

**TOWN OF MOUNTAIN VILLAGE
 BUSINESS DEVELOPMENT ADVISORY COMMITTEE (BDAC) MEETING
 MONDAY, APRIL 27, 2020, 11:00 AM
 2ND FLOOR CONFERENCE ROOM, MOUNTAIN VILLAGE TOWN HALL
 455 MOUNTAIN VILLAGE BLVD, MOUNTAIN VILLAGE, COLORADO
 TO BE HELD REMOTELY VIA ZOOM WEBINAR**

<https://zoom.us/j/94430989985?pwd=T2pxSWo5WW1FdTRIZVZ6UGdudlpJUT09>

(see login details below)

AGENDA

Item	Time	Min	Presenter	Type	
1.	11:00				Call to Order
2.	11:00	5	Dohnal	Action	Approval of the April 16, 2020 Minutes
3.	11:05	10	Dohnal	Informational	Review of the Mountain Village COVID-19 business survey results
4.	11:15	15	Dohnal	Informational	Review of council input on business recovery strategies.
5.	11:30	40	Dohnal	Action	Discuss a business relief program including funding type, amount, criteria, and application processes.
6.	12:10	10	Dohnal	Informational	Discuss the 2020 Market on the Plaza.
7.	12:20	35	Caton	Informational	Discuss the 2020 COVID-19 work plan.
8.	12:55	5	Caton	Informational	Other Business
9.	1:00				Adjourn

To join the Zoom Webinar Meeting from Computer or Mobile Device download the Zoom App in the Appstore or go to the link below.

Zoom webinar.

When: Apr 27, 2020 11:00 a.m. Mountain Time (US and Canada)

Topic: Business Development Advisory Committee Meeting

Please click the link below to join the webinar:

<https://zoom.us/j/94430989985?pwd=T2pxSWo5WW1FdTRIZVZ6UGdudlpJUT09>

Or iPhone one-tap :

US: +13462487799,,603416368# or +16699006833,,603416368#

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Dial (for higher quality, dial a number based on your current location):

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Meeting ID: 944 3098 9985

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Please note that times are approximate and subject to change.

Public Comment Policy:

- The Town Council will take your comments during all virtual Town Council meetings through the zoom conference app for items proper to receive public comment via the written comment feature on zoom.
- Please do not comment until the presiding officer opens the agenda item to public comment. Public comments submitted outside of the proper time may not be considered.
- All those wishing to give public comment must identify their full name and affiliation, if any, to the Town of Mountain Village.
- Please keep your comments as brief and succinct as possible as they will be read aloud at the meeting. Please refrain from repeating what has already been said by others in the interest of time. You may simply state that you agree with a previous speaker's comments.
- Commenters shall refrain from personal attacks and maintain a civil tone while giving public comment.

**TOWN OF MOUNTAIN VILLAGE
MINUTES OF THE APRIL 16, 2020
BUSINESS DEVELOPMENT ADVISORY COMMITTEE MEETING DRAFT**

The meeting of the Business Development Advisory Committee (BDAC) Meeting was called to order by Dan Caton on Thursday, April 16, 2020, at 3:03 p.m. through the online meeting platform, Zoom.

Attendance:

The following BDAC members were present:

Zoe Dohnal, Mountain Village Business Development Department staff representative
John Miller, Mountain Village Planning and Development Services staff representative
Laila Benitez, Mountain Village Town Council
Dan Caton, Mountain Village Town Council
Sherri Reeder, Telluride Ski Resort staff representative
Michael Doherty, Mountain Village merchant representative
Garrett Brafford, Telluride Mountain Village Owners Association (TMVOA) staff representative

Consideration of Approval of Minutes:

February 11, 2020, BDAC Meeting Minutes

On a **MOTION** by Sherri Reeder and seconded by Michael Doherty, the BDAC voted unanimously to approve the February 11, 2020 meeting minutes as presented.

Discussion and Committee Follow Up/Next Steps:

- Agenda Item 3- Brief Overview of CARES Act and other [COVID-19 Business Resources](#)
 - Zoe Dohnal presented this topic and discussion took place.
 - Michael Doherty pointed out there is an expectation of a month lag between a request of funds and the reward.
 - Garrett Brafford noted that PPP loan applications are still being accepted despite fund exhaustion. The Federal government is looking to allocate more funds shortly.
 - Zoe Dohnal gave a brief overview of what resources businesses are utilizing from her one on one conversations. It was determined that a survey would provide the most accurate and most up-to-date information from businesses.
 - Staff was **DIRECTED** to create a survey to better understand the needs of businesses and what resources they are currently utilizing and present a draft by the end of day Friday, April 17.
 - BDAC committee members were **DIRECTED** to provide feedback by Sunday, April 19.
 - Staff was **DIRECTED** to send the finalized survey to business owners by Monday, April 20.

- Agenda Item 4- Review [Other Colorado Municipalities Business Relief Programs](#)

- Zoe Dohanl presented this item and discussion took place. A Town of Mountain Village (TMV) business relief program was narrowed down to three possible types: low/no-interest loan, grant, or payment deferrals.
 - Loans are to assist with cash flow issues.
 - Grants are to supplement income or hard costs.
- It was determined that a focus of three goals will provide direction in the creation of a program.
 - Keep the village center as vibrant as possible.
 - Assisting street-level brick and mortar establishments.
 - Assisting medium so small-sized businesses of 30 employees or less.
- Criteria will be another key component, knowing the number of businesses that qualify to determine the amount of funds needed by the Town.
 - Understanding the cash flow of individual businesses and their ability to prove a loss from the pandemic.
 - Knowing the amount of sales tax collected by each entity.
- Garrett Brafford and Sherri Reeder were **DIRECTED** to select the pool of businesses to survey from the most-up-to-date list of Mountain Village business license holders and provide this list by Monday, April 20 to Zoe to send the survey.

➤ Agenda Item 5- Discuss the 2020 Workplan with a focus on Economic Incentives through Town Resources

- **BACKGROUND:** In light of the financial hardships created as a result of the COVID-19 pandemic, the BDAC committee looks at refocusing the 2020 working plan. The result is a COVID-19 specific work plan to assist businesses in the new environment.
- Zoe Dohanl presented this item and discussion took place. The BDAC work plan was gone through item by item and only those priorities that will benefit our business community during the COVID-19 pandemic remained.
- Staff was **DIRECTED** to clean up the work plan. The most up-to-date work plan is a [live document](#) that can adapt and change in response to the current environment.

➤ Agenda Item 5- Next Steps

- Staff was **DIRECTED** to organize a follow-up meeting.

➤ Agenda Item 6- Other Business

- Sherri Reeder is offering farm-fresh eggs to those who would like to be on her weekly eggs share.
- There being no further business, on a **MOTION** by Zoe Dohanl and seconded by Laila Benitez, the BDAC unanimously to adjourn the meeting at 4:32 p.m.

Reminder:

The next BDAC meeting will take place on Monday, April 27, 2020, at 11:00 a.m. in the Mountain Village Town Hall via Zoom Webinar, details below.

Join Zoom Meeting

<https://zoom.us/j/94430989985?pwd=T2pxSWo5WW1FdTRIZVZ6UGdudlpJUT09>

Meeting ID: 944 3098 9985

Password: 758462

One tap mobile

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Meeting ID: 944 3098 9985

Password: 758462

Find your local number: <https://zoom.us/j/94430989985?pwd=T2pxSWo5WW1FdTRIZVZ6UGdudlpJUT09>

Respectfully submitted,

Zoe Dohnal

Business Development & Sustainability Sr. Manager
Town of Mountain Village



TOWN OF MOUNTAIN VILLAGE
455 Mountain Village Blvd. Mountain Village, CO 81435
(970) 369-8236

TO: Business Development Advisory Committee

DATE: April 26, 2020

FROM: Zoe Dohnal, Business Development and Sustainability Senior Manager

RE: Review of Mountain Village business survey results.

Introduction

The [pool of survey participants](#) were narrowed down to businesses who would fall into the following criteria:

- Keep the village center as vibrant as possible.
- Street-level brick and mortar establishments.
- Medium so small-sized businesses of 30 employees or less.

Attachments

- a) [Mountain Village COVID-19 business survey results](#)
- b) List of survey pool participants

Group Question Summary

Below is a summary of the top three responses from each grouped question type.

- Please rate how much of a problem, if at all, the following issues are to your business as a result of COVID-19 pandemic?
 1. Decline in business / sales – 82% said major problem
 2. Business closed or hours reduced by Public Health Order – 57% said major problem
 3. Ability of employees to pay rent/mortgages on reduced income - 57% said major problem
- A number of businesses are trying new methods to minimize the impact of COVID-19 on their income and employees. Please rate to what extent your business is pursuing these activities.
 1. Assisting employees with transitional resources (e.g. unemployment, etc.) – 53% said already doing



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- 2. Engaging more with social media to promote business – 46% said already doing
 - 3. Offering carryout/delivery or online businesses – 32% said already doing
- Please indicate how important the following would be to your business recovery efforts from COVID-19
 - 1. Grants – 82% said very important
 - 2. Payment deferrals – 67% said very important
 - 3. Rent Assistance – 60% said very important

Open Ended Question Summary

Please provide your company's name, your name and current role within the business?	Which programs have been most helpful?	Any other recovery efforts you would find important that have not been mentioned?
Rinkevich Gallery, Margaret Rinkevich, owner	Still waiting to hear	Larger conversations (a live streaming forum with Q&A, maybe?) regarding how and when MV and ToT might open. The likelihood of summer tourism. The pros and cons of the arrival of our 2nd homeowners. The operational health of TELSKI.
Telluride Irrigation- Matt Steen-Owner	PPP	No
Christy Sports Buck Smith Telluride Area Manager		
Wells Fargo bank Branch Manager	n/a	none
Mountain High Fire & Safety, LLC / Matt	None	



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Musclow Owner operator		
Cavi, LLC. dba La Piazza Del Villaggio Ristorante, Paolo Canclini, Manager Member	Sales Tax Deferral PPP only applied not received San Miguel Property Tax Deferral	
Telluride Helitrax	PPP	not at this time
Full Circle HOA Management, Dan Witkowski, Owner	N/A	lift ban on construction activity
Telluride Distilling Company - Abbott Smith - Owner	We have received no funding from any programs, the tax deferment programs don't help when they still need to be paid, we don't "gamble" in our business so we make sure we are paid up on every accounts payable for any foreseeable future even if it means no member draws(salary) are taken by the owner.	I don't understand why VCA, a town owned housing complex, would get rent relief, but myself living in my owner occupied deed restricted mountain village condo can't get a property tax relief, or my business with over \$10k a month in rental expenses in both my production and tasting room facilities can't get some sort of rent relief that would be converted from a sales tax relief to a certain dollar amount for the rest of the year? Last year we paid over \$30k in taxes, that could go a long way right now.
Telluride Adaptive Sports Program	PPP	
Babies of the Bush Wildlife Art Gallery. Yvonne Reed. Owner Manager	None	Landlords and tenants should compromise on rents.



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Mountain Lodge Telluride, The View Restaurant, General Manager	N/A	Additional cost containment exercises by TOMV and TOMVOA
Rolling Relaxation Massage & Bodywork, Darren Miller, Owner	PPP/CARES act	educational programs to get us up to speed to safely volunteer our help to others
Lumiere Hotel Group Management, Susie Schaefer, Owner	Nothing yet	Limiting short term rentals of residential homes and condos through services such as VRBO and Air B&B which take too much revenue away from hotels. Hotels need the revenue to bring back as much staff as possible as we are significant job providers in the community. The private rentals do not contribute as many jobs to the community as hotels. Hotels cannot maintain normal staffing levels with reduced revenue. At this particular time eliminating private home rentals for a period of time would have a very positive impact on hotel industry driving revenue where it needs to be.
Shake N Dog Grub Shack / Stanya Gorraiz / Owner	Sales tax referral. We need more help with grants and loans to sustain ourselves moving forward.	
Poachers Pub	N/A as of yet	N/A
Ryder Walker Alpine Adventures	PPP and Heloc	No, thanks!
El Rhino	Common sense program	Instructions for people on how to use a face mask in public.



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Telluride Sports @ Franz Klammer Kae Wallace - Store Manager	I haven't had to use any	No
The Village Table Restaurant, John Gerona, Owner	None so far	It would be great to know what other restaurants in Mtn. Village are doing as far as scheduling. Mtn. Village Govt. marketing specifically towards Mtn. Village Businesses and directed to residents and second home owners and visitors as well.
The Wok of Joy	none yet	no
Sunshine Store and Manager	Hopefully the PPP and EIDL will get us through	
Telluride Outfitters	Disaster Loan SBA	Ability to adapt to changing conditions. Open up Pass Toads to OHV . Waive OHV ban in San Miguel County.
Mountain Adventure Equipment, Sam McNichols, Owner/General Manager	PPP	For our business being able to utilize outside spaces for safe distancing and waiting areas for shoppers would be very helpful.
Tracks Cafe and Bar		Gondola reopening is a key factor, and discontinuing mobile carts in front of small business restaurants during this time and maybe future.
T.Karn Designs		
Wagner Custom Skis - ceo		



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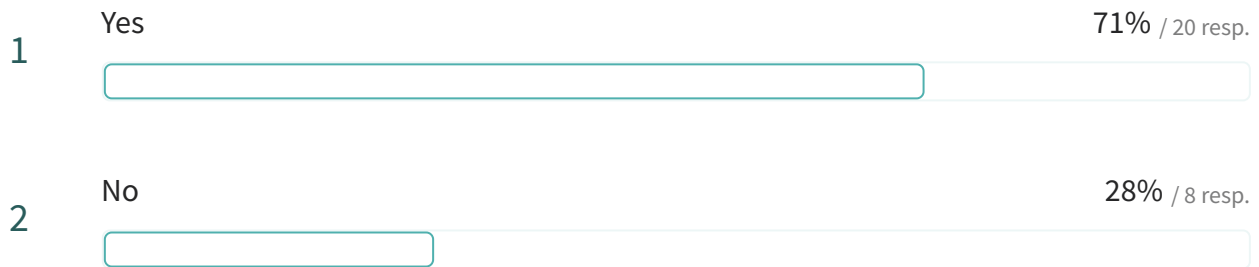
Telluride coffee company llc ,Mary ann slezak Owner	ppp/cares	no

Mountain Village COVID-19 Business Survey

28 responses

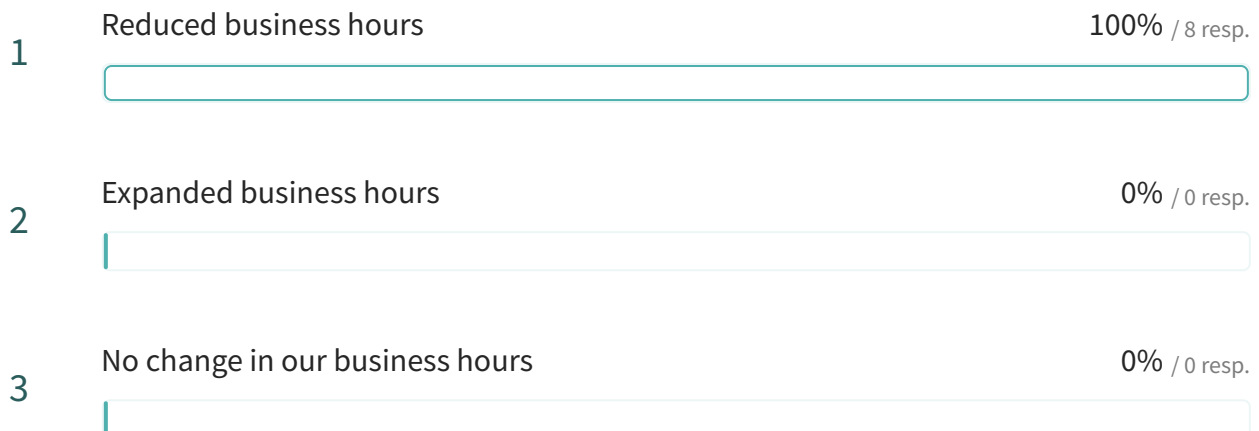
Has your business been temporarily closed by the San Miguel County Public Health Order?

28 out of 28 answered



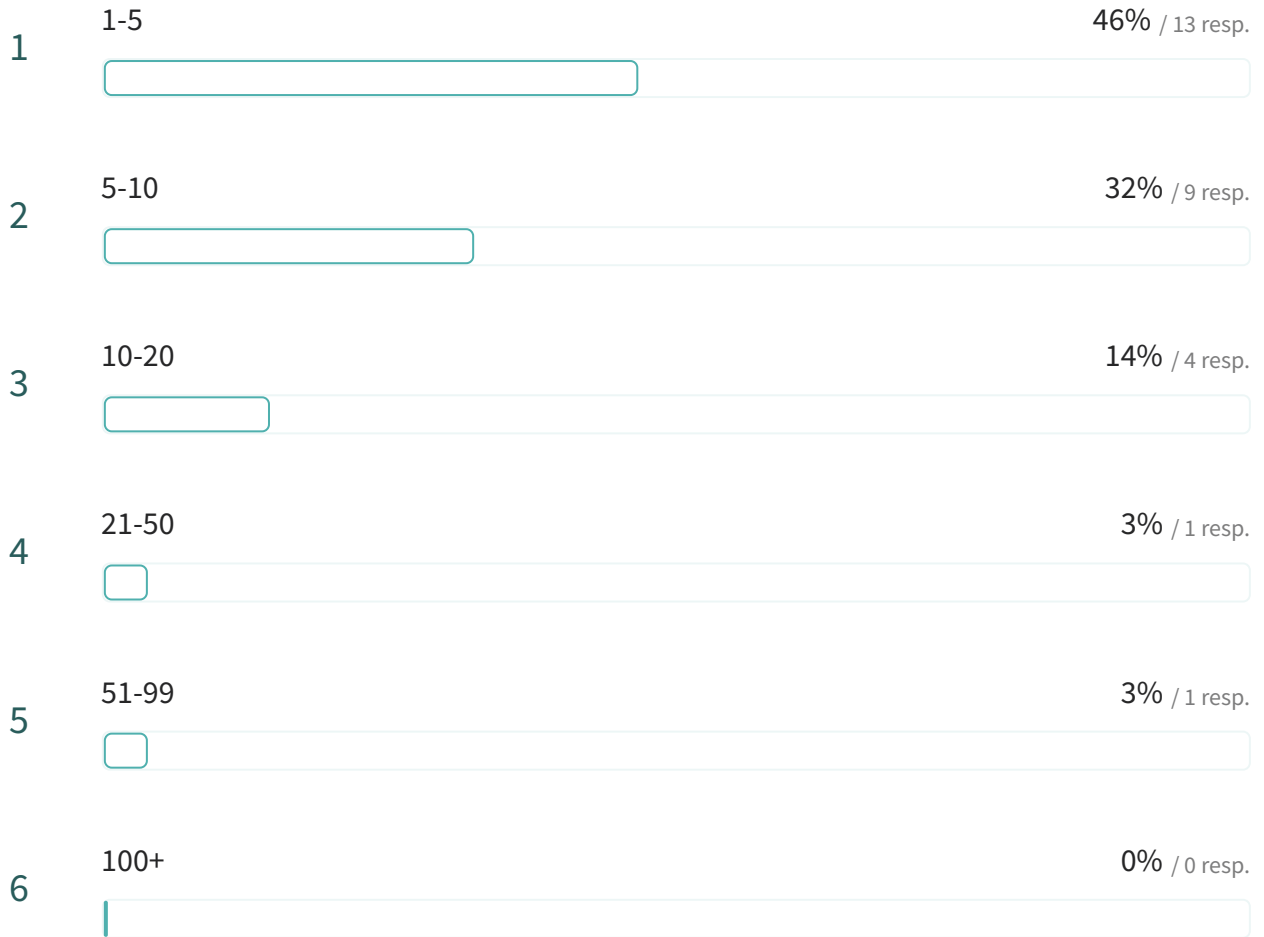
Have you changed your regular business hours due to the pandemic?

8 out of 28 answered



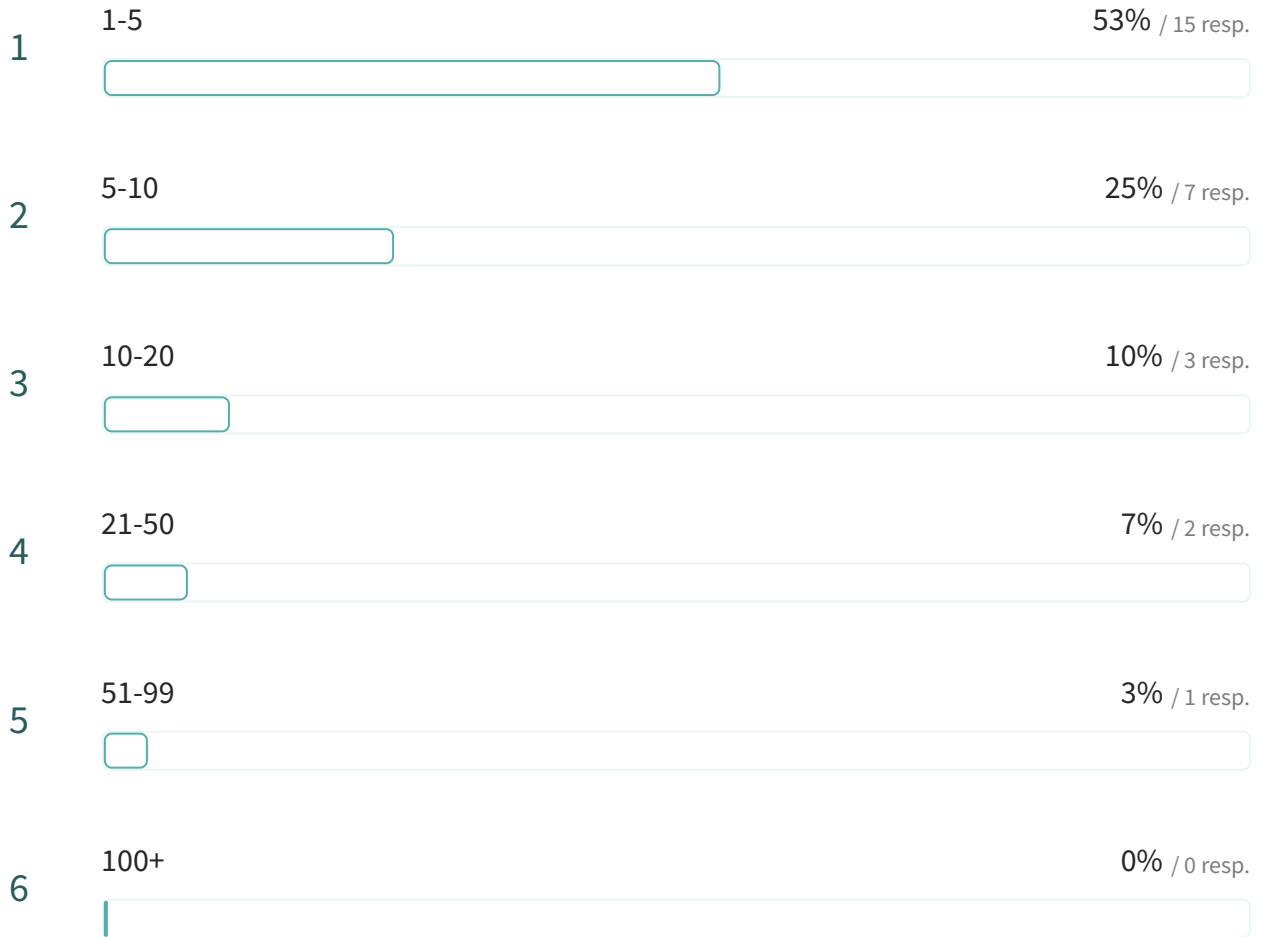
How many employees do you **currently** have employed?

28 out of 28 answered



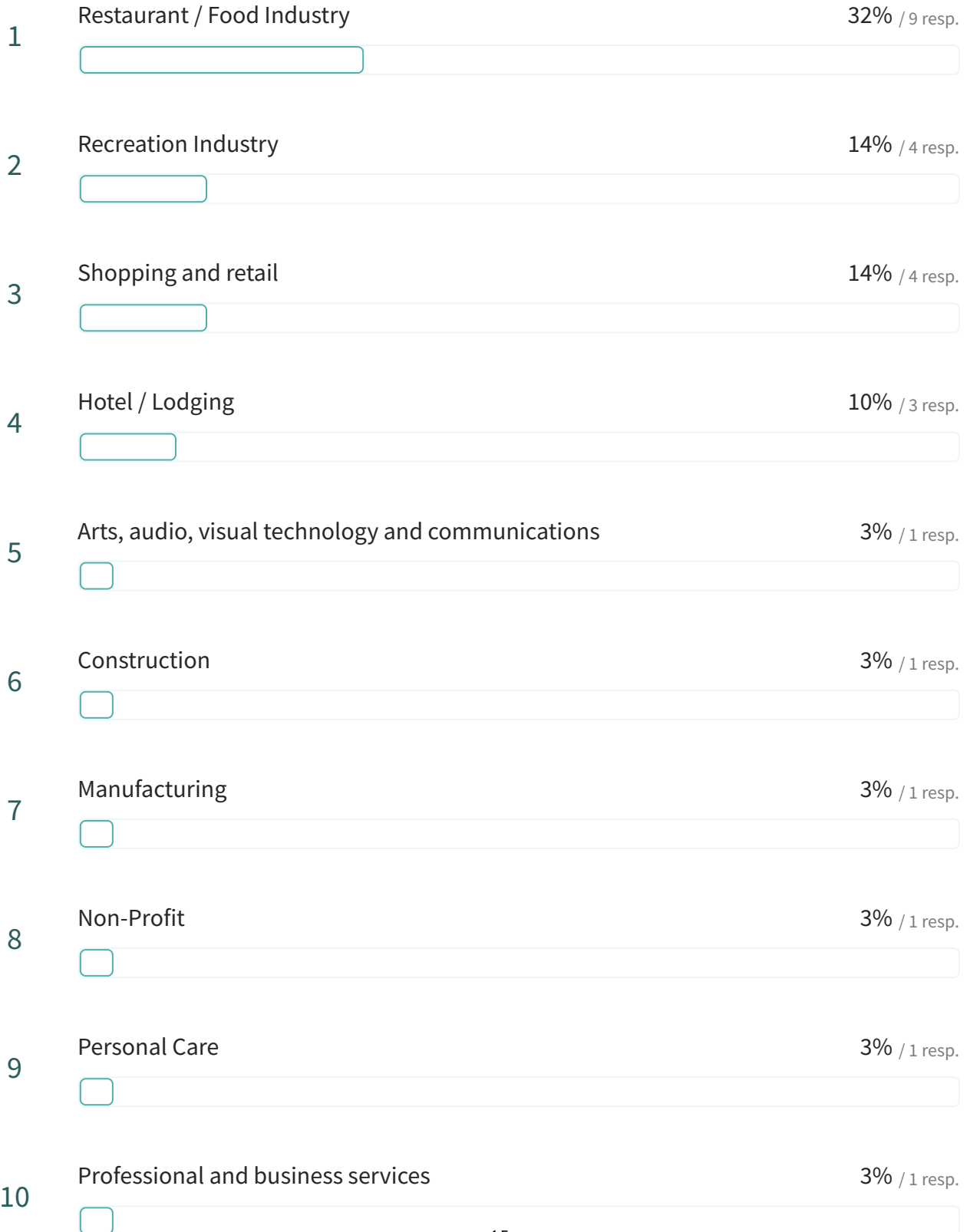
How many employees did you have during the **2019** spring off-season?

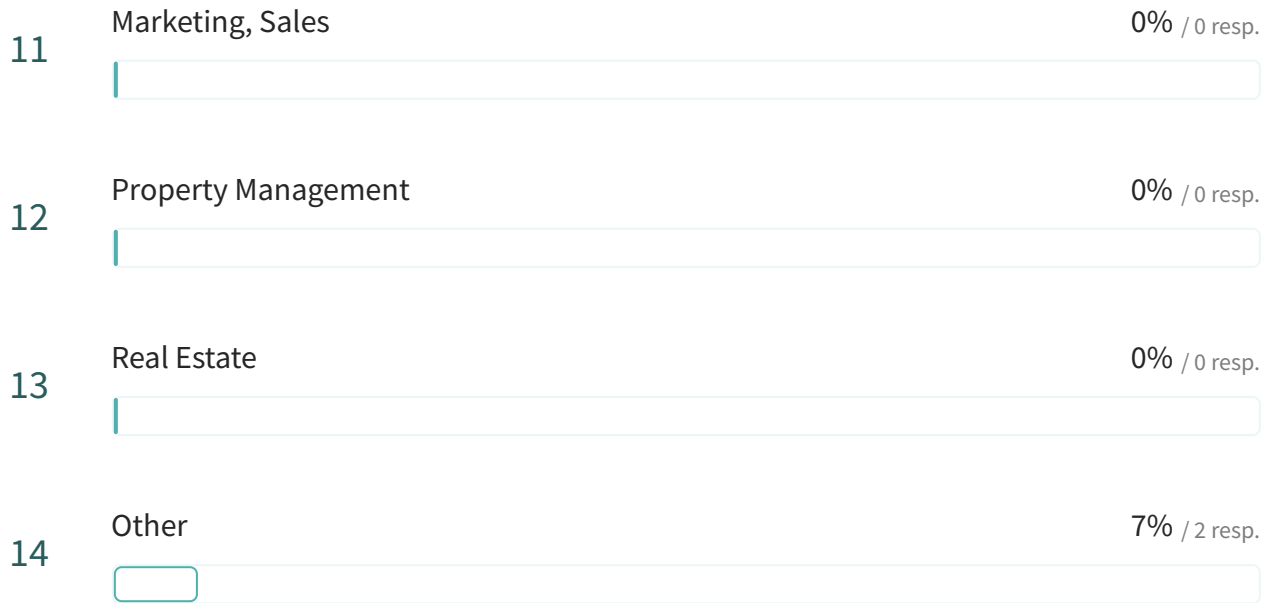
28 out of 28 answered



What is your industry?

2 out of 28 answered

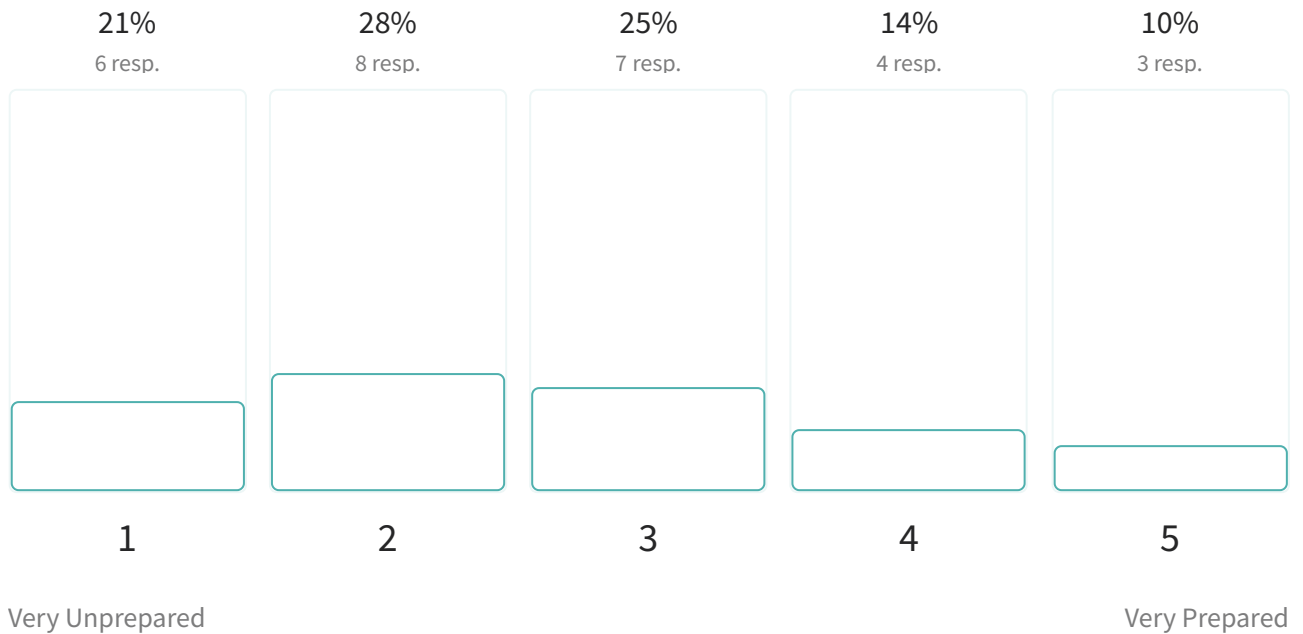




How prepared do you think your business is to meet the needs of a changing economy as the result of COVID-19?

28 out of 28 answered

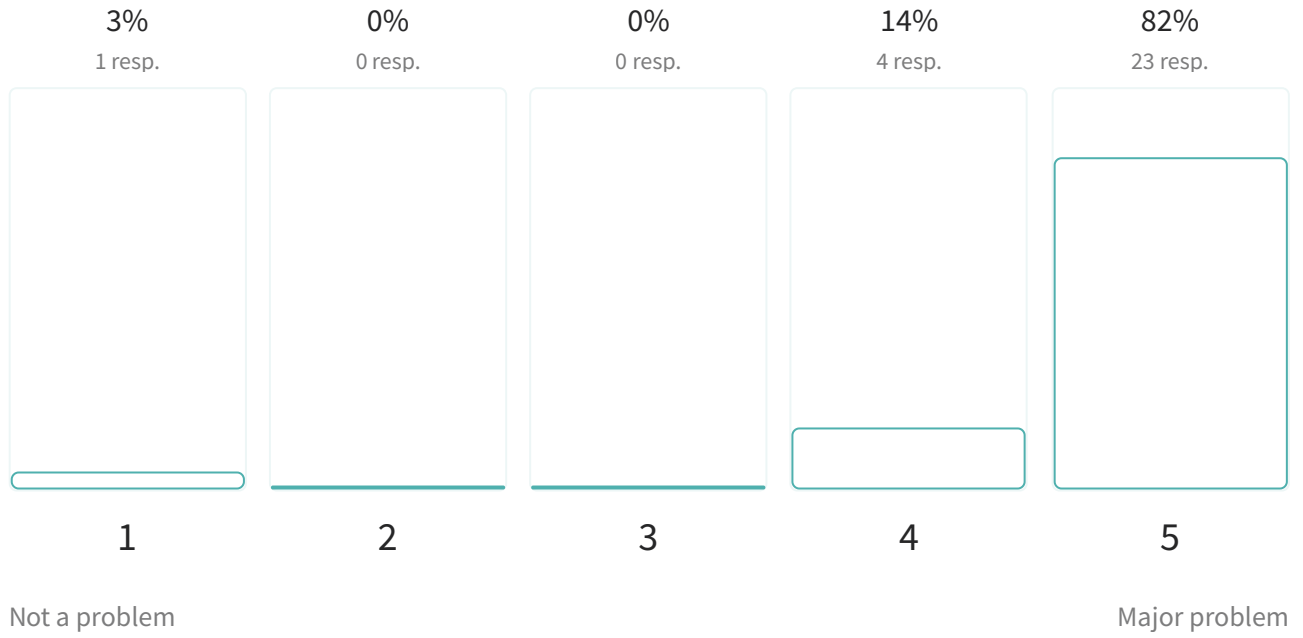
2.6 Average rating



Decline in business / sales

28 out of 28 answered

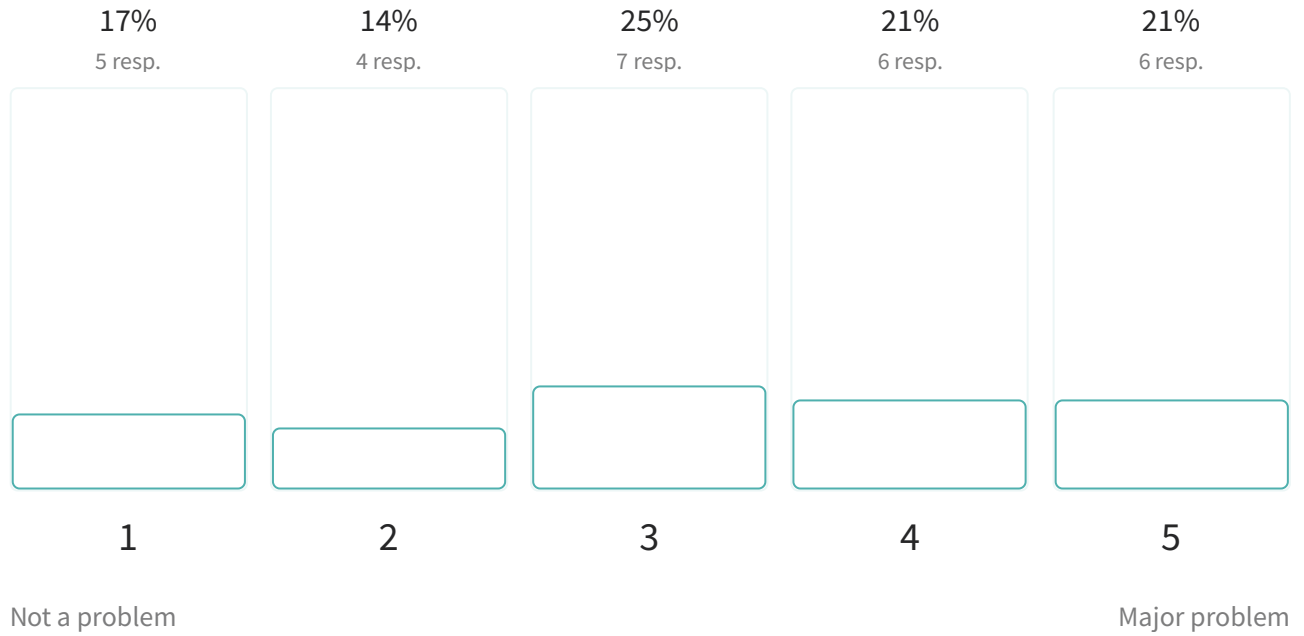
4.7 Average rating



Ability to stay in business (permanent closure)

28 out of 28 answered

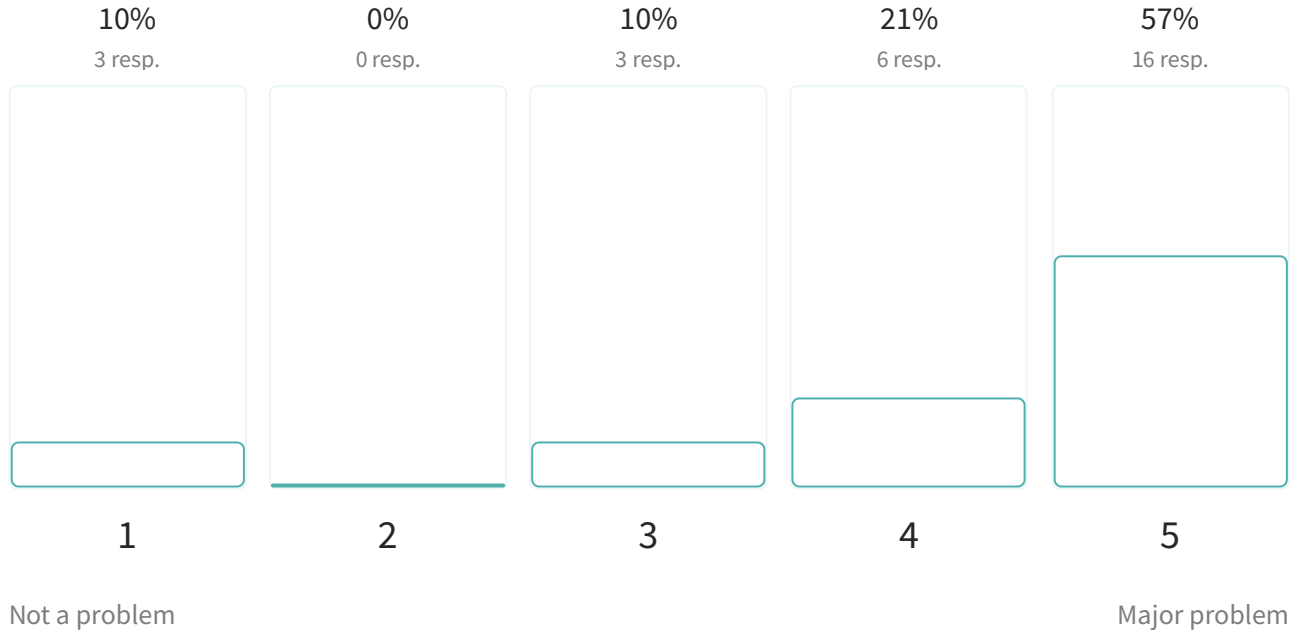
3.1 Average rating



Business closed or hours reduced by Public Health Order

28 out of 28 answered

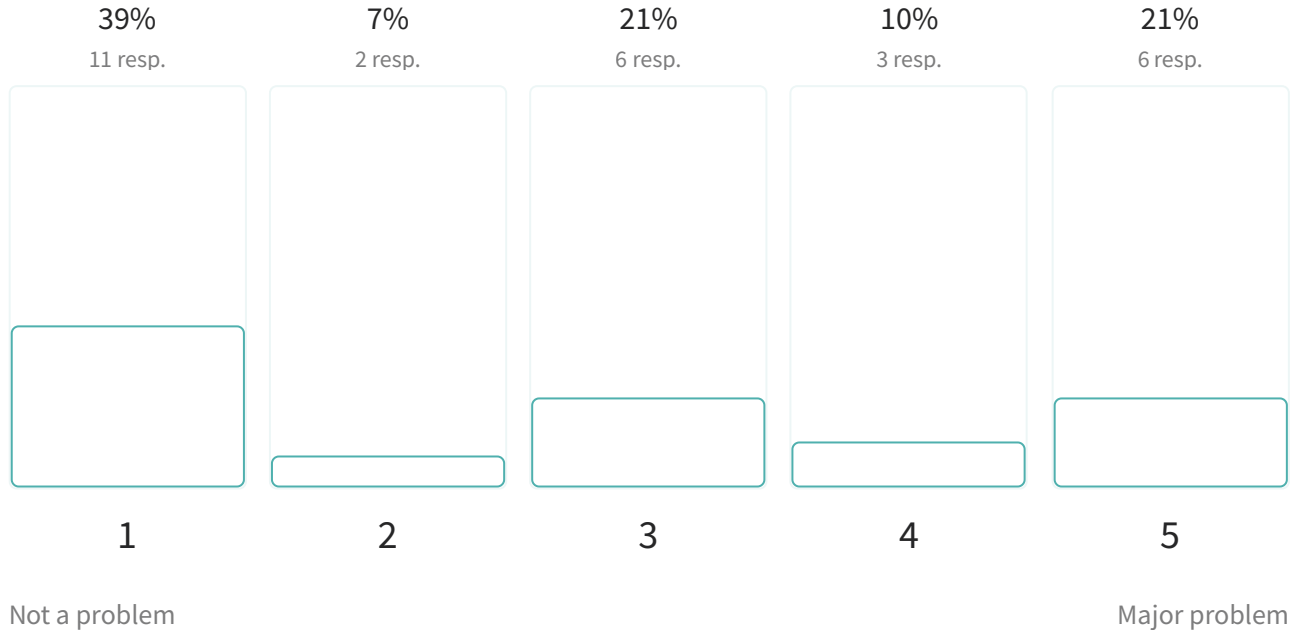
4.1 Average rating



Lack of technology/web resources to complete online sales

28 out of 28 answered

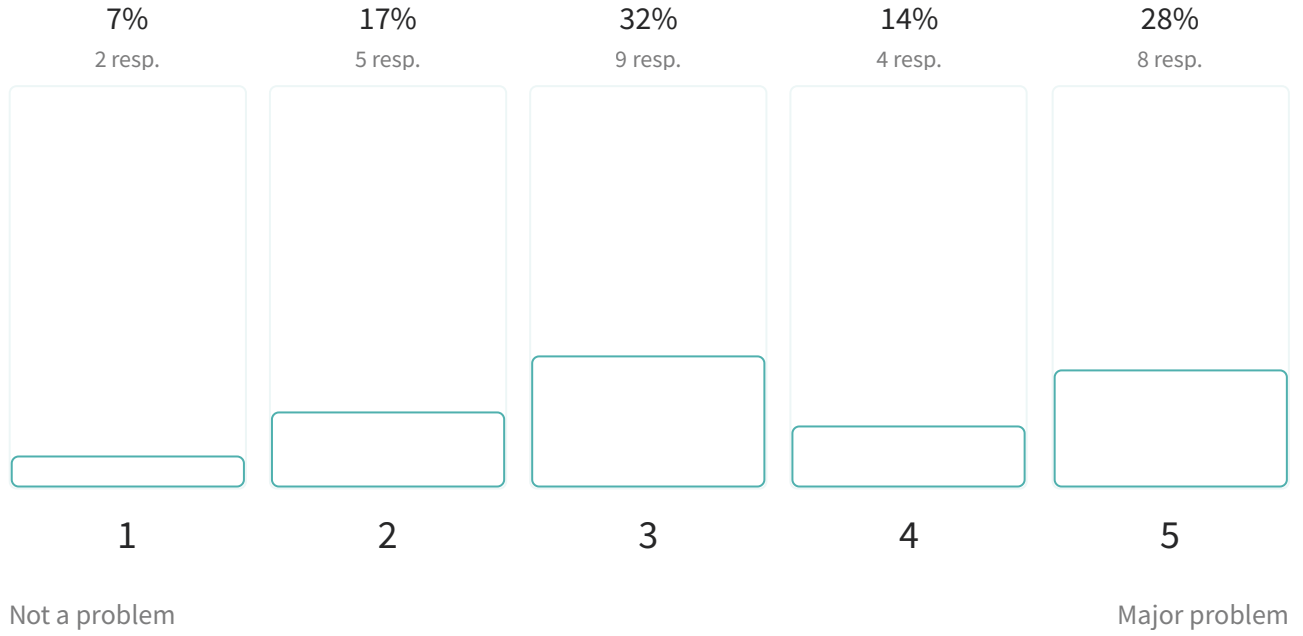
2.7 Average rating



Difficulty paying commercial rent, commercial mortgage, or lines of credit

28 out of 28 answered

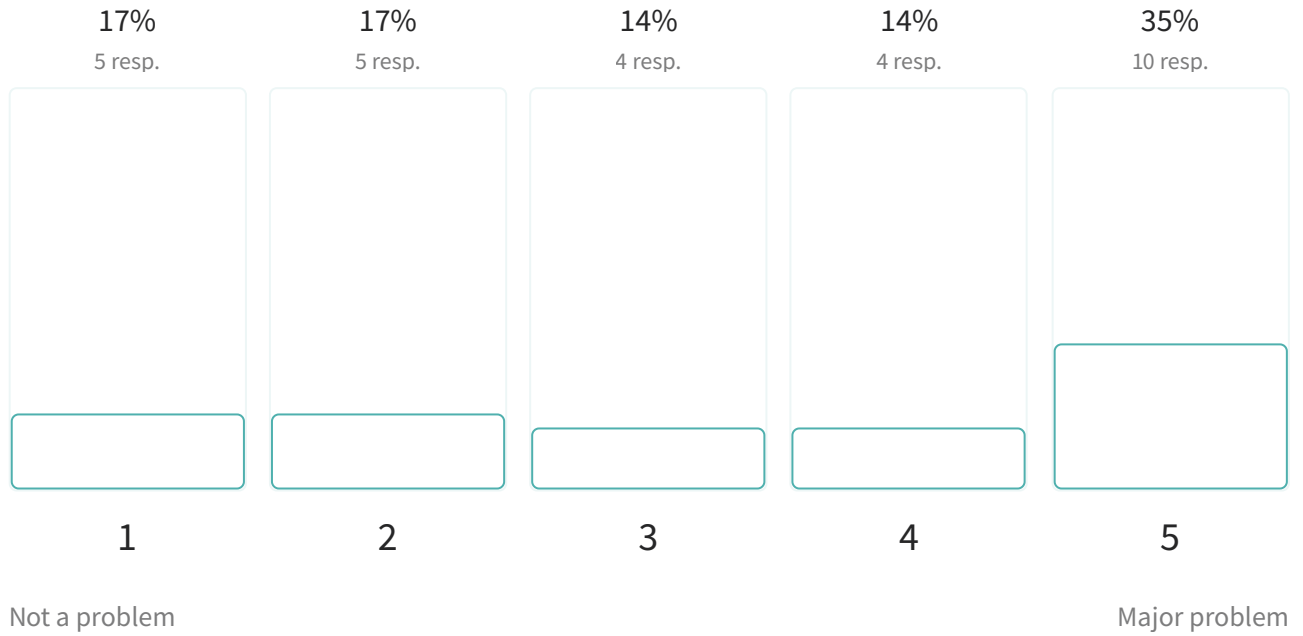
3.4 Average rating



Not having funds to pay our employees salary or health care insurance

28 out of 28 answered

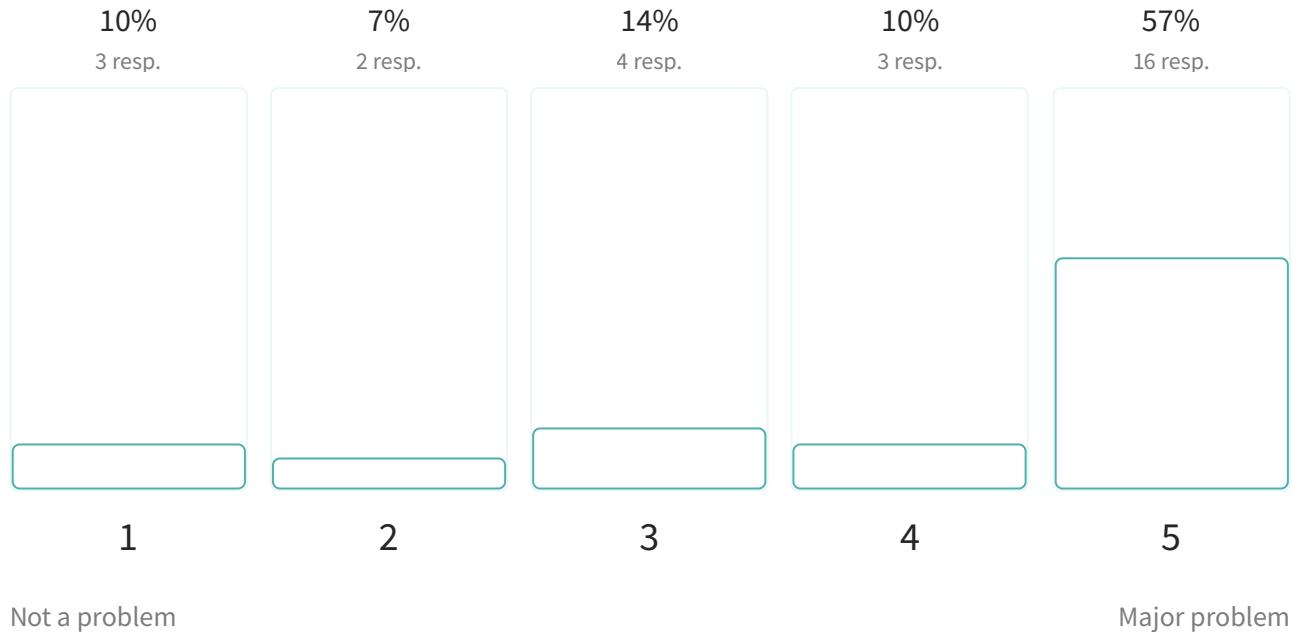
3.3 Average rating



Ability of employees to pay rent/mortgages on reduced income

28 out of 28 answered

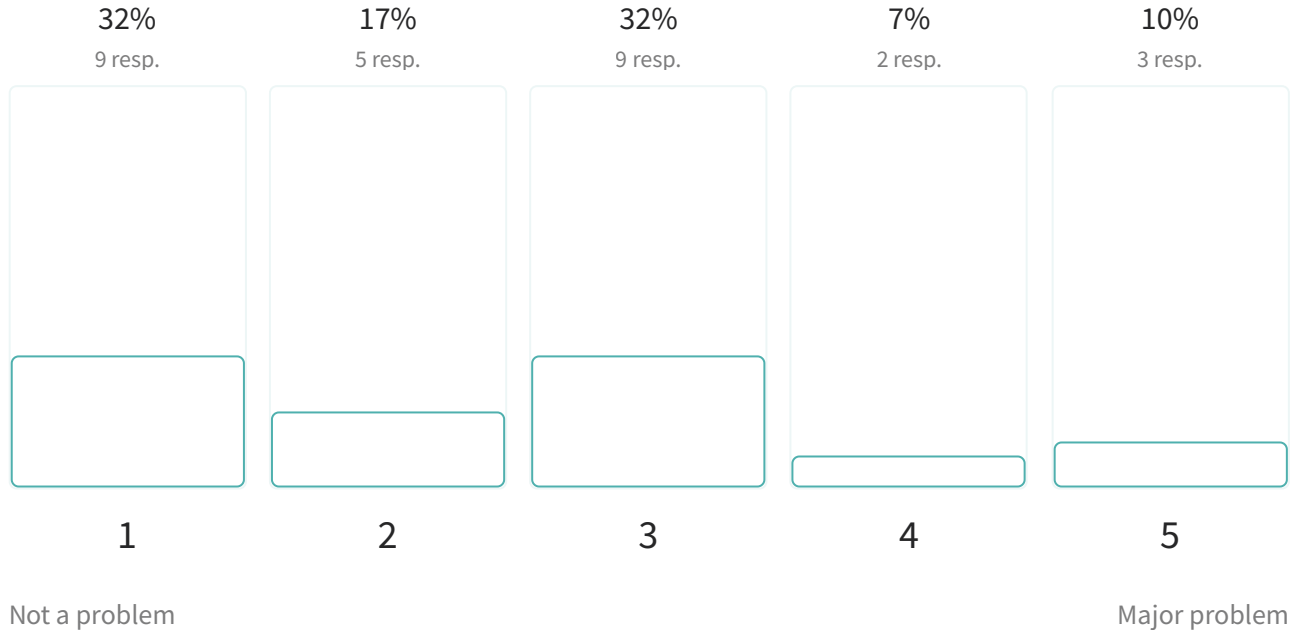
4.0 Average rating



Lack of technology for employees to work from home

28 out of 28 answered

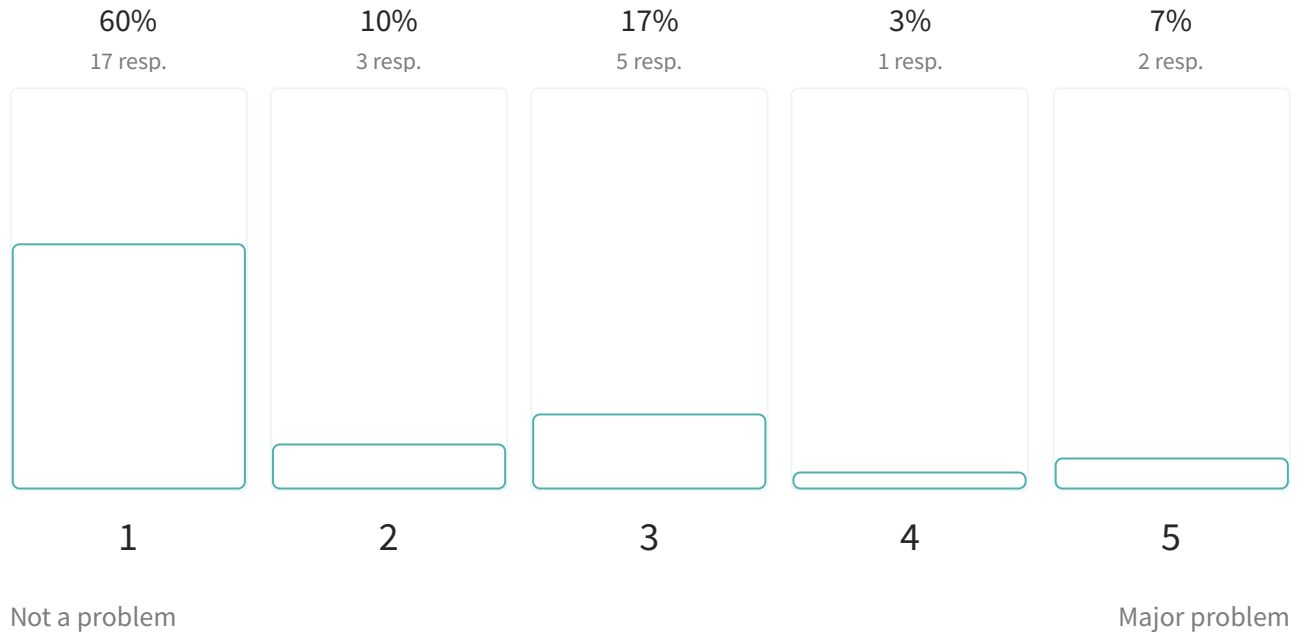
2.5 Average rating



Absenteeism of employees due to illness

28 out of 28 answered

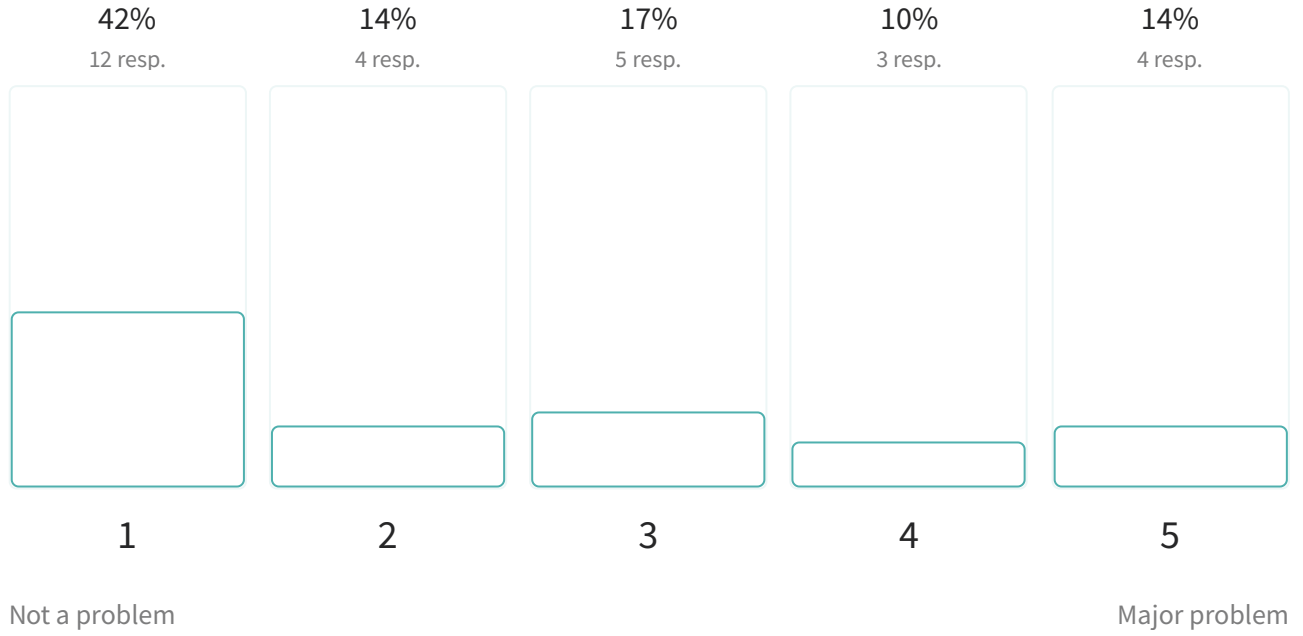
1.9 Average rating



Daycare/childcare challenges for our employees

28 out of 28 answered

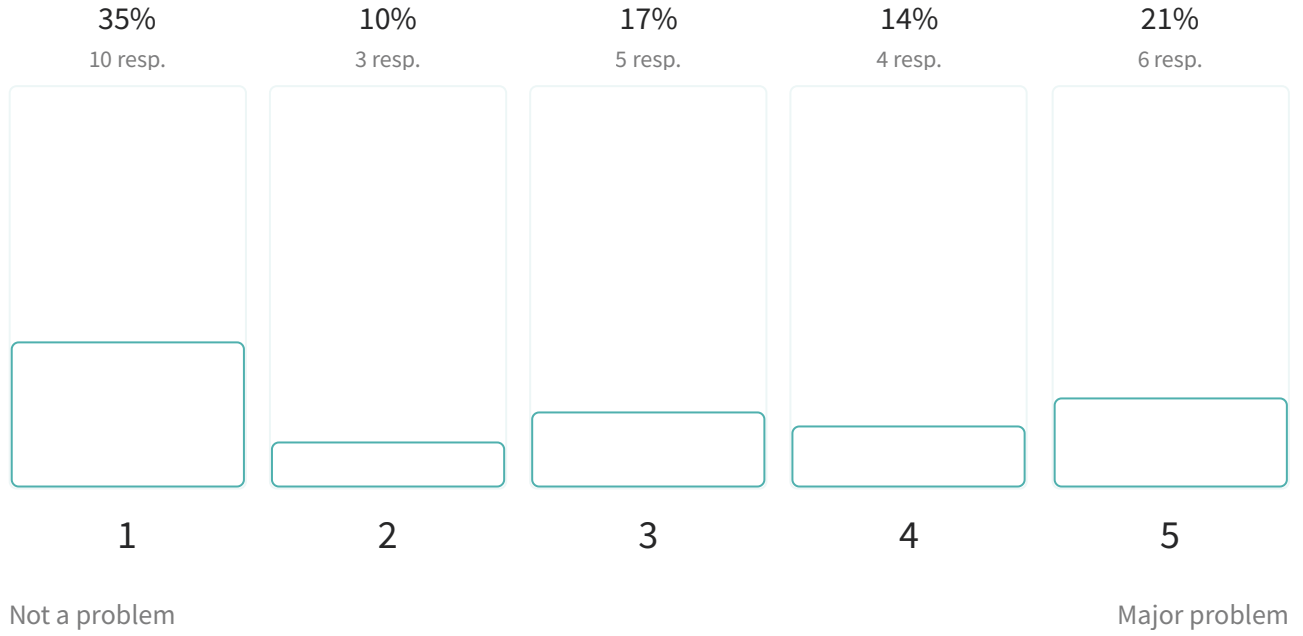
2.4 Average rating



Difficulty purchasing inventory

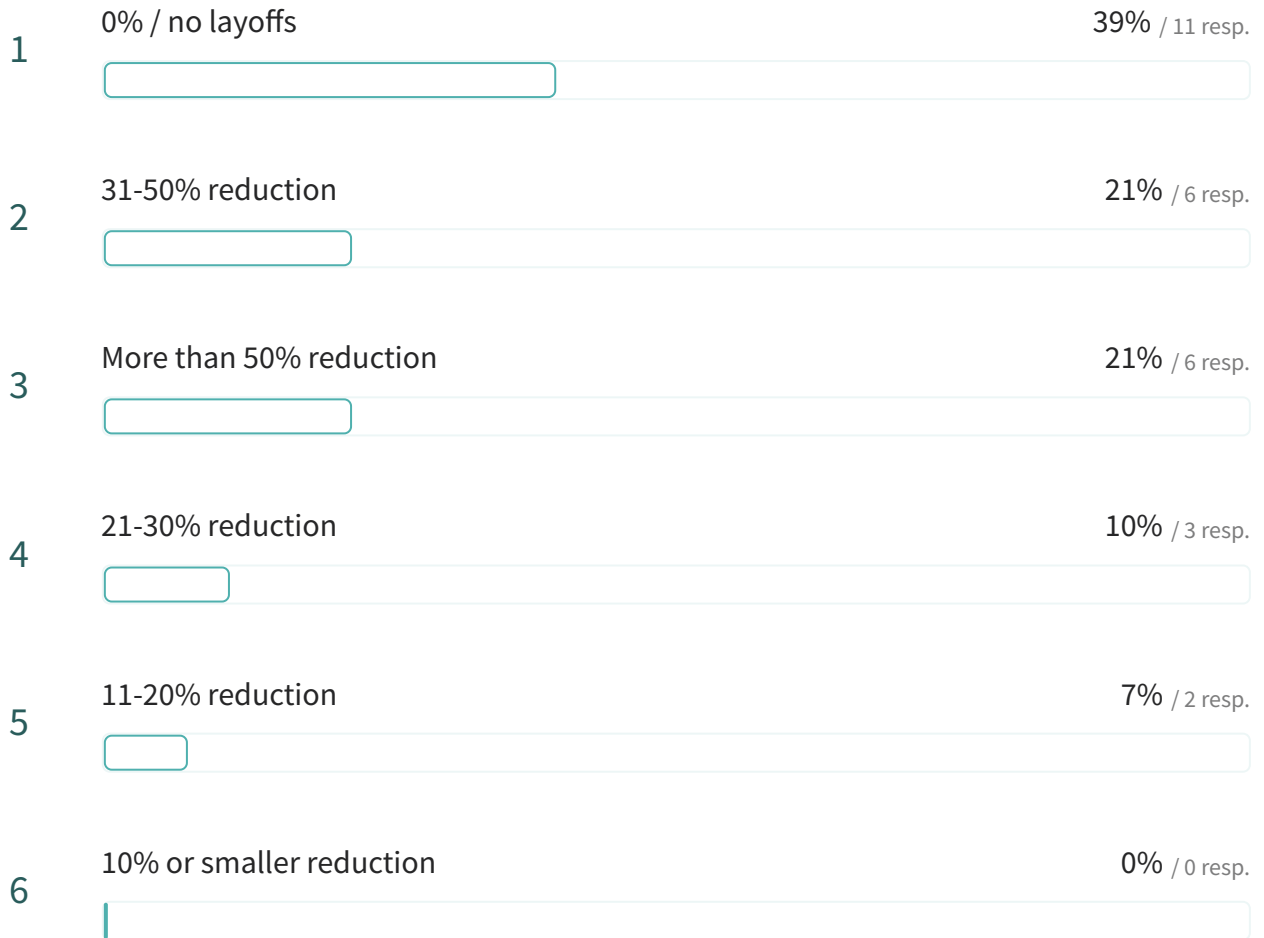
28 out of 28 answered

2.8 Average rating



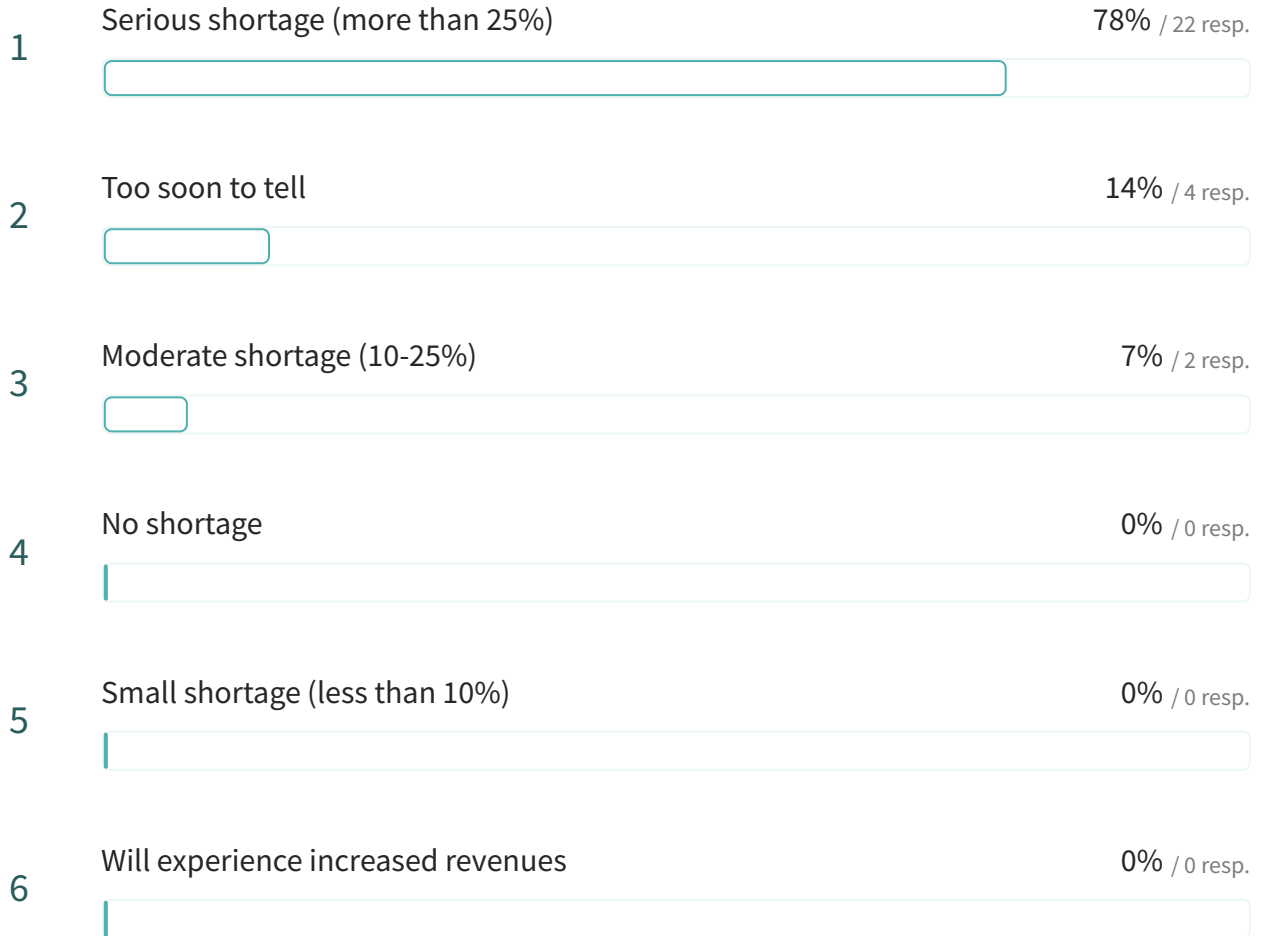
Excluding the seasonal changes in staffing that you may typically experience, what percentage of your workforce, if any, do you anticipate you will have laid off by the end of the next 6 months (Ending September 31, 2020)?

28 out of 28 answered



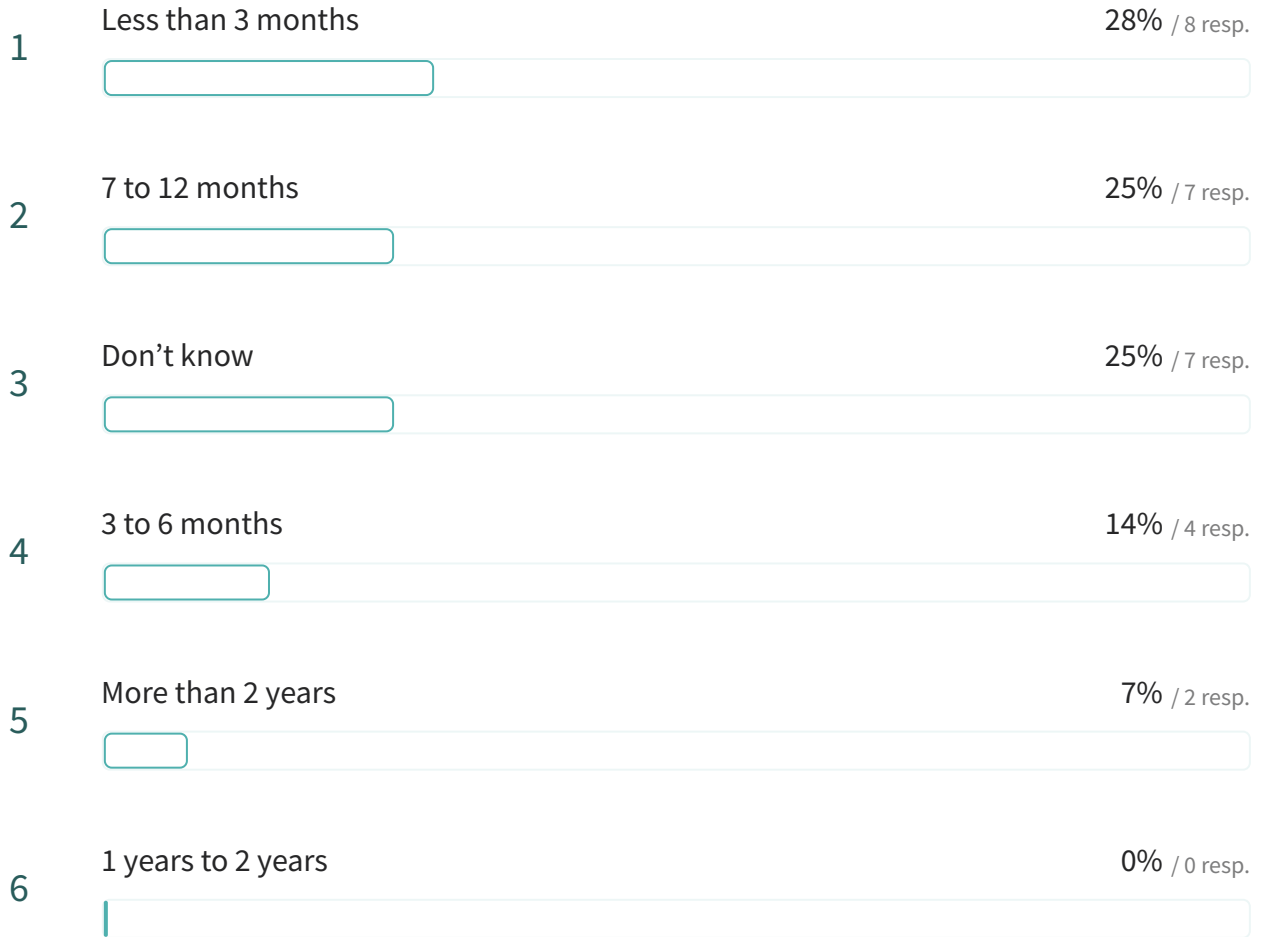
Because of COVID-19, most businesses are expecting lower revenues than they projected at the outset of the year. How do you think your actual 2020 revenue will compare to your original budget projections?

28 out of 28 answered



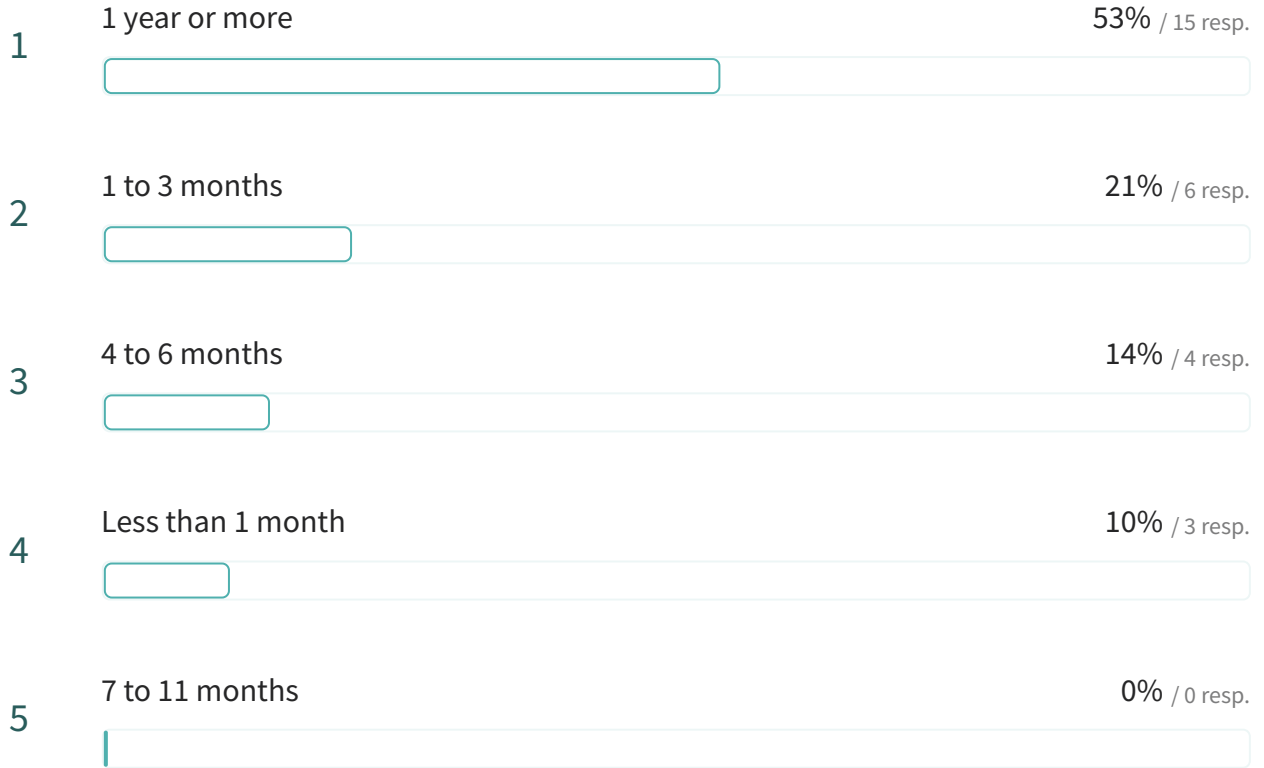
How long do you estimate you could sustain your business in the partial shutdown of the economy?

28 out of 28 answered



Following a reduction in COVID-19 cases and loosening of social distancing requirements, how quickly do you think it will take for your business to return to pre-COVID levels?

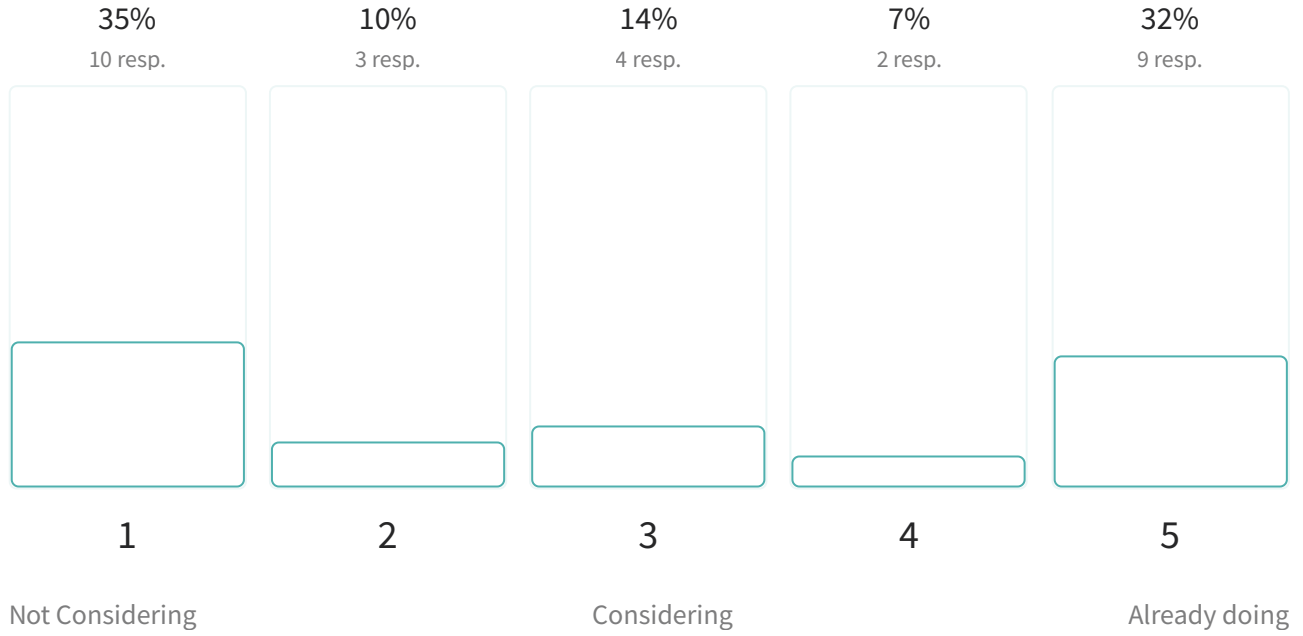
28 out of 28 answered



Move to more online business

28 out of 28 answered

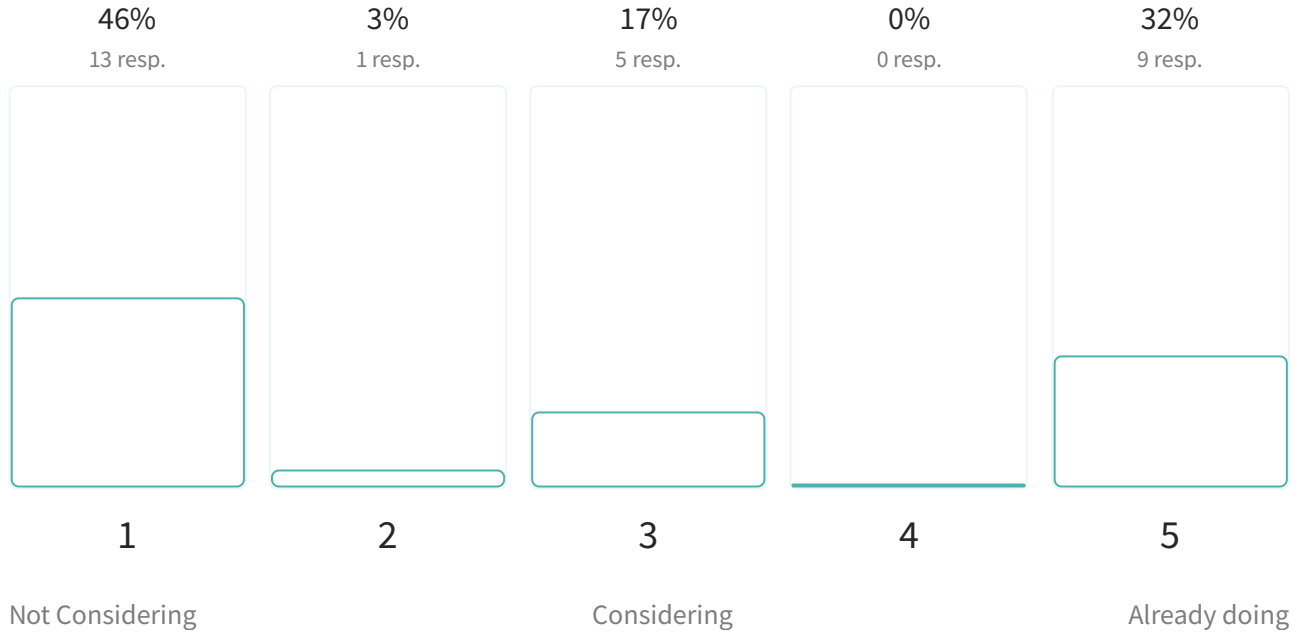
2.9 Average rating



Offering carryout/delivery

28 out of 28 answered

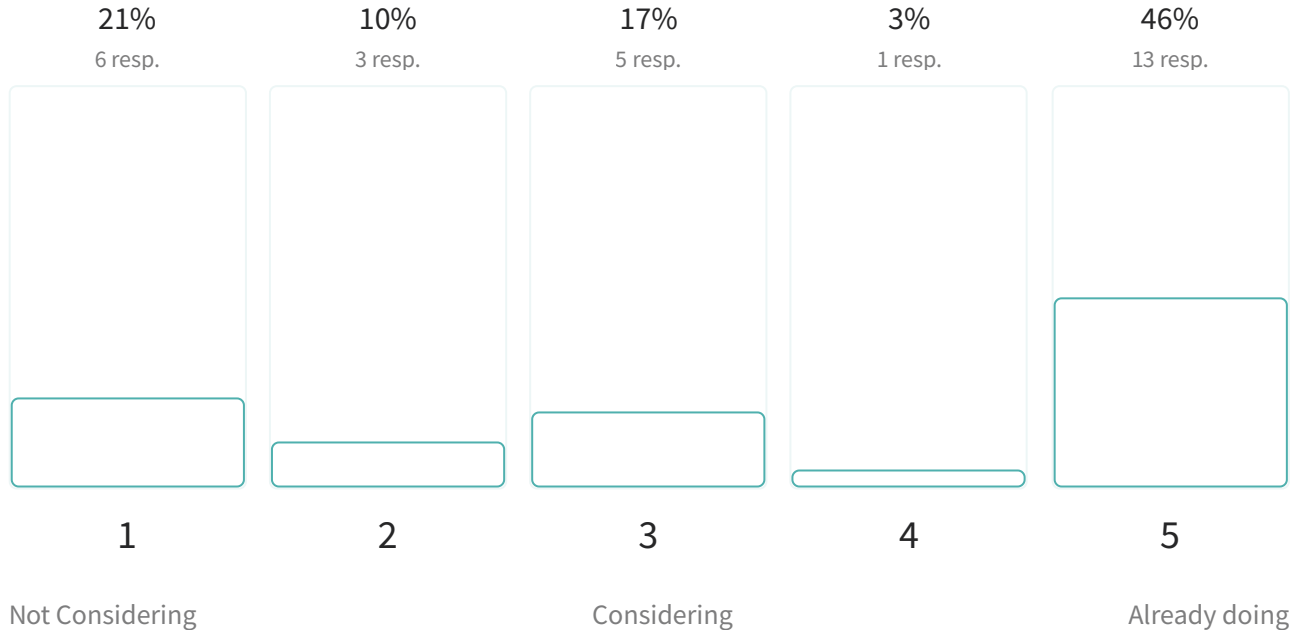
2.7 Average rating



Engaging more with social media to promote business

28 out of 28 answered

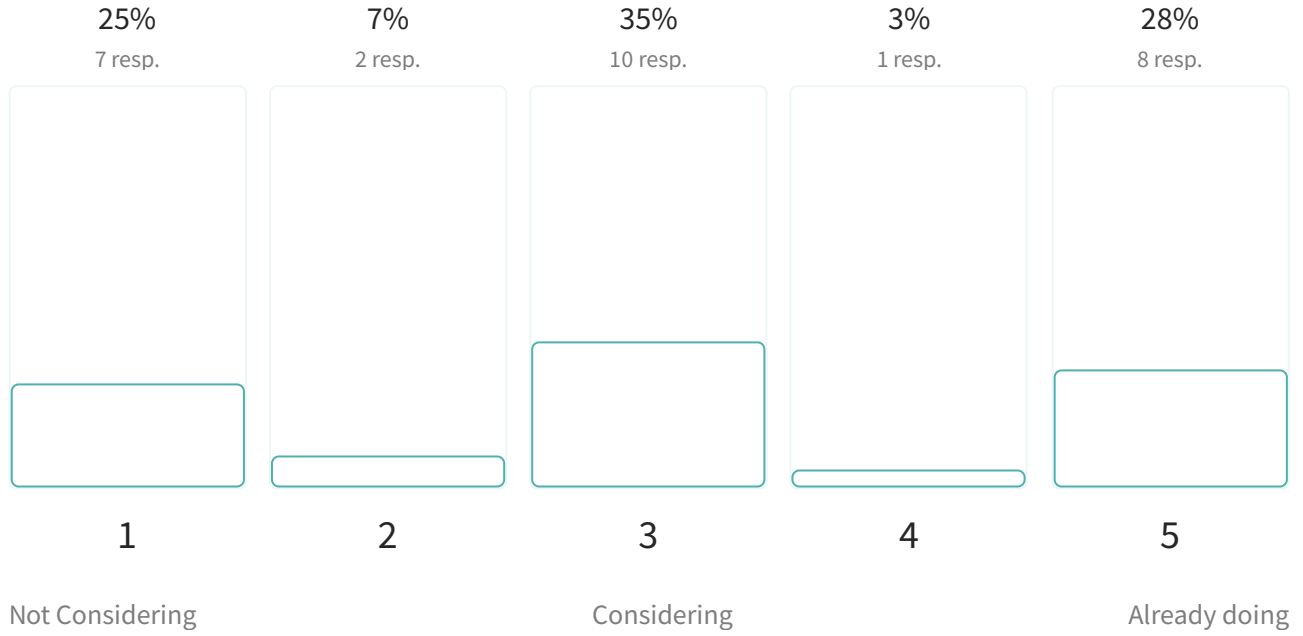
3.4 Average rating



Working with local organizations or government to promote business

28 out of 28 answered

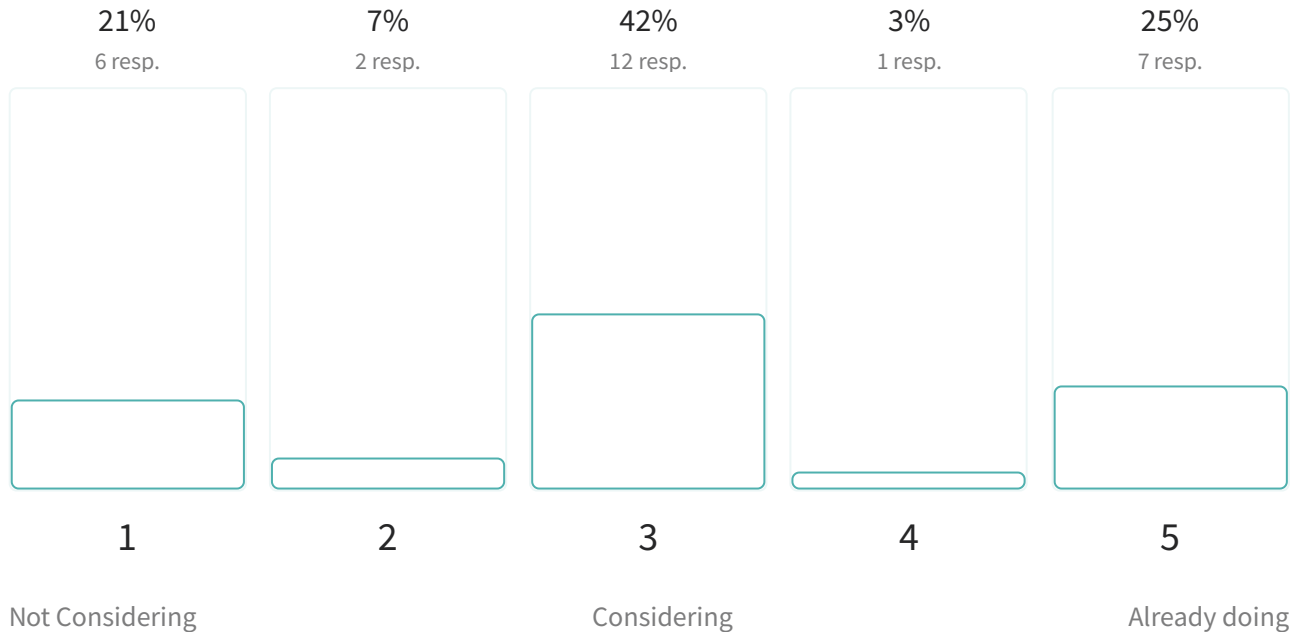
3.0 Average rating



Working with other community stakeholders to begin discussions with landlords about rent abatement or mortgage relief

28 out of 28 answered

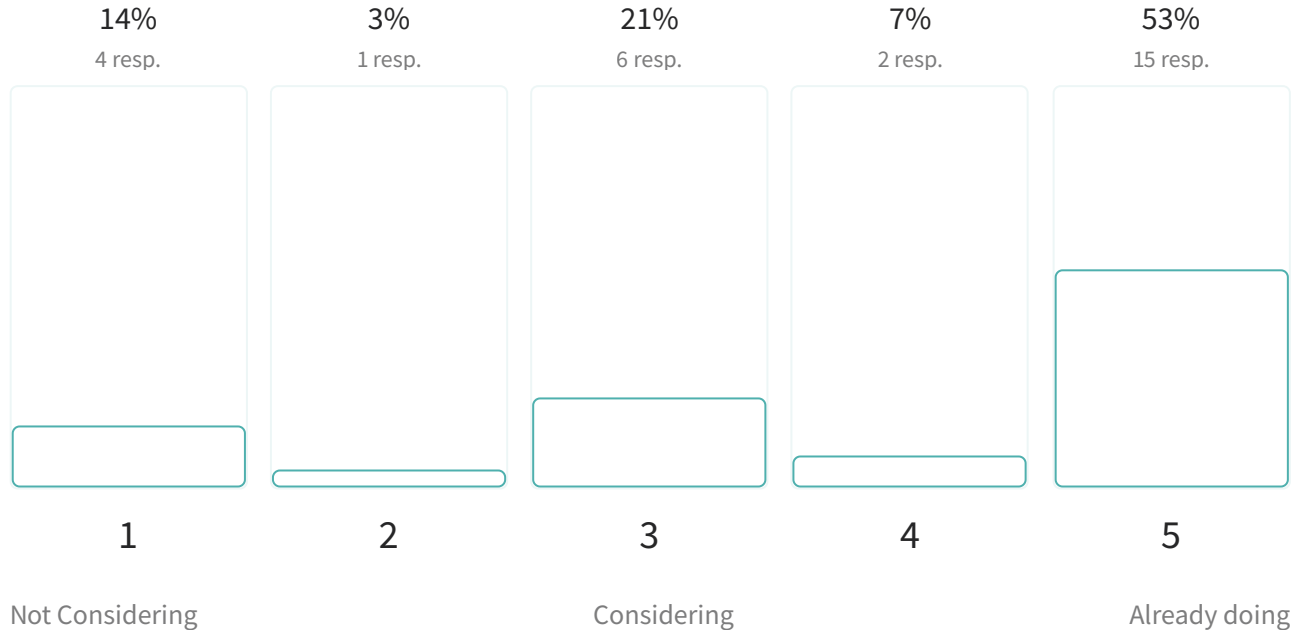
3.0 Average rating



Assisting employees with transitional resources (e.g. unemployment, etc.)

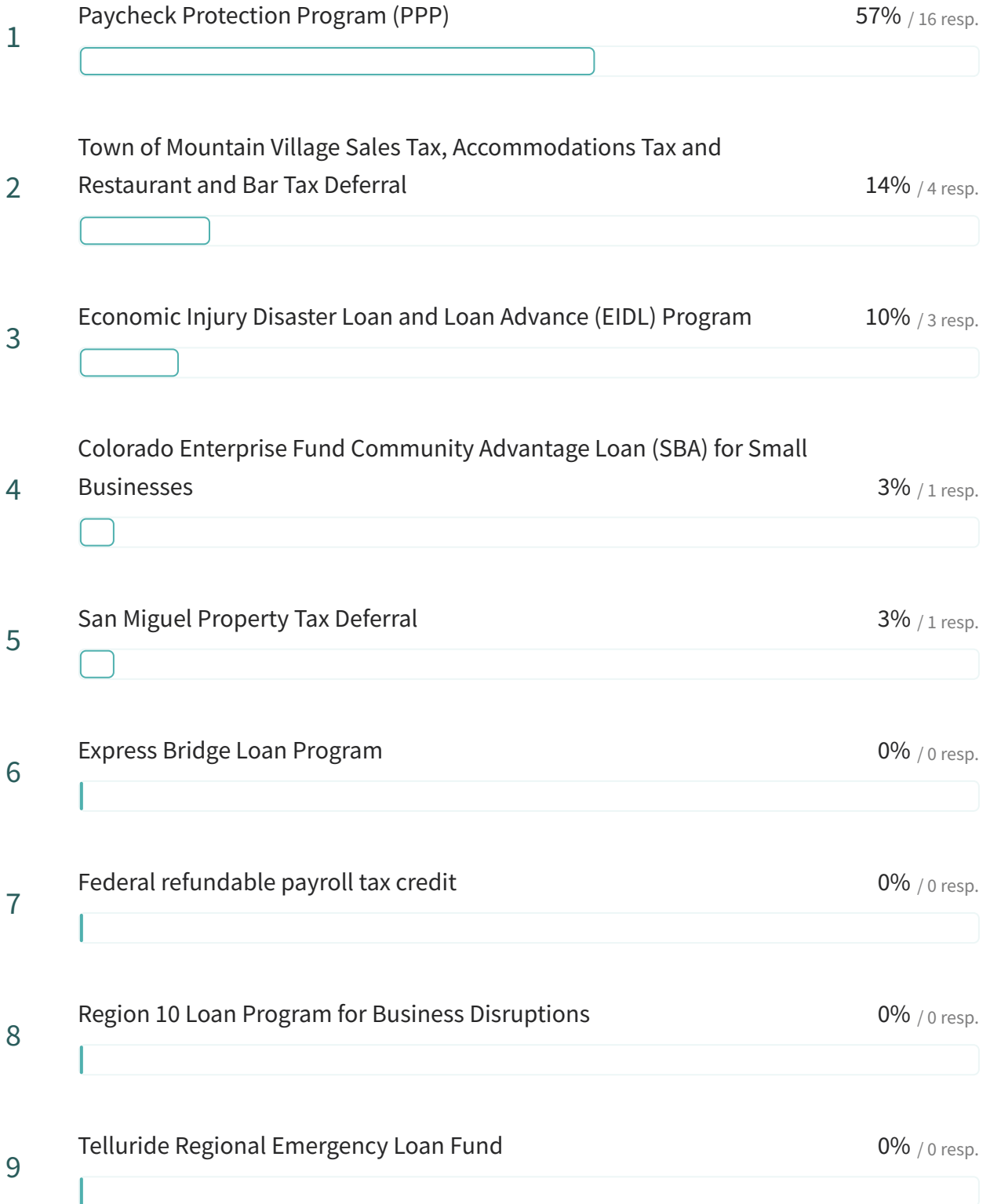
28 out of 28 answered

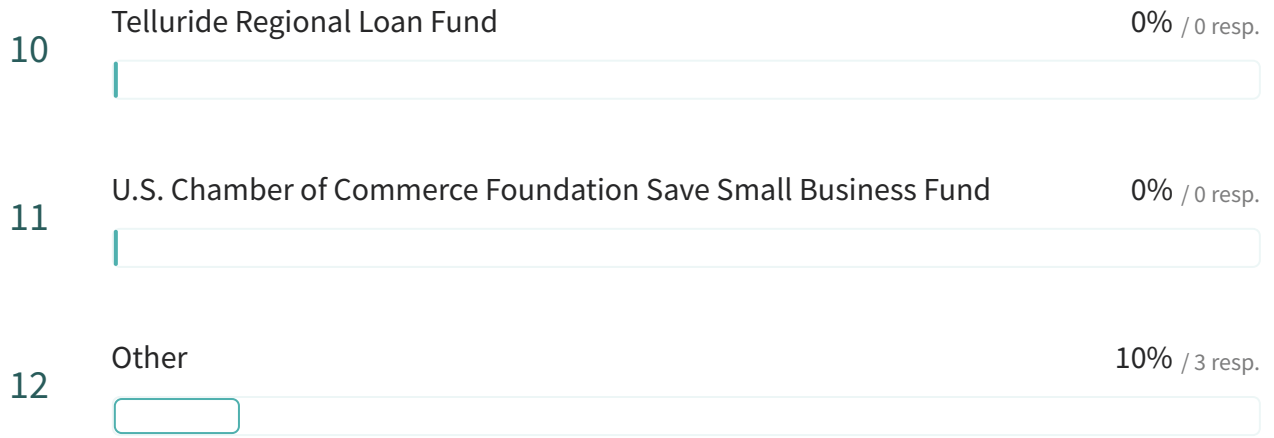
3.8 Average rating



Have you applied for/received or do you plan to apply for any of the following assistance programs for businesses?

3 out of 28 answered

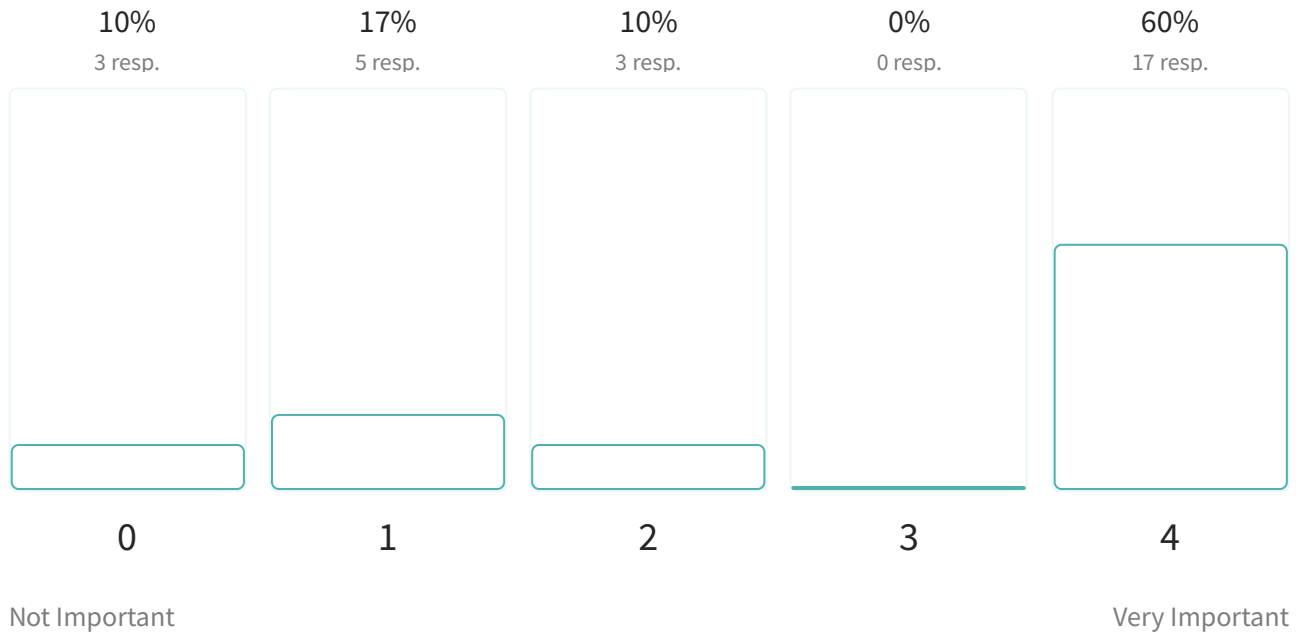




Low Interest Loans

28 out of 28 answered

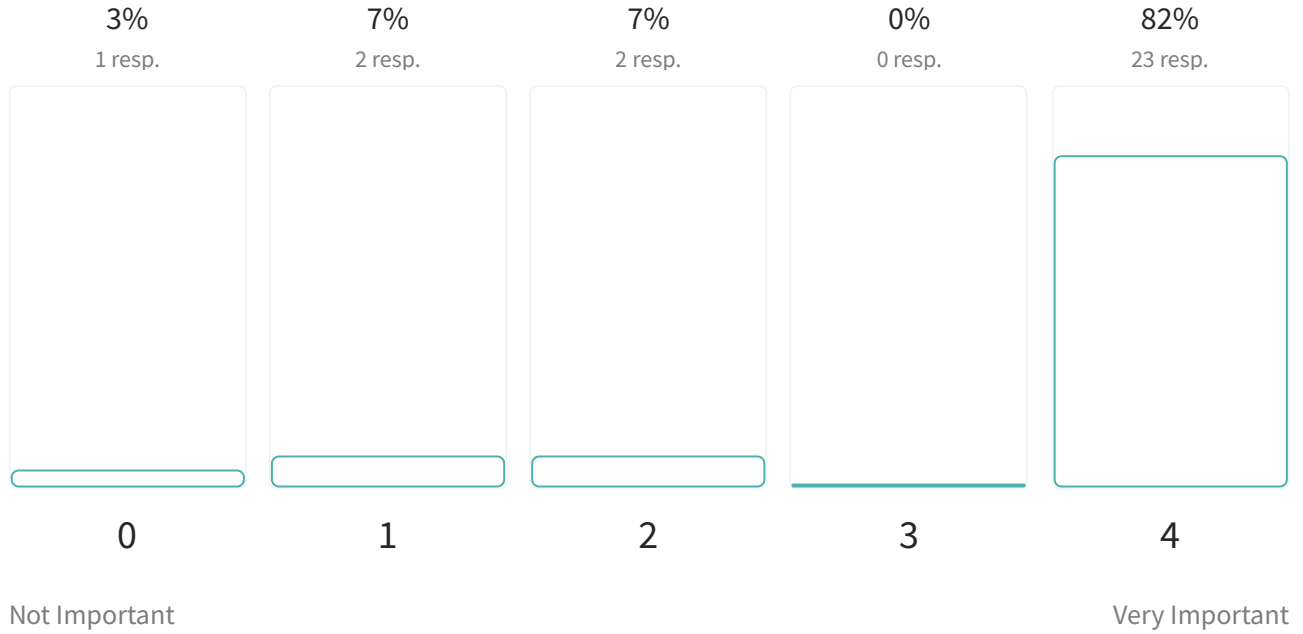
2.8 Average rating



Grants

28 out of 28 answered

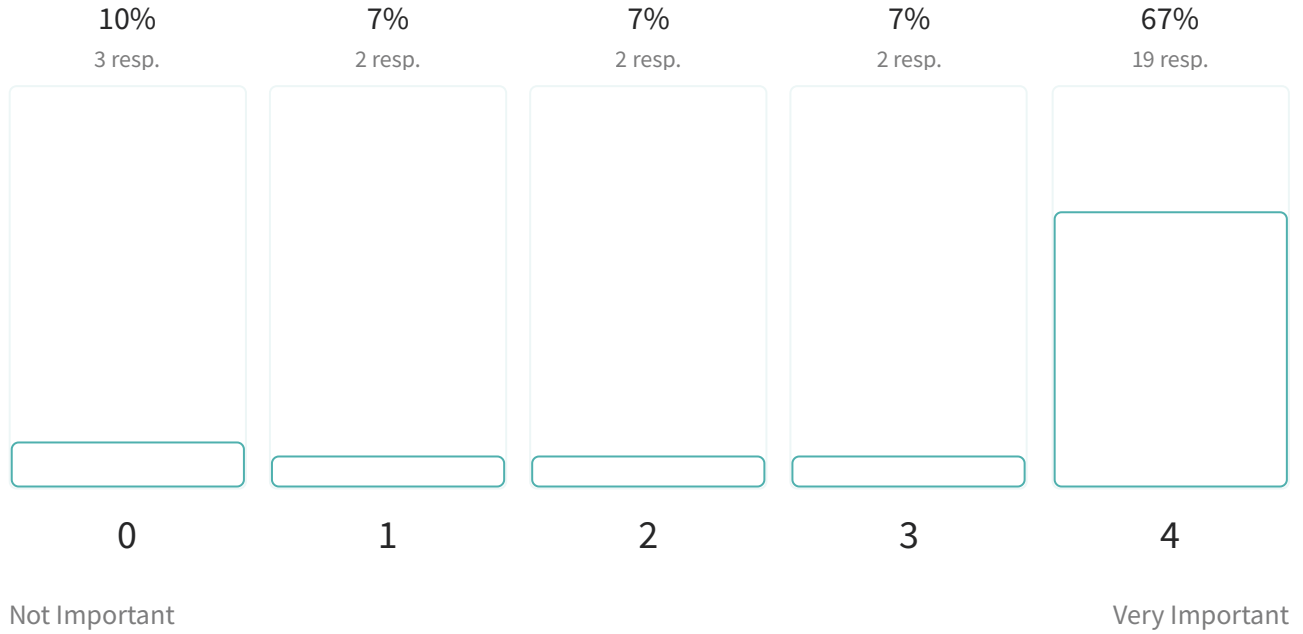
3.5 Average rating



Payment deferrals

28 out of 28 answered

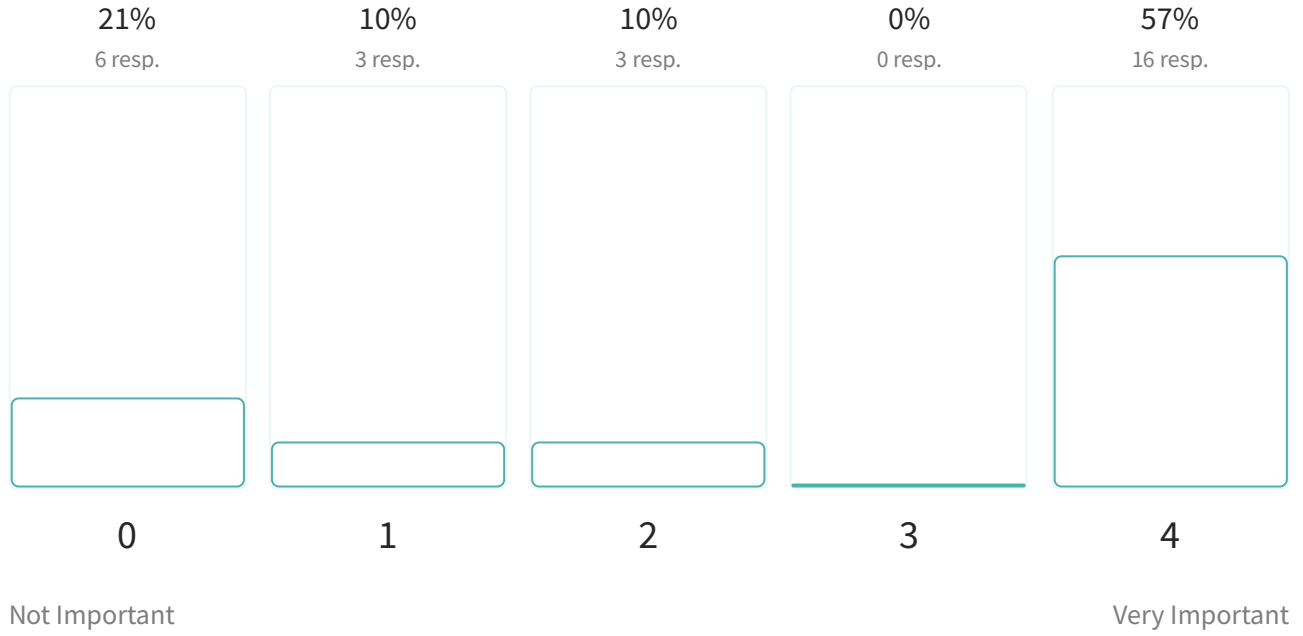
3.1 Average rating



Line of credit

28 out of 28 answered

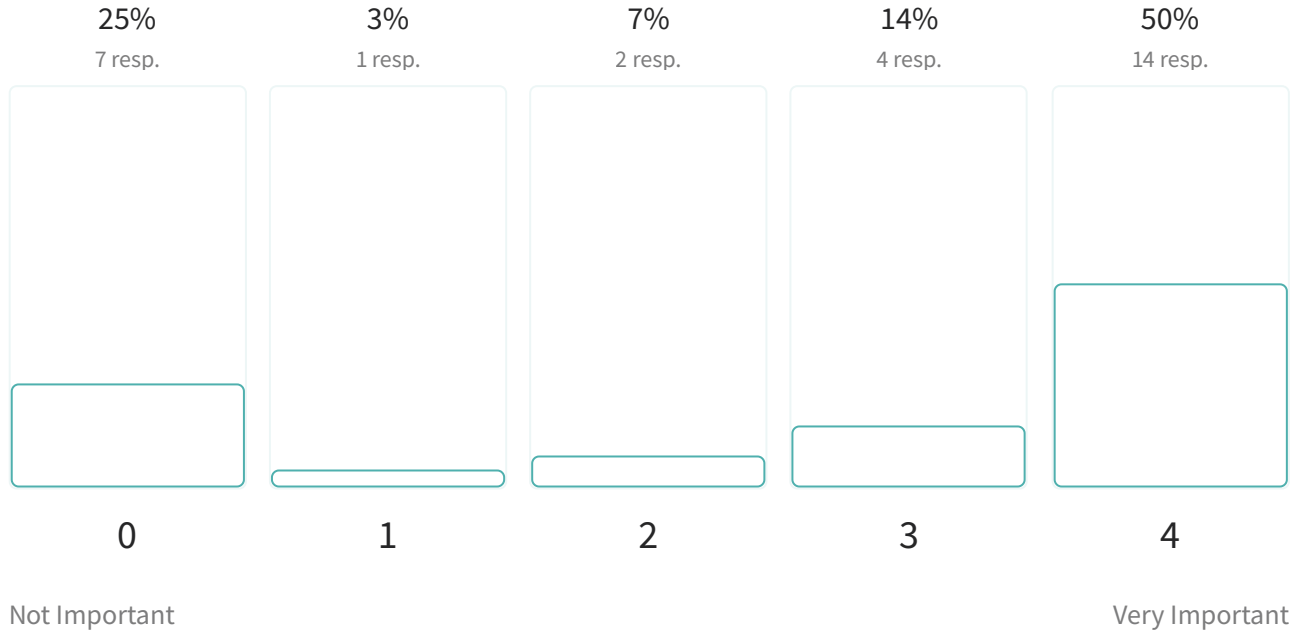
2.6 Average rating



Regulatory relief

28 out of 28 answered

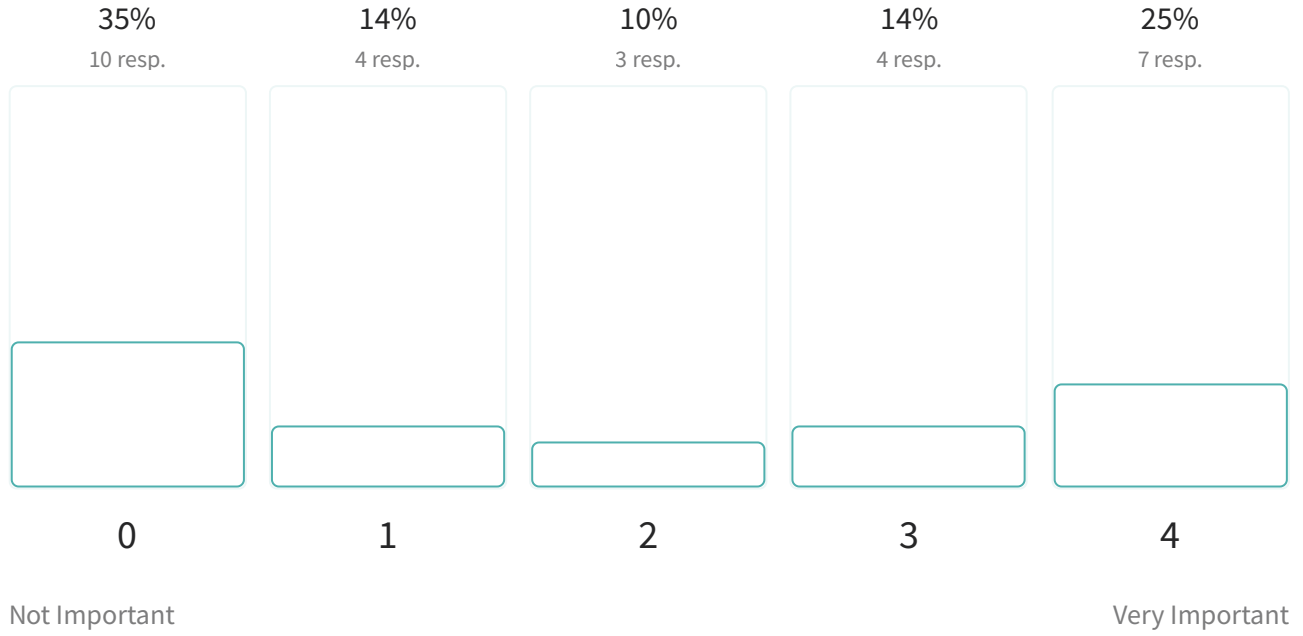
2.6 Average rating



New employee or staffing assistance

28 out of 28 answered

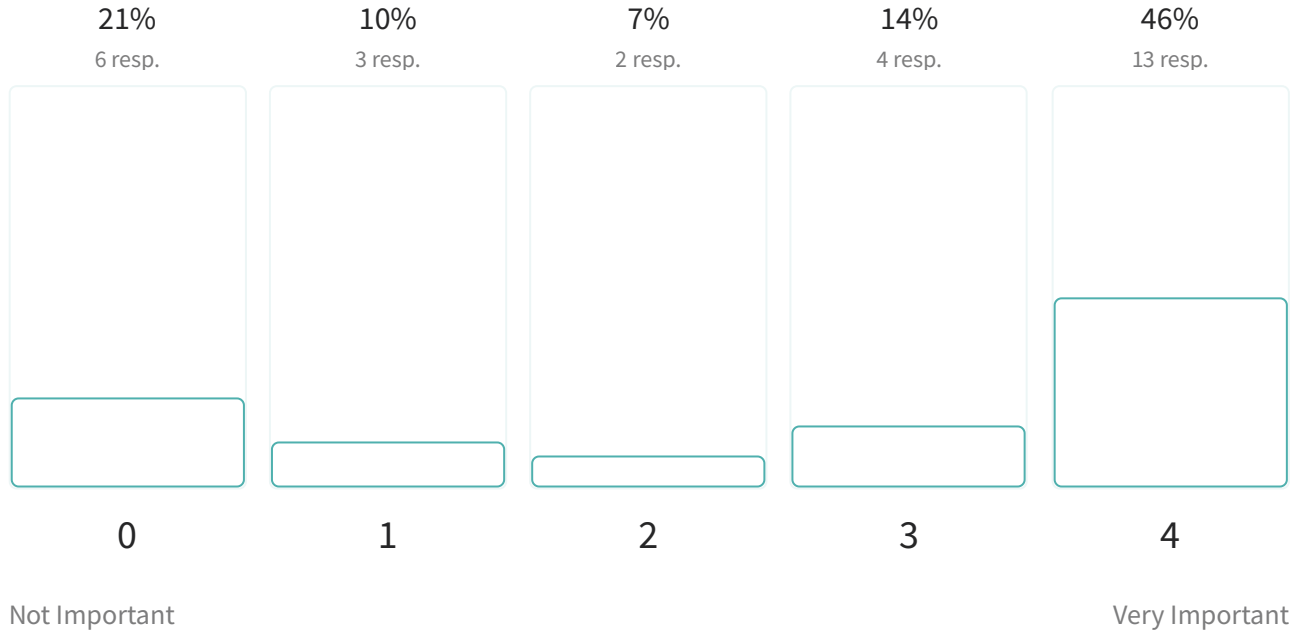
1.8 Average rating



Training assistance for employees for working in the new environment post COVID-19

28 out of 28 answered

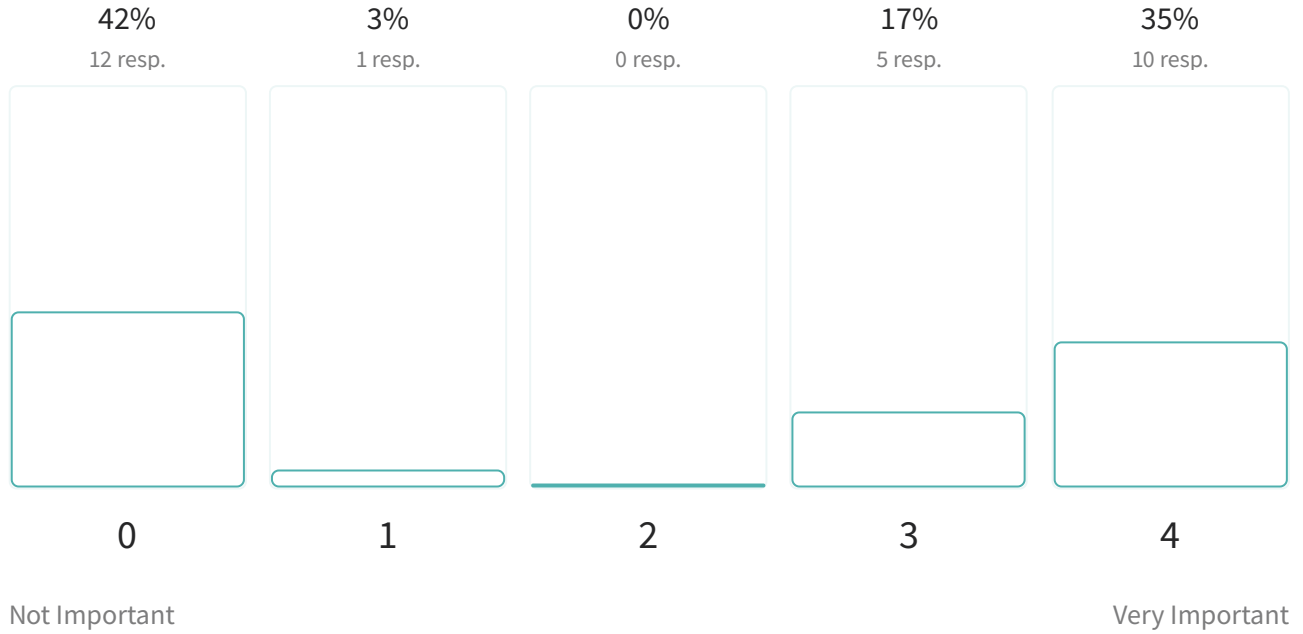
2.5 Average rating



Sales tax deferral

28 out of 28 answered

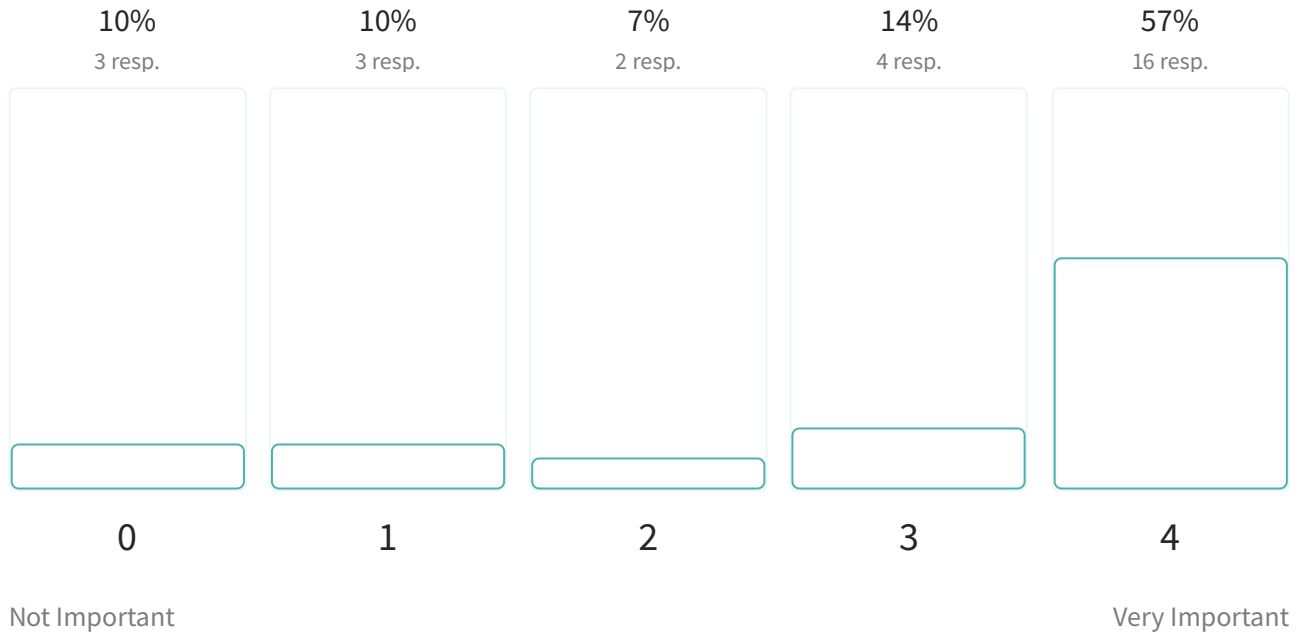
2.0 Average rating



Marketing/Advertising Assistance

28 out of 28 answered

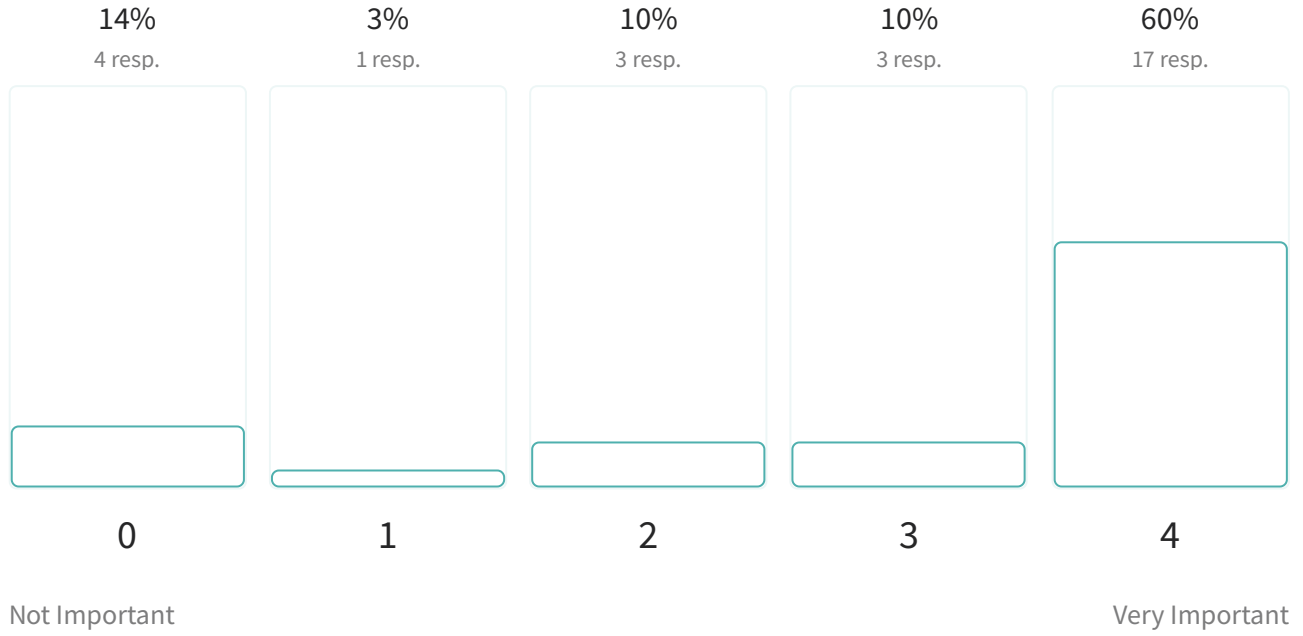
3.0 Average rating



Rent Assistance

28 out of 28 answered

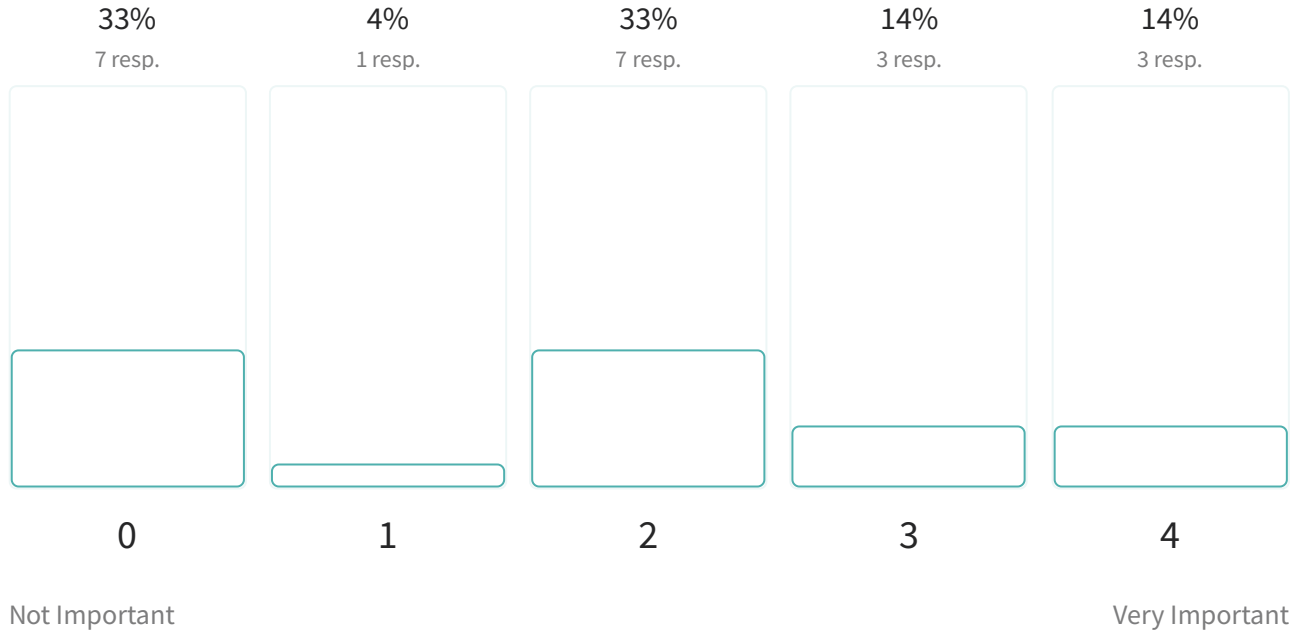
3.0 Average rating



One on one consulting

21 out of 28 answered

1.7 Average rating



Would you be willing to participate in follow-up questions as issues change, if applicable?

28 out of 28 answered



AGENDA ITEM #3 - EXHIBIT B

#	Business Name	DBA	Total Number of Employees	Average Number Employes Working In MV (Fees based on this)	Description	Completed Survey
Business Type: Retail			SUM 228	SUM 187		CHECKED 12
1	Club Telluride Owners Association - Retail Sales		85	85	So FKL can report the sundries sales, etc. separately from their lodging sales.	
2	Buxman Enterprises, Ltd. (Market)	Village Market	15	15	Groceries / Bakery / Meat / Produce / General Merchandise	
3	Lumiere Hotel Group Management (Retail)	Lumiere Retail Sales	14	14	Hotel that occasionally sells merchandise/sundries	✓
4	Christy Sports LLC #65		12	6		✓
5	Christy Sports LLC #62		12	6		✓
6	Christy Sports LLC #67	Boot Doctors	12	6	Ski and bike rental. Retail apparel and outdoor gear.	✓
7	Christy Sports LLC #61		10	6	Retail	✓
8	Telluride Sports @ Capella	NEVE Sports	8	3	Retail	
9	Mountain Adventure Equipment	Mountain Adventure Equipment LLC	8	7	Rent and Deliver, Bikes, Jeeps, and Paddle Boards. Also have related retail.	✓
10	Ski Fitting Science LLC	Wagner Custom	7	7	ski and snowboard manufacturing	✓
11	Telluride Sports-FKL		7	5	Retail	
12	Elevation Imaging Inc	Elevation Imaging	6	4	Retail	

#	Business Name	DBA	Total Number of Employees	Average Number Employes Working In MV (Fees based on this)	Description	Completed Survey
13	Telluride Sports-Gondola		5	2	Retail	
14	Telluride Resort Partners LLC	Madeline Hotel Skate Shop	5	5	Skate rental and retail clothing sales	✓
15	Telluride Sports North Face		4	2	Retail	
16	Burton at Telluride		4	2	Retail	
17	Telluride Sports The Peaks		4	2	Retail	
18	Altitude Investments LLC	Colorado 145	3	3	Jeep Rental Company	
19	Sunshine Pharmacy, LLC	Sunshine Pharmacy	3	3	Sale of prescription medications, over-the-counter medications, food, beverages, and general merchandise.	✓
20	T.Karn LLC	T Karn Imports	2	2	Retail-Lifestyle Boutique	✓
21	Babies of the Bush LLC	Babies of the Bush LLC	1	1	Retailing wildlife art, prints, cards and curious	✓
22	T.Karn LLC	Rusty Rhino Dumpling Co.	1	1	sell steamed pork dumplings and drinks	✓
Business Type: Restau...			SUM 154	SUM 121		CHECKED 11
23	Telluride Resort Partners LLC	Black Iron Bar	40	40	Food and beverage, restaurant and bar	✓

#	Business Name	DBA	Total Number of Employees	Average Number Employes Working In MV (Fees based on this)	Description	Completed Survey
24	Lodge at Mountain Village Home Owners Association - Restaurant	The View Bar & Grill	20	8	Restaurant	✓
25	Tracks Cafe & Bar, Inc.	Tracks Cafe & Bar	17	17	Restaurant	✓
26	Telluride Lost Creek LLC	Scratch Kitchen and Cocktails	16	8	We make cocktails and serve delicious food.	
27	Telluride Resort Partners LLC	Starbucks	12	6	Food and beverage sales	✓
28	Bread and roses catering	The Village Table	9	9	Restaurant and Catering	✓
29	LET IT RIDE, INC.	POACHERS PUB	9	6	Restaurant	✓
30	Telluride Distilling Company, LLC	Telluride Distilling Company	7	7	Distilled spirits manufacturer in Lawson Hill. Tasting room is moving into Mountain Village core	✓
31	Shake N Dog Telluride, LLC	Shake N Dog Grub Shack	5	2	Small restaurant focused on serving high quality, inexpensive culinary offerings with a balance of made to order and grab and go items such as milkshakes, hot dogs, salads, wraps, soups, snacks and more.	✓
32	Telluride Coffee Company LLC	Telluride Coffee Company	5	4	Restaurant	✓

#	Business Name	DBA	Total Number of Employees	Average Number Employes Working In MV (Fees based on this)	Description	Completed Survey
33	Buxman Enterprises, Ltd. (Deli)	Village Market	5	5	Deli hot and cold food	
34	La Piazza Del Villaggio Ristorante	La Piazza Del Villaggio Restaurant	5	5	Restaurant	✓
35	LUMIERE HOTEL (Restaurant)	Lumiere Lounge	4	4	Servers Breakfast to guest and and lounge in the afternoon, apps and bar service	✓
Business Type: Proper...			SUM 8	SUM 8		CHECKED 1
36	Full Circle HOA LLC		8	8	HOA Management	✓
Business Type: Concr...			SUM 8	SUM 4		CHECKED 0
37	GW Concrete, Inc.		8	4	Concrete Subcontractor	
Business Type: Servic...			SUM 28	SUM 28		CHECKED 4
38	Telluride Adaptive Ski Program		10	10	Winter and Summer activities	✓
39	Ryder Walker Alpine Adventures		7	7	Service/Trade	✓
40	Telluride Snowmobile Adventures	Telluride Outfitters	5	5	Service/Trade	✓
41	Shuppy's Snow Removal	Snow removal on sidewalks decks and roofs	4	4	Snow removal on sidewalks decks and roofs	

#	Business Name	DBA	Total Number of Employees	Average Number Employes Working In MV (Fees based on this)	Description	Completed Survey
42	Mountain High Fire & Safety		2	2	Construction Other	✓
Business Type: Food C...			SUM 1	SUM 1		CHECKED 1
43	Snowberry		1	1	Serves as the commercial kitchen for The Wok of Joy food cart and sells gelato and fruit smoothies from the location.	✓
Business Type: Liquor			SUM 4	SUM 4		CHECKED 0
44	Spirits At Mountain Village		4	4	Liquor	
Business Type: Whole...			SUM 14	SUM 6		CHECKED 0
45	Telluride Brewing Works LLC	Telluride Brewing Compan	14	6	Brew beer	
Business Type: Ski			SUM 10	SUM 4		CHECKED 1
46	Telluride Helitrax		10	4	Heli-ski operations	✓
Business Type: Lands...			SUM 5	SUM 2		CHECKED 1
47	Telluride Irrigation LLC		5	2	Landscaping	✓
Business Type: Financi...			SUM 5	SUM 6		CHECKED 1
48	Wells Fargo Bank		5	6	Financial Services	✓
			SUM 465	SUM 371		CHECKED 32



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TO: Business Development Advisory Committee
DATE: April 26, 2020
FROM: Zoe Dohnal, Business Development and Sustainability Senior Manager
RE: Review of council input on business recovery strategies

Introduction

Council members Peter Duprey and Natalie Binder offered their input on potential business development strategies in response to COVID-19's new normal. Please note, staff notes are provided in red.

Attachments

- a) Wynn Las Vegas Health & Sanitation Program

Council Member Peter Duprey' s Suggestions

- **Restaurant Space Support** – It is likely that social distancing will continue for the foreseeable future. As a result, restaurants will likely only be able to be at 50% capacity or less. Financially, having 50% less capacity likely will not work and will result in many of our restaurants going out of business.
 - Option 1 – identify nearby expansion areas for each of the restaurants in the core. TMV will rent tents and heaters that could be erected in their designated expansion zone.
 - Option 2 – Erect a central sitting / dining area in the core whereby people would have enough space to properly social distance. They could order food / drinks at the restaurant of their choice and have it delivered to the central dining area.

My opinion is Option 1 is more appealing. This will be easier for the servers and provide a more intimate experience for the guest. It is my understanding that Telluride is likely to close main street and have a similar setup for some of their restaurants.

- **Restaurant post COVID-19 article**
<https://www.nytimes.com/2020/04/26/dining/restaurants-open->



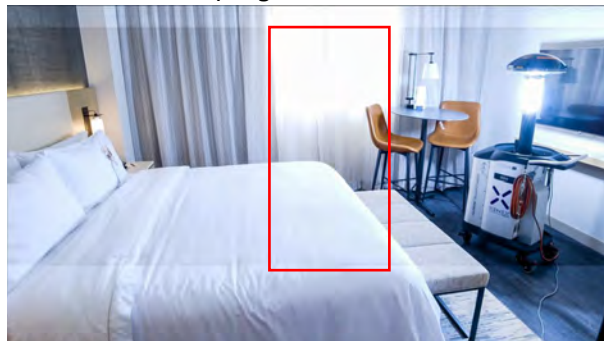
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[coronavirus.html?referringSource=articleShare](https://www.townofmountainvillage.com/coronavirus.html?referringSource=articleShare)

NOTE FROM ZOE: Currently there are 23 active long-term plaza license agreements – 12 restaurants, 11 retail. These plaza license areas have been approved taking into consideration fire lanes and appropriate footprint relative to restaurant/retail size and activity request.

- **Hotel Cleanliness** - One-way TMV could differentiate ourselves will be to have a robust hotel room cleaning policy. Telluride tourism board is suggesting 72 hours between occupants to ensure that any Covid-19 virus would die in during that time. It is not clear to me a majority of our guests will find this policy comforting. I believe we have an opportunity to leverage technology that would make guests more comfortable that the room was properly cleaned. It would likely make sense to establish cleaning protocols for home rentals and hotels with TMV inspections on a periodic basis.
 - Option 1: The Xenex Lightstrike uses ultraviolet light to disinfect a room. The company claims one unit can do 60 rooms in a day. The technology has been readily deployed in hospitals and is just beginning to be deployed in hotels. The idea would be to promote this disinfecting technology in our marketing information and to deploy the units across multiple higher end properties. They would pay TMV a daily rental for the unit The systems sell for **\$100,000 each**, but I believe they also have rental programs.



- Option 2: The second potentially more sophisticated (than spray bottles and paper towels) cleaning devise is the Clorox Total 360 cleaner that uses electrostatic partials to clean surfaces without leaving a wet surface. This could be used on the Gondola and in common areas. This would be very visible to the public and is not something they likely would see in other tourist areas. It would show that we are taking their heath seriously. The cost is around **\$6000 per unit**. It appears these systems are difficult to find.



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If we promote these technologies in marketing the Telluride area, I think we have an opportunity to win more guests over other towns that don't have a plan.

- **Wedding Business** - Weddings have become big business for us. Unfortunately, weddings are being cancelled due to health concerns and couples have resorted to Zoom weddings. We have the real estate in Mountain Village to provide venues that could provide the proper social distancing between Allreds, the Conference Center, Gorrone's. Perhaps a more permanent tent at Gorrone's or over by lift 7 could provide an excellent wedding venue for the wedding and reception. This along with our focus on deep cleaning common areas and hotel rooms could potentially save some of the wedding business for this summer and fall. Again, TMV would acquire the tent in order to promote trying to maintain this business.

NOTE FROM ZOE: This would be at the dissection of the Ski Resort but we can certainly offer the suggestion and offer to subsidize

- **PPE and Testing** - TMV should be looking to source masks, gloves and temperature monitors and ensure that all guests are required to wear a mask and to provide a mask if they don't have one. We should "police" the core and give any person not wearing a mask a TMV mask and perhaps take the temperature of all guests going into restaurants and hotel lobbies.
 - Option 1: Everyone is saying that testing is key ... but there are not enough test kits. My belief is we need to do more testing if this is going to work. Consider the issues at Brown Dog last week. Spot PCR testing should occur for all service providers in TMV. This would include hotel staff, wait staff, hair dressers and massage therapists. How we source the test is the tough part. My understanding is LabCorp now has self-administered FDA approved test which retails for \$115 per test. An investment of **\$70K** for 600 tests I believe would be a good investment for the safety of our guests and residents.



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NOTE: They are definitely policy decisions that Council would probably need to officially approve, but I don't think it precludes the BDAC from reviewing the suggestions and making recommendations to Council on them.

NOTE FROM JIMMY: Spot PCR testing, spit or nasal swab, should only be administered by a medical professional and would not want the town to take on any liability associated with giving and processing those tests. That is my legal caution on that one. Similar with temperature taking.

Conclusion

My pitch is between the advance technology in cleaning, the investment in additional space for proper distancing and requirement of all guests to wear masks supported by random testing of workers, this should provide guests with greater comfort that we have a plan for them to visit the Telluride area in a safe manner. I frankly don't know how we could open to more people without doing some of these things anyway.

Council Member Natalie Binder's Suggestions

- On Village Core Committee, we had discussed pop up retail/bars. The MV has an opportunity with our plaza to promote and execute this... could be something we rent on a profit-sharing basis every 6 months and allow businesses to apply or we work with existing businesses to develop or might be a TMVOA partnership. I attached a photo below of a great example in Switzerland... but have a lot of other great photos and examples that I have researched with CampV if needed.
- Also - I think having easy to read outdoor menus will be necessary and we may need to look at existing sign requirements and make sure we support the ability to help businesses and still have clean nice-looking signage.
- Love the ideas surrounding tents and heating... again, there are great examples that can be beautiful and accomplish social distancing.
- Another lower cost solution would be to help existing restaurants have an outdoor food option - much like Madeline food cart that offers one kind of food and advertises options inside the restaurant for take-out.



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WYNN LAS VEGAS HEALTH & SANITATION PROGRAM

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. This program has been developed in consultation with three leading public health medical professionals and fellows of Georgetown and Johns Hopkins Universities.



Version 2.1

WYNN LAS VEGAS HEALTH & SANITATION GUIDELINES

Statement from Matt Maddox, Chief Executive Officer, Wynn Resorts

At Wynn Resorts we care deeply about our family of employees and our communities. When we decided to be the first to close in Nevada, before the state required the closure of casino resorts, we did it with a heavy heart but knew it was in the best interest of our employees and community. We also understood that asking 15,000 employees to stay home during the pandemic is challenging. We chose to pay all our full-time and part-time employees for 60 days through May 15th including an estimate for tips they could earn during the closure. It is costing us approximately \$3 million per day or \$180 million for two months.

I commend our Governor, Steve Sisolak, for making the difficult decision and taking early action in the fight against COVID-19. I believe his decisions saved lives as we were facing potential exponential growth in COVID-19 exposure, given that Las Vegas caters to millions of people from all over the world.

Currently, Nevada is well positioned relative to many other states. Clearly, we will see increases in cases as we accelerate testing. The Roosevelt aircraft carrier data has shown that of the hundreds of sailors that have tested positive the majority are asymptomatic. Stanford University just published research that COVID-19 cases could be 50x higher than reported given the vast amount of asymptomatic and mildly symptomatic individuals. That means as we increase testing, we will see more cases.

So, I believe it is critical to monitor our hospitalizations as we increase testing. We passed our “peak” hospitalizations based on most national models and our hospitals were not overrun. Our COVID-19 related deaths per million are below the national average. We have also acquired enough personal protective equipment (PPE) through a public-private partnership to sufficiently supply our medical community that we all rely on for months.

We now face a new, rapidly decelerating curve we must “flatten”. Our economy is in a free fall. Nevada will likely be one of the hardest hit states in the nation and suffer very high unemployment. It is imperative to flatten this curve so we can re-emerge in a safe, sustainable way.

This plan presents what we will do to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures, even more detailed than the 20-page summary presented here. It relies on the best available science on sanitization methods in consultation with professional infectious disease experts from the best academic institutions in the country. We will continue to refine and update the plan as our experts provide us more advice. Our procedures are extensive and not applicable to all resorts in our industry.

In addition, I have been on calls almost daily with one of the country’s leading public health and pandemic preparedness experts, as well as various leaders in our medical community representing our hospitals and they agree that an incremental reopening makes sense, and that science and data must lead us out of this in a safe fashion.

In order to be able to recover and reopen in Las Vegas, this is what I believe are the right steps to take:

1. The Governor's appointed Task Force should be focused on COVID-19 testing capabilities and safely reopening the economy.
2. Reopen parts of the local Nevada economy in early May. Begin with reduced occupancy, physical distancing measures in place, temperature checks and no large gatherings. We all need to wear a mask. Wearing a mask is uncomfortable; however, it will allow our economy to reopen faster.
3. Follow the data provided by a team of modeling experts tracking benchmarks based on the following criteria:
 - a. Increases in COVID-19 testing velocity.
 - b. Hospitalizations and deaths per million should not exceed the national average over any sustained period.
 - c. Hospital critical care bed availability should be reserved based on a ratio of current COVID-19 patients in the event of a spike.
 - d. Full transparent data should be public, web based and accessible to anyone.
4. Assuming in mid- to late-May we are still in line with the benchmarks, slowly begin to reopen the Las Vegas strip with extensive safety measures in place.
5. Monitor the data every day. If we need to, marginally pull back or move forward.

The main obstacle on the list above is widespread testing. Our state, the medical community, the Task Force and resort industry leaders are focused on ways to vastly enhance testing and I anticipate it will happen over the coming weeks.

One observation, that is often times overlooked, is that many of our hospitals are in financial distress. They have stopped all elective procedures and surgeries and now mainly focus on emergency issues and COVID-19. Emergency room visits are down substantially, and we have empty beds - thankfully. Compared to last week, COVID-19 hospitalizations in many of our hospitals in Clark County have dropped by approximately 10% and the availability of ventilators has increased.

However, we must keep in mind that various hospitals will likely face significant layoffs as they bleed money during this time. The hospitals need to begin elective surgeries while retaining capacity for COVID-19 patients, otherwise our healthcare system that is meant to save lives will be badly damaged. That would be counterproductive.

I understand that if we incrementally reopen, we might have to pull back if a spike in cases occurs that jeopardizes our healthcare system capacity. However, the only way to cross this river is one stone at a time and we need to put our feet in the water before it is too late.

Wynn Las Vegas Program

1 Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Thermal Cameras. Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 100.0°F¹ will be taken to a private area for a secondary temporal temperature screening. Employees or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables, slot machines and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas. Hand lotion will be provided in guest rooms and throughout the back of house (in touchless dispensers) for employees.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Table game electronic signs will also be used for messaging and communication.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Southern Nevada Health District (SNHD). We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the resort, we will work with the SNHD to follow the appropriate actions recommended by it.

¹ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

2 Employee's Responsibilities

Wynn Employees are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Wynn employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

3 The Guest Journey

Guest Arrival

A security officer will greet each visitor to the resort. Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be provided by the resort). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

a) Guest Arrival Valet, Taxi or Ride Share

- Guests will enter the resort through doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis.
- Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.
- Valet services will be suspended until further notice.

b) **Guest Arrival by Wynn Limousine**

- Limos will be thoroughly cleaned before and after each use.
- No more than four guests will be permitted per SUV and no more than two guests will be permitted per sedan.
- Guests will not be permitted in the front passenger seat.

Hotel Guest Elevators

- a) An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- b) Signage will be posted to explain the current procedures.
- c) No more than four guests will be permitted per elevator.

Guest Sanitation Amenities

- a) Each guest will receive an amenity bag during check-in containing masks, hand sanitizer and a COVID-19 awareness card.
- b) A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

4 Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines² and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

Guest Rooms. Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The existing Amazon Alexa units allow for touchless control of key features including drapery, air conditioning and lighting.

Laundry. All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines³. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

² <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

³ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

Room Recovery Protocol. In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the SNHD.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

5 Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House

All Resort Entrances & Exits
Registration & Concierge
Red Card Kiosks

Back of the House

Employee Entrances
Department Specific Locations
Including Kitchens, Security Podiums,
Housekeeping & PAD Closets

6 Physical Distancing

Throughout the resort we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing. Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi lines.

Hotel Front Desk, Business Center and Concierge. Agents will utilize every other workstation to ensure separation between employees whenever possible.

Restaurants and Bars. Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

Slot Operations. Slot machines will be turned off and/or reconfigured with the chairs removed to allow for physical separation between guests. Casino Supervisors and managers will ensure that guests do not congregate around slots.

Table Games Operations. Table games will have chairs removed and every other table will be open. Casino Supervisors and managers will ensure that guests do not congregate in groups.

Meeting and Convention Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC⁴ and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Retail Spaces. In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

Pools. Pool seating will be configured to allow for at least six feet of separation between groups of guests.

Back of the House. Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee services window (via a teller style window) and other high-density areas in order to ensure appropriate distancing between employees.

⁴ <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

DEPARTMENT SPECIFIC SANITIZATION POLICIES

Additional department and protocols are under review and will be added/modified as developed

EMPLOYEE SERVICES & HUMAN RESOURCES

7 Uniform Control

Cleaning & Sanitizing Protocol

- a) Laundry to be cleaned in accordance with CDC guidelines⁵

Physical Distancing Protocol

- a) A uniform control employee will be stationed at the entry to control maximum occupancy of the space
- b) Clearly defined lines and waiting areas to be clearly marked on the floor in front of the uniform distribution counters
- c) Locker room floors to be clearly marked with available and unavailable spaces to be used for dressing
- d) One employee at a time will be allowed into the processing area for loaners and exchanges

Guest Considerations

- a) No department specific requirements

CASINO OPERATIONS

All guests wishing to gamble will be requested to briefly lower their masks for age and identification purposes in compliance with Nevada gaming requirements.

8 Casino Cage

Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once per hour

Physical Distancing Protocol

- a) Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor

Guest Considerations

- (a) Hand sanitizer bottles are located on the guest counter at the Wynn Baccarat Cage
- (b) Hand sanitizer stations are located outside of the Wynn and Encore Main Cages

9 Slot Operations

Cleaning & Sanitizing Protocol

- (a) Hand sanitizing stations on the Wynn Casino floor including one adjacent to Red Card Booths and all ATMs
- (b) Workstations to be sanitized at least once every four hours
- (c) Slot attendants to offer to sanitize slots for guests sitting down at a machine
- (d) Slots to be sanitized at least once every four hours
- (e) Slot supervisors to complete a log in each section to track each machine's sanitization schedule

⁵ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Physical Distancing Protocol

- (a) Slot machines will be turned off and/or reconfigured with the chairs removed to allow for separation between guests
- (b) Guests to maintain six feet of separation while waiting in line at Red Card Booths

Guest Considerations

- (a) Hand sanitizer dispensers to be placed throughout the slot floor
- (b) Signage will be placed throughout the slot floor to remind guests to sanitize slot machines before use or contact a slot attendant for assistance

10 Table Games Operations

Cleaning & Sanitizing Protocol

- (a) Supervisors to sanitize table game rails after each guest leaves a game
- (b) Supervisors to sanitize each chair area after each guest leaves a game
- (c) Dealers to sanitize dice for each new shooter
- (d) Dealer to sanitize the on/off button when entering a game
- (e) Dealer to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
- (f) Supervisors to sanitize the outside of shufflers every four hours; inside to be sanitized once per week
- (g) Roulette wheel head, ball and dolly sanitized when a new dealer enters the game
- (h) Supervisor to sanitize the Chipper Champ every hour
- (i) Pai Gow tiles sanitized when new dealer enters game
- (j) Big Six Wheel spokes and mirror to be sanitized by opening and closing supervisor
- (k) Pit Podiums to be sanitized by Pit Administrator every hour including phones, computers, Veridocs, all hard surfaces and cabinetry
- (l) Visual Limits and Elo units to be sanitized every time a new supervisor enters the pit
- (m) Dealer to sanitize the money paddle when arriving at the game
- (n) Baccarat discard pile and BJ discard holders to be sanitized by supervisor once every four hours
- (o) Dealer to sanitize token boxes when entering a game
- (p) PAD to increase trash pick-up in pits
- (q) Pit Technicians to sanitize hard surfaces and push carts at the beginning and end of each shift
- (r) Chip cleaning solutions being reviewed – pending expert guidance
- (s) Employees to sanitize tables and chairs after using the lounge
- (t) Player's lounge to be deep cleaned daily

Physical Distancing Protocol

- (a) Every other table open
- (b) Three chair/guest maximum per table game (corners and middle seat remain)
- (c) Four chair/guest maximum per big baccarat table
- (d) Three players maximum on each side of dice tables
- (e) Discourage unrelated guests from congregating behind players
- (f) Remove seating in the Table Games Lounge and enforce maximum occupancy limits
- (g) Dealers to verbally give breaks instead of "tapping in" and maintain appropriate separation

Guest Considerations

- a) Guests will be reminded to use hand sanitizer prior to the start of play and reminded of proper mask usage
- b) Cocktail Servers will remain available and serve beverage upon request; Butlers will remain available for food and beverage service in VIP gaming areas
- c) Baccarat Buffet service will be suspended

11 Poker Operations

Cleaning & Sanitizing Protocol

- a) Supervisors to sanitize table game rails after each customer leaves (ongoing)
- b) Supervisors to sanitize each chair area after a customer leaves (ongoing)
- c) Supervisors to sanitize the outside of shufflers every hour; inside to be cleaned once per week
- d) Supervisors to sanitize podiums at least once per hour including phones, computers, Veridocs, all hard surface and cabinetry
- e) Dealers to sanitize in table rating units each time they enter a game
- f) Dealers to sanitize token boxes
- g) Chip sanitation solutions being reviewed – pending expert guidance

Physical Distancing Protocol

- a) Every other table open and tables to be staggered
- b) Maximum seating to be established based on expert guidance
- c) Dealers to verbally give breaks instead of “tapping in” and maintain appropriate separation

Guest Considerations

- a) Guests will be reminded to sanitize their hands prior to the start of play
- b) Food service protocols to be reviewed

12 Race & Sportsbook Operations

Cleaning & Sanitizing Protocol

- a) Supervisors to sanitize race carrels and chairs after each guest
- b) Ticket writer to sanitize the counter after each guest
- c) Chairs to be sanitized hourly
- d) Race & Sportsbook to be deep cleaned daily
- e) VIP Booths to be sanitized after each use
- f) Supervisor to clean station every hour including phones, computers, Veridocs, all hard surfaces and counters

Physical Distancing Protocol

- a) Every other betting station open
- b) Six-foot intervals to be marked for ticket window queues
- c) Seats, carrels and booths to be reconfigured or removed to allow for appropriate physical distancing

Guest Considerations

- a) No department specific requirements

HOTEL OPERATIONS

13 Business Services, Office Services, Lost & Found

Cleaning & Sanitizing Protocol

- a) Counters and equipment sanitized at least once per hour
- b) In-house mail vehicle to be sanitized after each use
- c) Addition of a sanitization kit to each locker bank with instructions on how to properly clean the terminal screen and locker box
- d) Sanitize internet stations and post sanitation signage for guest reference

Physical Distancing Protocol

- a) Employees to use separate counters and have individual stations to eliminate shared equipment
- b) Maximum of two employees at counter
- c) Greeter at front door of Business Services, when necessary, to control physical distancing
- d) Credit card swipe moved to front counter
- e) Guest will be requested to place packages directly on the scale and then onto the conveyor
- f) Convert Security Hut Window at Convention Dock into a pickup/drop off point with limited contact for couriers
- g) Enforce six-foot physical distancing minimums with common carriers
- h) Encourage the use e-mail for all guest transactions
- i) Offer Internet Stations for printing and completing any documentation instead of at counter

Guest Considerations

- a) Discontinue print magazine and newspaper services throughout the property. Guests will have access to PressReader on their own devices.
- b) All packages will be placed in sealed single-use plastic bags
- c) Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

14 Front Services & Transportation

Cleaning & Sanitizing Protocol

- a) Sanitize high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop-off/pick-up waiting areas
- b) Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized at least once every four hours or upon a new employee using the equipment
- c) Scooters, wheelchairs and other guest amenities to be sanitized after each use
- d) Baggage doors sanitized every hour
- e) Baggage belt divider tubs, bell carts and related equipment to be sanitized after each use
- f) Bell cart carpets to be covered with a cleanable, non-porous or disposable surface
- g) Back of House (BOH) elevator buttons to be sanitized at least once per hour
- h) Vending machines (break room and taxi tunnels) to be sanitized at least once per hour

Physical Distancing Protocol

- a) Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols
- b) Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible

Guest Considerations

- a) Valet parking suspended
- b) Self-service ice machines to be suspended and signage posted indicating ice is available through IRD

15 Pool Operations

Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized after each use
- b) Cabana guest contact surfaces to be sanitized after each use
- c) Cabanas to be pressure washed and sanitized each night
- d) Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour
- e) Lifeguard stands to be sanitized upon rotation

Physical Distancing Protocol

- a) Chaise lounge chairs set with appropriate physical distancing

Guest Considerations

- a) No department specific requirements

16 Golf Operations

Cleaning & Sanitizing Protocol

- a) Golf carts to be sanitized before and after each round by a designated cart 'pit crew'
- b) Loaner clubs to be sanitized before and after each round
- c) Locker rooms and foyer area sanitized at least once every four hours; guest contact areas in each sanitized after each use
- d) All employees to be provided personal size hand sanitizer and wipes to keep on them during their shifts and while on the course
- e) Employees to wash hands or sanitize hands after touching any guest equipment including clubs, bags or shoes

Physical Distancing Protocol

- a) One player per cart unless immediate family members and/or following updates on guidance from local authorities
- b) Addition of inserts into golf hole cups to allow easy removal of balls
- c) Increased tee time spacing to 20-minute intervals
- d) Every other bay to be utilized for warm-up area
- e) Caddies to refrain from handling guest tees, markers, scorecards, pencils and other small equipment
- f) Sand and seed bottles removed from carts; employees will handle between rounds
- g) Remove rakes from bunkers; one rake per golf cart to only be handled by the caddie

Guest Considerations

- a) Attendant at coffee and fruit station providing service; no self-service available
- b) Welcome packet of tees, ball markers a scorecard and pencils pre-set in carts for player use

17 Public Area (PAD)

Cleaning & Sanitizing Protocol

- a) Employees to sanitize the following areas at least once per hour
 - Guest and garage elevators
 - Casino entry doors
 - Slot machines (in coordination with slot team)
 - Credenzas
 - Escalator handrails
 - Plaza and Parasol handrails
 - Employee dining tables and counters
- b) Employees to sanitize the following areas at least once per hour
 - Hotel entry doors
 - Esplanade fountain handrails
 - Exterior elevators and escalator handrails
 - Employee smoking areas
 - Exterior benches
 - Trash bins
- c) All Front of House (FOH) restrooms to be sanitized at least once per hour

Physical Distancing Protocol

- a) No department specific requirements

Guest Considerations

- a) No department specific requirements

18 Front Office

Cleaning & Sanitizing Protocol

- a) Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops
- b) Room keys to be sanitized before stocking
- c) Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

Physical Distancing Protocol

- a) Restructure stanchions to provide appropriate six-foot intervals
- b) Staff every other workstation
- c) Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- d) Implement peak period queuing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Guest Considerations

- a) Wynn Tower Suites interior entry doors to be propped open to minimize guest contact
- b) VIP Lounge Ambassador to serve all food and beverage; no self-service available

19 Housekeeping

Cleaning & Sanitizing Protocol

- a) Carts, trolleys and equipment to be sanitized at the start and end of each shift
- b) Guest linen will be delivered and removed from guest rooms in single use sealed bags
- c) Pillow protectors on the guest room beds are to be changed daily
- d) All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- e) Back of house restrooms will be sanitized at least once every four hours
- f) House phones, in unsupervised/controlled areas, to be removed

Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

Guest Considerations

- a) All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- b) Disposable collateral to be disposed and changed after each guest
- c) Newspapers and magazines will continue to be provided through PressReader for guests to access on their own devices
- d) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- e) All guest amenities to be packaged before being placed in room
- f) Shoeshine is suspended until further notice
- g) Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables and chairs
 - Phones, tablets and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers and other amenities

SPA, SALON & FITNESS CENTER

20 Spa

Pending guidance from local authorities and medical experts.

21 Salon

Pending guidance from local authorities and medical experts.

22 Fitness Center

Pending guidance from local authorities and medical experts. Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming.

RETAIL

23 Wynn Owned Stores

Cleaning & Sanitizing Protocol

- a) Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change
- b) Sanitize carts and mag liners before and after each use
- c) Sanitize handles, knobs, cage locks, cages and stock room surfaces at least once per hour

Physical Distancing Protocol

- a) Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines
- b) Tailoring service will be postponed until further notice

Guest Considerations

- a) Displays and retail assortments will be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage
- b) All merchandise will be served/handled by a retail attendant; no self-serve available in any category
- c) All sales final until further notice (including phone orders)
- d) Golf Pro Shop will feature pre-packaged items only (including visors, hats and gloves)

FOOD & BEVERAGE

24 Restaurants, Bars & Lounges

Cleaning & Sanitizing Protocol

- a) Host Podiums including all associated equipment to be sanitized at least once per hour
- b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- c) POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- d) Dining tables, bar tops, stools and chairs to be sanitized after each use
- e) Condiments to be served in single use containers (either disposable or washed after each use)
- f) Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- g) Menus to be single use and/or disposable
- h) Existing porous placemats (including Chilewich style) to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- i) Sanitize trays (all types) and tray stands sanitized after each use
- j) Storage containers to be sanitized before and after each use
- k) Food preparation stations to be sanitized at least once per hour
- l) Kitchens to be deep cleaned and sanitized at least once per day
- m) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c) Lounge seating to be removed in SW, Lakeside, Jardin and Sinatra
- d) Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- e) Reduce bar stool count to provide appropriate physical distancing
- f) Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- g) Additional quick serve coffee options to open based on demand and length of physically distanced lines (Lobby Bar, Wynn Coffee Cart)
- h) Casino Service Bars will be staffed to allow for appropriate distancing between employees

Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from cashiers or servers
- b) All straws to be wrapped
- c) Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- d) Tableside cooking to be suspended until further notice
- e) Remove grab and go offerings; available from fountain workers only
- f) Bar snacks will be served per individual guest and not shared by the table
- g) All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

Additional Employee Dining Room (EDR) Protocols

- a) No self-serve food available (including snacks)
- b) Food to be served by EDR cooks and line attendants
- c) Single use cups for beverage (no refills)
- d) Prepackaged plastic flatware
- e) Trays and plates to be distributed by EDR attendants
- f) Extension of EDR sneeze guards

25 In Room Dining (IRD)

Cleaning & Sanitizing Protocol

- a) All equipment will be sanitized prior to assigning for the shift
- b) Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift
- c) Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour

Physical Distancing Protocol

- a) Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table
- b) Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

Guest Considerations

- a) Printed IRD menus to be removed from rooms
 - Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.
- b) Minibars to be locked, all loose product removed, and service suspended until further notice
 - Items will be available upon request from IRD

26 Catering & Banquets

Cleaning & Sanitizing Protocol

- a) All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- b) All linen, including underlays, to be replaced after each use
- c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

Physical Distancing Protocol

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Clark County Fire Department, SNHD and CDC guidelines (in coordination with Hotel Sales & Convention Services)

Guest Considerations

- a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- b) Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- c) Create modified menus to showcase styles of service and items currently available

SALES

27 Hotel Sales & Convention Services

Cleaning & Sanitizing Protocol

- a) Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
- b) Meeting Concierge and Specialty Desk will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

Physical Distancing Protocol

- a) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Clark County Fire Department, SNHD and CDC guidelines (in coordination with Catering & Banquets)
- b) Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations

- a) Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
- b) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

ENTERTAINMENT

28 Le Reve Theater

Cleaning & Sanitizing Protocol

- a) Performers and divers in close contact with each other to sanitize themselves by fully submersing in the chlorinated theater water
- b) Theater seating and public areas to be sanitized at the conclusion of each performance
- c) All equipment to be individually assigned when possible to eliminate equipment sharing

Physical Distancing Protocol

- a) Theater seating and capacity to be managed to allow for appropriate distancing between groups of guests based on SNHD and CDC guidelines
- b) Show schedule limited to one performance per day
- c) Costume dressing and quick-change protocols are staggered and supervised by wardrobe attendants
- d) Performers complete workouts at home or offsite when possible
- e) Maximum occupancy limits and appropriate PPE usage enforced within Health Services for performers requiring physical therapy

Guest Considerations

- a) Showroom snack bars to follow Food & Beverage protocols
- b) Ushers to assist in guest movement and flow to ensure physical distancing protocols are followed

29 Nightclubs

Pending guidance from local authorities and medical experts.

SECURITY

30 Security Operations

Cleaning & Sanitizing Protocol

- a) All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b) Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- c) Shift Supervisors to log completed tasks
- d) Handcuffs, holding rooms and all related equipment and contact surfaces to be sanitized before and after each use
- e) Shift Manager will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been sanitized)

- f) SCC will track critical activities in iTrak

Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- b) Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

Guest Considerations

- a) Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening	Non-invasive thermal cameras will be placed at each entry point to the resort. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly offered a secondary screening.
Secondary Screening	<p>The visitor displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE.</p> <p>A Security Officer using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature.</p> <p>If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card.</p>
<p>Visitors with Elevated Temperature</p> <p>**See additional procedures below for current hotel guests</p>	<p>If the secondary reading confirms that the visitor has a temperature above 100.0°F, the visitor will be denied entry** to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.</p> <p>A Security Supervisor will collect basic visitor information including name, names of room shares and close contact guests in their traveling party and ID (i.e. driver’s license or employee ID). The Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.</p> <p>If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.</p>
SNHD Reporting	<p>The Security Supervisor handling the case will immediately notify the Southern Nevada Health District (SNHD) at (702) 759-1300 Option 2 and advise the operator that there is a possible case of COVID-19.</p> <p>Inform the SNHD if the visitor is requesting medical care or refusing to cooperate and leaving the property.</p>
In-House Hotel Guests	If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

(skip to
Transportation
for employees
and non-
resident
guests)

If a guest requests to return to their room:

- A Security Supervisor will be called to escort the guest for the remainder of the process.
- The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
- The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
- The SCC will notify PAD and the elevator will be returned to service only after properly sanitized by PAD.
- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized.

If the guest does not return to their room:

- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.
- The guest's belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.
- Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis

Guests who have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

If the Guest with an elevated temperature is sharing the room or has had close contact with other visitors:

- The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
- Follow SNHD guidance on required isolation or quarantine procedures for close contacts as appropriate.
- If a room is being used for self-isolation the SCC will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and service to the room.

If the visitor has their own vehicle the visitor may leave in their own vehicle.

Transportation

If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by the SNHD and local health authorities.

Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

Internal
Reporting

The Security Supervisor will notify the Preliminary Investigator to prepare an incident report.

The report will be submitted to the head of Crisis Management.

At a minimum, the incident report is to include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°F and if the visitor was transported for medical care.

The incident report will be updated as new information is available and when/if the visitor returns to property.



TOWN OF MOUNTAIN VILLAGE
455 Mountain Village Blvd. Mountain Village, CO 81435
(970) 369-8236

TO: Business Development Advisory Committee

DATE: April 26, 2020

FROM: Zoe Dohnal, Business Development and Sustainability Senior Manager

RE: Discuss the 2020 Market on the Plaza

Introduction

In following the guidelines of the Colorado Farmers Market Association and San Miguel County Public Health officials, the Market on the Plaza will be adhering to social distancing practices, limiting the number of vendors and not having any entertainment provided. The following are the quantity of vendors in each accepted category.

- Unprocessed food vendors - 6
- Prepared food vendors - 4
- Lotions and tinctures - 2
- Artisans - 8

Village Center restaurants and retail will be asked if they would like to set up a tent during the Market, to help expand their business and offer an easier way for outdoor transactions.

Please note the Telluride Farmers Market will have fresh fruits and veggies, medicinal tinctures and two soap vendors. The prepared food vendors are to have food to take away - no eating at the market. This will mean there will be 20 vendors or less.

Attachments

- a) CFMA market recommendations and toolkit v2

Colorado Farmers Market Association Recommendations and Toolkit for Farmers Markets - COVID-19

Proposed policy/guideline	Rationale	Tools to do this
<p>1. Design and manage market layout to permit social distancing at all times</p>	<p>Markets need to ensure that customers, vendors and market staff maintain a physical distance of at least 6 feet from each other at all times [CDC: COVID-19 spreads mainly among people who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs.]</p>	<ol style="list-style-type: none"> 1. Allow spacing for vendor load-in and loadout such that vendors and staff can maintain a distance of 6 feet from each other as much as possible. 2. Add space between booths to equal 6 feet total. 3. Create a single line of booths instead of double rows. If this is not possible, create at least a 16 feet thoroughfare between the two sides allowing for a single file, one way path down the middle. 4. Require vendors to have market booth layouts that promote safe social distancing. Provide them with the space to do this. A good booth layout strategy is to put an empty table at the front of the booth, with the table with products behind it, then the vendors behind that table, enforcing social distance and putting products out of reach of customers. (Strategy and drawing from Oregon Farmers Market Association). Alternatively, create a sneeze guard between customers and staff/products. 5. If possible, create one-way traffic flow through the market. 6. Use ropes, cones or tape to define the market entrance, exit and flow. 7. Limit the number of people in the market at a time. Have staff monitor customer congregating at all times to avoid crowding.

		<ol style="list-style-type: none"> 8. Place market information booth at the front of the market or in another easily accessible and visible location. 9. Create an area adjacent to the market where customers can pick up their orders without leaving their cars and further congesting the market space. This will also assist with transporting heavy product orders out of the market. 10. Provide portable restrooms, or inform vendors of nearest restroom locations. Vendors can help communicate restroom location to customers if needed. Have a handwashing station near the portalet/restroom.
2. Select vendors to focus on supporting critical agricultural businesses for the community	State of Colorado Public Health Order (PHO) 20-24 lists food and plant cultivation, including farming crops, livestock, food processing and manufacturing, animal feed and feed products, rendering, commodity sales, retail sales including produce stands and farmers markets, ag supply businesses (among others) as critical to the operation of any component of the food supply chain.	<ol style="list-style-type: none"> 1. Prioritize vendors of raw and processed agricultural products that sell food to humans (or pets). 2. Limit or prohibit the presence of artisan vendors since they may encourage customers to linger at their booths and, at this time and until further notice, the market is set up for brief commercial transactions only.
3. Improve hand and surface hygiene and sanitation throughout the market	The CDC states that, based on what is currently known about the virus and about similar coronaviruses that cause SARS and MERS, spread from person-to-person happens most frequently among close contacts (within about 6 feet). This type of transmission occurs via respiratory droplets, but disease transmission via infectious aerosols is currently uncertain. Transmission of SARS-CoV-2 to persons from surfaces contaminated with the virus has not	<ol style="list-style-type: none"> 1. Position handwashing stations (fully stocked with running water, soap, paper towels, and trash can) for easy customer access. 2. Provide disinfecting wipes or sprays for disinfecting high-touch surfaces such as touchscreens, cash boxes, tables, crates). 3. Have market staff, volunteers and vendors wear masks while at market, and gloves unless they have immediate access to a fully-stocked handwashing

	<p>been documented. Transmission of coronavirus in general occurs much more commonly through respiratory droplets than through fomites. Current evidence suggests that SARS-CoV-2 may remain viable for hours to days on surfaces made from a variety of materials. Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for prevention of COVID-19 and other viral respiratory illnesses in community settings.</p>	<p>sink or hand sanitizer (at least 60% isopropyl alcohol).</p> <ol style="list-style-type: none"> 4. Have hand sanitizer available at vendor booths for customer use at payment. 5. Regularly disinfect payment devices with disinfecting wipes containing at least 70% alcohol. Dry surface thoroughly. Consider adding a wipeable surface onto a touchscreen.
<p>4. Manage how food is handled at market to minimize both vendor and customer contact during handling and sales of all food products (raw, processed and ready-to-eat)</p>	<p>CDC states that there is no evidence to support transmission of COVID-19 associated with food. However, it may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. CDC recommends: 1) putting distance between yourself and other people; and 2) remembering that some people without symptoms may be able to spread virus.</p>	<ol style="list-style-type: none"> 1. No seating or tables available for eating or socializing. 2. No food sampling at the market. 3. Prepared foods should be to-go items only. 4. Pre-package/pre-bag foods, and/or pre-weigh produce. 5. Keep all food products at a minimum of 3 feet away from customers (except for a limited amount of product for display – for customers to see but not touch), and/or use a sneeze guard across the front of the booth. 6. Encourage customers to pre-order food, using an online platform or by e-mail/phone as determined by each vendor.
<p>5. Reduce the number of touches required for monetary transactions between vendors and customers</p>	<p>CDC recommends the following as a prevention strategy: 1) putting distance between yourself and other people; and 2) remembering that some people without symptoms may be able to spread virus.</p>	<ol style="list-style-type: none"> 1. Use dry erase boards, large signs or large font product labels so that customers can quickly see the prices of products for sale with prices (make signs visible from a distance of six feet). 2. Price products so that handling coins is not

	<p>Remember that all high touch surfaces must be cleaned AND disinfected frequently. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.</p>	<p>required to make change.</p> <ol style="list-style-type: none"> 3. Dedicate a separate person (if possible) to take payments and make change. It is recommended this person wear gloves. 4. Remove gloves and wash hands after handling any non-food products and before handling food. 5. Consider establishing digital payment methods to reduce cash payments. If possible, eliminate signatures with those payment methods to reduce customer contact with payment devices. 6. Have a container that customers can place cash in (no-touch for vendor).
<ol style="list-style-type: none"> 6. Communicate more frequently with vendors and customers before and during each market event 	<p>There is a lot of information emerging every day about how coronaviruses are transmitted (in particular, the novel coronavirus, COVID-19), how much they persist on surfaces and how communities may prevent transmission. Frequent reminders and updates are essential to make sure everyone involved in a farmers market event has the most recent information from credible sources such as the U.S. Food and Drug Administration, the Centers for Disease Control and the USDA.</p>	<ol style="list-style-type: none"> 1. Communicate new market protocols to customers via e-mail and social media so customers are informed before they come to the market. 2. Put up signs reminding customers about social distancing, enhanced hygiene practices, and any face cover requirements for customers. 3. Post signage stating that customers, vendors and others who are sick or displaying symptoms of COVID-19 may not attend the market. 4. Use tape and/or chalk lines to designate customer spacing and communicate traffic flow patterns. 5. Do not hand out flyers or documents at market; instead rely on posters or sheets that either adhere to the packaging or are inserted into a box prior to market. 6. Communicate to customers that, although markets are usually a social gathering place, at this time the goal is to buy or pick up what they need and leave as quickly as possible.

		<ol style="list-style-type: none"> 7. Encourage customers to make a shopping list before they come to the market 8. If customers bring reusable bags, communicate to vendors and customers that vendors will not bag product for customers; rather customers will pick up and bag their own products. Customers should wash cloth bags at home after each use.
<ol style="list-style-type: none"> 7. Encourage all community members to use the market to access food 	<p>Reports of crowding and excess demand at food distribution sites are rampant around the country as more people are in need of food. Farmers markets provide an excellent outlet for all community members to access fresh, healthy foods, but only if we can maintain both a safe and welcoming environment.</p>	<ol style="list-style-type: none"> 1. Continue to accept SNAP and administer the Double-Up Food Bucks program at markets. 2. Create and maintain an inclusive and welcoming environment at the market, even within the context of social distancing – signage and clear pricing helps the market be more welcoming to those who might not be used to shopping at the market, and ensures that all customers will spend less time at the market to make their purchases 3. Develop standard practices for operating EBT machines and distributing Double-Up Food Bucks, as you develop these practices for other forms of payment. 4. Wipe down the SNAP machine between transactions (same as the credit card machine). Because SNAP transactions require a pin, customers must input their info. 5. Protect SNAP shoppers and do not take pin numbers over the phone. 6. Ask vendors to display signs that say, "We accept Double-Up Food Bucks," readable at a distance of 6 feet and in the appropriate language for your customer base (contact doubleup@livewellcolorado.org to order signs). 7. Keep redeemed SNAP bucks out of circulation for

		<p>for the rest of that market day. Keep redeemed Double Up Food Bucks to return to Live Well Colorado at the end of the season.</p> <ol style="list-style-type: none"> 8. If your market uses SNAP or other tokens, follow <u>Michigan Farmers' Market's cleaning token guide</u>. 9. Wear gloves when receiving currencies from vendors after the market. 10. Consider creating a priority hour where the first hour of shopping is open only to more vulnerable populations (including seniors over 55, those who are immunocompromised, and caregivers).
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Resources to help adhere to these guidelines:

1. Layout
2. Hand hygiene
3. Surface hygiene
4. Communication strategies



2020 **DRAFT** COVID-19 Work Plan

Business Development Advisory Committee

HIGH PRIORITIES

1. Economic Development Incentives – Town Resources

Time Frame	Action Item	Sub-Action Item	Team Member(s)	Time Spent	Date Completed
	Demographic & Data Assistance	Survey business to understand current needs and hardships	Zoe Dohnal/ John Miller		
	Planning Fee Waivers	Development Fee Rebate	John Miller		
	Economic Incentive Fund	<ul style="list-style-type: none"> • Loan programs • Grant programs – look at phases 			
	Fee waivers and payment deferrals	<ul style="list-style-type: none"> • Sales Tax Deferral • Business License Waivers 			
	Conference Center	<ul style="list-style-type: none"> • Co-working Space • Commercial Kitchen 			
	Village Ceneter Seating	Add additional seating			
	Look at Town revenue sources and how to protect them	<ul style="list-style-type: none"> • Weddings • 			

Notes:

- Parking / Transit
 - Increase Gondola Parking Garage parking
 - Make recommendations to the Parking Committee
- Housing
- Monthly Business e-newsletter / blog

2. Business Attraction and Retention, Helping Businesses Invest in the Town

Time Frame	Action Item	Sub-Action Item	Team Member(s)	Time Spent	Date Completed
	Business Recognition Program	Formal recognition among those businesses/ employees that contributed to the economic well-being of the town and have demonstrated a commitment to the vitality. This award is not on			

		a consistent timeline. Community go submit nomination through an online form on the TMV website			
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Notes:

- Retention
 - Tiered Reimbursements
 - A pay-for-performance program that pays out annually to qualified businesses. This could include wage reimbursement, property tax reimbursement, award for targeted job placement, relocation reimbursements. i.e. Austin Business Expansion Incentive Program.

3. Employee Development and Job Training

Time Frame	Action Item	Sub-Action Item	Team Member(s)	Time Spent	Date Completed
	Job Training	Training for new skills in the our COVID new normal	Sherri Reeder		
		Telluride Foundation opportunities with Cheryl Miller			
		Open TSG hospitality classes to the public	Sherri Reeder		
		Telluride Mountain College opportunities.			
		TIPS certification program			
		Colorado First Job Training			
		Cross-Training			
		Management Training			
		Sales tax education			
	Help finding supplies				

Notes:

- Remote Market
 - Location Mentor Employment Program.
 - How to utilize remote workforce for MV businesses.
 - How to encourage remote workers to work out of MV.

4. Marketing Opportunities and Public Outreach

Time Frame	Action Item	Sub-Action Item	Team Member(s)	Time Spent	Date Completed
	Website Enhancement	Building out the TMV business resource page	Zoe Dohnal		
		Provide a menu of items of what TMV has to offer to new businesses.	Zoe Dohnal		
		Delelop a marketing stragegy to help Mountain Village businesses during the summer and fall months	Zoe Dohnal		

5. Grant Applications that would benefit the Town's Incentives

Time Frame	Action Item	Sub-Action Item	Team Member(s)	Time Spent	Date Completed
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	DOLA Grants		John Miller		
	GOGO Grants				
	Other Grants				

6. COVID Economic Development Incentives – State and Regional Resources

Time Frame	Action Item	Sub-Action Item	Team Member(s)	Time Spent	Date Completed
	Colorado Department of Economics and International Trade	https://choosecolorado.com/covid19/	Zoe Dohnal		

LOW PRIORITIES

7. Economic Development Incentives – State and Regional Resources

Notes:

- Understand policy barriers to why people choose where they locate their business
- [Colorado Business Resource Book](#)
- [SBDC Consulting](#)
- [Colorado Office of Economic Development & International Trade - PROGRAMS](#)
 - [Job Growth Incentive Tax Credit \(JGITC\)](#)
 - [Colorado Microloans](#)
 - [Colorado Capital Access \(CCA\)](#)
 - [Global Consultant Network](#)
 - [Job Growth Incentive Tax Credit](#)
- [Regional Tourism Act](#)
- [Sales and Use Tax Refunds](#)
- [Space to Create](#)
- [Strategic Fund](#)
- [Transferable Tax Credit](#)
- [Venture Capital Authority](#)
- [Cash Collateral Support](#)
- [Region10 Business Loan Fund](#)
- [Colorado First and Existing Industry Customized Job Training Grant Programs](#)

8. Economic Development Incentives – Private/ Commercial Resources

Notes:

- Utilizing TSG resources
- Utilizing Madeline resources

2020 **DRAFT** COVID-19 Business Relief Program

Funding Type	Total Budget Amount	Min/Max Amount Awarded	Criteria	Application Process