

## Appendix A

### Notes from March 2013 Interviews

*Unless otherwise mentioned, interviews took place between March 19, and 21, 2013  
Interviewer: Arleen Taniwaki, ArLand Land Use Economics, Grand Avenue Bridge Team,  
Business and Economic Impacts*

#### **Tom Fleming – Downtown Partnership**

- 8<sup>th</sup> Avenue intersection is most important
- Different cross sections have long term impact
- Construction will be challenging but can be mitigated
- Marketing opportunity
- Already working on promotional vehicle for construction
- Long term should work on great approach to bridge.
- Doesn't think that the lanes need to be as wide as described or that the bridge should be as high
- Bridge should be a traffic calming solution; currently it is
- Between 7<sup>th</sup> and 8<sup>th</sup>, bridge should serve as neckdown device
- Impacts to downtown will depend on feel of whole experience
- Vibrant neighborhoods can be turned into slums with bad alignments
- Width / height cross sections can destroy commercial pedestrian environment
- Concerned about long term economic viability
- The future of 8<sup>th</sup> will depend on final design
- Effective pedestrian movement has greater priority
- Limiting left turn movement won't impact businesses so no preference
- Mentioned Burden plan (precursor to ACP)
- Current pedestrians, however, won't go out of their way to different route
- Wing Street is not that big of a traffic deal
- Some of the businesses between 7<sup>th</sup> and 8<sup>th</sup> are already "losing"
- Colorado and Cooper businesses are independent and don't depend on GAB or ACP
- Glenwood Adventure Co., for example, on Cooper independent of GAB for success
- Streetscape in this area (Cooper) is hindrance
- Glenwood Springs needs to become a destination
- Downtown not fully mature
- If we lose a block of economic vitality, downtown won't succeed
- Ped bridge is crucial

- 2 years ago, it was resurfaced for 2 months; downtown was dead
- Thinks market area is halfway to Vail, halfway to Aspen, Newcastle, Grand Junction day trippers. Will be studying
- 1/3<sup>rd</sup> commuters and trucks, 1/3<sup>rd</sup> visitors, 1/3<sup>rd</sup> Glenwood area
- Locals are the marketing challenge; they prefer to go elsewhere
- Downtown very visitor oriented; estimate of 50-90% visitors ie High Country Gems is 90% visitor, Fine Things Jewelry is 50%.
- CDOT is responsible for maintaining environment. "Charm" is a private and local responsibility.

### **Mary Ann Verjili – Glenwood Chamber of Commerce**

- 4/2 hosting town hall meeting
- 3/27 Focus Groups for businesses to focus on questions, concerns, opportunities, ideas
- Advocate for bridge and \$60 million investment
- Glenwood gets 2 million tourists a year, City has 9,500 residents
- Glenwood Caverns – 400,000 visitors per year
- Whitewater park
- Glenwood Canyon
- Per capita sales large compared to other communities
- Affordable resort
- Mike Harmon sales tax
- Will send economic trends and sales tax trends
- Julia Levine of Ribbon Demographics can also be helpful
- Pepe Nino's Tony Rosa complaints about vagrants, bridge too high, doesn't want change
- Supporters include: Rob at Doc Holliday's, Vicki at Ala Carte, Carl Moke at Summit Engineering, Gary Brewer Hospital CEO
- Jim Mason 970 618-4704 has good commercial leasing information
- C of C staff working on ad campaign
- Grind Restaurant bought the Riviera building?
- Fins moving across the street
- Second home industry strong
- Aspen economy really affects Glenwood
- Construction, service workers here
- Local banks do const. loans in Aspen
- 5 year inventory of short sales and foreclosures in area
- 80% of travelers are from Denver
- County Administrator – Drew Gorge
- City Manager – Greg Hexhill

- Parking structures downtown

## **EAST OF GRAND AVENUE / SOUTH OF RIVER**

### **Summit Canyon Mountaineering – Carl 307-8<sup>th</sup> Street (4/12)**

- Years in Business: 8 years, business has been there 20 years and then another 15 on another part of Grand
- Employees: 15 full and part time at this location, has another location in Grand Junction
- Average daily visitors: varies a lot
- Busiest Time: June through August, December
- Slowest Months: April and October, would prefer November construction
- Visitors: over 50% in summer and 20-30% in other months but no definitive info
- Ped Bridge closing: impacted business; revenues down by 50%
- Business is successful: big variety of nice things
- Would like a shorter construction period; November is best; not sure yet how traffic patterns will affect
- Construction period may affect business by 20-30%.
- Doesn't think there will be long term impact – may increase business.
- Imperative to have good ped access from hotels across bridge to downtown
- Bridge itself won't change things; don't understand peoples' reluctance

### **Fine Things Jewelry – 309-8<sup>th</sup> Street**

- Years in Business: 25 years, jewelry and repairs
- Employees: 5 contractors (not on site), wife, self, others help out during busy times
- Average daily visitors: 30 to 50 average
- Busiest Time: December, May through Sept.
- Slowest Months: April and November
- Visitors: 50% local, 50% tourists
- Would like to relocate but no immediate plans
- Bypass supporter
- Business is down; living off of profits from early 2000s
- Does not like ACP left turn only movement
- Business is successful because of good traffic visibility and accessibility
- Do all repairs in town. Market area goes out to Aspen/Vail/Edwards/GJ
- When ped bridge was closed, downtown was dead
- Bridge needs to blend in better; people want natural environment
- Lighting is issue

- 2 month construction period not sustainable

### **Artist's Mercantile Gallery - 720 Cooper**

- Years in Business: 13 years, art supplies
- Employees: 1 (self) lives in Redstone
- Average daily visitors: 50 average
- Visitors: 50% local, 50% tourists
- Busiest Time:.
- Slowest Months: May and October
- Best Time for Construction: October
- Ped Bridge: foot traffic is huge
- Helps local artists in Vail, Aspen, Montrose, Craig, Leadville, Grand Junction
- Local artists are big part of business. Tourists come on weekend
- Parking is issue and structure didn't relieve
- Can adapt to changes ie sometimes delivers

### **Resident Goldsmith (King Mall) - 720 Grand Avenue**

- Years in Business: 8 years
- Employees: 2 live in Newcastle
- Average daily visitors: 20-30
- Visitors: 50% local, 50% tourists
- Busiest Time:.
- Slowest Months: none
- Best Time for Construction: N/A will go on vacation
- Service shop; people will make effort to find them
- Doesn't like larger area under bridge; creates more surface area for loitering
- Put in parking instead of open space and bathroom
- Business is successful because do good work
- Doesn't think CDOT listens
- Long term thinks business will be fine; people will find them

### **Grande Optics (King Mall) - 720 Grand Avenue**

- Years in Business: 1 year
- Employees: 1 (self)
- Average daily visitors: 15 average
- Visitors: 90% local, 10% tourists
- Busiest Time:.
- Slowest Months: November

- Best Time for Construction: N/A will go on vacation
- Reason for success: People know him; has been making glasses all over area for years
- Ped Bridge: all tourists come over bridge
- Doesn't like bridge reconstruction, but doesn't think it will affect in long term

### **Glenwood Sew - 822 Grand Avenue**

- Years in Business: 19 years in current location (purchased building), 36 years total (was in another location across the street prior to current location)
- Employees: 1 full-time, 2 almost FT, 1 PT and have teachers come in. Live Carbondale, Silt, etc.
- Average daily visitors: 60 people in; 35 to 45 sales on average with some of them low
- Slowest Months: May, June; summers vary
- Busiest Time: September to January
- Visitors: 50% tourists in summer; lots of travelers on I-70 coming through
- Customer is middle-aged and slightly older women with discretionary income
- Business is successful because it's a destination for visitors coming through
- Good traffic visibility and parking
- Glenwood has a reputation for always being torn up
- Parking is an issue; the structures have been helpful; but need to be promoted
- Cooper needs to be two-wayed
- Competition is on-line / Grand Junction
- 8.6% tax (not imposed on internet business) makes things more competitive
- People need to be able to park
- Feel like constantly under construction
  - Fall, 2005 - City sewer and water
  - Fall, 2006 and 7 - GAAP project
- 20% to 25% decrease in revenues
- Feel like constantly under construction
- 9/11, forest fire which created tourism drop, 3 years of construction, Great Recession
- Gradual trend of increasing internet sales
- Bridge construction will have big impact
- People will go to Estes and other locations
- Bridge impact long term:
  - Remove traffic at GAB
  - Streets are timed for the highway, not the City
  - The Philosophy of local streets for local traffic means that HW 82 is for the state and not local
  - CDOT mission is to take care of HW 82

- Const. jobs not local
- Bridge needs pinch point
- Grand Ave. long term cannot handle all the traffic
- Kicking the can down the road
- Economy coming back but still slow
- Pay \$1,000 / month in property tax; 2,500 square building only occupant; need to lower taxes

### **Anderson's Clothing - 826 Grand Avenue**

- Years in Business: 39 years
- Employees:
- Busiest Time:.
- Slowest Months: January and November
- Best Time for Construction: January
- Business is successful because of location, reputation, been here for a long time
- April and October are good months because of the prom. October is good for empty nesters
- Locals come from Eagle, Aspen, Meeker, Craig, Glenwood
- In summer months, over 50% are visitors
- Ped Bridge closure really affected. Even a 10% decrease hurts
- Slightest things affect visitorship
- Lack of parking in downtown

## WEST OF GRAND AVENUE / SOUTH OF RIVER

### **Bob Kauffman, owner of 711 Grand Avenue Building**

- Suggested that Steve Beckley of Glenwood Caverns Adventure Park be interviewed 970-618-7127
- Bought 711 building within last 5 years. Bought high with good loan terms. Steve B. originally had contract was originally going to turn into boarding house. Building is 6,000 with 1,200 sf basement. Talking to Sacred Grounds. Another option is paintball. Building is long and deep difficult to rent in back. Redo front and alley and make it a 360 degree building. Sonoran Institute – reclaim alleys.
- Bridge is satisfying CDOT goals of moving 25,000 cars a day and going through motions. Lots of unanswered questions.
- Bridge will either be 9’4” closer to building or 14’ closer and 2 to 3’ higher because of railroad. 5’ sidewalks
- Land to west is jointly owned by City and County. Plans to put big parking structure with some mixed use development.
- Aspen real estate coming back, affects Glenwood Springs.
  - Lease rates are \$14.25 NNN Restaurant
  - \$13.25 NNN Retail. 5 years ago at \$19 psf
- Pullman Restaurant (owners started Fat Tire). \$11 sf / NNN with \$400K of improvements
- DDA did study of vacancy rates in downtown?
- Cindi Brewer of Fleisher 970 945-1136; knowledgeable about commercial market
- Downtown driven by moms and pops; capital is an issue
- The Grind is going into the King Mall. Hotel Colorado talking to Flags. Biggest season is summer.
- Need for broader global thinking about downtown issues. Little disjointed. Need for 50,000 foot view
- Ped bridge is important. Bring people at 7<sup>th</sup> Grand and let them fan out rather than bringing them down at 8<sup>th</sup>.
- 6<sup>th</sup> Avenue Redevelopment won’t hurt downtown
- October – November is best season for bridge construction followed by end of March through April. The mud season is less defined in spring.

### **Elizabeth Dean Boutique - 717 Grand Avenue**

- Years in Business: 2 years
- Employees: 1 lives 20 minutes away
- Average daily visitors: 100

- Visitors: 50% local, 50% tourists. Local from Vail Aspen, Grand Junction. People drop in during their Target run.
- Busiest Time:
- Slowest Months: 40 visitors / day. January-February, Sept.-Oct.
- Best Time for Construction: Fall
- Ped bridge impact: people will still find, although parking and getting there will be issue
- But does think there will be construction impact
- Long term thinks business will be fine.
- Is neutral on bridge
- Story poling event: never saw so many adults yelling at each other

### **Book Train - 723 Grand Avenue**

- Years in Business: 26 years
- Employees: 2
- Visitors: not sure; lots of tourists and strong local clientele base. People will come from Aspen, Rifle. Have lots of magazines and
- Busiest Time: December, July, August. Fall picks up when leaves are good
- Slowest Months: April through Memorial Day
- Ped bridge impact: major
- Concerned about street and think it will take a long time for downtown to come back
- Horrified about proposed changes
- Hopeful, but don't really know
- Concerned about visibility from across street
- No room for sidewalk café (Sacred Grounds)

### **Sacred Grounds - 725 Grand Avenue**

- Years in Business: The business has been here for 30 years. He has owned Sacred Grounds 10 years. Rob Chatmas, the owner, is a retired dentist.
- Employees: 10 in the summer, 5 in the winter
- Average daily visitors: July is the busiest at 250 a day, low is 100 per day
- Visitors: 60% tourists, 40% locals. Of 150 visitors, estimate that 120 come over the bridge
- Busiest Time: July
- Slowest Months: January-February and then October - November
- Ped bridge impact: disruptive

- Best time for construction: January – February
- Ped bridge could be nice with bump outs for viewing scenery. People like to take pictures of the train
- Ped bridge could become tourist amenity
- Biggest concern is the potential elimination of outdoor space
- The other big concern is the height and profile of the wall
- Supports the elimination of stop at 8<sup>th</sup> Avenue. Traffic backs up in front of his shop and the exhaust is not pleasant for his outdoor customers
- Glenwood is basically the Front Range destination resort. Tends to be busy when school is out, Easter, etc.
- Long term, think that Downtown Glenwood Springs will be ok
- Biggest problem is parking
- Put trucks somewhere else
- Concerned about the pedestrian experience.
- Amount of traffic is huge and projected to grow
- Coffee shop is not a destination. It's an afterthought for most people
- People on this side of Grand won't cross to the other
- Parking structure on other side of Grand now. City and County bought up land just west to put in parking structure
- Need to improve ped experience after construction. Make area under bridge attractive
- Everyone is skeptical; fear is that CDOT will do what they want anyway
- Grand Avenue is becoming thoroughfare
- Need to fight the fight for a bypass
- Potential for slow decline
- Bad now, CDOT can make it worse

### **Dancing Bear - 727 Grand Avenue**

- Years in Business: 4 years
- Employees: 2 to 5
- Also opening up a General Store / Convenience store with prepackaged food in the vacant space on 6<sup>th</sup> Avenue
- Average daily visitors: 50 usually, 100 a day in summer
- Visitors: 75% tourists, 25% locals. In summer, count 1,000 people a day foot traffic.
- Busiest Time: April – September. Starts from spring break
- Slowest Months: October – March, Mondays and Tuesdays also slow
- Ped bridge impact: major
- CDOT is just trying to get traffic through as fast as possible

- Creating a monster and will jeopardize foot traffic
- Counts at least 50 semis a day.....just one accident will create fear
- Don't increase the speed
- Daily Bread is serving 150 breakfasts a day

### **Ala Carte – 803 Grand Avenue**

- Years in Business: 16 years
- Employees: 1 and 4 part time
- Average daily visitors: 40/50
- Visitors: 50% local, 75% tourists. Local from Vail Aspen, Grand Junction.
- Busiest Time: March through December
- Slowest Months: January-February
- Best Time for Construction:
- Ped bridge impact: N/A
- Keep the bridge width as narrow as possible....but not happy with ACP; keep everything signalized
- But does think there will be construction impact
- Long term thinks business will be fine and likes the change / investment it will bring.
- Mentioned token program during GAAP process. \$10 value

### **April 17, 2013 – Jim Mason – 809 Grand Avenue Property Owner**

- Rental high in downtown core at \$10-\$14 psf....Taxes,etc. on top of that.
- Can do lower at \$8-\$9 with longer lease terms
- Typically asks for 3 years leases
- Used to manage 802 Grand - \$9.31 on top of base rate for taxes, insurance, CAM, etc.
- Multi-tenanted building with residential on top of commercial
- Own 809 Grand across from CMC.
- Bought building in 2007
- Takes 3-4 months to fill space; each vacancy can take 4 to 5 months to fill
- No one really tracks the vacancies and difficult to track. Building spaces are small.
- There is regular turnover
- Rates in Meadows are \$28-\$30 psf
- Ped bridge is major thoroughfare and is critical to keep open
- People will go to other destinations for short term construction
- Local short term impact will be horrible

- Lots of smaller shops will go out of business
- Long term – if we (GS) continues to make improvements, it will mitigate issues
- DDA work is positive however, 8<sup>th</sup> shut as library was built. Summit Canyon suffered as did the Hotel Denver
- Believes that impact will be much greater than just the construction period
- Economy is improving
- GS is a small resilient community
- Everyone works hard to make this work
- Economic changes typically 1 year behind Denver
- Economy not necessarily tied to Aspen
- Last in / last out of recession

### **Main Street Gallery and Frammer – 817 Grand Avenue**

- Years in Business: 12 years here, 22 altogether
- Employees:
- Visitors: Very local but from Newcastle to Aspen. Some tourists come in to look at art.
- Busiest Time:
- Slowest Months: spring
- Ped bridge impact: repaving project had a major impact
- Business is successful because the business is a destination / attraction
- Nervous about impacts particularly the possibility of no signal at 8<sup>th</sup> (ACP).

## 6<sup>th</sup> STREET

### April 23, Kjell Mitchell and John Bosco - Hotel Colorado and Hot Springs Pool

- Manage hotel with 107 rooms, pool, 1,000 member athletic club, food and beverage service, retail stores, and spa
- 280 full and part time employees
- Busy times: primarily Memorial Day to Labor Day. March is busy and rivals June. December is busy from Christmas to after New Years. Holidays, school calendars also are busy.
- Spa is busy sometimes when rest is not. Visitors include hotel guests, athletic facilities, other area properties, day visitors to Aspen and Basalt. Spa was built because it is busy when rest of properties are not
- Property wide: November is the slowest while April is the second slowest. Depending on the weather, however, the fall season can extend. October through early December can be slow, exclusive of Thanksgiving
- 70-75% of visitors from the Front Range
- Asked about impacts of repaving in 2005 and closure of ped bridge in 2009. Doesn't particularly stick out. A shuttle was tried...deemed a failure.
- Impacts of no connectivity to downtown if ped bridge is shut down. Would definitely impact visitors. Hotel Colorado is linked to rest of downtown businesses. Visitors will not stay as long or will not come if impacted.
- Visitors like being able to park in one place and walk to everything
- Construction period: things need to be safe and easy. 1,000 person athletic club members will be impacted. Families want to feel safe
- Don't know how many parking spaces they have. They know that it is 100% occupied by noon at times. They have a parking lot attendant.
- At this point, are unhappy and concerned about the 3F alternative because it doesn't do enough to lay the groundwork and facilitate enough storefront and development opportunities along 6<sup>th</sup>..... This is important because they believe this is how 3F was portrayed to them.
- They're also unhappy with the interchange and how River Drive works. Parking obviously is a big deal to them, but at this point, they're also very concerned about the interchange and the bigger picture environment.
- The DDA Design team will be meeting with them sometime next week. Jim Charlier (DDA team) will also be looking at the interchange area and trying to simplify and streamline it a bit and come up with suggestions for a better ped experience.
- The current design doesn't provide a good enough framework for them to base local improvements on, along 6<sup>th</sup>.

- They (Hot Springs) feel that this is a moving process so there was a question about business impacts while there are so many moving parts and pieces, particularly with their business.

### **Mountain Sports Outlet – 215 6<sup>TH</sup> Street**

- Years in Business: 7 years, the outlet is owned by Vail Resorts. The Landor's own the building
- Employees: 10 to 12
- Average daily visitors: 75
- Visitors: 40% tourists, 60% locals.
- Busiest Time: December – March. May – Mid-September
- Slowest Months: early May, Mid-September – Mid-October
- No Ped bridge impact
- Business success is due to reputation
- Bridge project construction period will adversely affect – business potentially down by a 1/3<sup>rd</sup>
- People drive through fast
- Current ingress and egress don't work and ped experience is not pleasant
- Worth it to make the change with the bridge reconstruction
- Like the CDOT plan; good for Glenwood on a macro basis

### **Springs Liquors – 214 6<sup>TH</sup> ST**

- Years in Business: 20
- Employees: 3
- Revenues of about \$500,000 per year; pay about \$1,200 to \$1,500 per month in taxes
- Visitors: 70% tourists, 30% locals.
- No Ped bridge impact
- Business success is due to traffic visibility
- Another liquor store is opening up on 13<sup>th</sup> to take advantage of bridge impacts
- Bridge impacts: property values will go up, however, think liquor store business has just 3 years of business left. Lots of dependence on tourist traffic. Will live through construction. Owns the building he is in, down to alley.
- Hot springs is buying up properties; Owns Sioux Villa Curio and 1 small building next to it
- Thinks the flower shop will do ok; although the owners don't think they will
- Doesn't support bypass
- Think bridge will make Glenwood look like LA

### **Gear Exchange – 212 6<sup>th</sup> Street**

- Years in Business: 20
- Employees: 3
- Visitors: 30% tourists, 70% locals, although summers are different. Locals have come to know business. Feel that after bridge is constructed, that locals will continue to find
- Unique bike shop
- Most customers stop by I-70 and drop in
- Hard to quantify: locals. vs. others
- Year round bike shop; bikes or snow
- Ski's / Snowboards
- Mountain Sports Outlet across the street is big; but Gear Exchange has figured out how to compete; microreactive
- Tends to be preservationist; don't see the need for a new bridge
- Not conducive to bikers or walkers
- "Survivor" business will move if necessary
- Wants CDOT to fix the bridge; move intersection; do not do ACP

### **Blue Sky Rental and Repair – 114-6<sup>th</sup> Street**

- Years in Business: 4<sup>th</sup> season (seasonal business) 25 years overall at the Hotel Colorado and the Enterprise Building
- Employees: 3
- Visitors: 40% tourists, 60% locals
- Reason for business success: have been around for long time
- Bridge construction period will not impact because is seasonal business
- However shoulder seasons: Oct-Nov and Apr-May are the best times
- 100% for new bridge; will make it a nice street, quieter and cleaner

### **Polanka – 216-6<sup>th</sup> Street**

- Type of Business: Eastern European Restaurant
- Years in Business: 1 year; have 3 more on the lease
- Employees: 2
- Mostly older customers
- The owner's English wasn't too good, so had a really hard time with the questions. Mentioned that the business wasn't doing really well.

### **Martin's Naturals – 216-6<sup>th</sup> Street**

- Type of Business: Medical marijuana
- Said that he sold the business

### **The Flower Mart – 210 6<sup>th</sup> Street**

- Years in Business: 19 years; the flower shop has been there since 1966
- Employees: 3
- Owners live in West Glenwood
- Average daily visitors: 15 to 20 average
- Visitors: 5% tourists, 95% locals.
- Busiest Time: Xmas, December, Valentine's Day, Mother's Day, Easter, Secretary's
- Slowest Months: Jan, Oct, Late Sept
- No Ped bridge impact
- Business success is due to location and quality of workmanship
- Bridge project construction period will adversely affect – lot of business due to deliveries
- Lack of visibility
- Last minute frame of mind
- Thinking of relocating but rent in "downtown" is twice that of this location which is \$6 NNN
- Majority of business is deliveries

### **Glenwood Shell – 106 6<sup>th</sup> Street**

- Business will be acquired for bridge project
- Years in Business: 32 years; gas station has been there 80 years
- Employees: 10; some FT and some PT with pay from \$11 / hour and up
- Generates \$4 to \$5 million in gross sales
- Taxes include gas tax of \$.41 per gallon, superfund tax of half -cent to one cent per gallon, excise and sales taxes
- Buy tires from Montrose (local)
- Donates to local events like Strawberry days
- Will have horrible impact
- Wanted to lease gas station to carry through retirement
- Also have 2 kids; they would inherit business
- Wife also works there
- Would like to have engineers contact him before marking up property
- Revenues from:
  - Gas
  - Towing

- Repair
  - Tire sales
  - Convenience items
- Sells 850 tires per year at \$175 each
  - \$1.50 tire tax
  - 15-20% cost of tire is taxes
- 8.76% state, federal and county taxes
- Sells 900,000 gallons per year
  - \$.41 gas tax = \$369,000
  - \* 32 years = \$11.8 million