



Boulder Parks & Recreation

Good Neighbor Commitments: Boulder Reservoir

5565 51st Street
Boulder, CO 80302

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1. Introduction and Purpose

The Boulder Reservoir, located at 5565 51st Street, Boulder, Co 80302, is one of the most popular and heavily visited park facilities in the city and region. It is also one of only six northern Front Range facilities supporting water-based and powerboating recreation opportunities and though smaller than other area facilities, the reservoir offers a significant range of services to the community and maintains one of the highest visitation rates at approximately 300,000 visitors per year.

While creating positive experiences, the City of Boulder also recognizes that some of these operations may have created issues for nearby neighbors. This Good Neighbor Commitment (GNC) acknowledges and specifies the ongoing commitments of the city in serving the goals of delivering quality recreation experiences as well as the well-being of the neighborhood.

As used in this document, these terms have the following meanings:

Community means all residents of Boulder as well as other stakeholders in the city and county of Boulder.

Stakeholders means visitors, user groups, business partners and governmental partners.

Neighbor means all those who live in the Valhalla and Waterstone neighborhoods and other nearby Boulder Reservoir neighbors,

The GNC for the Boulder Reservoir was drafted by City of Boulder Parks and Recreation (BPR) in February 2021. It has been reviewed and commented by Neighbors in March and April 2021 and the Parks and Recreation Advisory Board (PRAB) in April 2021. This May 2021 version reflects input from both Neighbors and the PRAB.

The city is committed to conscientious and thorough implementation of this GNC. The city will share this GNC with all stakeholders to enhance consistent implementation. Moving forward, any proposed amendments to the GNC will be provided to the Community for input prior to final approval by the PRAB.

The purpose of the Good Neighbor Commitment is to:

- Share BPR's commitment to *consult* with Neighbors regarding operations of the Boulder Reservoir. In line with the city's public participation model, this means that we will keep Neighbors informed, listen to and acknowledge concerns and aspirations, and share feedback on how Neighbors' input influence decisions and that we will seek Neighbor's feedback on drafts and proposals.
- Establish formal and informal methods for continued communication with the Neighbors, bolstering positive partnerships between BPR and Neighbors and facilitating problem resolution.

2. Guiding Principles

A Public Place

Boulder Reservoir is a shared community resource and a public place. Its first and foremost purpose is a valuable drinking water supply for the City of Boulder. The recreational activities at the Reservoir are provided in a manner that is compatible with the protection and management of the water supply and have grown to be deeply appreciated by community members. It is essential that it remain a place that is accessible, safe and welcoming to the general public.

Boulder Parks and Recreation Mission

The mission of Boulder Parks and Recreation is to promote the health and well-being of the entire Boulder community by collaboratively providing high-quality parks, facilities and programs. Fidelity to this mission is paramount to sustaining the spirit of the Boulder Reservoir and fulfilling the goals of the Parks and Recreation Master Plan.

A Balanced Approach

Boulder Reservoir encompasses multiple operational and contractual uses and missions. The needs and interests of many must be balanced in a manner that protects the site and spirit of Boulder Reservoir and in keeping with principles 1 and 2 above. Management decisions about surrounding uses should be made with sensitivity to potential impacts on Boulder Reservoir. At the same time, Boulder Reservoir should be managed and preserved in a manner consistent with the Community's sustainability goals and with sensitivity to impacts on surrounding residential neighborhoods.

Neighborhood Enjoyment

The Boulder Reservoir sits among rural residential areas, and Neighbors desire to maintain the health, safety, attractiveness, and livability of the area and to proactively address good neighbor practices.

3. Community Engagement & Communication

Communication between the city, Stakeholders, the Community and the Neighbors is critically important to develop and maintain positive relationships. Methods to ensure good communication, feedback, and monitoring of this Good Neighbor Commitment will include the following:

- Biannual neighborhood meetings, and proactive outreach by BPR to the Community. During the Fall meeting of 2022 we will re-evaluate neighborhood meeting frequency;
- Information posted on BPR website connecting Stakeholders to all pertinent information including contact information for BPR, Boulder Facility Supervisor and business partners;
- Implementing a process for submitting feedback;

- Including Neighbors in the feedback gathered from Stakeholders as part of an annual After Action Review of reservoir operations each fall.

3.1 Complaint Process

In the event of any illegal activity, Neighbors should immediately notify law enforcement by calling 911.

Community Grievance:

In the event of a problem, Neighbors are asked to notify BPR through the city's online customer service portal, Inquire Boulder. A BPR Reservoir employee will use best efforts to acknowledge complaints within a reasonable time frame. We anticipate being able to address most issues. If the Reservoir employee cannot or does not satisfactorily resolve the problem, the complaint will be elevated through supervisory levels, on up to and including the Parks and Recreation Director.

If the problem remains unresolved, the complainants may bring their concerns to the Parks and Recreation Advisory Board via email or at public comment at the next regular business meeting. If this does not resolve the issue, both parties may consent to work with a mediator (from the City of Boulder Community Mediation Service) to help the complainant and city to resolve the dispute. In the unlikely event that a complainant is not satisfied with the outcome of the process, City Council meetings provide an open comment period for residents at the start of each meeting to hear from the public about important issues facing Boulder and its citizens.

3.2 Opportunities for Community Engagement

BPR will host regular, bi-annual Neighbor meetings that will be open to the entire Community. These meetings will provide an opportunity for Community members to raise concerns, ask questions, learn about, and provide feedback on operations at the Reservoir.

In 2021, a late September meeting will focus on debriefing the peak season and to inform 2022 operations. Next, BPR will host a Spring 2022 meeting for a pre-season consultation.

In the future, the schedule may be amended based on need. During the Fall meeting of 2022 we will re-evaluate Neighbor meeting frequency.

4. Ensuring Compliance with Commitments

BPR will offer continuous feedback and follow through on all complaints processed through the online feedback process. Unresolved complaints can be escalated as outlined above. In addition, as it relates to Boulder Reservoir event producers and/or business partners, the following conditions apply:

4.1 Driftwind Restaurant

As outlined in the lease, BPR and the restaurant tenant will meet regularly to discuss and problem solve any issues that may arise. It is expected that these conversations will resolve most concerns. The Driftwind Lease includes language to ensure compliance with all terms and conditions..

4.2 Special Events Adherence

The city employs a robust multi-departmental review process for Special Events. Special Event producers pay a deposit to host events at the Boulder Reservoir. This deposit reserves the venue and can be held for failure to perform within permit specifications. In addition, such failure can also result in lack of future permit approvals.