Vail Town Council Action Plan

	GOAL	MILESTONES	TIMEFRAME	LEAD & TEAM
	By 2027, the Town of Vail will have acquired 1,000 new deed restricted homes, bringing the total number of deed restrictions to 1,688.	Strategy: Build an additional 661 homes in Vail and partner in regional housing projects to add to the 343 deed restricted homes that have been created since 2017. • Complete the 302-unit (210 net new homes) housing development at Timber Ridge by 2026 • Complete the 268-unit development at West Middle Creek by 2027 • Create 25 new homes at the East Vail CDOT parcel • Purchase another 10 homes for TOV employees • Incentivize the construction of another 40 privately owned deed restricted homes	Q4, 2026 Q4, 2027 Q4, 2027 Q4, 2027 Ongoing	LEAD Jason Dietz TEAM Russ Forrest Martha Anderson Missy Johnson Carlie Smith
CREATE A STRONG COMMUNITY AND AFFORDABLE HOUSING OPPORTUNITIES	By 2029, the Town of Vail will have expanded upon the continuum of housing through an increase in the diversity of home types, thereby ensuring Vail's local workers have access to a mix of housing opportunities.	 Strategy: Participate fully in the housing assessment and implementation plan which will identify housing needs across the continuum. Complete the 2024 housing assessment which will identify housing needs across the continuum (AMI's, seasonal, long-term rental, entry level for sale, family housing, and retirement homes) Prioritize and align the specific housing needs to the new development and/or re-development opportunities within the town to create those specific housing types identified in the assessment. Identify the best strategies to meet the towns needs and approve the assessment and the selected strategies to be implemented Strategy: Protect and preserve the existing housing stock. Streamline compliance/enforcement process to more effectively keep units in compliance and create a scalable process to meet future growth Continue and expand Vail Indeed to acquire more deed restrictions on market units across the continuum 	Q4, 2024 Q1, 2025 Ongoing Ongoing Ongoing	LEAD Jason Dietz TEAM Russ Forrest Martha Anderson Missy Johnson
	By 2033, double the supply of deed restricted homes from 1,034 to 2,370	 Strategy: Participate in regional housing partnerships for new workforce housing developments. Partner with the Town of Avon, State Land Board and Eagle County on the future workforce housing planning 	Q2, 2026	LEAD Jason Dietz TEAM

and s work colla regio while the p	seasonal Vail ters through a aborative and onal approach e also increasing permanent ulation by 2%. Strategy funding	and projects to meet the needs identified within the housing needs assessment Re-imagine Vail Indeed to cast a wider net and increase participation for deed restriction acquisitions /: Explore changes in town's regulatory and environment for housing. Consider making additional recommendations for administration changes for regulatory environment for housing Work with Finance and the STR team to re-consider implementing STR impact fees to fund housing as outlined in 2022 Nexus Study Continue to review development fees Maximize Prop 123 and other state funding opportunities Review department standards, review processes, and design guidelines for workforce housing projects /: Incentivize new developments or existing homes ented to deed restriction status. Continue strategic land purchasing to increase density Continue with West Vail overlay and commercial zoning changes, opportunities, and incentives Consider the East Vail CDOT parcel an opportunity to apply the new CH1 zoning	Q1, 2025 Q3, 2025 Q4, 2024 Ongoing Ongoing Ongoing Ongoing Ongoing Ongoing Ongoing	 Russ Forrest Tom Kassmel Matt Gennett Carlie Smith
incre oppo busir provi servi meas	space be a	y: Create a current state assessment of commercial y zone district. Review each commercial zone district in Vail and consider modifying to allow for additional or different commercial uses. y: Define, retain and champion "Local Business." Define "local businesses" and target industries. Identify local businesses with owners close to retirement, tie to local entrepreneurs looking to purchase local business y: Attract new businesses to Vail and keep onal businesses in Vail.	Q1, 2025 Q2, 2025 Q4, 2025	LEAD Mia Vlaar Matt Gennett TEAM

		 Complete a Resource Guide for attracting commercial businesses Working with partners, begin dedicated sales and marketing effort to increase opportunities to bring new commercial business to Vail Identify a list of potential new or existing businesses to attract Continue with implementation of the new Community Mixed Use zone district and recommendations from the West Vail Master Plan to increase commercial sq ft in West Vail Commercial by 10%+ 	Q1, 2026 Q4, 2026 Q1, 2026 Ongoing	
SUPPORT OUR WORKFORCE	By December 2025, working with our partners, Vail's workforce will have access to leadership training, mentorship, and entrepreneurial skills development, as evidenced by the number of new businesses created.	Strategy: Evaluate interim opportunities for community programming during development and analysis of full Leadership Program. • Compile list of current leadership and entrepreneurial resources (VVP, NWCOG, CMC, etc.) • Create sponsorship or scholarship funding for attendance in available programs Strategy: Share TOV training developed as part of the "Customer Service" goal with the larger community. • Share brightest and best ideas with the community. • Tailor front line supervisor training to other local businesses • Maximize current programs (PrimaVail, etc.) • Integrate with the Seamless Experience goal for peer resort / best practices before summer and winter 2026 seasons	Q2, 2025 Q3, 2025 After TOV Q4, 2025 Prior to season start Q3, 2026	LEAD Krista Miller Mia Vlaar TEAM • Kathleen Halloran • Beth Cornwell
	By 2029, 95% of our workforce has access to information about healthcare coverage, behavioral health resources, and other resources.	Strategy: Develop an inventory of available resources for healthcare, health insurance and behavioral health. • Work with all pertinent community partners to create a compressive inventory and centralized repository (cross-reference and include behavioral health resources from next goal) for accurate, up-to-date resources Strategy: Educate employees and local business owners and employees on available resources. • Develop budget proposal for marketing and materials.	Q4, 2024 Q4, 2024	LEAD Krista Miller TEAM Gabi Avila Beth Cornwell Ryan Kenney

By 2029, working with our partners, expand the current employee behavioral health assistance programs for Vail's workforce and provide timely access to care.	 Host partner meeting(s) to create educational plan Create educational materials Begin delivery of materials to local businesses and employees Strategy: Create resource list for behavioral health services. Identify resources available within local community (Hope Center, Eagle County Health and Human Services, EVBH) Create a consolidated resource list by service type Develop a communication plan to appropriately disseminate a consolidated resource list for behavioral health service for Vail residents and employees Include behavioral health resource information in healthcare/health insurance resource education (cross reference above goal) Assess need for further resources, identify gaps in services within community 	Q1, 2025 Q3, 2025 Q1, 2026 Q4, 2024 Q1, 2025 Q3, 2025 Q2, 2026	LEAD Krista Miller TEAM Lachlan Crawford Mike Bindle Michael Trujillo Beth Cornwell
By 2029, parents/caregivers working in Vail needing childcare have access to affordable childcare located where they need it, measured by a reduction in waitlist numbers at Vail childcare facilities.	 Strategy: Assess need for school-age care (after-school and summer) for Vail's workforce. Compile inventory of school-age programs and camps Convene stakeholders to identify gaps and ability to fill gaps Evaluate TOV role in supporting access to care for school-age programs Strategy: Quantify need for Early Childhood Education (ECE) spaces. Inventory services currently available by age (infant, toddler, preschool) Use available resources to conduct demand analysis by age to understand the gap in inventory vs. need Strategy: Evaluate potential opportunities to expand capacity for ECE spaces. Assess barriers to in-home licensed care Research options for incentivizing development of new ECE spaces and on-site care for employers 	Q1, 2025 Q2, 2025 Q1, 2026 Q1, 2025 Q4, 2025 2026/2027 2026/2027	Krista Miller TEAM Mia Vlaar Carlie Smith Beth Cornwell Jeremy Gross

		 Evaluate opportunities for TOV financial assistance for new or expanded childcare facilities Strategy: Provide support for ECE workforce and working families to ensure sustainability of services. Provide tuition assistance program for Vail's workforce to lessen the affordability gap 	Q1, 2025 Q4, 2024	
		 Evaluate ECE workforce support opportunities such as housing assistance, Vail based incentives, or teacher development grants 	Q4, 2025	
	By 2027, Vail will create/enhance 1 to 2 showstopper, unique events in the winter and summer seasons which are consistent with the authentic Vail vibe.	Strategy: Review existing events and identify new event opportunities including theme, timeframe, partners and scale. • Define the Authentic Vail Vibe to guide the process • Meet with decision makers in Vail Resorts about feasibility of a collaborative showstopper winter event • Brainstorm event with AEG partners to narrow criteria • Create an assessment/inventory of locations and available dates where music or other activities could take place.	Q4, 2024 Q4, 2024 Q1, 2025 Q1, 2025	LEAD Mia Vlaar Jeremy Gross TEAM Liz Gladitsch Abby Oliveira Greg Schwartz Kathleen Halloran Jeff Babb
PROVIDE AN AUTHENTIC VAIL EXPERIENCE		 Develop proposal for one summer and one winter showstopper event to share with council Strategy: Identify and pitch recommended winter event and summer event showstoppers Solidify key partnerships for each event Explore potential new funding opportunities and solutions with partners Soft launch events in 2026 	Q2, 2025 Ongoing Q1, 2025 Q1, 2025 Q2, 2026	Rob SharpeJeff WilesAEGVVF
	By 2029, Vail will create a seamless, vibrant, inclusive experience as people move from the mountain into town and from the town onto the mountain. They will be enticed and welcomed by programming.	Strategy: Promote purposeful collaboration between Vail Resorts, the Town of Vail and local businesses. Prior to both the winter ski season and the summer season, starting with winter 2024, hold a joint meeting with Vail Resorts, the Town, and local businesses to identify common themes and goals to operate seamlessly Identify common core values of Vail to create shared values that translate into vibrant and seamless experiences	Q3, 2024 Q2, 2025	LEAD Mia Vlaar TEAM • Russ Forrest • Jeremy Gross • Liz Gladitsch • Jamie Leaman-Miller • Dan Brown • Heather Knight • Greg Roy

	Strategy: Integrate customer service. Revamp, revitalize, and rename the PrimaVail program Implement an initiative that integrates TOV's customer service plan with Vail Resorts and other Vail businesses Create a similarity in appearance for all Vail employees to show inclusivity with a soft rollout the summer of 2026	Q4, 2026 Q1, 2027 Q3, 2025	 Abby Oliveira Beth Howard Kris Widlak Amanda Zinn Kathleen Halloran Public Works
	Strategy: Create vibrant programming in enhanced physical spaces. • Research and design areas for people to linger in targeted beneficial portal spaces in collaboration with Vail Resorts and adjacent businesses with thematic consistency	Q2, 2026	
	Strategy: Ensure the experience begins anywhere in the valley. • Create village service mapping from the customer's perspective. This includes signage, transit, business interactions, traffic, etc.	During 2026-2027 ski season	
By June 2025, modify Town codes to support vibrancy (special events, live	Strategy: Promote vibrancy in Vail. Schedule a focus group with VEAC to discuss ideas to increase vibrancy in the villages intended to benefit local businesses	Q3, 2024	LEAD Matt Gennett Stephanie Kauffman
entertainment, nightlife).	Based on feedback and possibilities, propose changes to the Town Code to increase vibrancy, including busking, festival permitting, business licensing, etc.	Q2, 2025	TEAM • Mia Vlaar • Jeremy Gross • Carlie Smith
	Strategy: Create awareness and education for businesses. • Create a local business "one-sheeter" focused on what businesses can do to extend their footprint and further serve their customers	Q1, 2025	Matt Mire
By 2027, 70% of individuals under 40	Strategy: Define how we measure success and identify a baseline.		LEAD Mia Vlaar
will state "Vail is a kickass place" as measured by the net promoter score.	 Evaluate existing survey results to determine how to measure "Vail is a Kickass Place" Launch "Kickass" incorporated survey questions to traditional surveys and launch non-traditional channel(s) 	Q3, 2024 Q4, 2024	TEAM • Abby Oliveira • Jeremy Gross • Liz Gladitsch
			Kris WidlakKari Mohr

By 2025, the Town of Vail municipal government will provide excellent customer service through clear definitions, measurements, and reporting.	Strategy: Evaluate and react to feedback and recommended next steps. Present findings of initial survey regarding "Vail is a Kickass Place" and quality feedback from respondents to Town Council Strategy: Continue winter and summer survey and report results. Take needed action. Ongoing: Present yearly winter and summer survey results to Council Strategy: Define what excellent customer service looks like; why is Vail "Vail"? Develop a written description of the "big picture" Town of Vail culture including the Town's values and customer service principles Develop a written plan for implementation of the Customer Service Plan Strategy: Involve employees in implementing the Customer Service Plan. Weave culture and empowerment into performance reviews Develop a frontline supervisor course to set supervisors up for success in their position and train the "Vail Experience," held annually or semi-annually for new supervisors. By Summer 2025, begin holding these supervisor trainings In partnership with HR, weave in the written culture and	Q2, 2025 Ongoing Q1, 2025 Q2, 2025 Q4, 2024 Q1, 2025	Diana Ramirez LEAD Kathleen Halloran TEAM Carlie Smith Greg Hall Jason Dietz Kris Widlak Krista Miller Kristen Bertuglia Mark Novak Matt Gennett Mia Vlaar Russ Forrest Ryan Kenney Stephanie Kauffman TJ Johnson Kim Manally
	 Service Plan. Weave culture and empowerment into performance reviews Develop a frontline supervisor course to set supervisors up for success in their position and train the "Vail Experience," held annually or semi-annually for new supervisors. By Summer 2025, begin holding these supervisor trainings 	·	 Krista Miller Kristen Bertuglia Mark Novak Matt Gennett Mia Vlaar Russ Forrest Ryan Kenney Stephanie Kauffman

		Strategy: Develop an ongoing and systematic evaluation of customer service performance. • Utilize current metrics including the community survey, business survey, Wi-Fi survey, net promoter score and others to gather feedback. Ensure resident, guest and employee ideas are acknowledged, responded to, and tracked • Develop a method or tool to gather more regular and ongoing feedback from the community • Develop an internal survey to be completed annually for support and administrative departments • Create a dashboard so employees and the community can see the feedback we're receiving for both customer perceptions and actual measurements	Ongoing Q4, 2025 Q3, 2025	
TRANSPORTATION	By 2029, people who live, work, and recreate in Vail use Core Transit and Town of Vail Transit as their preferred method of transportation as evidenced by a reduction in the percentage of vehicles parking in Vail Village and Lionshead Parking Structures that originate from Eagle County from 72% to 50%. More Specifically reducing the percentage of parked vehicles	Strategy: Tie greenhouse gas reduction goals to the parking reduction goal. • Compare the two metrics and determine similarities/differences Strategy: Create a communication and marketing plan for bus system use and alternate means of mobility for locals, second homeowners and visitors. • Create a simple marketing plan encouraging bus use in for winter 2024 • Develop a robust, on-going marketing campaign for subsequent years Strategy: Increase bus service and efficiency. • Complete the current transit route/frequency study to review current service levels and seek opportunities to enhance additional service through route efficiencies • Provide complimentary increased service levels as additional parking management strategies are implemented	Q2, 2025 Winter 2024 Q4, 2025 Q2, 2025 2025 & Ongoing	TEAM Stephanie Kashiwa Chris Southwick Kris Widlak Jordan Winters Greg Hall Beth Markham Alex Jakubiec

in V 20% the park whi in E outs	/ail from 32% to %; and reducing percentage of ked vehicles ch begin their day agle County but side of Vail from % to 30%. Strategy • E	Make recommendations for servicing the significant number of new residents expected with the housing projects proposed along the North Frontage Road when the units are anticipated for completion y: Incentivize bus use. Expand Sole Power to Sole Power+ to incentivize bus use Continue implementation of additional shelter and safety mprovements	Q2, 2025 Q4, 2025 2024-2027	
	• (c) (c) (d) (d) (d) (d) (d) (d) (d) (d) (d) (d	y: Revisit parking policy. Continue to use managed parking policies to drive desired results, using the Parking & Mobility Task Force to monitor the data and progress and make recommendations Review summer 2024 data of free Core Transit service and compare before and after, then develop a plan to achieve the results needed for Vail and Eagle County ocals to reach the goal Repeat review after the winter season 2024-2025 and determine what further actions are needed to achieve the established goal	Ongoing Q1, 2025 & Ongoing Q3, 2025 & Ongoing	
	identifie • •	y: Prioritize and begin design of the projects ed in the recently adopted GoVail 2045 Mobility Plan. Prioritize projects as part of the upcoming capital budget process Design top prioritized projects and begin to seek grant funding opportunities Continue to identify improvements to bus shelters, lighting and waking routes to enhance the commuting experience for pedestrians and bus users Provide additional enhancements for bike and e-bike commuters with bike lockers, charging opportunities and wayfinding	Q4, 2024 2025-2029 Ongoing 2027-2028	

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By 2029, Gore Creek	Strategy: Relaunch "Restore the Gore" education and		LEAD
achieves passing	outreach campaign.		Kristen Bertuglia
multi-metric index	 Revamp and relaunch revised Restore the Gore 	Q4, 2025	
(MMI) insect scores,	campaign, with targeted campaigns for full-time		TEAM
consistent with	residents, second homeowners, internal staff, seasonal		Pete Wadden
CDPHE	employees, landscape and construction professionals		Tom Kassmel
requirements to no			Gregg Barrie
	Strategy: Improve stormwater infrastructure and		Charlie Turnbull
303(d) impaired	operational activities ensuring the town employs and		
waterway reducing	encourages best management practices to prevent, capture		
the near-term risk of	and treat pollution.		
losing the gold medal fishery status.	 Identify, remove, and replace non-functional turf with native vegetation on town property 	Q4, 2026	
	 Increase participation in public/private cost share program (Project Re-Wild) to incentivize the removal of turf grass and replace with native vegetation on private 	Q3, 2025	
	 property Adopt an internal town policy for the procurement, storage, and use of landscape chemicals 	Q3, 2025	
	 Increase the installation of pollution catchment devices 	Q4, 2025	
	(gutter bins or similar) to 50% of town storm drains		
	 Label all town storm drains to indicate drainage to the creek 	Q4, 2026	
	Strategy: Advance statewide policy, update Town regulation and increase enforcement to ensure compliance with existing laws and broaden the ability of the Town to reduce pesticide impacts on Gore Creek.		
	 Work with Code Enforcement and Police Department to achieve 100% compliance, increasing consistent enforcement of existing town regulations including stream setbacks, stream tract encroachments, stormwater illicit discharge 	Q1, 2026	
	 Formulate a network of communities to advocate for amendment of statewide pesticide regulations, work with lobbyist 	Q1, 2027	
	 Develop a comprehensive stormwater management program 	Q3, 2027	
	Strategy: Implement site specific infrastructure and research projects.		

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	 In partnership with Colorado State University, determine feasibility of a comprehensive pesticide monitoring program for Gore Creek Complete instream trout habitat enhancement project at eastern end of Ford Park Develop comprehensive flood plain, vegetation, and chemical use master plan for the Vail Golf Club Implement recommendations of the Vail Golf Club vegetation master plan 	Q1, 2025 Q4, 2025 Q2, 2026 Q3, 2026	
By 2027, Vail and i	S Strategy: Complete the Vail biodiversity study.		LEAD
partners have a cohesive	Complete the vali blodiversity study: Complete the biodiversity study including inventory, land management, habitat improvement and policy	Q4, 2024	Kristen Bertuglia
wildlife/environmer plan that identifies		Q4, 2024	TEAM • Beth Markham
Vail's role in sustaining ecosyste biodiversity in its various habitats.	Utilizing the results of the biodiversity study and the	Q4, 2025	Pete WaddenGregg BarriePaul Cada
	Strategy: Implement biodiversity/wildlife management plan.		
	Identify a vendor/partner to begin work on cohesive	00.000	
	 wildlife and environmental management plan Develop a cohesive wildlife and management plan and 	Q2, 2026	
	seek adoption by the Town Council	Q4, 2027	
	Develop habitat project design and plan for implementation of recommendations	Q1, 2028	
Reduce 2014 baseline carbon emissions by 25% 2025, 50% by 2030		Q3, 2024	LEAD Kristen Bertuglia
and 80% by 2050 (TEAM
the entire Town of	Strategy: Implement policies and programs that reduce		Beth Markham
Vail community)	emissions in the built environment such as net-zero		Tom Kassmel
	buildings, construction and snowmelt.		Cameron Millard
	Complete townwide greenhouse gas emissions inventor	Q4, 2024	John King
	 inventory Adopt the International Energy Conservation Code with 	Q+, 202 4	Carlie Smith
	amendments for electric-preferred construction and	Q1, 2025	
	Exterior Energy Offset Program, a policy to mitigate and		

offset energy use associated with new or replacement heated driveways, pools and spas	04.000
Complete Phases 2-3 of the Civic Area Geothermal	Q4, 2026
 district design and begin construction Begin design for Vail Village district geothermal system Complete Investment Grade Energy Audit on town 	Q4, 2027
facilities and approve Energy Performance Contract construction package	Q2, 2026
Require electrification of new homes and buildings (in- lieu of new natural gas)	Q4, 2030
Strategy: Implement transportation and mobility programs to reduce emissions.	
Implement a car-share program.	Q3, 2025
Implement the town's Electric Vehicle Readiness Plan actions to reach 30% transition by 2030	Q4, 2029
Expand Sole Power to Sole Power Plus, to include bus ridership, carpooling and green commuting incentives	Q4, 2025
Strategy: Achieve a townwide 50% waste diversion rate. • Divert 80% of organics through town-wide compost	Q4, 2029
program. Convert residential waste collection to a single hauler.	Q4, 2026
 Develop policy prohibiting single use plastics. Divert 100% of all locally recoverable construction and demolition materials from the landfill 	Q4, 2025 Q4, 2029
Strategy: Drive local, statewide, regional and national climate policy.	
Continue to leverage involvement with Colorado Communities for Climate Action (CC4CA) to influence climate policy statewide and where appropriate, on a national level	Ongoing
Strategy: Implement climate education, outreach and	
capacity building.	
Partner with the Climate Action Collaborative to continue external climate education campaigns.	Ongoing

	 Develop shared culture and create internal policy on climate-positive decision making in project and infrastructure decisions (i.e., net zero town facilities) 		
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