

DOWNHILL SKI TEMPORARY OPERATIONS 2024/2025 WINTER SEASON

November 22, 2024



PURPOSE

To provide the Board of Directors with an update on the Downhill Ski Resort temporary operations plan for the upcoming 24/25 winter season

TEMPORARY OPERATIONS SUMMARY

No Base Area Facility

- a. Customer Experience
- b. Staff Experience

Relocation of Services

- a. Parking Lot 5
- b. Base Area (around the construction zone)

Modified Products and Services

- a. Lesson Products
- b. Rental Operation
- c. Food and Beverage





CUSTOMER EXPERIENCE

OPTIMAL EXPERIENCE

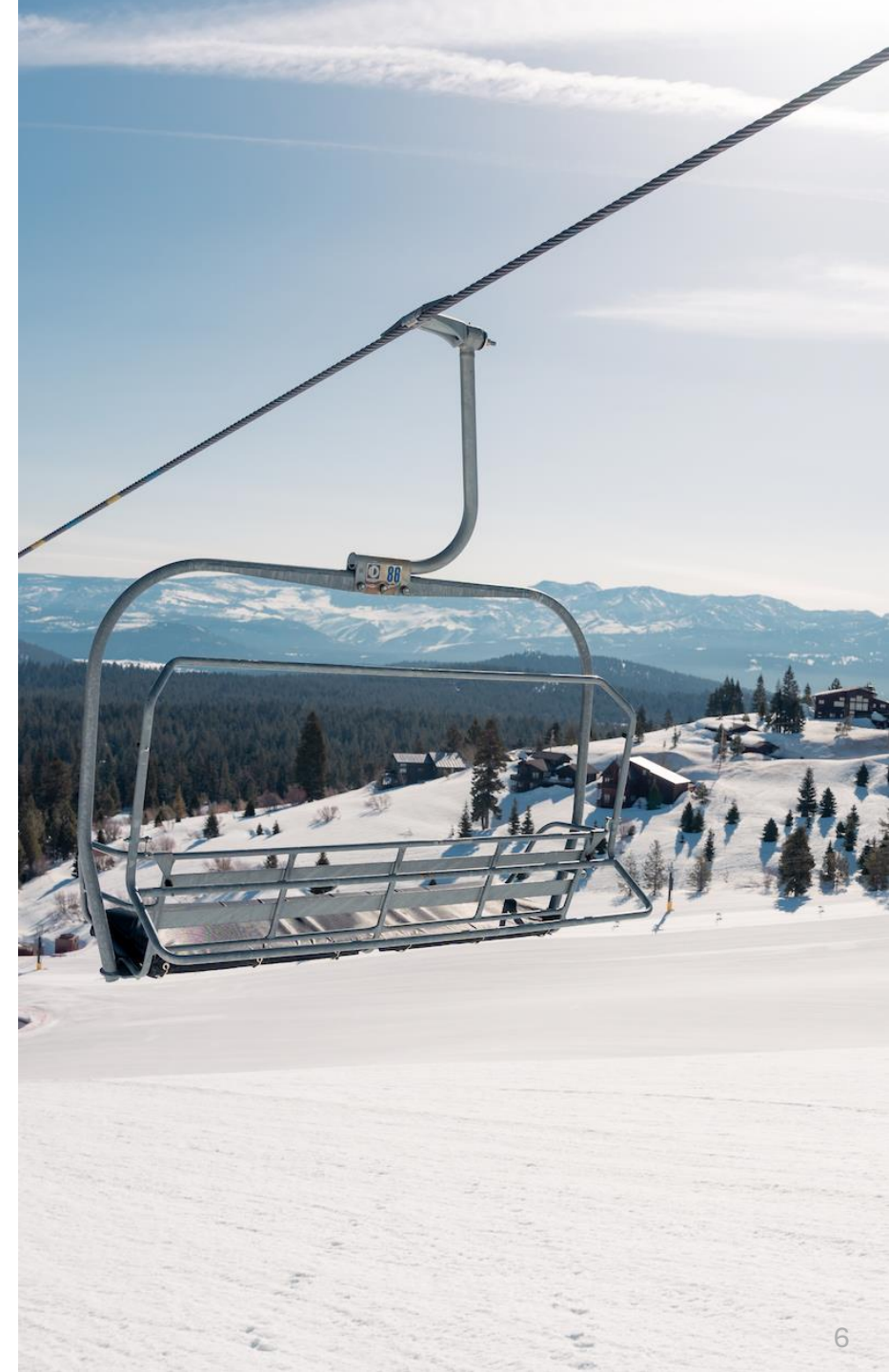
1. Book the desired services online before the day at the hill
2. Arrive to the ski area and find a parking spot in parking lots 1-4 or roadside parking
3. Walk or take the bus to parking lot 5 to pick up pre-purchased tickets, lesson vouchers, and/or rental equipment at the appropriate temporary facility
4. Board the bus to be brought up to the base area
5. Walk around the construction zone and begin the day on the hill
6. At lunch, take the bus or walk to your vehicle or take advantage of limited food offerings at a food trailer in the base area.
 - a. During weekend and holiday periods, a shuttle to the Alder Creek Adventure Center will be available for those who would like to utilize Alder Creek Café for lunch.
7. At the end of the day, return rental gear in parking lot 5 before returning to your vehicle.



CUSTOMER EXPERIENCE

OTHER CUSTOMER INFORMATION

- Porta-potties in the base area for customer use
- A better restroom experience in parking lot 5 with a restroom trailer with running water
- Adirondack chairs and picnic tables will be in the base area to have a picnic lunch or take a break
- Water stations available at various locations to fill a water bottle
- Much like the COVID experience, “your vehicle is your day lodge”



STAFF EXPERIENCE

- Mountain operations staff will utilize the lower shop as a break area
- Ski School will utilize the yurt as a break area
- Staff in parking lot 5 temporary structures will utilize the office/room spaces in the temporary buildings as break areas
- There will be no change to the staff parking practices because of temporary operations



SERVICE LOCATIONS – LOT 5

- Rental Shop
- Ticket Office
- Restroom Trailer
- Shuttle Stop
- Construction Contractor Area



SERVICE LOCATIONS – LOT 5

- Ticket Office
- Rental Shop
- Restroom Trailer
- Shuttle Stop



SERVICE LOCATIONS – BASE AREA

- Shuttle Stop/Turn-around
- Lower Shop/Breakroom
- Porta Potties
- Ski Patrol Location
- Eagle Rock Bottom Terminal
- Food Truck (tentative placement)
- Learning Center
- Construction Area



SERVICE LOCATIONS – BASE AREA

- Shuttle Stop/Turn-Around
- Lower Shop/Breakroom
- Ski Patrol Location
- Eagle Rock Bottom Terminal
- Learning Center
- Food Truck



ADDITIONAL INFORMATION

- Comprehensive signage plan to direct folks to service locations
- Staff presence at shuttle stop locations to assist with directing customers
- Pedestrian traffic flow options
 - Groomed trail through parking island (new access)
 - Groomed route through the condominium association (existing access)



MODIFIED PRODUCTS AND SERVICES

CUSTOMER

- No all-day lesson products
- Still offering season-long learning programs
- Rental reservations by time to distribute the service flow
- Upon the purchase of any ski area product online, the customer must click through an acknowledgement of understanding that there is no base lodge facility
- On-hill experience will be the same as prior years, all other experience will be quite different

OPERATIONS

- Ski Patrol room in a temporary building behind the lower shop
- Break room designations
- Overall reduction in total staff volume



THANK YOU