

City Manager Report

March 3, 2026

City Council Goals Status Report

A draft of the City Council Goals Status Report is attached (See Attachment 1). The intent is to include these goals with every City Manager Report, so Council has up-to-date information regarding the status of their identified goals.

Deputy City Manager Department

Communications

Connecting the Community to City Services and Civic Life

Through February 17, the Communications team continued its focus on helping residents easily access City services, stay informed, and engage in civic life.

Website engagement remained strong, with more than 43,000 users generating 92,000 pageviews. The most visited pages continue to reflect winter priorities and daily service needs, with top traffic going to Howelsen Hill Ski Area, Transit, the Home Page, and key Steamboat Springs Transit route pages, along with recreation-focused pages such as Tube Howelsen, Howelsen Ice Arena, Lift Tickets, and the event calendar.

Meeting the Community Online

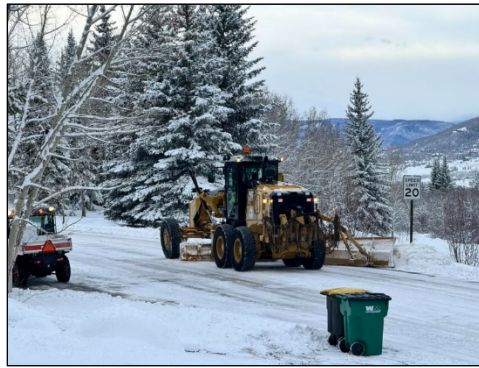
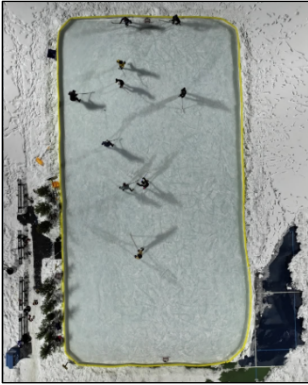
Social media continues to be one of the most effective tools for timely communication, public safety messaging, and community connection. Since the last report, the City's Facebook generated 241,000 views, with other municipal channels reaching large audiences during the same period:

- Steamboat Springs Police Department: 460,500
- Howelsen Hill: 75,800
- Steamboat Springs Fire Rescue: 34,500
- Parks & Recreation: 20,900
- Steamboat Springs Transit: 8,500
- Howelsen Ice Arena: 5,900
- Haymaker Golf Course: 1,300

The most viewed Facebook posts across all pages were driven largely by public safety awareness and major community events, including SSPD Dino Drama (79K), Winter Carnival Night Show (22.4K), Winter Carnival "It Takes a Village" (18.8K), speed limit reminders (16.6K), and updates on incidents, closures, and meetings.



Instagram engagement increased as well, with 27,300 views and 5,000 in reach, led by posts highlighting the outdoor ice rink, City plowing operations, and National School Resource Officer Day).



Supporting Transparency and Civic Participation

Communications produced 11 media releases during the reporting period, covering a wide range of topics including sales tax updates, community meetings, public events, recognition and awards, and major announcements such as the State of the City and Brown Ranch Community Solutions meetings.

The team also supported several ongoing initiatives and campaigns, including:

- Ongoing recruiting efforts focused on Steamboat Springs Transit, Police, Fire Rescue, and other City positions
- Promoting applications for Boards and Commissions to encourage resident involvement in local decision-making
- Winter marketing and advertising for Howelsen Hill, including tubing specials during Winter Carnival and Ski Free Sunday, Ski Ascent Series, Recreation Programs (Sweetheart Dance, Craft Extravaganza, Avalanche Rescue and Backcountry Preparedness and Spring Leagues to name a few).
- Public awareness efforts related to Winter Carnival, additional July 4th event, Garden In A Box, and new State of the City.

Expanding Access Through Video and Meetings

The YouTube channel continues to support transparency by hosting and broadcasting public meetings including City Council, Planning Commission, Parks & Recreation Commission, Historic Preservation Commission, Board of Adjustment, RTA, Municipal Court, and Ad Hoc meetings.

During this period, the City also launched Civic Connections, a new community conversation series designed to bring residents, businesses, and industry professionals together for clear and accessible discussions about topics shaping Steamboat Springs. The first two sessions - Understanding Short-Term Rentals and City Planning & Zoning - are now available on the City's YouTube channel.

Additionally, video reels featuring Alpenglow in Steamboat and Winter Carnival Snow Sculptures were shared highlighting the unique character of the community.

Keeping Information Accessible

Accessibility remains a priority in all City communications, helping ensure residents of all abilities can access important information, services, and civic opportunities. The Communications team continues to emphasize improving readability and remediation, intuitive online content navigation, promoting best practices and managing internal accessibility committee.

Tip of the Month: Headings aren't just for looks—they help screen reader users navigate content efficiently. Use one H1 for the main title, H2 for major sections, and H3 for subsections, avoiding skipped levels. Rather than using bold or large text to mimic headings, apply proper heading styles so assistive technology can interpret the structure correctly.

IT

Built an IT strategy and roadmap, providing clear priorities and alignment with organizational goals.

Support

- Citizen's Hall AV Broken Projector & Control Unit replaced
- Created Auto-attendant for Sales Tax to enhance customer support
- Converted several divisions to shared mailboxes for better visibility of shared work and status of actionable emails

GIS

Collaborated with Routt County to develop an NG911-compliant address point schema. Next step is to implement this in all of our maps.

Engineering

Conducted interviews for the Engineering and Security Lead

Applications

Advanced development of a formal process to evaluate new software, with a strong emphasis on assessing accessibility compliance.

Kudos

Kudos to Sue Davies for managing the Workday Release 1 deployment and leading comprehensive lessons learned sessions to drive continuous improvement.

Facilities Department

Welcome Eric Glomboske to the Facilities Team

Eric joins us as a Senior Maintenance Worker, bringing extensive experience in facilities maintenance, including electrical, plumbing, HVAC, low-voltage systems, and building automation. We're proud to continue hiring top talent and attracting high-quality candidates to strengthen our team.

Parks & Recreation Remodel

The remodel of office spaces above the garage bays at the Parks & Recreation shop is progressing smoothly. Phase 1 is complete, and the project remains on schedule to finish Phases 2 and 3 by Spring 2026.

Did You Know?

The City's Facilities Department manages energy and sustainability efforts, including LED retrofits, building automation upgrades, and facility water conservation. We also lead planning for the implementation of the Decarbonization Roadmap and Routt County Climate Action Plan, helping to secure grants and funding to support these initiatives.

January Charging by the numbers:

889 charging sessions at City-owned EV charging stations. (244 more than 2024)

\$2358 in gross revenue from EV charging fees.

January Solar Production:

Wastewater Treatment Plant – 41,661 kWh (\$3,967 Savings)

Transit Operations Building – 51 kWh (\$5 Savings) – Roof snowed in.

Programs and Grants

Grant Seeking and Community Support

Since the last report the City of Steamboat Springs submitted the following grant requests:

- Steamboat Springs Airport Lighting Project – FAA: AIP (Airport Improvements Program)
- Steamboat Springs Airport Lighting Project – FAA: AIG (Airport Infrastructure Grant Program)
- Steamboat Springs Airport Lighting Project – CDOT: Colorado Discretionary Aviation Grant Program
- Bobolink Species Habitat Protection at Legacy Ranch – Denver Ornithologist Foundation
- Firefighter PPE (personal protective equipment): Colorado DFPC: Firefighter Safety & Disease Prevention Program
- Steamboat Springs Land Use Policy and Energy Efficiency Project - Colorado Energy Office (CEO) Impact Accelerator Program

The City received award of the following grant requests:

- Stream Corridor Development Standards – Sonoran Institute - \$10,000
- Downtown Improvements - DOLA Mainstreet Pass Through Grant - \$15,000

The City of Steamboat Springs provided letters of support to the following organizations:

- Routt County – BUILD grant application for the US-40 and Brandon Circle Multimodal Safety Improvement Project
- Town of Hayden – DOLA EIAF grant application for a Regional Transportation Project to connect US Hwy 40 to the YVHA and Northwest Colorado Business District
- UC Health Yampa Valley Medical Center -- and its Foundation as they seek designation as an Enterprise Zone Contribution Project.

Waste Diversion/Recycling (CAP)

Community Outreach and Engagement:

Staff are participating in the Routt County Tobacco Coalition to develop proper handling of electronic vape devices and to support community cleanups of litter generated from tobacco products. The group is just starting up with representatives from various agencies and organizations in the community. Some key ideas included potentially using a project-based workgroup format to implement goals, a potential citation structure, increasing educational opportunities for students in grades 5–8 and their parents, and exploring sustainability efforts such as clean-up days with incentives in addition to the vape disposal project.

Engagement with State Organizations: The latest Extended Producer Responsibility (EPR) Program Advisory Board meeting was held on February 11, 2026. Circular Action Alliance hosted “Launching Education and Outreach in Colorado” update on February 11, 2026.

Volume-based Pricing Ordinance: Staff have developed a draft of the ordinance that has been vetted with the hauling companies and is out for review by stakeholders. First reading of the ordinance is planned for the regular Council meeting on April 7.

Diverting Wood Waste: Staff have been researching potential opportunities to divert clean dimensional lumber and tree debris (organic matter) from the landfill through researching users and generators of this material. Options to divert the scraps of clean lumber from construction include creating trinkets, furniture, and other household decor, which requires entrepreneurs. Staff are talking with 4-H staff to identify potential projects for youth to stir up interest in learning and finding wood working professionals to provide educational opportunities. Wood waste from slash (twigs, branches, small tree debris) has limited opportunities for diversion: wood shavings, sawdust, and chips are used extensively for animal bedding, landscaping, and composting. Staff will continue to collaborate with local ranchers, landscapers, and mills in the region to keep this organic material out of the landfill. Staff interviewed The Mill and High Mountain Processing to learn more about local timber industries.

Special Projects

City 101

Session 3 – Police and Fire – January 28, 2026 - Finance presented an overview of the department, and spoke specifically to budget, accounting, sales tax (the group did a sales tax activity), purchasing, and contracting. The group heard an overview of the Police Department in the afternoon and participated in hands-on activities including Firearms/Use of Force, Animal Control and took a tour of the CLEF building and Evidence area.

Session 4 – Public Works Day 1 – February 11, 2026 - Staff gave an overview of the entire Public Works department. Presentations from Engineering and Water included an engineering activity, and details from the water resources manager and stormwater specialist along with distribution and collection, and the group toured the Fish Creek Water Treatment Plant and the Wastewater Treatment Plant.

Session 5 – Deputy City Manager Dept and Human Resources – March 11, 2026 – This session is coming up and will also include a tour of the Steamboat Springs Airport.

RideShark Unified Mobility Platform: The City has met several times with RideShark, Ski Corp, and Western Resilience Center to discuss timeline for platform launch, designation of responsibilities, branding, and community engagement strategies. Currently the hope is to launch the new rideshare program on Earth Day, April 22, 2026.

Mad Rabbit Trails Project: The contract between the City and the National Forest Foundation has been signed and the project was officially launched on February 4, 2026, during a meeting with the City, National Forest Foundation, and US Forest Service. NFF is currently drafting an implementation plan with proposed 2026 project timeline and prioritization. Monthly meetings have been scheduled to share updates on RFP process and as we move closer to breaking ground, meetings will be more frequent with regular site visits to observe project progress.

Performance Excellence/RMPEx/Strategic Planning: Meetings with Mike Gratz from RMPEx have been occurring 1-2 times per week to discuss how best to utilize the Baldrige Performance Excellence Framework in the next phases of the City's strategic planning process, as well as how to reenergize the City's performance excellence work broadly. An information sharing session with the City of Fort Collins took place on February 12th, and an in-person session will be scheduled soon for continued sharing of best practices.

Finance

Budget & Tax:

The OpenGov Chart of Accounts conversion and Workday integration is nearing completion which is critical for the 2027 budget process which will be starting in the next couple months.

Procurement & Contracting:

The Procurement Team is off to a busy start, with 28 new contracts and agreements moving through the process in less than two months. A key priority remains supporting local businesses whenever possible. In addition, the team looks forward to collaborating with Legal and other City departments to mitigate risk and continue improving procurement processes.

Bids & RFPs Currently Open

- Complete Streets 3C and 4A Public Lighting – Closes 3/26/26
- Fire Rescue Pumper – Closes 5/18/26
- US-40 West Trail Connection – Closes 3/12/26
- Mountain Fire Station- Owners Representative- Closes 3/12/26

Bids & RFPs Closed

- Howelsen Hill Tow House Addition-Facilities-Closed 2/10/26

Workday Project:

Following the City of Steamboat Springs' go-live of Workday for both Finance (FINS) and Human Capital Management (HCM), the project team conducted structured lessons learned sessions in February 2026. Sessions were held with a ground rule of candid, blameless, forward-looking dialogue. This summary captures key takeaways to inform future technology projects and ongoing optimization efforts, and any future city capital projects of this magnitude and scale.

Key Lessons & Recommendations:

- Assigning a Dedicated Project Manager - A full-time PM with authority to manage schedule, testing labs, and stakeholder coordination is essential for ERP projects of this scale.
- Avoid Year-End Go-Lives - Schedule go-live outside of financial close periods to reduce risk to critical financial reporting requirements.
- Invest in Data Conversion & Integration Planning - IT Technical with demonstrated data skills must Require cross-functional (IT + Functional) review of conversion templates and integration scopes early. Define order of operations before conversion begins.
- Strengthen Vendor Vetting - Evaluate consultants at the module level. Ask targeted questions during the RFP about testing support, integration experience, and policy alignment. Negotiate explicitly for consultant time on high-priority deliverables.

- Secure Active Leadership Support - Obtain visible, sustained executive sponsorship including messaging about project importance to help staff balance dual responsibilities throughout the project.

Human Resources

The HR & Risk team recently conducted training on SMART goals and Workday navigation for 2026 goal setting and development plans, as well as testing and issuing 1095-Cs for the first time via Workday, which is an exciting efficiency gain! Additionally, the compensation cycle is underway as we continue to respond to several reputable independent surveys for robust benchmarking data, which allows us to stay competitive in our Total Rewards program. We are also ramping up recruiting planning and activities as we prepare for the spring and summer seasons and will also soon be helping facilitate the City Manager and City Attorney annual reviews with City Council. On the Risk Management side, we have concluded audit activities for our Payroll audit, CSWAMP and VAMP audits, and started preparation activities for our upcoming Loss Control audit which is due in May. We are also excited about our 2026 safety goals and partnering with other teams to emphasize this focus.

Fire Department

Notable Events

The department met in January to discuss the concept of a mission driven culture and how that underlying mentality manifests itself in everything we do. We reviewed the Mission, Vision, and Values of the Department to help level set our department priorities as we move into 2026.

Mission Statement

Serving our community and solving problems through excellence and innovation.

Vision

We keep the community safe

Values

Professionalism – endeavor to be an expert and have specialized knowledge
Compassion - show concern for the suffering and misfortune of others
Integrity - adhere to a high moral and ethical code

Courage – strength in the face of difficulty, danger, pain without fear. Friendliness – behaving in a kind way towards everyone

Innovation – always pushing for better ways to serve our community
Relationships – sustained engagement and collaboration
Preparedness – Work hard to be ready for anything

The department officer staff met for a Strategic Planning retreat in January. The department will be re-working the Strategic Plan in 2026 to better align with the City of Steamboat Springs strategic planning process. The focus is to identify the department's challenges as we continue to move forward over the next 3-5 years, identify the problems and gaps to then create an operational plan to help guide our decisions.

Calls for Service Summary:

Department calls for service fell in January of 2026 as compared to January of 2025 by 16%. Looking back at five years, the calls for service in 2026 have increased by 8.6% as compared to January of 2021.

Fire Prevention:

Fire Prevention activity which includes inspections, plan reviews and permits for fire sprinkler, fire alarm and tents to name a few was up 14.49% in January of 2026 as compared to January of 2025. Revenue for January of 2026 was up 21.97% compared to January of 2025.

Completed inspection of the Musicfest tent in the Knoll Parking Lot.

Fire Department Training

Fire

NWCG Wildland S-131 (Firefighter One): SSFR hosted the course with Barry, Birdseye, Borvansky, Hetrick, Keller, Kuchulis, Lapointe, Sanders, Voyvodic, Willcoxon, and Workman attending. Training covered wildland fire behavior, tactical decision-making, and hands-on firefighting skills.

Command Tactics 101 (leadership/ICS-focused and applies across incidents)

District familiarization (applies across Fire/EMS/Specialty; local hazards and response readiness)

EMS

Pediatric assessment: Pediatric calls aren't common, but when they do occur the stakes are high. This training keeps our assessment and treatment skills sharp and ready.

BLS / CPR refreshers: The department completes CPR renewal together on the same cycle once every two years, ensuring everyone stays current and consistent on core lifesaving skills.

RSI skills

RSI is a quarterly training focus for paramedics because it's a high-risk, high-skill procedure—when we use medications that temporarily take away a patient's ability to breathe, precision and repetition matter.

Specialty

The Technical Ropes Team (TRT) held its first meeting, introducing advanced rope rescue skills and launching SSFR's first special units' team to enhance technical rescue capability.

Public Education:

Steamboat Springs Fire Rescue participated in 4 public education events for the month of January. Two HeartSaver CPR classes resulted in 12 more instructors with the ability to teach CPR and First Aid in our community. As new instructors go out and teach their first CPR classes it provides more access for individuals in our community to learn critical skills in the "Chain of Survival."

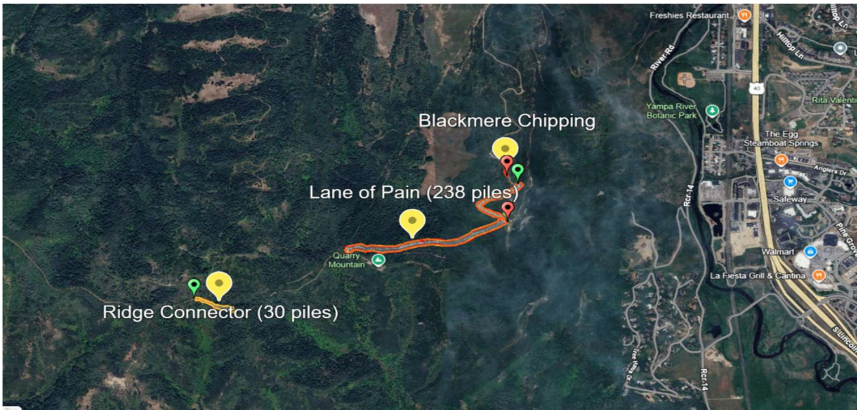
Firefighters Quint Friesell and Bryan Barry taught approximately 40 members from the Horizons program and caregivers about Fire Safety in the kitchen. Followed up fire extinguisher training using the PASS method. One blind Horizons member even scored a direct hit on the fire trainer with his extinguisher!

Steamboat Springs Fire Rescue was part of the processional in escorting Marine PFC Joshua Kelly in the "Home for the troops" celebration on January 17.

Wildland Division

In December, Steamboat Springs Fire Rescue completed all planned pile burning operations on Emerald Mountain, marking a record year for fuels reduction efforts. This season, crews successfully burned over 380 piles, significantly reducing hazardous fuels within the wildland-urban interface and improving defensible space adjacent to the community. Completion of this work represents a major milestone in our ongoing commitment to reducing wildfire risk on City-owned open space.

In addition, we are actively preparing for the 2026 wildland season. Current efforts include reviewing staffing and qualification pathways, refining deployment plans, evaluating equipment needs, and aligning training requirements to ensure we are operationally ready. Our focus remains on building a resilient, well-trained wildland program capable of supporting both local response and regional/national resource commitments.



End of Report