1. Core Beliefs

Strategic
The role of the board and staff is to provide leadership, enhance communications, engage community, gain financial stability, and effectively explain the function and the roles of the Metro District.

Operational
It is our responsibility to maintain current community assets, deliver solid services, and to live within our means.

Financial
We will maintain existing assets to appropriate levels before adding new facilities.

2. Core Values

Collaboration – encourage participation
Integrity - listening, do what you say and say what you do, accountability, actions, standards
Transparency – effective communication, criteria & discussion for decisions, listen & learn (how & why decisions are made), level of details
Respect – reinforce procedures, policy, rules, communicating & listening, making people feel heard
Stewardship – long range planning, strategy, duty of care, accurate budgets, innovative, following order & policy, taking action

3. Our Mission

“Our Mission is to ensure a community that contributes confidence from the community, gain financial stability, and develop a positive culture. We have a planning committee in place to update our existing facilities. We have new partnerships to leverage our resources and increase value to the community. We are really being an active leader in the region and have implemented new services that do not exist in the valley.

4. Our Vision

2 Year Vision
- We have plans in place to update our existing facilities
- We have trust and confidence from the community that contributes to a positive culture
- We have new partnerships to leverage our resources and increase value to the community
- We are more strategic and leveraging our efforts to increase productivity

5 Year Vision
- We have updated our facilities to our standards
- The Metro District is an active leader in developing partnerships in the region
- We have implemented new services that do not exist in the valley
  ➢ We are really being innovative
  ➢ We have great partnerships

5. Our Priorities

What’s Important Now

1. Establish environmental guidelines & communicate compliance
   a. Communication Tools
2. EVPOA – Short Term Rentals
   a. Attend POA meeting
3. East End Recreational Plan
   a. RFP
4. Sales Tax Audit – Short Term Rentals
   a. Newsletter Fall 2019
5. Financial Stability – Level Funding
   a. Spring Newsletter 2020 – Possible 2021 Election

The following priorities influence operations and specific and strategic action items will be considered quarterly.
- Communications
- Programs and Services
- Operations
- Partnerships

6. Our Strategic Control Panel

Risk Pyramid
Rumors
Misinformation
Misunderstanding of the facts
Misinformed
Lack of information
Ignorance
Status Quo

Our Performance Model
We identify Key Performance measures that impact the delivery of our services to the citizens and the community.
- Feedback
- Consent
- Participation
- Revenue
- Financials

Performance Drivers
- Good Communication
- Listening
- Understanding
- Commitment
- Questions
- Education
- Effort
- Engagement
- Participation

7. Action Items

<table>
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<th>#</th>
<th>Objective</th>
<th>Key Deliverables</th>
<th>Due Date</th>
<th>Leader</th>
<th>Members</th>
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<td>a. Communication Tools</td>
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8. Queue

- Create a list of potential projects
- Procedures to support policy governance

9. Lessons Learned

Transparency is Important
Collaboration with EVMD & EVPOA
Incentives Work
Communications is always a priority
- One on one meetings = Trust

10. Emerging Trends

Effective Communication
Financial Stability EVMD
Community Trust
Partnerships & Self-Reliability
Asset Preservation

11. Success

Community Survey, Events, Sales Tax, Courts
Project, EVMD Organizational Restructuring, Skier Shuttle Bus, Operations

This plan on a page was updated on October 9, 2019 by the EVMD Board and is scheduled to be updated in Spring 2020 by the Board.

EagleVail Strategic Operating Plan
EagleVail Metropolitan District – Chuck Toms-Chairman, David Warner- Vice-Chair, Ken McCann-Secretary, PO Box 5660 Tim McGuire-Treasurer, Bob Finlay-Asst. Secretary/Treasurer
Avon, CO 81620