

EAGLECREST BOARD OF DIRECTIONS

Meeting Agenda

Thursday September 3rd, 2020, 5:30pm

Please click the link below to join the webinar:

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Webinar ID: 980 2595 5276

Agenda:

1. ROLL CALL
2. APPROVAL OF AGENDA
3. APPROVAL OF MINUTES
 - a. August 6th meeting minutes
4. PUBLIC PARTICIPATION
5. COMMITTEE & LIAISON REPORTS
 - a. Planning Committee Meeting August 27th
6. MANAGERS REPORT
 - a. Financial Report
 - b. COVID Conservation Corp program Update
 - i. Nordic Trail Permit
 - c. Department Review
 - d. Events
 - i. Discover Eaglecrest Day
 - ii. Fall Drive in Movie Nights
 - e. Summer Operations Planning
 - f. Dimond Field House Update
7. UNFINISHED BUISNESS
 - a. Election of Officers and Committee Assignments
 - b. Ski Patrol Range Reclassification
 - c. COVID Operations Plan for Action
 - d. Schedule joint meeting with the Eaglecrest Foundation

8. NEW BUSINESS

9. PUBLIC PARTICIPATION

10. BOARD OF DIRECTOR'S COMMENTS AND QUESTIONS

11. ADJOURNMENT – Next meeting date October 1st 2020, Zoom

EAGLECREST BOARD OF DIRECTIONS

Meeting Minutes

Thursday August 6th, 2020, 5:30pm

Virtual Meeting via Zoom

Please click the link below to join the webinar:

Minutes:

1. ROLL CALL:

The meeting was called to order at 5:35 PM. GM Dave Scanlan was present. All board members were present. Assembly Liaison Wade Bryson was also present.

2. APPROVAL OF AGENDA

Stephanie moved and Kevin seconded the motion to approve the agenda, and it was approved without objection or additions.

3. APPROVAL OF MINUTES

a. July 9th meeting minutes

Megan moved, and Kevin seconded the motion to approve the minutes, and they were approved without objection.

4. PUBLIC PARTICIPATION Paul Swanson and Emily Palmer were present. Neither had comments at this time.

5. COMMITTEE & LIAISON REPORTS

a. Planning Committee Meeting July 9th

Dave Scanlan gave a quick review of the meeting. The committee discussed the bond package proposal. Our proposal for to include a high speed lift did not move forward. The committee discussed pros and cons of lift alignment, the sky bridge, and next steps moving forward to be ready for grant opportunities. The staff is beginning to look into permit issues, and Northwind Architects interns are working on Summit Lodge plans.

b. Nordic Advisory and Trails Committee Meeting Wednesday June 15th

Stephanie summarized the meeting. There was a good attendance with ten Nordic skiers present. Dave presented information on the summer work underway on bike trails and high alpine trails. Trail hardening for the Lower Nordic Loop was discussed as were permit issues and priorities for specific areas. A plan was made to apply for a new permit ASAP in hopes that hardening can take place beginning in mid September. Nordic signage was reviewed and discussed. Dave presented the committees with updates on

summer planning, and the information was well received. Committee members made suggestions and were particularly interested in cabins.

6. MANAGERS REPORT

- a. Financial Report See the manager's report for detail.

Season pass sales have been good, with over \$80,000 in revenue already from passes and cabin rentals. Last year revenue for the first month of the fiscal year has been limited to about \$3000 in lodge rentals for weddings, and small concession fees from Cycle Alaska. There usually is not much revenue until locker rentals start at end of summer.

- b. COVID Conservation Corp program Update See the manager's report for detail.

The program is going well and getting some national attention. Crews are completing 75 to 100 feet of trail per day and are on track to get wrapped up with current trail projects in 2-3 weeks, in spite of challenging weather hasn't been easy. Volunteers Jack Kreinheder and Bruce Griggs have helped with the effort. Corps of Engineers permit applications have been completed and submitted for Lower Loop Hardening, and are open to public comment until August 17. A groundwater plan for contaminated soils is required and will be completed soon. Permit may be in hand by mid-September to allow a month or more for work on the Nordic trail hardening before the snow arrives.

Shawn asked about how the future summer development plans can be supported by CCC crews: Ridge trails and Mt. Bike trails are helping the area to move in that direction, and permits are being renewed and modified for a trail/road to Cropley Lake. Reid Stoops met with Dave S. with ideas on possible grant funding and cooperation.

Kevin asked about brushing and clearing of slopes by CCC employees and relationship to that done by regular employees and Dave S. clarified.

Dave H. clarified that the "road" to Cropley would not be a highway. Wade suggests we try to call it 10-ft wide gravel trail.

- c. Department Review. See the manager's report for detail.

Mountain Operations.

Lots of painting has been done for lift shacks, chairs, and Fish Creek Lodge locker rooms. Stairs and deck work at Porcupine Lodge are coming up, as well as shingling and deck repair for Fish Creek Lodge. Repairs to electrical wiring on Ptarmigan and Black Bear have been made. Line work is in progress and we are ahead of schedule for lift inspection.

Jon asked about pipe replacement and whether it was on the radar for summer, as well as Hooter tower lights. There will be no pipe replacement, but some pipe repair will be happening. The Hooter lights will be getting some attention as fall approaches.

Base Operations: There has been a lots of work on setting up pass payment Plans and COVID response plans, and supporting CCC crews through purchasing, contracting, and materials processing.

Snow Sports School/Rental, Retail, and Repair: This department has the hardest job in preparing to deal with COVID safety. It is hard to know how things will progress, so staff is coming up with an array of flexible and safe plans for lessons and other activities. Mike asked to pass on his thanks to Erin for all of her work.

Marketing and Events: Season Pass sales were well supported through social media and the live webcam at the Powder Patch is being installed. The Annual Ski Swap has been cancelled and may be replaced by a parking lot ski swap. Discover Eaglecrest Day will be an outdoor event with masks.

- d. Dimond Field House Update See the manager's report for detail.
The field house is in a difficult financial situation. There is potential for a \$34,000 CARES act to supplement the \$10,000 left in funds. Discussions are beginning to allow the CBJ Parks and Recreation Department to take over the facility.

***** stopped here.

7. UNFINISHED BUSINESS

- a. Ski Patrol Range Reclassification
Have made good headway. We have a final draft of class specifications and job duties and hope to have positions moved up one range before recruiting for coming season. Staffing costs and requirements may increase with COVID, and we need to be sure to have a good roster of ski patrollers.
We are starting to get some more interest from ski patrol candidates.

8. NEW BUSINESS:

- a. COVID Mitigation Plan Introduction
The draft is in our hands and we need an in depth work session with the policy committee, and facilitating public comment and approval. Dave described the process so far. Collaborative. Listening to webinars from ski industry partners. Looked at mitigation strategies by department and how those interface. SSS and RRR has the most work. Work on different data points for "phases" of risk is next. Its important to give people confidence in safety at Eaglecrest. Policy meeting date discussed. Zoom available for Th Aug. 27th so we will set it up for then.
Board Retreat timing was discussed for early Oct. Board meeting is Oct. 1. Tentatively planned for Saturday Oct. 3. Extended morning.

9. PUBLIC PARTICIPATION

Paul Swanson complimented Dave and all of the work he's been doing and offers to be of help.

10. BOARD OF DIRECTOR'S COMMENTS AND QUESTIONS

Stephanie enjoys being part of org with things happening, thanks Dave and staff.

Kevin feels welcomed and glad to be part of board.

Jon thanks Dave and staff and hopes the winter will mirror the summer in coldness

Wade Bryson also compliments staff and asks for clarification of July revenue difference over previous revenues. Recommends always starting sales in July

Megan echoes what everyone else has said and appreciates Dave's work, Bryson's presence, COVID documents.

Shawn liked the idea of inviting JCF in on summer planning. Wants to know how we can bring tourists to sky bridge – touch base with cruise ship assoc.. Really appreciates the work on Nordic lower loop for goodwill.

Dave is impressed with the amount of work by trail crew.

Mike echoes other comments re. good work and is beginning to look towards winter work ahead for us.

11. ADJOURNMENT – Next meeting date September 3rd 2020, Zoom

Adjourned at 6:51

September 2020 Manager's Report

Financial Report: Now that we are getting further into the fiscal year we are going to be switching to our historical revenue and expense tracking sheet. The chart below shows the total revenue and expenses incurred per department year to date. As you can see below revenue is far ahead of all of the previous years due to our early launch to the seasons pass sales season. Also noteworthy is the new revenue line that we have added for lodge and cabin rentals. On the expense side, we are already seeing the impacts of some of our fixed expense increases in workers comp which has driven up the Administration Personnel Costs. The increases in CBJ Full Cost Allocation will be \$12,031 monthly and are reflected in the "Other Expenses Ski Area Administration" line. Snowsports School seasonal programs are planned to open for sales in the next two weeks. We are optimistic for brisk sales with the homeschool and new mid week physical education program for the remote learning school season.

	FY 13	FY14	FY15	FY16	FY17	FY18	FY19	FY 20	FY 21
Sales	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals
Ski School Fees	\$ -	\$ -	\$ -	\$ 946	\$ 279	\$ 110	\$ -	\$ 547	\$ -
Ski Lift Fees	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 116
Advance Ticket	\$ -	\$ -	\$ 209	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Season Ticket	\$ 898	\$ 648	\$ 441	\$ 1,018	\$ 29	\$ 389	\$ -	\$ 4,172	\$ 3,139
On Line Season Pass Sales	\$ 6,123	\$ 23,157	\$ 13,403	\$ 10,696	\$ 1,981	\$ -	\$ 7,262	\$ -	\$ 67,816
Bus Fees	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
USER FEES	\$ 7,021	\$ 23,805	\$ 14,053	\$ 12,660	\$ 2,289	\$ 499	\$ 7,262	\$ 4,719	\$ 71,071
Retail - Soft G	\$ -	\$ 119	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Food Service	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Ski Repair	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SALES	\$ -	\$ 119	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Locker Rental F	\$ 22,683	\$ 16,898	\$ 369	\$ 2,071	\$ 3,864	\$ 510	\$ 1,631	\$ 4,222	\$ 7,970
Cabin/Lodge Rentals	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 18,559
Ski Rental	\$ -	\$ -	\$ -	\$ 1,008	\$ 139	\$ 55	\$ -	\$ -	\$ -
RENTALS	\$ 22,683	\$ 16,898	\$ 369	\$ 3,079	\$ 4,003	\$ 3,000	\$ 1,554	\$ 4,222	\$ 7,970
Total Sales	\$ 29,704	\$ 40,822	\$ 14,422	\$ 15,739	\$ 6,292	\$ 4,563	\$ 8,816	\$ 8,941	\$ 79,041
Expenses									
Personnel Costs									
Ski Area Administration	\$ 68,088	\$ 83,989	\$ 70,343	\$ 79,031	\$ 77,211	\$ 75,989	\$ 57,108	\$ 42,058	\$ 50,482
Ski Rental Shop	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Ski Patrol Program	\$ 92	\$ -	\$ (34)	\$ 137	\$ -	\$ -	\$ -	\$ -	\$ -
Lift Operation Program	\$ 37,458	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,097	\$ -	\$ -
Maintenance Program	\$ 6,861	\$ 25,269	\$ 22,915	\$ 6,478	\$ 12,060	\$ 7,783	\$ 13,890	\$ 7,456	\$ 14,669
Lodge Operations Program	\$ 5,810	\$ 2,877	\$ 3,322	\$ 3,411	\$ 2,799	\$ 3,331	\$ 3,660	\$ 909	\$ -
Food Service	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Marketing/Special Events	\$ 669	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 273	\$ 9,015	\$ 8,195
Ski School Program	\$ 291	\$ 9,680	\$ 9,911	\$ (1,862)	\$ 1,490	\$ 2,229	\$ -	\$ -	\$ 302
Total Personnel Costs	\$ 119,269	\$ 121,816	\$ 106,457	\$ 87,195	\$ 93,560	\$ 89,333	\$ 80,028	\$ 59,438	\$ 73,648
Other Expenses									
Ski Area Administration	\$ 24,956	\$ 25,024	\$ 28,271	\$ 25,877	\$ 26,231	\$ 24,389	\$ 24,750	\$ 33,588	\$ 83,665
Ski Rental Shop	\$ -	\$ -	\$ -	\$ 30	\$ -	\$ -	\$ -	\$ 3,724	\$ 3,038
Ski Patrol Program	\$ -	\$ -	\$ 1,769	\$ -	\$ 35	\$ -	\$ 41	\$ 60	\$ 244
Lift Operation Program	\$ 953	\$ 1,107	\$ 450	\$ 63	\$ 424	\$ 441	\$ 284	\$ 181	\$ -
Maintenance Program	\$ 1,065	\$ 1,990	\$ -	\$ 439	\$ 1,271	\$ 194	\$ 6,805	\$ 3,732	\$ 819
Lodge Operations Program	\$ 4,365	\$ 1,625	\$ 1,451	\$ 1,697	\$ 1,293	\$ 2,102	\$ 2,737	\$ 3,040	\$ 5,116
Food Service	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (66)	\$ (33)	\$ (1,661)
Marketing/Special Events	\$ 1,894	\$ 249	\$ 610	\$ 581	\$ 93	\$ 1,584	\$ 3,373	\$ 1,490	\$ 70
Building Maint/Utilities	\$ 151	\$ 99	\$ 52	\$ 60	\$ 60	\$ 116	\$ 2,495	\$ 148	\$ 181
Ski School Program	\$ -	\$ -	\$ 684	\$ 71	\$ 233	\$ 758	\$ 197	\$ 254	\$ 183
Equipment Replacement	\$ 8,333	\$ 8,333	\$ 8,333	\$ 8,333	\$ 8,333	\$ 8,333	\$ 8,334	\$ 8,334	\$ 8,333
Vehicle Maintenance	\$ 546	\$ 891	\$ -	\$ 148	\$ 2,535	\$ 545	\$ 4,941	\$ 3,379	\$ -
Total Other Expenses	\$ 42,265	\$ 39,318	\$ 41,621	\$ 37,299	\$ 40,509	\$ 38,463	\$ 53,892	\$ 57,898	\$ 99,988
Total Costs	\$ 161,534	\$ 161,134	\$ 148,078	\$ 124,494	\$ 134,069	\$ 127,795	\$ 133,920	\$ 117,336	\$ 173,636

CCC Conservation Corp Program Update: Our crew is working along on many projects despite extremely challenging weather conditions. We have had a couple of crew members leave the

program for various reasons, some of which may be due to the challenge of working in the incessant rain day after day. As far as trail work goes, another 500 feet of trail on our high alpine Dicks Lake trail has been completed. The weather and equipment challenges have caused some slowdowns on that work front. They have completed approximately $\frac{3}{4}$ of the total trail.

The new lower mountain bike trail segment named Pipeline has been completed and is now open for the public. We have seen a large increase in mountain bike traffic from all ages enjoying this new trail segment. The crew has roughed in 1200 feet of the new upper mountain bike trail and are starting the finish work of the trail, while the pioneering of the trail continues to the top of the Hooter Chair. We have had a crew start work on all of the hazard tree removal in the mid mountain that was a result of wind and ice damage that occurred last spring. Three crews now rotate through work on the mountain bike trail, the Dicks Lake trail, and vegetation management on the ski trails with chainsaws and brush cutters. Mowing of the lower alpine and Nordic ski trails is well under way. It has been great to watch the crews honing their skills throughout the work season.

We are optimistic that our Army Corp of Engineers permit for our trail hardening in the Lower Loop will be issued in the next two weeks. The Department of Environmental Conservation reissued our 401C certificate for the project.

Eaglecrest was also able to purchase two of the airports 10 yard runway plow trucks that have six wheel drive and six wheel steering to use to transport shot rock from the quarry at the bottom of inside passage ski trail down to the trail project areas. These trucks will allow us to save thousands of dollars on this year's trail work and future trail building projects.

Mountain Operations: The Mountain Operations Team has been busy gearing up for winter. Repairs to the snowmaking pipeline have started backup. We are also looking at repairing some of our snowmaking fan guns by supplying new electrical panels to ensure that all of our gear can be up and running by early November. Repairs to the snow mobiles are also underway. Continual up keep and repair on our mountain trucks has been keeping the CCC Trail Crew safely traveling to and from the work sites around the mountain.

All of the chairs have now been painted on all lifts except Ptarmigan. Line work is complete on Ptarmigan with 43 rebuild sheaves wheels being put out on the line. Chair clip relocation will begin on Ptarmigan this week. Line work on Black Bear will be starting in the next two weeks. Hooter chair is scheduled for a load test this season and will be accomplished in between other lift work that is more suitable on dry days. Our annual lift inspection is scheduled for October 22nd.

Base Operations: Base Operations has been keeping busy tracking the CCC Trail Crew expense reports and training logs reporting weekly audit reports to CBJ Finance as well as tracking our CIP project spending accounts. Ongoing recruitment for our CCC Trail Program and Laborers that are working on CIP projects have been successful. Some loss of productivity has been felt on projects as we work to replace staff that have left for various reasons and we work

to train in new hires. The Director is currently working with our InTouch, our point of sale company to maximize our technology by setting up the ability to order food online and have those orders printed to the kitchen for preparation. The payment plan processing for early season payment plans have been going along smoothly.

Snowsports School

- All SSS programming is finalized, has been built into Point of sale
- Awaiting approval for Covid waiver so it can be added into the back end of products for guests to sign for , lessons, programs, SP, Multi cards. Once it is loaded it programs will be available for purchase.
- Physical Education program has been developed for our mid- week lesson structure. This program has 2 sessions and is 6 weeks each It begins in January. This was created as an option for New homeschool families. It includes, 6 lessons, 6 rentals and 6 tickets, it is a package similar to holiday camp. It is one price, Lesson and then you can use the parts of the package you need.
- With increased homeschool enrollments in our community we have increased the times and days for options but limiting the class numbers
- With local school groups unlikely able to visit we developed the below structure. We will also offer our regular daily lessons but advance reservation only.

New Weekday

Wednesday	Thursday	Friday
9:30am Homeschool	9:30am Homeschool	9:30am Homeschool
11:30am P.E program	11:30am P.E program	11:30am P.E program
1:30pm Homeschool	1:30pm Homeschool	1:30pm Homeschool

Books 2 Boards Program- After many days of trying to figure out how we can move forward with having the program and all the options the decision has been made to not offer the program for 20/21 season. I reached out to the Eaglecrest foundation and presented the challenges with running this program this season and we were all in agreement that this season it will not be possible.

Snow Bus- Working with my contact at First student we have chatted about what the season could look like and as things unfold moving forward for the next couple months we will remain in close contact as to what this can look like for this season. Holding pattern

Hiring- Instructor positions will be opening soon on the website

Instructor information letter went out to our instructor group and had great feedback about the lesson structure. I am reaching out to each instructor to get an idea of where each of them stands on returning, concerns about our current pandemic and how it relates to the spaces they are in and lessons at Eaglecrest. So far it has been positive conversations. Each Eaglecrest employee will be given face masks as part of their uniform for this season.

Working with our Professional Ski and Snowboard Instructor associations on planning any certifications for the season of 20/21 presents challenges. I have requested we use Eaglecrest trainers that usually

travel throughout the NW be used for our Certifications we would like to hold and also any in state trainers we can use instead of them coming from down south.

Floor stickers have been made for visual cues to practice social/ physical distancing.

Plexi glass stations for the front office are been drafted this week and all materials are on site for building.

RRR

Pre-season orders are arriving weekly, for retail items.

New products will be built into our POS to be entered into our inventory. Additional inventory that arrives will be added to existing products in our inventory.

Rental and Repair prices are updated in our sales system

Repair replacement/restock items have been ordered.

Waiting on Shirts being designed at Aurora Projekt. Had an issue getting somethings needed for moving forward.

Still planning to have operations optional for exterior rental pick up, waiting for update on window replacement. Also waiting on Deck and stairs update to be able to do this option.

Have the plan for retail/ Repair be able to operate from on exterior window also. Waiting on window update. Waiting on data port update.

Hiring- We will be hiring for rental technicians, boot fitters and a rental shop assistant supervisor. We are also looking for a retail manager. These will be online in the coming week.

Plexi glass stations for the rental benches and retail space are been drafted this week and all materials are on site for building.

Additional

InTouch sales issues/help tickets have been worked through and closed. After searching for answers I was able to locate an ongoing issue we have been having with online New users, I double checked with InTouch and they agreed that what I found was causing the issues for the past year. It has been resolved and is functioning correctly.

Locker room renovation is complete, all lockers have been moved, all lockers are painted and re numbered. New benches have been built and placed in the new spaces. Locker renewals are coming in and we are tracking and updating as we go along.

Floor stickers have been made for visual cues to practice social/ physical distancing. Also ordered arrows for the floor for directional cues in rental and kitchen.

Plexi glass stations for the front office are been drafted this week and all materials are on site for building.

Marketing and Events: Marketing Director has been out on leave for the past couple weeks. During his time away he was able to do a couple of social media posts about the changes to Snowsports School programming schedule and marketing which has led to an increase in bookings. He is back in the office this week with plans to start promoting our Winter COVID Operations Plans, Pass Sales and Snowsports Program sales. The Administration has decided to postpone Discover Eaglecrest Day to Saturday October 10th which is the last weekend of the Tier One sale.

We are in conversations with representatives from Gold Town Movie Theater. They are interested in bringing their drive in movie screen up to the mountain for a fall movie series starting in early October and running into early November.

Summer Operations Planning: The Eaglecrest Manager hosted an exploratory meeting with the George Native Family that owns the adjoining 220 acre parcel directly down valley from Eaglecrest. As the mountain looks for partnership opportunities to move forward with the Summer Operations Plans the time was right to discuss what a partnership opportunity may look like with our neighbors. Conversation revolved around development of a recreational community with shared revenue from the development to support new lift and trail infrastructure linking the community to Eaglecrest. There were many good ideas discussed under that theme that would be mutually beneficial to the George Family, Eaglecrest and the Juneau community as a whole. We are optimistic that future conversations will continue.

Dimond Park Field House: Planning work continues toward charting a sustainable pathway toward reopening the facility. The Eaglecrest Manager compiled information and submitted a grant application for \$80,000 from the AK CARES Act grant program. The manager is working on COVID Mitigation Plans for the facility to allow sports groups back in to train on the turf and in the batting cage. User groups and Booster Clubs are now showing an interest in returning to a modified training program that has strict COVID mitigation measures in place to ensure a safe working environment for staff and a safe training environment for the athletes. The Field House Board is convening to discuss a transfer of ownership to CBJ and management services to be handled by the Parks and Recreation Department.

Eaglecrest Winter 2020/2021

COVID Operating Plans

Welcome back to Eaglecrest for the 2020/2021 season. As we can all expect things at the mountain will look a little different this season as we evolve our protocols to provide safe consistent operations while limiting the risk for COVID transmission at the mountain to the greatest extent possible. An inherent risk of exposure to COVID-19 exists in any public space however, If we all work together to follow the protocols and industry best practices we are confident we can provide an uninterrupted season of fun on the mountain. Face coverings will be mandated at the mountain in all indoor spaces and any outdoor space where you will be closer than 6 feet to another guest or staff member. This will included but may not be limited to lift lines, parking lots, ski rack areas and the deck of the Eagle's Nest. Violators will lose access to Eaglecrest.

Eaglecrest reserves the right to limit guest traffic to preserve social distancing.

Our Request of you



1.

**I will maintain
6 feet of social
distance.**



2.

**I will wash
my hands
often.**



3.

**I will cover
my face in
public.**



4.

**I will stay home
if I am at risk or
when I am sick.**



5.

**I will seek
testing
immediately if I
have symptoms.**

In addition to following the best practices developed by the National Ski Areas Association highlighted below, we will be evolving our various safety protocols as the season progresses based on the COVID 19 Risk Metric Rating from the City and Borough of Juneau's Emergency Operations Command, which, can be found on the link below. The CBJ Risk Metric Rating follows fluctuates based on infection rates per 100,000 population and is updated daily by 5:00pm. <https://app.smartsheet.com/b/publish?EQBCT=0a602fc51ee24966abb3721c8fabfb82>.

Operations Risk Matrix

	<u>Phase 1</u>	<u>Phase 2</u>	<u>Phase 3</u>
Chairlifts	All chairlifts including Black Bear will run according to Eaglecrest's 2020-21 operating schedule to lessen crowding at Lift Terminals. Face coverings required	All chairlifts including Black Bear will run according to Eaglecrest's 2020-21 operating schedule to lessen crowding at Lift Terminals. Face coverings required	All chairlifts including Black Bear will run according to Eaglecrest's 2020-21 operating schedule to lessen crowding at Lift Terminals. ** If staff shortages or other conditions force reduced capacity, lift service may be limited to Seasons Pass Holders Only Face coverings required
Parking Lot	Face Coverings Required when social distancing is not possible.	Face Coverings Required	Face Coverings required
Hilda Dam Cabin	Open: private overnight rentals, public day-use hours (inside & deck area)	Open: private overnight rentals. Face covering required during public day-use hours in cabin and on deck	Open: private overnight rentals. Face covering required during public day-use hours in cabin and on deck
Eagle's Nest	Open: upstairs deck area, upstairs warming area, restrooms. Masks mandated in all spaces	Open: upstairs deck area, upstairs warming area, restrooms. Masks mandated in all spaces	Open: upstairs deck area, restrooms. Masks mandated in all spaces Closed: warming area

Porcupine Lodge Phased Operations Plan

	<u>Phase 1</u>	<u>Phase 2</u>	<u>Phase 3</u>
Ticket Office	Two indoor services windows will be open,	All guests and staff will be required to wear face	All indoor service windows will be closed

	protected by plexi-glass, and employees will wear a face covering. Two outdoor service windows will be primarily for Season Passes, Lift Tickets, Rentals, and General Inquiries. Follow all signage inside lodges and maintain social distancing best practices.	coverings when inside both lodges Two indoor service windows will be open, protected by plexi-glass, Two outdoor service windows will be primarily for Season Passes, Lift Tickets, Rentals, and General Inquiries. One outdoor service window will be primarily for Snowsports School. Floor markings in lodge & outdoor service windows to assist customers in proper social distancing.	Three outdoor service windows will be open. Two for Season Passes, Lift Tickets, Rentals, and General Inquiries. One outdoor service window will be primarily for Snowsports School. Any Lodge access will be limited and metered to maintain less than 50% occupancy at all times. Mask Mandate
Rental Shop	Pre fit for all rental gear encouraged. Plexiglas protections of all service stations in the rental shop. Daily Disinfection of all surfaces and gear. Floor markings in rental shop & outdoor deck service window to assist customers requesting pick up service Mask Mandate	Pre fit for all rental gear encouraged. Plexiglas protections of all service stations in the rental shop. Daily Disinfection of all surfaces and gear Floor markings in rental & outdoor deck service window to assist customers in proper social distancing. Mask Mandate	Rentals restricted to pre-fit only. All gear will be delivered through our exterior pick up window to the Porcupine Deck. Daily Disinfection of all surfaces and gear Floor markings in rental & outdoor deck service window to assist customers in proper social distancing. Mask Mandate
Ski Shop	Floor markings, social distancing required and mask mandate	Floor marking social distancing required and mask mandate	All retail and repair transactions performed through exterior retail shop windows. Mask Mandate
Restrooms	Open: Mask Mandate	Open: Mask Mandate	Open: Mask Mandate
SAIL / ORCA			

Snowsports School Phased Operations Plan

<u>Phase 1</u>	Daily Lessons and programming with new lesson times.
<u>Phase 2</u>	COVID Programming, Daily Lessons and Programming Limited with new lesson times.
<u>Phase 3</u>	COVID Programming All Daily Lessons and Programming will be adjusted to private lesson options only.

Fish Creek Lodge Phased Operations Plan

	<u>Phase 1</u>	<u>Phase 2</u>	<u>Phase 3</u>
Eaglecrest Grill	All self-service food and drink options will be eliminated. Staff will package all orders in "to go" containers to protect all food and drink from respiratory droplets. Tables removed seating reduced to 75% capacity Mask Mandate in seating area	All self-service food and drink options will be eliminated. Staff will package all orders in "to go" containers to protect all food and drink from respiratory droplets. Tables removed seating reduced to 50% capacity Mask Mandate in seating area	Modifications will be made to pay station to order from exterior window. Food will be delivered to exterior pick up area. No indoor seating allowed
Mountain Lift	Mask Mandate & social distancing required	Mask Mandate & social distancing required	Closed
Tower Bar	Reduced to 75% indoor capacity	Reduced to 50% indoor capacity	Closed
Lockers	Mask Mandate	Mask Mandate	Limited Metered Access Mask Mandate
Restrooms	Mask Mandate	Mask Mandate	Limited Metered Access



SKI WELL, BE WELL

SKI AREA OPERATING BEST PRACTICES

WINTER 2020-21

FOUNDED IN 1962, THE NATIONAL SKI AREAS ASSOCIATION

serves as the trade association for over 320 alpine resorts that account for more than 90 percent of skier/snowboarder visits nationwide. NSAA is responsible for promoting foundational best practices for the ski industry, including the nationally-accepted Your Responsibility Code, which defines the basic tenets of slope safety. The ski industry's stable of experts develops best practices for ski, snowboard, and lift safety.

OUR COMMITMENT

The ski and snowboard industry values and prioritizes the health and safety of its guests, staff and local communities. We demonstrate this commitment to our stakeholders by implementing the following operating best practices for the 2020-21 winter season, or for as long as needed, scaled appropriately in response to the COVID-19 pandemic.

Ski industry leaders from across the country established these foundational best practices according to scientific guidelines put forth by infectious disease experts, including the CDC and WHO. Ski areas will comply with additional federal, state and local regulations as they are implemented.

Snowsports are a way for people to play in wide-open spaces, and to take advantage of the mental and physical health benefits of outdoor recreation. For decades, ski area owners and operators have managed skier numbers and safety in daily operations, collaborating with fellow industry experts to offer safe and memorable experiences. The National Ski Areas Association, state and regional ski associations, and ski areas commit to providing outdoor recreation in ways that promote health and safety, and reduce the risk of infection.

"The ski industry led the business community last spring with our responses to the Covid outbreak and intends to lead again with providing responsible and safe outdoor winter recreation for millions of people this next winter."

*Stephen Kircher, CEO/President,
Boyne Resorts*

Ski areas are committed to supporting healthy and thriving local communities. We will continue to partner with local agencies to maintain the success and character of the places in which we operate.



THE SNOWSPORTS INDUSTRY

generates \$55 billion annually toward the U.S. economy, and supports 533,000 jobs nationwide. There are 470 ski areas across 37 states, many of which are the primary drivers of their rural economies. 89% of revenues are generated during the winter season; for the average ski area, that season is 114 days (81 days for small ski areas).

BENEFITS AND ADVANTAGES OF SKI AREAS

Ski areas provide low-risk outdoor recreation opportunities for millions of Americans. Here's what makes the ski industry uniquely positioned to do so:



Space

U.S. ski areas provide hundreds of acres of land for outdoor recreation. Ski area operators are experts at monitoring and managing the flow and volume of traffic in their outdoor spaces.



Natural Outdoor Environment

The majority of time spent at a ski area is spent outside in the fresh air, cruising down runs.



Standard Gear

Face coverings, including neck gaiters, goggles, gloves or mittens, and helmets are standard pieces of skiing or snowboarding gear.



Slope Safety Etiquette

Long-standing skiing and snowboarding etiquette requires guests to respect one another and give space between themselves and other skiers and riders. Safe skiers leave space between other skiers.

"The ski industry plays an important part of the overall travel and tourism sector. Nationwide, alpine resorts provide a great opportunity for travelers to get outside and recreate in a mountain environment with wide open spaces."

Roger Dow, President and CEO of U.S. Travel Association

"Research is showing that being outside in a mountain environment can boost our immune systems as well as our mental health and well-being," says Florence Williams, author of *The Nature Fix: How Being in Nature Can Make us Happier, Healthier, and More Creative*.



Health Benefits

Snowsports provide numerous proven health and wellness benefits to participants. According to the WHO, "regular physical activity benefits both the body and mind." The organization says that physical activity increases strength and fitness, reduces the risk of cardiovascular and other physical ailments and improves mental health, specifically reducing the risk of depression.¹

¹World Health Organization, Q&A: Be Active During COVID-19 (accessed August 2020)



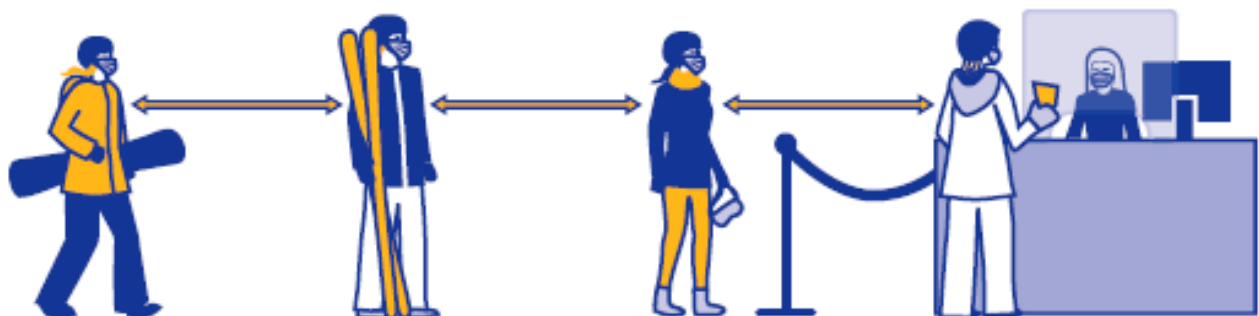
Shared Responsibility for Safety

It is up to every individual, both ski area employee and guest, to do their part to help protect the health and safety of our skiing and snowboarding community. Following requirements to mitigate the risk of infection is part of the social contract between ski area operator and guest.



Touchless Transactions

Many ski areas have adopted technologies to reduce personal contact between employees and guests. These include touchless payment and access technologies, such as advance online purchase and RF (radio frequency) scanning of tickets and passes.



SAFE WORKING, SAFE RECREATING

Here is how ski areas are helping to keep their employees, guests and communities healthy:

Face Coverings are Required

Ski areas will require face coverings that align with CDC recommendations whenever physical distancing cannot be achieved. This includes both indoor and outdoor spaces, except when eating or drinking.



Physical Distancing

Ski areas will create operational plans that allow for appropriate spacing between parties. This includes but is not limited to the following parts of the operation: lift queues, ticket queues, ski and snowboard lessons, employee spaces, and food and beverage outlets.

Cleaning and Disinfection

Ski areas will adopt cleaning and disinfection strategies for all areas of their operation, including high-touch areas such as restrooms, restaurants, dining facilities, ticket offices, and rental shops. All cleaning products used will follow CDC and EPA guidance on agents which are effective against COVID-19.



Operating Plans

Ski areas will review and amend both their overall and individual departmental operating plans to: comply with local regulations; maintain physical distancing requirements; and adhere to cleaning and disinfection best practices.

INDOOR SPACES: Ski areas will comply with local regulations regarding the management of indoor spaces.

OUTDOOR SPACES: Ski areas will create detailed, scalable operating plans for the management of outdoor spaces including base areas, lifts and ski terrain.

"Protocols that promote social distancing and the health of all will ensure the viability of a great ski and ride experience, provide economic certainty for our mountain communities, and enable our guests and teams to safely do the things they love with the ones they love." *Wade Martin, Co-President, POWDR*



Communication

Ski areas will communicate their plans and requirements to guests prior to their arrival at the ski area, stressing the shared responsibility in keeping our slopes safe. Guests will be made aware of their obligations, including the requirement to wear a face covering whenever physical distancing cannot be achieved. Ski areas will also post on-site signage notifying guests and employees of required best practices to help stop the spread.



Reporting and Notification

Ski areas will comply with state and local public health orders and follow CDC best practices when reporting a positive case of COVID-19 at their resort. Employees will be trained in these practices by ski area leadership.

OUR INDUSTRY'S GOAL IS TO KEEP GUESTS SKIING AND SNOWBOARDING.

Skiing is a weather-based business requiring the daily scaling of operations to respond to current conditions. As such, our industry is uniquely prepared to pivot its operations.

We are confident in our expertise of managing outdoor recreation spaces. Skiing and snowboarding

offer low-risk, high-value recreation and it is our goal to provide that to our guests, even if some indoor or close-contact activities have to be scaled back or put on hold. The ski industry is committed to a collaborative relationship with state and local authorities to work together for solutions to keep ski areas open, and to keep guests and staff safe.

Employee Training

Ski area employees will be trained in COVID-19 safety and disinfection protocols, consistent with recommendations from the CDC.

Employee Wellness Checks

Ski areas will perform daily wellness checks of all employees prior to the start of their shifts. Employees will be sent home or asked to stay home if they have come into contact with a positive COVID-19 case and/or exhibit relevant symptoms.



Stay home or go home when experiencing the following symptoms:

- muscle aches
- headache
- loss of smell or taste
- sore throat
- congestion or runny nose
- nausea or vomiting
- diarrhea
- fever or chills
- cough
- shortness of breath/ difficulty breathing
- fatigue

LIFTS

There are thousands of outdoor recreation options but what makes the ski industry different is its uphill transport: aerial ropeways like chairlifts, trams and gondolas, and surface conveyors. Of these, chairlifts are the most common.

NSAA serves as the secretariat of the American National Standards Institute Accredited Standards Committee B77, which develops design requirements, specifications for training, and operation and maintenance requirements for aerial ropeways.

NSAA believes that ski areas can effectively operate their ropeways without additional risk of infection by setting forth these best practices.

Face coverings will be mandatory on all lifts.



Lift Queues

Physical distancing in lift queues occurs organically due to the length of skis and snowboards. Ski area employees have vast experience managing queues and the expertise to ensure a consistent flow of appropriately-spaced traffic.

Loading the Chair

Guests will be asked to self-group and load the chair with their traveling party. Lift attendants will not require guests to ride a chairlift with people they do not know. High capacity chairlifts and closed cabin carriers may be the exception, and may be loaded in a way that allows for physical distancing.



Riding the Chair

The average chairlift ride is 7 minutes, considerably shorter than most transportation activities such as riding a bus or taking a trip in an airplane. The average chairlift travels at approximately 5 mph, 7 feet every second, providing constant directional air flow. Chairs are spaced approximately 50 feet apart. Express lifts, found at many ski areas and resorts, travel at nearly 17 mph, with chairs spaced over 100 feet apart.



Unloading the Lift

Standard ski area safety rules and on-mountain signage require that people clear the unload area quickly after disembarking. Once clear of the chair, skiers and riders have wide open spaces on which to slide.

"At Wachusett, we opened with limited summer operations. The goal was to provide additional staff training, observe guest behaviors, enhance our cleaning protocols and basically up our game - all to better prepare for Fall/Winter."

Carolyn Crowley Stimpson, NSAA board member, COO, Wachusett, MA

Open Air Chairlifts

The majority of our lifts are open air chairs where the rider experiences a constant flow of fresh, clean air. Closed cabins like those on a gondola or tram have windows and vents that allow for the exchange of air.



Chairlifts check the boxes for low-risk transportation and recreation.

- ☒ Face coverings required
- ☒ Outdoor environment
- ☒ Skiers and snowboarders will ride the lift with their traveling party
- ☒ Lift rides are generally 5-10 minutes, and almost always under 15 minutes
- ☒ Lifts travel between 5 and 17mph, creating constant one-way directional airflow
- ☒ Chairs are typically spaced 50 or more feet apart

The ski industry is committed to providing outdoor recreation in ways that reduce the risk of infection.

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ENDORSEMENTS

The following associations and businesses have advised the creation of this document and endorse its contents:

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