



# Littleton RISE

## MEETING NOTES

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Tuesday April 28, 2020

2:00pm-3:00pm

Zoom Virtual Meeting

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### **ATTENDEES**

#### **Business Community**

Aspen Grove Lifestyle Shopping Center – Joshua Kalkhorst & Alyssa Campbell  
Downtown Dinners – Lucie Stanish  
First Bank – Rick Bruno  
Harley's a Hot Dog Revolution – Ed Ginsberg  
HDLM & Reinke Bros Inc. – Greg Reinke  
Inside Scoop Creamery– Steve Longman  
iN-TEA – Carole Alvarez (Absent)  
Littleton Business Chamber – Pat Dunahay  
Love INC of Littleton – Kathryn Roy  
Lucile's Creole Café – Norman Crandell (Absent)  
Manna Bakery & Dell – Debbie Chadwick & Eve  
Memory Lane Salon & Bridal Studio– Misty Dawn  
NoNo's Cafe – Ian Lan?  
Red Stone Bank – Les Sowitch  
Rocker Spirits LLC – Duston Evans  
Romano's Italian Restaurant & Pizzeria – John & Sue Romano (Absent)  
Social Bar & Lounge– Steve Comisky  
The Shack – Jack Kiscj (Absent)  
Vandel's Antiques & Paris Street Market – Tim Vandel  
ViewHouse Littleton- Rachel Johnson

#### **Other**

Richard Champion – House Representative

#### **Council & Staff**

Jerry Valdez – Mayor  
Patrick Driscoll – Council Member  
Mark Relph – City Manager  
Reid Betzing – City Attorney  
Randy Young – Deputy City Manager  
Kathleen Osher – Manager of Innovation and Performance Excellence  
Denise Stephens – Economic Development Director  
Kelli Narde – Communications Director  
Samma Fox – Assistant to the City Manager  
Tyler Barton - Videographer

## **PURPOSE & AGENDA**

Uncertainty is arguably the most challenging environment to operate a business or organization. The full impact of COVID-19 is still unknown but has affected every single sector of the city. This first meeting was a chance to bring together community business leaders to discuss strategies and develop initiatives to get Littleton's economy moving again.

Representatives of Littleton businesses were asked in alphabetic order to share their experiences, challenges, and any best practices. The city staff also updated the attendees on the business support efforts spearheaded by the Economic Development Department as well as updates on guidance from the State of Colorado and Tri-County Health from the city attorney.

## **THEMES**

### **Key Themes:**

- **Need for clear and timeline communication or regulations and guidelines to businesses**
- **Need for continued support and communication between businesses and city**
- **Need for continued innovation, partnerships, and support for changing business models**
- **Need for communication to citizens to promote consumer confidence in businesses**
- **A lot of positivity from the community coming together**

### Communication:

- The multitude of orders and regulations is difficult to follow and unclear for businesses
- Timing difficulties between the entities issuing orders
- Need communication from a single location
- Communications should include clear timelines and expectations

### Consumer Confidence:

- Need to create a comfortable situation for consumers once open
- How to create consistency for clarity and customer comfort
- Customers have reacted well to business perceived as safe and taking appropriate precautions

### New Business Models:

- Can missed occupancy be provided outside of the space?
  - Extended patios, temporarily closed pedestrian walk ways or streets?
- Technology a key component of the transition, along with teaching both staff and customers how to use it for remote ordering, delivery, and pickup
- The community has been generous to some small businesses
- Some businesses are more suited to the changes than others
  - Curbside does not work for all
  - Bars, theaters, distilleries, event space business models are very different

### Regulatory

- Who is the regulatory authority? – State and TriCounty Health Department
- Regulations copious and unclear
- Specific Questions:
  - Will there be a transition period for takeout liquor? (Would benefit businesses)
  - Liability considerations of someone contracts COVID-19 at a business?
- Who is enforcing and how?
  - Is Littleton PD actively enforcing for groups over ten in businesses?

### Re-Opening

- Businesses are at different stages of readiness to re-open, considerations include:
  - Safety considerations for employees, customers, and volunteers
  - Understanding requirements of the new environment
- Clarity is needed on timing and regulatory requirements

- Is there a high-level plan from the city?
- Sales are down for most businesses (amount varies greatly), re-opening is key to survival for many
- Not all businesses have been able to retain employees and re-hiring has not always been successful, creating a shortage of employees when receive funding/ready to re-open
- How will the city help direct people into businesses and promote consumer confidence?
- Need for positivity and support from all parties

Requirements:

- What are the specific requirements of businesses that re-open? How should the orders be interpreted?
  - Create a socially distanced space?
  - Signage?
  - Enforce masks?
  - How do people move through spaces?
  - Sanitation? Disinfectant stations?
- Occupancy concerns for restaurants and theaters in particular
- How does this work for 50 business in one location? Consistency will be key.
- Will these be guidelines, mandates, finable offenses, etc.?
- How will these be enforced?
- How do the requirements get practically implemented?

Safety:

- Of employees, customers, volunteer base
- Customers have been courteous and followed signage in open businesses
- Will there be testing and temperature taking?

**NEXT STEPS**

- REQUEST – Businesses requested the city’s help to interpret and provide information
  - Clear information on key dates and requirements for businesses.
  - Continue promoting resources for small businesses
  - Connecting to banks (who urged businesses to reach out for aid in support applications) (Second round of PPP started day before this meeting)
- The next meeting will be set and held within two weeks.