



## Memorandum

June 10<sup>th</sup>, 2020

**To:** Town Council

**Through:** Scott Robson  
Town Manager

Dwight Henninger  
Chief of Police

**From:** Commander Ryan Kenney  
Code Enforcement Officer Miguel Jauregui C.

**SUBJECT:** Load and Delivery Policy and Proposed Operating Procedures

### **Existing Framework**

This memorandum will reference existing Town of Vail loading and delivery regulations for picking up or dropping off goods. Off-street i.e., private property loading and delivery is regulated in Title 12 (Zoning Regulations), Chapter 10 (Off-Street Parking and Loading) of the Municipal Town Code and sets forth rules for the creation and maintenance of off-street parking and loading spaces. On-street loading and delivery is referenced throughout the Municipal Town Code and regulated as a set of rules established for picking up or dropping off goods related to the maintenance and upkeep of a licensed business in designated locations and times authorized for loading and delivery.

These rules are set by Council, as shown on a map on file with the Town Clerk and available for inspection during regular business hours or online at <https://www.vailgov.com/loadinganddelivery>.

- 1) Loading and Delivery Rules applicable to Commercial Core District 1 - Vail Village (See Exhibit 1, attached to this memo).
- 2) Loading and Delivery Rules applicable to Commercial Core District 2 – Lionshead (See Exhibit 2, attached to this memo).

### **Proposed Changes to Loading and Delivery Rules in Vail Village**

Given that the Lionshead Pedestrian Mall does not have loading and delivery permitted within its pedestrian village, the proposed changes to Loading and Delivery Rules apply only to the Vail Village Pedestrian Mall. The Lionshead Loading and Delivery rules are working very well and do not need to be addressed at this time.

Under Ordinance 12-7B-1, the Vail Village Pedestrian Mall is defined as Commercial Core 1 District. Directly quoted from the code, “commercial core 1 is intended to provide sites and to maintain the unique character of the Vail Village commercial area, with its mixture of lodges and commercial



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establishments in a predominantly pedestrian environment. The commercial core 1 district is intended to ensure adequate light, air, open space, and other amenities appropriate to the permitted types of buildings and uses”.

The aesthetics of Vail Village have always been and should always be as important as the functionality. The Town Council, in order to increase the safety of pedestrian traffic, address and minimize the risks incurred by those driving into the Vail Village Pedestrian Core and improve guest experience within, has directed its Police Department to research and present an alternative method to loading and delivery in the Vail Village. The changes to Loading and Delivery in Vail Village have taken place over many years and have been slow and incremental. The changes have been positive but have done little to affect the major issues.

After researching the current operating procedure and available alternatives, prohibiting oversized vehicles to drive in the Pedestrian Mall will have the greatest positive impact on the Village. This memo will outline proposed ordinance changes, alternative delivery methods and delivery scheduling modifications.

To establish a common understanding, the Vail Village Pedestrian Zone is identified by heated pavers and its boundaries are contained within:

- E. Meadow Dr., from Vail Rd. to the east end of Slifer Square
- Willow Bridge Rd., from E. Meadow Dr. to Vail Rd.
- Gore Creek Dr., from Willow Bridge Rd. to the east end of the Clock Tower Gorsuch Building.
- Bridge St., from Slifer Square through Seibert Circle to Hanson Ranch Rd.
- Hanson Ranch Rd. from Bridge St. to Hanson Ranch Chute.

Additionally, an oversized vehicle is defined as any vehicle which meets or exceeds [twenty-two (22) feet in length] at any time; or, meets or exceeds the combination of both more than eight (8) feet in height and seven (7) feet in width and includes, box trucks, box trailers, tractor-trailers, trailers and tractors or semis.

A courier is defined as any small package delivery companies that deliver to multiple businesses such as U.S. Postal Service, Federal Express Ground, FedEx Express, DHL, UPS and 106West Logistics but not their Freight counterparts which due to their nature and operation are still considered oversized vehicles.

The proposal sets forth that delivery drivers operating oversized vehicles shall refrain from entering the Vail Village Pedestrian Zone and instead use alternate and existing options for parking, in the form of loading zones and loading docks available 24/7 on the outer perimeter of the Vail Village Pedestrian Core Area, as follows:

- 1) Mountain Plaza Loading Dock, accessed through Mill Creek Tunnel (off Vail Rd.)
- 2) The Sebastian Loading Dock, accessed off South Frontage Road East.
- 3) The Solaris Loading Dock, accessed off South Frontage Road East.
- 4) The Four Seasons Loading Dock, accessed off South Frontage Road West.
- 5) The Sonnenalp/One Willow Loading Dock, accessed from International Bridge/Willow Bridge Road.
- 6) The First Bank 15 Min. Loading Zone at 16 Vail Rd.



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### 7) The Mountain Haus 15 Min. Loading Zone at 292 East Meadow Drive.

The proposal includes a request for proposal (RFP) for a delivery service from the loading docks/zones to Village businesses. The delivery service would be allowed to complete deliveries using electric delivery vehicles (see regulations in Exhibit 5), hand trucks, bicycles and by foot. The RFP will authorize a single delivery company to deliver commerce inside the Vail Village Pedestrian Zone, at any time during the hours of [9:00AM to 6:00PM].

Under this proposal, a single company would benefit from exclusivity in the offer of delivery services, by charging fees to be negotiated with each local business, subject to their delivery needs. The delivery company would incur liability, as appropriate, when taking delivery of commerce on behalf of local businesses. Also, the delivery company would provide evidence of insurance, as required by the Town of Vail, to ensure that any damage caused by its services makes the Town and its stakeholders whole. Vail Resorts has agreed to allow the Mountain Plaza loading dock to serve as a base of operations for the delivery service. The delivery service can store and manage its permitted electric delivery vehicles from this location.

Local business owners would have no obligation to use this service but would have to comply with all the Vail Village loading and delivery regulations. There are no provisions in this proposal to permit any other electric delivery vehicles other than those vehicles used by the delivery service.

The proposal would still allow for passenger vehicles to enter the Pedestrian Village, as allowed under the Pedestrian Mall Act, a summary of which is enclosed as Exhibit 3.

It would also allow for transportation companies to transport passengers into the Vail Village Pedestrian Zone, as regulated under the Vail Passenger Transportation Ordinance (Ordinance No. 15, Series of 2012).

Additionally, the proposal would still allow for passenger vehicles of local business owners to deliver commerce into the Vail Village Pedestrian Mall, in the temporary loading zones and times allowed under the proposal of an amended Vail Village Loading and Delivery Map, enclosed as Exhibit 4. This revised map does not modify courier allowances into the Village (except for freight) and only adjusts the times allowed for trash collection and passenger vehicle entry.

### **Future Considerations**

It is strongly recommended that courier services be given an acceptable time frame to switch their fleet to electric vehicles. UPS and Federal Express currently have electric vehicles in their fleet. In addition, trash and recycling collection should also be given a reasonable time frame to comply with these new regulations. Trash and recycling would consist of smaller electric vehicles transporting trash and recycling out of the Vail Village boundaries to a standard truck.



## Exhibit 1 – Vail Village Loading and Delivery

Map	Location	Business Name	Map	Location
10th Mountain Wildlife and Sports Company		Los Pinos		
2010 Office Building	W1	Los Angeles		W4
A. Sargent Studio	W2	Los Lemos		W5
Albino	W3	Los Olivos		W6
Albino and Art's	W4	Luskville / Sonoma Resort / Butty Ranch		W7
Albino	W5			
Albino (Bottle Shop / Bottle Store)	W6	Marble Slab Creamery		W8
Albino Slab Exchange	W7	M4		
Albino & White	W8	Mary Jane's		W9
Albino Wine Club & Hotel	W9	Master's Gallery		W10
Art's	W10	Melrose		W11
Art's	W11	Midwest Art Fine Art		W12
Black & Pink	W12	Mit Cow		W13
Brigade Company	W13	Mit Cow / Sonoma		W14
Brigade Corp	W14	Mit Cow / Sonoma / State		W15
Brigade Corp / Brandy	W15	Mit Cow / Sonoma		W16
Brigade Corp / Brandy	W16	Mit Cow / Sonoma		W17
Brigade Corp / Brandy	W17	Mit Cow / Sonoma		W18
Brigade Corp / Brandy	W18	Mit Cow / Sonoma		W19
Brigade Corp / Brandy	W19	Mit Cow / Sonoma		W20
Brigade Corp / Brandy	W20	Mit Cow / Sonoma		W21
Brigade Corp / Brandy	W21	Mit Cow / Sonoma		W22
Brigade Corp / Brandy	W22	Mit Cow / Sonoma		W23
Brigade Corp / Brandy	W23	Mit Cow / Sonoma		W24
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Brigade Corp / Brandy	W25	Mit Cow / Sonoma		W26
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Brigade Corp / Brandy	W31	Mit Cow / Sonoma		W32
Brigade Corp / Brandy	W32	Mit Cow / Sonoma		W33
Brigade Corp / Brandy	W33	Mit Cow / Sonoma		W34
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Brigade Corp / Brandy	W46	Mit Cow / Sonoma		W47
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Brigade Corp / Brandy	W57	Mit Cow / Sonoma		W58
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Brigade Corp / Brandy	W63	Mit Cow / Sonoma		W64
Brigade Corp / Brandy	W64	Mit Cow / Sonoma		W65
Brigade Corp / Brandy	W65	Mit Cow / Sonoma		W66
Brigade Corp / Brandy	W66	Mit Cow / Sonoma		W67
Brigade Corp / Brandy	W67	Mit Cow / Sonoma		W68
Brigade Corp / Brandy	W68	Mit Cow / Sonoma		W69
Brigade Corp / Brandy	W69	Mit Cow / Sonoma		W70
Brigade Corp / Brandy	W70	Mit Cow / Sonoma		W71
Brigade Corp / Brandy	W71	Mit Cow / Sonoma		W72
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Brigade Corp / Brandy	W73	Mit Cow / Sonoma		W74
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Brigade Corp / Brandy	W75	Mit Cow / Sonoma		W76
Brigade Corp / Brandy	W76	Mit Cow / Sonoma		W77
Brigade Corp / Brandy	W77	Mit Cow / Sonoma		W78
Brigade Corp / Brandy	W78	Mit Cow / Sonoma		W79
Brigade Corp / Brandy	W79	Mit Cow / Sonoma		W80
Brigade Corp / Brandy	W80	Mit Cow / Sonoma		W81
Brigade Corp / Brandy	W81	Mit Cow / Sonoma		W82
Brigade Corp / Brandy	W82	Mit Cow / Sonoma		W83
Brigade Corp / Brandy	W83	Mit Cow / Sonoma		W84
Brigade Corp / Brandy	W84	Mit Cow / Sonoma		W85
Brigade Corp / Brandy	W85	Mit Cow / Sonoma		W8



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### Exhibit 2 – Lionshead Loading and Delivery

#### LIONSHEAD LOADING & DELIVERY

##### Code of Conduct for Delivery Drivers

- Turn off engine, unless the vehicle is refrigerated and transporting perishables.
- Keep conversations quiet.
- Take care to be as quiet as possible, especially with movement of ramps.
- Turn radios and cell phones down.
- Use rubber tires on your two-wheelers, where possible.
- Use common sense - people are sleeping in the early morning hours.

##### Reminders

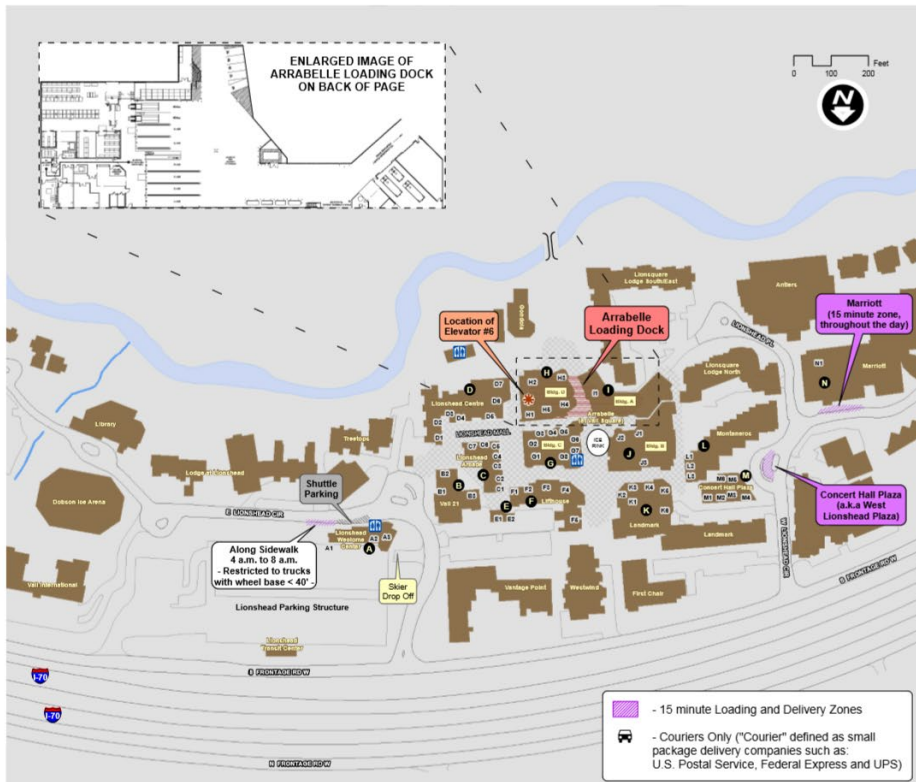
- Loading & Delivery map and info:
  - [www.vailgov.com/loadingdelivery](http://www.vailgov.com/loadingdelivery)

##### Arrabelle at Vail Square Loading Dock

- Loading Dock Manager (970-754-7765)

##### Questions about deliveries or special circumstances?

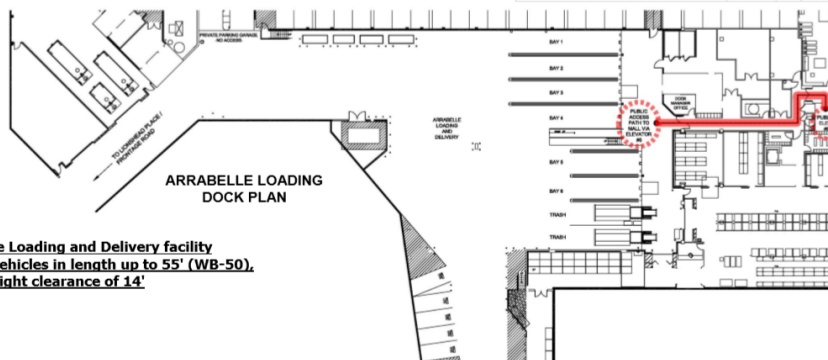
- **Contact Checkpoint Charlie**
  - Hours: 7:30 AM – 6:30 PM, 7 days/week
  - Phone: 970-476-7603 (after hours, contact Vail Police non-emergency: 970-479-2201)



##### The Arrabelle at Vail Square Loading Dock Rules & Regulations

1. Direction to the Arrabelle Loading Dock.
  - Exit at Main Vail, exit #176, and head west on the South Frontage Road.
  - Turn left onto West Lionshead Circle.
  - At the Arrabelle Loading Dock sign turn left on to Lionshead Place.
  - Continue straight into the tunnel, this will lead end into the Loading Dock.
2. All deliveries for Lionshead Mall must be made through the Arrabelle Loading Dock.
3. All non-regular deliveries must be scheduled with the Loading Dock Manager (970-754-7765).
4. The Loading Dock sign, located at the top of Lionshead Place, will notify the drivers if the dock is open or full. If this Loading Dock sign reads full please call the Arrabelle Loading Dock for further assistance.
5. All Arrabelle tenants are responsible for receiving and sign off on their deliveries.
6. The Loading Dock is not a staging area and all shipments must be delivered immediately to the receiving party.
7. Deliveries made to surrounding properties within the Lionshead Mall must use Town of Vail Elevator, elevator #6.
8. Access to the TOV Elevator is through the double doors labeled TOV ELEVATOR. Follow the signs and the yellow line marked on the floor.
9. The operational hours for the TOV Elevator are 4:00am - 10:00pm, Monday – Sunday. Deliveries outside of these hours must be scheduled with the Arrabelle Dock Manager.
10. If the Dock Manager's office is closed and you require assistance please use the phone located outside the Loading Dock office, and an operator will assist you.
11. The Arrabelle Loading Dock will not provide dollies, hand carts or pallet jacks. Drivers are responsible for their own equipment required to deliver their goods.
12. The Arrabelle is not responsible for any items left on the Loading Dock or the surrounding area.
13. All tenants/delivery personnel are responsible for cleaning up after their deliveries. This includes the Loading Dock, hallways traveled, and elevators used.
14. Vehicle engines shall be shut off at all times when possible.
15. NO PARKING in the Loading Dock. Any vehicles left unoccupied will be ticketed and towed at the owner's expense.
16. The Loading Dock is monitored by security cameras. Inappropriate behavior and/or violation of Loading Dock rules will result in loss of Loading Dock privileges, and prosecution to the fullest extent of the law when applicable.

Business Name	Map Location	Business Name	Map Location
AirTerry / Ice Skate Rentals	G7	Matt Inden Photography	C4
Arrabelle Spa @ Rock Resort	J1	Mindsprings / Colorado West Mental Health Center	A1
Antiesgado Clothing Company	H5	Moer's Original BBQ	M1
Avalon	H4	Montauk Seafood Grill	F3
Bart & Vetti's Bar & Restaurant	F2	Mountain Tees	C5
Base Mountain Sports	M5	North Face (The)	K2
Berkshire Hathaway	B2	Patagonia	G1
Blue Moose Pizza	G6	Performance Sports	C2
Book Lab (The)	E2	Pinnis	J2
Breeze Ski Rentals	B3	Sage	L1
Burton	J3	Salomon	K3
Charlie's T-Shirts	E2, L3	Shirt Off My Back	K5
Colorado West Mental Health Center / Mindsprings	A1	Six & Bike Valet Repairs & Storage	M4
Dakota Craftsman	C1	Ski & Snowboard School & Lift Tickets - Adults	D7
Double Diamond Shoes	O6	Ski & Snowboard School and Rental - Children	H5
Double Diamond Ski Shop	D4, D5	Ski / Wheel Base	K4
Eye Places	G5	Sliter, Smith & Frampton Real Estate	C7
French Deli / Les Delices de France	C3	Smartwood	J4
Garfield's Bar & Grill	D6	Starbucks Coffee	G3
Gore Creek Fly Fisherman	H2	Sunshine Massage	M4
Green Elephant Juicery	M4	Swedish Clog Cabin (The)	E1
Haagen Dazs	H1	Tavern On The Square	I1
Helly Hansen	G8	Vail Chophouse	H3
Ice Skate Rentals / AirTerry	G7	Vail Mountain Information Center	C2
Imagination Station	A3	Vail Recreational District	A2
Lionshead General Store	K6	Vail Ski & Bike Tech	F5
Lionshead Jewellers Fossil & Mineral Gallery	F4	Vail Sports	B1, G4, H1
Lionshead Liquors	L2	Vail T-Shirt Company	D1
Little Diner (The)	M2, M3	Valet Beer, Wine & Spirits	D3
LOLE	D2	Wheel / Ski Base	K4



The Arrabelle Loading and Delivery facility can handle vehicles in length up to 55' (WB-50), and has a height clearance of 14'.

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**Exhibit 3 – Summary of Pedestrian Mall Act**

The pedestrian mall established in the Vail Village shall be primarily used for pedestrians, but vehicular traffic may use the same in accordance with the following restrictions:

- (a) East Meadow Drive, West of Willow Bridge Road, to Vail Road – vehicular traffic will be restricted to the following:
  - (1) Public transportation vehicles operated by the Town;
  - (2) Emergency vehicles; and
  - (3) Repair or maintenance vehicles authorized by the Town.
  
- (b) East Meadow Drive, east of Willow Bridge Road, to Gore Creek Drive – vehicular traffic will be restricted to the following:
  - (1) Public transportation vehicles operated by the Town;
  - (2) Emergency vehicles;
  - (3) Repair or maintenance vehicles authorized by the Town; and
  - (4) Local traffic to the Mountain Haus.
  
- (c) Willow Bridge Road, Bridge Street, Gore Creek Drive and Hanson Ranch Road Road – vehicular traffic will be restricted to the following:
  - (1) Public transportation vehicles operated by the Town;
  - (2) Emergency vehicles;
  - (3) Repair or maintenance vehicles authorized by the Town;
  - (4) Commercial vehicles entering the pedestrian mall when necessary for the purpose of making deliveries or providing services for properties fronting on the mall to which there is no other reasonable means of access;
  - (5) Private vehicles entering the mall when necessary for the purpose of checking in or out of any hotel, pension or lodging establishment, or going to or from a private parking space owned by a hotel, pension or lodging establishment, as a guest thereof, picking up or delivering foods from or to establishments on the mall, or going to a private parking space in which the operator of the vehicle has permission to park from the owner of said parking space, when there is no other reasonable means of access; and
  - (6) Private vehicles entering the mall when necessary for the purpose of going to or from the property or business fronting on the mall, of the operator or passengers, when there is no other reasonable means of access.

Note the direction of vehicular traffic may be limited to one way on certain portions, and parking on the pedestrian malls may be limited to certain areas and for specific times, as adopted by Council.



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The restrictions on vehicular traffic in the pedestrian mall, as specified, are provided in order to ensure reasonable access to the properties and businesses which require access from the public way, including the pedestrian mall, as adopted by Council.

\*Willow Bridge Road is not specified in the original act, but vehicle access was allowed to enter Village Core Condos, Village Center Condos, One Willow Bridge and Sitzmark.



## **Exhibit 4 – Revised Vail Village Loading and Delivery Map Proposal**

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### Exhibit 5

#### Electric Vehicle Specifications/Regulations

##### **Definitions:**

Electric Delivery Vehicle – A vehicle that uses one or more electric motors or traction motors for propulsion used exclusively for delivering goods or services. An electric delivery vehicle may be powered through a collector system by electricity from off-vehicle sources, or may be self-contained with a battery, or solar panels.

Hybrid Electric Vehicle - A type of vehicle that uses both an electric engine and a conventional internal combustion engine.

Forklift - A powered industrial truck with a pronged device in front for lifting and carrying heavy loads. A forklift is used to lift and move materials over short distances.

Pallet Jack - Also known as a pallet truck, pallet pump, pump truck, dog, or jigger is a tool used to lift and move pallets. Pallet jacks are the most basic form of a forklift and are intended to move heavy or light pallets.

Electric Pallet Jack – A piece of equipment powered by an electric engine used for low-level lifting and moving pallets. They are also called electric pallet trucks, walkies, single- or double-pallet jacks, or power jacks.

Hand Truck – An L-shaped box-moving handcart with handles at one end, wheels at the base, with a small ledge to set objects on, flat against the floor when the hand-truck is upright. A hand truck is also known as a two-wheeler, stack truck, trundler, box cart, sack barrow, cart, dolly, sack truck, or bag barrow.

Electric Bicycle - Is a bicycle with an integrated electric motor which can be used for propulsion. Electric bicycles are also known as an e-bike, power bike or booster bike.

Courier - Is defined as any small package delivery companies that deliver to multiple businesses such as U.S. Postal Service, Federal Express Ground, FedEx Express, DHL, UPS and 106West Logistics but not their Freight counterparts which due to their nature and operation are still considered oversized vehicles.

Oversized Vehicle - Is defined as any vehicle which meets or exceeds [twenty-two (22) feet in length] at any time; or, meets or exceeds the combination of both more than eight (8) feet in height and seven (7) feet in width and includes, *inter alia*, box trucks, box trailers, tractor-trailers, trailers and tractors or semis.

Golf Car - A self-propelled vehicle with a design speed of less than twenty (20) miles per hour, at least three (3) wheels in contact with the ground and a carrying capacity of not more than four (4) persons. Golf cars primary use is recreational.

Low-Speed Electric Vehicle - A vehicle that is operated by a licensed driver, is self-propelled utilizing electricity as its primary propulsion method, has at least three (3) wheels in contact with the ground, does not use handlebars to steer, exhibits the manufacturer's compliance with 49 CFR 565 or displays a seventeen-character vehicle identification number pursuant to 49 CFR 565 and complies with 49 CFR 571.500.

### **Specifications:**

#### Electric Delivery Vehicles

Vehicle dimensions – (maximum dimensions) 15 feet long, 6 feet wide and 9 feet high

Vehicle weight – (maximum weight unloaded) 3,500

Vehicle condition – Vehicle must be well maintained, free of damage and debris at all times

Vehicle tires – Rubber, non-studded, minimum 10” diameter

Vehicle Range – (minimum) 35 miles

Vehicle max load – 2,500 lbs.

Vehicle propulsion – electric engine only

#### Electric Pallet Jacks

Vehicle dimensions – (maximum dimensions) 9 feet long, 6 feet wide and 5 feet high

Vehicle weight – (maximum weight unloaded) 500

Vehicle condition – Vehicle must be well maintained, free of damage and debris at all times

Vehicle tires – Rubber, non-studded, minimum 10” diameter

Vehicle Range – (minimum) 1 mile

Vehicle max load – 2,000 lbs.

Vehicle propulsion – electric engine only

#### Pallet Jacks

Vehicle dimensions – (maximum dimensions) 9 feet long, 6 feet wide and 5 feet high

Vehicle weight – (maximum weight unloaded) 200

Vehicle condition – Vehicle must be well maintained, free of damage and debris at all times

Vehicle tires – Rubber, non-studded, minimum 10” diameter

Vehicle Range – N/A

Vehicle max load – 3,000 lbs. (must have hand brake)

Vehicle propulsion – Human

#### Hand Trucks

Vehicle dimensions – (maximum dimensions) 5 feet long, 3 feet wide and 5 feet high

Vehicle weight – (maximum weight unloaded) 100

Vehicle condition – Vehicle must be well maintained, free of damage and debris at all times

Vehicle tires – Rubber, non-studded, minimum 10” diameter

Vehicle Range – N/A

Vehicle max load – 500 lbs. (must have hand brake)

Vehicle propulsion – Human

#### Electric Bicycles

Vehicle dimensions – (maximum dimensions) 5 feet long (including any tow behind cart), 3 feet wide and 5 feet high

Vehicle weight – (maximum weight unloaded) 100

Vehicle condition – Vehicle must be well maintained, free of damage and debris at all times

Vehicle tires – Rubber, non-studded

Vehicle Range – 25 miles

Vehicle max load – 750 lbs.

Vehicle propulsion – Electric engine and human

**Regulations:**

No oversized vehicles are allowed in the Vail Village Pedestrian Mall (Commercial Core 1 District) without an approved permit from the Town of Vail.

All deliveries to the Vail Village Pedestrian Mall (Commercial Core 1 District) will be done with approved electric delivery vehicles, electric pallet jacks, pallet jacks, hand trucks, electric bicycle, bicycle or on foot.

Any electric vehicle, electric pallet jack or commercial electric bicycle must be registered with the Town of Vail annually.

Golf cars, low-speed electric vehicles, forklifts and any gas-powered vehicle will not be permitted for operation in the Vail Village Pedestrian Mall (Commercial Core 1 District).

Maximum speed in the Vail Village Pedestrian Mall (Commercial Core 1 District) is 7 miles per hours for any vehicle.