



City of Aspen Offices Closed

Remote Services Available via web and phone

Limitation of Non-Essential Community Services

In response to recommendations from Pitkin County Public Health, and as a safety measure to protect the community from the spread of the coronavirus, the City of Aspen has closed its offices and has closed non-essential services and adjusted operations utilizing limited staff and remote services effective March 27, 2020.

The public is requested to visit cityofaspen.com and take advantage of the many online services available including [QAspen](#) for non-emergency issues or service requests. The City of Aspen phone is operable and all customers will be routed to the appropriate department.

Phone: 970-920-5000

City Council Meetings and Municipal Court

Council work sessions have been rescheduled and all non-essential work sessions have been cancelled until further notice. Municipal Court is suspended until further notice.

City Council Meetings

As of now, attendance at the Council meeting will virtual only. No in-person attendance to comply with State and County stay at home orders. Council meetings will be broadcast on City of Aspen Facebook page and www.cityofaspen.com.

City of Aspen Facilities Currently Closed

The following city facilities are closed until further notice.

- All City Offices
- Aspen Recreation Center
- Red Brick Gym
- Aspen Ice Garden
- Aspen Golf
- The golf simulator at Aspen Golf Club
- The Red Brick Center for the Arts
- Public restrooms at Wagner and Rio Grande Parks
- Aspen Youth Center
- Wheeler Opera House



- Wheeler Opera House Box Office (Aspen Show Tix is open via phone and web)
- Recreation Facilities: All recreation facilities are closed to the public and are being maintained by Recreation staff during the closure.

Wheeler Opera House Box Office

Box office representatives are available Monday-Friday, 12:00-5:00 p.m. for ticket orders and questions at 970-920-5770 or boxoffice@cityofaspen.com. The Box office is closed for walk up sales until further notice. Show cancellations and postponements are handled on a show by show basis. Ticketholders will be contacted on status updates once more information is gathered.

City of Aspen Department Wide Operations and Service Hours

All City of Aspen core departments are open and continuing to provide service. Departments will operate with adjusted service hours and remote services. Protecting the health of our staff and customers is our top priority. The following is a summary of service and operational adjustments by City department. This listing is in alphabetical order.

Aspen Pitkin County Housing Authority (APCHA)

APCHA will provide public assistance through website links, email, and phone as employees are working remotely until further notice. For COVID-19 related assistance and information, please visit www.apcha.org/covid-19.

APCHA has suspended all open houses until further notice. APCHA is continuing to advertise available housing units on the APCHA website and is continuing to accept bids.

The APCHA office has posted housing documents outside the office. Applicants have the ability to submit documents through the mail slot in the office door, as well as place a bid via e-mail. Housing payments will be taken over the phone by calling the office with credit card information. Please continue to use the boxes outside the main door at the Truscott Office.

Website: www.apcha.org
Phone: 970-920-5050
Email: APCHAProperties@cityofaspen.com
Address: 210 East Hyman Avenue, Suite 202, Aspen, CO 81611



Clerk

The Clerk's Department will provide public assistance through the Clerk's website, office phone, and email. Clerk Department employees are working remotely until further notice.

Website: www.cityofaspen.com/171/Clerk
Phone: 970-429-2687
Email: clerk@cityofaspen.com

Community Development (Planning, Building, Environmental Health and Sustainability)

The Community Development Department will provide service to the public through employees working remotely until further notice. Meetings may be conducted through various virtual meeting formats.

Builder and Planner of the Day email and voicemail accounts will be monitored throughout each business day. Timely responses should be expected as time and volume permits.

Please use the Salesforce customer portal for: permitting, building permit applications, inspections, and other community development services. Meetings must be scheduled in advance via the Planner or Builder of the Day phone/email or directly with the staff with whom you've been working. Land use applications can be submitted electronically directly to the planner with whom you've been working. Payments can be made through Salesforce, by mail or appointment if no alternative is available.

BEST testing suspended until further notice. Expired licenses will be extended as needed until testing resumes.

Key Emails:

- planneroftheday@gmail.com
- builderoftheday@gmail.com
- permitcoordinators@cityofaspen.com
- buildingadmins@cityofaspen.com
- sfsupport@cityofaspen.com

Phone: 970-920-5090



Environmental Health and Sustainability

Environmental Health and Sustainability is able to respond to customers via email or phone, employees are working remotely.

Email: EH@cityofaspen.com
Phone: 970-920-5039

Engineering

The Engineering Department is able to provide assistance through the below email contact lists as employees are working remotely until further notice. Meetings are being conducted through various virtual meeting formats rather than in-person. Utilize [QAspen](#) for non-emergency issues or service requests.

Phone: 970-920-5080
Email: Engineeringhelp@cityofaspen.com
CMPHelp@cityofaspen.com
Banners@cityofaspen.com

Finance

Finance Department is providing public assistance remotely.

Questions regarding a financial issue (business license, tax payments, utility payments, tap fees, etc.), please send an email inquiry. Also remember that Food Tax Refund deadline is April 15. The application is available online.

Email: financeinfo@cityofaspen.com

Please include your name, email or phone contact information and your question and you will receive a timely response. If you have a need for an in-person meeting, please express that in a similar emailed message and we will assess how to make that possible.

Kids First

Kids First can communicate with the public via email, phone, and website.

Website: <https://www.cityofaspen.com/235/Kids-First>



Phone: 970-920-5363

Parking and Transportation Department

The following transit services are suspended until further notice. These suspensions are in order to promote the recommended social distancing between parties and ensure vehicle cleanliness.

- The Downtowner service and Car-to-Go programs are suspended
- Direct Highlands and Galena Street Shuttle seasonal service are suspended

The five routes that are running include Burlingame, Castle Maroon, Cemetery Lane, Hunter Creek, and Mountain Valley. All routes are running 8 a.m. to 8 p.m. except Burlingame runs 7:35 a.m. - 8:20 p.m. and Mountain Valley runs 8 a.m. to 7:45 p.m. Please check www.rfta.com for more information on local and Valley service.

Parking: 970-920-5267
Email: Parking@cityofaspen.com

Parking tickets - can be paid online, by mail or phone.

Transportation: 970-429-2095
Email: Transportation@cityofaspen.com

For the latest RFTA schedule info: www.rfta.com or 925-8484

Free Parking

The City of Aspen is now offering free daily parking everywhere in the downtown core and residential areas; however, time limits will still be enforced by the City's parking officers. Those time limits equal four hours maximum in the downtown core and 72 hours in residential zones. In addition, there is still no parking in the downtown core from 2 a.m. - 7 a.m. ever. The parking office will continue to enforce illegal parking.

The City is making this change in recognition that some public transit services are being temporarily reduced or suspended and some vulnerable populations may not be able to utilize mass transit at this time. This temporary waiver of parking fees will be reviewed again by March 31 to determine if it will continue, be modified, or if fees will be reinstated.



Parks and Open Space and Trails

Please contact Parks, Open Space and Trails offices by phone or email. Social distancing is encouraged while enjoying the fresh air on all our trails and open spaces. Nordic Trails are open, however; grooming is reduced and may cease at any point due to warming weather and staff availability.

The Parks Department office at Cemetery Lane is closed to walk-in visitors. Please call the parks office to schedule a phone call or virtual meeting.

The Parks Department is not currently issuing new permits for large groups on city parks. Also, bookings for weddings and other events in city parks may be subject to change.

Phone: 970-920-5120

Red Brick Center for the Arts

The Red Brick Center for the Arts is closed and has canceled all open houses, events, activities and meeting room bookings.

Phone: 970-429-2777

Streets

The City of Aspen Streets Department is closed to the public but will still be providing citizens and visitors with safe, effective, and timely maintenance of city streets, storm drains and alleys. The Streets Department office is able to provide assistance through our email and phone contacts.

Email: Streets@cityofaspen.com

Phone: 970-920-5130

Utilities



Water and Electric services are essential city operations. The City's Utilities Department is committed to public safety and will continue to provide clean, safe, and reliable drinking water and electric service to our customers. Aspen Water provides safe high- quality water that exceeds all stringent state and federal drinking water regulations.

Aspen's water treatment methods use filtration and disinfection process which remove and inactivate viruses

Utility Billing

Utility billing office is able to provide assistance through our website links, email, and phone as employees work remotely until further notice.

Website: www.cityofaspen.com/185/Utility-Billing
Phone: 970-920-5030
Email: utilities@cityofaspen.com

For the most up-to-date local information on COVID-19 please go to www.pitkincounty.com/coronavirus. Call the Pitkin County Coronavirus Hotline with questions at 970-429-6186. Text 888-777 and include CVIRUS for information via Pitkin Alert.

For City of Aspen specific closures and COVID-19 news: www.cityofaspen.com/covid-19