

EAGLECREST BOARD OF DIRECTIONS
Meeting Agenda
Thursday November 5th, 2020, 5:30pm
Zoom

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Agenda:

1. ROLL CALL
2. APPROVAL OF AGENDA
3. APPROVAL OF MINUTES
 - a. October 1st meeting minutes
4. PUBLIC PARTICIPATION
5. COMMITTEE & LIAISON REPORTS
 - a. Annual Board Retreat Report
6. MANAGERS REPORT
 - a. Financial Report
 - b. Department Review
 - c. Dimond Field House Update
 - d. COVID Operating Plans & Supplemental Funding for Ski Operations.
 - e. Summer Development Planning
7. UNFINISHED BUISNESS
8. NEW BUSINESS
 - a. Schedule Finance Committee Meeting for CIP Project Planning
9. PUBLIC PARTICIPATION
10. BOARD OF DIRECTOR'S COMMENTS AND QUESTIONS
11. ADJOURNMENT – Next meeting date December 3rd 2020, Zoom

EAGLECREST BOARD OF DIRECTIONS
Meeting Minutes
Thursday October 1st, 2020, 5:30pm
Via Conference Call

Agenda:

1. ROLL CALL:
All board members were present and General Manager Dave Scanlan were present.
2. APPROVAL OF AGENDA:
Mike called the meeting to order, Dave H moved to approve the agenda with Stephanie seconding the motion. The agenda was approved without changes or objections.
3. APPROVAL OF MINUTES:
September 3rd meeting minutes Dave H moved to approve, Megan seconded, and the minutes were approved.
4. PUBLIC PARTICIPATION:
Emily Palmer, Fred Hiltner and Erin Lupro were present and had no comments at this time.
5. COMMITTEE & LIAISON REPORTS:
None at this time.
6. MANAGERS REPORT:
See Manager's Report for detail.
Additional comments:
 - a. Financial Report
 - b. COVID Conservation Corp program Update
Shawn appreciated all the efforts that will support the Nordic community.
Mike asked about how changes to the work on the nordic trails will impact the current work permit. Dave S informed the group that they did have to apply for a new permit and that they had to accommodate a request from fish and game to work around fish habitat.
 - c. Department Review
Mountain Operations
Base Operations
Snowsports school
RRR
Marketing

d. Events

The mountain is working on a schedule of free movies to show up at the mountain. There will be an online reservation system. Jon asked about the possibility of showing ski movies. Charlie informed the board that Goldtown is working on licensing. Shawn mentioned the possibility of accepting donations, the Juneau Ski Club and the Eaglecrest foundation were mentioned as possibilities.

e. Summer Operations Planning

f. Dimond Field House Update

Shawn inquired about using the Eaglecrest board to help the field house access COVID funding.

g. COVID Funding

The mountain is working on determining an exact list of mountain expenses that are related to COVID. The GM will be able to work with the City Manager and Finance Manager to draft 2 ordinances, one for staffing and one for equipment. Large outdoor tents were discussed. This would be a great location for Snowsports Staff to have their morning meeting in an outdoor location. Tents would serve as meeting places and outdoor seating as indoor access will be limited. The mountain also hopes to have a tent for the Tower Bar. These ordinances will appear before the Assembly in late October, this would be a split between CARES Act and a supplemental appropriation of General Funds. Mike thanked Dave for his efforts putting the request together. Dave shared the importance of continuing operations without increasing risk to the community.

7. UNFINISHED BUSINESS – Jon asked about the plan to add big/new clocks to the lift lines but agreed it could be discussed at the retreat.

8. NEW BUSINESS – Mike and Dave S asked for feedback and agenda items for the upcoming board retreat.

9. PUBLIC PARTICIPATION

Fred Hiltner is the JNSC liaison to the Eaglecrest board and represents over 700 members. Their group is very happy about the new trail permits and the trail hardening. The work will allow for early and late season grooming and prevent wear and tear on equipment. The club remains ready to volunteer and assist in any way. Erin mentioned the possibility of donating money from the drive-in movies to the Ski Club and Eaglecrest Foundation.

10. BOARD OF DIRECTOR'S COMMENTS AND QUESTIONS

Jon is looking forward to the board retreat and appreciate all the work that went into the managers report. The transparency of the report is great for the board and the public.

Dave H is looking forward to Saturday.

Megan is happy to see the assembly supporting the mountain and appreciates all the work Dave is doing.

Stephanie thanked Erin for all the adaptations to make snow sports school able to continue despite COVID. She thanked Dave for his work and offered to judge the scholarships.

Shawn is amazed at how much is going on at the mountain and is impressed with how much has been done.

Kevin echoes the “good work” sentiment.

Shawn also appreciates all of the work that’s been going on.

Mike appreciates all the work in the report and is looking forward to the retreat.

11. ADJOURNMENT – The next meeting date is November 5th, 2020, via Zoom.

Jon moved to adjourn, and Shawn seconded the motion. The meeting was adjourned at 6:26 pm.

Manager's Report November 2020

Financial Report:

The chart below reflect the expenses and revenue as accrued year to date for the current and previous years to help spot the emerging trends. As you can see the sales pace this year has been extremely strong compared to previous years. The one difference is that in previous years we would have been selling some seasons passes at our partner retailers the Foggy Mountain Shop and Nugget Alaskan Outfitters. For a variety of reasons, primarily related to COVID 19 impacts of shopping in person and our early roll out to pass sales in July we kept all of our seasons pass sales in house this year. During previous years, there would likely have been \$120,000 to \$130,000 in revenue that would not have yet shown up on our books from those sales. Even with this factored in, sales would be on par with our best years in the last eight seasons. We have been running lean on staffing costs due to the nature of our Seasons Pass Sales being predominantly online and the lack of Discover Eaglecrest Day has allowed the front office to be staffed differently with the Snowsports Admin positions carrying the majority of the coverage. We also have vacancies in numerous positions that have either recently been filled or remain open. Recruitment has been strong over the last two weeks. In the "other expenses" category we will having some significant spending posting next month from our credit card spending in each department during October. With the unknowns related to COVID 19 we have been very cautious on spending and staffing to prepare for the potential of a major shortfall on revenue during season pass sales, which thankfully we have ended up on the other side of this equation.

Other Expenses										
Ski Area Administration	\$ 90,244	\$ 91,656	\$ 94,096	\$ 92,944	\$ 84,636	\$ 82,540	\$ 91,404	\$ 89,697	\$ 92,410	
Ski Rental Shop	\$ 5,635	\$ 894	\$ 2,306	\$ -	\$ 1,987	\$ -		\$ 771	\$ 6,453	
Ski Patrol Program	\$ 940	\$ 8,149	\$ -	\$ 5,967	\$ 667	\$ 89		\$ 323	\$ 832	
Lift Operation Program	\$ 6,757	\$ 3,942	\$ 2,503	\$ 5,101	\$ 1,879	\$ 3,128	\$ 2,742	\$ 932	\$ 870	
Maintenance Program	\$ 9,555	\$ 32,283	\$ 34,025	\$ 39,551	\$ 3,173	\$ 4,519	\$ 2,016	\$ 13,325	\$ 18,007	
Lodge Operations Program	\$ 8,325	\$ 17,017	\$ 11,389	\$ 17,358	\$ 6,960	\$ 4,688	\$ 6,599	\$ 9,284	\$ 15,766	
Food Service	\$ -	\$ -	\$ -	\$ (3,698)	\$ -	\$ -	\$ 97	\$ 132	\$ 901	
Marketing/Special Events	\$ 3,504	\$ 3,071	\$ 6,810	\$ 1,719	\$ 2,874	\$ 2,920	\$ 5,439	\$ 6,056	\$ 1,180	
Building Maint/Utilities	\$ 5,837	\$ 51,472	\$ 5,097	\$ 50,184	\$ 350	\$ 2,624	\$ 788	\$ 4,990	\$ 2,755	
Ski School Program	\$ 550	\$ -	\$ 892	\$ 856	\$ 290	\$ 1,124	\$ 971	\$ 624	\$ 542	
Equipment Replacement	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 25,000	\$ 29,166	\$ 29,169	\$ 29,165	
Vehicle Maintenance	\$ 8,262	\$ 1,618	\$ 891	\$ 170	\$ 548	\$ 5,044	\$ 1,626	\$ 875	\$ 14,299	
Total Other Expenses	\$ 164,609	\$ 235,102	\$ 183,009	\$ 235,151	\$ 128,364	\$ 131,676	\$ 140,848	\$ 156,178	\$ 183,180	
Total Costs	\$ 353,749	\$ 422,632	\$ 423,860	\$ 469,361	\$ 326,803	\$ 349,594	\$ 340,069	\$ 346,205	\$ 339,091	
Total Net	\$ 382,460	\$ 401,340	\$ 295,277	\$ (68,813)	\$ 168,208	\$ 256,971	\$ 282,766	\$ 258,787	\$ 530,115	
Ski Rental	\$ 3,591	\$ 6,940	\$ 6,266	\$ 4,634	\$ 8,412	\$ 5,831	\$ 7,534	\$ 3,629	\$ 15,728	
Cabin / Facility Rental									\$ 25,376	
RENTALS	\$ 67,251	\$ 74,277	\$ 74,154	\$ 59,213	\$ 63,685	\$ 55,212	\$ 60,101	\$ 50,039	\$ 93,969	
Total Sales	\$ 736,209	\$ 823,972	\$ 719,137	\$ 400,547	\$ 495,010	\$ 606,565	\$ 622,835	\$ 604,992	\$ 869,206	
Expenses										
Personnel Costs										
Ski Area Administration	\$ 96,810	\$ 89,835	\$ 154,965	\$ 153,804	\$ 161,253	\$ 171,434	\$ 163,740	\$ 132,828	\$ 97,789	
Ski Rental Shop	\$ 696	\$ 761	\$ 2,081	\$ 457	\$ 1,997	\$ -			\$ 728	
Ski Patrol Program	\$ 53	\$ 5,408	\$ -	\$ 1,955	\$ 137	\$ -	\$ 303		\$ -	
Lift Operation Program	\$ 50,605	\$ 48,729	\$ 360	\$ -	\$ 131	\$ -		\$ 753	\$ -	
Maintenance Program	\$ 33,871	\$ 23,555	\$ 49,285	\$ 48,396	\$ 18,477	\$ 29,952	\$ 19,423	\$ 39,856	\$ 28,831	
Lodge Operations Program	\$ 4,197	\$ 13,376	\$ 8,700	\$ 9,081	\$ 10,299	\$ 8,429	\$ 7,242	\$ 10,336	\$ 561	
Food Service	\$ -	\$ -	\$ -	\$ -	\$ 157	\$ -			\$ -	
Marketing/Special Events	\$ 2,841	\$ 4,294	\$ 3,707	\$ 490	\$ 5,193	\$ 2,174	\$ 2,161	\$ 4,054	\$ 22,415	
Ski School Program	\$ 66	\$ 1,572	\$ 21,753	\$ 20,026	\$ 796	\$ 5,931	\$ 6,352	\$ 2,200	\$ 5,587	
Total Personnel Costs	\$ 189,139	\$ 187,530	\$ 240,851	\$ 234,210	\$ 198,439	\$ 217,918	\$ 199,221	\$ 190,027	\$ 155,911	

Mountain Operations.

The mountain operations team had a very busy month working along side the CCC Crew to prepare gravel pads for all three major outdoor seating areas. An expanded hardened gravel area was also created in between the Porcupine Lodge and the Porcupine Lift Terminal that will be used for the Snow Sports Staff as well as an additional tent for the SAIL / ORCA staff and clients. These areas will be critical to spreading our customers out as we will likely begin the season under a COVID risk level 3 rating which does not allow any loitering inside any of the mountain buildings.

Our Annual lift inspection by our insurance provider who certifies the ski lifts for the coming season was on October 27th. We had a good visit and were able to discuss COVID 19 impacts across the industry as well as some recommendations for the larger lift improvements in the coming years to be put on our Capital Improvement List. There is a short hit list of items to be finished prior to the season that were already in progress.

Equipment repair is full steam ahead right now as we work to have all of the grooming machines serviced and ready to be shaping the slopes in the next two weeks. The snowmobiles are serviced and out on the mountain. We have just finished retrofitting five of our older hedco snowmakers with new electronics. This project is being performed under a term contract with Alaska Electric. The project has been going faster than expected which is going to allow us to retrofit two more machines with these new electronics. We hope those two will be ready by the end of the week depending on when the parts arrive. Once these upgrades are complete we should have 20 snowguns out in operations. We are also fabricating a custom air manifold to be used with our air/water snowguns to increase the efficiency of their operation during colder weather. We have purchased our own air compressor this year to use with these snowguns which will increase our long term flexibility of operations.

The new exterior deck and stairs around the Porcupine Lodge is now ninety percent complete with only the stair treads and railings remaining to be lag bolted onto the stair stringers. With the COVID considerations for this season, having this stairwell will provide great access to the Porcupine Slopes in any weather.

Ski Patrol

Brian Davies, Patrol Director, has been back for the last month and has been busy with hiring staff and preparing for a very different year of training in the COVID 19 Era. We have completed our reclassification and organization of the Ski Patrol job series. We now have a Ski Patrol Trail Crew, Journey Level Ski Patrol and Senior Ski Patrol as the three main Ski Patrol Jobs Titles. Each position was classified one range higher resulting in a small pay increase for the Ski Patrol Staff. This was a long process to execute and much overdue. We are happy to announce that we have been able to bring on two new Ski Patrol staff members with previous experience and one part time Ski Patrol that comes with a number of years of ski guiding experience and knowledge of Eaglecrest terrain. Other former Ski Patrol staff members that were previously part time have committed to full time work this season due to the lack of ski guiding work in other parts of the

world. We feel very fortunate to be starting the season in this position with a full roster of qualified staff.

Base Operations:

Base Operations has been very busy over the last month helping all departments reactivate seasonal staff and process new hire paper work as all departments continue to gear up staffing and operational levels. The Director has gotten the CCC crew, materials and equipment reconciled and closed out for the season. He has also been closely tracking all of the CIP funds for the year to ensure that we will have the financial resources to pay for the exterior seating tents should we not receive our additional COVID Funding. He has process all of the payments and placed orders with three different vendors working through the CBJ Purchasing department. A new revenue coordinator has been hired and will be starting in the next two weeks to assist with daily transmittal settlements with the CBJ Treasury.

Snowsports School

This time of year is busy sorting through applications, hiring and building training. Most of the interviews have been conducted by phone. This season we need to fully rebuild New Hire Classroom training to a digital platform because of Covid restrictions.

All instructor training will have to be made into Digital platform but over the course of small sessions, I am planning these now.

Right now we have a large group of potential instructors. Some are coming with years of experience and some are new and will become instructors once they complete new hire training.

We have hired another SSS admin for the office which will help with transitioning Dianna back upstairs. The past couple weeks we have been able to have SSS staff working 7 days a week to help guest with any and all needs. With all the COVOD related struggles we have been able to be here for anyone when they need us.

Many of our multi week programs that start in January have been sold out for weeks, waitlist have been made. Class lists are being created to help find holes in ability levels so that we can move people off the waitlists.

Our weekday Homeschool Offerings this season that starts in January are about 90% full and we are only able to fit students within certain ability levels so that we keep class groups small. We do have space in our MID-Day Time slot for our second session that starts in February.

The instructor Spaces will be reorganized in the next couple weeks as I have more staff coming back on to help with these projects. We are going to be using the Porcupine boardroom as our second space for staff. I was also able to find a smaller Shelter Logic tent to have outside near the porcupine lodge for morning meeting. The Porcupine Den will be repurposed this season for the Students that need to end the lesson early and will be the waiting area until we find

parents, also to sanitize all props we will use in SSS. All props will be hard surfaced toys this season.

The SSS Admin staff have been busy making sure that we have been capturing all Lesson programming forms and Covid waiver forms that may have been missed online. They are working hard at making sure that all paperwork is complete before sessions start so we can have less traffic/ waiting time in or near lodge.

RRR

Rental pre-season pre-fit is working out very nicely. We have been busy with scheduling many appointments. I want to thank Dianna for working so hard in the office to make sure that all forms needed for the guest upon arrival and guiding/ training the office staff on the procedures we need to follow. We are capturing all unaccompanied minor forms for rentals this season now so we do not have to track down families, if kids come with other social bubbles. We recognize that this might be something that we might want to continue into the future. Right now we have booking dates available Wednesdays- Saturdays until Nov 28th. Once we have more rental staff trained, we will be able to offer more days. If we are to open in Level ,3 which is likely Rental fitting appointments will be made only on non-Operating days to keep traffic/ contact to a minimum.

Our New Rental shop assistant supervisor started last week and it has been an easy transition as he comes with much experience. We have also interviewed multiple rental positions and plan to hire a couple more in the next week. Recertification training is taking place for returning rental techs.

All gear is undergoing our new season testing and some items will be replaced. We are currently waiting for our orders to arrive for the rental shop.

We have created floor markings to maintain social distance and added air purifiers. We have ordered extra sanitizing supplies for equipment (boots, helmets) and enough for each tech to have their own.

We are still waiting on the windows for the Porcupine Rental shop & Repair shop. These windows will be our main source of operations in Level 3.

We are still waiting to hear if our Winterstiger maintenance technician will be able to travel to Alaska. With our current travel restriction in place, he is trying to figure out all logistics. We talk in detail about how well maintained our machines are and that if we need to wait it will be fine.

Repair shop is open with limited hours, ticket window is doing intake right now as we are in Level 3. Ben is working through equipment quickly as it is coming in.

Retail orders are coming in and we were able to hire our new Retail manager who will arrive in a couple weeks. I am currently starting to enter the stock into inventory. Our previous Retail

Manager is willing to help train our new retail manager so the transition runs smoothly. The new Eaglecrest Logo wear has been completed and will be available soon.

Marketing and Events:

New webpages, mobile navigation, “mega” menu navigation, and calendar feature. Load times are faster and we went from 60+ unique pages to 35. Finally have the orange phased out, we’re all blue now!

Helped Eaglecrest foundation update their website and deleted outdated information.

Documented the summer projects. Lots of photos and news articles to social media, skieaglecrest.com/news, and the newsletter.

Been doing the local radio circuit to explain rental shop and snow sports school policies and promote tier 2 sale. Ads about to roll again this week.

Updated the Eaglecrest Wikipedia page. This was long overdue! Got me thinking that we need a more concrete history of the ski area. I’m working with Bruce Garrison on putting together an official Eaglecrest history document. Will be interviewing Al Shaw, Barb Lindh, and a few others. This is long term and ongoing. Please reach out if you’re interested in helping.

We advertised a lot in the digital realm for the tier 1 sale end, even tried some new geo-targeting based platforms. Very pleased with the results. Best sales year in the intouch era by far to date. However, lots of factors. We’re coming off good snow year and folks want to be outdoors in this pandemic.

Lots of Covid content and updates. Please check out skieaglecrest.com/covid19, even if you already have. New page design and now we have a covid tip of the week series.

Snow stake webcam is on hold until MIS has more bandwidth. They are extremely busy with more important issues than our luxurious 24-hour powder camera project.

Assisting all departments with signage and messaging needs relating to covid19, etc.

Dimond Park Field House: The Dimond Park Field House remains open for only the core user groups sports teams to utilize the facility. These groups are tightly regulated under their COVID Mitigation Plans that have been reviewed by the CBJ EOC. The Field House has received confirmation of receipt of a \$25,000 grant through the CBJ Non Profit CARES Act Grant program that was administered by the Juneau Community Foundation. The conversation of CBJ taking over ownership of the facility with Parks and Recreation taking over management of the facility is going to be moving into committee for consideration. A staff report was brought before the Assembly at their meeting on October 26th.

COVID 19 Operations and Funding:

Now that we are a month away from opening day it is becoming clear that we will be starting the season under our level 3 COVID operating parameters. We continue to define some of the nuances of what this will look like in each department with the latest clarification to the Fish Creek Lodge Access. Only the seasonal locker room level will be open for access to the bathrooms and for actively gearing up. Patrons will be expected to spend no more than five minutes inside the lodge at any one time. Absolutely no loitering or warming up will be allowed at any time. Staff will be closely monitoring activity. Air purifiers will be strategically positioned to assist in batching the air on a regular basis. All food will be ordered through our exterior ordering window and phone system and will be placed on a table for pick up outside of the tower bar area on the back deck of fish creek lodge. The Tower Bar will be operating out of an exterior tent down by the base of the Hooter Chair Lift.

We have two separate ordinances scheduled for public hearing at the Assembly Meeting on November 23rd. The first ordinance is for equipment that will be CARES Act qualifying expenses. Included in this are three large 25'X 35' commercial grade tents for exterior seating, picnic tables for these tents and heaters for the tents. Also included are two insulated weather port tents to be used as Ski Patrol outposts at the top of Black Bear and the top of the Hooter Chair. This will help the Patrol staff to keep more separation between work units for COVID safe operations.

The second ordinance is a supplemental budget request to pay for the additional staffing needed to provide constant cleaning and sanitation, additional operating days for the Black Bear Chair, additional Snow Sports Administrative staff to organize all of the additional lesson times, food expeditor staff and sanitation staff for the rental shop. We feel strongly that all of these extra measures have positioned us to provide healthy work environment for our staff and guests to enjoy this winter.

Summer Development and Partnership Planning:

Conversations are ongoing with the George Family and their partners to evaluate the different potential business structures that may allow Eaglecrest to benefit from their plans to develop a recreation-based community. They are engaging with a ski industry analyst to help refine the investment and partnership structure that would allow for local investment, private equity and venture capital that would benefit the George Family, Eaglecrest and Juneau.

I will be providing a very short Summer Development and COVID winter operations update to the Douglas Advisory Board on November 18th.