



## BOARD OF COUNTY COMMISSIONERS

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Breckenridge, CO 80424

TO: Board of County Commissioners  
Scott Vargo  
Jeff Huntley  
FROM: Sara R. Lopez  
RE: Work Session Meeting of April 13, 2021  
DATE: April 13, 2021

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### **Attendees:**

Elected Officials: Elisabeth Lawrence, Tamara Pogue and Joshua Blanchard – Commissioners  
Frank Celico – Assessor  
Gary Wilkinson (via Zoom) – Surveyor  
Jaime FitzSimons (via Zoom) – Sheriff  
Kathy Neel – Clerk & Recorder  
Regan Wood – Coroner  
Ryne Scholl - Treasurer

Staff: Scott Vargo, County Manager; Jeff Huntley, County Attorney; Keely Ambrose, Assistant County Attorney; Sarah Vaine, Assistant County Manager; Bentley Henderson, Assistant County Manager; Marty Ferris, Finance Director; Nicole Valentine, Communications Director and Sara R Lopez, Administrative Assistant.

Staff (via Zoom): Jim Curnutte, Building Development Director; April Kroner, Planning Director; Brandi Timm; Planning Technician-STR; Jessica Potter, Senior Planner; Michael Wurzel, Sustainability Coordinator; Ian Corder, Planning Technician; Tanya Shattuck, Zoning Code Enforcement Officer; Dan Osborn, Senior Planner; Dylan Graves, Planning Technician; Suzanne Pugsley, Planner I; Sue Stokes, Administrative Manager and April Paige, Executive Administrative Manager

Guests (via Zoom): Abigail Tietjen, Avery Turman, Bob Barto, Leia Gilding, Lindsay Flavion, Paul Myers, Peter Reeburgh, Wes Renz and others who did not sign in.

### **I. Elected Officials Roles & Responsibilities**

Commissioners and County Elected Officials discussed several topics including but not limited to:

- Understanding one another's relationships and roles
- Recognition that the Elected Offices are unique and have different authorities and responsibilities compared to other county departments.
- Importance of working together as a team and understanding the county's financial and operational big picture
- Policies and procedures that respect those authorities and responsibilities and maintain consistency where appropriate, limit conflict and administrative bureaucracy
- Other meeting goals from attendees

Elected Officials asked for recognition that statutory offices are different from other county departments as their positions were independently elected by voters. They also shared the challenges in recruiting, hiring and training staff for departments like the Sheriff and Assessor's Offices. One of the biggest difficulties is the lack of affordable housing.

Scott Vargo recognized the challenges and frustrations expressed by officials. He also noted the need in finding a budget process so that there is consistency on expectations from both sides. The group discussed the annual budget process, as well as other needs that come about outside the budget timeline, and how offices can work together to streamline the process. Commissioner Pogue would like to find a way for statutory offices to resolve things quickly and efficiently.

They also discussed the creation of a Budget Advisory Committee that would be public facing, and include folks willing to be champions for the county and provide input.

Commissioners and Elected Officials decided to continue the discussion on today's items at the next Work Session scheduled for May 11, 2021. There will also be time for open discussion.

## **II. STR Licensing and Program Discussion (Planning)**

April Kroner, Jessica Potter and Brandi Timm gave an update on the following topics including but not limited to:

### STR Program Development and Current State of STRs in Summit County

In December 2018, the BOCC adopted short-term vacation rental (STR) regulations applicable to properties within the unincorporated areas of Summit County (PLN17-151). The STR regulations have been in effect since March 2019, and the County has been engaged in permitting and monitoring STRs since that time.

### Licensing Ordinance with Enforcement Provisions

Following changes at the state level, Summit County may proceed to regulate STRs through licenses as opposed to land use permits. This change will allow significant advantages to the administration and enforcement of the STR regulations.

### Program Goals and Expectations Moving Forward

Staff desires to start the conversation regarding overall goals for the program, and ultimately seeks direction from the BOCC on expectations and potential policy changes that may be desired to achieve program goals. This also includes consideration of the current revenues and fee structure.

Ms. Kroner also gave an overview of the number of complaints to the hotline between July 2020 to February 2021, and the number of Non-Compliant Properties between January 2021 and April 2021. Currently, 402 remain non-complaint. Keely Ambrose noted the difficulties in bringing 118 owners to court, and currently there is no way to receive compensation for the amount of time staff spends on these issues.

Commissioner Pogue asked for an estimate on the number of hours staff spends on handling hotline complaints vs Non-Compliant Properties.

### STR Licensing: Proposed Elements of Licensing Ordinance

- Move majority of regulations from Land Use Code to Licensing Ordinance
  - Remain in LU Code: use, zoning districts, applicability and Conditional Use Permit (CUP) review process
- Address clarifications to existing regulations
- The Planning Department will continue to be designated as the issuing entity
- Procedure established for enforcement, revocation and appeals

### Enforcement: Examples of Violations

- Advertising and/or renting without a valid permit
- Responsible agent doesn't respond to complaint within 1 hour or Planning does not have one listed.
- Complaint is substantiated resulting in violation of STR permit
- Multiple substantiated complaints on one property

### Food For Thought

- Licensee cited for 2 or more offenses within a 12 month period;
- Licensee had 3 or more substantiated complaints within a 12 month period;
- Licensee application (or other document as part of the license review process) contains or represents fraud, misrepresentation, or a false statement of fact;

Commissioner Pogue noted that the Planning Department has been asked to manage a huge program without the needed staff to handle it. She suggested deciding where the program should be housed.

### STR Program Goals/Expectations

- Tax Revenue
- Neighborhood Impact Mitigation
- Scope of Issue (where and how many are there?)
- Structural Changes
- Fee Structure
- Policy Revisions

Commissioner Lawrence addressed a question on whether the STR program benefits the county and noted this is an \$80M industry that does help the local economy. There were also comments about the Host Compliance system not being the best for this program as it doesn't allow adding a second contact number.

Commissioners discussed moving from permits to licenses and agreed to convert to a licensing program. This will require an ordinance for an upcoming BOCC Regular meeting, and should be in place this summer. Commissioner Pogue asked if individuals with a permit would automatically be changed to a license or would have to re-apply. Ms. Kroner said renewals are normally completed in September and they would inform them that they are now switched to a license. The group also discussed making the email address a requirement when a person applies through Host Compliance.

Commissioners asked for a presentation on the renewal process, and a separate presentation that includes data on how STRs are impacting the community.

### III. **CivicPlus: Analytics, Plug-Ins and Website Redesign (Communications)**

Nicole Valentine gave an update on the following topics including but not limited to:

#### Website Redesign Project 2021 - Goals

- Improve user experience
- Easier navigation and access to information by department and topic
- Mobile optimization
- Enhanced searchability
- Translation of pages and navigation into Spanish
- Updated content for departments with emphasis on videos, storytelling, transparency into projects

#### Background

- Last redesign project was in 2015;
- Increase in user traffic to the county website;
- Visitor base has shifted to mobile devices
- Need information in Spanish
- Need to assist community members with vaccination appointments – calls into the EOC
- Need for review to ensure ADA compliance

#### Navigation and Design Enhancement

- Redesign navigation structure, based on top searched terms and most visited pages. The current website is mobile-device friendly.
- Graphical enhancement
- Mobile optimization

#### Content Strategy

- Evergreen text
- Videos and graphics
- Storytelling
  - Highlight SCG employees and a day in the life
- Project timelines and status updates

#### Language Options

Currently, the county website does not have the option to translate the page to a different language.

- Bablic
  - Machine or professional translation options to different languages

#### Software Integrations

- Chatbot
  - AI-powered customer service incorporated into the website to assist visitors with accessing information
  - Help decrease calls into the EOC regarding vaccination
  - Assist users in English and Spanish
- AudioEye (ADA Compliance)
  - Ensures ADA compliance
  - Automatically detects Web Content Accessibility Guidelines

- Enhances the user experience for all website visitors by offering toolbar to change font, font size, contrast, etc.
- CivilSpace
  - Would assist with Transparency and Engagement
  - Digital community hub for all to share, discuss and collaborate on creating sustainable solutions for important issues, challenges and opportunities in our community
  - Provides transparency into project status and timelines
  - Online forum for discussion – AI moderated
  - Online ideas board
  - Survey tools – give the public out constraints and let them make decisions and express their preferences
    - Provide interactive experience that make budget limits real to citizens
    - Receive valuable citizen feedback

#### Use Cases Examples

- Land Use Planning / Zoning
- Policy Making and By-laws
- Construction Projects
- Government Programs
- Parks and Recreation
- Citizen Satisfaction
- Technology Projects
- Transportation Initiatives

#### Project Timeline

- Civic Plus Project Manager assignment
- Kick-off meeting
- Redesign starts May 1<sup>st</sup>
- Duration: approximately 6 months
- Integration timeline: 2 weeks

#### **IV. Transit Department Updates**

Chris Lubbers and Bentley Henderson gave an update on the following topics including but not limited to:

##### Transit Mission

- Commission
  - Provide high-quality, affordable and accessible public services for residents and visitors to Summit County
- Advisory Board
  - Excellent year-round service targeted to meet the needs of residents, visitors and persons with disabilities

##### Transit Benefits

- Work/home trips
- Access to attainable housing
- Access to community services
- Reduced traffic and parking congestion
- Improved air quality

- Access to recreation: ski resorts, rec centers, trailheads, etc.
- Transit users are more active
- Buses are safer than individual vehicles
- Transit reduces stress
- Saves money
- Covid-19 vaccination support
- First/Last mile solution

#### Transit Department at a Glance

- The Summit Stage was created in 1977
- The Stage became a County Department in 1989
- 70+ employees
- Fleet includes
  - 27 heavy-duty transit buses (3 are electric)
  - 4 para-transit vehicles
  - 2 light-duty cut-away buses
- 2<sup>nd</sup> busiest Rural Transit Agency

#### Transit Advisory Board

- 5 Town representatives
- 4 Ski Resort representatives
- 4 Planning Basin representatives
- 1 BOCC representative (non-voting)

#### Summit Stage Funding

- Annual Budget of \$11.4M
- Fund Balance of \$13.3M
- Funded mostly by 0.75% sales tax
  - Grants for vehicle replacement
  - Grants for capital projects
  - Federal/State operating assistance
  - Fares (out-of-county) – *these were discontinued due to the pandemic*

#### Transit Operations

- Stage operates 20 hours a day, 365 days a year (rarely shut down for the weather)
- Most routes get service every 30 minutes during the daytime, and hourly at night
- Summit Stage serves 3 counties: Summit, Lake and Park
- The Stage serves 5 towns and 4 ski resorts within Summit County
- Access to over a dozen trailheads
- Exceptional safety record

#### Partnerships

- CDOT (grants and infrastructure)
- CASTA: state trade organization
- Other County Departments
  - Public Health, Road & Bridge, Sheriff's Office, Library, etc.
- Breckenridge Free-Ride
  - IGA for Purple Route
  - Stage provides Free-Ride para-transit service
- Lake and Park Counties: Commuter Route IGAs

### Transit Capacity

- Three measures of transit capacity
  - Fleet capacity (number of buses)
  - Driver Capacity (drivers)
  - Financial Capacity (budget)
- Fleet capacity is +8.2 uncommitted hours a day
- Driver capacity is -42.8 hours per day
  - We are overcommitted
  - Short about 10 drivers
  - Difficulty hiring/retaining staff due to lack of housing

### Transit Future

- Restore Public Confidence
- Ease Capacity Limits – Commissioner Lawrence noted this is part of the conversation with the state’s Covid-19 Dial going away.
- Short Range Transit Plan
  - Prioritize 20 recommendations
  - Supplemental Study (Equity and Access to Transit)
    - It will expand on the Short Range Transit Plan and will begin mid-May. It will take about 6 months to complete.
- Driver Recruitment
- Fleet Improvement
  - 8 new electric buses in a four-year period
  - Diesel buses interspersed with electric buses

Commissioner Lawrence noted the importance of providing transportation to people here to recreate, and those who need to get to work. She also noted that once occupancy restrictions are lifted, we should find a way to encourage people to ride the bus. The Summer Transportation Route will start on Sunday, April 18, 2021.

Commissioners thanked the group for all their work and presentation.

## **V. Managers’ & Commissioners’ Issues**

Senior Management and Commissioners discussed several topics including but not limited to:

Nicole Valentine reminded that the next Town Hall will be held on Friday, April 16, 2021 at 9:00am with a focus on vaccination.

Commissioner Pogue expressed concern regarding fire danger related to the Shooting Range. Scott Vargo said that fire danger is part of the Noise Mitigation Study already underway. Mr. Henderson said the latest study draft has been submitted, and a meeting will be scheduled with the Shooting Range staff to review them.

Commissioners also reviewed schedules and upcoming calendar events.

Meeting Adjourned.

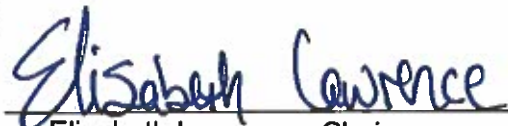
Respectfully submitted:



Sara R Lopez, Deputy Clerk



Approved by:



Elisabeth Lawrence, Chair