



# City of Aspen Limits Non-Essential Community Services Adjusts to Remote Services

## Limitation of Non-Essential Community Services

In response to recommendations from Pitkin County Public Health, and as a safety measure to protect the community from the spread of the coronavirus, the City of Aspen will limit non-essential services and adjust operations utilizing limited staff, remote services and scaled back non-essential services effective March 17, 2020.

The public is requested to visit [cityofaspen.com](http://cityofaspen.com) and take advantage of the many online services available including [QAspen](#) for non-emergency issues or service requests. The City of Aspen phone is operable and all customers will be routed to the appropriate department.

Phone: 970-920-5000

## City Council Meetings and Municipal Court

Upcoming Council work sessions will be rescheduled and all non-essential work sessions have been cancelled until further notice. Municipal Court is suspended until further notice.

**Virtual Meetings:** The City is actively working to provide virtual City Council Meetings in the near future. The next scheduled City Council Meeting is March 24, 2020. When a technological solution has been identified, we will inform you so you can also share with the public.

## City of Aspen Facilities Currently Closed

The following city facilities are closed until March 31, closures may be extended.

- Aspen Recreation Center
- Red Brick Gym
- Aspen Ice Garden
- The golf simulator at Aspen Golf Club
- The Red Brick Center for the Arts
- Public restrooms at Wagner and Rio Grande Parks
- Aspen Youth Center
- Wheeler Opera House
- Wheeler Opera House Box Office (Aspen Show Tix is open via phone and web)
- Recreation Facilities: All recreation facilities are closed to the public and are being maintained by Recreation staff during the closure.



### **Classes, event permits and non-mandatory city advisory boards:**

- Group classes in the Aspen Recreation Center, Red Brick Gym and Red Brick Center for the Arts will not resume until April 15.
- Non-mandatory city advisory board and commissions have been paused through April 15.
- The city will not issue new event permits until April 15. The city will be re-evaluating event permits that have already been issued, which may be subject to further consideration.

### **Wheeler Opera House Box Office**

Box office representatives are available Monday-Friday, 12:00-5:00 p.m. for ticket orders and questions at 970-920-5770 or [boxoffice@cityofaspen.com](mailto:boxoffice@cityofaspen.com). The Box office is closed for walk up sales until further notice. Show cancellations and postponements are handled on a show by show basis. Ticketholders will be contacted on status updates once more information is gathered.

### **City of Aspen Department Wide Operations and Service Hours**

All City of Aspen core departments are open and continuing to provide service. Departments will operate with adjusted service hours and remote services. Protecting the health of our staff and customers is our top priority. The following is a summary of service and operational adjustments by City department. This listing is in alphabetical order.

### **Aspen Pitkin Housing Authority (APCHA)**

APCHA will provide public assistance through website links, email, and phone as employees are working remotely until further notice. APCHA has requested customers make an appointment via email or phone with the appropriate staff member.

APCHA has suspended all open houses until further notice. APCHA is continuing to advertise available housing units on the APCHA website and is continuing to accept bids.

The APCHA office has posted housing documents outside the office. Applicants have the ability to submit documents through the mail slot in the office door, as well as place a bid via e-mail. Housing payments will be taken over the phone by calling the office with credit card information. Please continue to use the boxes outside the main door at the Truscott Office.

Website: [www.apcha.org](http://www.apcha.org)



Phone: 970-920-5050  
Email: [APCHAProperties@cityofaspen.com](mailto:APCHAProperties@cityofaspen.com)  
Address: 210 East Hyman Avenue, Suite 202, Aspen, CO 81611

## Clerk

The Clerk's Department will provide public assistance through the Clerk's website, office phone, and email. Clerk Department employees are working remotely until further notice.

Website: [www.cityofaspen.com/171/Clerk](http://www.cityofaspen.com/171/Clerk)  
Phone: 970-429-2687  
Email: [clerk@cityofaspen.com](mailto:clerk@cityofaspen.com)

## Community Development (Planning, Building, Environmental Health and Sustainability)

The Community Development Department will provide service to the public through employees working remotely until further notice. Meetings may be conducted through various virtual meeting formats.

Builder and Planner of the Day email and voicemail accounts will be monitored throughout each business day. Timely responses should be expected as time and volume permits.

Please use the Salesforce customer portal for: permitting, building permit applications, inspections, and other community development services. Meetings must be scheduled in advance via the Planner or Builder of the Day phone/email or directly with the staff with whom you've been working. Land use applications can be submitted electronically directly to the planner with whom you've been working. Payments can be made through Salesforce, by mail or appointment if no alternative is available.

BEST testing suspended until further notice. Expired licenses will be extended as needed until testing resumes.

### Key Emails:

- [planneroftheday@gmail.com](mailto:planneroftheday@gmail.com)
- [builderoftheday@gmail.com](mailto:builderoftheday@gmail.com)
- [permitcoordinators@cityofaspen.com](mailto:permitcoordinators@cityofaspen.com)
- [buildingadmins@cityofaspen.com](mailto:buildingadmins@cityofaspen.com)



- [sfsupport@cityofaspen.com](mailto:sfsupport@cityofaspen.com)

Phone: 970-920-5090

## Environmental Health and Sustainability

Environmental Health and Sustainability is able to respond to customers via email or phone, employees are working remotely.

Email: [EH@cityofaspen.com](mailto:EH@cityofaspen.com)

Phone: 970-920-5039

## Engineering

The Engineering Department is able to provide assistance through the below email contact lists as employees are working remotely until further notice. Meetings are being conducted through various virtual meeting formats rather than in-person. Utilize [QAspen](#) for non-emergency issues or service requests.

Phone: 970-920-5080

Email: [Engineeringhelp@cityofaspen.com](mailto:Engineeringhelp@cityofaspen.com)

[CMPHelp@cityofaspen.com](mailto:CMPHelp@cityofaspen.com)

[Banners@cityofaspen.com](mailto:Banners@cityofaspen.com)

## Finance

Finance Department is providing public assistance remotely.

Questions regarding a financial issue (business license, tax payments, utility payments, tap fees, etc.), please send an email inquiry. Also remember that Food Tax Refund deadline is April 15. The application is available online.

Email: [financeinfo@cityofaspen.com](mailto:financeinfo@cityofaspen.com)

Please include your name, email or phone contact information and your question and you will receive a timely response. If you have a need for an in-person meeting, please express that in a similar emailed message and we will assess how to make that possible.



## Kids First

Kids First can communicate with the public via email, phone, and website.

Website: <https://www.cityofaspen.com/235/Kids-First>

Phone: 970-920-5363

## Parking and Transportation Department

Transit Service – Operational Changes Beginning March 17. The following transit services are suspended until further notice. These suspensions are in order to promote the recommended social distancing between parties and ensure vehicle cleanliness.

- The Downtowner service and Car-to-Go programs are suspended
- Direct Highlands and Galena Street Shuttle seasonal service are suspended

Parking: 970-920-5267

Email: [Parking@cityofaspen.com](mailto:Parking@cityofaspen.com)

Parking tickets – can be paid online, by mail or phone.

Transportation: 970-429-2095

Email: [Transportation@cityofaspen.com](mailto:Transportation@cityofaspen.com)

For the latest RFTA schedule info: [www.rfta.com](http://www.rfta.com) or 925-8484

## *Free Parking*

The City of Aspen is now offering free daily parking everywhere in the downtown core and residential areas; however, time limits will still be enforced by the City's parking officers. Those time limits equal four hours maximum in the downtown core and 72 hours in residential zones. In addition, there is still no parking in the downtown core from 2 a.m. – 7 a.m. ever. The parking office will continue to enforce illegal parking.

The City is making this change in recognition that some public transit services are being temporarily reduced or suspended and some vulnerable populations may not be able to utilize



mass transit at this time. This temporary waiver of parking fees will be reviewed again by March 31 to determine if it will continue, be modified, or if fees will be reinstated.

## **Parks and Open Space and Trails**

Please contact Parks, Open Space and Trails offices by phone or email. Social distancing is encouraged while enjoying the fresh air on all our trails and open spaces. Nordic Trails are open, however; grooming is reduced and may cease at any point due to warming weather and staff availability.

The Parks Department office at Cemetery Lane is closed to walk-in visitors. Please call the parks office to schedule a phone call or virtual meeting.

The Parks Department is not currently issuing new permits for large groups on city parks. Also, bookings for weddings and other events in city parks may be subject to change.

Phone: 970-920-5120

## **Red Brick Center for the Arts**

The Red Brick Center for the Arts has canceled all open houses, events, activities and meeting room bookings. The Red Brick Center for the Arts is closed to the public. Red Brick Center tenants of the facility may continue to use their offices while practicing social distancing.

Phone: 970-429-2777

## **Streets**

The City of Aspen Streets Department is dedicated to providing citizens and visitors with safe, effective, and timely maintenance of city streets, storm drains and alleys. In order to protect the health of our staff and customers in the coming weeks, the Streets Department office is able to provide assistance through our email and phone contacts as employees will continue to provide the community with this important public safety function.

Email: [Streets@cityofaspen.com](mailto:Streets@cityofaspen.com)

Phone: 970-920-5130



## Utilities

Water and Electric services are essential city operations. The City's Utilities Department is committed to public safety and will continue to provide clean, safe, and reliable drinking water and electric service to our customers. Aspen Water provides safe high- quality water that exceeds all stringent state and federal drinking water regulations.

Aspen's water treatment methods use filtration and disinfection process which remove and inactivate viruses

## Utility Billing

Utility billing office is able to provide assistance through our website links, email, and phone as employees work remotely until further notice.

Website: [www.cityofaspen.com/185/Utility-Billing](http://www.cityofaspen.com/185/Utility-Billing)

Phone: 970-920-5030

Email: [utilities@cityofaspen.com](mailto:utilities@cityofaspen.com)

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For the most up-to-date local information on COVID-19 please go to [www.pitkincounty.com/coronavirus](http://www.pitkincounty.com/coronavirus). Call the Pitkin County Coronavirus Hotline with questions at 970-429-6186. Text 888-777 and include CVIRUS for information via Pitkin Alert.

For City of Aspen specific closures and COVID-19 news: [www.cityofaspen.com/covid-19](http://www.cityofaspen.com/covid-19)