the water tenders when needed on district structure fires and wildland fires. Congratulations Andrea!
- Firefighter/EMT Chris Voyvodic completed his check-off process for the Type I Engines. He is now eligible to drive and operate our Type I structural fire engines. Congratulations Chris!
- Firefighter/Paramedic Marnie Smith completed her check-off process for Tower 6-1. She is now eligible to drive and operate the tower truck. Congratulations Marnie!
- The annual Ambulance Service Licensing and Ambulance Permitting applications were completed and submitted to the Routt County EMS Council. This process renews the ability for the agency to provide ambulance service with Routt County and is approved by the Routt County Board of County Commissioners on an annual basis.
- Firefighter testing continued at Colorado State University Firefighter testing program.
- The fire department continues to participate in the city-wide initiative with Rocky Mountain Performance Excellence.

Fire Prevention:

- Fire Prevention activity for November 2021 was down 9.4% from the same period in 2020 and revenue for the same time was down 50%. The November 2021 revenue is just below the five-year average for the month and the November 2020 revenue was

almost double that average. Year to date activity is down 8.4% and revenue is down 14.5% as compared to 2020.

- Final fire alarm and fire sprinkler testing was completed for Gondola Square Buildings A, C, and F as part of ongoing base area improvements.

Fire Department Operations and Training:

- Fire Training: Technical Rescue-ropes training, SCBA confidence and self-rescue, ice rescue.
- EMS Training: Medical and trauma of the abdomen, seizures.

Public Education Events:

- Basic Life Support (BLS) CPR: one full length BLS class was facilitated by two firefighters for Howelsen Hill ski patrollers.
- Station Tour: several firefighters conducted a station tour for the “Newcomers” Spanish-speaking group of middle school- high school aged children.
- Light up the night: One firefighter drove Santa in the Tower to the “Light up the night” event at the Steamboat Courthouse.

Attachment #1

Yampa Valley Entrepreneurship Center

Colorado Mountain College

Annual Review 2021

Prepared for the City of Steamboat Springs

This summary report has been prepared to provide city officials an overview of how their investment in the Yampa Valley Entrepreneurship Center served the community. Operating within Colorado Mountain College since 1999, the YVEC offers business counseling free of charge to anyone in Routt County and surrounding area. We also host a variety of small business and entrepreneurial workshops. Incubator oriented office space is also part of our service offerings. Finally, the Manager of the YVEC has a mission to serve the community through active engagement in business oriented community organizations.

Business Counseling

During the last year there have been approximately 50 business counseling sessions offered to community members. 40 of those were offered by the Manager of the YVEC, Randy Rudasics and the other 10 were offered by several other local business counselors who serve under the banner of SCORE. Most of these meetings were to help individuals prepare to open a new business. Several were to assist locals in buying or selling a business. A couple were focused on helping existing businesses deal with a challenge they were facing.

For 20 years there have been a number of SCORE affiliated counselors operating in Steamboat Springs. These counselors are highly experienced business professionals and SCORE gives them a portal to serve. The Manager of YVEC funnels clients to these counselors as requests for assistance come in.

As Manager of the YVEC I can provide a list of the folks I have personally met with in 2021 to discuss business topics. A few have requested confidentiality so I would be vague in what their specific plans are.

A key strategy to boost entrepreneurship and smart planning for entrepreneurs is our annual **business plan competition**. After a pause for Covid in 2020, we restarted the program in 2021 with sponsorships from the following organizations:

Startup Colorado	\$2,000 Program Sponsor
City of Steamboat Springs	\$2,000 Prize package sponsor
Routt County	\$2,000 Prize package sponsor
Alpine Bank	\$2,000 Prize package sponsor
THPK Accounting	\$1,000 Prize package sponsor
Steamboat Chamber EDC	\$1,000 Prize package sponsor
Yampa Valley Bank	\$1,000 Prize package sponsor
Mountain Valley Bank	\$1,000 Prize package sponsor

This competition concludes this fall as plans were due by 9/30 and presentations to volunteer judges were in early November. Six entrepreneurs participated with a 1st and 2nd place winner receiving \$6,000 and \$4,000 respectively. C4 Crypto Advisors won 1st place and Town Hall Outdoor Co won 2nd place.

Seminar and Workshops

Below is our schedule of programming for 2021:

2/4	Tax Planning for a Small Business*	THPK offered a CPA to speak
3/18	Smart Planning for a Startup*	Randy Rudasics (periodically offered)
4/22	How to Buy/Sell a Small Business*	Randy Rudasics
5/7	Business Basics for Creatives	Randy Rudasics for Steamboat Creates
5/20	Small Business Lending Process	NW Loan Fund, Anita Cameron
6/17	How to Write a Business Plan	Randy Rudasics
7/15	How to Write a Business Plan	Randy Rudasics
8/18	How to Write a Business Plan	Randy Rudasics
9/22	New Business Planning, Craig Colorado	Randy Rudasics
10/13	Pivot Your Business Online, Craig, Colorado	Kayleen Cohen, Mtn Dog Media
10/28	Customer Service Excellence	Randy Rudasics
11/18	Human Resources for Small Business	Tina Harkness, Employers Council
12/8	How to Write a Business Plan, Craig	Randy Rudasics

Those seminars with an asterisk (*) were offered via Zoom before vaccines were widely available. The program from September through December (and into the first half of 2022) are part of a USDA Rural Business Development Grant awarded to CMC/YVEC in late summer of 2021. Attendance ranged from 2 to 20 for these programs.

Business Incubator/Yampa Valley Entrepreneurship Center

Since the YVEC inception, an office incubator has been part of the service programming. In August of 2020, the physical office space moved to a loft space donated by Honey Stinger at the Steamboat Springs Airport. This moved served to accommodate a nursing simulation laboratory that needed to be built as part of our nursing degree program. The YVEC Managers office space also moved to Honey Stinger. Tenant recruitment has been slow for this location. At the beginning of 2021, there were 3 tenants paying rent. For the 2nd half of the year, there are 2 paying tenants in the office space. The space provided includes 4 enclosed offices and 7 open format cubicles. We also have had access to meeting space and full access to Honey Stinger facilities including their kitchen.

Recently, Honey Stinger has notified Colorado Mountain College that they will end the agreement for donated office space with 60 days' notice. The Manager of the YVEC is seeking an office space suitable for continuing services to the community and providing one on one business counseling. It is unlikely that we will be able to continue to provide an office business incubator as part of ongoing services.

Community Engagement

In the role of YVEC Manager, Colorado Mountain College has supported and encouraged active community engagement. Below are key roles and responsibilities incurred in 2021.

Board of Directors *	Steamboat Springs Chamber	term ended 10/21
Board of Directors *	Rotary Club of Steamboat Springs	term end 7/1/21
Member	Steamboat Springs EDC	
Commissioner member	Yampa Valley Airport Commission Chamber Sustainable Funding committee	

Past President *

Meeting with State Treasurer Dave Young about State Climber Loan Fund

Meeting with AGNC to review a regional economic development plan required by Federal government

Serve on 2022 planning group for West Slope Startup week

Invited to serve on OEDIT's Startup Colorado Loan Fund selection committee for lending partners

Hosted CMC Trustees for tour

Provided letter of support for a Hayden grant proposal

Attended Economic Summit

Attended Chamber Navigator Awards

Presented to 2021 Leadership Steamboat class on the business community

Each month I distribute a community newsletter to +350 contacts with an open rate of 15%-20% with information on YVEC programming and update from the SBDC and State of Colorado that are relevant to small business. Periodically, especially during the more challenging days of Covid, direct email updates were sent to my small business mailing list of about 200 to share PPP and SBDC assistance programming.

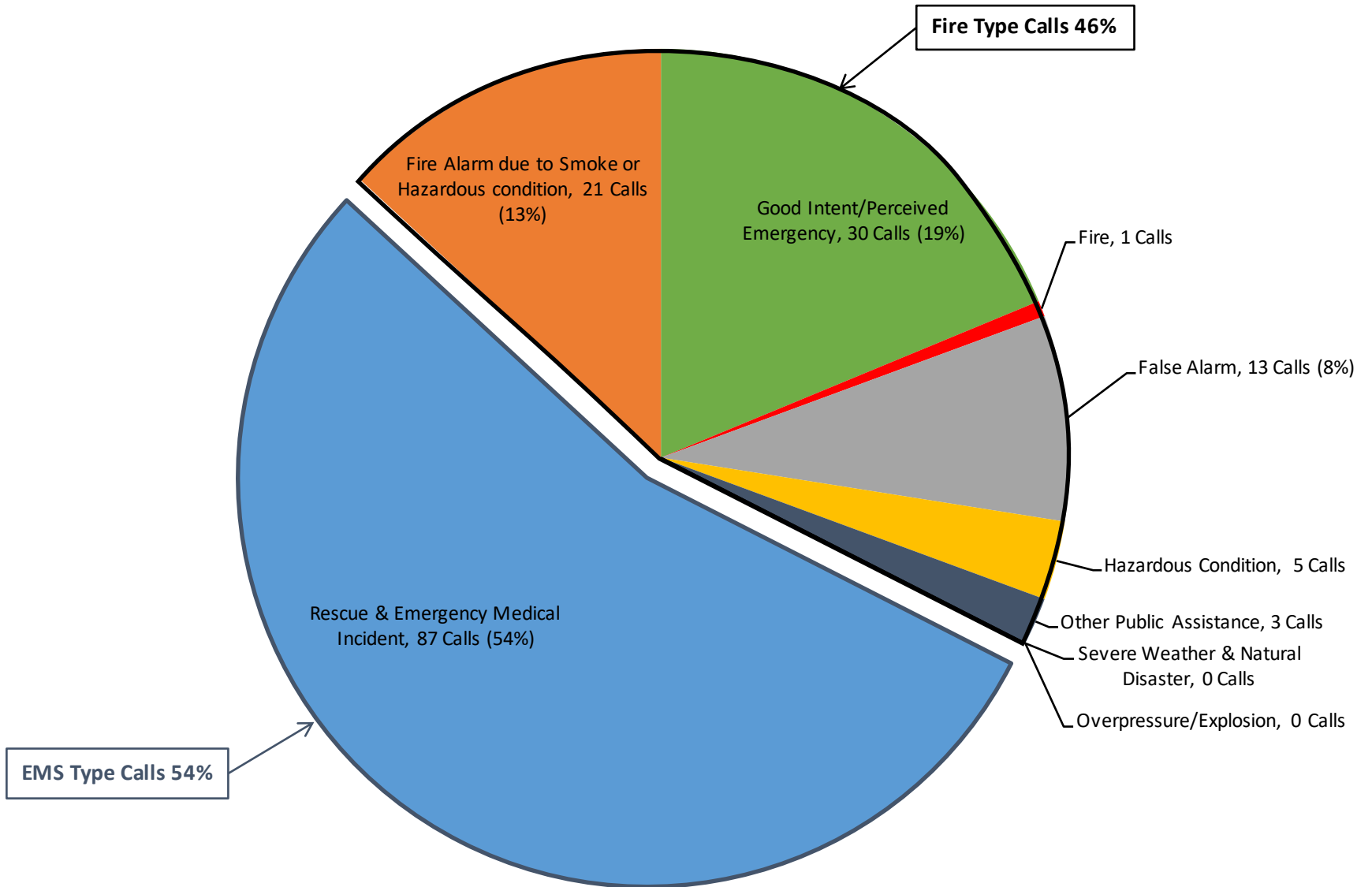
Thank you to the City of Steamboat Spring City Manager Gary Suiter and to City Council for your support of the YVEC. As a community program not closely tied to our campuses academic programming your support is crucial to our continued service. Colorado Mountain College is grateful for your support in 2022!

Attachment #2

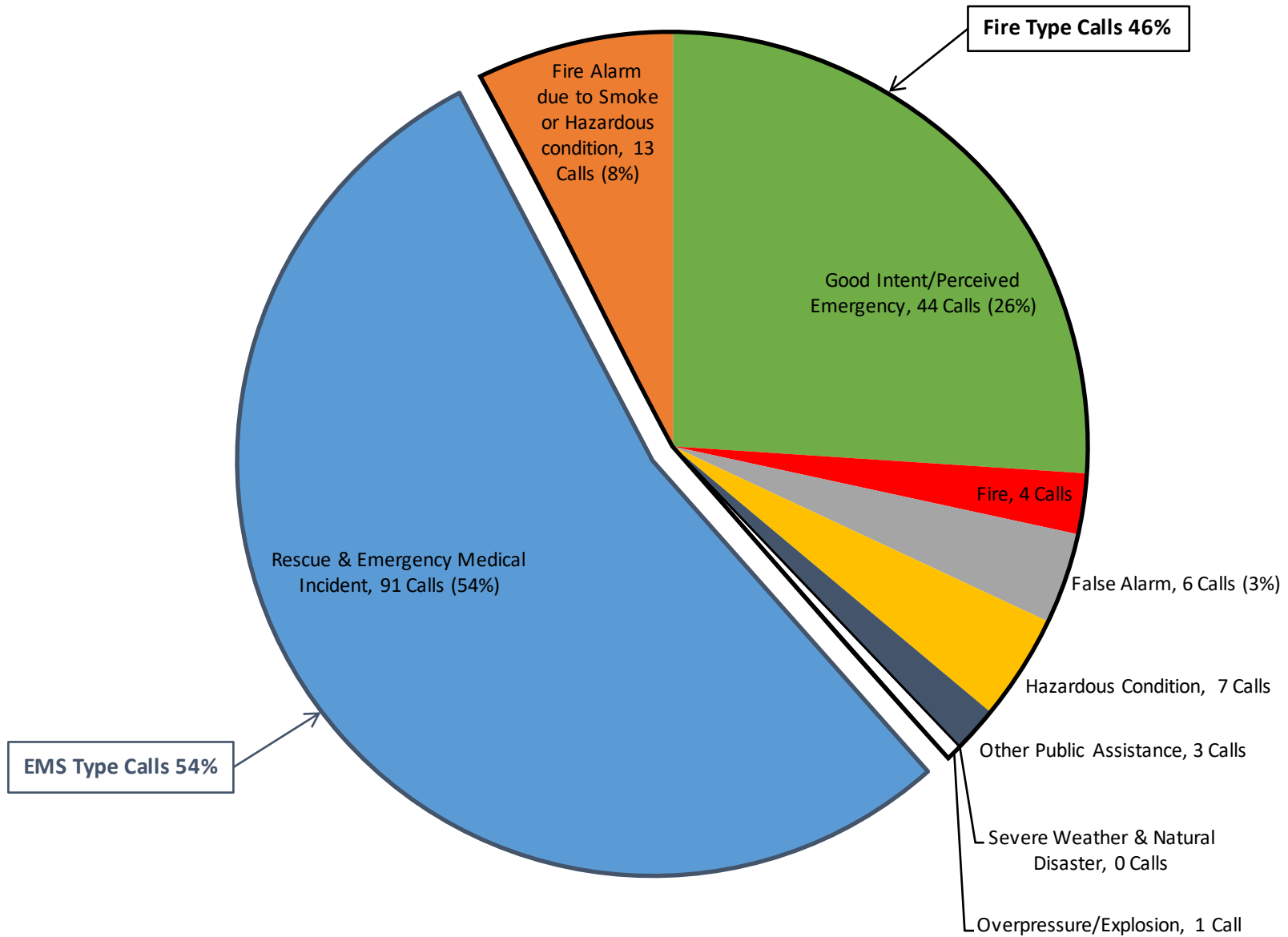
12 Month Rolling Total Call Volume



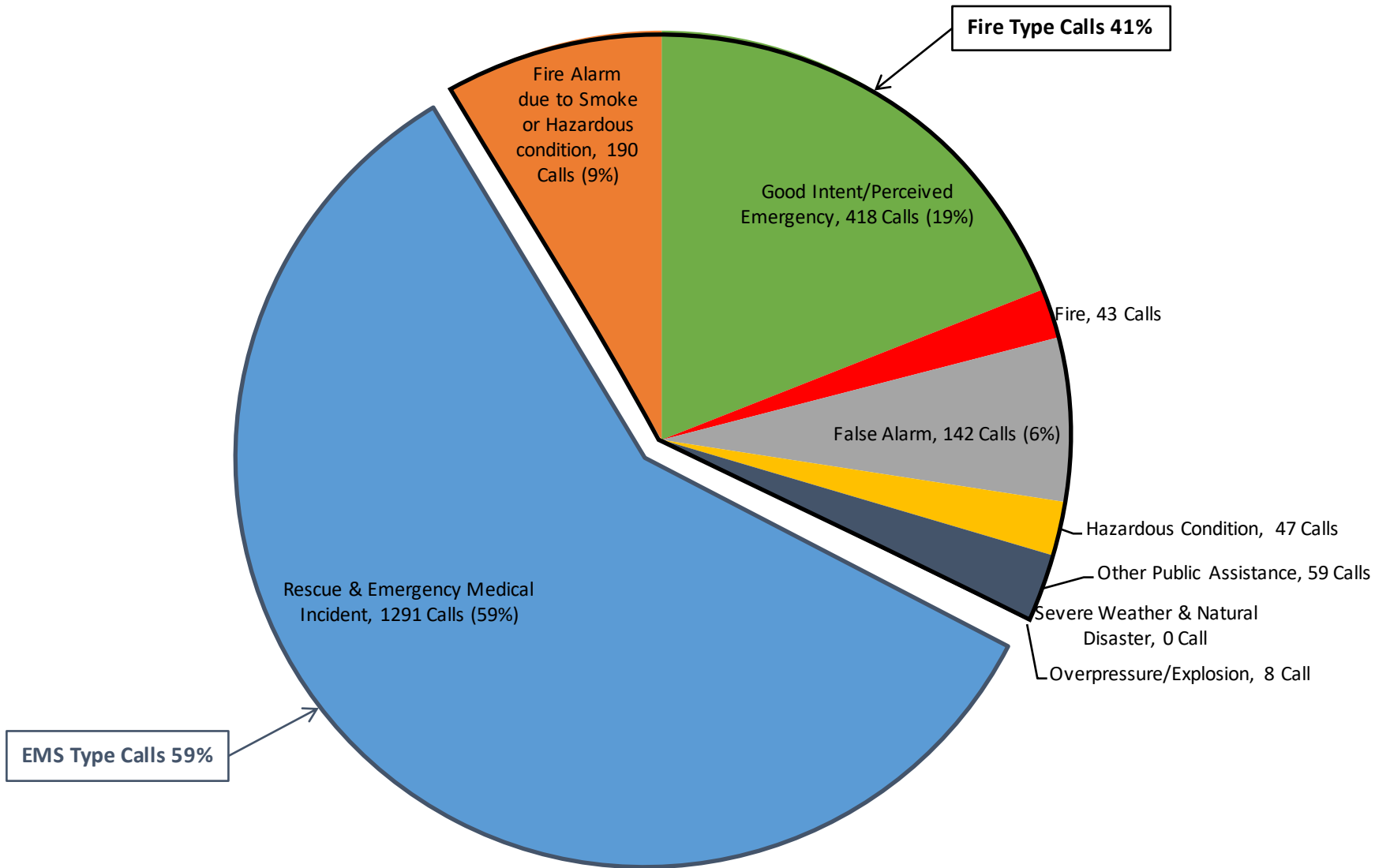
November 2021 Calls for Service by Call Type



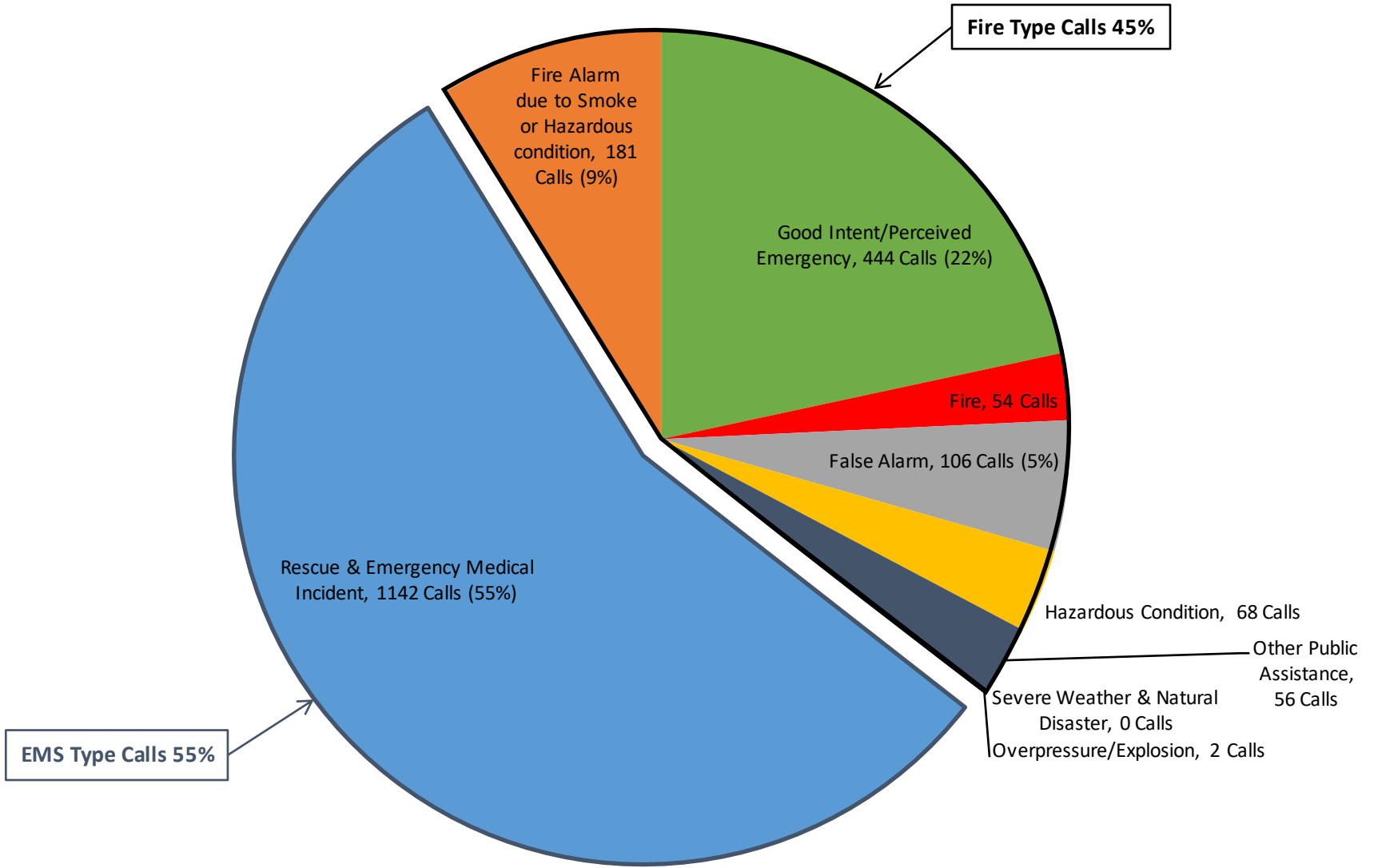
November 2020 Calls for Service by Call Type



2021 YTD Calls for Service by Call Type



2020 YTD Calls for Service by Call Type



	Nov-15	Nov-16	Nov-17	Nov-18	Nov-19	Nov-20	Nov-21	2020 vs 2021	2016 vs 2021
Fire Calls									
City	48	44	68	69	73	59	52		
District	6	14	24	11	17	19	19		
Mutual Aid	0	1	1	0	1	0	1		
Total	54	59	93	80	91	78	72	-7.7%	22.03%
EMS Calls									
City	53	62	57	66	58	70	64		
District	18	19	15	11	13	20	19		
Ski Area	3	4	3	6	9	0	0		
Special Events	0	0	0	0	1	0	1		
Mutual Aid	1	1	1	2	1	1	3		
Total	75	86	76	85	82	91	87	-4.4%	1.16%
Billed	52	67	53	58	59	70	69		
non-Billed	23	19	23	27	23	21	18		
Total Department Calls	129	145	169	165	173	169	159	-5.9%	9.66%
2nd call	18	22	20	30	29	23	25	8.7%	13.64%
3rd call	2	1	2	1	3	4	3	-25.0%	200.00%
4th call	0	0	1	0					
	YTD 2015	YTD 2016	YTD 2017	YTD 2018	YTD 2019	YTD 2020	YTD 2021		
Fire Calls									
City	538	549	608	670	697	676	633		
District	228	226	256	246	225	224	257		
Mutual Aid	3	5	8	12	8	12	9		
Total	769	780	872	928	930	912	899	-1.4%	15.26%
EMS Calls									
City	745	801	846	879	893	826	878		
District	166	171	164	147	169	176	200		
Ski Area	199	215	140	221	209	112	175		
Special Events	45	45	42	40	32	5	21		
Mutual Aid	17	16	16	22	14	22	24		
Total	1172	1248	1208	1309	1317	1141	1298	13.8%	4.01%
Billed	859	920	889	903	928	827	944	14.1%	
non-Billed	313	328	319	406	389	314	354	12.7%	
Total YTD Department Calls	1941	2028	2080	2237	2247	2053	2197	7.0%	8.33%
YTD 2nd call	397	448	391	497	459	365	407	11.5%	-9.15%
YTD 3rd call	87	87	83	67	67	50	52	4.0%	-40.23%
YTD 4th call	24	24	32	7	3	3	2	-33.3%	-91.67%