

PAGOSA AREA WATER AND SANITATION DISTRICT )  
 )  
ARCHULETA COUNTY ) S.S.  
 )  
STATE OF COLORADO )

NOTICE OF SPECIAL MEETING AND REGULAR MEETING

NOTICE IS HEREBY GIVEN that a Special Meeting and Regular Meeting of the Board of Directors of the Pagosa Area Water and Sanitation District (PAWSD) have been scheduled for Thursday February 12, 2026 at 4:00 and 5:00 p.m., respectively. The Special and Regular Meetings will be held at 100 Lyn Avenue, Pagosa Springs, Colorado.

Proposed Agendas are as follows:

Special Meeting

1. Call to Order
2. Roll Call
3. Consideration of an executive session to discuss Running Iron Ranch and litigation related to the same, mediation, and the management of Running Iron Ranch (the “Subject Matters”) pursuant to C.R.S. Section 24-6-402(4)(b) for the purpose of receiving legal advice on specific legal questions from the District’s general counsel on the Subject Matters, and C.R.S. Section 24-6-402 (4)(e)(I), to determine positions relative to matters that may be subject to negotiations, developing strategy for negotiations, and instructing negotiators with respect to the Subject Matters.

Regular Meeting

1. Call to Order
2. Roll Call
3. Consideration of Agenda
4. Approval of Minutes – 1/29/26 Special and Regular Meetings
5. Public Comment
6. Update Regarding After-Hours Call Service Transition – Daupler Response Management
7. Manager Talking Points
8. Any other Business Brought before the Board will be Duly Considered

PAGOSA AREA WATER AND SANITATION DISTRICT

By /s/ Justin Ramsey  
For the Board of Directors



1  
2 **RECORD OF PROCEEDINGS**  
3 **PAGOSA AREA WATER AND SANITATION DISTRICT**  
4 **JANUARY 29, 2026 SPECIAL MEETING**

5  
6 **Call to Order (0:00:01)**  
7

8 The Special Board Meeting for the Pagosa Area Water and Sanitation District (PAWSD) was called  
9 to order by Chairman Gene Tautges at 4:00 p.m.

10  
11 **Attendance (0:00:28)**  
12

13 The following Directors were present: Gene Tautges, Alex Boehmer, Bill Hudson, Glenn Walsh,  
14 and Bruce Jones.

15  
16 In attendance from staff: Andy Connor, Justin Ramsey, Renee Lewis, Jack Dossett, and Cyndi  
17 Foster (virtual).

18  
19 Also present: Carl Young (virtual), Terri House (virtual), and Kalei Pitcher(virtual), Marcus Lock  
20 (virtual).

21 **Consideration of Agenda (0:00:44)**

22 A motion was made by Director Hudson and seconded by Director Jones to approve the agenda  
23 as presented. The motion passed unanimously.

24 **Consideration of an executive session to discuss (1) Running Iron Ranch and litigation**  
25 **related to the same, as well as the management of Running Iron Ranch; and (2) notice of**  
26 **personal injury claim (the "Subject Matters") pursuant to C.R.S. Section 24-6-402(4)(b) for**  
27 **the purpose of receiving legal advice on specific legal questions from the District's general**  
28 **counsel on the Subject Matters, and C.R.S. Section 24-6-402 (4)(e)(l), to determine positions**  
29 **relative to matters that may be subject to negotiations, developing strategy for negotiations,**  
30 **and instructing negotiators with respect to the Subject Matters. (0:01:01)**

31 A motion was made by Director Walsh and seconded by Director Jones to enter into Executive  
32 Session for the purposes cited above. The motion passed unanimously. The Board entered into  
33 Executive Session at 4:03 p.m.

34  
35 The Board exited Executive Session at 4:59 p.m. during which negotiators were instructed but no  
36 decisions were made.

37  
38 There being no other business to come before the Board, the meeting was adjourned at 5:00 p.m.  
39

40 Respectfully submitted,

41  
42  
43 Bill Hudson  
44 Secretary  
45

1  
2 **RECORD OF PROCEEDINGS**  
3 **PAGOSA AREA WATER AND SANITATION DISTRICT**  
4 **JAUUARY 29, 2026 REGULAR MEETING**

5  
6 **Call to Order (0:03:30)**  
7

8 The Regular Board Meeting for the Pagosa Area Water and Sanitation District (PAWSD) was  
9 called to order by Chairman Gene Tautges at 5:02 p.m.

10  
11 **Attendance (0:06:19)**  
12

13 The following Directors were present: Gene Tautges, Alex Boehmer, Bill Hudson, Glenn Walsh,  
14 and Bruce Jones.

15  
16 In attendance from staff: Andrew Connor, Justin Ramsey, Renee Lewis, Jack Dossett, and Cyndi  
17 Foster (virtual).  
18

19 Also present: Leah Ballard, David Wolfe, Autumn Romero, Kathy Pfister, Holly Coleman, Brian  
20 Reid, Carl Young (virtual), Terri House (virtual), and Kalei Pitcher (virtual).

21 **Consideration of Agenda (0:06:30)**

22 A motion was made by Director Hudson and seconded by Director Jones to approve the agenda  
23 as presented. The motion passed unanimously.

24 **Approval of Minutes – 11/13/25 Special Meeting, 12/11/25 Special Meeting, and 12/11/25**  
25 **Regular Meeting (0:07:00)**

26 A motion was made by Director Boehmer and seconded by Director Jones to approve the 11/13/25  
27 Special Meeting, 12/11/25 Special Meeting, and 12/11/25 Regular Meeting Minutes as presented.  
28 The motion passed unanimously.

29 **Public Comment (0:10:05)**

30 No comments were offered.

31 **Consideration of 2026 Connection Charges and Adjustments to Other Non-Rate Revenue**  
32 **(0:11:59)**

33 A motion was made by Director Walsh and seconded by Director Jones to approve the 2026  
34 Connection Charges and Adjustments to Other Non-Rate Revenue as presented. The motion  
35 passed unanimously.

36 **Consideration of Request for Waiver of 2026 Capital Investment Fees – Habitat for Humanity**  
37 **(0:15:08)**

38 Leah Ballard presented Consideration of Request for Waiver of 2026 Capital Investment Fees –  
39 Habitat for Humanity. A motion was made by Director Jones and seconded by Director Boehmer  
40 to approve four waivers of the 2026 Capital Investment Fees contingent on the homes complying  
41 with the policy in 2024 – 03 – Resolution for the Reduction of Capital Investment Fees for Low-  
42 Income, Workforce, and Other Types of Affordable Housing of 80% of AMI or below. The motion  
43 passed 4 – 1 with Chairman Tautges opposed.

44 **Consideration of Resolution 2026 – 01 – Board of Directors Annual Posting for Meetings**  
45 **(0:49:48)**

46 Chairman Tautges presented Resolution 2026 – 01 – Board of Directors Annual Posting for  
47 Meetings as the annual posting of the board meeting schedule. A motion was made by Director  
48 Boehmer and seconded by Director Hudson to adopt Resolution 2026 – 01 – Board of Directors  
49 Annual Posting for Meetings as presented. The motion passed unanimously.

50 **Presentation Regarding Running Iron Ranch Remediation – Justin Ramsey (0:50:30)**

51 Justin Ramsey provided an update on the remediation of Running Iron Ranch.

52 **Manager’s Talking Points (1:13:45)**

53 Andrew Connor provided updates on Vista Wastewater Treatment Plant upgrades, frozen meters,  
54 meter replacement project, and implementation of the new answering service. Justin Ramsey  
55 provided updates on the Snowball Water Treatment Plant replacement construction progress.

56 **Other Business (1:33:49)**

57 Renee Lewis provided updates on the Community Development Corporation and Archuleta County  
58 Commissioners’ attendance of a future PAWSD board meeting and recent meetings staff have  
59 attended with Town of Pagosa Springs/Pagosa Springs Sanitation and General Improvement  
60 District. Ms. Lewis also requested the Board formally acknowledge through a motion Jack Dossett  
61 as the new Comptroller for the District. A motion was made by Director Boehmer and seconded by  
62 Director Jones to acknowledge Jack Dossett as the new Comptroller for the District, that he have  
63 all access to PAWSD finances that were available to the previous Comptroller, Aaron Burns, and  
64 that Mr. Dossett is the primary financial representative for the District. The motion passed  
65 unanimously. Director Hudson stated he planned to attend the San Juan Water Conservancy  
66 District 2/4/26 meeting to hear about plans to submit a Bureau of Reclamation grant application for  
67 a small reservoir.

68 There being no other business to come before the Board, the meeting was adjourned at 6:40 p.m.

69  
70 Respectfully submitted,

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72  
73 Bill Hudson  
74 Secretary

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## Board Agenda Summary Sheet

	To	Action	Signature, Date		To	Action	Signature, Date
1	Andrew Connor	Review		6			
2	Board	Approve		7			
3				8			
4				9			
5				10			
<b>Name of Action Official:</b> Andrew Connor		<b>Phone:</b>		<b>Board Meeting Date:</b> February 12, 2026			<b>Priority</b> <input type="checkbox"/> High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low

**Subject:** Transition After Hours Call Service to Daupler Response Management

**Staff is planning to present on the following.**

**Overview of Benefits to Daupler Transition for After-Hours Call Response:**

- *Trained Utility Agents are taking the calls (not random call center staff).*
  - *Calls routed to appropriate on-call staff*
  - *Not paying overtime for no reason*
  - *No lost time dispatching*
- *Calls are plotted on our service areas (Water & Sewer). Benefit here, for example, if someone calls about an incident that is in PSSGID service area, they will be directed to the PSSGID phone center and our technician would not be contacted.*
- *Call/link is routed to on-call staff phone.*
- *If on-call staff doesn't acknowledge, Daupler starts an escalation tree.*
  - *Continues to call on-call every 2 minutes*
  - *If still no acknowledgement after (time we set), it starts calling supervisor.*
  - *If still not acknowledged after (time we set), it starts calling manager.*
  - *It WILL NOT stop until someone acknowledges it (It also logs that entire sequence).*
- *On-call staff gets a link on phone via text message that includes:*
  - *Details of incident*
  - *Location*
  - *Pictures/ videos/whatever the customer shares*
- *Daupler uses a web app so no Apple App store or Google Play store apps to download and manage.*
- *Staff has the ability to call the Reporting Party (RP) directly from web app:*
  - *Staff phone number is masked (no call backs to private number later).*
  - *Staff can call / message or if after talking to RP nothing further is needed they can close the incident.*
- *If they go to scene, a google maps link is provided to the address:*
  - *The Time on-call staff arrive and depart is logged.*
  - *Staff has the ability to attach pictures, videos, voice recordings, etc. to incident.*

- *If they need assistance, they can specify how many crew members they need and Daupler will begin the callout process so staff can focus on setting up traffic control, shutting off valves, calling in emergency locates, etc.*
- *Customer/RP can opt in to receive updates on the progress of the incident.*
- *Once incident is resolved staff will close the incident and everything that was entered by staff or RP is captured and stored permanently.*
- *Management will get an incident log via email for the previous day/night events.*

***Key benefits of moving to Daupler:***

1. *Documentation that is permanently archived.*
2. *Customer/RP calls CANNOT go unanswered.*
3. *Accountability*
4. *Facilitates accurate tracking of notifications and due diligence after the incident.*
5. *Improved customer service and public perception.*
6. *Scalability. If we have a major event that generates a lot of calls. Daupler automatically routes calls to additional call center staff so that no one is put on hold.*
7. *Event Detection – in the event of something like a major water main break that generates a lot of calls, Daupler will turn on an event. Basically, it tracks the callers phone # and address and will generate a message (our wording) that “we are aware of the issue and are taking steps to resolve it.” It will still give the caller the option to speak with someone or opt for updates.*