

**TOWN OF MONUMENT, CITIZENS SERVICE LEVELS ADVISORY COMMITTEE  
REGULAR MEETING MINUTES**

Thursday, March 12, 2026 – 4:00 PM

Monument Town Hall, Council Chambers – 645 Beacon Lite Rd., Monument CO 80132

Hybrid Meeting – Remote Participation Via Teams

COMMITTEE MEMBERS	TOWN STAFF
<b>PRESENT:</b> John Lewis, Committee Chair Brandy Turner, Committee Vice-Chair Johan Moum (4:04pm) Scott Gilson Steven King, Mayor Pro Tem Laura Kronick, Town Councilmember Dan DeBoo, new member	Madeline VanDenHoek, Town Manager (at 4:12pm) Jennifer Phillips, Director of Finance Laurie Young, Finance Manager Steve Murray, Senior Accountant
<b>ATTENDED REMOTELY:</b> Greg Bland (at 4:04pm)	
<b>ABSENT WITH PRIOR NOTICE:</b>	
<b>ABSENT WITHOUT PRIOR NOTICE:</b>	

**1. Call Regular Meeting to Order at 4:01 PM**

**2. Roll Call**

Heather Paul has left the committee. Madelline would like to add one new member to the committee.

Dan DeBoo joined the committee as a new member and took a few minutes to introduce himself.

**3. Approved Minutes from February 12, 2026 meeting**

Motion by Scott Gilson, 2<sup>nd</sup> by Bandy Turner, and all in favor 6/0.

**4. Feedback From Town Council Regarding Revenue Options**

Jennifer Phillips provided feedback from the TC retreat at the Penrose House on 2/26/2026, saying it was “Good and productive”. The revenue topics were the same as those at the 2/12/26 CSLAC meeting, and TC provided helpful feedback. Laura Kronick explained the retreat was beneficial, and the “unfiltered discussion” was very welcoming. Primarily TC agreed with CLSAC’s revenue comments and opinions. Jennifer expressed her Thanks and appreciation for CSLAC.

**5. Revenue Enhancing Items Being Considered by the Town Council**

a. Police Impact Fee – April 6

Currently the Town’s Impact fee study, by Willdan, only allows for an increase to Police fees, meaning the Town can increase Police fees to developers for the impact of growth. A Resolution for this impact fee will be presented at the 4/6/26 TC meeting.

Additional impact fees will be reviewed in the future, once the Town’s Comp Plan has been defined. This revenue increase will benefit the Police department in the Town’s General Fund.

b. Water Rate Study – April 20

Based on the water fee study, also by Willdan, water rates will be increased. A Resolution for the water rate increases will be presented at the 4/20/26 TC meeting. This revenue increase will benefit the Town's Water Fund.

c. Fee Study – April 20/May 4

The Fee study, also by Willdan, should be completed early April. The true cost of services is calculated by the time it takes individuals at the Town to complete tasks. The goal is for the Town to realize full cost recovery, which will benefit the Town's General Fund. Ideally a Resolution for fee increases will be presented at the 5/4/26 TC meeting. The Town cannot make a profit from Fees, rather the goal is for the Town to realize full cost recovery for services provided

d. Park Parking at Monument Lake – TBD

Of interest. Agreed with low regulation and low enforcement.

e. STR Program – TBD

Still an "unknown". This topic is highly political and offers a low return. "Lukewarm" interest by TC at the moment. This also includes Lodging Tax. STR is considered less than 30 days.

f. Use Tax – TBD

Increasing the Town's use tax rate from 2% to 3.5% was well received. This revenue increase will benefit Streets only. There will be a need to campaign for this 2027 ballot measure.

Implementation timelines regarding the above items:

- Use tax will be implemented in 2027.
- Parking at Monument lake will be determined by outside vendor plus communication and signage. Hopefully before summer.
- Fee study hopeful for July 1, 2026.
- Water rate increases hopefully for July 1, 2026.
- Police fee increases hopefully for May 1, 2026.

## 6. Review

a. April 2021 Community Survey Questions

Jennifer presented the Town 2021 Community Survey questions and results, with the goal of finding out what CSLAC thinks of the questions.

- Regarding question "Top issues priorities or problems" the overall opinion is for the question to be clearer, for example better define the answer options, break down the question into Pros and Cons sections. Possibly make the question more financially driven, for example, "Are you aware of the Town's current financial constraints?" Another suggestion is to perhaps address Growth in 2 buckets for Residential vs Commercial.
- Regarding question "headed in the right direction", the main opinions is that the question is too vague or not relevant or should be reworded with more specifics.
- Regarding question "services and programs considering how much they pay in taxes" all committee members like.
- Regarding question "services and programs considering how much they pay in taxes" all committee members like.
- Regarding question "compared to other cities and towns" all committee members like.
- Regarding question "importance of town services" the main comment is to make the question language more specific.

- Regarding question “budget decisions allocating taxpayer dollars...” the main suggestions were to break down the question by neighborhood, so that areas of focus can be determined.
- Overall, the department focused questions were well received.
- The question about “town communication” generated some conversation. The topic of which social media platforms to use was discussed, and mention was made about the Town’s website not being user friendly enough. The overall feeling is that information is difficult to find on the Town’s website.
- Suggestions for added questions for the next survey
  - Town’s ADA accessibility
  - Ranking the Town’s services

## **7. Public Comment**

None

## **Next Meeting**

## **8. Adjourn at 5:36pm**

Motion by John Lewis, 2<sup>nd</sup> by Johan Moum, and all in favor 6/0.

Respectfully Submitted,

---

Laurie Young, Finance Manager