

WILLOW BROOK METROPOLITAN DISTRICT

REVISED COMMUNICATIONS POLICY

Effective As of April 18, 2025

WHEREAS the Willow Brook Metropolitan District (“District”) is a quasi-municipal corporation of the State of Colorado, providing water, roads, trash, land stewardship and other services to the owners of Ruby Ranch, Silverthorne, Colorado; and

WHEREAS it is the desire of the Board of Directors (“Board”) to update and define its communications protocols to enhance communication with the owners of the community while maintaining proper public records; and

WHEREAS the Board wants to update the community on the preferred methods for community members to communicate with the District and Ranch Managers;

NOW, THEREFORE, BE IT RESOLVED that the Board adopts the following Communications Policy:

Communication Resources: The Board will use its website, <https://www.willowbrookmetro.org/>, to publish information about the District and its operations, water system and finances, together with information about its Trash, Recycling, Land Management, Fire Adaptive Community efforts;

Meeting Agendas, Notices, and Board Packets: Notices of meetings will be posted under the Board Meetings tab of the District website. Board meeting packets, including the agenda, draft minutes, and financial reports from the District Manager, will be posted on the District’s website at least one day prior to Board meetings. Sensitive or attorney/client privilege documents noted in an agenda will be sent only to the Board before the Board meeting.

Community members are encouraged to attend Metro Board meetings. These meetings are open to the public, are conducted in-person and online, and a public comment section is included in all meeting agendas. Meetings are recorded and recordings can be viewed after meetings upon request.

Community members can subscribe to receive agendas and notices by email. To do so, a community member should go to the District’s website, then click on ‘Join our mailing list’ tab at the bottom of the homepage. Community members are highly encouraged to subscribe to the mailing list to receive direct communications from the Board; and to keep their email addresses up to date.

Board Meeting Minutes:

Board approved and executed board meeting minutes will be posted on the District’s website for the applicable meeting. Every effort will be made to have ADA conforming minutes posted within 2 weeks of their approval. Draft minutes are considered work product under the Colorado Open Records Act (“CORA”) and are not available to the public until discussed by the Board in a public meeting

Legal Notices:

Legal notices from the District required to be given to all owners and community members will be sent out through the District's website, by email to registered recipients, and such other methods as may be required by law. Legal notices will include, but are not limited to, water rate increases, upcoming elections, public hearings to adopt annual budgets or budget amendments, etc.

Election Notices:

All election notices will be posted on the District's website under the Elections tab. Regular elections of the Board are held on the first Tuesday following the first Monday in May of odd numbered years. Special elections will occur as and when applicable law permits and the Board deems best.

Financial Information:

The annual budget and audit, and any other required financial reporting, will be posted on the District's website in accordance with applicable state law. As noted above, financial reports from the Districts are part of the board packets and will be distributed one day prior to regularly scheduled meetings.

District Emergency Notifications

The District will use all means available to it to alert owners of any District related emergency that may arise. Community members are strongly to subscribe to [SC Alerts](#) – the emergency notice service operated by the Summit County Sheriff.

Communication with the Metro Board:

Community members with questions, concerns, or general comments related to the Metro District should use the [Contact Us](#) button on the Willow Brook Metro District website. When a message is submitted via this feature, the following will occur:

1. **Acknowledgment of Receipt:** A confirmation message that the submission has been received;
2. **Review and Response:** The District Manager will review your message and respond with any available information and the next steps for response. All messages will be forwarded to the Board for their awareness or consideration.
3. **Inclusion in Board Meetings:** All communications received through the website will be included in the upcoming Board meeting packet under the agenda item titled **“Community Comments.”**

*Please note: The District and members of the Board, Managers, and employees **should not and will not** use the rr-general listserv to communicate with Ruby Ranch community members, and will not respond to questions posted there. RR-gen poses unacceptable Colorado Open Records Act risks to the District. RR-Gen does not meet the statutory requirements for official records of public entities. Among other things, information on rr-gen is editable, not a permanent record of public communications, privately owned, and lacks a custodian who is responsible for responding to Open Records requests.*

The District will also periodically prepare newsletters, post them on the District's website, and send them by email to all registered community members with District-related updates. All articles related to the District will be reviewed and approved by the Board President before being distributed to the community.

Public Comment Opportunities During Board Meetings: The Board wants to hear from the community. A “public comment” opportunity is a part of every meeting agenda. Public Comment will first be taken on non-agenda items. There will be opportunities throughout meetings to for community members to comment agenda items as requested by the Board. Public comment will be limited to three (3) minutes per person and will be received only during the public comment opportunities described above.

Communication with the Ranch Manager / Service Requests:

Links to the District’s Service Request form can be found on both the District and the Ruby Ranch Owners’ Association websites.

The Service Request form asks for the following information:

- Name, address, and contact information (phone and email) of person requesting service
- Date of request
- Description of service requested and general area of needed repair
- IF applicable, a picture of the issue needing repair

The form is then submitted through the district’s website. The District Manager and Ranch Manager will both receive the request. The District Manager will file all requests digitally in the District’s files. The District Manager will respond within two (2) business days to the person who submitted the request.

Community members should submit concerns or questions about the District’s operations, the Ranch Manager’s activities, or any issues with day-to-day operations of the Ranch using the [Contact Us](#) link on the District’s website.

DISTRICT EMERGENCY CONTACTS

24/7 Emergency Contact: 303.381.4960 (Community Resource Services)

Water /Road Emergencies: 970.485.4342 (Ranch Manager)

Water Operator: 720.287.0605 (ORC Water Professionals)

ALL OTHER EMERGENCIS – DIAL 911

ADOPTED this 18th day of April, 2025.

WILLOW BROOK METROPOLITAN DISTRICT

By: _____

President

ATTEST:

Secretary