



Town Hall 551 Hot Springs Blvd
Pagosa Spring, CO 81147

AGENDA
Town Council Meeting
February 17, 2026 @ 5:00 PM

REMOTE PARTICIPATION

Join Zoom Meeting By Computer - <https://us06web.zoom.us/j/84183643649>
Dial by Phone - 1-669-900-6833 US - Meeting ID: 841 8364 3649

A Zoom link is made available. The Town cannot guarantee internet service or online broadcasting. Remote participation is at the risk of attendees. The meeting will continue in person regardless of the broadcast capability.

I. CALL MEETING TO ORDER

II. ROLL CALL

III. PLEDGE OF ALLEGIANCE

IV. DISCLOSURES AND/OR CONFLICT OF INTEREST

V. PUBLIC COMMENT

VI. CONSENT AGENDA

- 1. Approval of the February 3, 2026 Meeting Minutes**
- 2. January Payments**
- 3. Employee Handbook Revision**

VII. REPORTS TO COUNCIL

- 1. Sales Tax Brief**
 - a. Sales Tax Report - December 2025
- 2. Other Department Reports**
 - a. Administration Report

Public comment and agenda comment item sign-up sheets are available at the meeting
Copies of proposed Ordinances and Resolutions are available to the public from the Town Clerk

- b. Development Department
- c. Lodging Tax Report
- d. Municipal Court Department Report
- e. Parks & Recreation Report
- f. Police Department Report
- g. Public Works Department Report

VIII. UNFINISHED BUSINESS

- 1. Update on CDOT Highway Safety Improvement Program Grant**
- 2. Update on Flood Recovery**

IX. NEW BUSINESS

- 1. Reservoir Hill Park Potential Expansion Funding**
- 2. Apache Street Property RFP for Workforce Housing**

X. PUBLIC COMMENT

XI. EXECUTIVE SESSION

- 1. Executive Session per C.R.S. 24-6-402(4)(b): For the purpose of a conference with the Town's legal counsel regarding specific legal questions pertaining to the September 10, 2025, Intergovernmental Agreement between the Town and Archuleta County regarding the Tourism Advisory Board.**
- 2. Executive Session per C.R.S.24-6-402(4)(a): Discussion concerning the purchase, acquisition, lease, transfer, or sale of any real, personal, or other property interest related to Project 102.**
- 3. Executive Session per C.R.S. 24-6-402(4)(f): Discussion of personnel matter regarding the Town Manager's annual evaluation.**

XII. RECONVENE IN OPEN SESSION

- 1. Council may act in open session on item(s) discussed in Executive Session.**

XIII. MAYOR, COUNCIL, TOWN MANAGER COMMENTS/UPCOMING AGENDA ITEMS

Public comment and agenda comment item sign-up sheets are available at the meeting
Copies of proposed Ordinances and Resolutions are available to the public from the Town Clerk

XIV. UPCOMING COUNCIL MEETINGS

March 3, 2026 at 5:00 pm: Regular Council Meeting

March 17, 2026 at 5:00 pm: Regular Council Meeting

March 23, 2026 at 5:00 pm: Joint Town Council and County Commissioners Work Session

April 8, 2026 at 5:00 pm: Special Town Council Meeting

April 21, 2026 at 5:00 pm: Regular Council Meeting

April 27, 2026 at 5:00 pm: Joint Town Council and County Commissioners Work Session

XV. ADJOURNMENT

Shari Pierce
Mayor



AGENDA BRIEF

MEETING: Town Council Meeting
FROM:

PROJECT: Approval of the February 3, 2026 Meeting Minutes
ACTION:

PURPOSE/BACKGROUND:



Town Hall 551 Hot Springs Blvd
Pagosa Spring, CO 81147

MINUTES
Town Council Meeting
February 3, 2026 @ 5:00 PM

A regular meeting of the Pagosa Springs Town Council was called to order on February 3, 2026 at 5:00 PM in the Town Hall 551 Hot Springs Blvd.

COUNCIL PRESENT: Mayor Pierce, Council Member Bergon, Council Member DeGuise, Council Member Lindner, Council Member Martinez, and Council Member Williams

COUNCIL ABSENT: Council Member deGraaf

I. CALL MEETING TO ORDER

II. ROLL CALL

III. PLEDGE OF ALLEGIANCE

IV. DISCLOSURES AND/OR CONFLICT OF INTEREST

None

V. PUBLIC COMMENT

Mr. Eddie Archuleta said there are sidewalk problems that need to be cleaned off. He said he wants the protesters on the highway in front of the library.

Mr. Bill Hudson said he is interested in thought experiments. He said the tourism board is made up of entities that make money from tourism. He said the IGA with the County has conflicts of interest on the tourism board.

Ms. Sharon Carter said she is interested in the discussion of the expansion of Reservoir Hill Park. She said she would like to have parks uptown and put a wilderness park in the 100 acres at Hwy 160 and North Pagosa Blvd.

VI. CONSENT AGENDA

1. **Approval of the January 20, 2026 Meeting Minutes**
2. **Highway Safety Improvement Project Grant for N. Pagosa Blvd Reconstruction**
3. **Appointing Members to the Building Code Board of Appeals**
4. **Appointments to Committees and Boards**
5. **Appointing Member to the Pagosa Springs Area Tourism Board**

Council Member Bergon moved to approve the consent agenda, Council Member Williams seconded. Motion Passed

VII. UNFINISHED BUSINESS

1. **Ordinance 1024, Second Reading, Submitting to the registered electors of ballot question to amend Article 6, Section 6.6 of the Home Rule Charter to modify the maximum fine and maximum jail sentence for violations of Town Ordinances and Regulations**

Ordinance 1024 cleans up language in the Town Charter to shift the responsibility of setting the maximum fine and maximum jail sentence for violations of town ordinances and regulations to Town Council. This item will appear on the ballot for the April 7, 2026, municipal election.

Council Member Deguise moved to approve ordinance 1024, second reading, submitting to the registered electors of ballot question to amend Article 6, Section 6.6 of the Home Rule Charter to modify the maximum fine and maximum jail sentence for violations of Town ordinances and regulations, Council Member Williams seconded. Motion passed.

2. **Ordinance 1025, Second Reading, Ballot Measure authorizing a CWCB \$3 million loan for flood recovery efforts**

Ordinance 1025 allows the Town to apply for a \$3 million loan through the Colorado Water Conservation Board (CWCB) to assist in the two-mile downtown river corridor flood recovery. It will appear on the ballot for the April 7, 2026, municipal election. Development Director Dickhoff said this loan does not have to be borrowed until it is actually needed, which will give the Town time to assess the needs of the river recovery. Grants will continue to be sought and search for opportunities to pay for the flood issues. The ballot language allows for options but safety is the number one concern. Staff is working with the engineering team to work on those safety issues, and will work with river guides for any issues they may be aware of.

Council Member Bergon moved to approve the second reading of Ordinance 1025, an ordinance of the Town of Pagosa Springs submitting to the registered electors at the April 7, 2026, regular town election a ballot question authorizing the town to incur debt in the form of a loan from the Colorado Water Conservation Board to fund disaster recovery from the October 2025 San Juan River flood, Council Member DeGuise seconded. Motion Passed.

VIII. NEW BUSINESS

1. Reservoir Hill Park Potential Expansion Fundraising

This it has been tabled until the mid-February meeting.

2. Colorado Wildfire Resiliency Code

The Colorado Wildfire Resiliency Code must be adopted by April 1, 2026 to focus will be on defensible space review, landscaping materials, exterior structure placement (fencing, decks, etc.) and variances from the CWRC. The Building Division's Colorado Wildfire Resiliency Code primary focus will be on building permit application review, plan review to ensure compliance with approved building materials, and ensuring that required inspections are completed. Staff provided an update on this new code and will bring the information back to the Town Council for adoption.

3. Resolution 2026-02, Establishing a Dark Sky Steering Committee

Resolution 2026-02 establishing a temporary dark sky advisory steering committee. The members do not need to be appointed by resolution but a vote by town council. The Town Council would like the County to also get onboard with dark sky.

Council Member Bergon moved to approve Resolution 2026-02, establishing a temporary dark sky advisory steering committee for the purpose of pursuing dark sky community designation, with the change that the members will be appointed by vote and not resolution, Council Member Lindner seconde. Motion Passed.

4. Appointing Members to Dark Sky Steering Committee

Resolution 2026-02 established the dark sky steering committee. Four interested parties have submitted their interest in serving on the committee to assist the Town in achieving the International Dark Sky Certification.

Council Member DeGuise moved to appoint Kelon Crawford, Pat Hasenbuhler, Dena Laterza, Michelle Juneau and Aaron McCracken as regular members of the dark sky advisory steering committee, Council Member Lindner seconded. Motion Passed.

IX. PUBLIC COMMENT

None

X. MAYOR, COUNCIL, TOWN MANAGER COMMENTS/UPCOMING AGENDA ITEMS

Council Member Bergon said she and staff attended CAST and said she has renewed energy to work on the items for our community. Council Member DeGuise said he would like to see an

effort in shoveling snow. Council Member Martinez said he met with the Southern Ute Tribe regarding the naming of the new park at Bob's LP. He said the name should include Spanish and Southern Ute consideration. He said the Utes said there used to be a Pfiefer Park / Rotary Park, which was removed, and said the Utes cared about the park. Mayor Pierce said she attended a postmaster general meeting and said this community is very lucky to have carrier routes. She said she told them to hire more employees and more control for the local postmasters.

Town Manager Harris said other communities have several funding options and is looking at funding for housing. There will be the pile of debris removed across from Town Hall. The current trail easement will have rubble installed to allow for equipment to get in to remove that debris. Three nomination petitions were received by the deadline from Shari Pierce, Mayor, Madeline Bergon and Gary Williams, Town Council seats.

XI. UPCOMING COUNCIL MEETINGS

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XII. EXECUTIVE SESSION

- 1. Executive Session per C.R.S. 24-6-402(4)(b): For the purpose of a conference with the Town's legal counsel regarding specific legal questions pertaining to the September 10, 2025, Intergovernmental Agreement between the Town and Archuleta County regarding the Tourism Advisory Board.**
- 2. Executive Session per C.R.S. 24-6-402(4)(a): Discussion concerning the purchase, acquisition, lease, transfer, or sale of any real, personal, or other property interest related to Project 102.**

Council Member DeGuise moved to enter executive session per C.R.S. 24-6-402(4)(b) for the purpose of a conference with the Town's legal counsel regarding specific legal questions pertaining to the September 10, 2025, intergovernmental agreement between the Town and Archuleta County regarding the tourism advisory board, and executive session per C.R.S. 24-6-402(4)(a) for discussion concerning the purchase, acquisition, lease, transfer, or sale of any real personal or other property interest related to Project 102, Council Member seconded. Motion Passed.

Council entered executive session at 6:49 pm. Mayor Pierce called the meeting back in regular session at 8:22 pm.

XIII. ADJOURNMENT

Mayor Pierce adjourned the meeting at 8:23 pm.

Shari Pierce
Mayor



AGENDA BRIEF

MEETING: Town Council Meeting

FROM: April Hessman

PROJECT: January Payments

ACTION: Information Only

PURPOSE/BACKGROUND:

Staff provides Town Council monthly financial information including the payments made each month. The attachment is a list of payments made in January and may include invoices for 2026 and 2025.

Staff is working to apply payments to the correct department and GL code, causing some items to be applied to unbudgeted general ledger codes. We believe it is best to show the true costs as suggested by GFOA.

Staff has been able to move several vendors to ACH payment saving time and money in printing and mailing checks. The vendor receives their payments faster with less chance of errors through the postal system.

ATTACHMENTS:

1. January 2026 Payments

Report Criteria:

Detail report type printed

Invoice Number	Invoice Date	Description	Invoice Amount	Check Amount	Check Number	Check Issue Date
ACCUSOURCEHR INC						
84068	01/01/2026	HR-Background Check	45.93	45.93	10926233	01/09/2026
Total ACCUSOURCEHR INC:			45.93	45.93		
ADVANCE AUTO PARTS						
15238-318328	11/25/2025	SANIT-Diesel Extreme Additive 32OZ, Diesel Oil Additive(2), Diesel	177.22	177.22	12326117	01/23/2026
15238-319642	12/16/2025	SANIT-Flex Funnel	7.20	7.20	12326117	01/23/2026
15238-319642	12/16/2025	SANIT-Diesel Engine Oil T4 Gallon	22.99	22.99	12326117	01/23/2026
Total ADVANCE AUTO PARTS:			207.41	207.41		
ADVANCED INFOSYSTEMS INC						
16926	01/12/2026	Sanit.- Sewer Bill Printing	249.36	249.36	12326108	01/23/2026
Total ADVANCED INFOSYSTEMS INC:			249.36	249.36		
AMAZON CAPITAL SERVICES						
14Y7-D4F7-JQKN	01/01/2026	PW Admin-Sharpie Markers fine tip 36CT, 25GAL Hvy Dty Fabric Pot	69.00	69.00	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-Loctite Threadlock Red Permanent	6.47	6.47	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-TH: White Arrow Floor Self-Adhesive Decals Waterproof 8x2 1	5.99	5.99	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-Senior Center: Dishmachine Drain Ball Seal	26.97	26.97	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-Vacuum Breaker Repair Kit (4)	41.96	41.96	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-TH: Battery Backup & Surge Protector (2)	205.39	205.39	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-CC: 1 Gang Duplex Wallplate SS (4)	26.36	26.36	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-Senior Center: Canopy Hood Exhaust Fan Hinge Kit	68.99	68.99	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-TH: Metal Roof Standing Seam 6' Snow Rail Kit (6)	1,319.70	1,319.70	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-Senior Center: Dishmachine Round Drain Ball Assembly	39.75	39.75	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-CC: 2PK 12' Replacement TV Power Cords for wall mounted L	33.30	33.30	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-CC: 1 Gang Oversize Toggle SS Wall Plate	16.89	16.89	12326115	01/23/2026
1F63-4TTQ-HWCW	01/01/2026	F&F-TH: Battery Backup & Surge Protector	123.21	123.21	12326115	01/23/2026
1RVQ-PLFT-JMG9	01/01/2026	STREETS-Hvy Dty Forged D-Ring Tie Downs 1/2" 8PK	28.48	28.48	10926219	01/09/2026
1RVQ-PLFT-JMG9	01/01/2026	STREETS-Hvy Dty Forged D-Ring Tie Downs 5/8" 4PK	41.99	41.99	10926219	01/09/2026
1RVQ-PLFT-JMG9	01/01/2026	STREETS-Hvy Dty Ratchet Straps 6PK 2"x15'	59.55	59.55	10926219	01/09/2026
1RVQ-PLFT-JMG9	01/01/2026	STREETS-Winch Strap w/Chain Anchor 4"x30' 4PK	108.89	108.89	10926219	01/09/2026
1RVQ-PLFT-JMG9	01/01/2026	STREETS-Foaming Glass Cleaner 12PK (2)	69.56	69.56	10926219	01/09/2026
1RVQ-PLFT-JMG9	01/01/2026	STREETS-Flatbed Utility Pocket Winch 4PK	131.96	131.96	10926219	01/09/2026
Total AMAZON CAPITAL SERVICES:			2,424.41	2,424.41		
ARCHULETA COUNTY FINANCE DEPARTMENT						
12302025T	12/30/2025	Sanit.-SOS Coordinated Election Costs	4,888.88	4,888.88	10926215	01/09/2026
202512	01/05/2026	Courts-Inmate Processing December 2025	155.00	155.00	10926215	01/09/2026
2025-1222	12/22/2025	HSG-Town's portion of Cash Match for HNA	4,682.50	4,682.50	12326112	01/23/2026
Total ARCHULETA COUNTY FINANCE DEPARTMENT:			9,726.38	9,726.38		
AT&T MOBILITY						
287296307139 1225	12/20/2025	PD-officers cellphones	1,184.70	1,184.70	2433	01/09/2026
287298047432X12282025	12/28/2025	SANIT-Employee Cell Phones (3)	139.13	139.13	2443	01/23/2026
287298047432X12282025	12/28/2025	PW-Public Works Director Cell Phone	66.75	66.75	2443	01/23/2026
287298047432X12282025	12/28/2025	STREETS-Supervisor Cell Phone & Employee iPads (3)	171.37	171.37	2443	01/23/2026
Total AT&T MOBILITY:			1,561.95	1,561.95		
BANK OF SAN JUANS VISA						
12-26-25 CC PLANNING	12/26/2025	Plng.- State Notary Renewal KMT	10.00	10.00	1082601	01/08/2026
12-26-25 CC PLANNING	12/26/2025	Plng.- Notary Stamp & Natl' Assoc. of Notaries Membership (4 Years	114.28	114.28	1082601	01/08/2026

Invoice Number	Invoice Date	Description	Invoice Amount	Check Amount	Check Number	Check Issue Date
12-26-25-CC ADMIN SERV	12/26/2025	Bldg.-Business Cards_D. Milburn	19.67	19.67	1082601	01/08/2026
12-26-25-CC ADMIN SERV	12/26/2025	Plng.-Business Cards_K. Tunnell	19.68	19.68	1082601	01/08/2026
12-26-25-CC BUILDING	12/26/2025	Bldg.-ICC Inspection Guide (2)	71.50	71.50	1082601	01/08/2026
12-26-25-CC BUILDING DI	12/26/2025	CD Admin.-Fuel	45.54	45.54	1082601	01/08/2026
12-26-25-CC COMMUNITY	12/26/2025	Rec.-Supplies for Festival of Trees (Cookies, Coffee, Cocoa, Raffle B	931.03	931.03	1082601	01/08/2026
12-26-25-CC COMMUNITY	12/26/2025	Rec. Admin-Planners and calendars (7)	134.89	134.89	1082601	01/08/2026
12-26-25-CC COURTS	12/26/2025	Courts-City Market lunch for Juvenile Assessment Board (JAB)	125.96	125.96	1082601	01/08/2026
12-26-25-CC PARKS	12/26/2025	Parks-Fill-Rite kit nozzle boot	41.00	41.00	1082601	01/08/2026
12-26-25-CC PARKS	12/26/2025	Parks-Card reader	12.48	12.48	1082601	01/08/2026
12-26-25-CC PARKS AND	12/26/2025	Parks-Credit for sales tax charged	472.01-	472.01-	1082601	01/08/2026
12-26-25-CC PARKS AND	12/26/2025	Parks-Bike Racks for Main Street (4)	1,643.00	1,643.00	1082601	01/08/2026
12-26-25-CC POLICE EXP	12/26/2025	PD-TLO Transunion LE search engine	100.00	100.00	1082601	01/08/2026
12-26-25-CC POLICE EXP	12/26/2025	PD-Amazon office chair (3)	389.97	389.97	1082601	01/08/2026
12-26-25-CC POLICE EXP	12/26/2025	PD-Amazon office chair (2)	310.97	310.97	1082601	01/08/2026
12-26-25-CC POLICE EXP	12/26/2025	PD-Palmetto State Armory rifle Red Dot Sight	88.55	88.55	1082601	01/08/2026
12-26-25-CC POLICE EXP	12/26/2025	PD-Amazon police DO NOT CROSS tape (12x1000ft)	122.50	122.50	1082601	01/08/2026
12-26-25-CC POLICE EXP	12/26/2025	PD-Amazon magazine pouch (2)	59.94	59.94	1082601	01/08/2026
12-26-25-CC POLICE EXP	12/26/2025	PD-Amazon holster and radio holders	183.14	183.14	1082601	01/08/2026
12-26-25-CC POLICE EXP	12/26/2025	PD-UPS postage for shipping	31.74	31.74	1082601	01/08/2026
12-26-25-CC POLICE TRA	12/25/2025	PD-Serious Texas BBQ Lunch during training Durango, CO for Office	45.01	45.01	1082601	01/08/2026
12-26-25-CC POLICE TRA	12/25/2025	PD-Conoco Fuel Bayfield, CO during Training Off. Brown	76.04	76.04	1082601	01/08/2026
12-26-25-CC POLICE TRA	12/25/2025	PD-Grassburger Lunch during training Durango, CO Off. Brown and	41.80	41.80	1082601	01/08/2026
12-26-25-CC POLICE TRA	12/25/2025	PD-On the Hook Fish and Chips lunch during training Durango, CO	57.52	57.52	1082601	01/08/2026
12-26-25-CC POLICE TRA	12/25/2025	PD-Serious Texas BBQ lunch during training Durango, CO Off. Brow	45.31	45.31	1082601	01/08/2026
12-26-25-CC POLICE TRA	12/25/2025	PD-Porky's Smokehouse Bayfield, CO lunch during training Off. Bro	47.97	47.97	1082601	01/08/2026
12-26-25-CC PW ADMIN	12/10/2025	PW Admin-Coffee, Candy, Snacks for Town Shop	144.48	144.48	1082601	01/08/2026
12-26-25-CC PW DIRECT	12/26/2025	PW-CCCMA-Membership	130.00	130.00	1082601	01/08/2026
12-26-25-CC PW DIRECT	12/26/2025	PW-Cafe Colorado- Appreciation for being Flexible w/Last Chance A	158.81	158.81	1082601	01/08/2026
12-26-25-CC PW FACILITI	12/26/2025	F&F-Walmart: TH TV Bracket	44.94	44.94	1082601	01/08/2026
12-26-25-CC PW FACILITI	12/26/2025	F&F-Tractor Supply Co: TS Diesel Fuel Hose	64.99	64.99	1082601	01/08/2026
12-26-25-CC PW FACILITI	12/26/2025	F&F-Home Depot: VC Ceiling Fans (3)	507.00	507.00	1082601	01/08/2026
12-26-25-CC ROCKENSO	12/26/2025	PD-Conoco fuel Pueblo, CO during travel for officers graduation cere	32.06	32.06	1082601	01/08/2026
12-26-25-CC ROCKENSO	12/26/2025	PD-Hampton Inns lodging Pueblo, CO Off. Brown	117.00	117.00	1082601	01/08/2026
12-26-25-CC ROCKENSO	12/26/2025	PD-Hampton Inns lodging & Internet Pueblo, CO Chief Rockensock	112.61	112.61	1082601	01/08/2026
12-26-25-CC TOURISM	12/26/2025	Tourism- Google Ads Paid Advertising	500.00	500.00	1082601	01/08/2026
12-26-25-CC TOURISM	12/26/2025	Tourism- Google Ads Paid Advertising	38.39	38.39	1082601	01/08/2026
12-26-25-CC TOURISM	12/26/2025	Tourism-Visit Widget Subscription	599.00	599.00	1082601	01/08/2026
12-26-25-CC TOURISM	12/26/2025	Tour Admn.-Adobe Subscription	59.99	59.99	1082601	01/08/2026
12-26-25-CC TOURISM	12/26/2025	Tourism-Mail Chimp Subscription	810.00	810.00	1082601	01/08/2026
12-26-25-CC TOURISM	12/26/2025	Tourism-Google Ads Paid Advertising	500.00	500.00	1082601	01/08/2026
12-26-25-CC TOURISM	12/26/2025	Tourism-Google Ads Paid Advertising	500.00	500.00	1082601	01/08/2026
12-26-25-CC TOURISM	12/26/2025	Tourism-Google Ads Paid Advertising	500.00	500.00	1082601	01/08/2026
12-26-25-CC TOURISM	12/26/2025	Tourism-Google Ads Paid Advertising	500.00	500.00	1082601	01/08/2026
12-26-25-CC TOWN CLER	12/26/2025	Admin.-Amazon Web-Caselle Data Storage	.15	.15	1082601	01/08/2026
12-26-25-CC TOWN CLER	12/26/2025	HLTH-Natural Grocers-Quarterly Wellness Winner	50.00	50.00	1082601	01/08/2026
12-26-25-CC TOWN CLER	12/26/2025	F&F-WalMart-Conference Room TV	698.00	698.00	1082601	01/08/2026
12-26-25-CC TOWN CLER	12/26/2025	Admin.-WalMart-TH Christmas Decorations	53.34	53.34	1082601	01/08/2026
12-26-25-CC TOWN CLER	12/26/2025	F&F-WalMart-Courtroom TV	498.00	498.00	1082601	01/08/2026
12-26-25-CC TOWN CLER	12/26/2025	F&F-WalMart-Conference Room TV Mount	44.94	44.94	1082601	01/08/2026
12-26-25-CC TOWN CLER	12/26/2025	HR-WalMart-Lets Celebrate December	66.80	66.80	1082601	01/08/2026
12-26-25-CC TOWN CLER	12/26/2025	Admin.-Starlink-Internet Backup	65.00	65.00	1082601	01/08/2026
12-26-25-CC TOWN CLER	12/26/2025	Clerk-Sage Eatery- Staff Team Building (5)	74.50	74.50	1082601	01/08/2026
12-26-25-CC TOWN CLER	12/26/2025	HR-WalMart-Staff Christmas Party Supplies	118.07	118.07	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Facebook Paid Social Campaigns	308.64	308.64	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	VC-HP Instant Ink VC Printer Ink	31.99	31.99	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	VC-USPS Shipping Visitor Guides to Canyon of the Ancients	24.30	24.30	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Adobe Subscription	69.99	69.99	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Facebook Paid Social Campaigns	596.00	596.00	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Apple Subscription	2.99	2.99	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Facebook Paid Social Campaigns	596.00	596.00	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Facebook Paid Social Campaigns	596.00	596.00	1082601	01/08/2026

Invoice Number	Invoice Date	Description	Invoice Amount	Check Amount	Check Number	Check Issue Date
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Sage Eatery Lunch for Staff Training and OFC Prep (4)	62.00	62.00	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Walmart Gift Card for Visitor Sentiment Survey Winner Alexandra Doherty	256.84	256.84	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Walmart Candy Canes & Velcro Adhesive for OFC	41.02	41.02	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	VC-Walmart Copy Paper for VC	5.77	5.77	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Adobe Subscription	32.06	32.06	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Papa Johns Pizza for OFC volunteers and staff	180.84	180.84	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Facebook Paid Social Campaigns	596.00	596.00	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Paypal Payment to Justin Treptow Videographer for OFC	300.00	300.00	1082601	01/08/2026
12-26-25-CC VISITOR CE	12/26/2025	Tourism-Facebook Paid Social Campaigns	596.00	596.00	1082601	01/08/2026
12-26-25-CC-TOWN MAN	12/26/2025	TM-LGHN dues	175.00	175.00	1082601	01/08/2026
12-26-25-CC-TOWN MAN	12/26/2025	TM-CCCMA dues	425.00	425.00	1082601	01/08/2026
12-26-25-CC-TOWN MAN	12/26/2025	TM-Lunch Chamber (Harris & Douthy)	33.98	33.98	1082601	01/08/2026
12-26-25-CC-TOWN MAN	12/26/2025	TM-Dinner-Pueblo (Harris, Rockensock, Brown)	83.83	83.83	1082601	01/08/2026
12-26-25-CC-TOWN MAN	12/26/2025	TM-Lodging-Pueblo	110.00	110.00	1082601	01/08/2026
12-26-25-CC-TOWN MAN	12/26/2025	TM-Certified Mail	10.48	10.48	1082601	01/08/2026
Total BANK OF SAN JUANS VISA:			16,420.28	16,420.28		
BAUER ELECTRIC INC						
9528	12/30/2025	F&F-Senior Center: Wire Exhaust Hood to continue to run after Ansu	440.63	440.63	2421	01/09/2026
Total BAUER ELECTRIC INC:			440.63	440.63		
BLACK HILLS ENERGY						
12-25	12/19/2025	Admin.-TH Gas	979.64	979.64	2427	01/09/2026
12-25	12/19/2025	PW Admin.-Maint. Fac. Gas	2,066.05	2,066.05	2427	01/09/2026
12-25	12/19/2025	Parks-Gazebo Gas	154.90	154.90	2427	01/09/2026
12-25	12/19/2025	VC-VC Gas	145.00	145.00	2427	01/09/2026
12-25	12/19/2025	P&R Admin.-SR Ctr Gas	1,055.37	1,055.37	2427	01/09/2026
12-25	12/19/2025	P&R Admin.-CC Gas	548.13	548.13	2427	01/09/2026
Total BLACK HILLS ENERGY:			4,949.09	4,949.09		
BLUE ROOM RESEARCH INC						
261	01/01/2026	Tour Admn.-2026 First of four (4) payments for data, analytics, and r	8,750.00	8,750.00	10926236	01/09/2026
Total BLUE ROOM RESEARCH INC:			8,750.00	8,750.00		
BSN SPORTS LLC						
932679797	12/19/2025	Rec.- Youth Basketballs (22)	1,010.32	1,010.32	10926205	01/09/2026
Total BSN SPORTS LLC:			1,010.32	1,010.32		
BUCKSKIN TOWING & REPAIR LLC						
102495	12/17/2025	F&F-Unit #127: Oil Change/Lube, Oil, & Filter	99.50	99.50	10926200	01/09/2026
102496	12/18/2025	F&F-Unit #140: Oil Change/Lube, Oil, & Filter	99.50	99.50	10926200	01/09/2026
102612	12/23/2025	F&F-Unit #139: Oil Change-Lube, Oil, Filters, fluids	84.39	84.39	12326101	01/23/2026
Total BUCKSKIN TOWING & REPAIR LLC:			283.39	283.39		
BWD CONSTRUCTION LLC						
0003	01/05/2026	Parks-Completion of Rockridge Trail from flood damage	16,363.20	16,363.20	10926222	01/09/2026
Total BWD CONSTRUCTION LLC:			16,363.20	16,363.20		
CASCADE WATER/COFFEE SERVICE						
855871	12/22/2025	PD-Water (3)	27.50	27.50	12326106	01/23/2026
855872	12/22/2025	Courts-Water Delivery (2)	20.00	20.00	10926208	01/09/2026
855873	12/22/2025	CD.- Water for dept (1)	12.50	12.50	10926208	01/09/2026

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Total CASCADE WATER/COFFEE SERVICE:			60.00	60.00		
CASELLE INC						
13999	12/04/2025	Admin.-Caselle Annual Support and Maintenance (2026)	33,175.20	33,175.20	10926206	01/09/2026
Total CASELLE INC:			33,175.20	33,175.20		
CENTURYLINK						
12-25-1	12/19/2025	Sanit.-PS DSL	70.11	70.11	2416	01/09/2026
12-25-1	12/19/2025	Admin.-TH Elevator Phone	74.30	74.30	2416	01/09/2026
Total CENTURYLINK:			144.41	144.41		
CIVICPLUS LLC						
354835	01/01/2026	Admin.-Annual Muni-Code Hosting on Website (2026)	2,513.70	2,513.70	10926225	01/09/2026
Total CIVICPLUS LLC:			2,513.70	2,513.70		
COGENT INC						
5647042	01/05/2026	SANIT-Lift Stations: Critical Spare Small Pump, Bracket Kit	15,197.05	15,197.05	12326116	01/23/2026
Total COGENT INC:			15,197.05	15,197.05		
COLORADO MUNICIPAL LEAGUE						
2026	11/03/2025	Admin.-Town CML Membership Dues (2026)	4,312.00	4,312.00	2417	01/09/2026
Total COLORADO MUNICIPAL LEAGUE:			4,312.00	4,312.00		
COLORADO POLICE PROTECTIVE ASSOCIATION						
11222	12/18/2025	PD-Membership for 9 officers 01/01/26-12/31/26	540.00	540.00	12326127	01/23/2026
Total COLORADO POLICE PROTECTIVE ASSOCIATION:			540.00	540.00		
COLORADO STATE TREASURER						
202504	12/30/2025	HR-SUTA Qtr 4	2,201.61	2,201.61	1092602	01/09/2026
Total COLORADO STATE TREASURER:			2,201.61	2,201.61		
CORDANT HEALTH SOLUTIONS						
FS-980123125	12/31/2025	Courts-Drug testing and monitoring December 2025	27.70	27.70	10926201	01/09/2026
Total CORDANT HEALTH SOLUTIONS:			27.70	27.70		
CROWDRIFT INC						
INV12484	01/02/2026	Tourism-CrowdRiff subscription 2026 (1/2)	4,991.04	4,991.04	2426	01/09/2026
Total CROWDRIFT INC:			4,991.04	4,991.04		
DALE ERICKSON						
123125	12/31/2025	Tourism-Lighting Contest Residential first place winner	1,000.00	1,000.00	10926229	01/09/2026
Total DALE ERICKSON:			1,000.00	1,000.00		
DAVIS ENGINEERING SERVICE INC						
18611	12/31/2025	PW Admin.-Main St Const: Eng Design Calcs, Plans & Specs, Confe	1,620.00	1,620.00	10926202	01/09/2026
18612	12/31/2025	Parks-1st St Ped Bridge_Engineering	4,350.88	4,350.88	10926202	01/09/2026
18617	12/31/2025	Parks-Town to Lakes Trail: 10th to Great West Ave. Engineering	74.38	74.38	10926202	01/09/2026
18633	12/31/2025	PW Admin.-10th St Culvert @ Elem School:Eng Design Calcs, Plans	2,916.00	2,916.00	10926202	01/09/2026
18642	12/31/2025	PW Admin.-Hot Springs Blvd Conslt: Eng Design Calcs, Plans & Spe	1,296.00	1,296.00	10926202	01/09/2026
18656	12/31/2025	Proj.-Museum Embankment_Engineering	802.00	802.00	10926202	01/09/2026

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Total DAVIS ENGINEERING SERVICE INC:			11,059.26	11,059.26		
DELTA DENTAL OF COLORADO						
2257558	12/09/2025	HR-Dental January Premium	3,791.00	3,791.00	1092601	01/09/2026
Total DELTA DENTAL OF COLORADO:			3,791.00	3,791.00		
DESIGN A SIGN						
28480	01/07/2026	PW-Address Number Project (6)	162.00	162.00	2438	01/23/2026
Total DESIGN A SIGN:			162.00	162.00		
ECHO IT CONSULTING						
115227	01/13/2026	Admin AI assistant for Acrobat	18.70	18.70	12326110	01/23/2026
Total ECHO IT CONSULTING:			18.70	18.70		
ELITE RECYCLING & DISPOSAL						
1504381	01/01/2026	SANIT-LATE FEE for \$5.30 per month Trash Service December 202	3.00	3.00	2446	01/23/2026
1504381	01/01/2026	SANIT-PS1 Trash Service January	5.30	5.30	2446	01/23/2026
Total ELITE RECYCLING & DISPOSAL:			8.30	8.30		
EMPLOYERS COUNCIL						
0000567760	11/04/2025	Admin.-Annual Membership for HR Legal Consultation (2026)	3,995.00	3,995.00	10926220	01/09/2026
Total EMPLOYERS COUNCIL:			3,995.00	3,995.00		
FLUEGGE CONSULTING						
0509	01/07/2026	Tourism-December ad campaign management and consulting fee	800.00	800.00	12326128	01/23/2026
Total FLUEGGE CONSULTING:			800.00	800.00		
FLYERS ENERGY LLC						
CFS-4479514	12/31/2025	PD-Patrol Vehicle Fuel	828.82	828.82	12326118	01/23/2026
Total FLYERS ENERGY LLC:			828.82	828.82		
GOVOS INC						
INV-11725	12/08/2025	Clerk-GovOS Short Term Rental Tax and License System for (2026)	21,172.58	21,172.58	10926228	01/09/2026
Total GOVOS INC:			21,172.58	21,172.58		
GRAINGER						
9693437734	10/30/2025	Parks-Antibacterial soap (10*2)	484.40	484.40	2420	01/09/2026
Total GRAINGER:			484.40	484.40		
GRANICUS LLC						
219581	11/30/2025	Tourism-Booking Engine 2026	9,106.00	9,106.00	12326121	01/23/2026
219585	11/30/2025	Plng.- MyPagosa/Granicus	5,578.56	5,578.56	12326121	01/23/2026
Total GRANICUS LLC:			14,684.56	14,684.56		
GREATAMERICA FINANCIAL SERVICES						
40953532	01/05/2026	Courts-Xerox 7020 Lease Agreement	115.03	115.03	10926212	01/09/2026
40953532	01/05/2026	Courts-Xerox 7020 Printing and Copying	27.40	27.40	10926212	01/09/2026
Total GREATAMERICA FINANCIAL SERVICES:			142.43	142.43		

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iDSS Global LLC						
528696	12/01/2025	VC-IDSS Subscription January- June 2026	3,000.00	3,000.00	2429	01/09/2026
Total iDSS Global LLC:			3,000.00	3,000.00		
INTELLICHOICE INC						
1234464	01/01/2026	Courts-EForce RMS annual hosting and support 2026	3,461.46	3,461.46	10926211	01/09/2026
Total INTELLICHOICE INC:			3,461.46	3,461.46		
IWORQ SYSTEMS INC						
214576	12/01/2025	PW Admin.- iWorQ Subscription (2026)	6,825.00	6,825.00	10926223	01/09/2026
214576	12/01/2025	Fleet - iWorQ Subscription (2026)	2,500.00	2,500.00	10926223	01/09/2026
214576	12/01/2025	Sanit.- iWorQ Subscription (2026)	1,500.00	1,500.00	10926223	01/09/2026
214576	12/01/2025	Clerk- iWorQ Subscription (2026)	2,150.00	2,150.00	10926223	01/09/2026
214576	12/01/2025	CD- iWorQ Subscription (2026)	3,825.00	3,825.00	10926223	01/09/2026
Total IWORQ SYSTEMS INC:			16,800.00	16,800.00		
JACLYN KLECKNER						
123125	12/31/2025	Tourism-Lighting Contest Residential 2nd place winner	500.00	500.00	10926238	01/09/2026
Total JACLYN KLECKNER:			500.00	500.00		
JESSE JAMES CREATIVE						
JJ6125F	01/08/2026	Tourism-Website CMS Hosting 2026	4,350.00	4,350.00	12326102	01/23/2026
JJ6247A	01/08/2026	Tourism-Licensing fee for the ADA Widget on the Visit Pagosa Springs website for the	1,800.00	1,800.00	12326102	01/23/2026
Total JESSE JAMES CREATIVE:			6,150.00	6,150.00		
JILLIAN R CRAM						
123125	12/31/2025	Tourism-Lighting Contest Residential 3rd place winner	250.00	250.00	10926237	01/09/2026
Total JILLIAN R CRAM:			250.00	250.00		
JUST CLICK PRINTING INC						
81094	12/01/2025	Plng.- Zoning Map Prints on Foam Boards (3)	185.40	185.40	10926218	01/09/2026
Total JUST CLICK PRINTING INC:			185.40	185.40		
KIMBALL MIDWEST						
103769556	09/22/2025	Parks-Park Maint Facility Soap dispenser cleaner	58.47	58.47	10926213	01/09/2026
Total KIMBALL MIDWEST:			58.47	58.47		
LA PLATA ELECTRIC ASSOCIATION						
12-23-25	12/23/2025	Admin.-TH Electric	1,271.84	1,271.84	2423	01/09/2026
12-23-25	12/23/2025	Streets-Electric	3,688.25	3,688.25	2423	01/09/2026
12-23-25	12/23/2025	Parks-Electric	1,941.18	1,941.18	2423	01/09/2026
12-23-25	12/23/2025	Sanit.-Electric	9,872.05	9,872.05	2423	01/09/2026
12-23-25	12/23/2025	GEO-Electric	427.10	427.10	2423	01/09/2026
12-23-25	12/23/2025	VC-Electric	182.94	182.94	2423	01/09/2026
12-23-25	12/23/2025	P&R Admin.-CC Electric	2,258.27	2,258.27	2423	01/09/2026
12-23-25	12/23/2025	F&F-EV Charging Station	1,136.42	1,136.42	2423	01/09/2026
12-23-25	12/23/2025	PW Admin.-Maint. Fac. Electric	1,010.16	1,010.16	2423	01/09/2026
7289	11/24/2025	Sanit.-2026 Dark Fiber Annual Billing	2,509.88	2,509.88	2423	01/09/2026
Total LA PLATA ELECTRIC ASSOCIATION:			24,298.09	24,298.09		
LA PLATA ELECTRIC ASSOCIATION-PROJECTS						
20260106 140 N 7TH STR	01/06/2026	SANIT-Design Fee: 140 N 7th Street-Residential Relocation Appl for	400.00	400.00	2428	01/09/2026

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Total LA PLATA ELECTRIC ASSOCIATION-PROJECTS:			400.00	400.00		
LANGUAGE LINE SOLUTIONS						
11801406	12/31/2025	Courts-Translation and Interpretation Services December 2025	28.00	28.00	10926224	01/09/2026
11814792	12/31/2025	PD-Translation Services	10.66	10.66	12326119	01/23/2026
Total LANGUAGE LINE SOLUTIONS:			38.66	38.66		
MATTHEW BENDER & CO INC						
48225096	12/22/2025	Courts-Colorado Evidence Courtroom Manual	557.62	557.62	2441	01/23/2026
Total MATTHEW BENDER & CO INC:			557.62	557.62		
MEDICAL AIR SERVICES ASSOCIATION						
2281145	01/20/2026	HR-EE Paid Premium January	565.00	565.00	12326125	01/23/2026
Total MEDICAL AIR SERVICES ASSOCIATION:			565.00	565.00		
MILES PARTNERSHIP LLC						
#127006	01/01/2026	Tourism-2026 colorado.com advertising	16,500.00	16,500.00	12326109	01/23/2026
Total MILES PARTNERSHIP LLC:			16,500.00	16,500.00		
MOUNTAIN HOME SECURITY						
5456	01/01/2026	F&F-Town Hall Alarm Monitoring January through March 2026	120.00	120.00	10926234	01/09/2026
5529	01/01/2026	F&F-CC Alarm Monitoring January through March 2026	180.00	180.00	10926234	01/09/2026
5613	01/01/2026	F&F-VC: Alarm Monitoring January through March 2026	120.00	120.00	10926234	01/09/2026
5614	01/01/2026	F&F-TS: Alarm Monitoring for January through March 2026	120.00	120.00	10926234	01/09/2026
Total MOUNTAIN HOME SECURITY:			540.00	540.00		
MOUNTAIN PEAK RENTALS						
#346AAF2E	12/21/2025	Tourism-2 Lava Heaters and Stage for Old Fashioned Christmas 202	539.00	539.00	2445	01/23/2026
Total MOUNTAIN PEAK RENTALS:			539.00	539.00		
MOUNTAIN STATES LIGHTING LLC						
15134	01/06/2026	Parks-Bollard lighting destroyed from flood (8)	12,020.00	12,020.00	2439	01/23/2026
Total MOUNTAIN STATES LIGHTING LLC:			12,020.00	12,020.00		
NEOGOV						
146610	10/18/2025	HR-NeoGov Insight & Onboarding Software 2026	5,671.39	5,671.39	2432	01/09/2026
Total NEOGOV:			5,671.39	5,671.39		
NET X IT SOLUTIONS						
38250	01/01/2026	Courts-Xerox 6515 and Xerox C325(2) Service Agreements	40.00	40.00	2435	01/09/2026
38250	01/01/2026	Courts-Xerox 6515 and Xerox C325(2) Printing and Copying	66.64	66.64	2435	01/09/2026
Total NET X IT SOLUTIONS:			106.64	106.64		
ODP BUSINESS SOLUTIONS						
451974988001	12/17/2025	PD-folders and pens	81.78	81.78	12326103	01/23/2026
453081969001	12/19/2025	CD.- Ink for CD printer (3)	1,320.04	1,320.04	10926204	01/09/2026
453081969001	12/19/2025	CD.- Office supplies-Tissues (18), Sticky Notes	61.67	61.67	10926204	01/09/2026
453081969001	12/19/2025	Hsg.- Notebooks for JS	26.58	26.58	10926204	01/09/2026
453081969001	12/19/2025	Plng.- Office supplies - pens and eraser	21.72	21.72	10926204	01/09/2026
453081969001	12/19/2025	Plng.- Envelopes for public notices (1000)	41.04	41.04	10926204	01/09/2026
453081969001	12/19/2025	Bldg.- DM desk calendar/planner	7.67	7.67	10926204	01/09/2026

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453081969001	12/19/2025	Proj.- calculator	23.09	23.09	10926204	01/09/2026
453086948001	12/19/2025	Bldg.- Ink for division printer (1)	509.99	509.99	10926204	01/09/2026
453086949001	12/19/2025	Plng.- Tunnell 2026 Planner	19.99	19.99	10926204	01/09/2026
453086950001	12/19/2025	CD Admin.- Magenta ink for CD printer (1)	345.19	345.19	10926204	01/09/2026
453183438001	01/09/2026	Courts-Wall Calendar and Accordion Folders	48.49	48.49	12326103	01/23/2026
453183438003	01/13/2026	Courts-Wall Calendar	21.69	21.69	12326103	01/23/2026
453834368001	12/31/2025	Bldg.- Toner for Printer (3)	363.17	363.17	10926204	01/09/2026
453834487001	01/01/2026	Bldg.- Toner for printer (1)	127.08	127.08	10926204	01/09/2026
454837822001	01/08/2026	Courts-Storage Boxes	53.89	53.89	12326103	01/23/2026
Total ODP BUSINESS SOLUTIONS:			3,073.08	3,073.08		
ORANGE142 LLC						
INV-O-6019	11/30/2025	Tourism-Winter Ad Campaign 2025	6,310.29	6,310.29	12326122	01/23/2026
INV-O-6211	12/31/2025	Tourism-Advertising Winter Campaign 2025	13,189.71	13,189.71	12326122	01/23/2026
Total ORANGE142 LLC:			19,500.00	19,500.00		
O'REILLY AUTO PARTS						
5878-378721	12/22/2025	SANIT-Drain Pan, Easy Fill 1QT Funnell	115.70	115.70	10926227	01/09/2026
5878-378721	12/22/2025	SANIT-Terry Towels 24PK, Shop Towels 200CT Box	46.98	46.98	10926227	01/09/2026
5878-378721	12/22/2025	SANIT-Nitrile Gloves Assorted Box (4)	98.56	98.56	10926227	01/09/2026
5878-378721	12/22/2025	SANIT-Motor Oil 1GAL, 2.5GAL(2)	127.97	127.97	10926227	01/09/2026
Total O'REILLY AUTO PARTS:			389.21	389.21		
ORKIN GENERAL PEST CONTROL						
286033153	11/24/2025	F&F-CC/VC: Actual Visit 12/30/25-Pest Control Standard-EOM7-CC/	303.00	303.00	10926203	01/09/2026
286033170	11/24/2025	F&F-TH: Actual date of Visit 12/30/25: Pest Control Standard - EOM	226.00	226.00	10926203	01/09/2026
286033631	11/24/2025	F&F-TS: Actual Visit-12/30/25-Pest Control Standard- Qtr 4	236.00	236.00	10926203	01/09/2026
Total ORKIN GENERAL PEST CONTROL:			765.00	765.00		
PAGOSA AREA WATER & SAN						
12-25	12/31/2025	Admin.-TH & HWY 84 Water 12/25	211.32	211.32	2436	01/23/2026
12-25	12/31/2025	HSG.-Water Availability 12/25	367.45	367.45	2436	01/23/2026
12-25	12/31/2025	Parks-Water 12/25	674.57	674.57	2436	01/23/2026
12-25	12/31/2025	Sanit.-Water 12/25	70.44	70.44	2436	01/23/2026
12-25	12/31/2025	GEO-Water 12/25	702.32	702.32	2436	01/23/2026
12-25	12/31/2025	PW Admin.-Maint. Facility Water 12/25	188.06	188.06	2436	01/23/2026
12-25	12/31/2025	VC-Water 12/25	52.84	52.84	2436	01/23/2026
12-25	12/31/2025	P&R Admin.-CC Water 12/25	265.14	265.14	2436	01/23/2026
12-25	12/31/2025	Parks-Cemetery Water 12/25	70.44	70.44	2436	01/23/2026
12-25	12/31/2025	Sanitation-Sewage Processing 12/25	16,175.90	16,175.90	2436	01/23/2026
Total PAGOSA AREA WATER & SAN:			18,778.48	18,778.48		
PARTS AUTHORITY LLC						
406-282430	12/15/2025	STREETS-7 Pole Connector(2), Beam Wiper Blades(5)	52.50	52.50	10926216	01/09/2026
406-282580	12/17/2025	STREETS-Fuel Filter	13.96	13.96	10926216	01/09/2026
Total PARTS AUTHORITY LLC:			66.46	66.46		
PIEDRA AUTOMOTIVE LLC						
0079931	12/04/2025	PD-vehicle C27 wiper blades	47.62	47.62	12326105	01/23/2026
080037	12/18/2025	PD-Vehicle 137 LOF, 4 tires, and brake light bulb	1,268.09	1,268.09	12326105	01/23/2026
Total PIEDRA AUTOMOTIVE LLC:			1,315.71	1,315.71		
PONDEROSA LUMBER CO						
JOB 14 STMT 123125	12/31/2025	SANIT-Cleaner/ Degreaser GAL, Calcium Lime Rust Remover	19.48	19.48	2440	01/23/2026

Invoice Number	Invoice Date	Description	Invoice Amount	Check Amount	Check Number	Check Issue Date
JOB 14 STMT 123125	12/31/2025	SANIT-55GAL Drum	15.99	15.99	2440	01/23/2026
JOB 14 STMT 123125	12/31/2025	SANIT-Husq Pre-mixed Fuel 50:1 GALLON	29.99	29.99	2440	01/23/2026
JOB 5 STMT 123125	12/31/2025	STREETS-Pipe parts, purple primer, cement, liquid elect tape, pipes,	212.77	212.77	2440	01/23/2026
JOB 5 STMT 123125	12/31/2025	STREETS-Elbows, Adapters, Couplers, Nipples, Sealant	71.31	71.31	2440	01/23/2026
JOB 6 STMT 123125	12/31/2025	F&F-TH: Conference Rm outlet-Clamps, straps, ties	33.76	33.76	2440	01/23/2026
JOB 6 STMT 123125	12/31/2025	F&F-Electrical Outlets/Covers stock Wallplates, duplexes	36.10	36.10	2440	01/23/2026
JOB 6 STMT 123125	12/31/2025	F&F-Gel Super Glue 4Gram	3.99	3.99	2440	01/23/2026
JOB 6 STMT 123125	12/31/2025	F&F-TH: Picture Hanging Set 5-10LB, Ring Hanger Oval 5/8"	7.58	7.58	2440	01/23/2026
JOB 6 STMT 123125	12/31/2025	STREETS-Equipment Plug 3/4" (2)	5.18	5.18	2440	01/23/2026
STMT 123125 JOB 7	12/31/2025	Parks-Terminal, wire connectors, fasteners	93.07	93.07	2422	01/09/2026
STMT 123125 JOB 7	12/31/2025	Parks-Starting fluid	13.98	13.98	2422	01/09/2026
STMT 123125 JOB 7	12/31/2025	Parks-Restroom sealant	10.99	10.99	2422	01/09/2026
STMT 123125 JOB 7	12/31/2025	Parks-Mop Refill & Simple Green	18.98	18.98	2422	01/09/2026
STMT 123125 JOB 7	12/31/2025	Parks-Sprayer & Extension Cord	71.98	71.98	2422	01/09/2026
STMT 123125 JOB 7	12/31/2025	Parks-Gloves (1-M, 1-XL)	11.98	11.98	2422	01/09/2026
Total PONDEROSA LUMBER CO:			657.13	657.13		
PROCOM LLC						
147533-	01/01/2026	HR-Annual Fee 2026	300.00	300.00	10926231	01/09/2026
Total PROCOM LLC:			300.00	300.00		
PUBLIC SECTOR HEALTH CARE GROUP AUTHORIT						
2601	12/06/2025	HR-Vision January Premium	767.29	767.29	10926235	01/09/2026
2601	12/06/2025	HR-Life January Premium	193.97	193.97	10926235	01/09/2026
2601	12/06/2025	HR-Voluntary Life January Premium	1,186.30	1,186.30	10926235	01/09/2026
2601	12/06/2025	HR-Supplemental January Premium	898.56	898.56	10926235	01/09/2026
2601	12/06/2025	HR-Short Term Disability January Premium	813.06	813.06	10926235	01/09/2026
2601	12/06/2025	HR-Health Insurance January Premium	88,756.00	88,756.00	10926235	01/09/2026
2602	01/05/2026	HR-Vision February Premium	767.29	767.29	12326100	01/21/2026
2602	01/05/2026	HR-Basic Life February Premium	193.97	193.97	12326100	01/21/2026
2602	01/05/2026	HR-Voluntary Life February Premium	1,186.30	1,186.30	12326100	01/21/2026
2602	01/05/2026	HR-Supplemental February Premium	898.56	898.56	12326100	01/21/2026
2602	01/05/2026	HR-Short Term Disability February Premium	883.28	883.28	12326100	01/21/2026
2602	01/05/2026	HR-Health February Premium	88,756.00	88,756.00	12326100	01/21/2026
Total PUBLIC SECTOR HEALTH CARE GROUP AUTHORIT:			185,300.58	185,300.58		
QUILLER ELECTRIC LLC						
4908	01/07/2026	Parks-Bell tower Photo Cell repair	144.23	144.23	12326111	01/23/2026
Total QUILLER ELECTRIC LLC:			144.23	144.23		
REGION 9 ECONOMIC DEVELOP. DIS						
010726-12	01/07/2026	Admin.-Town Region 9 Dues (2026)	3,146.00	3,146.00	2437	01/23/2026
Total REGION 9 ECONOMIC DEVELOP. DIS:			3,146.00	3,146.00		
RON SUTCLIFFE						
25 CS19	01/07/2026	PIng.- Ron Sutcliff Review Growing Spaces	110.00	110.00	2444	01/23/2026
Total RON SUTCLIFFE:			110.00	110.00		
SEBIS DIRECT INC						
01-26	01/05/2026	Sanit.-Utility Billing Postage	325.00	325.00	10926210	01/09/2026
Total SEBIS DIRECT INC:			325.00	325.00		
SLATE COMMUNICATIONS LLC						
3471	01/07/2026	TM-Public Affairs	2,375.00	2,375.00	12326120	01/23/2026

Invoice Number	Invoice Date	Description	Invoice Amount	Check Amount	Check Number	Check Issue Date
Total SLATE COMMUNICATIONS LLC:			2,375.00	2,375.00		
SMART MOBILITY LLC dba FORD PRO						
INV41642272	12/31/2025	STREETS-Telematics Vehicle Tracking/ Monitoring (4)	80.00	80.00	2434	01/09/2026
Total SMART MOBILITY LLC dba FORD PRO:			80.00	80.00		
STAPLES						
6047715481	11/10/2025	PW Admin-Copy Paper (2CS)	78.98	78.98	12326124	01/23/2026
6052816111	01/12/2026	Admin.-5x8 Legal Pads (12)	7.45	7.45	12326124	01/23/2026
Total STAPLES:			86.43	86.43		
STATEWIDE INTERNET PORTAL AUTHORITY						
11989	01/07/2026	Admin-DocuSign eSignature Annual Subscription 2026	2,105.60	2,105.60	12326113	01/23/2026
12022	01/14/2026	Clerk-Google Workspace Annual License	230.55	230.55	12326113	01/23/2026
12022	01/14/2026	Town Manager-Google Workspace Annual License	92.22	92.22	12326113	01/23/2026
12022	01/14/2026	HR-Google Workspace Annual License	92.22	92.22	12326113	01/23/2026
12022	01/14/2026	Town Council-Google Workspace Annual License	322.77	322.77	12326113	01/23/2026
12022	01/14/2026	Planning Commission-Google Workspace Annual License	322.77	322.77	12326113	01/23/2026
12022	01/14/2026	CD Admin-Google Workspace Annual License	46.11	46.11	12326113	01/23/2026
12022	01/14/2026	Planning-Google Workspace Annual License	184.44	184.44	12326113	01/23/2026
12022	01/14/2026	Building-Google Workspace Annual License	138.33	138.33	12326113	01/23/2026
12022	01/14/2026	Projects-Google Workspace Annual License	46.11	46.11	12326113	01/23/2026
12022	01/14/2026	Housing-Google Workspace Annual License	46.11	46.11	12326113	01/23/2026
12022	01/14/2026	Courts-Google Workspace Annual License	276.28	276.28	12326113	01/23/2026
12022	01/14/2026	Police-Google Workspace Annual License	645.54	645.54	12326113	01/23/2026
12022	01/14/2026	P&R Admin-Google Workspace Annual License	92.22	92.22	12326113	01/23/2026
12022	01/14/2026	Recreation-Google Workspace Annual License	184.44	184.44	12326113	01/23/2026
12022	01/14/2026	Parks-Google Workspace Annual License	368.88	368.88	12326113	01/23/2026
12022	01/14/2026	F&F-Google Workspace Annual License	138.33	138.33	12326113	01/23/2026
12022	01/14/2026	PW Admin-Google Workspace Annual License	184.44	184.44	12326113	01/23/2026
12022	01/14/2026	Streets-Google Workspace Annual License	276.66	276.66	12326113	01/23/2026
12022	01/14/2026	Sanitation-Google Workspace Annual License	230.55	230.55	12326113	01/23/2026
12022	01/14/2026	Tourism Admin-Google Workspace Annual License	92.22	92.22	12326113	01/23/2026
12022	01/14/2026	Visitor Center-Google Workspace Annual License	92.22	92.22	12326113	01/23/2026
12022	01/14/2026	Tourism-Google Workspace Annual License	46.11	46.11	12326113	01/23/2026
Total STATEWIDE INTERNET PORTAL AUTHORITY:			6,255.12	6,255.12		
SUMMIT FIRE & SECURITY LLC						
3665950	11/19/2025	F&F-CC-Kitchen Semi-Annual Kitchen Inspection/Parts and Labor	462.25	462.25	10926232	01/09/2026
Total SUMMIT FIRE & SECURITY LLC:			462.25	462.25		
SUMRALL LAW OFFICE						
488	12/24/2025	Courts-Court Appointed Counsel	1,068.20	1,068.20	2431	01/09/2026
Total SUMRALL LAW OFFICE:			1,068.20	1,068.20		
TERRY'S ACE HARDWARE						
JOB 3 STMT 121025	12/10/2025	F&F-CC:Latex Sealant Gray (2)	20.88	20.88	2424	01/09/2026
JOB 3 STMT 121025	12/10/2025	F&F-CC: Drill Bit 15/64"	6.26	6.26	2424	01/09/2026
JOB 3 STMT 121025	12/10/2025	F&F-CC:Door Stops(2)	9.48	9.48	2424	01/09/2026
JOB 3 STMT 121025	12/10/2025	F&F-Cable Ties BLK 14.5" 100PK	12.34	12.34	2424	01/09/2026
JOB 3 STMT 121025	12/10/2025	F&F-Wire Connectors Assorted 6PKs(2)	7.20	7.20	2424	01/09/2026
JOB 3 STMT 121025	12/10/2025	F&F-Janitorial Supplies: Pumice Toilet Ring Remover(2), Odor Neutr	24.29	24.29	2424	01/09/2026
JOB 3 STMT 121025	12/10/2025	F&F-Keys (4)	15.64	15.64	2424	01/09/2026
JOB 3 STMT 121025	12/10/2025	F&F-Small Tools	30.28	30.28	2424	01/09/2026
JOB 3 STMT 121025	12/10/2025	F&F-Storage/Organization	14.15	14.15	2424	01/09/2026

Invoice Number	Invoice Date	Description	Invoice Amount	Check Amount	Check Number	Check Issue Date
JOB 3 STMT 121025	12/10/2025	F&F-Drain Cleaner, Foam Paint Brushes (10)	25.74	25.74	2424	01/09/2026
JOB 3 STMT 121025	12/10/2025	F&F-TH:Outlet for Conference Room TV-Switch Boxes/Electrical Tap	22.92	22.92	2424	01/09/2026
JOB 4 STMT 121025	12/10/2025	PW-Main St/Hwy 160 Project - Supplies for Purple Crosswalk Signs	16.14	16.14	2424	01/09/2026
JOB 5 STMT 121025	12/10/2025	PW-Purple XWlk Sign Prj:3.5GAL WH Bucket(3), Spry Glue, Concre	52.54	52.54	2424	01/09/2026
JOB 5 STMT 121025	12/10/2025	PW-Supplies for Purple XWlk Sign Prj: Assorted Nuts, Bolts, & Wash	12.60	12.60	2424	01/09/2026
Total TERRY'S ACE HARDWARE:			270.46	270.46		
THE PAGOSA SPRINGS SUN						
422477	10/31/2025	Plng.- Sun Public Notice	46.40	46.40	10926230	01/09/2026
422479	10/31/2025	Plng.- Pagosa West sun notice	62.00	62.00	10926230	01/09/2026
425335	11/30/2025	Plng.- Sun Ads for PC	240.00	240.00	10926230	01/09/2026
425336	11/30/2025	Plng.- Sun ad for Dark Sky	240.00	240.00	10926230	01/09/2026
4255339	11/30/2025	Plng.- Pagosa West Sun Notice	77.60	77.60	10926230	01/09/2026
427682	12/25/2025	Plng.- Planning Commission vacancy listing in Sun	240.00	240.00	12326126	01/23/2026
427683	12/25/2025	Clerk-Budget Amendment Advertising	15.89	15.89	10926230	01/09/2026
427684	12/25/2025	Sanit.-Budget Amendment Advertising	16.54	16.54	10926230	01/09/2026
427685	12/25/2025	Clerk-Election Candidates Ad	156.19	156.19	10926230	01/09/2026
427686	12/30/2025	TM-December Newsletter Insert in Paper	400.00	400.00	10926230	01/09/2026
Total THE PAGOSA SPRINGS SUN:			1,494.62	1,494.62		
THOMSON REUTERS - WEST						
853039965	01/01/2026	Courts-Legal Research Subscription December 2025	1,469.47	1,469.47	10926214	01/09/2026
Total THOMSON REUTERS - WEST:			1,469.47	1,469.47		
TOWN OF PAGOSA SPRINGS						
12-28-25	12/28/2025	Hsg.-Housing Sewer Avail.	570.00	570.00	2425	01/09/2026
12-28-25	12/28/2025	PW Admin.-Maint. Fac. Sewer	71.25	71.25	2425	01/09/2026
12-28-25	12/28/2025	Admin.-TH Sewer	285.00	285.00	2425	01/09/2026
12-28-25	12/28/2025	Parks-Sewer	427.50	427.50	2425	01/09/2026
12-28-25	12/28/2025	VC-VC Sewer	71.25	71.25	2425	01/09/2026
12-28-25	12/28/2025	P&R Admin.-CC Sewer	712.50	712.50	2425	01/09/2026
Total TOWN OF PAGOSA SPRINGS:			2,137.50	2,137.50		
UMB BANK, N.A.						
1033628	12/15/2025	PW Admin.-UMB COP Annual Fee	2,500.00	2,500.00	10926221	01/09/2026
Total UMB BANK, N.A.:			2,500.00	2,500.00		
UNCC						
225121083	12/31/2025	GEO-PGSP01: Positive Response Re-Notifications	20.15	20.15	10926207	01/09/2026
225121084	12/31/2025	SANIT-PGSSN1:301- Positive Response Re- Notifications/ Canceled	93.80	93.80	10926207	01/09/2026
Total UNCC:			113.95	113.95		
UNCLES BAR & SOCIAL CLUB						
1218	12/18/2025	HR-Town Christmas Party	770.00	770.00	2447	01/23/2026
Total UNCLES BAR & SOCIAL CLUB:			770.00	770.00		
VAL'S VIP CLEANING LLC						
304	01/09/2026	F&F-Town Bldg Cleaning 12/26/25, Town BRs Cleaning/ Locking 01/	5,187.30	5,187.30	10926226	01/09/2026
305	01/22/2026	F&F-Town Bldg Cleaning 01/12/26; Town BRs cleaning/ locking 01/2	5,187.30	5,187.30	12326123	01/23/2026
Total VAL'S VIP CLEANING LLC:			10,374.60	10,374.60		
VERIZON WIRELESS						
6131787804	12/23/2025	Tourism-Staff Cell Phone	50.71	50.71	2419	01/09/2026

Invoice Number	Invoice Date	Description	Invoice Amount	Check Amount	Check Number	Check Issue Date
6131787804	12/23/2025	TM-Staff Cell Phone	40.71	40.71	2419	01/09/2026
6131787804	12/23/2025	Bldg.-Staff Cell Phone	50.71	50.71	2419	01/09/2026
6131787804	12/23/2025	Courts-Staff Cell Phone	40.71	40.71	2419	01/09/2026
6131787804	12/23/2025	Parks-Staff Cell Phone	40.71	40.71	2419	01/09/2026
6131787804	12/23/2025	Hsg.-Staff Cell Phone	40.71	40.71	2419	01/09/2026
6131787804	12/23/2025	Tourism Admin.-Staff Cell Phone	81.42	81.42	2419	01/09/2026
Total VERIZON WIRELESS:			345.68	345.68		
WAGNER EQUIPMENT CO						
D0762004	12/22/2025	SANIT-Lagoon Prop Clnup: Equip Rent D8 12/02-30/25	19,589.50	19,589.50	12326104	01/23/2026
D1541801	12/26/2025	SANIT-Lagoon Prop Clnup: Equip Rent D6 12/05/25-1/2/26	15,082.33	15,082.33	12326104	01/23/2026
P01C0338586	01/13/2026	SANIT-Unit #277: Cab Door Hinge(2), Door Handle Gasket(4), Wiper	363.80	363.80	12326104	01/23/2026
Total WAGNER EQUIPMENT CO:			35,035.63	35,035.63		
WESTERN PAPER DISTRIBUTORS						
5345483	12/17/2025	F&F-Paper Towel 6CS, Bath Tissue CS, Urinal Screen 2CS	338.48	338.48	10926209	01/09/2026
5352416	12/29/2025	F&F-Foaming Hand Soap 6/1L CS(2)	166.56	166.56	12326107	01/23/2026
Total WESTERN PAPER DISTRIBUTORS:			505.04	505.04		
WILLIAM ROCKENSOCK						
010526	01/05/2026	PD-Per Diem, Rocky Mountain High Intensity Drug Trafficking Trainin	414.00	414.00	2418	01/09/2026
Total WILLIAM ROCKENSOCK:			414.00	414.00		
WORLD FUEL SERVICES INC						
3385319-41525	12/02/2025	PARKS-Equipment Fuel 10/30/25 thru 11/13/25	440.28	440.28	10926217	01/09/2026
3385319-41525	12/02/2025	SANIT-Equipment Fuel 10/30/25 thru 11/13/25	901.77	901.77	10926217	01/09/2026
3385319-41525	12/02/2025	STREETS-Equipment Fuel 10/30/25 thru 11/13/25	556.29	556.29	10926217	01/09/2026
3385319-41525	12/02/2025	REC-Equipment Fuel 10/30/25 thru 11/13/25	57.79	57.79	10926217	01/09/2026
3406374-41525	12/19/2025	SANIT-Fuel 12/19/25	1,306.96	1,306.96	10926217	01/09/2026
3406375-41525	12/19/2025	F&F-Equipment fuel for 11/14-20/25	4.56	4.56	12326114	01/23/2026
3406375-41525	12/19/2025	PARKS-Equipment fuel for 11/14-20/25	127.08	127.08	12326114	01/23/2026
3406375-41525	12/19/2025	SANIT-Equipment fuel for 11/14-20/25	108.18	108.18	12326114	01/23/2026
3406375-41525	12/19/2025	STREETS-Equipment fuel for 11/14-20/25	433.46	433.46	12326114	01/23/2026
3414526-41525	12/30/2025	SANIT-Fuel 12/30/25	977.61	977.61	12326114	01/23/2026
Total WORLD FUEL SERVICES INC:			4,913.98	4,913.98		
ZACH LEEWITT						
010726	01/07/2026	PD-Per Diem FBI LEEDA Internal Affairs Investigation training Feb. 2	520.00	520.00	2442	01/23/2026
Total ZACH LEEWITT:			520.00	520.00		
ZOHO CORPORATION						
2026	12/10/2025	Courts-Server Subscription Split Between Town, Courts & PD (2026)	430.00	430.00	2430	01/09/2026
2026	12/10/2025	PD-Server Subscription Split Between Town, Courts & PD (2026)	430.00	430.00	2430	01/09/2026
2026	12/10/2025	Clerk-Server Subscription Split Between Town, Courts & PD (2026)	430.00	430.00	2430	01/09/2026
Total ZOHO CORPORATION:			1,290.00	1,290.00		
Grand Totals:			581,736.65	581,736.65		

Invoice Number	Invoice Date	Description	Invoice Amount	Check Amount	Check Number	Check Issue Date
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Report Criteria:

Detail report type printed



AGENDA BRIEF

MEETING: Town Council Meeting
FROM: Kathleen Porter

PROJECT: Employee Handbook Revision
ACTION: Discussion and Action

PURPOSE/BACKGROUND:

Staff has completed a review of our Employee Handbook to ensure policies are up to date and aligned with current legal standards. This review was conducted in coordination with Employers Council, our employment law counsel. The majority of the recommended changes focus on refining language to meet current legal requirements, removing sections no longer mandated by law, and adding new sections to reduce risk and ensure compliance.

Key areas of updates were as follows:

- Equal Employment Opportunity (EEO) Harassment: enhanced verbiage to include additional protected classes and topics of unlawful harassment.
- Benefits Continuation (COBRA): removed this section as it is no longer required in the employee handbook.
- Holidays: added language to indicate floating holidays must be used in the calendar year given, and they do not carry over into the next calendar year.
- Exigency Leave: additional criteria for utilizing leave during an emergency.
- Public Health Emergency: removed this section as it is no longer required in the employee handbook.
- Unscheduled Personal Time Off (PTO): removed this section. Unscheduled PTO will be addressed in a separate Performance Management Policy.
- Bereavement Leave: modified the language to indicate that up to 5 days of bereavement leave will be granted, removing the "at the supervisor's discretion" clause. Added a guideline that bereavement leave exceeding 5 days shall be charged as PTO, or Leave Without Pay, if PTO has been exhausted.
- Family Medical Leave Insurance (FAMLI) Participation: updated for compliance with 01/01/2026 requirements, offering up to 12 weeks of leave for individuals caring for a child in the NICU.
- Attendance and Punctuality: updated language per Employers Council recommendations to reduce risk and ensure compliance.
- Inspections: added a new section regarding searches of employees' personal effects.
- Personal Use of Social Media Guidelines: added a new section regarding use of social media during work hours and posts related to Town business.

- Work Schedules: modified language to allow for flexible schedules.

ATTACHMENTS:

FISCAL IMPACT:

The Town is a member of Employers' Council, which charges annual dues.

RECOMMENDATIONS:

Approval of the consent agenda, is approval of the recommended changes to the Employee Handbook

| Employee Handbook



Town of Pagosa Springs
551 Hot Springs Blvd.
Pagosa Springs, CO 81147
February 2026

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IMPORTANT NOTICE

THIS HANDBOOK IS DESIGNED TO ACQUAINT EMPLOYEES WITH THE ORGANIZATION AND SOME INFORMATION ABOUT WORKING FOR THE TOWN OF PAGOSA SPRINGS. THE HANDBOOK IS NOT ALL INCLUSIVE BUT IS INTENDED TO PROVIDE EMPLOYEES WITH A SUMMARY OF SOME OF THE ORGANIZATION'S GUIDELINES. THIS EDITION REPLACES ANY PREVIOUSLY ISSUED EDITIONS.

NEITHER THE EMPLOYEE NOR THE ORGANIZATION IS COMMITTED TO AN EMPLOYMENT RELATIONSHIP FOR A FIXED PERIOD OF TIME. EMPLOYMENT WITH THE TOWN OF PAGOSA SPRINGS IS AT-WILL. EITHER THE EMPLOYEE OR MANAGEMENT HAS THE RIGHT TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON. THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR IS THERE A GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC DURATION.

NO REPRESENTATIVE OF THE TOWN OF PAGOSA SPRINGS, OTHER THAN THE ELECTED OFFICIAL OR AGENCY HEAD, HAS AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE ELECTED OFFICIAL OR AGENCY HEAD AND THE EMPLOYEE.

THE CONTENTS OF THIS HANDBOOK ARE SUMMARY GUIDELINES FOR EMPLOYEES AND THEREFORE ARE NOT ALL INCLUSIVE. EXCEPT FOR THE AT-WILL NATURE OF THE EMPLOYMENT, THE ORGANIZATION RESERVES THE RIGHT TO SUSPEND, TERMINATE, INTERPRET, OR CHANGE ANY OR ALL OF THE GUIDELINES MENTIONED, ALONG WITH ANY OTHER PROCEDURES, PRACTICES, BENEFITS, OR OTHER PROGRAMS OF THE TOWN OF PAGOSA SPRINGS. THESE CHANGES MAY OCCUR AT ANY TIME, WITH OR WITHOUT NOTICE.

NO EMPLOYEE HANDBOOK CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION. AFTER READING THE HANDBOOK, EMPLOYEES THAT HAVE QUESTIONS SHOULD TALK WITH THEIR IMMEDIATE SUPERVISOR OR THE HUMAN RESOURCES DEPARTMENT.

Introduction

Welcome!

This handbook was developed to describe some of the guidelines, programs, and benefits for employees. All employees should familiarize themselves with the contents of the employee handbook as soon as possible, because it may answer many questions about employment with our organization.

We believe that each employee contributes directly to the Town's success, and we hope you will take pride in being a member of our team.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Sincerely,

David J. Harris Town
Manager

Organization and Administration

The Town of Pagosa Springs was incorporated in 1891 and became a home rule municipality in 2003. Per the home rule charter, the Town is organized under a Council-Manager form of government served by a six-member Town Council and an elected Mayor. A full-time Town Manager administers the affairs of the Town for the Council.

Public Perception and Customer Relations

Every employee represents the Town to the public. The way we do our jobs presents an image of our entire Town. The Public judges all of us by how they are treated with each employee contact. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to the public.

Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of the Town. Positive customer relations enhance the public's perception or image of the Town.

Employment

Equal Employment Opportunity and Unlawful Harassment

The Town is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race (including traits historically associated with race, such as hair texture and length, protective hairstyles), sex, sexual orientation, gender identity, gender expression, color, religion, creed, national origin, ancestry, disability, military status, genetic information, marital status, or any other status protected by applicable state or local law.

Americans with Disability Act (ADA) and Religious Accommodation

The Town will make reasonable accommodation for qualified individuals with known disabilities unless doing so would result in an undue hardship to the Town or cause a direct threat to health or safety. The Town will make reasonable accommodation for employees whose work requirements interfere with a religious belief, unless doing so poses undue hardship on the Town.

Pregnancy Accommodation

Employees have the right to be free from discriminatory or unfair employment practices because of pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth.

Employees who are otherwise qualified for a position may request a reasonable accommodation related to pregnancy, a health condition related to pregnancy or the physical recovery from childbirth. If an employee requests an accommodation, the Town will engage in a timely, good-faith, and interactive process with the employee to determine whether there is an effective, reasonable accommodation that will enable the employee to perform the essential functions of her position. A reasonable accommodation will be provided unless it imposes an undue hardship on the Town's business operations.

The Town may require that an employee provide a note from her health care provider detailing the medical advisability of the reasonable accommodation. Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact their Human Resources representative.

The Town will not deny employment opportunities or retaliate against an employee because of an employee's request for a reasonable accommodation related to pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth. An employee will not be required to take leave or accept an accommodation that is unnecessary for the employee to perform the essential functions of the job.

Equal Employment Opportunity (EEO) Harassment

The Town strives to maintain a work environment free of unlawful harassment. Unlawful harassment includes any unwelcome verbal or physical conduct or any written, pictorial or visual communications directed at an individual (or group) because of that individual (or group's) membership in, or perceived membership in, a protected class, that is subjectively offensive to the individual alleging harassment, and is objectively offensive to a reasonable individual who is a member of the same protected class. Harassment does not need to be in-person and can occur over electronic media such as Zoom or other electronic platforms. Prohibited behavior may include but is not limited to the following:

- Written form such as cartoons, e-mails, posters, drawings, or photographs.
- Verbal conduct such as epithets, derogatory comments, slurs, or jokes.

Employment

- Physical conduct such as assault or blocking an individual's movements.

This policy applies to all employees, including managers, supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, etc.

Sexual Harassment

Because sexual harassment raises issues that are to some extent unique in comparison to other types of harassment, the Town believes it warrants separate emphasis.

The Town strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct or communication is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct or communication is used as the basis for decisions affecting an individual's employment.
- Such conduct or communication has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

All employees are expected to conduct themselves in a professional and businesslike manner at all times. Conduct which may violate this policy includes, but is not limited to, sexually explicit or implicit communications, whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mails.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

Complaint Procedure

If you believe there has been a violation of the EEO policy or harassment based on a protected class, including sexual harassment, please use the following complaint procedure. The Town expects employees to make a timely complaint to enable the Town to investigate and correct any behavior that may be in violation of this policy.

Report the incident to the Supervisor and the Human Resources Administrator who will investigate the matter and take corrective action. Your complaint will be kept as confidential as practicable. If you prefer not to go to either of these individuals with your complaint, you should report the incident to the Town Manager.

The Town prohibits retaliation against an employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined above. The situation will be investigated.

If the Town determines that an employee's behavior is in violation of this policy, disciplinary action will be taken, up to and including termination of employment.

Employee Status and Records

It is the intent of the Town to clarify the definitions of employment classifications so employees understand their employment status and benefit eligibility.

Employee Classifications

Employees of the Town are classified as either exempt or non-exempt under federal and state wage and hour laws, and are further classified for administrative purposes, such as the administration of fringe benefits like paid time off (PTO) or holidays. These classifications do not determine eligibility for participation in the Town's group health plan. Eligibility for participation in the Town's group health plan is governed by the terms of the plan documents as well as applicable law. To obtain a copy of the Summary Plan Description or to discuss whether you are eligible to participate in the Town's group health plan, please contact Human Resources. A position's *EXEMPT* or *NON-EXEMPT* classification may be changed only upon written notification by the Town Manager.

The following classifications are used throughout this Handbook.

Exempt Employees

Exempt employees are employees whose job assignments meet specific tests established by the federal Fair Labor Standards Act (FLSA) and who are exempt from minimum wage and/or overtime pay requirements.

Exempt Employee - Partial Day Absence

As a public entity, the Town has a duty to taxpayers for public accountability in its actions. If an exempt employee who accrues Personal Time Off (PTO) is absent for less than one workday when accrued leave is not used by an employee because accrued leave has been exhausted or the employee chooses to use leave without pay, the pay may be docked from the employee's salary.

Non-exempt Employees

Non-exempt employees are employees whose job positions do not meet FLSA or applicable state exemption tests, and who are not exempt from minimum wage and/or overtime pay requirements. Nonexempt employees shall be paid time and one-half of their regular rate of pay for any work in excess of forty hours per workweek (excluding duty free meal periods).

Full-time Employees

Full-time employees are those who are normally scheduled to work a schedule of 40 hours per week. Full-time employees are currently eligible for the Town's benefits.

Part-time Employees

Part-time employees are those who are normally scheduled to work fewer than 40 hours per week. Part-time employees may be assigned a work schedule in advance or may work on an as-needed basis. Part-time employees are currently ineligible for the Town's benefits except as required by law.

Temporary or Seasonal Employees

Temporary or seasonal employees are those who have established an employment relationship with the Town but who are assigned to work on a seasonal, temporary, intermittent and/or unpredictable basis. A position is temporary if it is established for a limited duration or for a specific assignment. A seasonal employee is an

Employee Status and Records

employee who is hired to work for a specific period of time, usually six (6) months or less. Temporary and seasonal employees are ineligible for the Town's benefits except as required by law.

Eligibility for Rehire

Employees who leave employment with the Town of Pagosa Springs in good standing may be considered for rehire. Former employees who were dismissed for disciplinary reasons may not be considered for rehire. A former employee who is rehired will be considered a new employee from the date of re-employment unless the break in service is fewer than three (3) months. If the break in services is fewer than three (3) months, the rehired employee will retain their original hire date. For breaks in service fewer than three months, the rehired employee's accrual rate for Personal Time Off (PTO) will be the same rate as when the employee separated from the Town's employment. Length of service for the purpose of benefits is governed by the terms of each benefit plan. Employees who retire may be eligible, in certain circumstances, to be considered for rehire. Any former employee who is rehired may be required to abide by the Town's drug testing policy.

Personnel Data Changes

It is the responsibility of each employee to promptly notify the Town of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Office.

The Town keeps a personnel file as a record of your employment. It is important for this record to be up-to-date and complete. This enables us to reach you in an emergency, forward your mail, and properly maintain your insurance and other benefits. It also helps keep track of your payroll deductions and many other things that concern you as an individual.

Notify the Human Resources Department immediately if you have changes in any of the following areas: Name, residence, telephone, marital status, insurance changes, tax exemptions, person to notify in case of an emergency, and other relevant information. Additionally, you should notify the Human Resources Department if you complete educational or training courses. This information may be considered with your other employment records as job opportunities arise in the Town.

Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, ongoing basis. This allows the supervisor and the employee to discuss the job responsibilities, standards, and performance requirements of the position. Completed performance evaluations are filed in the employee's personnel file.

Other Employment

Employees may hold other jobs as long as they meet the performance standards of their job with the Town. All employees will be judged by the same performance standards and will be subject to the Town's scheduling demands, regardless of any existing outside work requirements. Supplemental jobs must not create any actual conflict or the appearance of a conflict of interest with the Town and must not affect an employee's ability to meet job requirements, perform competently, or accept overtime hours.

Employee Benefits

Benefits Overview

Employment benefits vary according to the position and status of the employee. To receive certain benefits, eligible employees may be required to meet participation requirements and pay required premiums and other contributions. The Town complies with all applicable federal and state laws regarding the provision of benefits to same-sex spouses, domestic partners, and couples in a civil union.

Benefit plans offered by the Town are defined in legal documents such as insurance contracts and summary plan descriptions. In the event that information in this Handbook or other employee communication conflicts with the actual terms and conditions of coverage, the plan documents will control. Benefits described in this Handbook, including the types of benefits offered and/or the requirements for eligibility of coverage, may be modified or discontinued from time to time at the Town's discretion as permitted by law. The Town and its designated benefit plan administrators reserve the right to determine eligibility, interpretation, and administration of issues related to benefits offered by the Town.

Employees will have an opportunity to make changes to their benefit selections during the Town's annual open enrollment period. Employees who experience a qualifying life event such as marriage, divorce or the birth of a child will also be allowed to make a change in their benefit selection when that event occurs, in accordance with the terms of the plan document.

In the event you take a personal or other leave of absence, please consult Human Resources or Payroll to determine the impact the leave may have upon your benefits, including eligibility and/or making any required premium payments.

Full-time employees, working a minimum of 30 hours per week, are eligible for benefits, such as group medical, dental, vision, life, and disability insurance coverage programs through the Town. Unless noted otherwise in these policies, part-time and temporary or seasonal employees are not eligible to receive benefits except as required by law.

The Town currently offers these plans:

Medical Insurance Plan - helps pay covered medical expenses for you and eligible family members.

Dental Insurance Plan - provides you and your eligible dependents dental coverage at group rates.

Vision Insurance Plan - provides you and your eligible dependents vision coverage at group rates.

Flexible Spending Accounts (FSAs) - allows employees to use pre-tax dollars to pay for eligible health care-related expenses, such as health and dental insurance premiums, co-payments and deductibles, and to be reimbursed for eligible dependent care expenses, such as dependent adult day care, nursery and preschool programs.

Life Insurance Plan - provides certain insurance coverage at group rates.

Accidental Death and Dismemberment (AD&D) Insurance Plan - provides payments in case of accidental death or dismemberment. This coverage is available to you and your eligible dependents at group rates.

Short-Term Disability (STD) Plan - helps replace your salary if you suffer a covered disability for a limited period of time.

Employee Benefits

Employee Assistance Program (EAP) – program designed to help alleviate workplace issues due to mental health, substance abuse, personal and workplace issues.

401(a) Retirement Plan - A mandatory retirement plan, each employee is required to contribute 5% of their gross monthly wages into the plan and the Town will match the employee's contribution of 5%. With the exception of sworn law enforcement officers, all other full-time employees are eligible to receive an additional discretionary contribution from the Town based on their contribution to the 457 Deferred Compensation Plan in an amount approved by Town Council.

457 Deferred Compensation Plan - The 457 Deferred Compensation Plan is a voluntary supplemental retirement plan that allows employees to defer an additional amount of their wages for investment. This plan allows the employee to choose either pre-tax or after-tax (Roth) deferrals.

Fire and Police Pension Association (FPPA) Pension Plan (sworn police officers only) – Officers in the Police Department are covered under the FPPA pension plan as provided by law and instead of participation in social security.

For more information about these plans, including the terms, conditions, or eligibility requirements, please contact or obtain a copy of any Summary Plan Document from the Human Resource Office.

Colorado Secure Savings

The Town does not participate in the Colorado Secure Savings Program since the Town currently offers an employer-sponsored retirement plan, the 401(a) Retirement Plan, to eligible employees. Please see Human Resources to obtain information on the plan, including the terms, conditions, or eligibility requirements, or to obtain a copy of the Summary Plan Document. Employees who are not eligible for the 401(a) Retirement Plan can independently enroll in Colorado Secure Savings as a voluntary participant. Please see the Colorado Secure Savings Program website: coloradosecuresavings.com.

Workers' Compensation Insurance

The Town carries insurance in accordance with applicable state law to cover the cost of work-related injury or illness. Benefits help pay for your medical treatment and may include the replacement of certain wages while you are unable to work. Detailed information is given to you if you are injured on the job or suffer an occupational illness. Employees who sustain work-related injuries or illnesses should inform their supervisor immediately, but no later than ten (10) working days following the accident, in writing, no matter how minor an on-the-job injury may appear. Employees shall cooperate in a timely manner with written reports, forms and other requests required by the supervisor, the Town Council or its agents, insurance companies, or other authorities.

If medical treatment is needed, it must be provided by one of the Town's designated providers. In the event a workers' compensation injury requires time off from work, the employee may, at their option, use accrued PTO or compensatory time to supplement workers' compensation benefits not to exceed their regular salary for the applicable period.

The Town will attempt to reassign an employee who is released by their physician for modified duty after a workers' compensation injury or illness. Modified duty must be approved by the Town Manager in coordination with the employee's department head.

Employee Benefits

Educational Assistance

The Town wants to encourage a better educated and highly skilled workforce. This tuition reimbursement policy has been established to meet this goal. Any employee who has completed six months of employment with the Town at the time courses begin may be eligible for this benefit. Please contact HR for more information.

Holidays

The Town currently observes the following holidays as days off with pay:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve (4 hrs.)
- Christmas
- New Year's Eve (4 hrs.)
- Floating Holiday
- Discretionary holiday(s) as approved by Town Council

The floating holiday is provided at the beginning of each year and can be used to make a long weekend of the employee's choice, for a birthday, or for other federal, religious, or cultural holiday not already observed. The floating holiday should be used in the calendar year given; it does not carry over into the next calendar year.

When a holiday falls on a Saturday, it is observed on the preceding Friday. When the holiday falls on a Sunday, it will be observed on the following Monday. If a recognized holiday falls during an eligible employee's paid absence, holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible non-exempt employees work on a recognized holiday, they will be paid their wages at their straight-time rate for hours worked on the holiday and receive holiday pay at a straight-time rate or they may flex the holiday within the same week with approval from their supervisor. Holidays can only be taken in increments of eight (8) hours or as otherwise specified.

Holiday time is not counted as hours worked in the computation of overtime. Full-time employees receive eight hours of holiday pay at their regular rate of pay. Holiday pay for part-time employees is prorated based on their regularly scheduled work hours.

Exempt full-time employees receive their regular biweekly salary for a pay period in which a holiday falls and are not normally required to work the holiday.

Employee Benefits

Personal Time Off (PTO) and Exigency Leave

The Town allows employees to accrue Personal Time Off (PTO). PTO is for employees to do with as they wish or need. For example, it may be used to take time off for vacation, sickness, family illness, personal matters, or for other reasons.

Obviously, if all time is used as vacation and an illness strikes, nothing will be left to protect your income against unexpected absences. You are urged to use PTO time to ensure a good personal balance between leisure and those unexpected absences that affect us all.

PTO is provided in an amount of hours and with sufficient pay, for all the same purposes, and under all the same conditions as the Healthy Families and Workplace Act (HFWA) and applicable rules. This includes but is not limited to accrual, use, payment, annual carryover of unused accrued leave, notice and documentation requirements, and anti-retaliation and anti-interference rights. Additional HFWA leave will not be provided if an employee uses all their available PTO for non-HFWA-qualifying reasons, except when a public health emergency is declared after usage of PTO, requiring supplemental leave.

Full-time employees (scheduled for 2,080 hours per year) shall accrue the following amount of PTO on an annual basis, pro-rated into twenty-six (26) pay periods based on exempt or non-exempt status. PTO accruals shall increase to the next level beginning with the pay period that includes the employee's appropriate anniversary date. The maximum PTO a full-time employee may accumulate is two hundred forty-eight (248) hours. When an employee reaches 248 hours of accrued but unused PTO, the employee will cease to accrue PTO until the employee uses PTO and brings the available amount below the cap of 248 hours.

Years of Service	PTO Hours for Full-Time Non-Exempt Employees	PTO Hours for Full-Time Exempt Employees
0-2	144 hrs annual or 5.54 hrs per pay period	184 hrs annual or 7.08 hrs per pay period
3-5	160 hrs annual or 6.15 hrs per pay period	192 hrs annual or 7.38 hrs per pay period
6-8	176 hrs annual or 6.77 hrs per pay period	200 hrs annual or 7.69 hrs per pay period
9-11	200 hrs annual or 7.69 hrs per pay period	216 hrs annual or 8.31 hrs per pay period
12-14	224 hrs annual or 8.62 hrs per pay period	232 hrs annual or 8.92 hrs per pay period
15-17	232 hrs annual or 8.92 hrs per pay period	248 hrs annual or 9.54 hrs per pay period
18-20	240 hrs annual or 9.23 hrs per pay period	
20+	248 hrs annual or 9.54 hrs per pay period	

Part-time and seasonal employees earn one (1) hour of PTO for every 30 hours worked. The maximum PTO a part-time employee may accumulate is one hundred twenty-four (124) hours. When an employee reaches 124 hours of accrued but unused PTO, the employee will cease to accrue PTO until the employee uses PTO and brings the available amount below the cap of 124 hours.

PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. PTO is not included in the calculation of overtime.

Upon separation of employment, employees will be paid for unused PTO, at their current rate of pay, earned through the last day of work, not to exceed the capped amounts.

Employee Benefits

Exigency Leave

Typically, PTO must be scheduled with and approved by your immediate supervisor. Employees may take PTO in hourly increments. PTO should be scheduled to interfere as little as possible with the normal operation of business and to avoid excessive workloads for other employees during peak periods.

Any employee may use leave earned immediately if an employee or family member:

1. Has a mental or physical illness, injury, or health condition that prevents the employee from working;
2. Needs preventative care, or to get a medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition;
3. Needs to care for a family member who has a mental or physical illness, injury, or health condition, or who needs the sort of care listed in item 2 above;
4. The employee or the employee's family member has been the victim of domestic abuse, sexual assault, or criminal harassment, and needs leave for related medical attention, mental health care or other counseling, victim services (including legal services), or relocation; or
5. Due to a public health emergency, a public official closed either (a) the employee's place of business, or (b) the school or place of care of the employee's child, requiring the employee to be absent from work to care for the child.
6. Needs to care for a family member whose school or place of care has been closed due to inclement weather, loss of power, loss of heating, loss of water, or other unexpected occurrence or event that results in the closure of the family member's school or place of care;
7. Needs to grieve, attend funeral services or a memorial, or deal with financial and legal matters that arise after the death of a family member; or
8. Needs to evacuate the employee's place of residence due to inclement weather, loss of power, loss of heating, loss of water, or other unexpected occurrence or event that results in the need to evacuate the employee's residence.

If the reason for the absence is one of the above, the employee should notify their manager each day at the beginning of the shift when unable to come to work and let the manager know when they expect to return to work. In the event of an unplanned absence of four or more consecutive workdays, medical or legal certification is required. This certification should indicate that the employee was unable to work due to one of the reasons listed above and the length of time this restriction lasted.

Leave of Absence Without Pay

Leave of Absence without Pay may be granted by the Town Manager when an employee has exhausted all their PTO and their absence from work is for reasons beyond their control. PTO is not earned when an employee is on Leave without Pay status and holidays that fall within this period are not paid.

Leaves of Absence

Domestic Abuse and Crime Victim Leave

Employees subjected to domestic abuse, or a victim of a crime may be eligible for a leave of absence. Please see the Human Resources Department for more information.

Bereavement Leave

Full-time employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. Bereavement leave up to five (5) days will normally be granted unless there are unusual business needs or staffing requirements.

The Town defines "immediate family" as the employee's spouse, parent, child, sibling, grandparents, or grandchildren; and the parents, siblings, or children of the employee's spouse.

Leave taken in excess of five (5) days shall be charged as PTO, or Leave Without Pay if PTO has been exhausted.

Paid Family Leave

Only employees designated as full-time employees are eligible for paid family leave after six (6) months of full-time Town employment. Any time as a temporary or seasonal employee does not count toward the six (6) months requirement for family leave. Paid family leave is available for up to five (5) days for a maximum of 40 hours.

An eligible employee may take family leave for one or more of the following reasons:

- a) Employee's attendance at the birth of their child
- b) Parent's care of a newborn after the birth of their child
- c) Placement of a child with the employee for adoption or foster care
- d) To care for an immediate family member who has a serious health condition, as defined by the Family Medical Leave Act

For purposes of this policy, an employee's "immediate family" includes their spouse, children, parent, grandparents, grandchildren, or siblings, and the parents, siblings, or children of the employee's spouse.

If a declared holiday falls within an employee's period of paid family leave, the employee will receive a holiday leave benefit in accordance with the holiday leave provisions in this handbook.

Family and Medical Leave Act (FMLA)

The Town provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or childbirth.
- To care for the employee's child after birth, or placement for adoption or foster care.
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition.
- Serious health condition that makes the employee unable to perform the employee's job.

Leaves of Absence

Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter, or parent on active duty or called to active-duty status in the Armed Forces, National Guard, or Reserves may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered servicemember is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

*The FMLA definitions of “serious injury or illness” for current servicemembers and veterans are distinct from the FMLA definition of “serious health condition.”

Benefits and Protections

During FMLA leave, the Town maintains the employee’s health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse the Town for payment of insurance premiums during leave.

Upon return from FMLA leave, most employees are restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Certain highly compensated employees (key employees) may have limited reinstatement rights.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee’s leave. As with other types of unpaid leaves, paid leave will not accrue during the unpaid leave. Holidays, funeral leave, or employer’s jury duty pay are not granted on unpaid leave.

Eligibility Requirements

Employees are eligible if they have worked for the Town for at least 12 months, for 1,250 hours over the previous 12 months, and if they work at a work site with at least 50 employees within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee’s job or prevents a qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive full calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Leaves of Absence

Use of Leave

The maximum time allowed for FMLA leave is either 12 weeks in the 12-month period as defined by the Town, or 26 weeks as explained above. The Town uses the 12-month period measured forward from the first day of an employee's leave.

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Town's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employees taking intermittent or reduced schedule leave based on planned medical treatment and those taking intermittent or reduced schedule family leave with the Town's agreement may be required to temporarily transfer to another job with equivalent pay and benefits that better accommodate that type of leave.

Substitution of Paid Leave for Unpaid Leave

Except where FAMILI applies, in which case there is a separate agreement governing leave, the Town requires employees to use accrued paid leave while taking FMLA leave. Paid leave used at the same time as FMLA leave must be taken in compliance with the Town's normal paid leave policies. If an employee's leave of absence does not constitute paid leave as defined in the Town's paid leave policies, the employee cannot use accrued paid leave, but can take unpaid leave. FMLA leave is without pay when paid leave benefits are exhausted.

Employee Responsibilities

Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the Town's normal call-in procedures.

Employees must provide sufficient information for the Town to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the Town if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Employees also may be required to provide a certification and periodic recertification supporting the need for leave. The Town may require second and third medical opinions at the Town's expense. Documentation confirming family relationship, adoption, or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with the Town's attendance guidelines. Employees on leave must contact the Human Resources Manager at least two days before their first day of return.

The Organization's Responsibilities

The Town will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the Town will provide a reason for the ineligibility.

The Town will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the Town determines that the leave is not FMLA-protected, the

Leaves of Absence

Town will notify the employee.

Unlawful Acts

FMLA makes it unlawful for the Town to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA.
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against the Town.

FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

Military Leave

Employees granted a military leave of absence are re-employed and paid in accordance with the laws governing veteran's re-employment rights. The Town pays for the first 15 days of leave. After that time, leave is without pay.

Please contact the Human Resources Office for more information or questions about military leave.

Jury Duty/Court Time

A full-time employee who is summoned for jury duty or subpoenaed in connection with their employment during a regularly scheduled work time shall be compensated for the scheduled hours. A copy of the subpoena or order requiring such duty must be submitted with a leave request in order for such compensation to be paid. As a condition of the receipt of such pay, any stipend paid to the employee for jury service or as a witness fee must be paid to the Town.

The Town recognizes jury duty as a civic responsibility of everyone. When summoned for jury duty, an employee will be granted leave to perform their duty as a juror. If the employee is excused from jury duty during their regular work hours, they are expected to report to work promptly.

Employees receive regular pay for the first three days of jury duty if they were scheduled to work and they provide confirmation of juror service.

Beginning the fourth day and thereafter, employees, as jurors, are paid \$50.00 per day by the State of Colorado for state, district, or county court jury duty. For jury duty in excess of three days, employees receive the difference between jury duty pay and their regular pay up to a maximum of ten days (80 hours). Jury duty beyond this time is without pay from the Town.

Family and Medical Leave Insurance (FAMLI) Participation

The Town has voted to opt out of participating in the FAMLI state-run family leave program. All employees of the Town can participate in FAMLI on an individual basis. FAMLI provides partial income

Leaves of Absence

replacement for eligible employees who are temporarily unable to work due to their or a family member's qualifying medical or legal reason, specifically, for the care of a newborn, adopted child, or fostered child; to care for a family member with a serious health condition; for the employee's own serious health condition; for qualifying military exigency leave; or to address safety needs or the impact of domestic violence and/or sexual assault. Partially paid leave is available for up to 12 weeks in a benefit year or up to 16 weeks under certain circumstances related to pregnancy and childbirth. For leaves arising on or after January 1, 2026, FAMLI offers additional leave (up to 12 additional weeks) for covered individuals during the time in which they are caring for a child who is receiving care in the NICU. Employees should notify Human Resources at least 30 days prior to using any such FAMLI leave or as soon as practicable. Please see Human Resources to obtain additional copies of the required notices to employees of local government employers who have opted out of FAMLI that are distributed upon hiring.

Voting

Any employee whose work schedule effectively prevents voting before or after work hours shall be permitted paid leave not exceeding two hours for the purpose of voting. Employees should arrange with their supervisor/manager no later than the day prior to Election Day to vote in any election. No such paid leave shall apply to any employee whose work schedule is such that there are three or more hours between time of opening and the time of closing of the polling site during which the employee is not required to be on the job.

Leave Donation Policy

The Town recognizes that employees may have a family emergency or personal crisis that results in the need for additional time off in excess of their available paid leave. To address this need, the Town has created a leave donation policy that will allow eligible employees to donate PTO from their unused balance to a Leave Pool. Employees requiring more information on this policy should contact Human Resources.

Pay and Timekeeping

Timekeeping

Nonexempt employees must record time worked on a daily basis. Federal and state laws require the Town to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. Overtime work must be approved before it is performed.

The Town uses online timekeeping software for employees to report their time worked and manage the time approval process. It is the employees' responsibility to enter their time and certify the accuracy of the time recorded. The employee's supervisor will review and approve the time record prior to submitting it to payroll for processing. An employee "electronically signs" and certifies that the time report is accurate when they electronically submit their time record to their supervisor.

Exempt employees are required to report to their supervisor if they have taken time off from their regular work schedule.

These records are the only ones used by the Town to calculate employee pay and paid time off balances. It is very important that they are accurate and complete. Nonexempt employees are expected to submit accurate and complete time records reflecting all hours worked. Employees who also choose to keep their own personal time records must provide them to the Town if they find a discrepancy between the Town's records and their records. Employees should contact their supervisors or the Human Resources Office with any questions about how their pay is calculated. Employees must promptly notify their supervisors or the Human Resources Office of any mistakes in their time records or pay. Employees also must notify one of these individuals if they perceive that anyone is interfering with their ability to record their time accurately and completely. All reports will be investigated, and appropriate corrective action will be taken. The Town will not tolerate retaliation against employees for making a report or participating in an investigation.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action.

Paydays

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

Employees may have their pay directly deposited into their bank accounts if they provide advance written authorization to the Town. Employees will receive an itemized statement of wages when the Town makes direct deposits.

Scheduled paydays are posted conspicuously in each Town building. Copies of the payday schedule can be obtained by contacting the Human Resources Office.

Overtime

All non-exempt employees must record all time worked and all compensatory time taken on departmental timesheets. All overtime must be approved in advance by the supervisor.

Pay and Timekeeping

Non-exempt employees are paid for overtime work at a rate of one and one-half times the employee's regular hourly rate of pay for each hour of work in excess of:

- a) forty (40) in any workweek, which is defined as Sunday 12:00 am to Saturday 11:59 pm
- b) 80 hours within a 14-day work period for sworn law enforcement officers.

Overtime pay is based on actual hours worked. Time off on PTO, holidays, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. Exempt employees are not entitled to overtime compensation.

Employees may elect to receive overtime pay or compensatory time (comp time) in lieu of pay for overtime. For more information, see our Compensatory Time policy.

Compensatory Time

In lieu of paid wages for overtime, non-exempt employees may elect to receive one and one-half times comp time for time worked exceeding 40 hours in any given work week or 80 hours in a two-week period for sworn law enforcement officers.

To use comp time, an employee must request the use of comp time and such use must be authorized by the appropriate supervisor. If Town's needs do not allow for the employee to use their comp time, the supervisor can deny a comp time request and opt for payment of comp time with Town Manager approval.

Non-exempt employees shall be allowed to accumulate no more than 40 hours of unused comp time. Any non-exempt employee may be directed to use accrued but unused comp time where he or she has accumulated the maximum permissible number of hours, or, in the alternative, the employee may be precluded from earning additional comp time until hours are used and instead will be paid at 1.5 times regular wages for any additional hours of overtime. Non-exempt employees shall use comp time accrued within ninety (90) days of earning it whenever possible. Comp time shall be used prior to utilizing paid time off (PTO).

Employees promoted from a non-exempt position to an exempt position will be paid out their accumulated comp time prior to the effective date of promotion.

Upon separation from employment or retirement, unused comp time will be paid for accrued but unused compensatory time at the higher of the employee's final rate of pay or the average regular rate during their last three years of employment.

Exempt employees are not eligible for comp time.

On-Call Duty and Pay

Some Town operations must be able to be responsive twenty-four (24) hours per day due to the need to address immediate public safety and wellness concerns. Therefore, certain employees may be assigned "On-Call Duty" during a specific period of time outside of their normal working hours. Positions subject to On-Call Duty must be approved by the Town Manager, with the prior authorization of the Department Head. Department Heads shall maintain a list of employees working On-Call Duty, retain a schedule for these assignments, and shall rotate assignments to ensure fairness among staff with consideration of employee qualifications to address issues that are likely to arise.

Pay and Timekeeping

While On-Call, the employee shall be accessible by telephone and shall be able to report to work promptly. Employees shall refrain from using any drugs or alcohol or engage in any activities that may impair decision making or response. On-Call employees shall answer and respond to telephone calls, text messages, or other means within 30 minutes. Should the employee serving On-Call be aware that they will be unavailable to respond for any part of the On-Call period, they shall make prior arrangements with their Supervisor for another employee or the Supervisor to serve as On-Call during that period. Failure to respond in a timely manner, or failure to make a good faith effort to address the situation is grounds for disciplinary action.

Depending on specific job duties and obligations, non-exempt employees On-Call may be compensated at the discretion of the Department Head for time spent on-call. On-Call pay practices must be approved by the Town Manager.

Exempt employees are not eligible for On-Call Duty pay. However, Department Heads may choose to be in the rotation for On-Call schedules if needed to augment staff from time to time.

Callouts

At times, employees serving On-Call Duty or those not On-Call may be required to report back to work to address emergency situations outside of regular work hours. Many situations may be able to be resolved over the phone. If an on-site response is required to address the call out, non-exempt employee shall be paid for their hours worked at their regular rate of pay or a minimum of two hours at their regular rate of pay, whichever is greater, for responding on-site to an emergency outside of regular work hours. Travel from the employee's location to work will not be reimbursed. Supervisors shall be notified of all situations requiring call-outs and shall authorize additional staff if required to respond.

In emergency situations, there may be employees needed to respond who are not assigned with that primary duty. The Town Manager may require exempt or non-exempt employees from any town department to respond in an emergency. Department heads and other exempt employees, who are salaried, are not eligible for additional pay for the call-out.

Pay for Exempt Employees

Exempt employees are paid on a salary basis. This means exempt employees will regularly receive a predetermined amount of compensation each pay period on a bi-weekly basis. The Town is committed to complying with salary basis requirements which allows properly authorized deductions.

If you believe an improper deduction has been made to your salary, you should immediately report this information to the Town Manager. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed.

Rest and Meal Periods

Each workday, full-time non-exempt employees are provided with two rest periods of 15 minutes in length. To the extent possible, rest periods will be provided in the middle of work periods. Since this time is counted and paid as time worked, employees must not be absent from their workstations beyond the allotted rest period time.

Non-exempt employees who work five or more consecutive hours will be provided at least one unpaid 30-minute meal break. During the break, employees will be relieved of all duties and permitted to pursue personal

Pay and Timekeeping

activities. If the nature of the business activity or other circumstances exist that makes an uninterrupted meal break impracticable, the employee will be allowed to consume an on-duty meal without any loss of time or compensation.

Administrative Pay Corrections

The Town takes all reasonable steps to ensure employees receive the correct amount of pay in each paycheck and employees are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Human Resources Office so corrections can be made as quickly as possible.

Pay Deductions and Setoffs

The Town offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs. Pay setoffs are pay deductions taken by the Town, usually to help pay off a debt or obligation to the Town or others.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, contact the Human Resources Office.

Salary Administration

We review individual salaries to pay according to the employee's overall job performance, contribution, and responsibilities. Our salary ranges are periodically assessed to try to remain competitive with our identified market. Salary increases are not automatic and are awarded only when merited.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The Human Resources Office is also available to answer specific questions about the salary administration program.

Work Environment

Accommodation for Nursing Employees

The Town will provide a private space, which shall not be a restroom, and time will be permitted for nursing mothers to express milk during the workday, for up to two years following the birth of a child. The time permitted typically will run concurrently with the normal time allowed for lunch and breaks. If additional time is needed above and beyond normal breaks/meal time, human resources and the employee will agree upon a plan which might include the employee using PTO, arriving at work earlier, or leaving later. In the event unpaid leave is used, the employee will be relieved of all work-related duties during any unpaid break.

Employees will be provided with the use of a room, office, or other private area, other than a bathroom or toilet stall, that is shielded from view and free from intrusion from co-workers and the public. The Town will make a reasonable effort to identify a location within close proximity to the work area for the employee to express milk.

Employees requiring this accommodation should contact Human Resources.

Appearance and Attire

Our work environment encourages employees to dress comfortably for work. Good judgment is the main guideline to follow. This includes being clean and neat, with attire that meets reasonable grooming standards.

Attendance and Punctuality

All employees are expected to be on time and punctual for showing up to work. In addition, regular attendance is considered an essential function and is necessary for the efficient operation of the business. Employees who are going to be absent or late must contact their supervisor as soon as possible prior to the start of their shift. Leaving messages with other employees or on voicemail is not acceptable. Failure to call in when absent for three consecutive days will result in termination.

Business Ethics and Conduct

The successful operation and reputation of the Town is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. The continued success of the Town is dependent upon the public's trust and we are dedicated to preserving that trust. Employees actions may enhance, maintain, or damage the standing that we have achieved. Therefore, we expect employees to exercise the highest standard of ethics in all of their decisions that may impact the Town. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Town Manager for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Town employee. Town employees shall abide by C.R.S. §24-18-104, "Rules of conduct for all public officers, members of the general assembly, local government officials, and employees." Town employees shall also abide by the Town's Code of Ethics. Violations will not be tolerated.

Work Environment

Business Travel Expenses

The Town will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the employee's supervisor.

Employees whose travel plans have been approved are responsible for making their own travel arrangements. When approved, the costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives may be reimbursed by the Town as follows:

Per Diem. The per diem rate for extended travel shall be approved by the department head or Town Manager in advance. All approved extended travel per diem shall be paid at the US General Services Administration's (GSA) established rates. Per diem will not be provided for those meals provided by conference/training as part of the registration or at the hotel in which a meal is included as part of the room fee. Alternatively, receipts for meals may be submitted to the department head or Town Manager for approval consideration.

Mode of Travel. Department heads shall approve all travel, and if traveling by personal vehicle, the employee shall be reimbursed at the current rate set by the GSA Per Diem. Reimbursement will be based on the least expensive mode of transportation available at that time, unless approved by the Town Manager.

Lodging. Rooms at moderate hotels priced at the government rate, conference rate, or lowest available shall be utilized.

When travel is completed, employees should submit receipts for all individual expenses. Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action.

Cellular Telephones

The Town may require some employees, based on the employee's job requirements, to carry cellular telephones. Upon the recommendation of the department head and approval of the Town Manager, employees determined to have a business need for a cellular telephone will be provided the following options:

- a) A monthly allowance, in an amount to be determined by the Town, if the employee chooses to use the employee's personal cellular telephone phone ("Employee-owned"); or
- b) A cellular telephone paid for and provided by the Town ("Town-owned").

The business need for a cellular telephone may be withdrawn at any time at the discretion of the Town Manager, Department Head, or their designee.

Town-owned Cellular Telephones

Employees are hereby notified that their communications via Town-owned cellular telephones are not private. Bills, text messages, photographs, call logs, and other communications on Town-owned cellular telephones are

Work Environment

subject to potential disclosure pursuant to the Colorado Open Records Act, Colorado Revised Statutes §§24-6-101 *et seq.* (“CORA”)

Employee-owned Cellular Telephones

Employees’ use of a cell phone or mobile device to access Town systems is restricted/prohibited without prior authorization. Such access, once authorized, may subject the employee’s personal device to discovery requests or Town action. Employees authorized to access Town systems and information using a personal device must immediately inform the Town if the device is lost or stolen.

Employees are hereby notified that their Town communications via Employee-owned cellular telephones may not be private. Bills and other communications regarding Employee-owned cellular telephones may be subject to potential disclosure pursuant to CORA. If the Town receives a CORA request that concerns an Employee-owned cellular telephone, the Town will request the employee to provide such information to the Town. The employee is solely responsible for any expenses related to producing those records including the cost of any attorney fees to defend or otherwise prevent release of the records.

Using Cellular Telephones/Handheld Devices While Driving

Except in emergency situations, employees are prohibited from using handheld cellular telephones or other handheld devices to conduct business while driving a motor vehicle or operating motorized equipment. The employee should safely pull off the road and come to a complete stop before texting, dialing or talking on the cellular telephone or another handheld device. Employees may utilize a hands-free device to use a cellular telephone so long as such use does not interfere with the safe operation of a motor vehicle or motorized equipment.

Computer and Email Usage

Computers, computer files, the Town’s computer network, the email and voicemail systems, and software furnished to employees are Town property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. All computer files, documents, and software created or stored on the Town’s computer systems are subject to review and inspection at any time. This includes web-based email employees may access through Town systems, whether password protected or not. Employees should not assume that any such information is confidential, including e-mail either sent or received.

The Town strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Users of Town computers and e-mail systems are responsible for their appropriate use. All illegal and improper uses of the e-mail system, including but not limited to pornography, obscenity, profanity, harassment, solicitation, gambling and violating copyright or intellectual property rights are prohibited. In addition, use of computers and the email system in ways that are insulting, derogatory, disruptive, offensive to others, harmful to morale or otherwise unlawful at any time is prohibited. For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others. Use of the computers and e-mail system for which the Town will incur an expense without express permission of a supervisor is prohibited.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters.

Work Environment

The Town purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, the Town does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. The Town prohibits the illegal duplication of software and its related documentation.

Electronic messages are not for private or confidential matters. Because there is no guarantee of privacy or confidentiality, other avenues of communication should be used for such matters.

In order to keep Town e-mail and computer systems secure, users shall not leave the terminal signed on when unattended and shall not leave their password available in an obvious place near the terminal or share their password with anyone except the e-mail system administrator. Employees are prohibited from unauthorized use of encryption keys or the passwords of other employees to gain access to another employee's e-mail messages.

Electronic messages are not private. The Town retains the right to monitor, review, store and disclose all information sent over the Town e-mail system at any time for any reason, without giving notice to the employee.

Except as provided herein, Town employees are prohibited from accessing another employee's e-mail without the express consent of the employee. All Town employees are advised that e-mail messages can be retrieved even if they have been deleted and that statements made in e-mail communications can form the basis of various legal claims against the individual author or the Town.

E-mail sent or received by the Town, or the Town Council and employees may be considered a public record subject to public disclosure or inspection under CORA.

Town employees may be subject to disciplinary action, for violation of this guideline and regulation.

Employees should notify their department head, the Human Resources Office, or the Town Manager upon learning of violations of this policy. Violations of this policy will not be tolerated.

Confidential Information

In the course of your employment at the Town, you may encounter and be trusted with many kinds of confidential, non-public information. Confidential information includes, but is not limited to, information concerning employee information, marketing information and strategies, trade secrets, methods and procedures, pricing and cost information, internal policies, computer access codes, and current or projected earnings and financial status that have not already been disclosed in public documents and similar subjects.

This non-disclosure applies both during and after an employee's employment. Any copying, reproducing, or distributing of confidential information in any manner must be authorized by management. Confidential information remains the property of the employer and must be returned to the Town upon separation or at any time upon demand.

In addition, employees are prohibited from purchasing or selling securities based on information not generally available to the public.

Work Environment

Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This guideline establishes only the framework within which the Town wishes to operate. The purpose of these guidelines is to provide general direction so employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Town Manager for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative.

Personal gain may result in cases where an employee or relative has a significant ownership in a firm with which the Town does business. Additionally, personal gain could occur when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the Town.

If an employee has any situation, which may be an actual or potential conflict of interest, the employee must disclose this to the Town Manager as soon as possible. Hopefully, safeguards can be established to protect all parties.

Data Disposal Policy

During the course of your employment, the Town will collect certain information that is classified as “personal identifying information,” or PII, under applicable laws. Such information may include, but is not limited to:

- Your first and last name or initials;
- Username(s) and password(s);
- Social security number;
- Driver license or other identification card number;
- Medical documentation;
- Biometric data;
- And more.

The Organization may keep these records in paper and/or electronic format.

When such documentation is no longer needed, pursuant to records retention requirements and best practices, the Town will either (a) destroy the records or (b) arrange for their destruction; e.g., by shredding, erasing, or otherwise modifying the personal identifying information in such a manner as to render it unreadable or indecipherable through any means.

Discipline

Occasionally performance or other behavior falls short of our standards and/or expectations. When this occurs, management takes action, which, in its opinion, seems appropriate. Disciplinary actions can range from an informal discussion with the employee about the matter to immediate discharge. Action taken by management in an individual case does not establish a precedent in other circumstances.

Work Environment

Drug-Free Workplace

The Town is committed to a safe, healthy, and productive work environment for all employees that is free from the effects of substance abuse. Abuse of alcohol, drugs, and controlled substances impairs employee judgment, resulting in increased safety risks, injuries, and faulty decision-making. This includes working after the apparent use of marijuana, regardless of marijuana's legal status. Furthermore, working after the use of alcohol, a controlled substance, or abuse of any other substance is prohibited.

In accordance with the Drug-Free Workplace Act of 1988, the Town prohibits the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance during Town time, on Town premises, or at other work sites. Any employee who is convicted or pleads guilty or no contest under a criminal drug statute for a violation occurring in the workplace must notify the Town within five days of such conviction or plea. Testing is an important element in the Town's efforts to ensure a safe and productive work environment. The Town has issued a separate statement for this testing program. Please refer to this separate statement, the Human Resources Office, or your supervisor if you have specific questions.

Emergency Closings

At times, emergencies such as severe weather, fires, floods, or power failures, can disrupt Town operations. In extreme cases, these circumstances may require the closing of a work facility. In the event that such an emergency occurs during nonworking hours, local radio and/or television stations will be asked to broadcast notification of the closing.

Each employee should decide whether it is safe to travel to work. We expect all employees to make a determined effort to reach the office, even if they are late.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request available paid leave time such as PTO or compensatory time.

Employee Problem Solving Procedure

If you have a work-related problem or concern, you are encouraged to use the following procedure. If you have a problem, normally it should be discussed immediately with your supervisor, if it is appropriate.

If you and your supervisor are not able to resolve the issue, request an opportunity to discuss the matter with the department manager and a representative of the Human Resources Department. This normally should be done within 3-5 working days. Usually, the problem is satisfactorily resolved at the department level.

However, if the problem is not resolved to your satisfaction at this level, you may appeal the matter within 10 working days to the director in charge of your division. Such an appeal should be presented in writing stating the nature of the problem.

If you still do not feel the problem has been resolved, you may make a written appeal within 10 working days to the Town Manager whose decision is final.

Work Environment

Gift Ban

No Employee shall accept from any individual or vendor working with Organization:

- Money, forbearance, or forgiveness of indebtedness. For this ban, acceptance or receipt of any amount is a violation.
- Any item of value, including but not limited to gifts, loans, rewards, promises or negotiations of future employment, favors or services, honoraria, travel, entertainment, or special discounts.

For this ban, solicitation, acceptance, or receipt of a thing of value having a fair market value or aggregate actual cost greater than \$65.00 currently (and adjusted for inflation) is a violation.

Inspections

The Town may conduct searches of employees' personal effects after notice is given and with the employee's consent. This may include, but is not limited to, lunch bags, boxes, purses, personal computers, packages, or vehicles.

The Town may conduct searches of the above items without employee consent if there is reasonable suspicion to believe that illegal activity is taking place. Any illegal and unauthorized articles discovered may be taken into custody and will be turned over to law enforcement representatives.

Employees do not have a reasonable expectation of privacy in work locations such as lockers, desks, cabinets, or file drawers.

Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by the Town to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of the Town and, as such, is subject to disclosure under CORA. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of the Town. As such, the Town reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, pornographic, obscene, threatening, harassing, insulting, derogatory, intimidating, disruptive to any employee or another person, or otherwise unlawful at any time. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

Work Environment

The Town fully supports copyright laws. Employees may not copy or use any software, images, music, or other intellectual property (such as books or videos) unless the employee has the legal right to do so. Employees must comply with all licenses regulating the use of any software and may not disseminate or copy any such software without authorization. Employees may not use unauthorized copies of software on personal computers housed in Town facilities. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by the Town in violation of law or Town policies may result in disciplinary action. Employees may also be held personally liable for any violations of this policy.

Unauthorized Use

Employees may not attempt to gain access to another employee's personal file of e-mail messages or send a message under someone else's name without the latter's express permission. Employees are strictly prohibited from using the Town communication systems in ways that management deems to be inappropriate. If you have any questions about whether your behavior would constitute unauthorized use, contact your immediate supervisor before engaging in such conduct.

Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this guideline, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage (such as parties to civil unions). A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual relationship. This guideline applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. The Town reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

Work Environment

In other cases, where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

Personal Use of Social Media Guidelines

Personal use of social media is never permitted on working time by means of the Town's computers, Town-issued mobile devices, networks, and other IT resources and communications systems. Use of personal mobile devices during work time should be kept to a minimum. Postings by an employee on a blog, wiki, chat room, or social networking site are considered personal communications and are not Town communications. All social media postings on behalf of the Town must be preapproved and sent by authorized employees. Personal postings by an employee concerning the Town are not prohibited, provided they comply with guidelines set forth below or in this handbook.

If you post any comments that promote or endorse Town products or services in any way, the law requires that you disclose that you are employed by the Town.

You must comply with all applicable laws, including copyright and fair use laws. You may not disclose any sensitive, proprietary, confidential, or financial information about the Town. Confidential information includes trade secrets, or anything related to the Town's inventions, strategy, financials, or products that have not been made public, internal reports, procedures, or other internal business-related confidential communications. Further detail is provided in the "Confidentiality" section of your employee handbook.

We encourage you to make complaints to the Town using the complaint process. Complaints to the Town regarding these issues should be made consistent with the complaint process in this handbook so that the Town can address them.

Nothing in this guideline is meant to interfere with the employees' right under state law to engage in protected and concerted activity, including employees' ability to discuss terms and conditions of their employment.

Political Participation

The Town encourages employees to participate in matters of responsible citizenship. The Town will not interfere with the conduct of Town employees engaged in political activity if the activities are confined to hours when the employees are not on duty, are not campaigning in their official Town uniforms, and that the activities do not impair the employee's job efficiency or that of others.

Employees whose principal employment is in connection with federally financed activities are subject to the following federal requirements as a condition of such employment.

Covered employees may not use their official authority or influence for the purposes of interfering with or affecting the results of elections or nominations for office.

In addition, they may not coerce, attempt to coerce, command, or advise other covered employees to pay, lend, or contribute anything of value to a party, committee, Town, agency, or person for political purposes.

Work Environment

Political beliefs, activities, and affiliations are the private concern of the employee. An employee's work status is not affected by participating or not participating in lawful civic and political activities. No employee of the Town can directly or indirectly coerce or command any other employee to pay, lend, or contribute salary, compensation, service, or anything else of value to any political party, group, Town, or candidate.

Any Town employee may be a candidate for a partisan political office, provided that the involvement does not interfere with or present a conflict of interest with their job. If involvement is necessary during normal working hours, the individual must take vacation leave or leave without pay. Employees whose salary comes in part or in whole from federal government sources are subject to the Federal Hatch Act and its revisions.

No employee will be forced to pay any contributions to any political Town campaign or elected official whatsoever.

Employees will not be required to work for, or participate in, the support of any political candidate during their off-duty hours.

Remote Work

Remote work or telecommuting is a work arrangement by which an employee performs job duties from an alternative location other than at the office on an ad hoc or regularly scheduled basis. It is a work alternative that the Town may offer to some employees when it would benefit both the Town and the employee. Not every position is appropriate for this type of arrangement.

Employees who believe telecommuting can enhance their ability to get the job done should submit a written request to their managers proposing how it will benefit the Town and themselves. The request should explain how they will be accountable and responsible, what equipment is necessary, and how communication barriers will be overcome. The decision to approve a telecommuting arrangement will be based on factors such as the nature of the job or project requirements; whether the nature of the work lends itself to remote work; the amount of time to be spent working remotely; employee work performance; the ability of the employee to work independently; and the impact the arrangement may have on collaboration and coworkers and on the Town.

The employee's compensation, benefits, work status, work responsibilities, and the amount of time the employee is expected to work per day or per pay period will not change due to participation in the remote work program (unless otherwise agreed upon in writing). The employee's at-home work hours will conform to a schedule agreed upon by the employee and their supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as they were before the employee began working remotely. Changes to this schedule must be reviewed and approved in advance by the employee's supervisor.

During working hours, the employee's at-home workspace will be considered an extension of Town's workspace. Therefore, workers' compensation benefits may be available for job-related accidents that occur in the employee's at-home workspace during working hours. All job-related accidents will be investigated immediately.

The Town assumes no responsibility for injuries occurring in the employee's at-home workspace outside the agreed-upon work hours. The employee agrees to maintain safe conditions in the at-home workspace and to practice the same safety habits as those followed on the Town's premises. In the case of an injury while working at home, the employee will immediately report the injury to the Human Resources Office to get instructions for obtaining medical treatment.

Work Environment

Remote work is an alternative method of meeting the needs of the Town and is not a universal employee benefit. Employees who would like the Town to consider the option of remote work should contact Human Resources. Employees who are permitted to work remotely must sign a written agreement that specifies the effective date of the arrangement, the employee's remote work schedule, and the terms and conditions of the arrangement. This policy and any associated written agreement do not alter the employment at-will relationship, and either the Town or the employee can terminate the employment relationship at any time without cause or notice.

Return of Property

Employees are responsible for all Town property, materials, or written information issued to them or in their possession or control.

Employees must return all Town property immediately upon request or upon termination of employment. Where permitted by applicable laws, The Town may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. The Town may also take all action deemed appropriate to recover or protect its property.

Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, the Town has established a workplace safety program. This program is a top priority for the Town. The Human Resources Office has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

The Town provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards. An employee-management safety committee, composed of representatives from throughout the Town, has been established to help monitor the Town's safety program and to facilitate effective communication between employees and management about workplace safety and health issues.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the Human Resources Office. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, will not be tolerated.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Human Resources Office or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Work Environment

Separation from Employment

Separation of employment is an inevitable part of personnel activity within any organization, and many of the reasons for separation are routine. If you desire to end your employment relationship with the Town, we ask that you notify us as soon as possible of the intended separation. Notice generally allows sufficient time to transfer work, cover shifts, return Town property, review eligibility for continuation of insurance, and make arrangements for your final pay.

Employees who plan to retire are asked to provide sufficient advance notice to the Town so we can timely process any pension forms or other retirement benefits to which an employee may be entitled.

Smoking

In keeping with Town's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace. Smoking is prohibited in Town buildings and in Town vehicles. This prohibition includes use of all forms of tobacco, marijuana, and e-cigarettes. This policy applies to all employees, customers, and visitors.

Use of Equipment and Vehicles

Town vehicles may be used only for the purposes and in the manner authorized by the Town Manager. Only authorized, qualified, and licensed employees may operate Town vehicles. Only authorized Town employees and other persons on Town-related business may ride as passengers in Town vehicles. All vehicles shall be operated in accordance with all applicable traffic laws, and vehicle operators shall be responsible for the condition and proper use of the vehicles. When using equipment, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Employees shall notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations will not be tolerated.

There shall be no tobacco, marijuana, or e-cigarette use at any time in Town vehicles. Seat belts must be used at all times while operating a Town vehicle.

Work Schedules

The normal work schedule for all general full-time employees is 40 hours per week.

Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

Work Environment

Workplace Monitoring

Workplace monitoring may be conducted by the Town to ensure quality control, employee safety, security, and customer satisfaction. Computers furnished to employees are the property of the Town. As such, computer usage and files may be monitored or accessed.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because the Town is sensitive to the legitimate privacy rights of employees, every effort will be made to ensure workplace monitoring is done in an ethical and respectful manner.

Workplace Violence Prevention

The Town is committed to preventing workplace violence and to maintaining a safe work environment. The Town has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Any action, which in management's opinion is inappropriate to the workplace, will not be tolerated. Such behaviors may include, but are not limited to, physical and/or verbal intimidating, threatening, or violent conduct, vandalism, sabotage, arson, use of weapons, and bullying. Also prohibited is the carrying of weapons onto Town property, regardless of whether the employee possesses a concealed carry permit.

Employees should immediately report any such occurrences to your immediate supervisor or any other member of management. We will investigate complaints. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. When employees are found to have engaged in the above conduct, management will take action that it believes is appropriate.

The Town will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The report will be kept as confidential as practicable. In order to maintain workplace safety and the integrity of its investigation, the Town may suspend employees, either with or without pay, pending investigation.

Violation of these guidelines will not be tolerated.

The Town encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Human Resources Office before the situation escalates into potential violence. The Town prohibits retaliation against an employee for filing a report under this policy or for assisting in a reported investigation. If you perceive retaliation for making a report or your participation in the investigation, please follow the complaint procedure outlined under EEO/Unlawful Harassment above. The situation will be investigated.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

Work Environment

Employees should directly contact law enforcement, security, and/or emergency services if they believe there is an imminent threat to the safety and health of themselves or co-workers.

If you are a victim of domestic violence, please contact Human Resources for assistance.

Workplace bullying is repeated mistreatment through verbal abuse, offensive conduct/behaviors and work interference. If you feel are subjected to workplace bullying please contact human resources.

ACKNOWLEDGEMENT OF RECEIPT

I HAVE RECEIVED A COPY OF THE EMPLOYEE HANDBOOK. I UNDERSTAND THAT I AM TO BECOME FAMILIAR WITH ITS CONTENTS. FURTHER, I UNDERSTAND:

- EMPLOYMENT WITH THE TOWN OF PAGOSA SPRINGS IS AT-WILL. I HAVE THE RIGHT TO END MY WORK RELATIONSHIP WITH THE ORGANIZATION, WITH OR WITHOUT ADVANCE NOTICE FOR ANY REASON. THE ORGANIZATION HAS THE SAME RIGHT.
- THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS OF MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION.
- THE HANDBOOK IS NOT ALL INCLUSIVE BUT IS INTENDED TO PROVIDE ME WITH A SUMMARY OF SOME OF THE ORGANIZATION'S GUIDELINES.
- THIS EDITION REPLACES ALL PREVIOUSLY ISSUED HANDBOOKS. THE NEED MAY ARISE TO CHANGE THE GUIDELINES DESCRIBED IN THE HANDBOOK, EXCEPT FOR THE AT-WILL NATURE OF EMPLOYMENT. THE ORGANIZATION THEREFORE RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.
- NO REPRESENTATIVE OF THE TOWN OF PAGOSA SPRINGS, OTHER THAN THE ELECTED OFFICIAL OR AGENCY HEAD OF THE ORGANIZATION, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE ELECTED OFFICIAL OR AGENCY HEAD AND MYSELF. WE HAVE NOT ENTERED INTO SUCH AN AGREEMENT.

Employee Signature

Date

Employee Name (print)

| Employee Handbook



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²IMPORTANT NOTICE

THIS HANDBOOK IS DESIGNED TO ACQUAINT EMPLOYEES WITH THE ORGANIZATION AND SOME INFORMATION ABOUT WORKING FOR THE TOWN OF PAGOSA SPRINGS. THE HANDBOOK IS NOT ALL INCLUSIVE BUT IS INTENDED TO PROVIDE EMPLOYEES WITH A SUMMARY OF SOME OF THE ORGANIZATION'S GUIDELINES. THIS EDITION REPLACES ANY PREVIOUSLY ISSUED EDITIONS.

NEITHER THE EMPLOYEE NOR THE ORGANIZATION IS COMMITTED TO AN EMPLOYMENT RELATIONSHIP FOR A FIXED PERIOD OF TIME. EMPLOYMENT WITH THE TOWN OF PAGOSA SPRINGS IS AT-WILL. EITHER THE EMPLOYEE OR MANAGEMENT HAS THE RIGHT TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON. THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR IS THERE A GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC DURATION.

NO REPRESENTATIVE OF THE TOWN OF PAGOSA SPRINGS, OTHER THAN THE ELECTED OFFICIAL OR AGENCY HEAD, HAS AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE ELECTED OFFICIAL OR AGENCY HEAD AND THE EMPLOYEE.

THE CONTENTS OF THIS HANDBOOK ARE SUMMARY GUIDELINES FOR EMPLOYEES AND THEREFORE ARE NOT ALL INCLUSIVE. EXCEPT FOR THE AT-WILL NATURE OF THE EMPLOYMENT, THE ORGANIZATION RESERVES THE RIGHT TO SUSPEND, TERMINATE, INTERPRET, OR CHANGE ANY OR ALL OF THE GUIDELINES MENTIONED, ALONG WITH ANY OTHER PROCEDURES, PRACTICES, BENEFITS, OR OTHER PROGRAMS OF THE TOWN OF PAGOSA SPRINGS. THESE CHANGES MAY OCCUR AT ANY TIME, WITH OR WITHOUT NOTICE.

NO EMPLOYEE HANDBOOK CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION. AFTER READING THE HANDBOOK, EMPLOYEES THAT HAVE QUESTIONS SHOULD TALK WITH THEIR IMMEDIATE SUPERVISOR OR THE HUMAN RESOURCES DEPARTMENT.

² Anything highlighted in yellow will be for you to address and anything in green is recommended for attorney review.

Introduction

Welcome!

This handbook was developed to describe some of the guidelines, programs, and benefits for employees. All employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it may answer many questions about employment with our organization.

We believe that each employee contributes directly to the Town's success, and we hope you will take pride in being a member of our team.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Sincerely,

David J. Harris
Town Manager

Organization and Administration

The Town of Pagosa Springs was incorporated in 1891 and became a home rule municipality in 2003. Per the home rule charter, the Town is organized under a Council-Manager form of government served by a six-member Town Council and an elected Mayor. A full-time Town Manager administers the affairs of the Town for the Council.

Public Perception and Customer Relations

Every employee represents the Town to the public. The way we do our jobs presents an image of our entire Town. The Public judges all of us by how they are treated with each employee contact. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to the public.

Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of the Town. Positive customer relations enhance the public's perception or image of the Town.

Employment

Equal Employment Opportunity and Unlawful Harassment

The Town is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race (including traits historically associated with race, such as hair texture and length, protective hairstyles), sex, sexual orientation, gender identity, gender expression, color, religion, **creed**, national origin, **ancestry**, disability, military status, genetic information, **marital status**, or any other status protected by applicable state or local law.

Americans with Disability Act (ADA) and Religious Accommodation

The Town will make reasonable accommodation for qualified individuals with known disabilities unless doing so would result in an undue hardship to the Town or cause a direct threat to health or safety. The Town will make reasonable accommodation for employees whose work requirements interfere with a religious belief, unless doing so poses undue hardship on the Town.

Pregnancy Accommodation

Employees have the right to be free from discriminatory or unfair employment practices because of pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth.

Employees who are otherwise qualified for a position may request a reasonable accommodation related to pregnancy, a health condition related to pregnancy or the physical recovery from childbirth. If an employee requests an accommodation, the Town will engage in a timely, good-faith, and interactive process with the employee to determine whether there is an effective, reasonable accommodation that will enable the employee to perform the essential functions of her position. A reasonable accommodation will be provided unless it imposes an undue hardship on the Town's business operations.

The Town may require that an employee provide a note from her health care provider detailing the medical advisability of the reasonable accommodation. Employees who have questions about this policy or who wish to request a reasonable accommodation under this policy should contact their Human Resources representative.

The Town will not deny employment opportunities or retaliate against an employee because of an employee's request for a reasonable accommodation related to pregnancy, a health condition related to pregnancy, or the physical recovery from childbirth. An employee will not be required to take leave or accept an accommodation that is unnecessary for the employee to perform the essential functions of the job.

Equal Employment Opportunity (EEO) Harassment

The Town strives to maintain a work environment free of unlawful harassment. Unlawful harassment includes any unwelcome verbal or physical conduct or any written, pictorial or visual communications directed at an individual (or group) because of that individual (or group's) membership in, or perceived membership in, a protected class, that is subjectively offensive to the individual alleging harassment, and is objectively offensive to a reasonable individual who is a member of the same protected class. Harassment does not need to be in person and can occur over electronic media such as Zoom or other electronic platforms. ~~that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.~~ Prohibited behavior may include but is not limited to the following:

- Written form such as cartoons, e-mails, posters, drawings, or photographs.

Employment

- Verbal conduct such as epithets, derogatory comments, slurs, or jokes.
- Physical conduct such as assault or blocking an individual's movements. ¶

Employment



This policy applies to all employees including managers, supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, etc.

Sexual Harassment

Because sexual harassment raises issues that are to some extent unique in comparison to other types of harassment, the Town believes it warrants separate emphasis.

The Town strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct **or communication** is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct **or communication** is used as the basis for decisions affecting an individual's employment.
- Such conduct **or communication** has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

All employees are expected to conduct themselves in a professional and businesslike manner at all times. Conduct which may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mails.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

Complaint Procedure

If you believe there has been a violation of the EEO policy or harassment based on a protected class, including sexual harassment, please use the following complaint procedure. The Town expects employees to make a timely complaint to enable the Town to investigate and correct any behavior that may be in violation of this policy.

Report the incident to the Supervisor and the Human Resources Administrator who will investigate the matter and take corrective action. Your complaint will be kept as confidential as practicable. If you prefer not to go to either of these individuals with your complaint, you should report the incident to the Town Manager.

The Town prohibits retaliation against an employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined above. The situation will be investigated.

If the Town determines that an employee's behavior is in violation of this policy, disciplinary action will be taken, up to and including termination of employment.

Employee Status and Records

It is the intent of the Town to clarify the definitions of employment classifications so employees understand their employment status and benefit eligibility.

Employee Classifications

Employees of the Town are classified as either exempt or non-exempt under federal and state wage and hour laws, and are further classified for administrative purposes, such as the administration of fringe benefits like paid time off (PTO) or holidays. These classifications do not determine eligibility for participation in the Town's group health plan. Eligibility for participation in the Town's group health plan is governed by the terms of the plan documents as well as applicable law. To obtain a copy of the Summary Plan Description or to discuss whether you are eligible to participate in the Town's group health plan, please contact Human Resources. A position's *EXEMPT* or *NON-EXEMPT* classification may be changed only upon written notification by the Town Manager.

The following classifications are used throughout this Handbook.

Exempt Employees

Exempt employees are employees whose job assignments meet specific tests established by the federal Fair Labor Standards Act (FLSA) and who are exempt from minimum wage and/or overtime pay requirements.

³Exempt Employee - Partial Day Absence

As a public entity, the Town has a duty to taxpayers for public accountability in its actions. If an exempt employee who accrues Personal Time Off (PTO) is absent for less than one workday when accrued leave is not used by an employee because accrued leave has been exhausted or the employee chooses to use leave without pay, the pay will be docked from the employee's salary.

Non-exempt Employees

Non-exempt employees are employees whose job positions do not meet FLSA or applicable state exemption tests, and who are not exempt from minimum wage and/or overtime pay requirements. Nonexempt employees shall be paid time and one-half of their regular rate of pay for any work in excess of forty hours per workweek (excluding duty free meal periods).

Full-time Employees

Full-time employees are those who are normally scheduled to work a schedule of 40 hours per week. Full-time employees are currently eligible for the Town's benefits.

Part-time Employees

Part-time employees are those who are normally scheduled to work fewer than 40 hours per week. Part-time employees may be assigned a work schedule in advance or may work on an as-needed basis. Part-time employees are currently ineligible for the Town's benefits except as required by law.

Temporary or Seasonal Employees

³ Employers Council recommends this language to meet compliance requirements and reduce risk. Unlike private employers, federal law allows public employers to dock the salaries of exempt employees for partial-day absences for personal reasons and illness or injury, where the employee accrues personal leave and sick leave, and the accrued leave is not used by an employee

Employee Status and Records

Temporary or seasonal employees are those who have established an employment relationship with the Town but who are assigned to work on a seasonal, temporary, intermittent and/or unpredictable basis. A position is temporary if it is established for a limited duration or for a specific assignment. A seasonal employee is an

Employee Status and Records

employee who is hired to work for a specific period of time, usually six (6) months or less. Temporary and seasonal employees are ineligible for the Town's benefits except as required by law.

Eligibility for Rehire

Employees who leave employment with the Town of Pagosa Springs in good standing may be considered for rehire. Former employees who were dismissed for disciplinary reasons may not be considered for rehire. A former employee who is rehired will be considered a new employee from the date of re-employment unless the break in service is fewer than three (3) months. If the break in services is fewer than three (3) months, the rehired employee will retain their original hire date. For breaks in service fewer than three months, the rehired employee's accrual rate for Personal Time Off (PTO) will be the same rate as when the employee separated from the Town's employment. Length of service for the purpose of benefits is governed by the terms of each benefit plan. Employees who retire may be eligible, in certain circumstances, to be considered for rehire. Any former employee who is rehired may be required to abide by the Town's drug testing policy.

Personnel Data Changes

It is the responsibility of each employee to promptly notify the Town of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Office.

The Town keeps a personnel file as a record of your employment. It is important for this record to be up-to-date and complete. This enables us to reach you in an emergency, forward your mail, and properly maintain your insurance and other benefits. It also helps keep track of your payroll deductions and many other things that concern you as an individual.

Notify the Human Resources Department immediately if you have changes in any of the following areas: Name, residence, telephone, marital status, insurance changes, tax exemptions, person to notify in case of an emergency, and other relevant information. Additionally, you should notify the Human Resources Department if you complete educational or training courses. This information may be considered with your other employment records as job opportunities arise in the Town.

Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, ongoing basis. This allows the supervisor and the employee to discuss the job responsibilities, standards, and performance requirements of the position. Completed performance evaluations are filed in the employee's personnel file.

Other Employment

Employees may hold other jobs as long as they meet the performance standards of their job with the Town. All employees will be judged by the same performance standards and will be subject to the Town's scheduling demands, regardless of any existing outside work requirements. Supplemental jobs must not create any actual conflict or the appearance of a conflict of interest with the Town and must not affect an employee's ability to meet job requirements, perform competently, or accept overtime hours.

Employee Benefits

Benefits Overview

Employment benefits vary according to the position and status of the employee. To receive certain benefits, eligible employees may be required to meet participation requirements and pay required premiums and other contributions. The Town complies with all applicable federal and state laws regarding the provision of benefits to same-sex spouses, domestic partners, and couples in a civil union.

Benefit plans offered by the Town are defined in legal documents such as insurance contracts and summary plan descriptions. In the event information in this Handbook or other employee communication conflicts with the actual terms and conditions of coverage, the plan documents will control. Benefits described in this Handbook, including the types of benefits offered and/or the requirements for eligibility of coverage, may be modified or discontinued from time to time at the Town's discretion as permitted by law. The Town and its designated benefit plan administrators reserve the right to determine eligibility, interpretation and administration of issues related to benefits offered by the Town.

Employees will have an opportunity to make changes to their benefit selections during the Town's annual open enrollment period. Employees who experience a qualifying life event such as marriage, divorce or the birth of a child will also be allowed to make a change in their benefit selection when that event occurs, in accordance with the terms of the plan document.

In the event you take a personal or other leave of absence, please consult Human Resources or Payroll to determine the impact the leave may have upon your benefits, including eligibility and/or making any required premium payments.

Full-time employees, working a minimum of 30 hours per week, are eligible for benefits, such as group medical, dental, vision, life, and disability insurance coverage programs through the Town. Unless noted otherwise in these policies, part-time and temporary or seasonal employees are not eligible to receive benefits except as required by law.

The Town currently offers these plans:

Medical Insurance Plan - helps pay covered medical expenses for you and eligible family members.

Dental Insurance Plan - provides you and your eligible dependents dental coverage at group rates.

Vision Insurance Plan - provides you and your eligible dependents vision coverage at group rates.

Flexible Spending Accounts (FSAs) - allows employees to use pre-tax dollars to pay for eligible health care-related expenses, such as health and dental insurance premiums, co-payments and deductibles, and to be reimbursed for eligible dependent care expenses, such as dependent adult day care, nursery and preschool programs.

Life Insurance Plan - provides certain insurance coverage at group rates.

Accidental Death and Dismemberment (AD&D) Insurance Plan - provides payments in case of accidental death or dismemberment. This coverage is available to you and your eligible dependents at group rates.

Short-Term Disability (STD) Plan - helps replace your salary if you suffer a covered disability for a limited period of time.

Employee Benefits

Employee Assistance Program (EAP) – program designed to help alleviate workplace issues due to mental health, substance abuse, personal and workplace issues.

401(a) Retirement Plan - A mandatory retirement plan, each employee is required to contribute 5% of their gross monthly wages into the plan and the Town will match the employee's contribution of 5%. With the exception of sworn law enforcement officers, all other full-time employees are eligible to receive an additional discretionary contribution from the Town based on their contribution to the 457 Deferred Compensation Plan in an amount approved by Town Council.

457 Deferred Compensation Plan - The 457 Deferred Compensation Plan is a voluntary supplemental retirement plan that allows employees to defer an additional amount of their wages for investment. This plan allows the employee to choose either pre-tax or after-tax (Roth) deferrals.

Fire and Police Pension Association (FPPA) Pension Plan (sworn police officers only) – Officers in the Police Department are covered under the FPPA pension plan as provided by law and instead of participation in social security.

For more information about these plans, including the terms, conditions, or eligibility requirements, please contact or obtain a copy of any Summary Plan Document from the Human Resource Office.

Colorado Secure Savings

The Town does not participate in the Colorado Secure Savings Program since the Town currently offers an employer-sponsored retirement plan, the 401(a) Retirement Plan, to eligible employees. Please see Human Resources to obtain information on the plan, including the terms, conditions, or eligibility requirements, or to obtain a copy of the Summary Plan Document. Employees who are not eligible for the 401(a) Retirement Plan can independently enroll in Colorado Secure Savings as a voluntary participant. Please see the Colorado Secure Savings Program website: coloradosecuresavings.com.

⁴Benefits Continuation (COBRA)

~~The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the Town's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee, a reduction in an employee's hours or a leave of absence, an employee's divorce or legal separation, and a dependent child no longer meeting eligibility requirements. It is the responsibility of the employee to notify the Human Resources Office of any qualifying events stated above in order to comply with the distribution of COBRA notifications for continued coverage.~~

~~Under COBRA, the employee or beneficiary pays the full cost of coverage at the Town's group rates plus an administration fee. The Town provides each eligible participant with a written notice describing rights granted under COBRA when the participant becomes eligible for coverage under the Town's health insurance plan. The notice contains important information about the participant's rights and obligations.~~

Workers' Compensation Insurance

The Town carries insurance in accordance with applicable state law to cover the cost of work-related injury or illness. Benefits help pay for your medical treatment and may include the replacement of certain wages while

⁴ This is not required in your employee handbook.

Employee Benefits

you are unable to work. Detailed information is given to you if you are injured on the job or suffer an occupational illness. Employees who sustain work-related injuries or illnesses should inform their supervisor immediately, but no later than ten (10) working days following the accident, in writing, no matter how minor an on-the-job injury may appear. Employees shall cooperate in a timely manner with written reports, forms and other requests required by the supervisor, the Town Council or its agents, insurance companies, or other authorities.

If medical treatment is needed, it must be provided by one of the Town's designated providers. In the event a workers' compensation injury requires time off from work, the employee may, at their option, use accrued PTO or compensatory time to supplement workers' compensation benefits not to exceed their regular salary for the applicable period.

The Town will attempt to reassign an employee who is released by their physician for modified duty after a workers' compensation injury or illness. Modified duty must be approved by the Town Manager in coordination with the employee's department head.

Educational Assistance

The Town wants to encourage a better educated and highly skilled workforce. This tuition reimbursement policy has been established to meet this goal. Any employee who has completed six months of employment with the Town at the time courses begin may be eligible for this benefit. Please contact HR for more information.

Holidays

The Town currently observes the following holidays as days off with pay:

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve (4 hrs)
- Christmas
- New Year's Eve (4 hrs)
- Floating Holiday
- Discretionary holiday(s) as approved by Town Council

The floating holiday is provided at the beginning of each year and can be used to make a long weekend of the employee's choice, for a birthday, or for other federal, religious, or cultural holiday not already observed.

When a holiday falls on a Saturday, it is observed on the preceding Friday. When the holiday falls on a Sunday it will be observed on the following Monday. If a recognized holiday falls during an eligible employee's paid absence, holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

Employee Benefits

If eligible non-exempt employees work on a recognized holiday, they will be paid their wages at their straight-time rate for hours worked on the holiday and receive holiday pay at a straight-time rate or they may flex the holiday within the same week with approval from their supervisor. Holidays can only be taken in increments of eight (8) hours or as otherwise specified.

Holiday time is not counted as hours worked in the computation of overtime. Full-time employees receive eight hours of holiday pay at their regular rate of pay. Holiday pay for part-time employees is prorated based on their regularly scheduled work hours.

Exempt full-time employees receive their regular biweekly salary for a pay period in which a holiday falls and are not normally required to work the holiday.

Personal Time Off (PTO) and Exigency Leave

The Town allows employees to accrue Personal Time Off (PTO). PTO is for employees to do with as they wish or need. For example, it may be used to take time off for vacation, sickness, family illness, personal matters, or for other reasons.

Obviously, if all time is used as vacation and an illness strikes, nothing will be left to protect your income against unexpected absences. You are urged to use PTO time to ensure a good personal balance between leisure and those unexpected absences that affect us all.

PTO is provided in an amount of hours and with sufficient pay, for all the same purposes, and under all the same conditions as the Healthy Families and Workplace Act (HFWA) and applicable rules. This includes but is not limited to accrual, use, payment, annual carryover of unused accrued leave, notice and documentation requirements, and anti-retaliation and anti-interference rights. Additional HFWA leave will not be provided if an employee uses all their available PTO for non-HFWA-qualifying reasons, except when a public health emergency is declared after usage of PTO, requiring supplemental leave.

Full-time employees (scheduled for 2,080 hours per year) shall accrue the following amount of PTO on an annual basis, pro-rated into twenty-six (26) pay periods based on exempt or non-exempt status. PTO accruals shall increase to the next level beginning with the pay period that includes the employee's appropriate anniversary date. The maximum PTO a full-time employee may accumulate is two hundred forty-eight (248) hours. When an employee reaches 248 hours of accrued but unused PTO, the employee will cease to accrue PTO until the employee uses PTO and brings the available amount below the cap of 248 hours.

Years of Service	PTO Hours for Full-Time Non-Exempt Employees	PTO Hours for Full-Time Exempt Employees
0-2	144 hrs annual or 5.54 hrs per pay period	184 hrs annual or 7.08 hrs per pay period
3-5	160 hrs annual or 6.15 hrs per pay period	192 hrs annual or 7.38 hrs per pay period
6-8	176 hrs annual or 6.77 hrs per pay period	200 hrs annual or 7.69 hrs per pay period
9-11	200 hrs annual or 7.69 hrs per pay period	216 hrs annual or 8.31 hrs per pay period
12-14	224 hrs annual or 8.62 hrs per pay period	232 hrs annual or 8.92 hrs per pay period
15-17	232 hrs annual or 8.92 hrs per pay period	248 hrs annual or 9.54 hrs per pay period
18-20	240 hrs annual or 9.23 hrs per pay period	
20+	248 hrs annual or 9.54 hrs per pay period	

Employee Benefits

Part-time and seasonal employees earn one (1) hour of PTO for every 30 hours worked. The maximum PTO a part-time employee may accumulate is one hundred twenty-four (124) hours. When an employee reaches 124 hours of accrued but unused PTO, the employee will cease to accrue PTO until the employee uses PTO and brings the available amount below the cap of 124 hours.

PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. PTO is not included in the calculation of overtime.

Upon separation of employment, employees will be paid for unused PTO, at their current rate of pay, earned through the last day of work not to exceed the capped amounts.

Exigency Leave

Typically, PTO must be scheduled with and approved by your immediate supervisor. Employees may take PTO in hourly increments. PTO should be scheduled to interfere as little as possible with the normal operation of business and to avoid excessive workloads for other employees during peak periods.

Any employee may use leave earned immediately if an employee or family member:

1. Has a mental or physical illness, injury, or health condition that prevents the employee from working;
2. Needs preventative care, or to get a medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition;
3. Needs to care for a family member who has a mental or physical illness, injury, or health condition, or who needs the sort of care listed in item 2 above;
4. The employee or the employee's family member has been the victim of domestic abuse, sexual assault, or criminal harassment, and needing leave for related medical attention, mental health care or other counseling, victim services (including legal services), or relocation; or
5. Due to a public health emergency, a public official closed either (a) the employee's place of business, or (b) the school or place of care of the employee's child, requiring the employee needing to be absent from work to care for the child.
6. ⁵needs to care for a family member whose school or place of care has been closed due to inclement weather, loss of power, loss of heating, loss of water, or other unexpected occurrence or event that results in the closure of the family member's school or place of care;
7. needs to grieve, attend funeral services or a memorial, or deal with financial and legal matters that arise after the death of a family member; or
8. needs to evacuate the employee's place of residence due to inclement weather, loss of power, loss of heating, loss of water, or other unexpected occurrence or event that results in the need to evacuate the employee's residence.

⁵ These should be included in this policy to meet compliance requirements and reduce risk.

Employee Benefits

If the reason for the absence is one of the above, employee should notify their manager each day at the beginning of the shift when unable to come to work and let the manager know when they expect to return to work. In the event of an unplanned absence of four or more consecutive workdays, medical or legal certification is required. This certification should indicate that the employee was unable to work due to one of the reasons listed above and the length of time this restriction lasted.

~~⁶Public Health Emergency¶~~

~~On the date that a public health emergency is declared, the Town will supplement PTO leave with an additional grant of leave up to combined maximum of 80 hours for full-time employees (prorated for part-time employees). This leave may be used when an employee:¶~~

⁶ This is not required in your employee handbook.

Employee Benefits



1. Needs to self-isolate due to either being diagnosed with, or having symptoms of, a communicable illness that is the cause of a public health emergency;⁷
2. Seeks diagnosis, treatment, or care (including preventative care) of such an illness;⁷
3. Is excluded from work by a government health official, or by an employer, due to the employee having exposure to, or symptoms of, such an illness (whether or not actually diagnosed with the illness);⁷
4. Is unable to work due to a health condition that may increase susceptibility or risk of such an illness; or⁷
5. Is caring for a child or other family member who is in category 1, 2, or 3, or whose school, childcare provider, or other care provider is either unavailable, closed, or providing remote instruction due to the public health emergency.⁷

Employees must notify the Town of their need for leave as soon as it is practical when the need for leave is foreseeable and the Town's place of business has not been closed. Supplemental leave is granted one time during the entirety of the public health emergency. Unused supplemental leave is forfeited four weeks after the termination or suspension of the public health emergency.⁷

Unscheduled Personal Time Off (PTO)⁷

Unscheduled PTO should be requested as soon as an employee knows that illness or any other emergency will require absence from work, preferably one day in advance. An employee shall personally communicate this fact to the supervisor or their designee, as early as reasonably required by the individual department. Such notification shall be made each time a scheduled work shift will be missed unless authorization has been granted by the supervisor for a prolonged absence of a specified duration. Absences not reported in accordance with these provisions may be subject to disciplinary action.⁷

Verification of Need for Unscheduled PTO — The employee may be required to furnish medical verification, or other proof that any unscheduled use of PTO was unavoidable, to their Department Head or the Town Manager. In the case of any unscheduled use of PTO due to personal illness or injury, the Town may require, at the expense of the employee, medical confirmation that the employee is fit to return to work.⁷

Excessive Use of Unscheduled PTO — The unscheduled use of PTO, which is considered excessive by the Town, may be subject to discipline. Abuse of unscheduled leave will not be tolerated. Excessive use of unscheduled PTO shall be documented to the employee's personnel file and will reflect negatively on the employee evaluation. All consecutive workday absences shall be considered as one occasion for the purpose of this policy.⁷

Leave of Absence Without Pay

Leave of Absence without Pay may be granted by the Town Manager when an employee has exhausted all their PTO and their absence from work is for reasons beyond their control. PTO is not earned when an employee is on Leave without Pay status and holidays that fall within this period are not paid.

⁷ If PTO is needed for HFWA qualifying reasons, you can't require advance notice or discipline for the absence. If PTO is needed for a non-HFWA reason, you can choose to not approve the leave when the employee requests it or discipline the employee for not following proper procedure in requesting it. However, part of the benefit of PTO is using it for those illnesses that are unforeseen and therefore cannot be scheduled.

Leaves of Absence

Domestic Abuse and Crime Victim Leave

Employees subjected to domestic abuse, or a victim of a crime may be eligible for a leave of absence. Please see the Human Resources Department for more information.

Bereavement Leave

Full-time employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. The supervisor may, in their discretion⁸, grant up to five (5) days with pay based upon distance to be traveled and mode of transportation.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements.

The Town defines "immediate family" as the employee's spouse, parent, child, sibling, grandparents, or grandchildren; and the parents, siblings, or children of the employee's spouse.

Bereavement leave shall not be granted for settlement of estates or for any other matter except required time to travel to, attend, and return from the funeral. Leave taken in excess of that required to attend the funeral shall be charged as PTO, or leave without pay, as determined appropriate by the Department Head.

Paid Family Leave⁹

Only employees designated as full-time employees are eligible for paid family leave after six (6) months of full-time Town employment. Any time as a temporary or seasonal employee does not count toward the six (6) months requirement for family leave. Paid family leave is available for up to five (5) days for a maximum of 40 hours.

An eligible employee may take family leave for one or more of the following reasons:

- a) Employee's attendance at the birth of their child
- b) Parent's care of a newborn after the birth of their child
- c) Placement of a child with the employee for adoption or foster care
- d) To care for an immediate family member who has a serious health condition, as defined by the Family Medical Leave Act

For purposes of this policy, an employee's "immediate family" includes their spouse, children, parent, grandparents, grandchildren, or siblings, and the parents, siblings, or children of the employee's spouse.

If a declared holiday falls within an employee's period of paid family leave, the employee will receive a holiday leave benefit in accordance with the holiday leave provisions in this handbook.

⁸ Be careful of unequal results from supervisor discretion that could form the basis of a discrimination claim. It is better to have this process handled uniformly through HR.

⁹ How does this coordinate with FMLA? Does it run concurrently or provide an additional paid week of leave? What about if the employee has elected to participate in FAMLI and is already being paid? Does this leave run before and /or after, since it would otherwise be an overpayment under FAMLI?

Leaves of Absence

Family and Medical Leave Act (FMLA)

The Town provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- Incapacity due to pregnancy, prenatal medical care, or childbirth.

Leaves of Absence

- To care for the employee's child after birth, or placement for adoption or foster care.
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition.
- Serious health condition that makes the employee unable to perform the employee's job.

MILITARY FAMILY LEAVE ENTITLEMENTS

Eligible employees with a spouse, son, daughter, or parent on active duty or called to active-duty status in the Armed Forces, National Guard, or Reserves may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered servicemember is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

*The FMLA definitions of "serious injury or illness" for current servicemembers and veterans are distinct from the FMLA definition of "serious health condition."

Benefits and Protections

During FMLA leave, the Town maintains the employee's health coverage under any group health plan on the same terms as if the employee had continued to work. Employees must continue to pay their portion of any insurance premium while on leave. If the employee is able but does not return to work after the expiration of the leave, the employee will be required to reimburse the Town for payment of insurance premiums during leave.

Upon return from FMLA leave, most employees are restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Certain highly compensated employees (key employees) may have limited reinstatement rights.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave. As with other types of unpaid leaves, paid leave will not accrue during the unpaid leave. Holidays, funeral leave, or employer's jury duty pay are not granted on unpaid leave.

Eligibility Requirements

Employees are eligible if they have worked for the Town for at least 12 months, for 1,250 hours over the previous 12 months, and if they work at a work site with at least 50 employees within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that

Leaves of Absence

either prevents the employee from performing the functions of the employee's job or prevents a qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive full calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

The maximum time allowed for FMLA leave is either 12 weeks in the 12-month period as defined by the Town, or 26 weeks as explained above. The Town uses the 12-month period measured forward from the first day of an employee's leave.

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the Town's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Employees taking intermittent or reduced schedule leave based on planned medical treatment and those taking intermittent or reduced schedule family leave with the Town's agreement may be required to temporarily transfer to another job with equivalent pay and benefits that better accommodates that type of leave.

Substitution of Paid Leave for Unpaid Leave

Except where FMLA applies, in which case there is a separate agreement governing leave, the Town requires employees to use accrued paid leave while taking FMLA leave. Paid leave used at the same time as FMLA leave must be taken in compliance with the Town's normal paid leave policies. If an employee's leave of absence does not constitute paid leave as defined in the Town's paid leave policies, the employee cannot use accrued paid leave, but can take unpaid leave. FMLA leave is without pay when paid leave benefits are exhausted.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the Town's normal call-in procedures.

Employees must provide sufficient information for the Town to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities; the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the Town if the requested leave is for a reason for which FMLA leave was previously taken or certified.

Employees also may be required to provide a certification and periodic recertification supporting the need for leave. The Town may require second and third medical opinions at the Town's expense. Documentation confirming family relationship, adoption, or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with the Town's attendance guideline. Employees on leave must contact the Human Resources Manager at least two days before their first day of return.

Leaves of Absence

The Organization's Responsibilities

The Town will inform employees requesting leave whether they are eligible under FMLA. If they are, the notice will specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the Town will provide a reason for the ineligibility.

The Town will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the Town determines that the leave is not FMLA-protected, the Town will notify the employee.

Unlawful Acts

FMLA makes it unlawful for the Town to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA.
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against the Town.

FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement which provides greater family or medical leave rights.

Military Leave

Employees granted a military leave of absence are re-employed and paid in accordance with the laws governing veteran's re-employment rights. The Town pays for the first 15 days of leave. After that time, leave is without pay.

Please contact the Human Resources Office for more information or questions about military leave.

Jury Duty/Court Time

A full-time employee who is summoned for jury duty or subpoenaed in connection with their employment during a regularly scheduled work time shall be compensated for the scheduled hours. A copy of the subpoena or order requiring such duty must be submitted with a leave request in order for such compensation to be paid. As a condition of the receipt of such pay, any stipend paid to the employee for jury service or as a witness fee must be paid to the Town.

The Town recognizes jury duty as a civic responsibility of everyone. When summoned for jury duty, an employee will be granted leave to perform their duty as a juror. If the employee is excused from jury duty during their regular work hours, they are expected to report to work promptly.

Employees receive regular pay for the first three days of jury duty if they were scheduled to work and they provide confirmation of juror service.

Leaves of Absence

Beginning the fourth day and thereafter, employees, as jurors, are paid \$50.00 per day by the State of Colorado for state, district, or county court jury duty. For jury duty in excess of three days, employees receive the difference between jury duty pay and their regular pay up to a maximum of ten days (80 hours). Jury duty beyond this time is without pay from the Town.

Family and Medical Leave Insurance (FAMLI) Participation

¹⁰The Organization has voted to opt out of participating in the FAMLI state-run family leave program. All employees of the Organization can participate in FAMLI on an individual basis. FAMLI provides partial income replacement for eligible employees who are temporarily unable to work due to their or a family member's qualifying medical or legal reason, specifically, for the care of a newborn, adopted child, or fostered child; to care for a family member with a serious health condition; for the employee's own serious health condition; for qualifying military exigency leave; or to address safety needs or the impact of domestic violence and/or sexual assault. Partially paid leave is available for up to 12 weeks in a benefit year or up to 16 weeks under certain circumstances related to pregnancy and childbirth. For leaves arising on or after January 1, 2026, FAMLI offers additional leave (up to 12 additional weeks) for covered individuals during the time in which they are caring for a child who is receiving care in the NICU. Employees should notify Human Resources at least 30 days prior to using any such FAMLI leave or as soon as practicable. Please see Human Resources to obtain additional copies of the required notices to employees of local government employers who have opted out of FAMLI that are distributed upon hiring.

~~The Town has voted to opt out of participating in the FAMLI state-run family leave program. All employees of the Town have the ability to participate in FAMLI on an individual basis. FAMLI provides benefits and protections, including partial income protection for eligible employees who are temporarily unable to work due to their or a family member's qualifying medical or legal reason, specifically, for the care of a newborn, adopted child, or fostered child, to care for a family member with a serious health condition, for the employee's own serious health condition, for qualifying military exigency leave, or to address safety needs or the impact of domestic violence and/or sexual assault. Partially paid leave is available for up to 12 weeks in a calendar year or up to 16 weeks under certain circumstances related to pregnancy and childbirth. Please see Human Resources to obtain additional copies of the required notices to employees of local government employers who have opted out of FAMLI that are distributed upon hiring.~~

Voting

Any employee whose work schedule effectively prevents voting before or after work hours shall be permitted paid leave not exceeding two hours for the purpose of voting. Employees should arrange with their supervisor/manager no later than the day prior to Election Day to vote in any election. No such paid leave shall apply to any employee whose work schedule is such that there are three or more hours between time of opening and the time of closing of the polling site during which the employee is not required to be on the job.

Leave Donation Policy

The Town recognizes that employees may have a family emergency or personal crisis that results in the need for additional time off in excess of their available paid leave. To address this need, the Town has created a leave donation policy that will allow eligible employees to donate PTO from their unused balance to a Leave Pool.

¹⁰ January 1, 2026, FAMLI offers additional leave (up to 12 additional weeks) for covered individuals during the time in which they are caring for a child who is receiving care in the NICU.

Leaves of Absence

Employees requiring more information on this policy should contact Human Resources.

Pay and Timekeeping

Timekeeping

Nonexempt employees must record time worked on a daily basis. Federal and state laws require the Town to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. Overtime work must be approved before it is performed.

The Town uses online timekeeping software for employees to report their time worked and manage the time approval process. It is the employees' responsibility to enter their time and certify the accuracy of the time recorded. The employee's supervisor will review and approve the time record prior to submitting it to payroll for processing. An employee "electronically signs" and certifies that the time report is accurate when they electronically submit their time record to their supervisor.

Exempt employees are required to report to their supervisor if they have taken time off from their regular work schedule.

These records are the only ones used by the Town to calculate employee pay and paid time off balances. It is very important that they are accurate and complete. Nonexempt employees are expected to submit accurate and complete time records reflecting all hours worked. Employees who also choose to keep their own personal time records must provide them to the Town if they find a discrepancy between the Town's records and their records. Employees should contact their supervisors or the Human Resources Office with any questions about how their pay is calculated. Employees must promptly notify their supervisors or the Human Resources Office of any mistakes in their time records or pay. Employees also must notify one of these individuals if they perceive that anyone is interfering with their ability to record their time accurately and completely. All reports will be investigated, and appropriate corrective action will be taken. The Town will not tolerate retaliation against employees for making a report or participating in an investigation.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action.

Paydays

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to the Town. Employees will receive an itemized statement of wages when the Town makes direct deposits.

Scheduled paydays are posted conspicuously in each Town building. Copies of the payday schedule can be obtained by contacting the Human Resources Office.

Overtime

All non-exempt employees must record all time worked and all compensatory time taken on departmental timesheets. All overtime must be approved in advance by the supervisor.

Pay and Timekeeping

Non-exempt employees are paid for overtime work at a rate of one and one-half times the employee's regular hourly rate of pay for each hour of work in excess of:

- a) forty (40) in any workweek, which is defined as Sunday 12:00 am to Saturday 11:59 pm
- b) 80 hours within a 14-day work period for sworn law enforcement officers.

Overtime pay is based on actual hours worked ~~when the employee is required to be at work~~. Time off on PTO, holidays, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. Exempt employees are not entitled to overtime compensation.

Employees may elect to receive overtime pay or compensatory time (comp time) in lieu of pay for overtime. For more information, see our Compensatory Time policy.

Compensatory Time

In lieu of paid wages for overtime, non-exempt employees may elect to receive one and one-half times comp time for time worked exceeding 40 hours in any given work week or 80 hours in a two-week period for sworn law enforcement officers.

To use comp time, an employee must request the use of comp time and such use must be authorized by the appropriate supervisor. If Town needs do not allow for the employee to use their comp time, the supervisor can deny a comp time request and opt for payment of comp time with Town Manager approval.

Non-exempt employees shall be allowed to accumulate no more than 40 hours of unused comp time. Any non-exempt employee may be directed to use accrued but unused comp time where he or she has accumulated the maximum permissible number of hours or, in the alternative, the employee may be precluded from earning additional comp time until hours are used and instead will be paid at 1.5 times regular wages for any additional hours of overtime. Non-exempt employees shall use comp time accrued within ninety (90) days of earning it whenever possible. Comp time shall be used prior to utilizing paid time off (PTO).

Employees promoted from a non-exempt position to an exempt position will be paid out accumulated comp time prior to the effective date of promotion.

Upon separation from employment or retirement, unused comp time will be paid for accrued but unused compensatory time at the higher of the employee's final rate of pay or the average regular rate during their last three years of employment.

Exempt employees are not eligible for comp time.

On-Call Duty and Pay

Some Town operations must be able to be responsive twenty-four (24) hours per day due to the need to address immediate public safety and wellness concerns. Therefore, certain employees may be assigned "On-Call Duty" during a specific period of time outside of their normal working hours. Positions subject to On-Call Duty must be approved by the Town Manager, with the prior authorization of the Department Head. Department Heads shall maintain a list of employees working On-Call Duty, retain a schedule for these assignments, and shall rotate assignments to ensure fairness among staff with consideration of employee qualifications to address issues that are likely to arise.

Pay and Timekeeping

While On-Call, the employee shall be accessible by telephone and shall be able to report to work promptly. Employees shall refrain from using any drugs or alcohol or engage in any activities that may impair decision making or response. On-Call employees shall answer and respond to telephone calls, text messages, or other means within 30 minutes. Should the employee serving On-Call be aware that they will be unavailable to respond for any part of the On-Call period, they shall make prior arrangements with their Supervisor for another employee or the Supervisor to serve as On-Call during that period. Failure to respond in a timely manner, or failure to make a good faith effort to address the situation is grounds for disciplinary action.

Depending on specific job duties and obligations, non-exempt employees On-Call may be compensated at the discretion of the Department Head for time spent on-call. On-Call pay practices must be approved by the Town Manager.

Exempt employees are not eligible for On-Call Duty pay. However, Department Heads may choose to be in the rotation for On-Call schedules if needed to augment staff from time to time.

Callouts

At times, employees serving On-Call Duty or those not On-Call may be required to report back to work to address emergency situations outside of regular work hours. Many situations may be able to be resolved over the phone. If an on-site response is required to address the call out, non-exempt employee shall be paid for their hours worked at their regular rate of pay or a minimum of two hours at their regular rate of pay, whichever is greater, for responding on-site to an emergency outside of regular work hours. Travel from the employee's location to work will not be reimbursed. Supervisors shall be notified of all situations requiring call-outs and shall authorize additional staff if required to respond.

In emergency situations, there may be employees needed to respond who are not assigned with that primary duty. The Town Manager may require exempt or non-exempt employees from any town department to respond in an emergency. Department heads and other exempt employees, who are salaried, are not eligible for additional pay for the call-out.

Pay for Exempt Employees

Exempt employees are paid on a salary basis. This means exempt employees will regularly receive a predetermined amount of compensation each pay period on a weekly basis. The Town is committed to complying with salary basis requirements which allows properly authorized deductions.

If you believe an improper deduction has been made to your salary, you should immediately report this information to the Town Manager. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed.

Rest and Meal Periods

Each workday, full-time non-exempt employees are provided with two rest periods of 15 minutes in length. To the extent possible, rest periods will be provided in the middle of work periods. Since this time is counted and paid as time worked, employees must not be absent from their workstations beyond the allotted rest period time.

Pay and Timekeeping

Non-exempt employees who work five or more consecutive hours will be provided at least one unpaid 30-minute meal break. During the break, employees will be relieved of all duties and permitted to pursue personal activities. If the nature of the business activity or other circumstances exist that makes an uninterrupted meal break impracticable, the employee will be allowed to consume an on-duty meal without any loss of time or compensation.

Administrative Pay Corrections

The Town takes all reasonable steps to ensure employees receive the correct amount of pay in each paycheck and employees are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Human Resources Office so corrections can be made as quickly as possible.

Pay Deductions and Setoffs

The Town offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs. Pay setoffs are pay deductions taken by the Town, usually to help pay off a debt or obligation to the Town or others.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, contact the Human Resources Office.

Salary Administration

We review individual salaries to pay according to the employee's overall job performance, contribution, and responsibilities. Our salary ranges are periodically assessed to try to remain competitive with our identified market. Salary increases are not automatic and are awarded only when merited.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The Human Resources Office is also available to answer specific questions about the salary administration program.

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Accommodations for Nursing Employees Mothers

The Town will provide a private space, which shall not be a restroom, and time will be permitted for nursing mothers to express milk during the workday, for up to two years following the birth of a child. The time permitted typically will run concurrently with the normal time allowed for lunch and breaks. If additional time is needed above and beyond normal breaks/meal time, human resources and employee will agree upon a plan which might include the employee using PTO, arriving at work earlier, or leaving later. In the event unpaid leave is used, the employee will be relieved of all work-related duties during any unpaid break.

Employees will be provided with the use of a room, office, or other private area, other than a bathroom or toilet stall, that is shielded from view and free from intrusion from co-workers and the public. The Town will make a reasonable effort to identify a location within close proximity to the work area for the employee to express milk.

Employees requiring this accommodation should contact Human Resources.

Appearance and Attire

Our work environment encourages employees to dress comfortably for work. Good judgment is the main guideline to follow. This includes being clean and neat, with attire that meets reasonable grooming standards.

Attendance and Punctuality

¹¹All employees are expected to be on time and punctual for showing up to work. In addition, regular attendance is considered an essential function and is necessary for the efficient operation of the business. Employees who are going to be absent or late must contact their supervisor as soon as possible prior to the start of their shift. Leaving messages with other employees or on voice mail is not acceptable. Failure to call in when absent for three consecutive days will result in termination.

~~To maintain a safe and productive work environment, the Town expects employees to be reliable and to be punctual in reporting for scheduled work. In addition, regular attendance is considered an essential function and is necessary for the efficient operation of the Town. Absenteeism and tardiness place a burden on other employees and on the Town. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. Leaving messages with other employees or on voice mail is not acceptable.¶~~

~~Poor attendance and excessive tardiness are disruptive and will not be tolerated.¶~~

Business Ethics and Conduct

The successful operation and reputation of the Town is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. The continued success of the Town is dependent upon the public's trust and we are dedicated to preserving that trust. Employees actions may enhance, maintain, or damage the standing that

¹¹ Employers Council recommends this language be included in the employee handbook to help reduce risk and ensure compliance.

Work Environment

we have achieved. Therefore, we expect employees to exercise the highest standard of ethics in all of their decisions that may impact the Town. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Town Manager for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Town employee. Town employees shall abide by C.R.S. §24-18-104, "Rules of conduct for all public officers, members of the general assembly, local government officials, and employees." Town employees shall also abide by the Town's Code of Ethics. Violations will not be tolerated.

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Business Travel Expenses

The Town will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the employee's supervisor.

Employees whose travel plans have been approved are responsible for making their own travel arrangements. When approved, the costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives may be reimbursed by the Town as follows:

Per Diem. The per diem rate for extended travel shall be approved by the department head or Town Manager in advance. All approved extended travel per diem shall be paid at the US General Services Administration's (GSA) established rates. Per diem will not be provided for those meals provided by conference/training as part of the registration or at the hotel in which a meal is included as part of the room fee. Alternatively, receipts for meals may be submitted to the department head or Town Manager for approval consideration.

Mode of Travel. Department heads shall approve all travel, and if traveling by personal vehicle, the employee shall be reimbursed at the current rate set by the GSA Per Diem. Reimbursement will be based on the least expensive mode of transportation available at that time, unless approved by the Town Manager.

Lodging. Rooms at moderate hotels priced at the government rate, conference rate, or lowest available shall be utilized.

When travel is completed, employees should submit receipts for all individual expenses. Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action.

Cellular Telephones

The Town may require some employees, based on the employee's job requirements, to carry cellular telephones. Upon the recommendation of the department head and approval of the Town Manager, employees determined to have a business need for a cellular telephone will be provided the following options:

- a) A monthly allowance, in an amount to be determined by the Town, if the employee chooses to use the employee's personal cellular telephone phone ("Employee-owned"); or
- b) A cellular telephone paid for and provided by the Town ("Town-owned").

The business need for a cellular telephone may be withdrawn at any time at the discretion of the Town Manager, Department Head, or their designee.

Town-owned Cellular Telephones

Employees are hereby notified that their communications via Town-owned cellular telephones are not private. Bills, text messages, photographs, call logs, and other communications on Town-owned cellular telephones are

Work Environment

subject to potential disclosure pursuant to the Colorado Open Records Act, Colorado Revised Statutes §§24-6-101 *et seq.* ("CORA")

Employee-owned Cellular Telephones

Employees' use of a cell phone or mobile device to access Town systems is restricted/prohibited without prior authorization. Such access, once authorized, may subject the employee's personal device to discovery requests or Town action. Employees authorized to access Town systems and information using a personal device must immediately inform the Town if the device is lost or stolen.

Employees are hereby notified that their Town communications via Employee-owned cellular telephones may not be private. Bills and other communications regarding Employee-owned cellular telephones may be subject to potential disclosure pursuant to CORA. If the Town receives a CORA request that concerns an Employee-owned cellular telephone, the Town will request the employee to provide such information to the Town. The employee is solely responsible for any expenses related to producing those records including the cost of any attorney fees to defend or otherwise prevent release of the records.

Using Cellular Telephones/Handheld Devices While Driving

Except in emergency situations, employees are prohibited from using handheld cellular telephones or other handheld devices to conduct business while driving a motor vehicle or operating motorized equipment. The employee should safely pull off the road and come to a complete stop before texting, dialing or talking on the cellular telephone or another handheld device. Employees may utilize a hands-free device to use a cellular telephone so long as such use does not interfere with the safe operation of a motor vehicle or motorized equipment.

Computer and Email Usage

Computers, computer files, the Town's computer network, the email and voicemail systems, and software furnished to employees are Town property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. All computer files, documents, and software created or stored on the Town's computer systems are subject to review and inspection at any time. This includes web-based email employees may access through Town systems, whether password protected or not. Employees should not assume that any such information is confidential, including e-mail either sent or received.

The Town strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Users of Town computers and e-mail systems are responsible for their appropriate use. All illegal and improper uses of the e-mail system, including but not limited to pornography, obscenity, profanity, harassment, solicitation, gambling and violating copyright or intellectual property rights are prohibited. In addition, use of computers and the email system in ways that are insulting, derogatory, disruptive, offensive to others, harmful to morale or otherwise unlawful at any time is prohibited. For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others. Use of the computers and e-mail system for which the Town will incur an expense without express permission of a supervisor is prohibited.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters.

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The Town purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, the Town does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. The Town prohibits the illegal duplication of software and its related documentation.

Electronic messages are not for private or confidential matters. Because there is no guarantee of privacy or confidentiality, other avenues of communication should be used for such matters.

In order to keep Town e-mail and computer systems secure, users shall not leave the terminal signed on when unattended and shall not leave their password available in an obvious place near the terminal or share their password with anyone except the e-mail system administrator. Employees are prohibited from unauthorized use of encryption keys or the passwords of other employees to gain access to another employee's e-mail messages.

Electronic messages are not private. The Town retains the right to monitor, review, store and disclose all information sent over the Town e-mail system at any time for any reason, without notice to the employee.

Except as provided herein, Town employees are prohibited from accessing another employee's e-mail without the express consent of the employee. All Town employees are advised that e-mail messages can be retrieved even if they have been deleted and that statements made in e-mail communications can form the basis of various legal claims against the individual author or the Town.

E-mail sent or received by the Town, or the Town Council and employees may be considered a public record subject to public disclosure or inspection under CORA.

Town employees may be subject to disciplinary action, for violation of this guideline and regulation.

Employees should notify their department head, the Human Resources Office, or the Town Manager upon learning of violations of this policy. Violations of this policy will not be tolerated.

Confidential Information

In the course of your employment at the Town, you may encounter and be trusted with many kinds of confidential, non-public information. Confidential information includes, but is not limited to, information concerning employee information, marketing information and strategies, trade secrets, methods and procedures, pricing and cost information, internal policies, computer access codes, and current or projected earnings and financial status that have not already been disclosed in public documents and similar subjects.

This non-disclosure applies both during and after an employee's employment. Any copying, reproducing, or distributing of confidential information in any manner must be authorized by management. Confidential information remains the property of the employer and must be returned to the Town upon separation or at any time upon demand.

In addition, employees are prohibited from purchasing or selling securities based on information not generally available to the public.

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Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This guideline establishes only the framework within which the Town wishes to operate. The purpose of these guidelines is to provide general direction so employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Town Manager for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative.

Personal gain may result in cases where an employee or relative has a significant ownership in a firm with which the Town does business. Additionally, personal gain could occur when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the Town.

If an employee has any situation, which may be an actual or potential conflict of interest, the employee must disclose this to the Town Manager as soon as possible. Hopefully, safeguards can be established to protect all parties.

Data Disposal Policy

During the course of your employment, the Town will collect certain information that is classified as “personal identifying information,” or PII, under applicable laws. Such information may include, but is not limited to:

- Your first and last name or initials;
- Username(s) and password(s);
- Social security number;
- Driver license or other identification card number;
- Medical documentation;
- Biometric data;
- And more.

The Organization may keep these records in paper and/or electronic format.

When such documentation is no longer needed, pursuant to records retention requirements and best practices, the Town will either (a) destroy the records or (b) arrange for their destruction; e.g., by shredding, erasing, or otherwise modifying the personal identifying information in such a manner as to render it unreadable or indecipherable through any means.

Discipline

Occasionally performance or other behavior falls short of our standards and/or expectations. When this occurs, management takes action, which, in its opinion, seems appropriate. Disciplinary actions can range from an informal discussion with the employee about the matter to immediate discharge. Action taken by management in an individual case does not establish a precedent in other circumstances.

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Drug-Free Workplace

The Town is committed to a safe, healthy, and productive work environment for all employees that is free from the effects of substance abuse. Abuse of alcohol, drugs, and controlled substances impairs employee judgment, resulting in increased safety risks, injuries, and faulty decision making. This includes working after the apparent use of marijuana, regardless of marijuana's legal status. Furthermore, working after the use of alcohol, a controlled substance or abuse of any other substance is prohibited.

In accordance with the Drug-Free Workplace Act of 1988, the Town prohibits the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance during Town time, on Town premises, or other work sites. Any employee who is convicted or pleads guilty or no contest under a criminal drug statute for a violation occurring in the workplace must notify the Town within five days of such conviction or plea. Testing is an important element in the Town's efforts to ensure a safe and productive work environment. The Town has issued a separate statement for this testing program. Please refer to this separate statement, the Human Resources Office, or your supervisor if you have specific questions.

Emergency Closings

At times, emergencies such as severe weather, fires, floods, or power failures, can disrupt Town operations. In extreme cases, these circumstances may require the closing of a work facility. In the event that such an emergency occurs during nonworking hours, local radio and/or television stations will be asked to broadcast notification of the closing.

Each employee should decide whether it is safe to travel to work. We expect all employees to make a determined effort to reach the office, even if they are late.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request available paid leave time such as PTO or compensatory time.

Employee Problem Solving Procedure

If you have a work-related problem or concern, you are encouraged to use the following procedure. If you have a problem, normally it should be discussed immediately with your supervisor, if it is appropriate.

If you and your supervisor are not able to resolve the issue, request an opportunity to discuss the matter with the department manager and a representative of the Human Resources Department. This normally should be done within 3-5 working days. Usually, the problem is satisfactorily resolved at the department level.

However, if the problem is not resolved to your satisfaction at this level, you may appeal the matter within 10 working days to the director in charge of your division. Such an appeal should be presented in writing stating the nature of the problem.

If you still do not feel the problem has been resolved, you may make a written appeal within 10 working days to the Town Manager whose decision is final.

Gift Ban

No Employee shall accept from any individual or vendor working with Organization:

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- Money, forbearance, or forgiveness of indebtedness. For this ban, acceptance or receipt of any amount is a violation.
- Any item of value, including but not limited to gifts, loans, rewards, promises or negotiations of future employment, favors or services, honoraria, travel, entertainment, or special discounts.

For this ban, solicitation, acceptance, or receipt of a thing of value having a fair market value or aggregate actual cost greater than \$65.00 currently (and adjusted for inflation) is a violation.

¹²Inspections¹³

We may conduct searches of employees' personal effects after notice is given and with the employee's consent. This may include, but is not limited to, lunch bags, boxes, purses, personal computers, packages, or vehicles.

We may conduct searches of the above items without employee consent if we have a reasonable suspicion to believe that illegal activity is taking place. Any illegal and unauthorized articles discovered may be taken into custody and will be turned over to law enforcement representatives.

Employees do not have a reasonable expectation of privacy in work locations such as lockers, desks, cabinets, or file drawers.

Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by the Town to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of the Town and, as such, is subject to disclosure under CORA. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of the Town. As such, the Town reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

¹² Employers Council recommends this language be included in the employee handbook to help reduce risk and ensure compliance. Searches conducted by public employers fall within the scope of the Fourth Amendment of the U.S. Constitution. The Fourth Amendment protects persons from "unreasonable searches and seizures" conducted by "the state." Whether an inspection or a search is unreasonable will depend upon, among other things, whether the person has a reasonable expectation of privacy in the place to be inspected or searched.

¹³ Searches conducted by public employers fall within the scope of the Fourth Amendment of the U.S. Constitution. The Fourth Amendment protects persons from "unreasonable searches and seizures" conducted by "the state." Whether an inspection or a search is unreasonable will depend upon, among other things, whether the person has a reasonable expectation of privacy in the place to be inspected or searched. Public employers should be cautious in deciding to inspect or search any place where the employee might expect privacy.

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Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, pornographic, obscene, threatening, harassing, insulting, derogatory, intimidating, disruptive to any employee or another person, or otherwise unlawful at any time. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The Town fully supports copyright laws. Employees may not copy or use any software, images, music, or other intellectual property (such as books or videos) unless the employee has the legal right to do so. Employees must comply with all licenses regulating the use of any software and may not disseminate or copy any such software without authorization. Employees may not use unauthorized copies of software on personal computers housed in Town facilities. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by the Town in violation of law or Town policies may result in disciplinary action. Employees may also be held personally liable for any violations of this policy.

Unauthorized Use

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Employees may not attempt to gain access to another employee's personal file of e-mail messages or send a message under someone else's name without the latter's express permission. Employees are strictly prohibited from using the Town communication systems in ways that management deems to be inappropriate. If you have any question whether your behavior would constitute unauthorized use, contact your immediate supervisor before engaging in such conduct.

Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this guideline, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage (such as parties to civil unions). A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual relationship. This guideline applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. The Town reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

In other cases, where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

¹⁴Personal Use of Social Media Guidelines

Personal use of social media is never permitted on working time by means of the Organization's computers, Organization-issued mobile devices, networks, and other IT resources and communications systems. Use of personal mobile devices during work time should be kept to a minimum. Postings by an employee on a blog, wiki, chat room, or social networking site are considered personal communications

¹⁴ Employers Council recommends this language be included in the employee handbook to help reduce risk and ensure compliance.

Work Environment

and are not Organization communications. All social media postings on behalf of the Organization must be preapproved and sent by authorized employees. Personal postings by an employee concerning the Organization are not prohibited, provided they comply with guidelines set forth below or in this handbook.

If you post any comments that promote or endorse Organization products or services in any way, the law requires that you disclose that you are employed by the Organization.

You must comply with all applicable laws, including copyright and fair use laws. You may not disclose any sensitive, proprietary, confidential, or financial information about the Organization. Confidential information includes trade secrets or anything related to the Organization's inventions, strategy, financials, or products that have not been made public, internal reports, procedures, or other internal business-related confidential communications. Further detail is provided in the "Confidentiality" section of your employee handbook.

We encourage you to make complaints to the Organization using the complaint process. Complaints to the Organization regarding these issues should be made consistent with the complaint process in this handbook so that the Organization can address them.

Nothing in this guideline is meant to interfere with employees' right under state law to engage in protected and concerted activity, including employees' ability to discuss terms and conditions of their employment.

Political Participation

The Town encourages employees to participate in matters of responsible citizenship. The Town will not interfere with the conduct of Town employees engaged in political activity, if the activities are confined to hours when the employees are not on duty, are not campaigning in their official Town uniforms, and that the activities do not impair the employee's job efficiency or that of others.

Employees whose principal employment is in connection with federally financed activities are subject to the following federal requirements as a condition of such employment.

Work Environment

Covered employees may not use their official authority or influence for the purposes of interfering with or affecting the results of elections or nominations for office.

In addition, they may not coerce, attempt to coerce, command, or advise other covered employees to pay, lend, or contribute anything of value to a party, committee, Town, agency, or person for political purposes.

Political beliefs, activities, and affiliations are the private concern of the employee. An employee's work status is not affected by participating or not participating in lawful civic and political activities. No employee of the Town can directly or indirectly coerce or command any other employee to pay, lend, or contribute salary, compensation, service, or anything else of value to any political party, group, Town, or candidate.

Any Town employee may be a candidate for a partisan political office provided that the involvement does not interfere or present a conflict of interest with their job. If involvement is necessary during normal working hours, the individual must take vacation leave or leave without pay. Employees whose salary comes in part or in whole from federal government sources are subject to the Federal Hatch Act and its revisions.

No employee will be forced to pay any contributions to any political Town campaign or elected official whatsoever.

Employees will not be required to work for, or participate in, the support of any political candidate during their off-duty hours.

Remote Work

Remote work or telecommuting is a work arrangement by which an employee performs job duties from an alternative location other than at the office on an ad hoc or regularly scheduled basis. It is a work alternative that the Town may offer to some employees when it would benefit both the Town and the employee. Not every position is appropriate for this type of arrangement.

Employees who believe telecommuting can enhance their ability to get the job done should submit a written request to their managers proposing how it will benefit the Town and themselves. The request should explain how they will be accountable and responsible, what equipment is necessary, and how communication barriers will be overcome. The decision to approve a telecommuting arrangement will be based on factors such as the nature of the job or project requirements; whether the nature of the work lends itself to remote work; the amount of time to be spent working remotely; employee work performance; the ability of the employee to work independently; and the impact the arrangement may have on collaboration and coworkers and on the Town.

The employee's compensation, benefits, work status, work responsibilities, and the amount of time the employee is expected to work per day or per pay period will not change due to participation in the remote work program (unless otherwise agreed upon in writing). The employee's at-home work hours will conform to a schedule agreed upon by the employee and their supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as they were before the employee began working remotely. Changes to this schedule must be reviewed and approved in advance by the employee's supervisor.

During working hours, the employee's at-home workspace will be considered an extension of Town's workspace. Therefore, workers' compensation benefits may be available for job-related accidents that occur in the employee's at-home workspace during working hours. All job-related accidents will be investigated immediately.

Work Environment

The Town assumes no responsibility for injuries occurring in the employee's at-home workspace outside the agreed-upon work hours. The employee agrees to maintain safe conditions in the at-home workspace and to practice the same safety habits as those followed on the Town's premises. In the case of an injury while working at home, the employee will immediately report the injury to the Human Resources Office to get instructions for obtaining medical treatment.

Remote work is an alternative method of meeting the needs of the Town and is not a universal employee benefit. Employees who would like the Town to consider the option of remote work should contact Human Resources. Employees who are permitted to work remotely must sign a written agreement that specifies the effective date of the arrangement, the employee's remote work schedule, and the terms and conditions of the arrangement. This policy and any associated written agreement do not alter the employment at-will relationship, and either the Town or the employee can terminate the employment relationship at any time without cause or notice.

Return of Property

Employees are responsible for all Town property, materials, or written information issued to them or in their possession or control.

Employees must return all Town property immediately upon request or upon termination of employment. Where permitted by applicable laws, The Town may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. The Town may also take all action deemed appropriate to recover or protect its property.

Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, the Town has established a workplace safety program. This program is a top priority for the Town. The Human Resources Office has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

The Town provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards. An employee-management safety committee, composed of representatives from throughout the Town, has been established to help monitor the Town's safety program and to facilitate effective communication between employees and management about workplace safety and health issues.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the Human Resources Office. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety

Work Environment

standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, will not be tolerated.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Human Resources Office or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Separation from Employment

Separation of employment is an inevitable part of personnel activity within any organization, and many of the reasons for separation are routine. If you desire to end your employment relationship with the Town, we ask that you notify us as soon as possible of the intended separation. Notice generally allows sufficient time to transfer work, cover shifts, return Town property, review eligibility for continuation of insurance, and make arrangements for your final pay.

Employees who plan to retire are asked to provide sufficient advance notice to the Town so we can timely process any pension forms or other retirement benefits to which an employee may be entitled.

Smoking

In keeping with Town's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace. Smoking is prohibited in Town buildings and in Town vehicles. This prohibition includes use of all forms of tobacco, marijuana, and e-cigarettes. This policy applies to all employees, customers, and visitors.

Use of Equipment and Vehicles

Town vehicles may be used only for the purposes and in the manner authorized by the Town Manager. Only authorized, qualified, and licensed employees may operate Town vehicles. Only authorized Town employees and other persons on Town-related business may ride as passengers in Town vehicles. All vehicles shall be operated in accordance with all applicable traffic laws, and vehicle operators shall be responsible for the condition and proper use of the vehicles. When using equipment, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Employees shall notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations will not be tolerated.

There shall be no tobacco, marijuana, or e-cigarette use at any time in Town vehicles. Seat belts must be used at all times while operating a Town vehicle.

Work Schedules

The normal work schedule for all general employees is 8 hours a day, 5 days a week, Monday thru Friday from 8:00 am to 5:00 pm. Supervisors will advise employees of the times their schedules will normally begin and end.

Work Environment

Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flextime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flextime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flextime. Employees should consult their supervisor to request participation in the flextime program.

Workplace Monitoring

Workplace monitoring may be conducted by the Town to ensure quality control, employee safety, security, and customer satisfaction. Computers furnished to employees are the property of the Town. As such, computer usage and files may be monitored or accessed.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because the Town is sensitive to the legitimate privacy rights of employees, every effort will be made to ensure workplace monitoring is done in an ethical and respectful manner.

Workplace Violence Prevention

The Town is committed to preventing workplace violence and to maintaining a safe work environment. The Town has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Any action, which in management's opinion is inappropriate to the workplace, will not be tolerated. Such behaviors may include, but are not limited to, physical and/or verbal intimidating, threatening, or violent conduct, vandalism, sabotage, arson, use of weapons, and bullying. Also prohibited is the carrying of weapons onto Town property, regardless of whether the employee possesses a concealed carry permit.

Employees should immediately report any such occurrences to your immediate supervisor or any other member of management. We will investigate complaints. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. When employees are found to have engaged in the above conduct, management will take action that it believes is appropriate.

The Town will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The report will be kept as confidential as practicable. In order to maintain workplace safety and the integrity of its investigation, the Town may suspend employees, either with or without pay, pending investigation.

Violation of these guidelines will not be tolerated.

Work Environment

The Town encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Human Resources Office before the situation escalates into potential violence. The Town prohibits retaliation against an employee for filing a report under this policy or for assisting in a reported investigation. If you perceive retaliation for making a report or your participation in the investigation, please follow the complaint procedure outlined under EEO/Unlawful Harassment above. The situation will be investigated.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

Employees should directly contact law enforcement, security, and/or emergency services if they believe there is an imminent threat to the safety and health of themselves or co-workers.

If you are a victim of domestic violence, please contact Human Resources for assistance.

Workplace bullying is repeated mistreatment through verbal abuse, offensive conduct/behaviors and work interference. If you feel are subjected to workplace bullying please contact human resources.

ACKNOWLEDGEMENT OF RECEIPT

I HAVE RECEIVED A COPY OF THE EMPLOYEE HANDBOOK. I UNDERSTAND THAT I AM TO BECOME FAMILIAR WITH ITS CONTENTS. FURTHER, I UNDERSTAND:

EMPLOYMENT WITH THE TOWN OF PAGOSA SPRINGS IS AT-WILL. I HAVE THE RIGHT TO END MY WORK RELATIONSHIP WITH THE ORGANIZATION, WITH OR WITHOUT ADVANCE NOTICE FOR ANY REASON. THE ORGANIZATION HAS THE SAME RIGHT.

THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS OF MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR ARE THEY A GUARANTEE OF EMPLOYMENT FOR A SPECIFIC DURATION.

THE HANDBOOK IS NOT ALL INCLUSIVE BUT IS INTENDED TO PROVIDE ME WITH A SUMMARY OF SOME OF THE ORGANIZATION'S GUIDELINES.

THIS EDITION REPLACES ALL PREVIOUSLY ISSUED HANDBOOKS. THE NEED MAY ARISE TO CHANGE THE GUIDELINES DESCRIBED IN THE HANDBOOK, EXCEPT FOR THE AT-WILL NATURE OF EMPLOYMENT. THE ORGANIZATION THEREFORE RESERVES THE RIGHT TO INTERPRET THEM OR TO CHANGE THEM WITHOUT PRIOR NOTICE.

NO REPRESENTATIVE OF THE TOWN OF PAGOSA SPRINGS, OTHER THAN THE ELECTED OFFICAL OR AGENCY HEAD OF THE ORGANIZATION, HAS THE AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE ELECTED OFFICAL OR AGENCY HEAD AND MYSELF. WE HAVE NOT ENTERED INTO SUCH AN AGREEMENT.

Employee Signature

Date

Employee Name (print)



AGENDA BRIEF

MEETING: Town Council Meeting
FROM:

PROJECT: Sales Tax Brief
ACTION:

PURPOSE/BACKGROUND:



AGENDA BRIEF

MEETING: Town Council Meeting

FROM: David Harris

PROJECT: Sales Tax Report - December 2025

ACTION:

PURPOSE/BACKGROUND:

Sales Tax Revenue Report
Town of Pagosa Springs
December 2025

	Dec-25	Dec-24	Δ	% Δ
Total Town & County (County provided)	1,923,342	1,704,736	218,606	12.82%

Industry breakdown (County provided)

Categories	Difference	%
Construction	(49)	▼0.16%
Manufacturing	10,243	▲12.70%
Retail Trade	108,445	▲11.34%
Information	(2,431)	▼7.97%
Finance and Insurance	1,080	▲60.77%
Real Estate and Rental and Leasing	(6,721)	▼23.28%
Professional, Scientific and Technical Services	(936)	▼6.66%
Accommodation and Food Services	75,927	▲25.74%
Other Services (except Public Administration)	2,151	▲7.15%
Miscellaneous	30,897	▲13.01%
Total	218,606	▲12.82%

Town distribution (actual received)

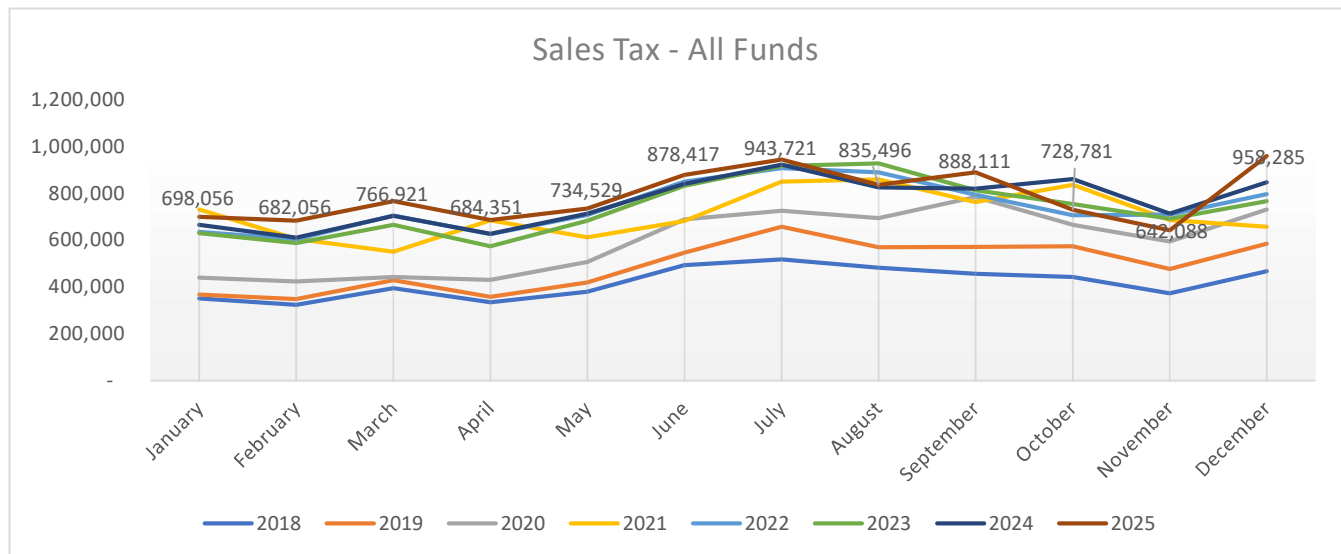
The County and Town split the total sales tax 50/50 with an adjustment made for aviation sales tax which is credited to the County-run airport. Below are actual sales tax funds deposited with the Town. It does not include Marijuana Tax which is listed below. The Town's portion is split evenly between the General Fund and the Capital Improvement Fund.

	Dec-25	Dec-24	Δ	% Δ
General Fund	479,142	423,537	55,605	
Capital Improvement Fund	479,142	423,537	55,605	
TOTAL	958,285	847,074	111,210	13.13%

Sales tax collections for the Town for the past three years has steadied.

December		
2022	795,890	
2023	764,524	-3.94%
2024	847,074	10.80%
2025	642,088	-24.20%

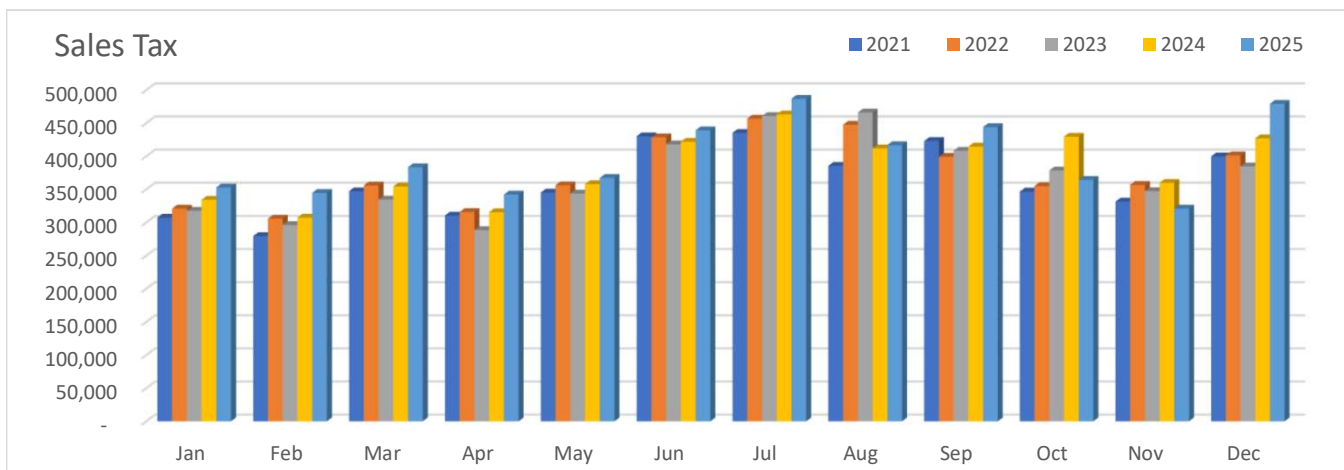
The six year history of the Town's Sales Tax collections is reflected in the chart below, reflecting the stabilization of receipts over the past three years.

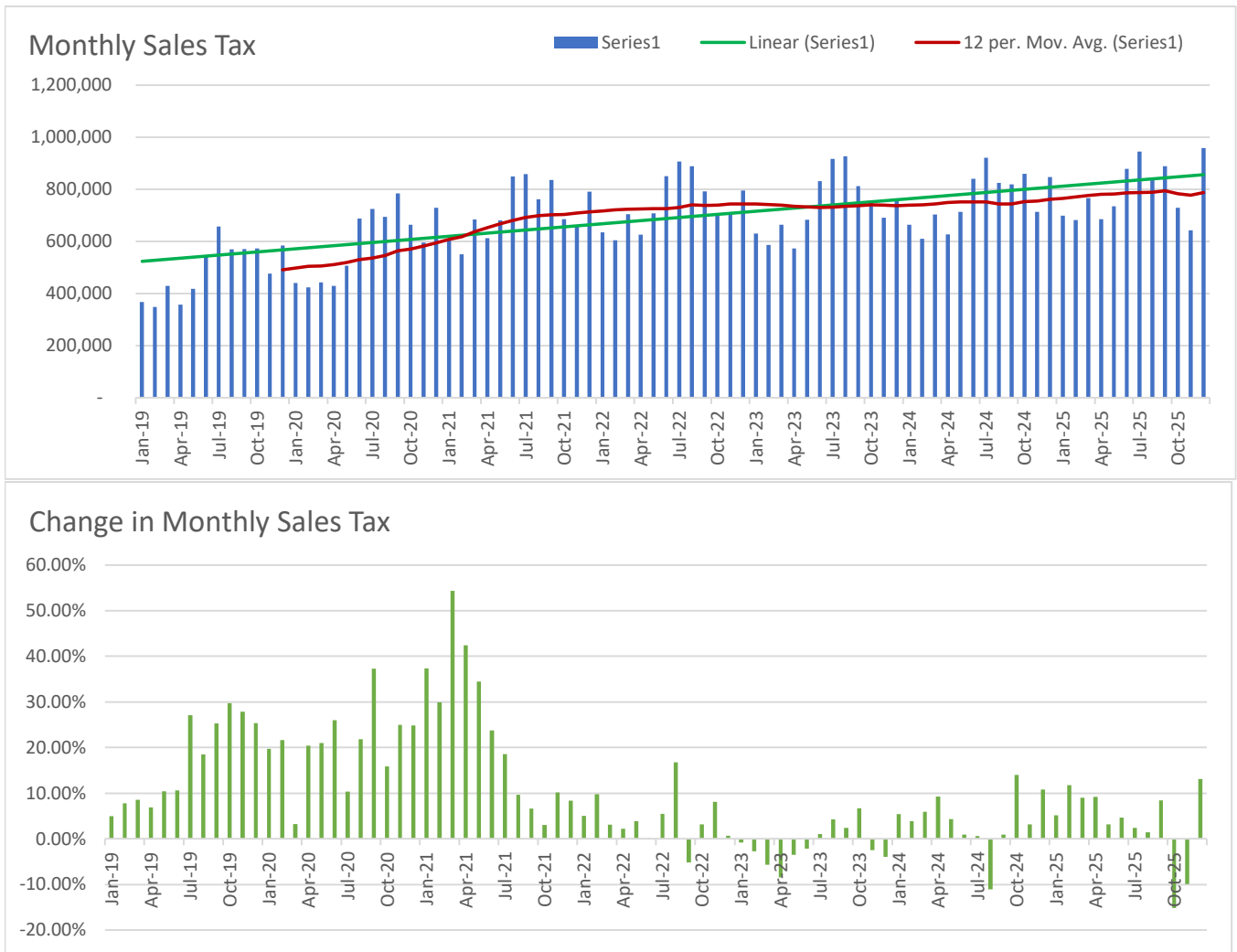


The 2025 change to the 2-year average remains flat. No changes in operations are anticipated.

	2023	2024	2025	% Δ	CPI 2025
January	629,643	664,047	698,056	5.1%	2.3%
February	587,117	610,161	682,056	11.8%	
March	664,583	703,873	766,921	9.0%	1.9%
April	573,226	626,539	684,351	9.2%	
May	682,779	712,247	734,529	3.1%	2.2%
June	831,354	839,367	878,417	4.7%	
July	916,135	921,473	943,721	2.4%	2.1%
August	926,641	823,879	835,496	1.4%	
September	811,673	818,895	888,111	8.5%	3.1%
October	753,851	859,248	728,781	-15.2%	
November	690,953	712,691	642,088	-9.9%	2.2%
December	764,524	847,074	958,285	13.1%	
TOTAL	8,832,478	9,139,494	9,440,812		2.3%

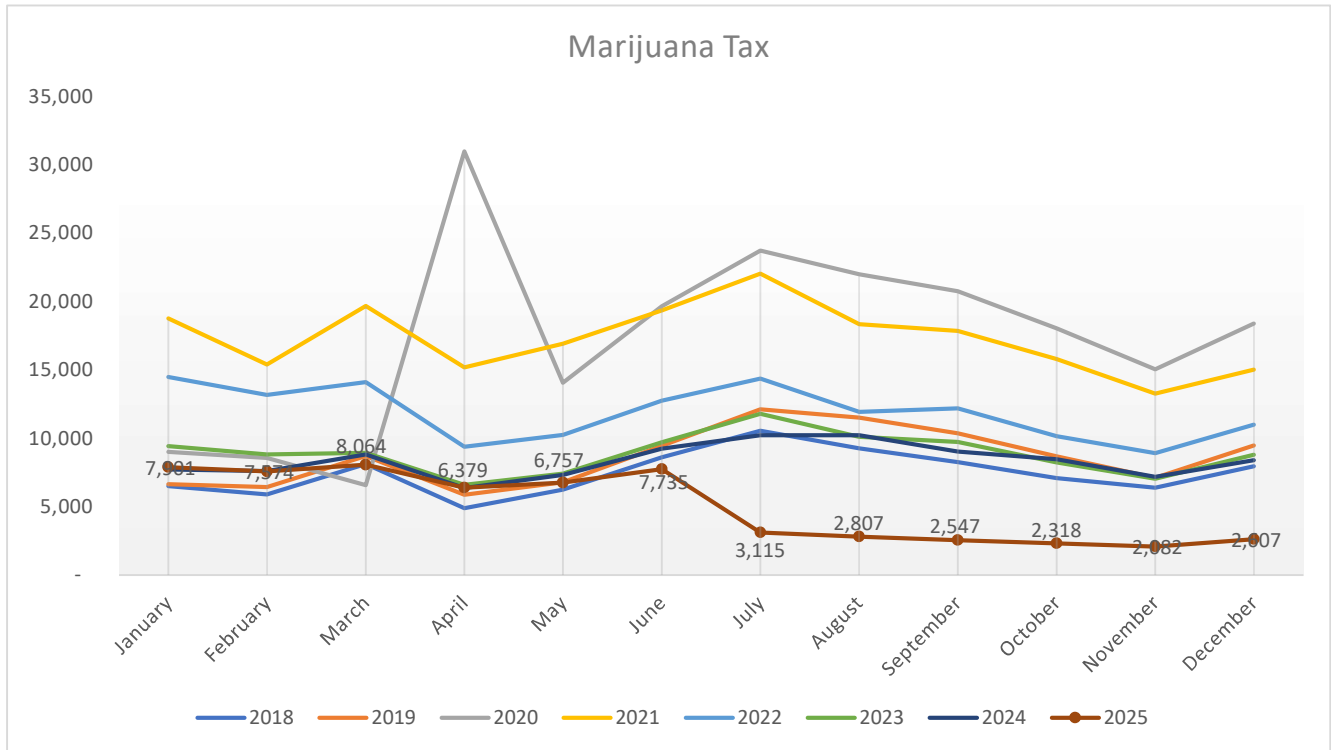
Below are three new graphs depicting the Town's sales tax collections. CPI source: Bureau of Labor Statistics





Marijuana Tax

The six year history of the Town's Marijuana Tax collections is reflected in the chart below. This tax is not longer combined in the Sales Tax numbers above.



	2023	2024	2025	% Δ
January	9,425	7,726	7,901	2.3%
February	8,807	7,616	7,574	-0.6%
March	8,924	8,817	8,064	-8.5%
April	6,584	6,355	6,379	0.4%
May	7,408	7,329	6,757	-7.8%
June	9,708	9,257	7,735	-16.4%
July	11,789	10,233	3,115	-69.6%
August	10,108	10,223	2,807	-72.5%
September	9,722	9,023	2,547	-71.8%
October	8,242	8,470	2,318	-72.6%
November	7,040	7,169	2,082	-71.0%
December	8,793	8,412	2,607	-4.3%
TOTAL	106,549	100,630	59,886	



AGENDA BRIEF

MEETING: Town Council Meeting
FROM:

PROJECT: Other Department Reports
ACTION:

PURPOSE/BACKGROUND:



AGENDA BRIEF

MEETING: Town Council Meeting
FROM: April Hessman

PROJECT: Administration Report
ACTION: Information Only

PURPOSE/BACKGROUND:

Staff is currently working on the April 7, 2026 election. Nomination petitions were received from Shari Pierce (Mayoral seat), and Madeline Bergon and Gary Williams (Council seats). There are two questions on the ballot, one for a change to the charter, and one for approval of debt due to the flooding last October. The ballots will be mailed March 16th to those electors registered to vote. The ballots are due back to the Town Clerk by 7:00 pm on April 7, 2026.

Remodeling of the Town Hall is complete and safety security measures have been put into place to keep separate the private and public spaces. Card entry locks have been provided to town staff for secure entry.

Staff continues to have monthly gatherings to celebrate birthdays, work anniversaries, and new employees. The core values team works hard to provide opportunities to focus on the Town's core values and put them into action.

Business License Process and MuniRevs:

Staff continues to process business licenses and send out renewal notices through the iWorq system. There are 839 active business licenses issued within the Town, and 13 new business license applications under review.

Currently, there are 92 issued vacation rental licenses, one in the application and approval stage, and 16 on the waitlist.

Personnel/Recruitment:

The Town is actively recruiting for the following positions:

- Court Appointed Defense Counsel
- Utility Operator
- Police Officer

Current Staffing Numbers:

- 63 Full-time Positions - 61 Filled
- 10 Part-time Positions - 10 Filled



AGENDA BRIEF

MEETING: Town Council Meeting
FROM: James Dickhoff

PROJECT: Development Department
ACTION: Information Only

PURPOSE/BACKGROUND:
Monthly Reports

ATTACHMENTS:
Development Department Reports



DEVELOPMENT DEPARTMENT MONTHLY REPORT

FEBRUARY 2026

JAMES DICKHOFF, DEVELOPMENT DEPARTMENT DIRECTOR
PLANNING DIVISION / BUILDING DIVISION / PROJECTS DIVISION / HOUSING DIVISION

Main Street Reconstruction Project

The CDOT contractor is now focusing on connecting stormwater culverts along the south side of main street with a small utility crew. The contractor expects to fully mobilize crews in early March to start their fully staffed summer construction season.

The contractor will be working along the west side of South 2nd Street between Hermosa and the Hwy to extend a larger and deeper stormwater culvert in the coming weeks.

FEMA and Colorado Water Conservation Board (CWCB) Phase Two – Floodplain Mapping Updates

The Colorado Water Conservation Board (CWCB) is still progressing with phase two of a flood hazard remapping process for waterways within Town boundaries. The full phase two mapping process is expected to be completed mid-2026. The remapping project will likely result in changes to the current flood hazard maps along the San Juan River and McCabe Creek. Project completion is contingent on federal funding being available through project completion.

Colorado Wildfire Resiliency Code (CWRC)

Currently working with Building and Planning division staff to ensure the Town will comply with the April 1, 2026 State deadline for adopting the CWRC.

Flood Recovery Efforts

The Development Director continues to work with the Projects Manager in seeking funding opportunities, working with consultants for pricing & designs and prioritizing river corridor restoration projects based on importance and available funding.

New Online Town Zoning Map

A new Town Zoning map onto our ESRI ARG GIS Online Mapping program which can be accessed at this link: [Zoning Map-Pagosa Springs](#)

Some of the improvements include:

- Links to the zoning district allowable uses and Town website permitting pages .
- Street and Road names clearly visible when zoomed in.
- FEMA Flood Hazard layer can be turned on under layer icon.

PLANNING DIVISION, BUILDING DIVISION, PROJECTS DIVISION AND HOUSING DIVISION REPORTS FOLLOW



PLANNING DIVISION MONTHLY REPORT

FEBRUARY 2026

KATELYN TUNNELL / OWEN O'DELL

PLANNING DIVISION AND PLANNING COMMISSION:

The International Dark Sky Initiative was approved by Town Council and the advisory committee will begin meeting in the near future.

The Planning Commission held its most recent regular meeting on October 28, 2025. During that meeting, the Commission reviewed the Major Subdivision Sketch Application for the proposed Pagosa West development. After hearing staff's presentation and input from the applicant and the public, the Commission approved the sketch plan and identified several items for the applicant to address in future submittals. Since that meeting, the applicant has formally rescinded the Sketch Major Subdivision application but has indicated their intention to resubmit at a later date. Staff have also advertised the current vacancies on the Planning Commission for both regular and alternate seats; however, no applications have been received to date.

The Planning Division staff issued 10 Outdoor Commercial Establishment (OCE) permits in 2025. In addition, 24 sign permits were approved in 2025, including five temporary sign permits and 19 permanent sign permits. Staff have already begun receiving inquiries from businesses regarding both permit types for the 2026 season.

Town Development Staff are actively preparing for the adoption of the Colorado Wildfire Resiliency Code (CWRC). The adoption process is scheduled to begin April 1, 2026, with full implementation planned for July 1, 2026. As part of this effort, staff have been meeting one-on-one with technical assistance providers to help ensure a smooth and well-supported transition to the new standards. Staff is also developing public-facing handouts and educational materials to prepare the community for the upcoming code adoption.

Town Planning Staff are working to revive the Historic Preservation Board in the coming months in coordination with the Main Street Cultural and Preservation Committee. Staff is currently advertising for board members, with applications to be reviewed in the coming weeks and appointments anticipated in the first quarter of 2026. In addition, staff attended a Southwest Certified Local Government (CLG) Regional Forum, which provided valuable and thought-provoking discussion. Reestablishing the Historic Preservation Board will help ensure the Town remains in compliance with CLG requirements.

Town Planning Staff conducted multiple pre-application meetings over the past month and is anticipating an active and productive first quarter of 2026.

CURRENT DEVELOPMENT PROPOSAL UPDATES:

Pagosa West Sketch Major Subdivision Application: The vacant land is comprised of 3 total parcels via the Pagosa Lakes Plaza Minor Impact Subdivision. The applicant is proposing commercial development and residential housing. The application was originally considered at the Planning Commission meeting on March 25, 2025. The application has since been redesigned and was be reheard on the October 28, 2025, meeting. Following the October meeting the applicant withdrew their application and resubmitted it in November of 2025. Staff received an incomplete Sketch Major Subdivision application for the 100-acre vacant land located on the SE corner of S. Pagosa Blvd and Hwy 160. After staff determined the application to be incomplete, an official Application Incomplete Letter was provided to the applicant to better guide them forward, highlighting the required documents that are missing.

209 Harman Park Drive, Pagosa Bible Church: Staff received a complete Final Major Design Review application for an addition to the existing Pagosa Bible Church at 209 Harman Park Drive. The proposed multi-story addition will include a 5,800 SF main level and a 4,200 SF upper level, to be constructed adjacent to the southern boundary of the current building. This application was approved by the Design Review Board at their September 9, 2025, meeting.

140 Hot Springs Blvd., The Healing Waters Spa Resort and Spa: The applicant submitted a Sketch Major Design Review application for the phased redevelopment of the entire property. The Design Review Board approved the sketch concept plan on July 23, 2024. Subsequently, the applicant requested and was granted a one-year extension at the June 24, 2025, Planning Commission meeting.

232 Pagosa Street, Eagle Mountain Mixed Use Project: The applicant has submitted a request for extension of their Final Design Review approval by July 2026 due to the potential conflict with the Main Street reconstruction project. The Planning Commission approved the requested extension on December 10, 2024. There are no changes to the previously approved development proposed.

2911 Cornerstone Drive, Circle K Stores: Town staff have not heard back from the design and construction team in 9 months and are currently uncertain if this project is moving forward.

600 W. Highway 160, Pagosa Views PUD: The applicant is now expected to move forward with their subdivision application process in the 1st Q of 2026, for consideration by the Planning Commission and subsequently by the Town Council. The recorded PUD agreement for the 80 acres just west of the Elementary School includes a mix of up to 675 housing units, to include 78 deed-restricted workforce units, along with 144 lodging units and recreational and commercial level amenities. Subsequent applications would include Major Design Review for each phase.



BUILDING DIVISION MONTHLY REPORT

FEBRUARY 2026

From: Tim Hatch, Building Official

Building Division Permitting and Activity

The Building Department has prepared to present the adoption of the Colorado Wildfire Code as well as the State of Colorado energy code.

Our deadline for adopting the CWRC is April 1, 2026, with full implementation required by July 1, 2026. State law also requires local jurisdictions to adopt and enforce the 2021 or 2024 International Energy Conservation Code (IECC) and the Colorado Model Electric Ready and Solar Ready Code upon updating any other building code as required by HB 2022-1362.

It is important to note that failure to meet the deadline will mandate the adoption of the Colorado Model Green Code. The Model Green Code would eliminate all fossil fuel use in new construction, requiring all new homes to rely on electricity (generated by either solar power or LPEA electricity) for heating.

We plan to present the adoption of the States CWRC and energy code by the second week of February. In conjunction with presenting the state's wildfire resiliency codes we will also present the Colorado Electric and Solar Ready Code and 2024 IECC code for adoption.

We will also be updating our existing building codes to the 2024 ICC codes. We had originally hoped to update our building codes to the 2024 ICC codes in conjunction with adopting the CWRC and energy codes, but we think it may be beneficial to stagger the adoption of the codes by three months. While educating ourselves with the CWRC code and the adoption of the code, we have not had time to familiarize ourselves with the new ICC codes. We propose adopting the ICC codes by July 1, 2026, and fully implementing them January 1, 2027. I feel we need extra time to inform and educate the community about the changes to the code. To facilitate this process, we are forming a code adoption committee. This committee will include representatives from the Development Departments, the Pagosa Springs Fire Department, and local development professionals. These community members will provide valuable input, expertise, and assistance with amending all the codes.

The Development Department as well as the International Code Council believe that code amendments and adoptions should be a community decision, made in concert with the other governing jurisdictions in the area. Community involvement is essential as it helps contractors and builders accept and comply with the adopted codes. These local experts possess crucial historical knowledge and can identify construction challenges in the area, helping to alleviate some of the burden on the development departments. Ultimately, the Town Council and Board of County Commissioners (BOCC) will make the final decision on which codes and amendments are adopted.

Building Department Activity

		Oct	Nov	Dec	Year to Date
Building - Plan Review/Permits		5	4	4	60
Building – Inspections		26	10	11	217
Building Permits - Commercial		3	2	1	33
Building Permits - Residential		2	2	3	31
Business License inspection		7	1		
Vacation Rental Inspection		5	5		

Building Permits by Type

Type of permit	Current Month	Year to Date	Same period by year		
			2024	2023	2022
	Dec	2025			
Commercial New and Additions	0	9	8	11	11
Commercial Other (Demo/Mech/Solar)	0	11	5	12	20
Commercial Repair/Remodel	1	12	6	17	17
Residential Addition/Deck	0	6	18	7	5
Residential New home/garage/deck	3	12	10	11	21
Residential Other (Demo/Mech/Solar)	0	9	17	16	21
Residential Repair/Remodel	0	5	7	7	6
Total Building Permits	4	64	72	79	101
Total Project Valuations		*11,988,828	22,731,900	55,459,731 Springs Resort	13,822,049

*\$3,500,000 of the valuation is the library project

Notable New Commercial Building Permits Issued During November and December

- Nothing to report

Commercial/Multifamily Active Building Permits

- Timberline Apartments, 135 Legacy_ (Contractor-Watermark Commercial Contractors), 135 Legacy, 50 dwellings. Building A is nearing completion and they should be looking for final inspection any day. Building B is not far behind. TCO for Bldg. A has been issued.
- Growing Spaces Storage Building, 1868B Majestic Dr (Contractor-Owner) 1,000 sf material storage building. Framed out and dried in.

- 802 Rosita St., (Contractor-Custom Comforts) The structure has received and passed final inspection. A TCO will be issued until the site issues can be addressed. Site work on the retaining walls has not begun. Project was permitted as a Residential (IRC) remodel; however, the correct occupancy is commercial R-2, proposed use is *congregate living*, not single family residential. Revised stamped plans and change of use with a code analysis were submitted.
- Springs Resort Temp Retail, Prefabricated Sheds, 331 Hot Springs Blvd. Two of three temporary units planned have been issued with TCO. TCO will be good through March of 2027. An unpermitted covered deck was added but the issue has been resolved.
- Tesla Charging Station, 100 Country Center Dr. (NextGen Electric) Installation of 8 new charging stations in the Country Center Plaza shopping center. Asphalt demo and removal have begun. They are going to put the project on hold until next spring.
- Nylund Dental, 2363 Eagle Dr. (Contractor-Owner, R&A) 2363 Eagle Dr. Change of use and remodel of 1,770 sf. building. Hanging drywall.
- Coffee Roasting Kitchen, 2362 Eagle Dr. (Contractor-Owner) Certificate of Occupancy issued. Converted the Quonset building into a coffee roasting kitchen.
- Ruby Sission Library/Upper San Juan Library, 811 San Juan St. (Contractor FCI Construction) Foundation work is completed. Framing of the exterior walls completed. Mechanical work ongoing.
- Pagosa Peak Family Dentistry, 2737 Cornerstone Dr. (Contractor-Trinity Construction) Mechanical work ongoing. Framing inspection passed. Insulated and the drywall is completed.
- Walmart remodel, NO CHANGE (Contractor-Tristate General Contracting) 2011 Aspen Village Dr. Permit has been issued.
- Casa at Two Doves, 320 Hot Springs Blvd. (Contractor -Owner) Phase 2 which includes 5 new structures at 448 sf. each for a total of 2,240 sf. Not much has changed. We have issued a Foundation only permit. Property owner is reluctant to provide required plan submittals. We are waiting on structural drawings for the structure and a plan for returning the geo-thermal water back to the river. There are other planning and design issues as well.
- Quality Inn, NO CHANGE, 174 Hot Springs Blvd. (Contractor-Whispering Pines) We have met with the owner to discuss progress. The fastening of the drywall to the ceilings in the existing building has been completed. The addition project in the south building is nearly complete. Working towards getting their final electrical inspection. They will have a little drywall work in a mechanical room and an HVAC unit to trim out and make operational. The owner was informed of potential fees to extend permit.
- Colorado Garden Company, NO CHANGE, 23 Pike Dr. (Contractor-Owners) No change. Many building violations have been corrected or removed. The violations were mostly unpermitted work. Some conditions were high hazard. 750 sf. Deck demo to start soon. TCO was issued. Deck will be closed until it is reconstructed.
- Parish Hall NO CHANGE, (Contractor-Dutton Creek), 451 Lewis Street



PROJECT DIVISION MONTHLY REPORT

FEBRUARY 2026

October 2025 Flooding Update

Multiple funding sources are being pursued to help with the repairs and debris removal that are underway from the October 2025 flooding. The Projects Division presented this information and updates at the January 7th, 2026 Town Council meeting. Below are the current funding sources we are looking into:

- *FEMA*: Initial request denied.
- *USGS-National Resources Conservation Service (NRCS) Emergency Watershed Protection (EWP) funding*: The request for \$3.7 million was approved by NRCS at the beginning of December. The Town's portion of the match for the projects that were included in this funding request will be up to \$293,777.25. The EWP funding is providing funding for the following projects:
 - *San Juan Historic Museum embankment stabilization*
 - *Centennial Park Bridge abutment stabilization*
 - *6th Street embankment stabilization*
 - *Overlook riverbank & river structures*
 - *Brad Seidel/Day property pond (Pagosa Gateway Project)*
 - *Thames property (Pagosa Gateway Project)*
 - *Fireside property (Pagosa Gateway Project)*
 - *Dredging River Center Ponds and Wetland Ponds*
 - *Log jams behind Town Hall, Apache Street Bridge, upstream of 1st Street Hwy 160 bridge*
- *CO Department of Public Safety, Division of Homeland Security and Emergency Management (DHSEM) Disaster Emergency Fund (DEF)*: The Colorado DHSEM has approved to fund a 12.5% match for all projects that were approved for funding by the NRCS EWP funding. The DHSEM DEF program will provide up to a \$463,504.75 match for these projects.
- *CPW Fishing is Fun Grant*: This grant application was submitted January 9, 2026 requesting \$103,791.00 for dredging the ponds behind the River Center, replacing the diversion gate, repairing the ditch, and repairing the outfall back to the river.
- *CWCB WSRF Grant*: Staff was approved by the SW Roundtable on Jan. 22nd for the request of \$100,000.00 to help towards the match for the 6th Street embankment stabilization and the sediment removal at the Donut Hole river feature on the San Juan River.
- *History CO*: History CO was a great ally in the Town's flooding response, providing an emergency grant for \$15,000 to help with the San Juan Historic Museum embankment emergency stabilization. These funds will be combined with EWP and DHSEM funding to complete phase one of this project. This will secure the corner of the museum that is currently threatened and provide initial armoring along the embankment to protect against high waters.

- *Southwest Community Foundation:* A quick response was provided by SW Community Foundation, providing a \$21,000 donation that facilitated the Southwest Conservation Core to help Parks Staff with debris and park clean-up. Two crews came to town the week of Nov. 3rd and focused on clean-up at Cotton's Hole and the west side of the river above Apache St. bridge. SW Community Fund also approved a campaign to provide up to a \$15,000 match for donations received towards the flood relief program. This campaign closed at the end of 2025 and raised \$21,300 to help with the Parks Department flood clean-up.

Middle School Sidewalk Improvement

The Middle School Sidewalk replacement is complete. WW Clyde finished this section in November as part of the Main Street Reconstruction Project. The bus stop has been installed, new trees have been planted in the tree boxes, the new light posts are installed, the new trash receptacles and the bike repair station have been installed. Staff is working on closing out the Revitalizing Main Street (RMS) grant with CDOT. This grant allocated \$250,000, requiring a 10% contribution from the applicant.

400 Block Sidewalk Reconstruction

Engineers recently had to make adjustments to the plans for this project due to elevation discrepancies. WW Clyde will reconvene full construction operations in early March 2026. Tree planting in the new tree boxes will occur in late Spring 2026.

1st Street Pedestrian Bridge

The Field Investigation Review (FIR) will be scheduled with CDOT after April 2026 to review the 30% plans from Davis Engineering for the bridge abutments and river trail connection. Staff is working with CDOT on their hydraulic mapping requirements that will come from CWCB/FEMA after their remapping due in April 2026.

After the recent flooding, staff is working to expedite the installation of the Pedestrian Bridge to accommodate for the installation of the sanitary sewer pipe that will be moved over from the vehicular bridge after it is installed. After all issues are addressed in the plans and finalized, we will be submitting a 25% down payment to BCS Fabrication to initiate the Pratt Truss style bridge fabrication. This expenditure is anticipated to occur in 2026.

Pagosa Gateway River Project

Construction for the project has been completed with contractor Flywater, in partnership with the Town and the Upper San Juan Watershed Enhancement Partnership (WEP), for the two-mile stretch of the San Juan River. Additional funding through the NRCS - Emergency Watershed Protection (EWP) and The CO Office of Emergency Management helped complete the revisions of the project that were reevaluated after the October 2025 flooding. There will be additional vegetation work that will be completed in the Spring of 2026.

The Pagosa Gateway Project, aimed at enhancing the river ecosystem and improving water quality, started at the beginning of September, under the oversight of (WEP). FlyWater, has obtained permitting, a riparian health assessment, river surveys, endangered species surveys, cultural resource survey, identified and pre-ordered a portion of the required containerized plantings, organized meetings with all property owners along the project reach, and concluded three public comment periods.

This project's design was based on the inclusion of improvements received during three public comment and engagement opportunities. In an effort to include all improvements without reducing the scope of the project due to the limited budget, staff applied for and was awarded an additional \$292,222.00 from

the Colorado Water Conservation Board, utilizing existing grant awards for required matching funds to cover the expected additional estimated cost. The project has already utilized the Town's obligated \$54,000 match for this project.

As part of the requirements for the Colorado Water Plan (CWCB) Grant, WEP, in partnership with the Town, has selected a bid for Barr Engineering to design and implement an environmental monitoring plan for a five-year period. This portion of the project will commence before the beginning of the construction slated to start in September 2025. Barr Engineering's proposal for the monitoring was \$87,800 and will be covered by the Colorado Water Plan (CWCB) Grant. Fish monitoring will also take place every other year by Colorado Parks and Wildlife as part of the monitoring requirements.

1st Street Lift Station

Projects Staff is working closely with Sanitation and Roaring Fork Engineering to apply for loan and grant funding through the Department of Public Health & Environment for the 1st Street Lift Station design-build. CDPHE has approved a \$10,000 planning grant and will be applying for a \$300,000 Design & Engineering Principal Forgiveness Loan as well. The loan will cover the construction of the lift station.

River Park Project

The Town awarded the RFP for phase one of the River Park project to Southwest River Engineering in August 2025. The 30% Design Plan Meeting was held December 11th at the Community Center and had a great attendance by the local river community. The initial boat ramp and final conceptual design for the park were discussed and many comments and questions were made. It was decided that the initial boat ramp would be in place by the Spring 2026 runoff and the next 60% design meeting would be held after the river season in early Summer.

The primary purpose of the first phase of the project is to develop a multi-phase conceptual design for the park and phase one portion of the construction. Phase one will include removing existing structures, cleaning the site, design improvements, constructing boat access, minor parking improvements, and potential landscaping. This phase is anticipated to start before spring 2026 runoff. Phase two is anticipated to include the construction of restrooms, changing rooms, shade structures, and paved parking. Phase three is anticipated to include construction of the riverwalk trailhead with additional educational signage and riverwalk connectivity to the existing ADA-compliant paved trails upstream and downstream, a handicap accessible fishing pier, and final landscaping treatments. Initial funding for the 4.315 acres land purchase and phase one of the project was provided by the Land & Water Conservation Fund (LWCF), GOCO, the Town, and Archuleta County.

Yamaguchi South River Improvements Project

The Yamaguchi South River Improvement Project aims to enhance stream and river access for recreational and ecological purposes. It will also improve the water irrigation system for Yamaguchi Park, including a new in-stream rock diversion structure with headgate and an open water delivery ditch to an adjacent wetland pond that will be used for irrigation water storage and wetland pond habitat. The Town has secured funding for this project through grants from the Colorado Water Conservation Board (CWCB), Southwest Water Conservation District, Archuleta County, and Town matching funds.

Surveys, biological assessments, 100% designs plans, and final project budget estimates have been completed to date. Two public meetings have taken place and comments received have been used to inform the final design. The project has been re-scheduled to begin in Summer/Fall 2026.

Town-to-Lakes: 10th St to Great West Ave

The Town was awarded Congestion Mitigation and Air Quality (CMAQ) Improvement Program funds for the design and construction of the Town to Pagosa Lakes Trail segment, spanning from 10th St to Great West Ave. These funds were granted as part of the last available funding through the CMAQ program in late 2019, as the CMAQ program no longer exists. The Town was awarded \$662,320 in funding with a local match obligation of \$137,680. This project involves the design and construction of a twelve-foot-wide concrete non-motorized shared-use path between 10th Street and Great West Ave.

The Town has also applied for a Colorado Parks and Wildlife Non-Motorized Trails Grant that could award up to \$250,000 with a 25% match for construction of the trail. This could help fill in the gap of construction expenses and expedite starting the project while Pagosa Views coordinates their plans to develop their property. The award notice for this grant will be in March 2026.

Pagosa Views bears the responsibility of completing the construction for this section of trail currently, but revisions to their contract would be made to have them responsible for a fee in lieu if timely coordination with the project is not made.

Site surveys are completed, and trail design and engineering is currently on schedule to be at 100% in 2026. A Field Inspection Review (FIR) meeting has occurred with CDOT to review the 30% design plans and seek direction from CDOT for plan revisions. Staff and our consultant will use CDOT's feedback to inform the subsequent design considerations. Construction may commence during the 2026 construction season. This project is funded with federal funding, thus progress will be determined on the continued availability of the awarded federal funds.

San Juan Historic Museum

The Town recently was notified that it was not awarded for their application for the History Colorado Grant in October 2025 to potentially be awarded up to \$250,000 with a 25% match. The proposed work would've replaced the roof on the historic Water Treatment Plant and completed structural reinforcement of the rafters and metal beams inside the building. It would've included completing the stonework on the existing retaining wall on the south side of the Rumbaugh Stone Arch Bridge and creating a wing wall on the north side of the bridge as well. Staff plans on reapplying for this grant in April 2026 and will incorporate feedback given in the debrief from History CO staff.

Regional Workforce Center

The Town of Pagosa Springs has been awarded \$600,000 in Community Development Block Grant funds through the Department of Local Affairs to support the construction of a Regional Workforce and Technical Training Center being managed by Build Pagosa. This new facility will be located on property owned by the Archuleta School District and will serve as a resource for the school district and regional partners. It will be equipped to provide technical training in a variety of trades, contributing to the development of the future workforce. The design phase of the project is underway, with construction to start later that year. Build Pagosa has selected firm OZ Architecture for the RFP for design & engineering.

Skyrocket Trailhead

The grant award results for the Conservation Service Corps Grant, which would provide the labor from the CO Youth Corps Association in partnership with GOCO were announced in December and despite high scores, the Town was not awarded for this round. The application proposed that the Town owned parcel at 229 US HWY 84 #A (Goodman's property) be transformed into a park and the Skyrocket Trailhead. The Park would include a Trailhead marking connection trail that accesses the Reservoir Hill

trail system. A way-finding kiosk, interpretive signage, ADA-accessible picnic areas, fencing, and parking lot improvements would be the starting point for the first access to Reservoir Hill from the US HWY 84 corridor. The grant application also included 8-acres of fire mitigation on the north-east side of Reservoir Hill as part of the project. Parks Staff is continuing plans to put in a basic trailhead with parking at the Goodman property that will be worked on in the Spring/Summer 2026.



HOUSING DIVISION MONTHLY REPORT

February 2026
FROM: JEFF SAMS, HOUSING COORDINATOR

Housing Action Plan (HAP)

The Housing Needs Assessment was completed and adopted by both the Town and County. It showed a need for 362 Units to catch up with current demand and a total of 1316 units needed by 2035. The Housing Action Plan, in compliance with SB24-174. The county was approved for a grant to hire a consultant to complete the Housing Action Plan. That contract has been signed by the County, and we have started with biweekly meetings with consultant team and housing committee (James Dickhoff and Emily Lashbrooke). Invitations for the Work Group were sent out to those in housing that we hope to participate. Responses were good and we expect a good turn out. We have scheduled the first Open House for the community for January 21st and the first Workgroup meeting will be on the 22nd. One of the consultants will also be in town for the meetings.

Workforce Housing Guidelines

The Workforce Housing Guidelines drafted by Jennifer Kermode of Kermode Consulting, LLC continue to progress. We completed our stakeholder work sessions on March 17th and 19th. Key stakeholders attended those with representation from the Town and County. There was great progress made towards identifying key goals around workforce housing to guide the completion of this document. The purpose of the Guidelines is to provide direction for deed restricting units based on the totality of public incentives provided to individual housing projects, ensuring long term affordability of workforce housing units. The Guidelines will be referenced by Town and County officials, Other Government Agencies (including state agencies and those working on Prop 123), Developers, those looking for housing, etc. The consultant has completed the final draft, and it has been sent to the Town Council and the Board of County Commissioners for review. Planning to bring to both for Adoption as soon as possible.

Projects Underway

- Timberline Apartment LITCH project located at 135 Legacy Drive next to Walmart with 50 units. Following the completion of this project, the developer is planning on submitting a LIHTC application for a second project of 50 units as well. The projected rental range is broad, which helps us hit multiple income ratios in the lower income brackets, with units serving 30%-80% of AMI (averaging below 60% of AMI). They have started pre-leasing, and initial feedback has been very good on the apartments and looks of the building. The contractor is still finishing up punch list items, but they are expected to have a Temporary Certificate of Occupancy by the end of January.
- **Phase 1 CDC Chris Mountain Work Force Ownership Housing.**
The first two houses closed on February 20th. We have sold an additional 2-bedroom home in May, and one 3-bedroom home was also sold in May. The last 3-bedroom home closed on July 24th, and another 2-bedroom home is under contract and on track to close October 9th. House #7,8 and 9 have sold. Homes are now listed in the MLS to get more exposure and reach more potential buyers. There is still one home left, the interested buyer was not quite ready to purchase so she will work towards phase 2. Notifications and marketing is going out in January to promote this last house. Phase 2 is underway, foundations are in and framing has started.

Potential Developments

- Pagosa Views is still working towards submitting subdivision applications to get their project approved. No new updates to report.
- Town's Enclave property with a development agreement with Servitas has been working on a model for this property. I have connected them with a Modular Construction Company, [Vederra](#). They have been working on pricing for the project and reviewing financial options to build. Servitas presented it to the Town Council on May 20th to review the proposed build and financial structure. Town Council planned to review and gather questions to be presented to Servitas. Servitas continues to work on finding a financial model that works. Recently, Servitas has re-engaged to review other Grant options and review other financial models that could fit that do not require a financial commitment from the town. Engaged the town's financial advisor as well to help with the financial model.
- Colorado Outdoors, LLC is moving forward with their proposed middle income (60- 140% of AMI) apartment rental project east of the Pagosa Springs Medical Center. The developer is revising their subdivision sketch application for future Planning Commission review. The Commission voted for a continuance on their first submittal, allowing the Developer to make some changes. The second presentation still has not been scheduled, it was expected in September, but nothing has been submitted. The Town received a \$2 million DOLA More Housing Now grant that will be used towards the costs of the public infrastructure needed to serve the housing project. Co Outdoors did receive Sketch Approval from the Planning Commission on October 27th. After that, they withdrew their application but have already resubmitted it with a complete application. They still need to go before the planning commission again for Sketch Plan Approval which should be scheduled soon.
- Looking at other construction options for Single Family homes in Chris Mountain for future Phases. Meetings with Vederra Modular to review options and pricing to see how that would fit for a housing project. Working towards some final pricing to give a full review of the project and compare it to traditional construction. Other alternative building methods are continuing to be reviewed to reduce construction costs and increase eligibility for Grants and other funding options.
- Met with a new developer that owns property in Archuleta County, and they would like to build approximately 70 units. They have some preliminary drawings of a 10-building apartment complex with a mix of unit sizes. They are still in the initial design phase but working towards a final plan and identifying what grants to pursue. I have continued to meet with them to review options. The HDG grant they were reviewing did not bring enough funding for the project, so we are looking for other options to create the capital to complete the project. They are focused on Private funding at the moment, and they would still like to break ground next year. I received an update prior to Thanksgiving stating they were still working on financing which makes it unclear if they can break ground next year.

Other Work in Progress

Continued attendance at meetings with Region 9, DOLA and other Prop 123 groups to stay abreast of current programs, funding opportunities and successful housing project examples It helps to keep up with

changes and what is going on in the industry. There are frequent meetings and presentations to review grant opportunities and requirements for current state initiatives that involve housing.

Continued attending C.A.S.T. (Colorado Area Ski Towns) Housing Task Force Meetings. This group has had a big focus on Workforce Housing. They have been working on housing initiatives such as the Empty House Tax, STR Fees, Use of Sales tax, etc. to address Affordable Housing. They have a few bills being written now, one is the Vacancy tax. They hope to have some traction getting that one through, but it is a bit of an uphill battle.

Continue to review alternative construction methods, mostly focused on modular construction. This includes some regional builders and local General Contractors. Another company with a similar product out of Delta has also reached out. We have also had additional inquiries from other “innovative” Construction companies. A modular builder out of Oklahoma has discussed options to provide affordable housing. They have a local general contractor that they work with. There is also a local general contractor that has approached us to use SIP Panels for construction. They work with an out-of-state supplier to ship them here.

Reviewing Childcare needs in our community to potentially incorporate into future developments. There is a push from the state to incorporate childcare into new developments, and it increases your “scoring” when evaluated from grants. Discussed need with Laura Mijares at the Early Childhood Council of Archuleta County. She asked me to present to their board, and I attended and asked for their assistance to help identify an owner for a new facility as well as helping to address how we staff that new facility. We also discussed the need for ongoing funding.

Working on completing requirements to have the town certified as an ADU Supportive Jurisdiction with the state. All information on codes, waivers and other requirements has been reviewed and discussed with representatives at the state to confirm compliance. The goal is to be eligible for additional funding and add additional rental units that would fit our workforce. The application has been submitted and initial review by the state has been good, so I can now complete final report to have the Certification. There are a couple of recommended code changes to review and implement if approved. Once completed, I can start the process for the county. This will be further reviewed as there will be some code changes required regarding the size of ADUs.

Continue to attend the HOUSED meetings that focus on Homelessness initiatives. This organization was initiated by the state to address homelessness across the state as a regional approach. We are part of the Southwest which includes Durango, Ignacio, Bayfield, Cortez and Silverton. The goal of the organization is to review programs and identify the needs of the homeless populations in the region. The contacts for each municipality will also be participating in the PIT Count (Point in Time Count of those that are homeless) in January. I completed this last January and have plans to do the same this coming January. I have been attending this meeting with Kristen Bair with Rise and we have also added the following to participate in these meetings: Annissa Griego with Archuleta County Housing Authority, Carol Riley with the Archuleta County Housing Corporation and Caitlin Carlisle with the Department of Human Services. The Point in Time Count is scheduled for January 27th. I will be enlisting some help with this count which requires a survey to be completed by each unhoused person we can find on that day.

One of the Prop 123 initiatives is to establish a Fast Track program for Permit Applications specifically for Affordable Housing. In review of the criteria, both the Town and County have a turnaround time that is less than 30 days, which meets the requirements. The state also initiated a “bonus” program of \$50,000 to all municipalities that meet the requirements by December 31, 2025. The Town and County have both respectively approved Resolutions supporting a Fast Track process, and were both awarded the \$50,000 award in December! Meetings will be set up in January to coordinate the reception of those funds and identify projects that could use the funding.



AGENDA BRIEF

MEETING: Town Council Meeting
FROM:

PROJECT: Lodging Tax Report
ACTION:

PURPOSE/BACKGROUND:

TOURISM BOARD MEETINGS

The February Tourism Board meeting was held on Wednesday, February 11th at 3pm. The adopted January minutes are included for review. The next regularly scheduled meeting is Wednesday, March 11th at Town Hall.

TOURISM BOARD INFORMATION

The google drive folder featuring all materials related to the Tourism Board continues to be updated. The folder includes a variety of information, such as meeting minutes, contact information, brand overview, marketing plan, budget, research, bylaws, data, statewide research, mission statement and much more.

https://drive.google.com/drive/folders/12Cy6vSyq_8oF5_nEMsG0tfe8aZgPV3Hu?usp=sharing.

LODGERS TAX FINANCIAL REPORT

Town lodging tax collections are due on the 20th of each month, following the month of collections. Reports from the Town are usually available at the beginning of each month.

October 2025 town collections were down 8.96%, or \$7,697, compared to 2024. November 2025 was up 6.8%, or \$4,047, compared to November 2024. The spreadsheet has been updated with all Town collections through November. December is incomplete, with multiple payments outstanding. The full detailed report is available through google drive:

<https://drive.google.com/drive/folders/1VCvv4F3PFlixRkzwwXxmdAMoVS-9Ksrp?usp=sharing>

BLUE ROOM RESEARCH

All 2025 Blue Room reports have been included in the drive. The most recent report is included in the packet. The Director has a meeting with Blue Room on 2/17 to discuss if there are better metrics to report for Instagram. Instagram changed the definition and measurement of "reach" in late 2024. Their year-over-year comparison does not reflect the significant growth in engagement we achieved in 2025.

VISITOR CENTER UPDATE

The Visitor Center lobby is open 7 days per week from 10am to 4pm. We aim to be open 362 days a year, closed only on Thanksgiving, Christmas and New Years. The visitor center is fully staffed, with two

regular part-time staff members covering all open hours and two very part-time people available to fill in any gaps as needed. Additionally, all full-time staff are able to assist when needed.

SOCIAL MEDIA UPDATE

Facebook - www.facebook.com/visitpagosasprings: 42,851 followers

Instagram - www.instagram.com/visitpagosa: 28,560 followers

Twitter / X - www.twitter.com/visitpagosa - 2,195 followers

Youtube - www.youtube.com/visitpagosa - 1,99k+ subscribers; 3,420,873 video views

TikTok @visitpagosa - 4,251 followers, 24k likes

Below is a chart showing stats in December 2024 compared to early February 2026 (roughly 13 months):

	12/24	2/26	% change	# change
Facebook - followers	38,067	42,689	12.14%	4,622
Instagram - followers	25,489	28,448	11.61%	2,959
TikTok - followers	3,529	4,250	20.43%	721
TikTok - likes	17,900	23,900	33.52%	6,000
YouTube - followers	1,530	1,999	30.65%	469
YouTube - video views	289,065	3,203,076	1008.08%	2,914,011

All detailed social media data can be reviewed in the google drive by month: <https://drive.google.com/drive/folders/1U7dqMzDtkH4YsLLSVySGWHeQqe1Qb1Fw?usp=sharing>

Paid Meta campaigns currently running include: (1) event carousel with 2026 events, (2) hot springs carousel (performing at \$0.09 CTC), (3) Spring Break in Pagosa (targeting all top March 2025 DMAs) and (4) Pagosa is Open. On March 1st, we will continue events (updated as needed), hot springs carousel and add Spring video. Others will be evaluated based on performance and need.

Since we adjusted our strategy with META ads (April 2025), we have generated the following:

Impressions: 5,720,968

Reach: 2,515,296

Link Clicks: 105,044

CPC: \$0.21

uCTR: 3.33%

Industry standard for cost per click (CPC) for paid META ad campaigns by destinations is \$0.25 \$0.65.

We are seeing extremely strong results overall with the variety of campaigns we have been running.

APP USAGE UPDATE

App usage continues to grow. Total users in January 2025 was 1,851, compared to 3,966 in January

2026. Total sessions and page views have increased. We will work with Blue Room to add a chart to the monthly report to compare the same month-to-month comparisons that are not available through Visit Widget (only allows current month to previous month). All data can be found at: https://drive.google.com/drive/folders/11aqW9ivJGBetGrhCYUeyH_5VoDdDNQPI?usp=drive_link. A 2025 app usage overview is in the folder to show 2025 versus 2024 growth.

The Visit Widget AI tool has been added to the app and website. We signed the contract before the end of 2025, saving the \$2,000 set-up fee. We will begin tracking usage as data comes in.

WEBSITE REDESIGN

The website redesign effort is underway. A meeting with vendor and staff is scheduled for February 17th to review wireframe concepts. The recently hired Tourism Coordinator will be involved to keep the project on track and help coordinate all needed info from the Visit Pagosa team.

RECENT & UPCOMING PROMOTIONS

The proposed 2026 Marketing Plan and advertising schedule can be found at: https://drive.google.com/drive/folders/1helNoOme7T3Jfx4dDSIYs06j_r_grR4N?usp=sharing

We have begun implementing 2026 campaigns. META campaigns and YouTube ads continue. Digital Ad placements through Orange 142 channels will begin in late February. We received a free in-state newsletter through CTO, which launched on February 3rd. Initial campaigns with 5280 and Texas Monthly have been negotiated. For 5280 test campaign, we are running a campaign in June, aligned with editorial focus on Colorado Staycations: 1 month campaign includes full page in 5280 Magazine + Native Sponsored Content article on [5280.com](https://www.5280.com) (5280 builds out a dedicated URL and article landing page to host content - this also helps google index it at a higher rate and improves SEO). Program includes 50K Banner impressions on [5280.com](https://www.5280.com), the Local E-Newsletter sponsored content posts (2 days), the Local E-Newsletter banner sponsorship, (1x) E-Blast to targeted list, 5280 Facebook post. The campaign will generate at least 329,000 impressions. Texas Monthly includes 12 months Digital Travel Guides+ ROS digital with hero in May (article, video, photos, digital ads, quarterly newsletter listing, full page ad in June CO-focused issue; Travel Newsletter (50k opt in specific to travel) with a Pagosa-only message for over 4,000,000 estimated impressions (over 1M digital). We budgeted \$50,000 for test campaigns across both outlets; the combined ad buy for the test campaigns is \$29,500. There is opportunity to add more in fall, if proven successful.

2026 CTO MARKETING GRANT

The final report for the 2025 grant was submitted on February 12th. We were provided notification in mid-January that we could begin working on the 2026 grant, once all paperwork had been approved by the State. We had a kick-off meeting with the Visit Alamosa team on January 27th. There is a lot of videography in the grant budget to generate content around the soon-to-be-created Southern Colorado Heritage Trail. We anticipate beginning to film as soon as it looks greener. The grant also has a significant amount of money for paid META and CTV to promote the Trail.

PRESS & MEDIA RELATIONS

The newly hired PR agency, B Public Relations team was in town for site visits and strategy discussions February 10 -12. Additionally, the team presented an overview of their process and services during the February 11th Tourism Board meeting. During their 36ish hours in town, they were able to tour 7 lodging properties, 10 restaurants / bars, all 3 hot springs properties and multiple retail locations. Staff will work with their team over the next month to refine a strategy and achievable outcomes for 2026.

SIGNAGE

The newly hired Tourism Coordinator will coordinate signage efforts and keep everything moving smoothly. There are multiple existing signs to be replaced or repaired in 2026. Additionally, we applied for the Tourism Management Grant through the Colorado Tourism Office to provide funding for a broader wayfinding plan to be installed once downtown construction is completed. Award notification is expected in early March.

AMBASSADOR PROGRAM

Staff had a kick-off meeting with the CTO team and consultants that will be working with us to develop the CTO Pagosa Learning Labs, an online training module for front-line employees. We were awarded this free opportunity through a CTO grant competitive process. We expect the training module to be live by June. The Tourism Coordinator and Tourism Manager will be working towards a bigger 2026 launch for the ambassador program in May.

250 / 150 CELEBRATIONS

Tourism staff is working with all the entities to compile information to help promote. We aim to print and distribute posters prior to spring break traffic with all the event details. We will also add a landing page to the website. Additionally, we have identified Colorfest as the event to host the CTO-sponsored free drone show, on Saturday, September 19th. We are working to get a 250/150 display through the State to display at the Visitor Center and key events throughout the year.

2026 TOURISM EVENTS

Staff met with Town and County public works on February 4th. The goal is to offer a voucher program for one free truck / trailer load per household (they must pick up vouchers in person at soon-to-be determined locations) for the month of May. We tested the voucher concept in 2024 to reduce wait times on Trujillo. The team is working out other details before reviewing with Town Council and BoCC.

The goal is to begin promoting it in late March. Staff plans to organize the annual Holiday Lighting Contest and Old Fashioned Christmas for 2026. We have a meeting scheduled in early February with Town and County public works to discuss Big Spring Clean. A budget will be better understood following that meeting. The annual holiday lighting contest costs \$4,375 in prizes for the 9 winners of 3 different categories. Old Fashioned Christmas costs approximately \$4000 for annual Pagosa Springs ornaments, sign printing, band, stage and heater rentals. Most likely the 3 events will cost no more than \$10,000. Staff has no intention to organize the 2026 Halloween Hootenanny and seeks direction from the Tourism Board if they would like to identify a 3rd party event organizer to coordinate.

ATTACHMENTS:

1. Visit Pagosa Springs - Research Update - December 2025 Review
2. 1.14.26 Minutes



- REFRESHINGLY AUTHENTIC -

Research Insights December 2025 Review

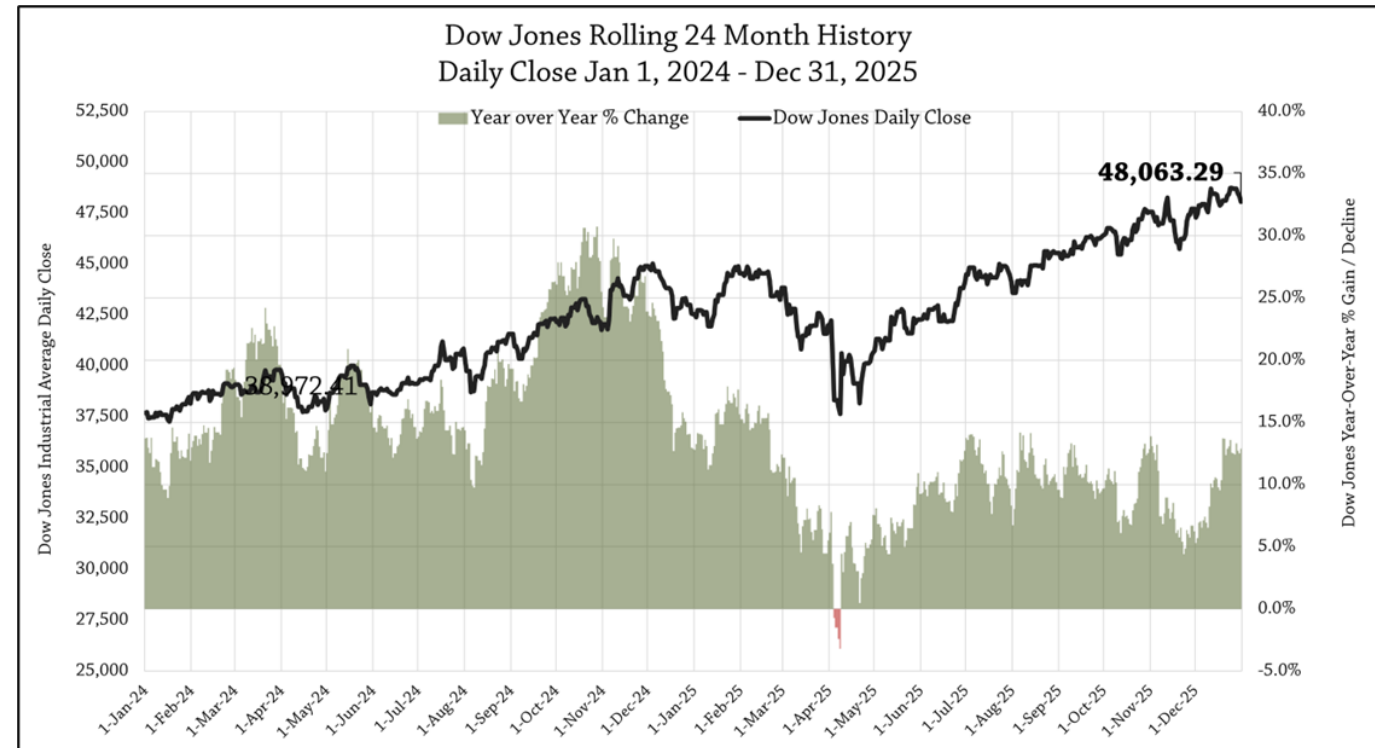
U.S. Market Review



U.S. Market Review

The Dow Jones Industrial Average

- “The DJIA increased moderately in December, adding 0.7 percent, or 346.9 points, to finish the month at an all-time monthly high of 48,063.3 points.”
- “This is the eighth consecutive monthly increase in the Dow and the ninth of the year.”
- “In December, investors were largely focused on the Federal Reserve Bank’s 0.25-point interest rate cut and strong corporate earnings.”
- “And while this monthly close was a record, it was actually just below the all-time high for the DJIA of 48,714 on Dec. 12.”
- “Gains on Wall Street have been impressive this year, with the index up a dramatic 13.0 percent, or 5,519 points since Jan. 1.”

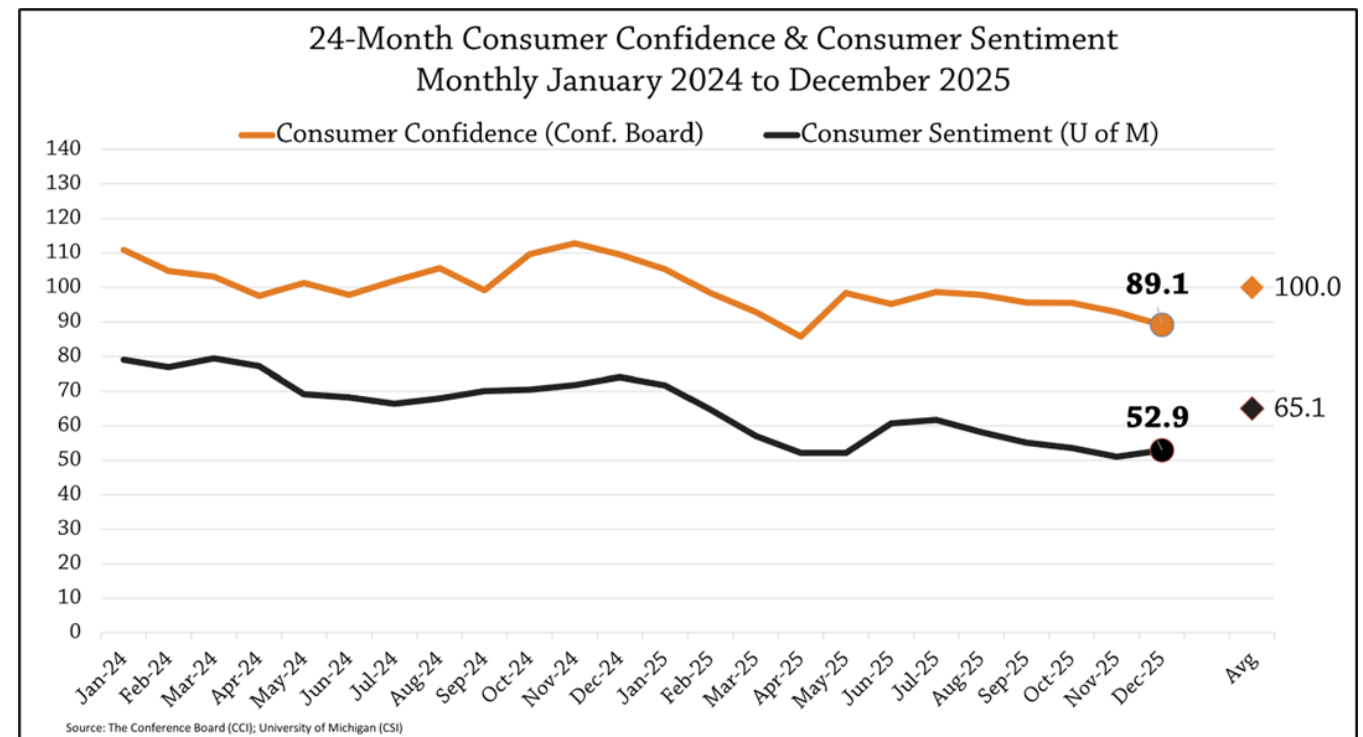


U.S. Market Review



The Consumer Confidence & Consumer Sentiment Index

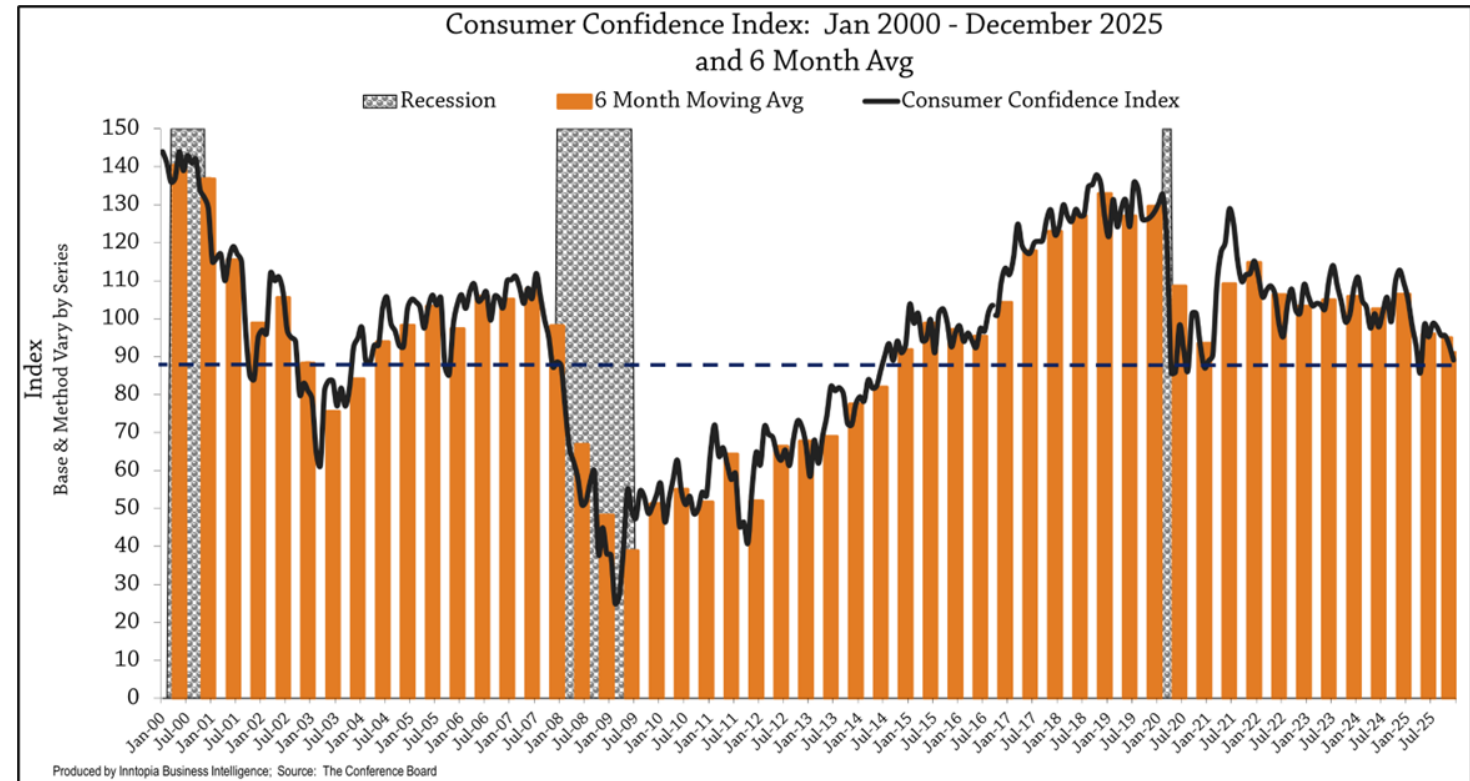
- “The CCI and CSI were mixed in December, with the CCI declining moderately and the CSI increasing from near-historic lows.”
- “The CCI was down 3.8 points, or 4.1 percent, to finish the month at 89.1 points from an adjusted November close of 92.9. This is the lowest confidence reading since April 2025, and only the second time confidence has been below 90 points since the peak of the pandemic in February 2021.”
- “In 2025, the CCI gained in two months and declined in ten and is currently down a dramatic 18.6 percent YOY from the 109.5-point reading in December 2024.”
- “The University of Michigan’s CSI picked up very slightly in December, adding 1.9 points and finishing at 52.9 points. This is the first increase in the CSI since July and only the second time this year.”



U.S. Market Review

The Consumer Confidence & Consumer Sentiment Index (continued)

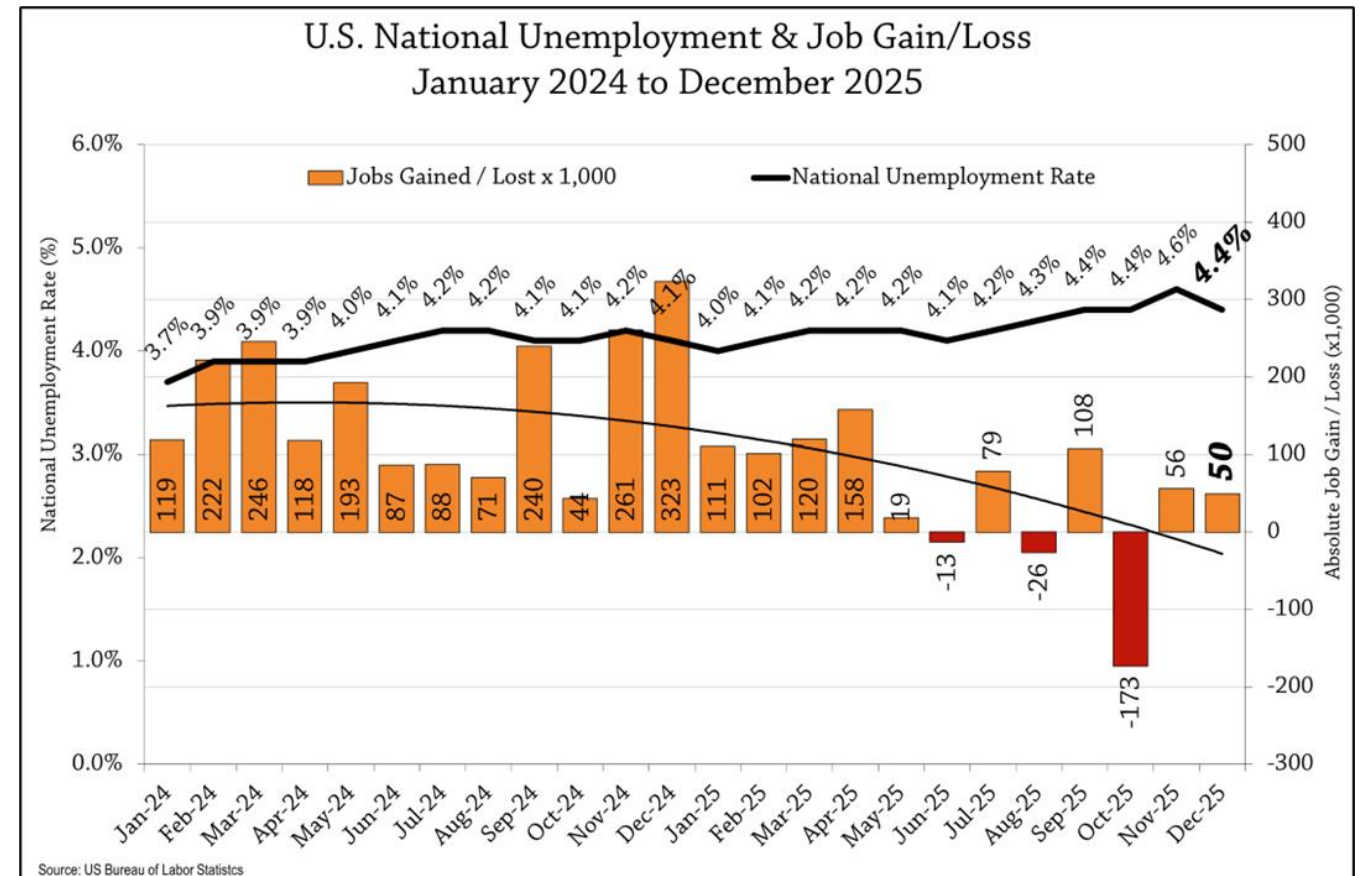
- “As with the CCI, consumers were concerned about the labor market in December, but their outlook on inflation was better this month than last, though is still well below where it was at the beginning of the year.”
- “The CSI is currently 28.5 percent, or 21.1 points, below its December 2024 reading of 74.0 points.”
- “Declines in consumer confidence and sentiment undermine supplier’s ability to demand higher prices without negatively impacting volume, something that we’ve been monitoring since April 2025.”



U.S. Market Review

The National Unemployment Rate

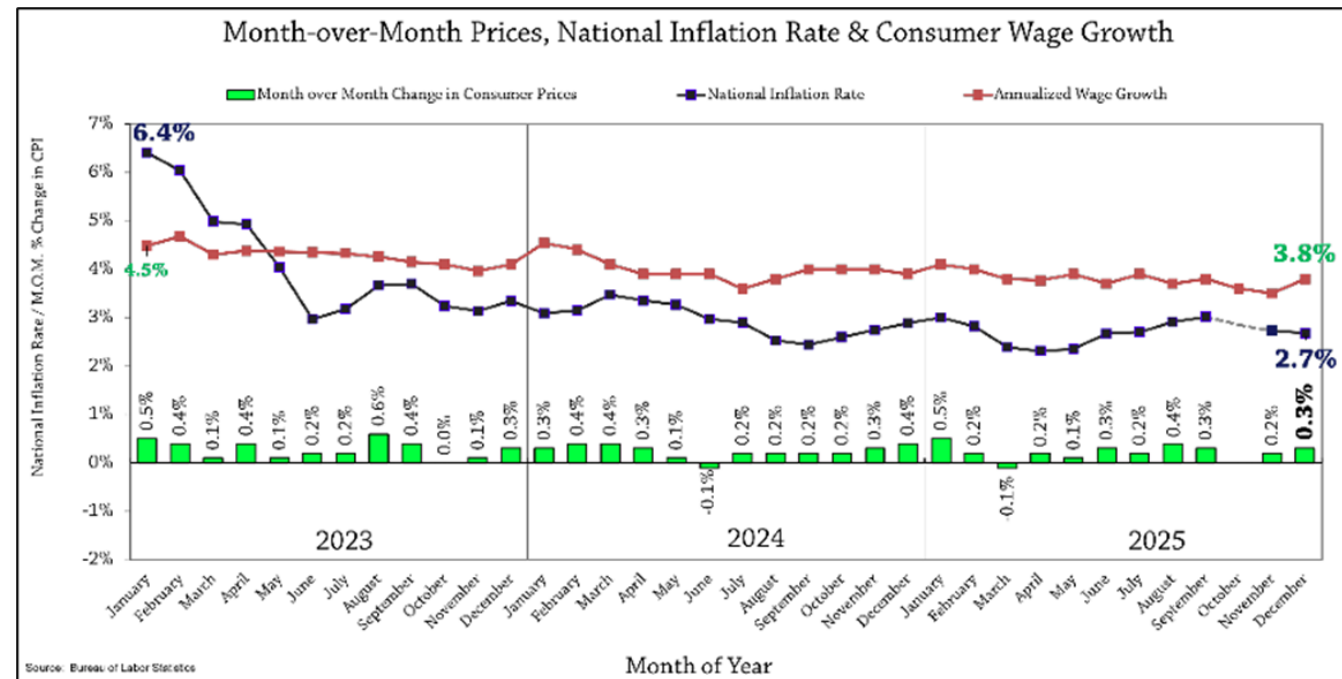
- “Job Creation and the National Unemployment Rate continued to show softness in December, while both October and November data were restated downwards as the Bureau of Labor Statistics worked to catch up following the extended government shutdown in the fall.”
- “Employers added 50,000 jobs to payrolls during the month, and the national unemployment rate declined slightly from 4.6 to 4.4 percent.”
- “A total of 584,000 jobs were added in 2025, an average of roughly 49,000/month, the fewest since the pandemic and a sharp decline from 2024 when 2.2 million--or 183,000 jobs per month--were added to payrolls.”
- “November jobs were adjusted down by 8,000 positions, while October was revised down sharply by 68,000 to record a deep loss of 173,000 positions.”
- “The Hospitality sector performed well in December, especially the Food and Beverage subsector, which added 27,200 positions, while Accommodations added a marginal 3,000 jobs.”
- “Wages, meanwhile, increased in December, gaining 0.3 percent from November, and are up 3.8 percent year-over-year, helping keep consumers ahead of inflation.”



U.S. Market Review

The National Inflation Rate

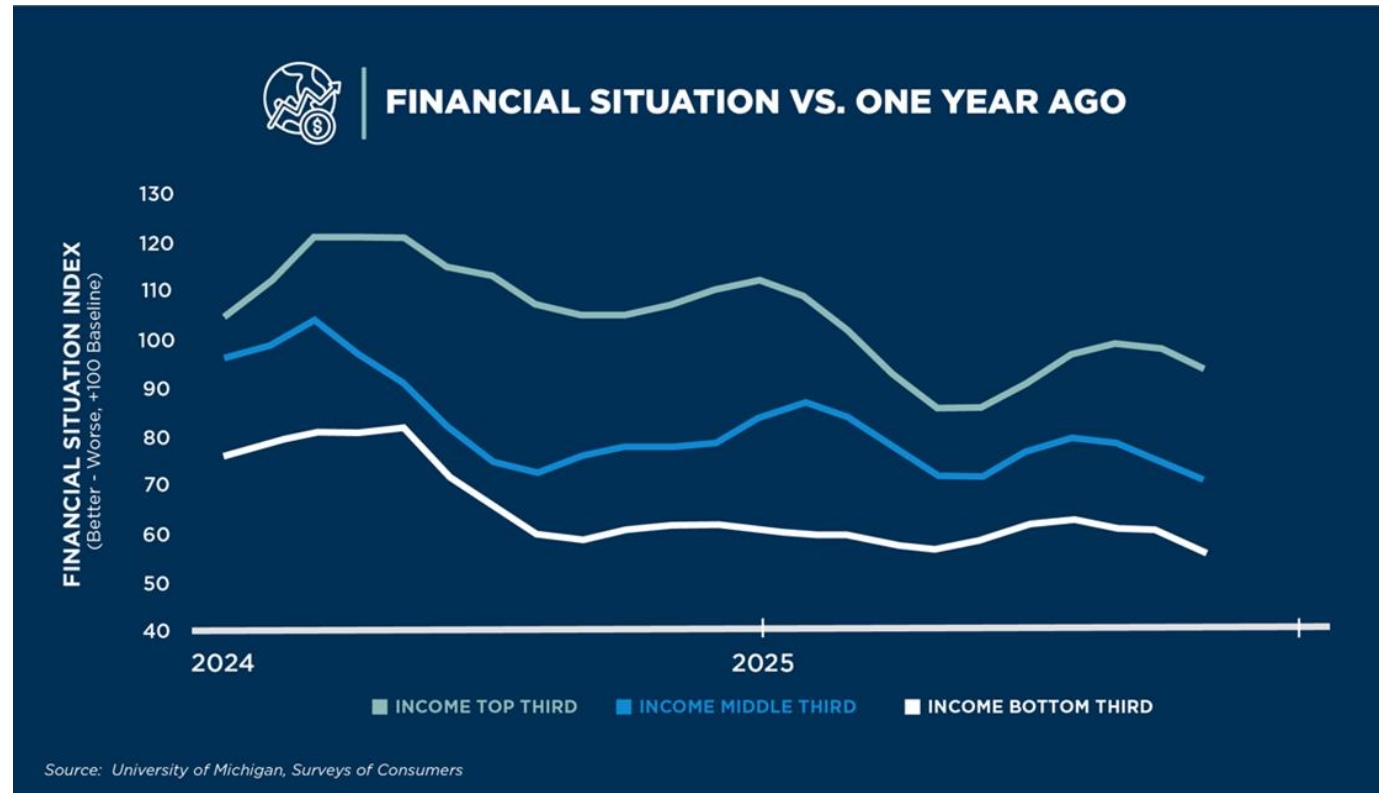
- “National Inflation Rate and the Consumer Price Index (CPI) were mixed in December, with the CPI rising 0.3 percent from November while the national inflation rate remained steady at 2.7 percent.”
- “Consumer prices increased in 10 of the 11 months of 2025 that we have data for (October is unavailable due to the government shutdown), and that 2.7 percent national inflation rate is down just 0.3 percentage points from the 3.0 percent reading from January 2025, and up 0.4 points from its low of 2.3 percent in April--just before global tariffs were rolled out.”
- “On a more positive note, the gap between earnings and inflation, which has been narrowing in recent months, opened up considerably in December, with annualized wage growth at 3.8 percent, 1.1 percentage points ahead of inflation, which may help ease consumers’ price concerns, though one month is unlikely to have any real impact.”
- “Ongoing price pressures are creating several challenges for destination travel, with consumers finding daily price pressure making expensive travel less palatable, while suppliers struggle to find the combination of low rate and occupancy that drives enough revenue to stay ahead of the CPI. “



U.S. Market Review

America's Current Financial Situation

- “Travel spending stayed resilient in 2025, driven disproportionately by higher-income households amid a continued K-shaped recovery.”
- “These travelers comprised an outsized share of total spend and reported far stronger financial gains than middle- and lower-income groups.”
- “Looking to 2026, a cooling labor market, lower tax rates, and persistent uncertainty are likely to temper both willingness and ability to spend — elevating the importance of policy, access and experience.”



U.S. Market Review



Looking Forwards & Backwards - Results for 2025 and Drivers for 2026

- “The travel industry ended 2025 in a very different place than it began.”
- “Consumer uncertainty, geopolitical tension, a government shutdown and a cooling job market in the back half of the year slowed what had been shaping up as a year of sustained growth.”
- “Total travel spending is expected to finish essentially flat with 2024, at roughly \$1.3 trillion.”
- “Domestic travel proved resilient in the face of economic headwinds, while international inbound travel declined annually for the first time since 2020—an important signal for an industry that depends on global demand.”

U.S. Market Review



Domestic Travel Sustained the Industry in 2025

- “Domestic travel finished 2025 largely flat overall, but the underlying trends point to how the market is evolving—and what will matter most in 2026.”
 - “Air reached new highs. TSA screened 906 million passengers in 2025, with a holiday-driven rebound in the second half pushing domestic air travel to record levels. Eight days in 2025 exceeded three million travelers, a level that had never been reached until occurring just twice in 2024. This is clear evidence that high demand is no longer an anomaly and that sustained investment in infrastructure is increasingly urgent.”
 - “Modernization matters. Expanded use of technology and traveler-friendly policies—keeping shoes on, laptops in bags and potentially allowing larger liquids—can improve throughput, reduce friction and support stronger demand in 2026.”
 - “Hotel demand remained steady—but trended slightly lower year-over-year, declining in the low single digits.”
 - “National parks saw sharper impacts, with visits falling as budget constraints and the government shutdown limited access and operations. Total visits declined 2.2% to 325 million—more than seven million fewer visits compared with the prior year’s record high.”

U.S. Market Review



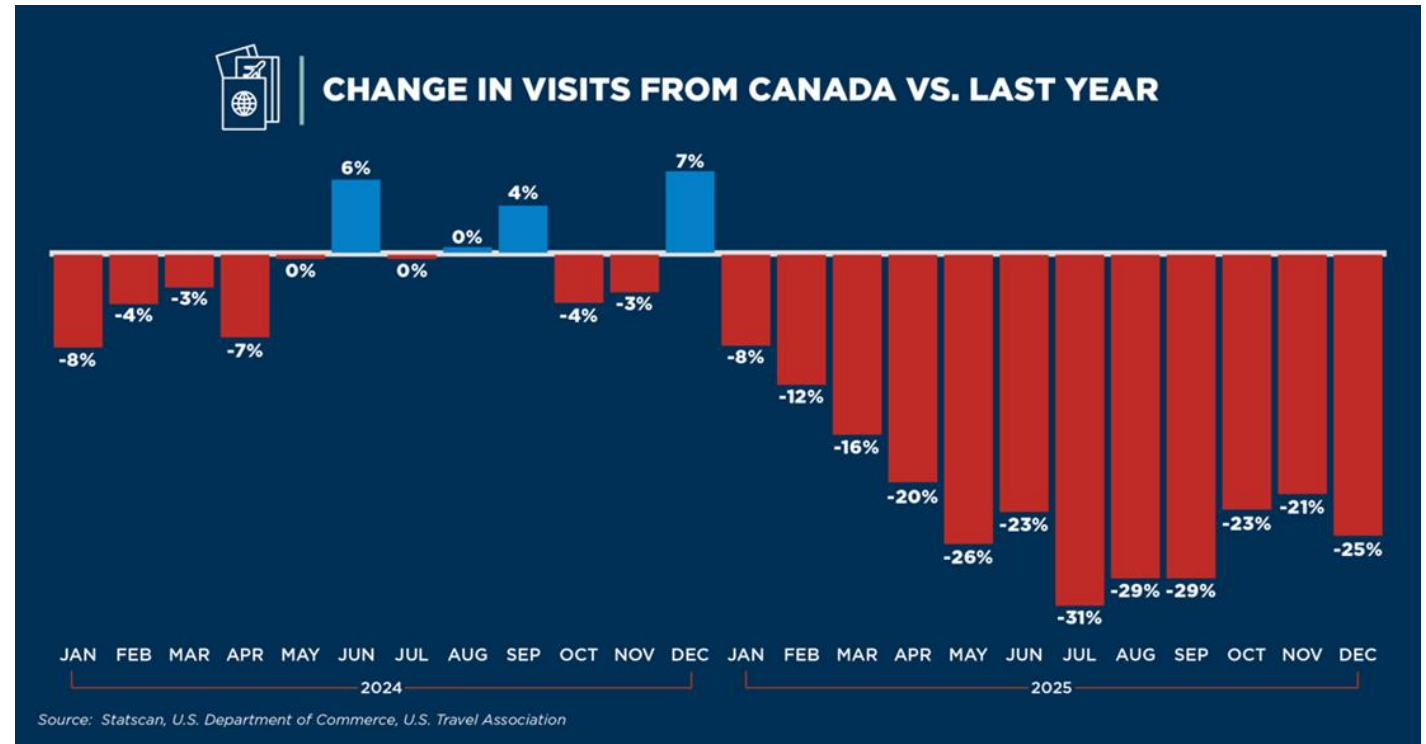
Declines in International Inbound Travel Continue

- “International inbound travel weakened meaningfully in 2025. In October, U.S. Travel projected a 6.3% decline in inbound visits, and preliminary data through year-end largely confirms that outlook. Total international arrivals are estimated to have fallen from 72.4 million in 2024 to 68.5 million in 2025—a decline of 5.4%.”
 - “December followed the pattern seen throughout the second half of the year. Visits from Canada were down 25.1% year-over-year, while travel from Mexico increased 4.8% and overseas visitation declined 1.3%.”
 - “Mexico surpassed Canada as the top source market for the first time since 2021. Visits from Mexico rose 8.5% in 2025 to 18.4 million, supported by currency strength and relatively lower geopolitical friction—momentum that carries into 2026.”

U.S. Market Review

Change in Visits from Canada

- “Canada, with 15.7 million visits, fell to second place for just the third time this century.”
- “While Canada still led all countries in U.S. travel spending at nearly \$16 billion, the early and sustained decline in visitation reflects deeper challenges that won’t be fully captured by near-term year-over-year comparisons.”



U.S. Market Review



Entering 2026 - Where We Stand

- “Travel enters 2026 facing a mix of real opportunity and real risk.”
- “Global mega-events—including the FIFA World Cup and America 250—have the potential to drive meaningful growth in both domestic and international inbound travel.”
- “Tax reductions could further support business investment and consumer spending.”
- “Meanwhile, consumer uncertainty, geopolitical tensions, restrictive policy decisions and negative global perceptions threaten to suppress international demand, capping growth and constraining the U.S.’s ability to seize the opportunity ahead.”

U.S. Market Review



U.S. Hotel Market – 2025 Results & 2026 Forecast



	2025 (p)	2026 Forecast
Supply (YoY)	+0.7%	+0.9%
Demand (YoY)	-0.5%	+0.5%
Occupancy	62.3%	62.0%
ADR (YoY)	+0.9%	+0.9%
RevPAR (YoY)	-0.3%	+0.5%

U.S. Market Review



U.S. Hotel Market – 2026 Forecast by Chain Scale



TOURISM
ECONOMICS

AN OXFORD ECONOMICS COMPANY




2026 U.S. Hotel Forecast

Chain Scales, YoY – year over year (% change)

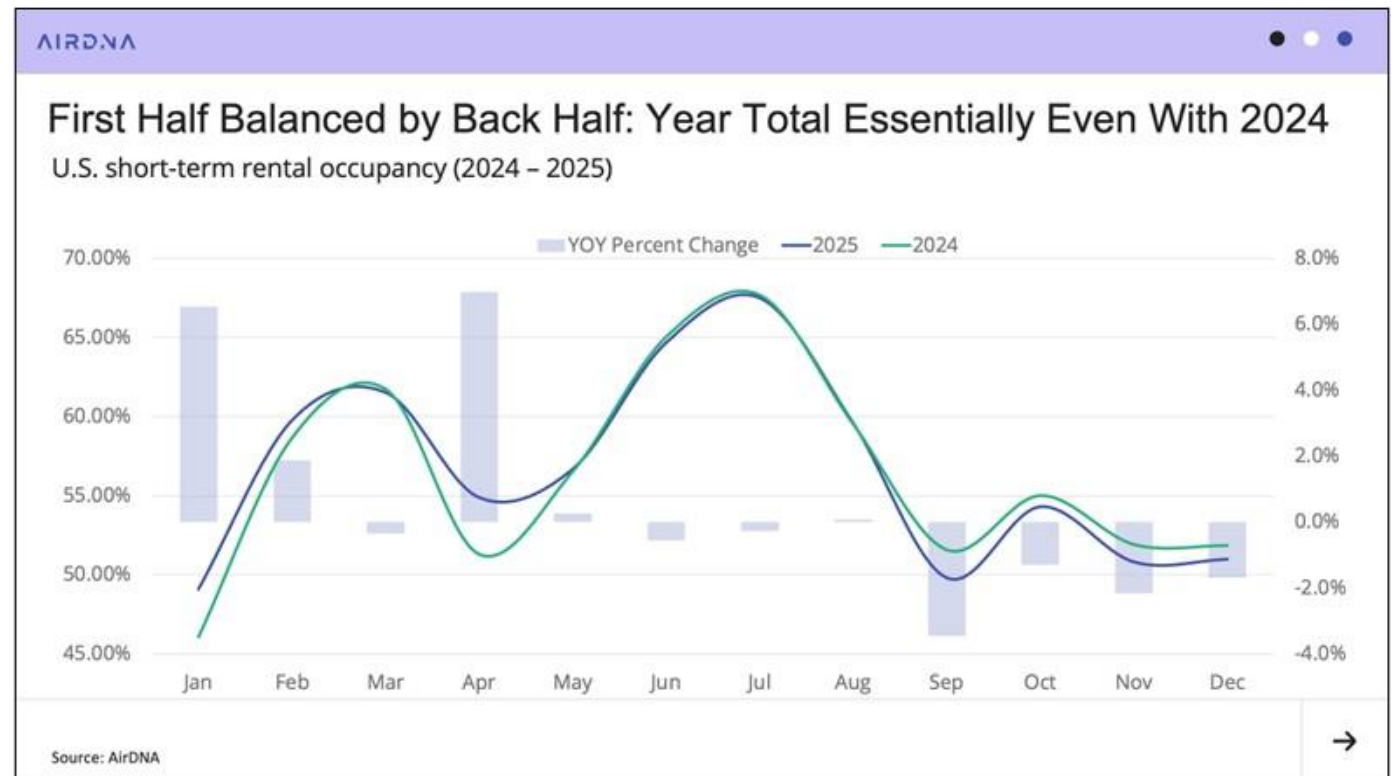
	Luxury	Upper Upscale	Upscale	Upper Midscale	Midscale	Economy
Occupancy	68.0%	67.7%	68.6%	64.9%	57.7%	52.8%
Demand (YoY)	+1.7%	+0.9%	+1.4%	+1.3%	+0.7%	-1.0%
ADR (YoY)	+2.4%	+1.4%	+0.8%	+0.5%	+0.4%	-0.3%
RevPAR (YoY)	+2.6%	+0.8%	+0.4%	+0.1%	-0.1%	-1.5%

U.S. Market Review



Short Term Rentals Update December 2025

- “U.S. short-term rental occupancy in 2025 landed at 56.9%, a roughly quarter-percentage-point increase from 2024’s 56.7%. While the annual figure suggests stability, performance varied significantly over the course of the year.”
- “Examining occupancy across the two years shows that 2025 began strong, posting sizable gains in January, February, and April. As the year progressed, trade policy uncertainty, lingering inflation, a softening labor market, and declining consumer confidence appeared to weigh on demand. As a result, occupancy declined year-over-year in every month after May.”
- “The most pronounced decline occurred in September. These declines in occupancy also appear to have translated into weaker pricing power for hosts, with September posting the largest YoY decline in ADR since 2023.”



U.S. Market Review



Short Term Rentals Update December 2025 (continued)

- “While pricing posted several strong months in 2025, resurgent inflation following April’s “Liberation Day” tariff announcement appears to have once again constrained consumer budgets. This led to disappointing summer rates and full-year ADR growth of 1.8%, well below the 2.7% average inflation rate.”
- “Rate growth strengthened toward the end of the year, however, accelerating to 3.3% year-over-year in December after two months of 1.8% growth.”

Key U.S. Short Term Rental Performance Metrics for December 2025

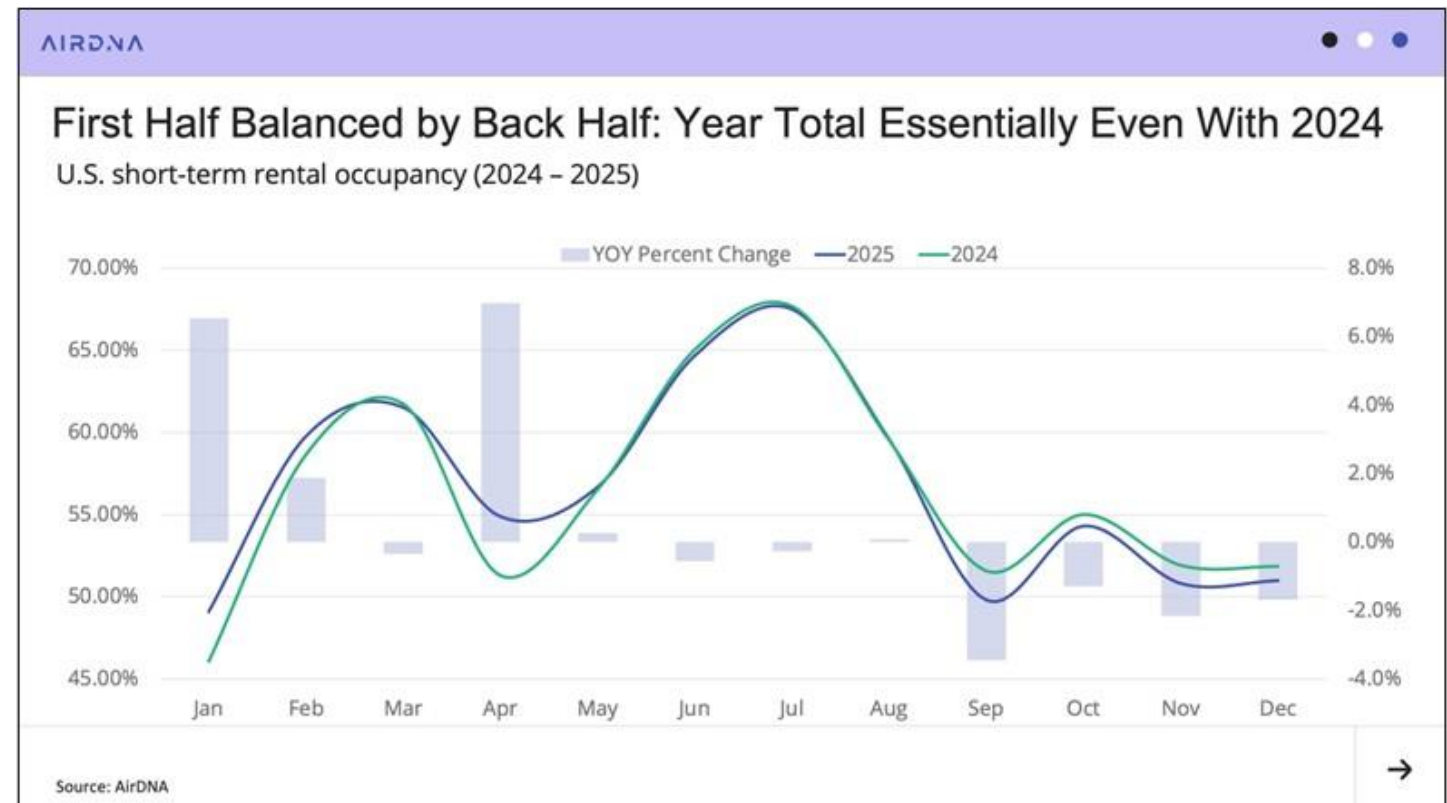
- Available listings reached 1.66 million, a 3.4% increase YoY
- Demand nights were up 1.9% in December
- Occupancy averaged 51.0%, down -1.7% YoY
- Average Daily Rate (ADR) climbed to \$248.57, up 3.3% from last year
- Revenue per Available Rental (RevPAR) increased 1.8% Year-over-Year (YoY) to \$126.97

U.S. Market Review



Price Tier Drives Widening Gaps in Market Performance

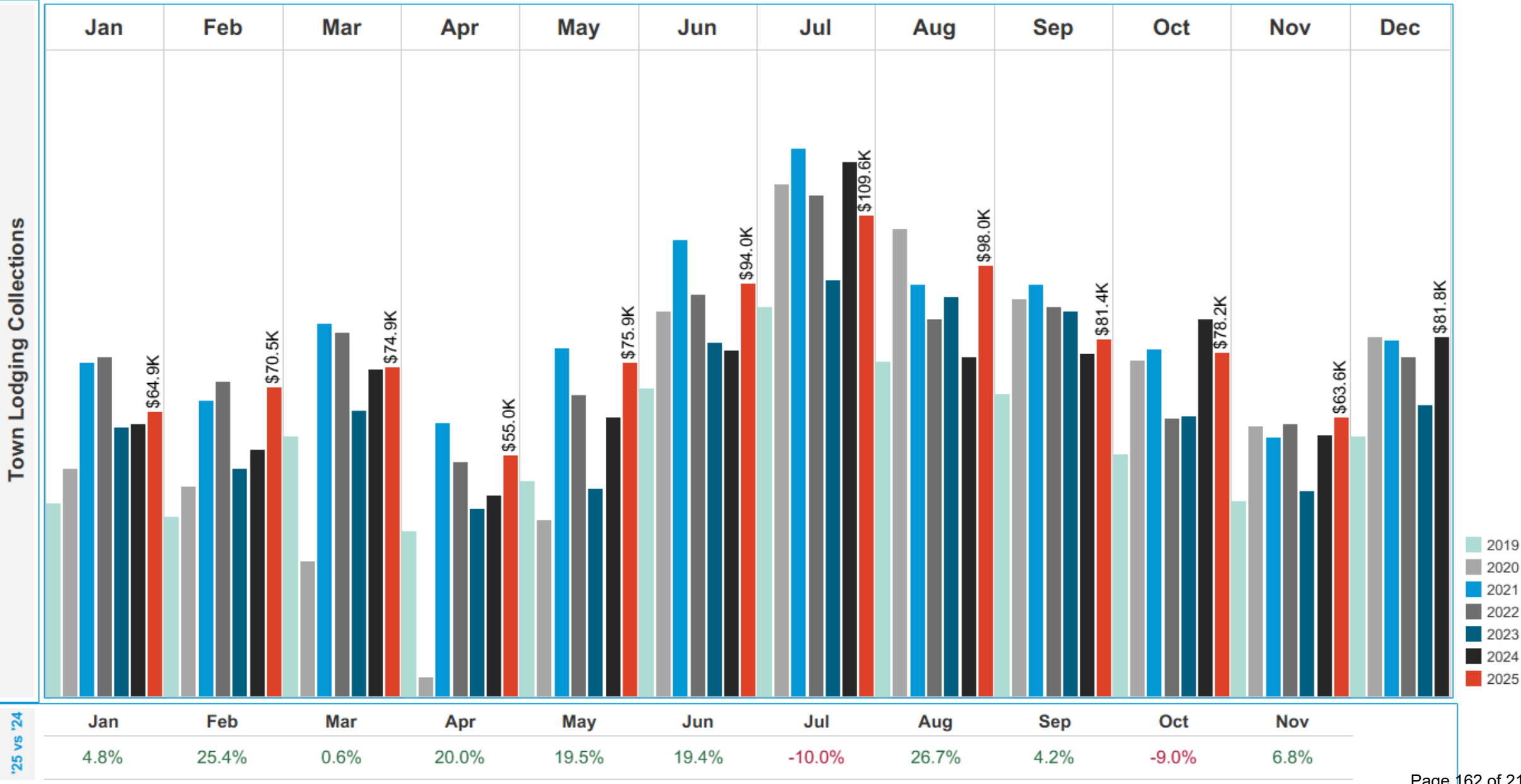
- “The pattern in rates paints a clear picture of the “K-shaped” economic growth seen throughout 2025. Higher-income travelers continued to support premium leisure destinations such as beach and ski resorts, despite the season, while other locations kept prices lower to maintain occupancy among guests with increasingly stretched budgets.”
- “Price-tier analysis reinforces this trend, with upscale and luxury-tier properties posting stronger occupancy growth than budget and economy listings in nearly every month of 2025. Occupancy growth in the luxury segment was particularly strong in January, when favorable snow conditions boosted ski resort performance, and in April, when the Spring Break calendar shifted from March.”



Lodging Tax Collections

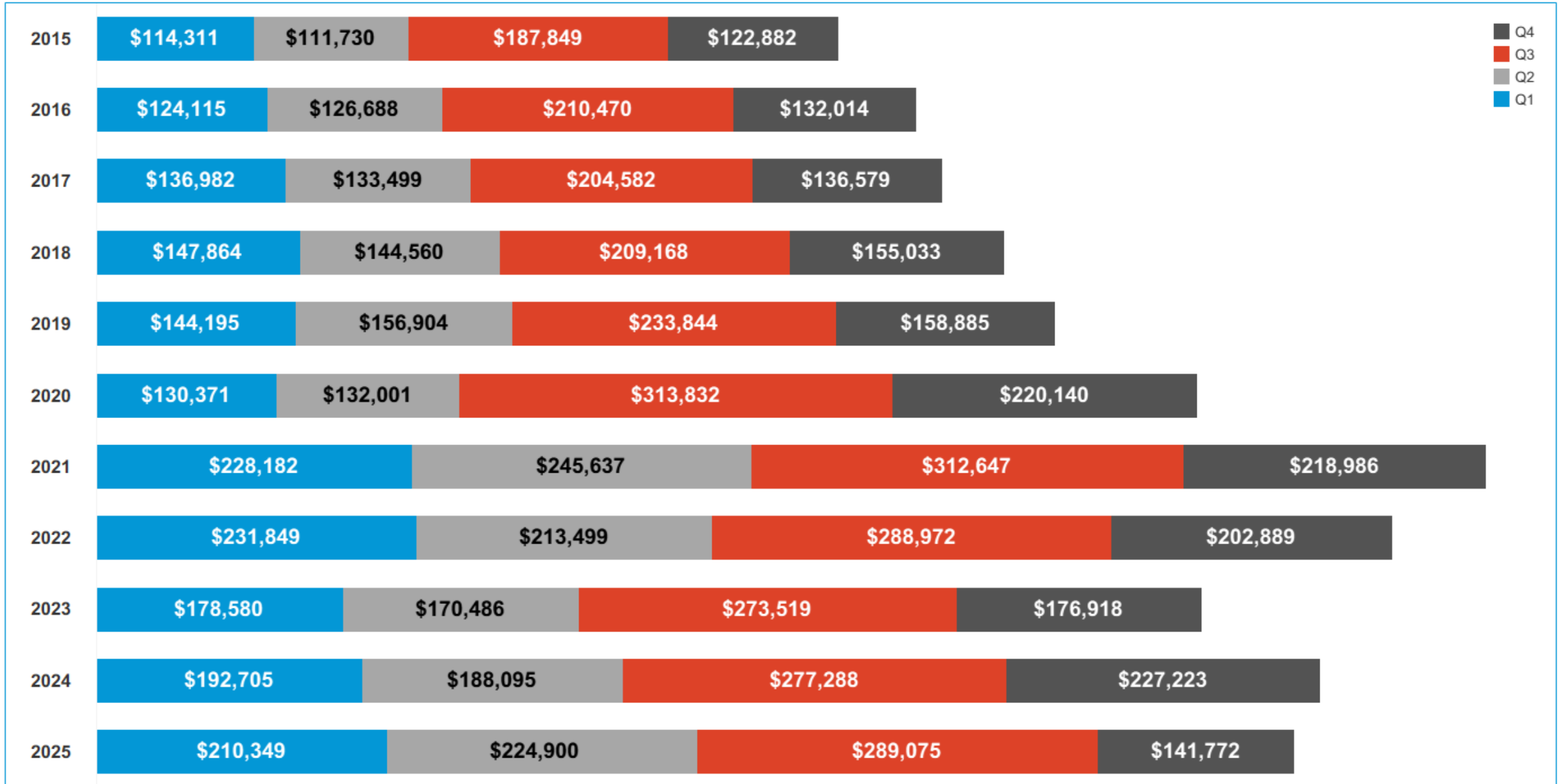


Pagosa Springs Monthly Lodging Tax Collections
Town Collections Through November 2025



Pagosa Springs Quarterly Lodging Tax Collections

Town Collections Through November 2025



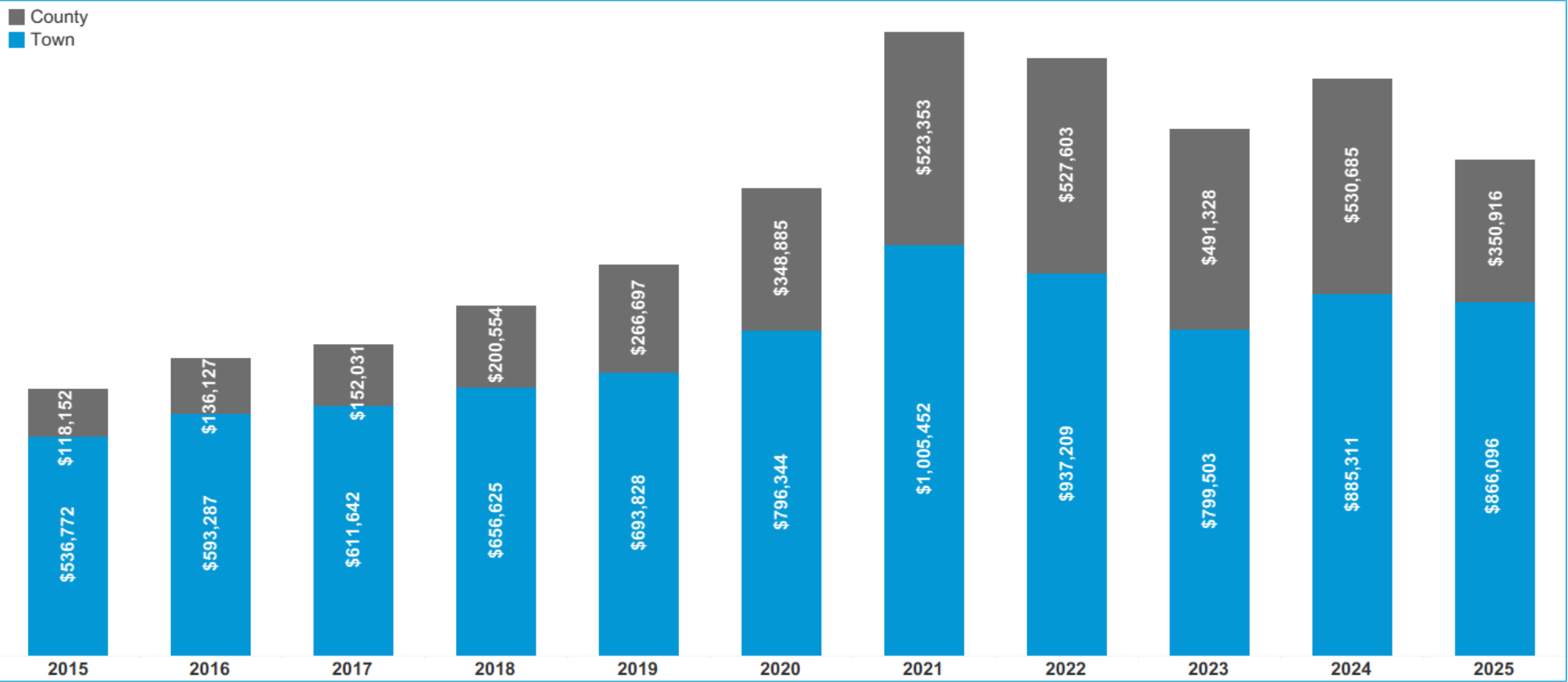
Pagosa Springs Annual Lodging Tax Collections

Total Collections Through November 2025



Note: County collections are reported quarterly, Town collections are reported monthly.

2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025 *
\$654,924	\$729,414	\$763,673	\$857,179	\$960,525	\$1,145,229	\$1,528,805	\$1,464,812	\$1,290,831	\$1,415,996	\$1,217,012



Pagosa Springs Quarterly Lodging Tax Collections

Total Collections Through November 2025

Note: County collections are reported quarterly, Town collections are reported monthly.



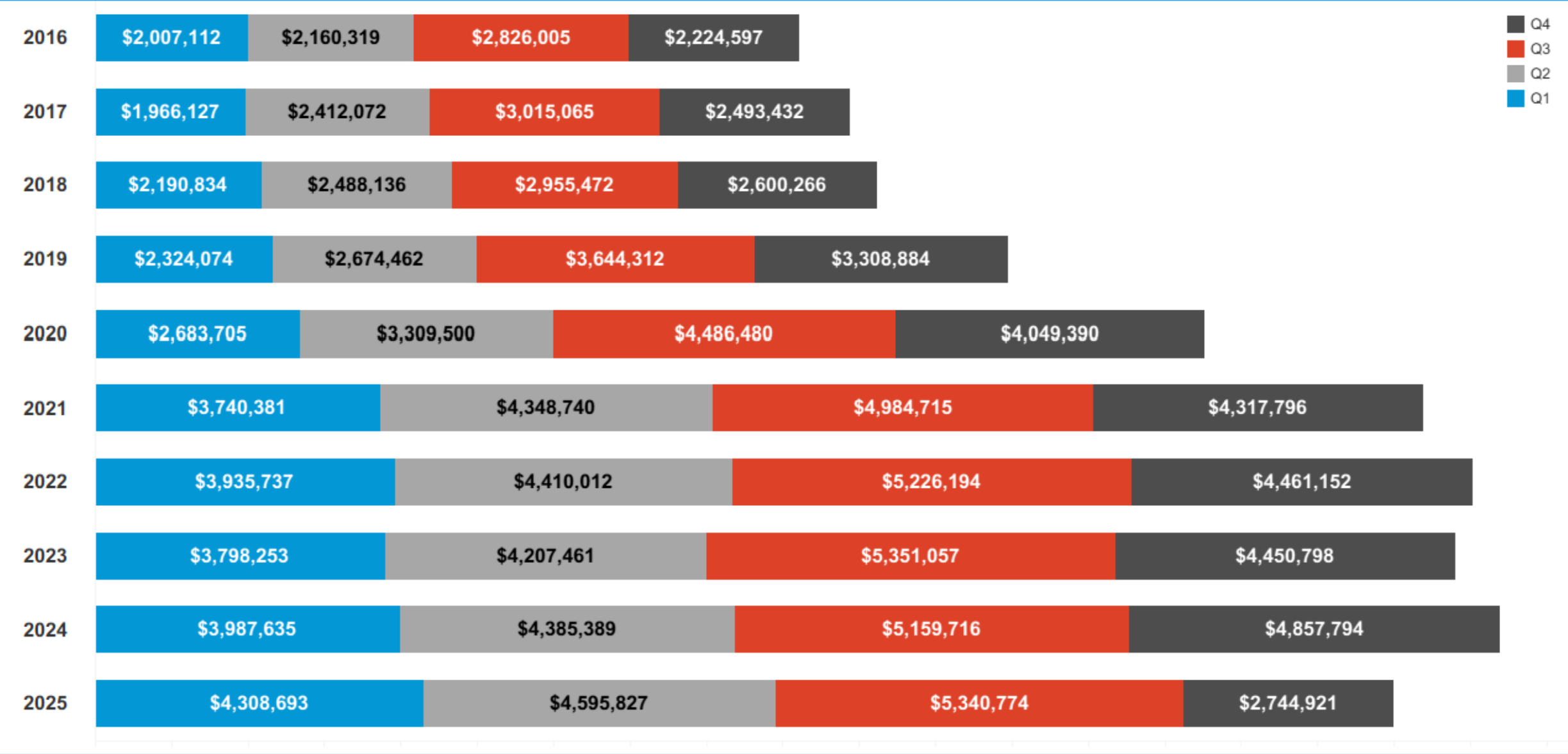
		2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Q1	Town	\$114,311	\$124,115	\$136,982	\$147,864	\$144,195	\$130,371	\$228,182	\$231,849	\$178,580	\$192,705	\$210,349
	County	\$25,952	\$18,416	\$35,792	\$29,030	\$46,261	\$57,791	\$128,910	\$127,543	\$125,829	\$116,111	\$130,422
	Total	\$140,263	\$142,531	\$172,774	\$176,894	\$190,456	\$188,162	\$357,092	\$359,392	\$304,409	\$308,816	\$340,771
Q2	Town	\$111,730	\$126,688	\$133,499	\$144,560	\$156,904	\$132,001	\$245,637	\$213,499	\$170,486	\$188,095	\$224,900
	County	\$16,326	\$33,172	\$29,896	\$56,080	\$45,483	\$52,809	\$115,041	\$129,385	\$90,666	\$106,066	\$117,354
	Total	\$128,056	\$159,860	\$163,395	\$200,640	\$202,387	\$184,810	\$360,678	\$342,884	\$261,152	\$294,161	\$342,254
Q3	Town	\$187,849	\$210,470	\$204,582	\$209,168	\$233,844	\$313,832	\$312,647	\$288,972	\$273,519	\$277,288	\$289,075
	County	\$47,765	\$47,929	\$49,470	\$65,609	\$93,349	\$136,452	\$166,440	\$158,901	\$155,889	\$158,877	\$103,140
	Total	\$235,614	\$258,399	\$254,052	\$274,777	\$327,193	\$450,284	\$479,087	\$447,873	\$429,408	\$436,165	\$392,215
Q4	Town	\$122,882	\$132,014	\$136,579	\$155,033	\$158,885	\$220,140	\$218,986	\$202,889	\$176,918	\$227,223	\$141,772
	County	\$28,109	\$36,610	\$36,873	\$49,835	\$81,604	\$101,833	\$112,962	\$111,774	\$118,944	\$149,631	
	Total	\$150,991	\$168,624	\$173,452	\$204,868	\$240,489	\$321,973	\$331,948	\$314,663	\$295,862	\$376,854	\$141,772
Grand Total		\$654,924	\$729,414	\$763,673	\$857,179	\$960,525	\$1,145,229	\$1,528,805	\$1,464,812	\$1,290,831	\$1,415,996	\$1,217,012

Sales Tax Collections



Pagosa Springs Quarterly Sales Tax Collections

Collections Through November 2025



Pagosa Springs Quarterly Sales Tax Collections

Collections Through November 2025

	Jan	Feb	Mar	Q1 Total	Apr	May	Jun	Q2 Total	Jul	Aug	Sep	Q3 Total	Oct	Nov	Dec	Q4 Total
2016	\$630,442	\$600,885	\$775,785	\$2,007,112	\$582,924	\$639,544	\$937,851	\$2,160,319	\$970,231	\$991,688	\$864,087	\$2,826,005	\$698,521	\$667,832	\$858,244	\$2,224,597
2017	\$602,618	\$614,496	\$749,013	\$1,966,127	\$654,961	\$766,390	\$990,721	\$2,412,072	\$1,050,936	\$1,034,538	\$929,591	\$3,015,065	\$802,192	\$735,197	\$956,044	\$2,493,432
2018	\$720,250	\$653,308	\$817,277	\$2,190,834	\$685,584	\$778,029	\$1,024,523	\$2,488,136	\$1,055,648	\$975,397	\$924,427	\$2,955,472	\$894,585	\$760,714	\$944,967	\$2,600,266
2019	\$748,135	\$705,628	\$870,311	\$2,324,074	\$722,725	\$847,452	\$1,104,285	\$2,674,462	\$1,330,750	\$1,156,262	\$1,157,300	\$3,644,312	\$1,160,328	\$966,585	\$1,181,971	\$3,308,884
2020	\$893,260	\$861,387	\$929,059	\$2,683,705	\$881,784	\$1,029,961	\$1,397,755	\$3,309,500	\$1,478,390	\$1,414,702	\$1,593,388	\$4,486,480	\$1,351,716	\$1,210,111	\$1,487,563	\$4,049,390
2021	\$1,230,886	\$1,118,790	\$1,390,705	\$3,740,381	\$1,243,257	\$1,382,546	\$1,722,937	\$4,348,740	\$1,744,911	\$1,544,973	\$1,694,832	\$4,984,715	\$1,389,189	\$1,328,089	\$1,600,518	\$4,317,796
2022	\$1,285,659	\$1,224,286	\$1,425,792	\$3,935,737	\$1,265,285	\$1,428,491	\$1,716,237	\$4,410,012	\$1,831,470	\$1,793,418	\$1,601,307	\$5,226,194	\$1,425,011	\$1,430,027	\$1,606,114	\$4,461,152
2023	\$1,271,275	\$1,186,669	\$1,340,310	\$3,798,253	\$1,155,340	\$1,376,511	\$1,675,610	\$4,207,461	\$1,846,753	\$1,867,837	\$1,636,468	\$5,351,057	\$1,518,791	\$1,391,273	\$1,540,735	\$4,450,798
2024	\$1,338,250	\$1,230,171	\$1,419,214	\$3,987,635	\$1,261,412	\$1,433,936	\$1,690,041	\$4,385,389	\$1,855,193	\$1,655,248	\$1,649,275	\$5,159,716	\$1,718,686	\$1,434,372	\$1,704,736	\$4,857,794
2025	\$1,405,815	\$1,364,117	\$1,538,761	\$4,308,693	\$1,370,948	\$1,469,254	\$1,755,625	\$4,595,827	\$1,893,830	\$1,669,302	\$1,777,642	\$5,340,774	\$1,460,697	\$1,284,224		\$2,744,921
YOY Change					YOY Change				YOY Change				YOY Change			
2022	4%	9%	3%	5%	2%	3%	0%	1%	5%	16%	-6%	5%	3%	8%	0%	3%
2023	-1%	-3%	-6%	-3%	-9%	-4%	-2%	-5%	1%	4%	2%	2%	7%	-3%	-4%	0%
2024	5%	4%	6%	5%	9%	4%	1%	4%	0%	-11%	1%	-4%	13%	3%	11%	9%
2025	5%	11%	8%	8%	9%	2%	4%	5%	2%	1%	8%	4%	-15%	-10%		-43%

Short-Term Rental Performance (Airbnb & Vrbo)

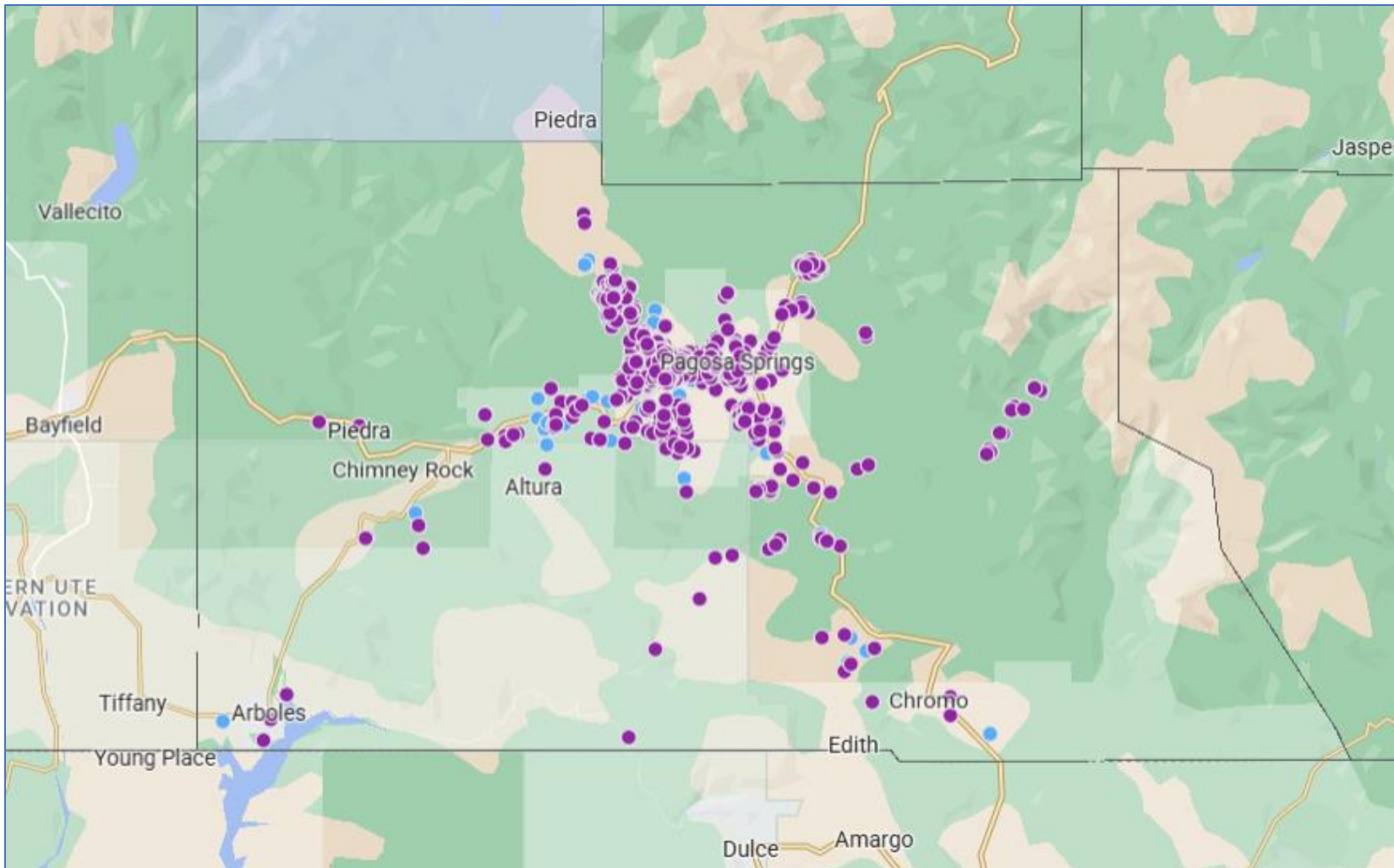


AirDNA - Definitions



- **Active Listings** – Total number of listings whose calendars had at least one day classified as available or reserved during the reporting period.
- **Average Daily Rate** – Average daily rate (ADR) of booked nights in USD ($\text{ADR} = \text{Total Revenue} / \text{Booked Nights}$).
- **Demand (Listing Days Booked)** – Total number of days booked during the reporting period.
- **Supply (Listing Days Available)** – Total number of days available during the reporting period.
- **Occupancy Rate** – $\text{Occupancy Rate} = \text{Total Booked Days} / (\text{Total Booked Days} + \text{Total Available Days})$. The calculation only includes vacation rentals with at least one Booked Night.
- **Revenue (USD)** – Total revenue (in US dollars) earned during the reporting period. Includes the advertised price from the time of booking, as well as cleaning fees.
- **RevPAR** – $\text{Revenue Per Available Rental} = \text{ADR} * \text{Occupancy Rate}$

AirDNA Geographical Boundary



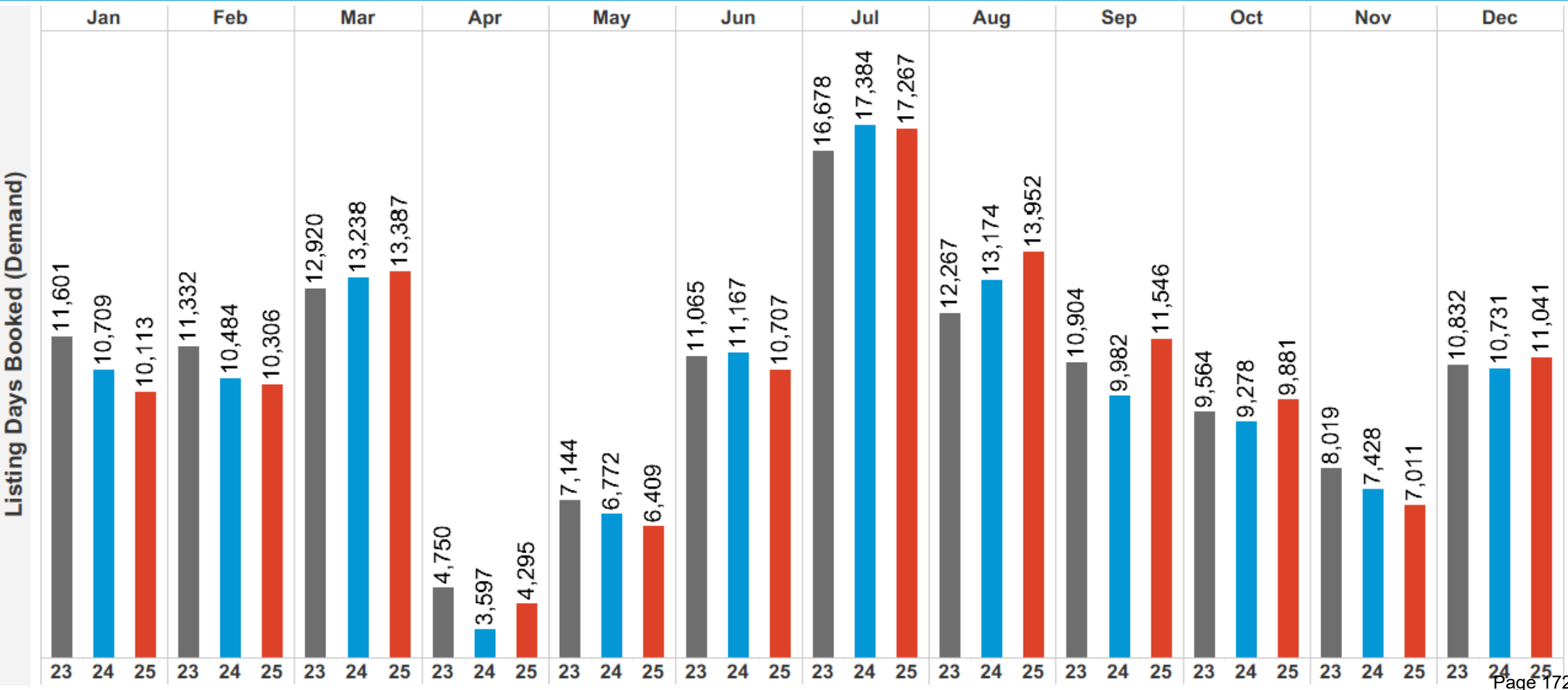
Pagosa Springs Monthly Short-Term Rental Performance

December 2025

Source: AirDNA, 'Entire Place' Listings Only



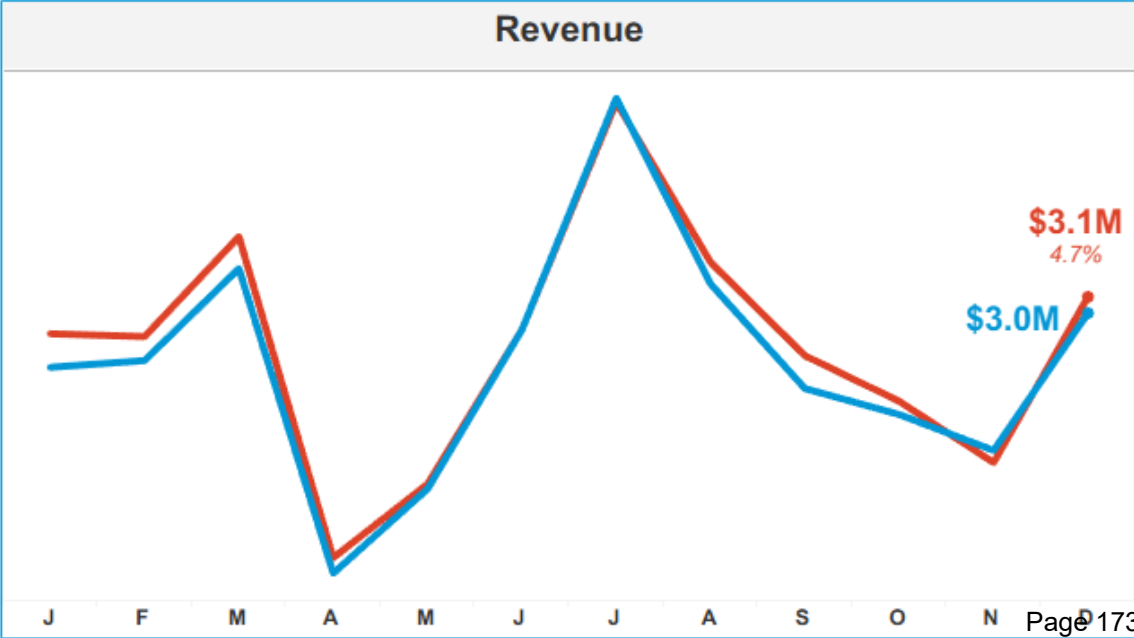
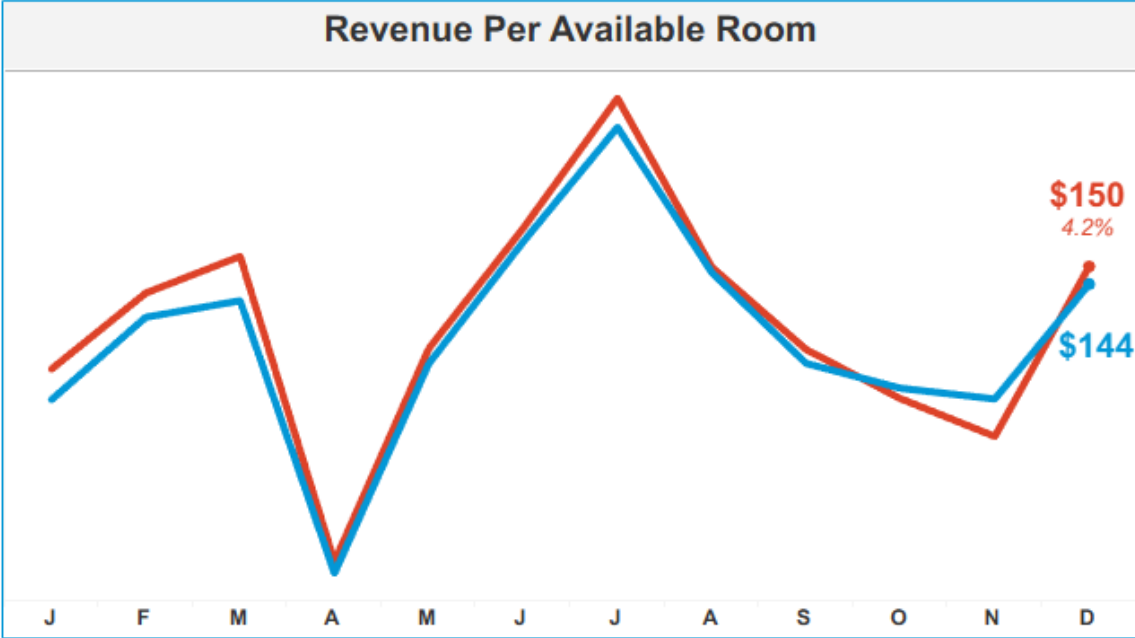
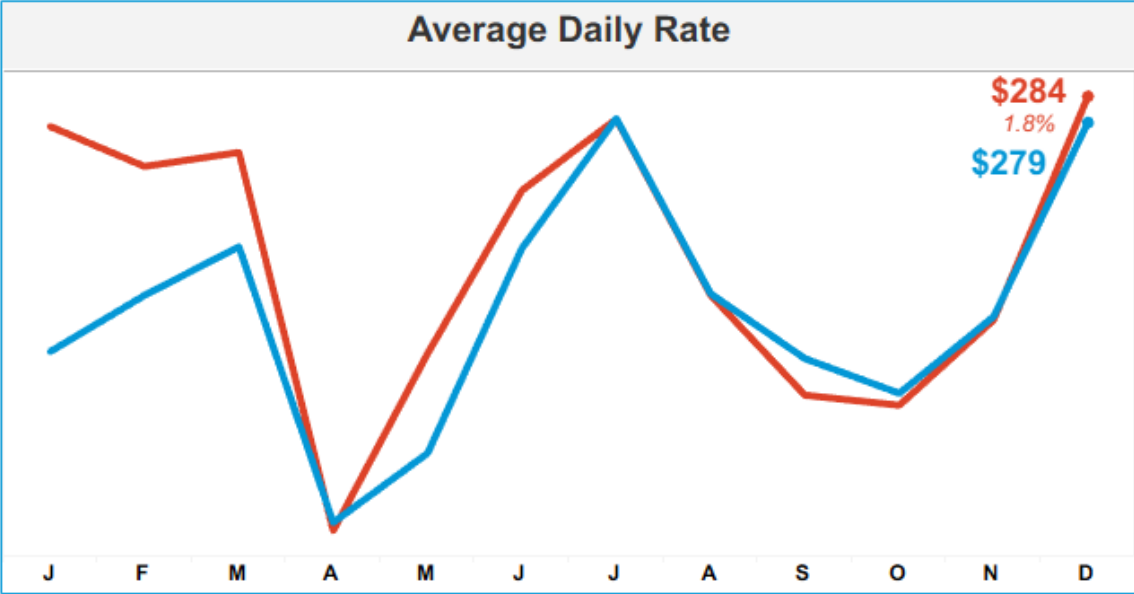
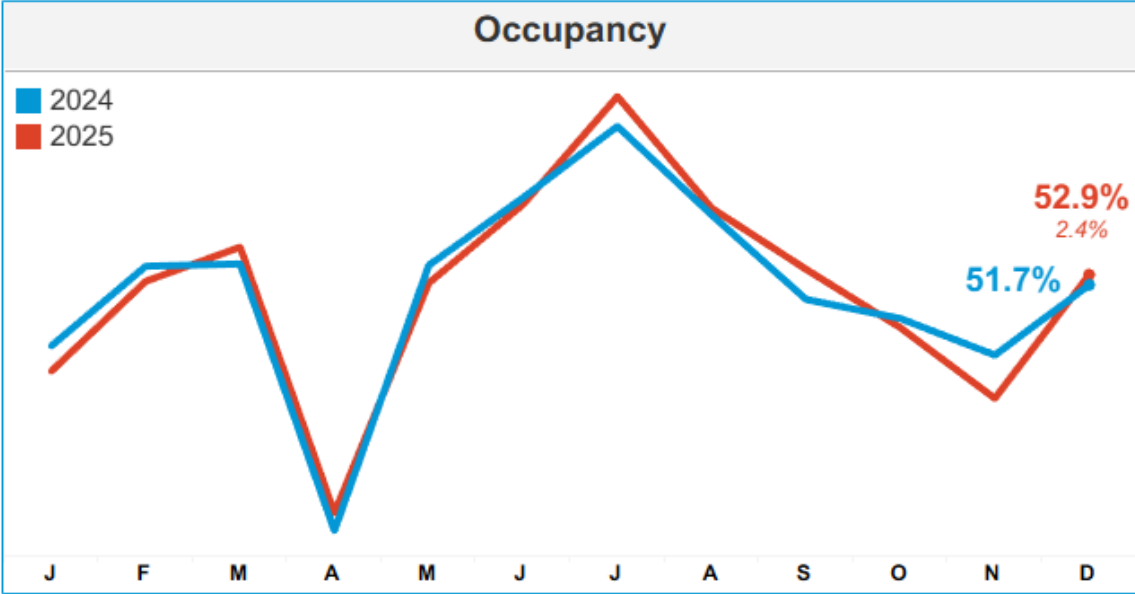
YOY	Dec '25	Occupancy	ADR	RevPAR	Active Listings	Listing Days Booked	Revenue
		52.9%	\$284.39	\$150.40	920	11,041	\$3,139,950
		2.4%	1.8%	4.2%	2.8%	2.9%	4.7%



Pagosa Springs Monthly Short-Term Rental Performance

December 2025

Source: AirDNA, 'Entire Place' Listings Only



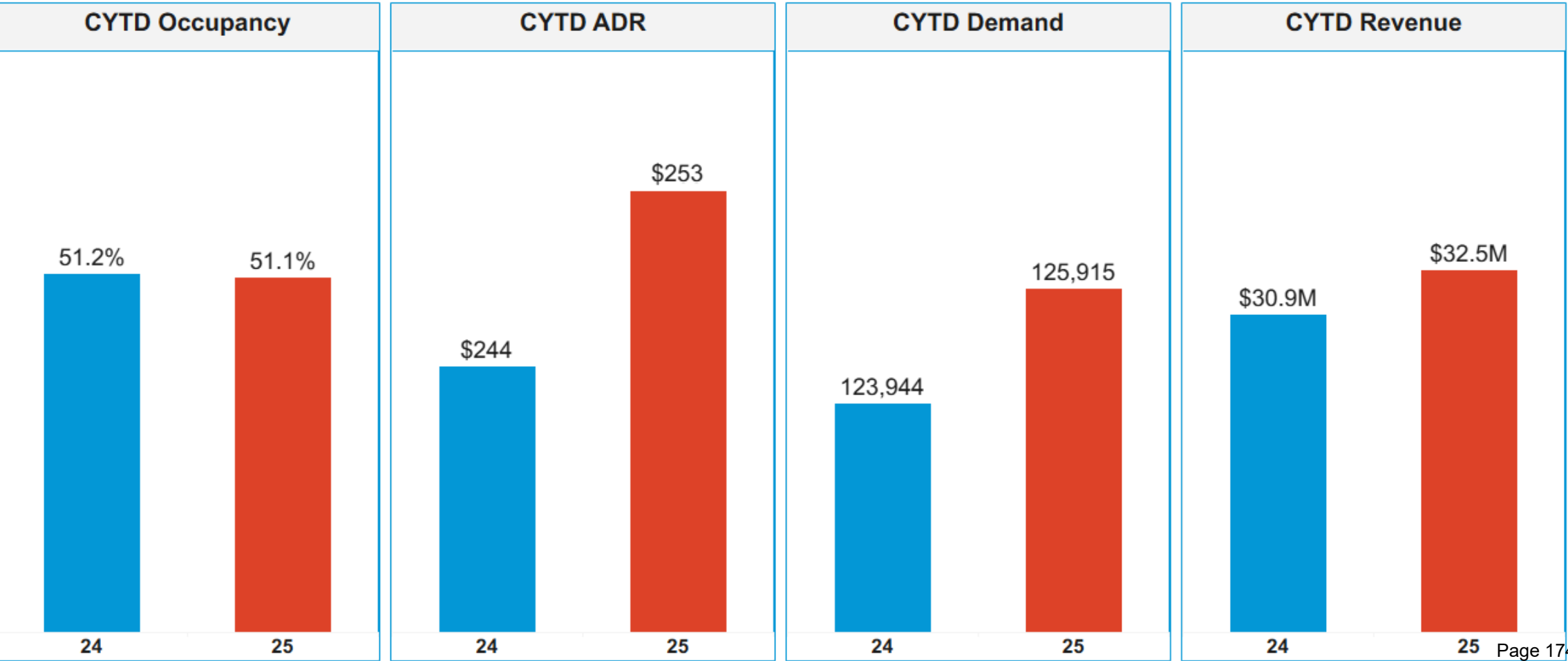
Pagosa Springs Monthly Short-Term Rental Performance

Calendar YTD Through December 2025

Source: AirDNA, 'Entire Place' Listings Only



YTD '25	Occupancy	ADR	RevPAR	Avg. Active Listings	Listing Days Booked	Revenue
	51.1%	\$252.77	\$131.02	827	125,915	\$32,473,913
	-0.1%	3.7%	3.6%	-0.5%	1.6%	5.0%

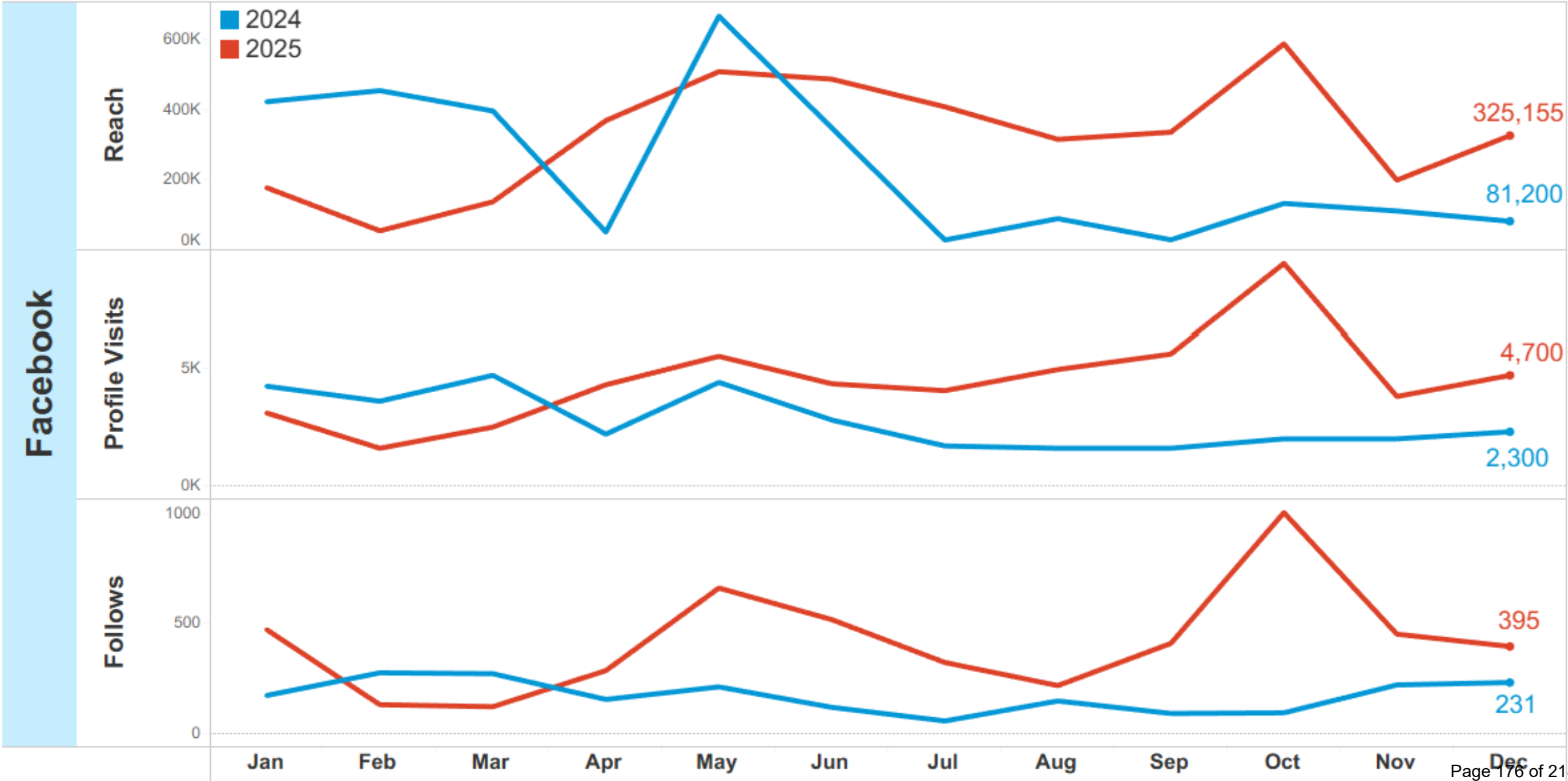


Social Media Performance



Pagosa Springs Monthly Social Media Performance Through December 2025

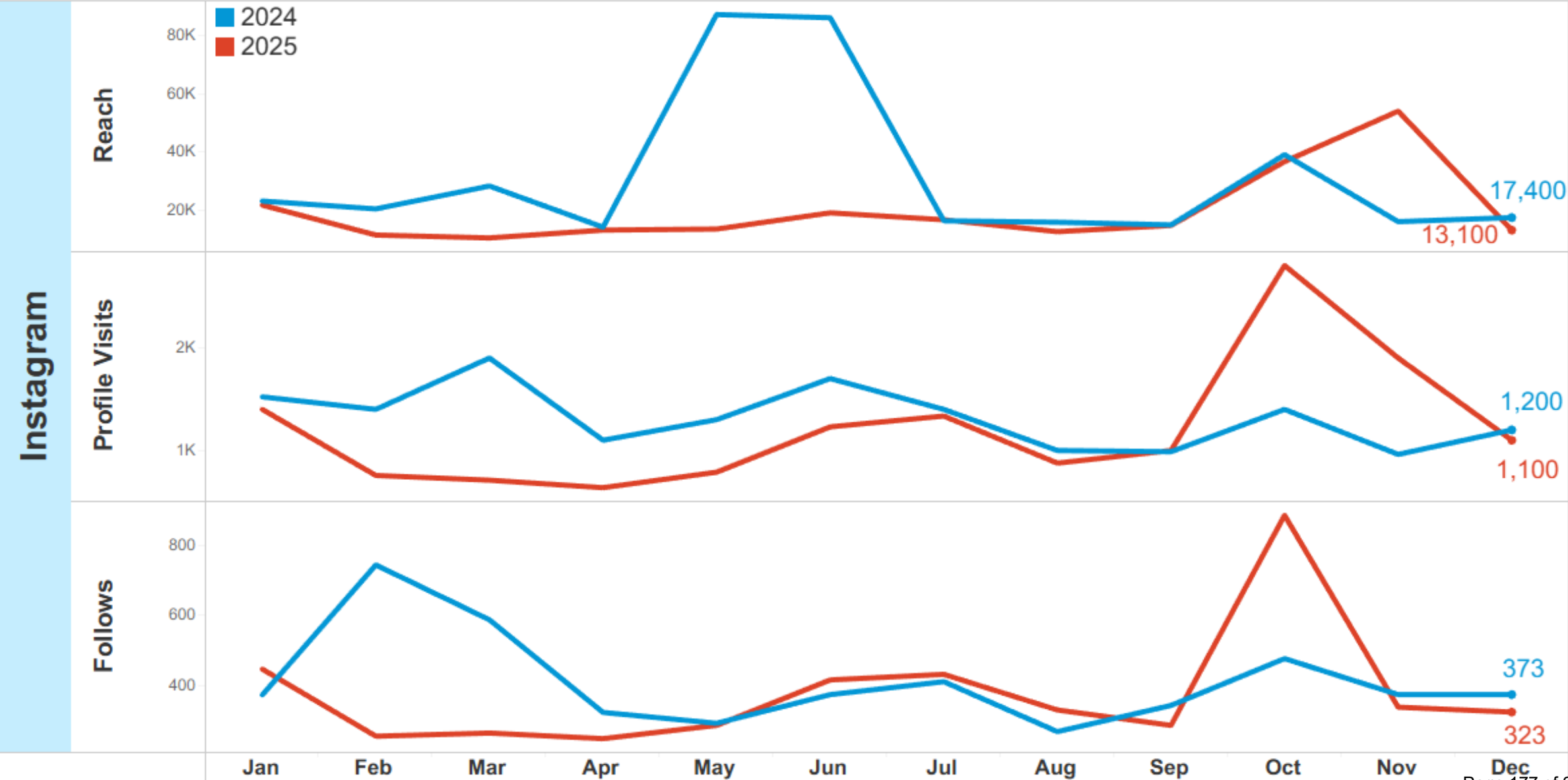
Source: Meta



Pagosa Springs Monthly Social Media Performance

Through December 2025

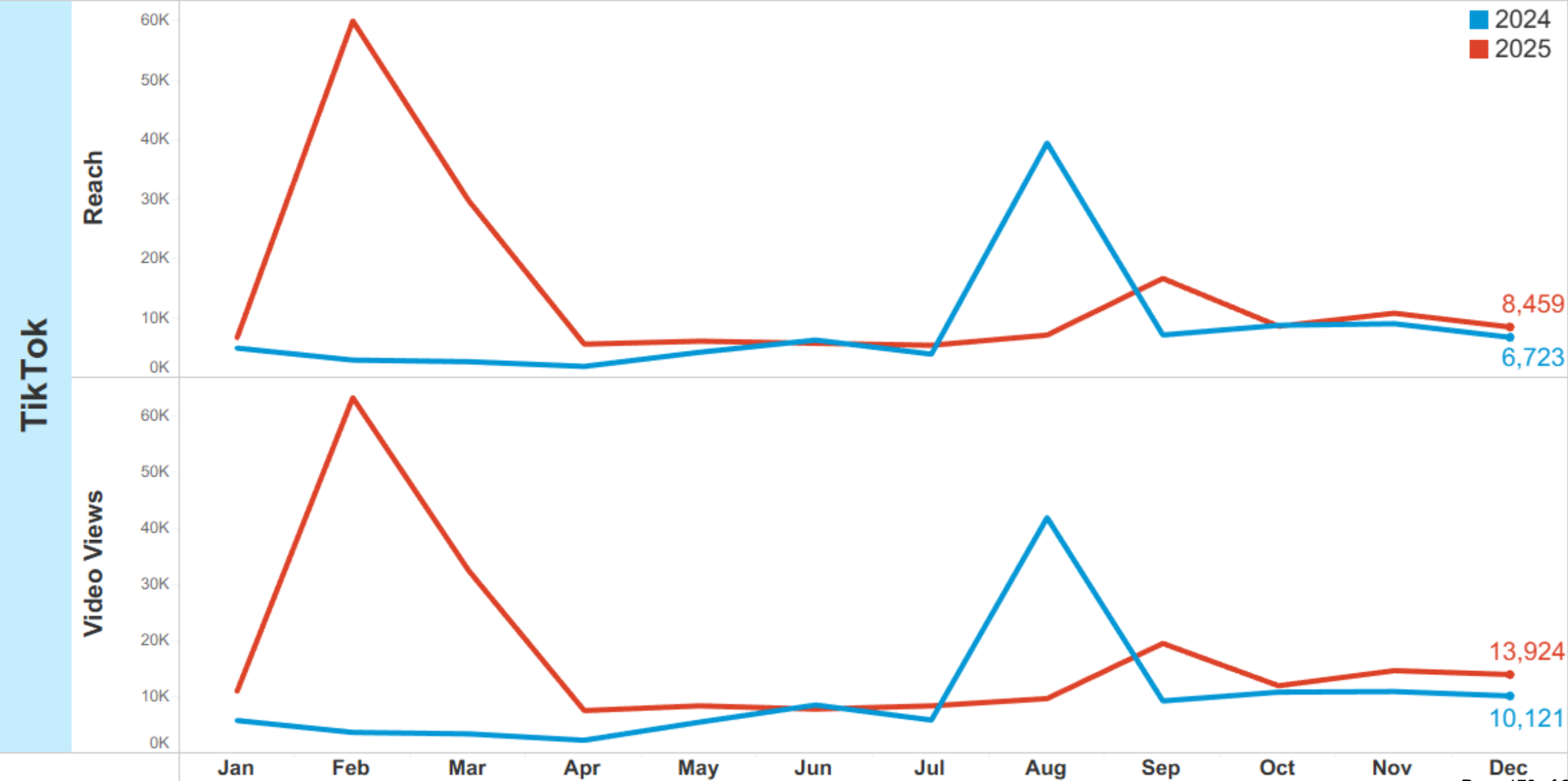
Source: Meta



Pagosa Springs Monthly Social Media Performance

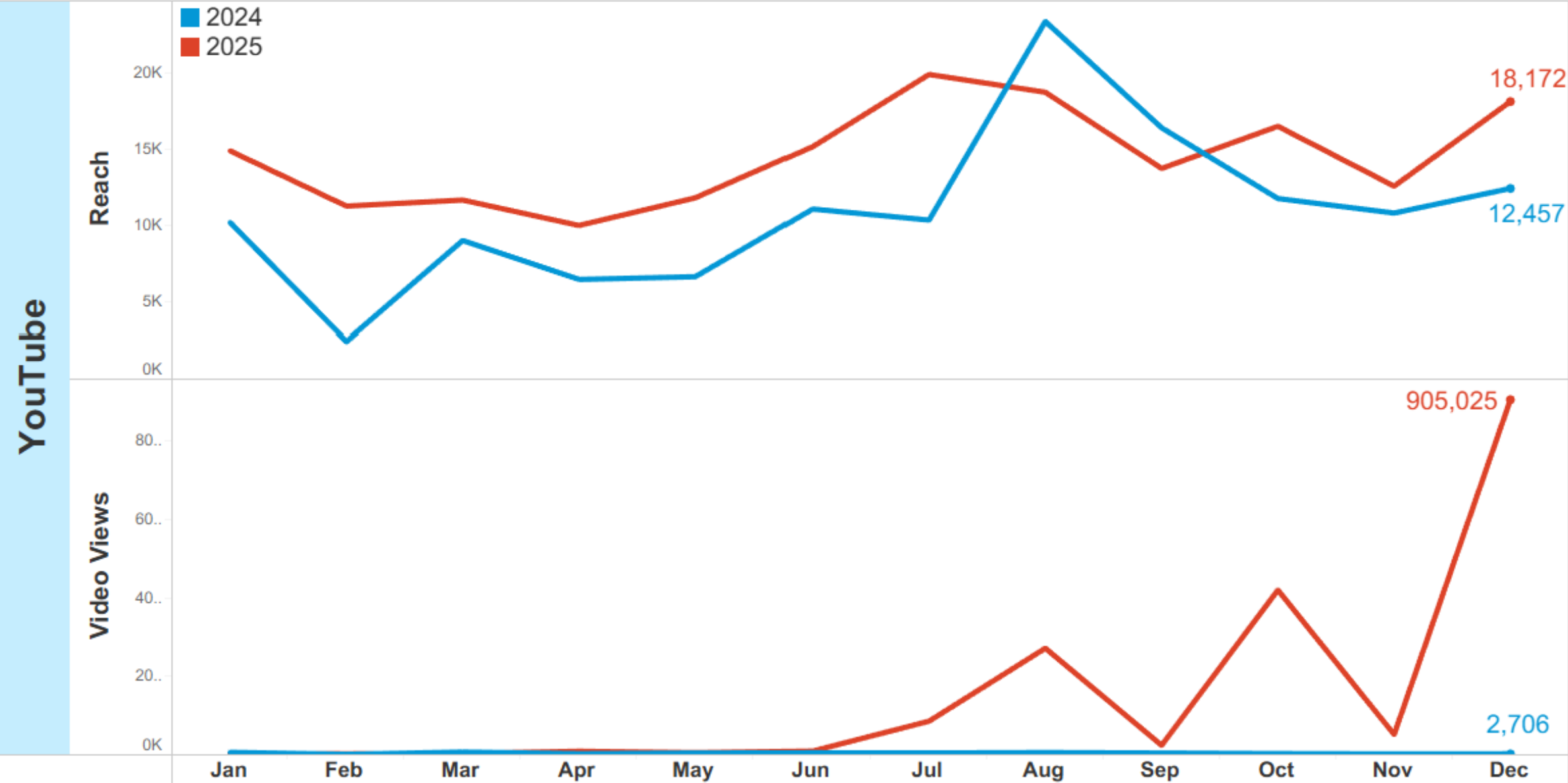
Through December 2025

Source: Tiktok



Pagosa Springs Monthly Social Media Performance Through December 2025

Source: YouTube



Placer.ai Geolocation Data



Placer.ai - Definitions



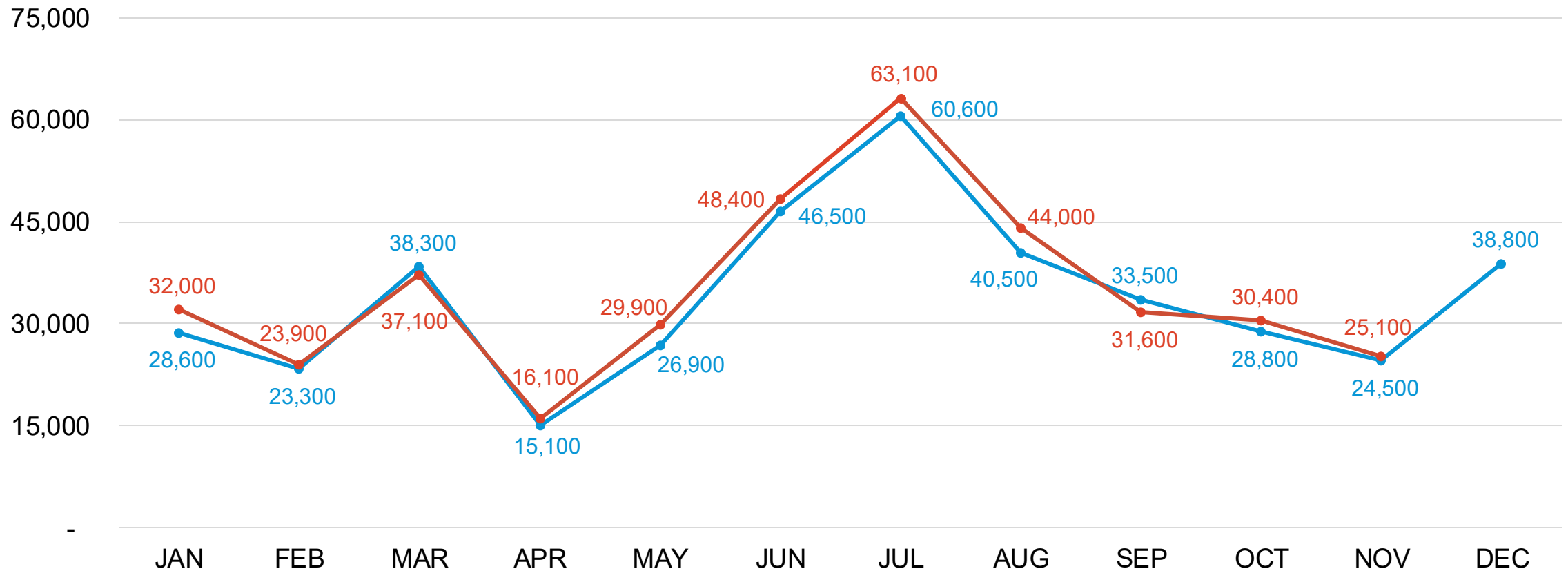
- **Overnight Trips** – “Overnight trips counts the total number of separate overnight trips (i.e. trips that include 1 or more overnight stays) made to the selected region within the selected timeframe, including multiple visits by the same person (so long as the multiple visits are in separate months; Multiple visits by the same person within a given month will be counted as 1 visit). Overnight Trips are counted for visitors whose home location is at least 10 miles away (changeable via the Filters).”
- **Visit Nights** – “Visit Nights counts the total number of Overnight stays made by people visiting the selected region within the selected timeframe. Visit Nights are counted for visitors whose home location is at least 10 miles away (changeable via the Filters).”

Placer.ai – Overnight Trips

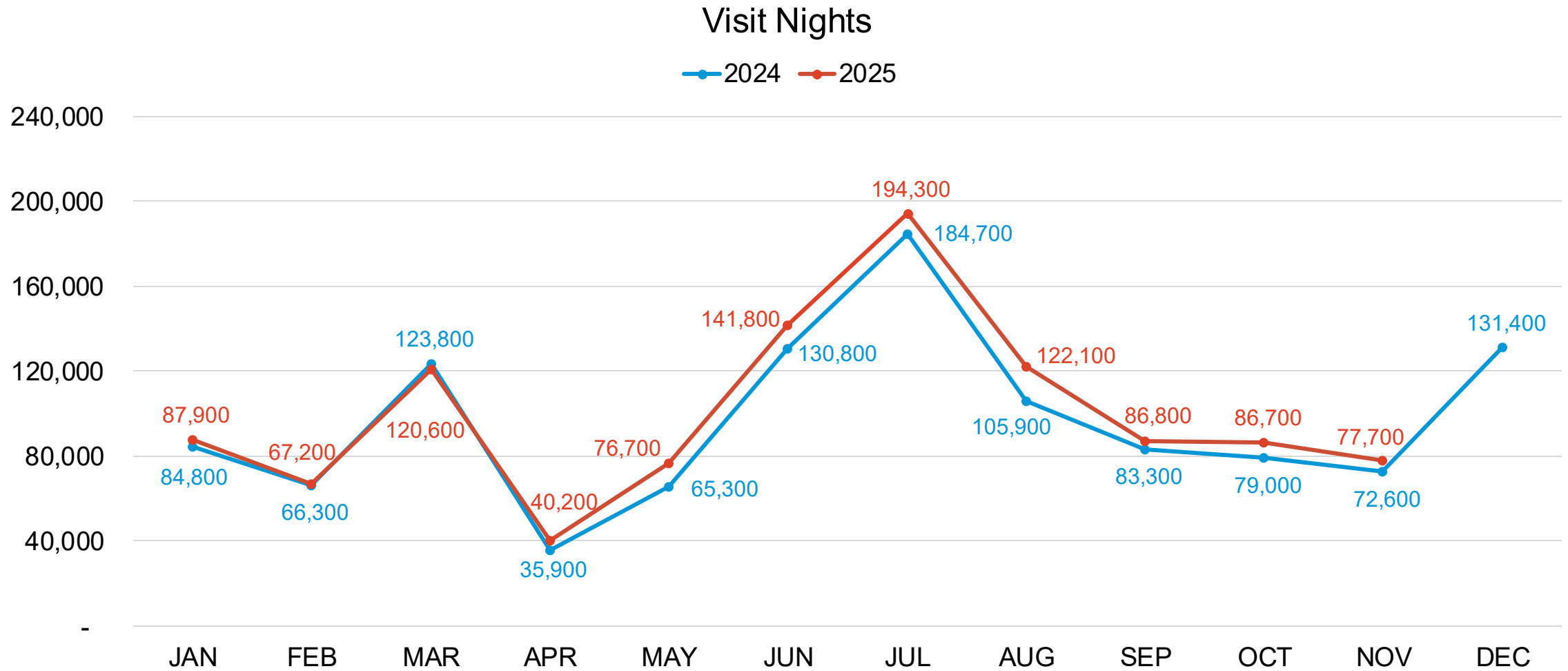


Overnight Trips

— 2024 — 2025



Placer.ai – Visit Nights



Consumer Sentiment



American Travel Sentiment Study Wave 103



*Survey fielded January 6-9, 2026: U.S. National Sample of 1,000 adults 18+

American Travel Sentiment Wave 103 Highlights

Key Findings:

1. 2026 Begins with High Demand for Spring & Summer Travel

Spring and summer travel planning is underway - 61% of travelers have trips planned more than 3 months in advance for 2026. Additionally, half of travelers (52%) are planning on traveling about the same amount this year compared to last year, while three in ten (29%) are planning on traveling more this year, indicating a strong demand for travel in 2026.

2. Financial Concerns Impacting Travel Decisions Cool Slightly

Concerns of gas prices, inflation, and personal financial situation impacting travel decisions are all down compared to November 2025, suggesting that travelers may have more financial flexibility for travel in 2026. Three in ten travelers (31%) indicated that they are planning on spending more money on travel in 2026 compared to last year, while half of travelers (52%) are planning on spending the same amount on travel. Only 17% of travelers indicated that they are planning on spending less on travel this year compared to last year. Additionally, 33% of travelers indicated that they would travel by plane for their next domestic trip. This figure is up 5-points from January 2025, further signifying that travelers are willing to spend more on travel in 2026.



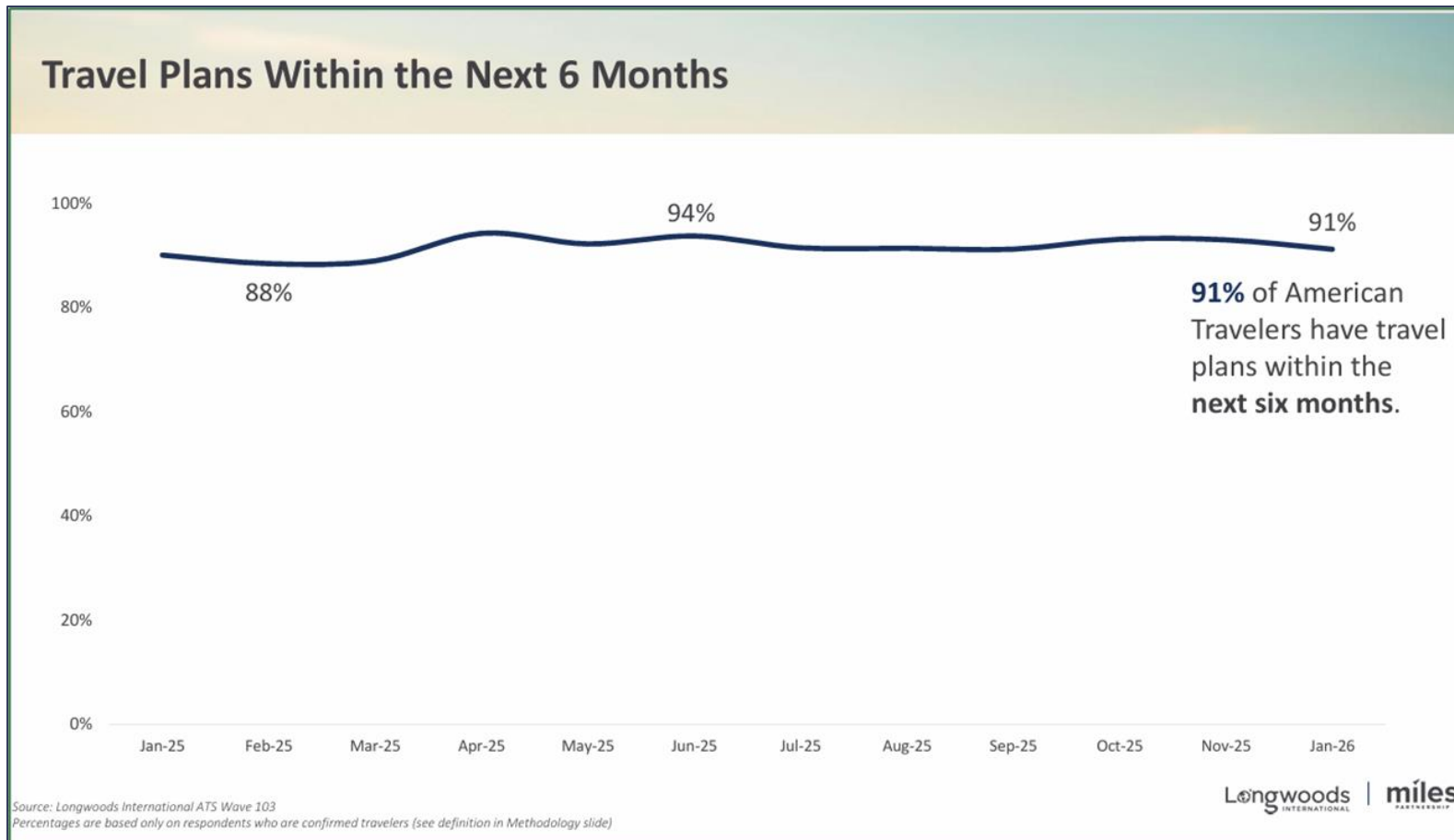
Source: Longwoods International ATS Wave 103

Longwoods | miles
INTERNATIONAL PARTNERSHIP

American Travel Sentiment Study Wave 103



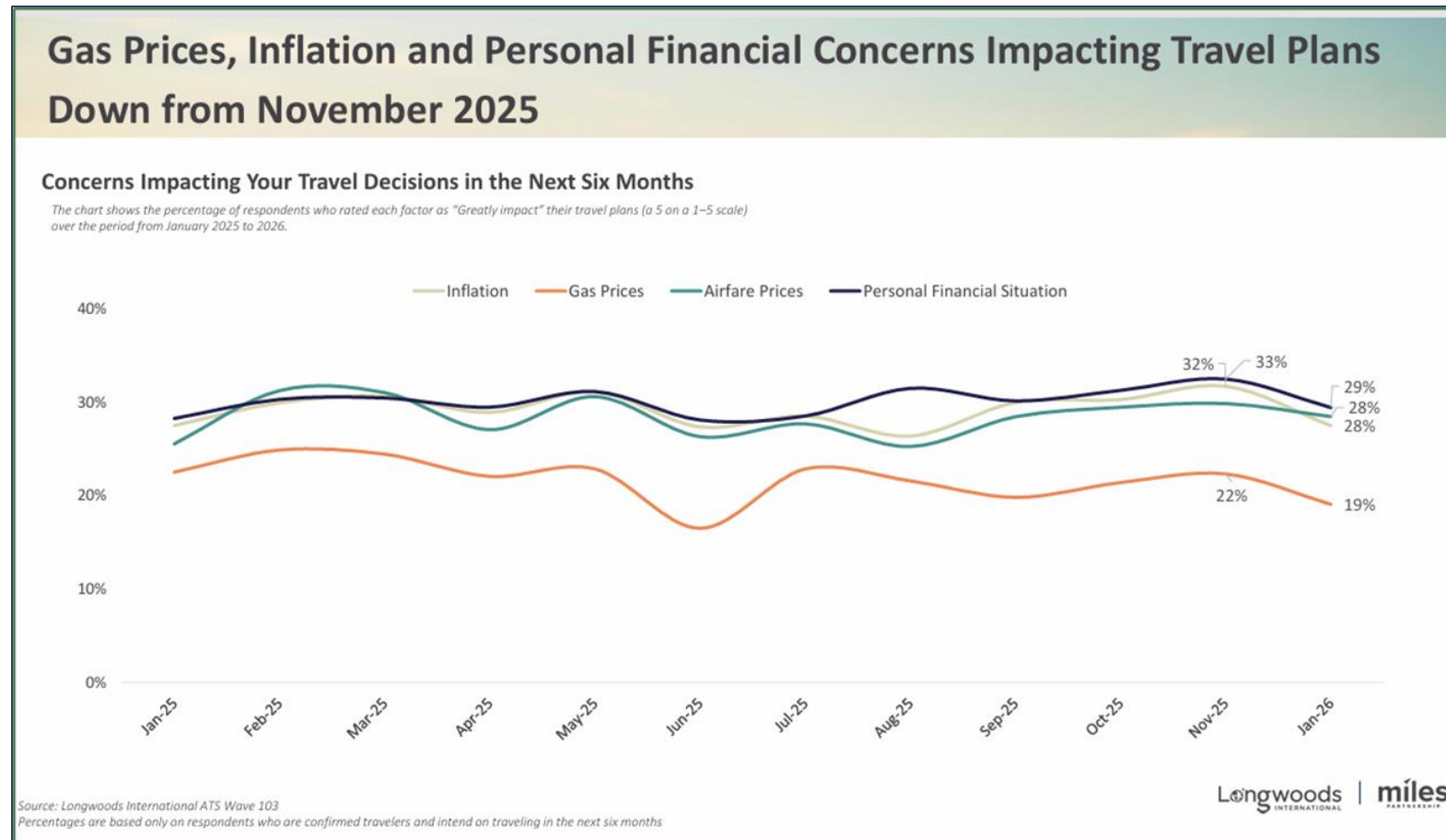
*Survey fielded January 6-9, 2026: U.S. National Sample of 1,000 adults 18+



American Travel Sentiment Study Wave 103



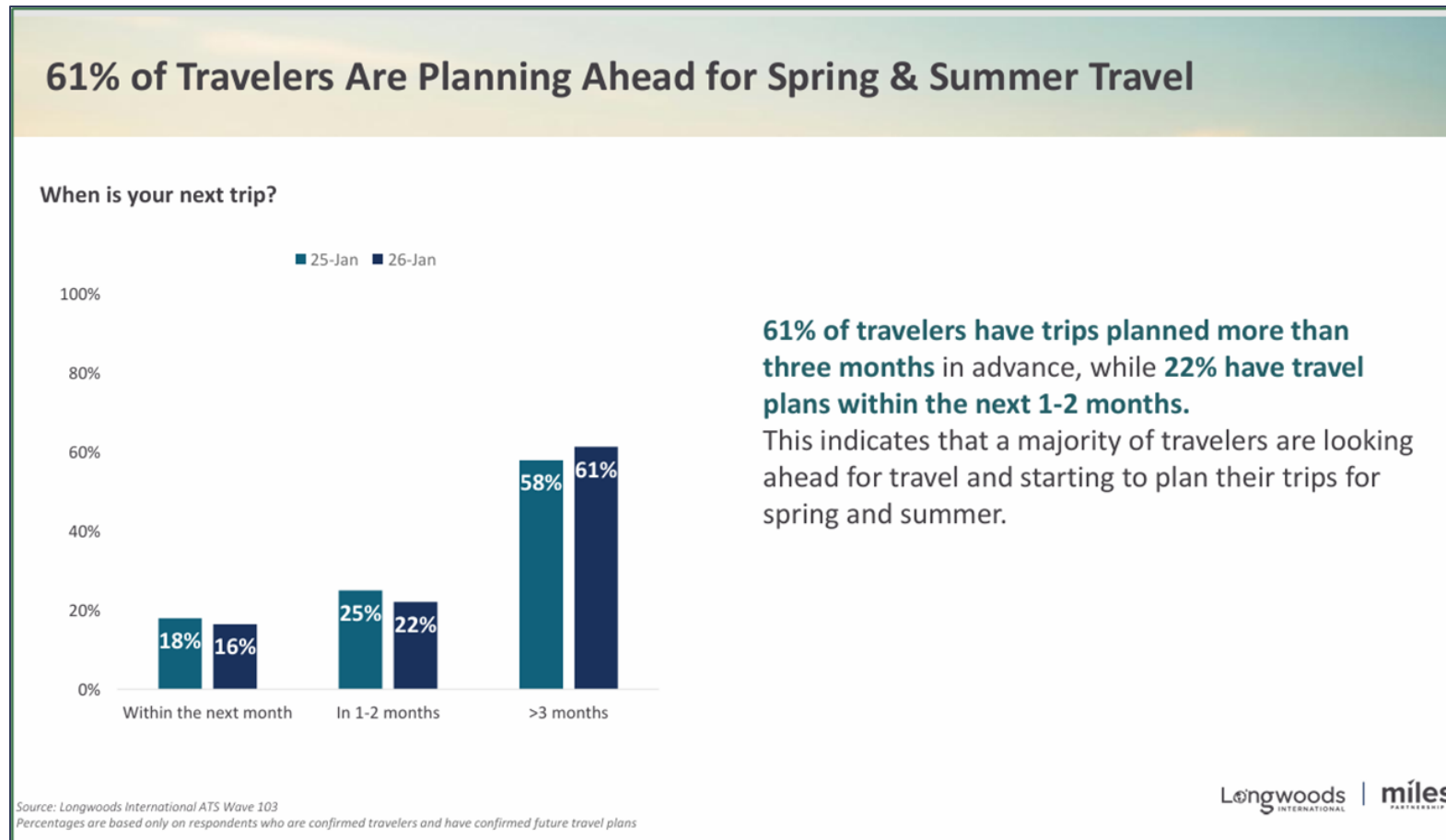
*Survey fielded January 6-9, 2026: U.S. National Sample of 1,000 adults 18+



American Travel Sentiment Study Wave 103



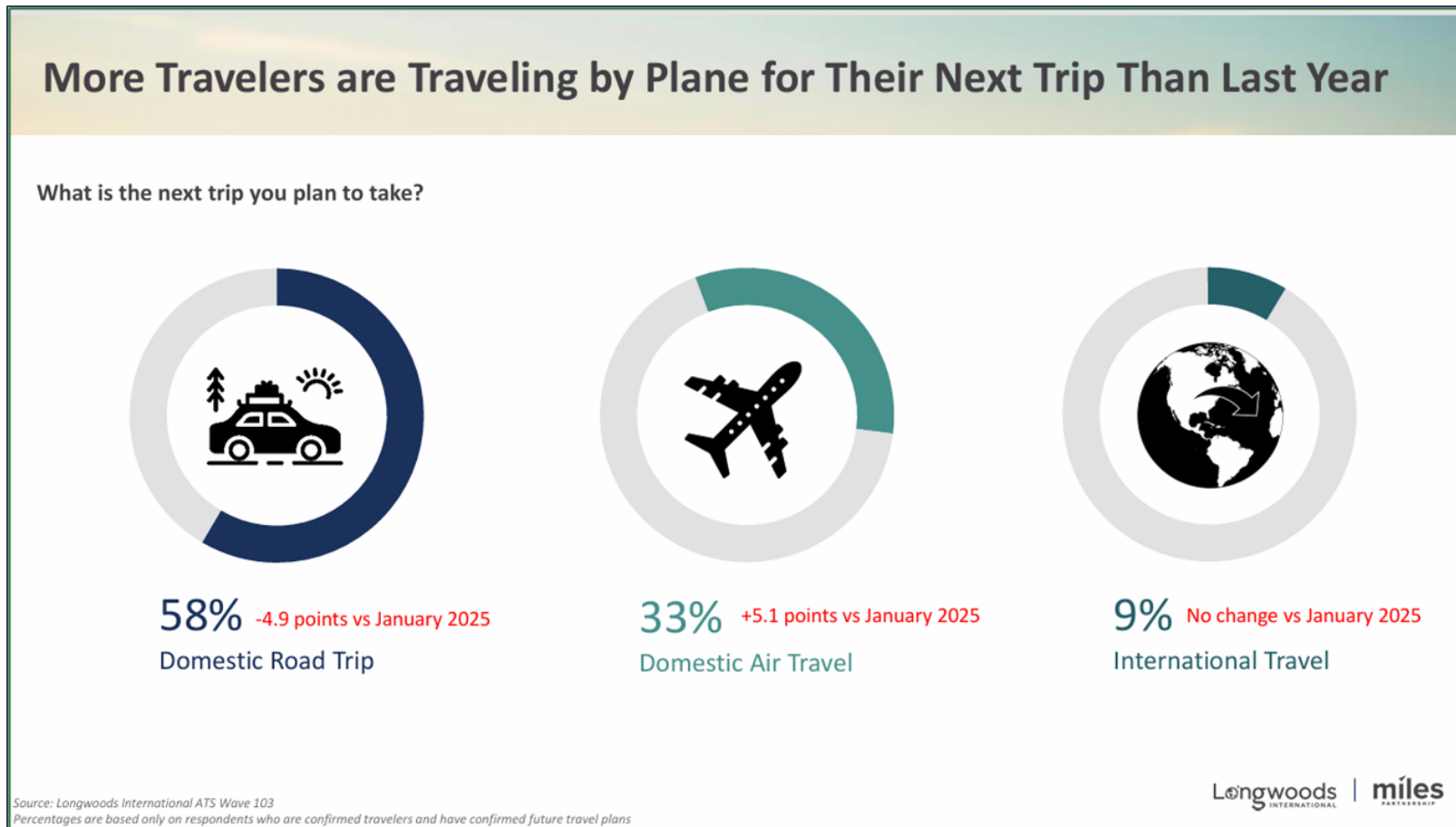
*Survey fielded January 6-9, 2026: U.S. National Sample of 1,000 adults 18+



American Travel Sentiment Study Wave 103



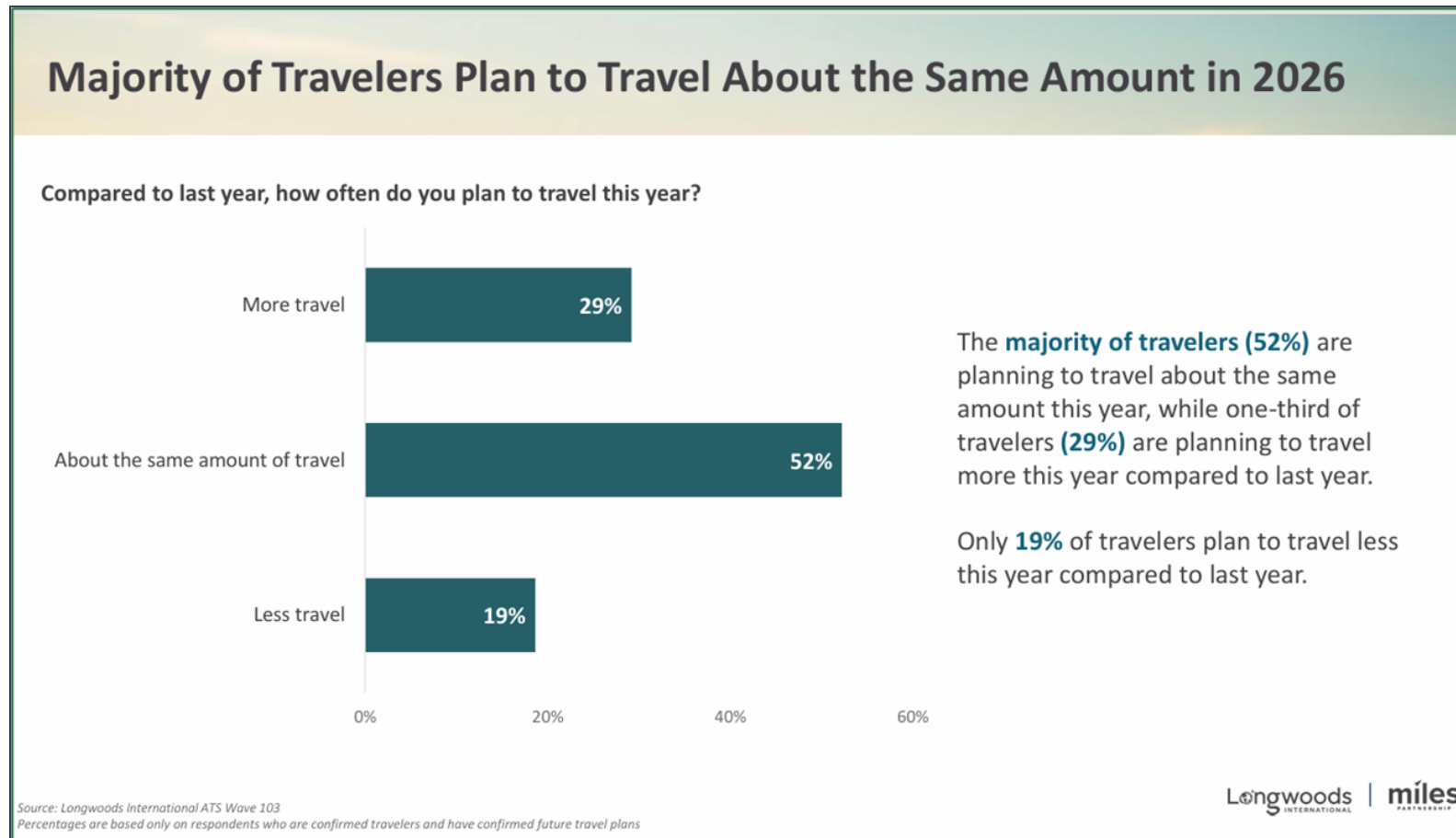
*Survey fielded January 6-9, 2026: U.S. National Sample of 1,000 adults 18+



American Travel Sentiment Study Wave 103



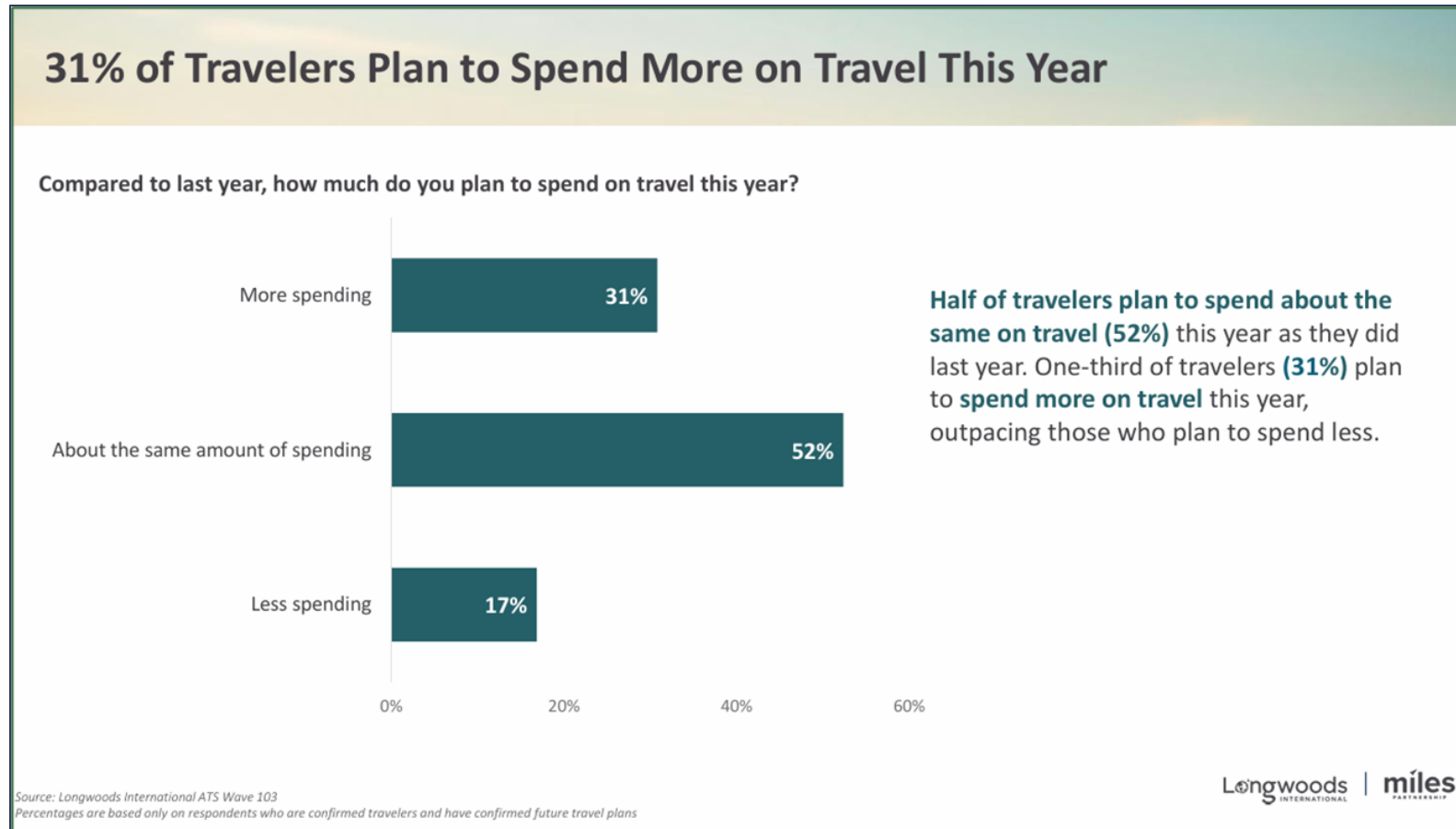
*Survey fielded January 6-9, 2026: U.S. National Sample of 1,000 adults 18+



American Travel Sentiment Study Wave 103



*Survey fielded January 6-9, 2026: U.S. National Sample of 1,000 adults 18+



American Travel Sentiment Study Wave 103



*Survey fielded January 6-9, 2026: U.S. National Sample of 1,000 adults 18+

American Travel Sentiment Methodology

The American Travel Sentiment Study is the most comprehensive and longest-running survey of its kind, offering valuable insights into the factors influencing American travel behaviors.

Key Details:

- Survey Date: January 6 - 9, 2026
- Sample Size: 1,000 U.S. adults (18+)
- Margin of Error: $\pm 3\%$
- Representative of U.S. population demographics (age, gender, region)

Travelers are only respondents that have taken a trip in the last 3 years and intend to take a trip in the next 2 years.

Conducted with support from Miles Partnership, this study remains a vital tool for understanding the dynamic landscape of American travel.



Longwoods INTERNATIONAL | miles PARTNERSHIP

THANK YOU



PAGOSA
SPRINGS
COLORADO



- REFRESHINGLY AUTHENTIC -



BLUE ROOM
RESEARCH



Town Hall 551 Hot Springs Blvd
Pagosa Spring, CO 81147

MINUTES
Pagosa Springs Area Tourism Board Meeting
January 14, 2026 @ 5:30 PM

A regular meeting of the Pagosa Springs Area Tourism Board was called to order on January 14, 2026 at 5:30 PM in the Town Hall 551 Hot Springs Blvd.

BOARD PRESENT:

Shane Lucero, Shane Prince, Rosanna Dufour, Austin Marchand, Gary Williams, Sarah Mashue, Amy Johnson, John Ranson, Stuart Scull

BOARD ABSENT:

I. CALL MEETING TO ORDER

II. ROLL CALL

III. PUBLIC COMMENT

Please sign in to make public comment
There was no public comment.

IV. DISCLOSURES AND/OR CONFLICT OF INTEREST

Board Member Prince said he wanted to go over conflict of interest as the IGA writes. If a board member has a financial or personal conflict of interest with the vote, they must state their conflict at the beginning of the meeting in advance of the discussion, and they must recuse themselves from both the discussion and vote in the manner. Shane Lucero said he will recuse himself from all Event Funding discussion and voting because he is a co-organizer for Brews for Rescues. Austin Marchand said he will recuse himself from discussion and vote for Winterfest event funding because he is on the Chamber of Commerce board. Board Member Lucero asked if conflict of interest includes business partnerships? Board Member Prince said he would refer to, the 2.4.7, the Tourism Board shall comply with the statutory Code of Ethics for local government and officials. The code prohibits conduct and conflicts regarding personal financial interests.

V. CONSENT AGENDA

1. Approval of December 3rd Meeting Minutes

Tourism Board Williams moved to approve the meeting minutes, Tourism Board Ranson seconded.

Passed

VI. NEW BUSINESS

1. Election of 2026 Officers

Director said the role of the Officers is to run the meetings and we need to nominate a chair, vice chair, and 2nd vice chair. Board Member Lucero nominated Shane Prince for 2026 Chair, Town Council Rep Williams seconded. Director asked if there were any other nominations for Chair. There were none. Board Member Lucero asked if anyone was interested in being Vice Chair. Board Member Johnson said she would do it. Town Council Rep Williams nominated Board Member Johnson for 2026 Vice Chair, Board Member Lucero seconded. Board Member Lucero asked if anyone was interested in being 2nd Vice Chair. Board Member Marchand said he would do it. Board Member Prince nominated Board Member Marchand for 2026 2nd Vice Chair, Town Council Rep Williams seconded.

2. 2026 Event Funding - Round 1

Sandy Douthey, Director of the Chamber of Commerce was present for Winterfest. They are requesting \$15,000 in funding. Sandy said this event has been going on for about 16 years and attracts visitors as well as the local community. It begins with a bonfire and live music that is of no charge to anyone that attends. This year they are doing a Battle of the Soups so they can fundraise a little bit of money. Tickets are only \$10 per person. They also have balloon pilots that go up on Saturday and Sunday mornings for our community and tourists. They are asking for \$15,000 to assist in the permit fee and the rental of the fairgrounds. Sandy said their in-kind trades in the budget kind of skews their numbers because those are in exchange for chamber memberships, so they are not making money on that.

Laura Moore with Thingamajig Theater was present. They are requesting \$30,000 in funding. Laura said they are applying for funding to support events between February 1st and December 31st in 2026 which includes the shoulder season. Laura said they expect to see about 10,000 people throughout all these events. It's approximately 100 days of events. Ticket prices range from free to \$150. They also support other organizers in the community for about 20 other events including School of Movement, improves on the first Friday of every month, music and dance, and PPOS concerts. She collected zip codes from ticket purchasers in 2025 and removed all the 81147 zip codes and it reported back that 67% of the ticket purchases were outside of our zip code. That doesn't account for second homeowners. So she feels 50-60% is pretty accurate. That means that 1,916 of their ticket purchasers came to Pagosa Springs specifically for thingamajig events. They averaged 5.5 nights per stay. In 2023, 96% said that they stayed with local lodgers. That's 10,538 heads in beds. Assuming that people come in pairs, that's 5,269 nights times \$150 so we'll match those together for \$790,000 or \$38,727 in lodgers tax, which is \$8,727 more than they are asking you for. She said NEI has pointed out that communities that focus on the arts have a 62% increase in commerce, and arts tourists spend more in the communities where they travel than any other kind of tourist. 77% of people who come to see a show said that they also dine out at our restaurants. She said the visitor survey showed that the tourists rate their Pagosa experience and their desire to return to Pagosa higher when they attend their shows.

Amy Wilson, Founder and Director of Rugby's Rescue was present for Brews for Rescues. They are requesting \$5,000 in funding. Amy said they have been doing the event for 4-5 years. It is a growing event and they are asking for funding to help with lodging for brewers. The popular fencing group will be coming back again this year from Phoenix and will hopefully bring a crowd with them. They are not raising prices this year because when they did it lowered attendance.

There was no representative present from Four Corners Flyers. They are requesting \$5,000 in funding for Big Picture Classic.

Mary Cocke from the Springs Resort was present for Pints, Pools, & Paddles. They are requesting \$4,000 in funding. Mary said this is going to be the 11th year. It is an amazing event that has continued to grow. There is a lot of community involvement. The Pagosa Paddle race event is not part of their event but they donate to the Friends for the Upper San Juan River to support their organization. People can buy a ticket to soak during the day while the river races are going and then attend the brew fest after. They work with a lot of local vendors and have a local band. When the races are over they do their awards ceremony at the resort and they donated 40 tickets for their participants to enjoy the event. Last year they had 27 brewers and 3 distillers and cider companies. This year they are adding a whiskey tasting and vendor market and will again have a beer/chocolate/cheese pairing with Riff Raff brewing.

Shawna Snarr with Vets for Vets was present for Pagosa's 250/150 Heritage Celebration. They are requesting \$30,000 in funding. Shawna said 2026 marks our nation's 250th Independence Day and Colorado's 150th year as part of our United States. As a member of the Vets for Vets, the American Legion, and the Daughters of the American Revolution, and a member of this community, she understands the weight and significance of this event. The Vets for Vets would like to bring our community together with those who

visit our unique home to an event to share our history and heritage in a safe, non-political space. Where history at its peak, a Pagosa Heritage celebration, can be showcased by our local groups and nonprofits, giving attendees the opportunity to view our collective history and our personal stories of how our area came to be. She has sent personalized invitations out with a flyer to the Hickory, Apache, Navajo, Southern Ute, and Mountain Ute nations, and is working with 37 different groups alongside the town and county, parks and Rec, and first responders. Shawna said she expects over 5,000 attendees.

Director said we have \$150,000 in the budget for event funding in 2026. That doesn't include the Tourism related events which she estimates about \$10,000 for the Lighting Contest, Old Fashioned Christmas, and Big Springs Clean. We have more rounds of funding for the next quarter. We already have 5 applicants for the April meeting. The total ask for everyone today is \$89,000. Director called on each board member to state the dollar amount they want to fund each event. The total for each was divided by the number of voting board members for each event. Winterfest will be awarded \$9,286. Thingamajig Theatre Company will be awarded \$27,500. Brews for Rescues will be awarded \$4,875. Big Picture Classic will be awarded \$4,063. Pints, Pools, & Paddles will be awarded \$3,313. 4th of July Heritage Celebration will be awarded \$25,625.

3. Request to Retain Event Funding from Canceled Event

Director said we have a request from Skis and Saddles Skijor to retain some of the 2025 funding they received. They had to cancel the Skijoring event due to lack of snow but they are still going to have their concert Saturday evening. Board Member DuFour asked if a donor paid for the band as they have in the past. Becky Deitemeyer provided a breakdown of their expenses. Becky was not present at the meeting. Director said the band is \$2,000, the venue rental is \$1,100, and stage rental is \$700. The total in their budget for Saturday night is \$3,800. Board Member Williams said this is a great event and this is the 2nd group to try to get the event off the ground. He said he would like to support them. Board Member Johnson said nature factors are out of their control, it is an event we want to keep in Pagosa.

Tourism Board Member Marchand moved to allow Skijor to retain the \$5,000 they received for their event in 2025, Town Council rep Williams seconded.

VII. REPORTS TO BOARD

1. Chair Report

Board Chair Prince said he wanted to remind the board that we are an advisory board. We don't make final decisions. That is done by the BOCC and Town Council. With the budget we don't have a fiduciary responsibility. We are here to make recommendations as experts in the field. The Executive Director reports directly to the Town Manager. He said he wants to get beyond the past and move into the future of being effective as a board together. Town Council Rep Williams said when we re-wrote the IGA we ended up with 4 new board members at one time and then we changed term limits from 2 to 3 years. He said we should consider making some of those terms 2 years by volunteering or randomly so that everyone doesn't go off the board at the same time.

2. Director Report

Director said she has not received the most recent Blue Room report but expect that any day and will forward it out to the board and add it to the google drive. Lodging Tax is lagging as well with quite a few outstanding payments for October and November. The Spring Break schedule was included in the report. Dallas and OK are on the same week this year. San Antonio and Houston are growing markets and we will hit them hard because they are the week before Dallas and OK. Northern NM has no snow so there is opportunity to pull in the Santa Fe audience if we get snow. Denver, Phoenix, and Albuquerque are the week of March 30th and those are all strong March audiences. We will have spring break campaigns running very soon. Wolf Creek has had 81" year to date. Steamboat is the only other resort with more snow YTD at 85". Wolf Creek is the only CO resort that is fully open. They got a boost over the holidays with the Telluride strike. The week of Christmas they were flat over last year. They are down season to date but they opened a month later than usual. They had their strongest ski day ever on Dec 29th. New Year's week was busier than they anticipated. We started working with our website vendor on the website redesign. Director said we can make this work within the budget. We had budgeted for an AI tool and decided to go with the Visit Widget AI tool which saved \$40K. We also can pull from a couple other line items like construction communication. Redesign will take about 6-9 months. We have not started working on the 2026 Marketing grant because they are waiting on a certificate of insurance from the town before the state will send us a check. Director did not get feedback from the board about the two PR agency options. Director met with the vendors and selected BPR as the PR agency we will work with in 2026. Staff attended a 250/150 meeting last week. We will create a poster with all the 250/150 events by end of Feb. The free drone show that is part of the state's effort for 250/150 will occur at Colorfest. Next month Director will bring a more detailed budget for 2026 Tourism events (Big Springs Clean, Lighting Contest, and Old Fashioned Christmas). We will have an agenda item to discuss Hootenanny.

3. Chamber of Commerce Report

Board Member Marchand said Winterfest is this weekend. He thanked the board for supporting them with funding. The Chamber's annual gala is February 6th. And they have new board members to announce this week.

4. Board of Realtor Report

Board of Realtors Rep Johnson gave stats to show how we ended in 2025. The number of new listings was 680, up from 671 last year, about a 1% change. Sold listings was 395, last year was 391. The average sales price was down 8%. In 2024, the average sales price was \$750,440 and in 2025 it was \$690,347. We're still getting 96.5% of list price so there's a little more negotiation but not much. Cumulative days on market was at 130 over the year, compared to 124 in 2024. So, a little bit longer days on market. The cumulative days on market was 152, so that was up 13%. Currently, we have about six and a half months of supply and we've got 216 homes currently for sale.

5. Lodgers Association Report

Lodgers Rep Mashue said the sales tax being down for November was true for lodging. They were grateful for a great couple weeks over Christmas. She is submitting a letter of resignation from the Board as of tonight. She is grateful that she got to serve for 2 years on the board. The Lodgers Association is aware and will recommend a new representative.

VIII. UNFINISHED BUSINESS

IX. NEXT MEETING: FEBRUARY 11th at 3PM

X. ADJOURNMENT



AGENDA BRIEF

MEETING: Town Council Meeting

FROM: Candace Dzielak

PROJECT: Municipal Court Department Report

ACTION: Information Only

PURPOSE/BACKGROUND:

Town Council Update

COURT FILINGS-	2026	2025	2024
-------------------	------	------	------

January Year-
to-Date

Traffic	17	27	22
Parking	6	12	28
Offenses-Adult	4	3	10
Offenses-Juvenile	0	2	0
Civil	0	0	0

IN-COURT ACTIVITY UPDATE AND SUPERVISION CASELOAD UPDATE COURT SESSIONS ~ Four (4) court sessions were conducted in January 2026.

Pagosa Springs Municipal Court Activity January 2026	
Cases Docketed	57
Criminal	40
Adults	25
Juveniles	15
Traffic	17
Adults	16
Juveniles	1
Civil	0
Adults	0
Juveniles	0

Pagosa Springs Municipal Court Supervision Caseload February 2, 2026		
Cases Under Supervision	Total	Percentage of Caseload
Criminal	13	40.6%
Adults	11	
Juveniles	2	
Males	8	
Females	5	
Diversion	6	18.8%
Adults	0	
Juveniles	6	
Males	2	
Females	4	
Traffic	13	40.6%
Adults	13	
Juveniles	0	
Males	9	
Females	4	
Civil	0	0.00%
Adults	0	
Juveniles	0	
Males	0	
Females	0	

JUVENILE ASSESSMENT BOARD ~ There was one meeting of the Juvenile Assessment Board in January. Eighteen community members staffed two youth prior to the imposition of diversion.

DEBT RECOVERY ~ The Town Council requested information on the Municipal Court's debt recovery processes and the debt recovery rates. Integral Recoveries provided a synopsis of the debt recovery process and a twelve-month recovery report representing February 2025-January 2026. These documents are attached for the Town Council's review.

Pagosa Springs Municipal Court Debt Recovery Report January 31, 2026						
Year Referred	CRIMINAL			TRAFFIC		
	Cases Referred	Amount Referred	Amount Recovered	Cases Referred	Amount Referred	Amount Recovered
2018	0	\$0.00	\$0.00	0	\$0.00	\$0.00
2019	11	\$3,155.45	\$35.00	2	\$8,643.14	\$0.00
2020	16	\$3,438.72	\$0.00	3	\$1,680.00	\$0.00
2021	10	\$3,065.00	\$328.00	4	\$12,429.25	\$0.00
2022	16	\$2,425.00	\$0.00	34	\$8,721.50	\$156.00
2023	11	\$3,640.63	\$135.00	20	\$5,627.00	\$823.00
2024	10	\$1,435.00	\$0.00	27	\$5,065.00	\$335.00
2025	18	\$2,966.99	\$0.00	10	\$2,000.00	\$343.00
TOTALS	92	\$20,126.79	\$498.00	100	\$44,165.89	\$1,657.00
Criminal Restitution Owed \$5,343.79			Traffic Restitution Owed \$23,948.89			
Amounts Unrecoverable \$0.00			Amounts Unrecoverable \$450.00			

Integral Recoveries Work Standards for your placements.

- Accounts are received and uploaded to our collection platform.
- The initial Validation Letter (a demand letter that lists their rights on the reverse side) is sent on all placed accounts.
- After a week to 10 days from placement, we run a batch process to obtain contact phone numbers on all accounts placed that did not come with a phone number.
- After the batch process for phone numbers, our Recovery Reps engage in a dialing campaign to make contact with the Defendants and try to induce payment. While on any call where contact is achieved, we first update all of their contact information and employment information. We then solicit payment in full. If Payment in full is not possible, we will then offer a repayment plan based on their ability to pay.
- On cases where contact is not achieved, those accounts are rescheduled for further call campaigns.
- We will conduct further periodic batch processing for updated contact information on these same accounts where resolution has not been achieved and include those in further call campaigns.

This process is perpetual and will continue on your existing inventory.

The reality of recovering delinquent court ordered fees and fines for Colorado's Municipal Courts.

The success of recovering delinquent court ordered fees and fines for Colorado's Municipal Courts has been drastically affected by the passing of HB21-1314 that became effective on 1/22/22. This eliminated the States' ability to issue an Outstanding Judgement Warrant (OJW) on unpaid fees and fines after 60 days unpaid. Previously, anyone who had a qualifying case (these were both cases in State Level Courts as well as some in Municipal Courts) that were unpaid, would have their Driver's License cancelled by the state and would have to pay all cases in full before qualifying for reinstatement. As you can imagine, this was a powerful motivator.

This has had a major negative effect on the recovery of these cases in all courts in Colorado.

An additional event was the closing of Colorado Central Collections, which was the states collection arm. While they proved, over time, to be ineffective compared to private collection agencies, they did have the statutory power to file income tax offsets with the Department of Revenue. That option no longer exists for Municipal Courts.

Finally, there is no vehicle for enforcement of these unpaid Municipal fees and fines that have been ordered in a court of competent jurisdiction. The state level courts have something named An Attachment of Earnings that can be issued similar to a wage garnishment but that is not available to the Municipal Courts.

What we are left with is the process I have described above. We have to rely on having quality contact information, Defendants that are willing to answer a call from a bill collector and have the ability or desire to make the situation a priority.

We have been providing recovery services for most of the courts in Colorado for over 30 years. I feel the situation has become dire at all levels. There is a lack of funds in most budgets along with a lack of accountability for the orders made by our judges and magistrates who apply our statutes and codes.

Nonetheless, we will continue our efforts as long as we are allowed.

I have attached your 12 Month Recovery Report. Under the current situation, I feel that the recovery rate on your more current cases should climb somewhere between 6-10% over time. Prior to 2022, it would have been over 20% and possibly over 30%.

Terry Boe – President
Integral Recoveries

Twelve Month Recovery Report

ATT: CANDICE DZIELAK
PAGOSA SPRINGS MUNICIPAL
551 HOT SPRINGS BLVD.
PO BOX 1859
PAGOSA SPRINGS, CO 81147

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Month	Placed		Returned		Net	Payments		Current		Rec%
	Count	Amount	Count	Amount	Placed	Count	Amount	Count	Amount	
Previous	176	61430.69	14	1070.00	60360.69	13	2009.00	0	0.00	3.3
Feb, 2025	0	0.00	0	0.00	0.00	0	0.00	0	0.00	0.0
Mar, 2025	6	885.99	0	0.00	885.99	0	0.00	0	0.00	0.0
Apr, 2025	4	946.00	1	135.00	811.00	0	0.00	0	0.00	0.0
May, 2025	2	864.00	0	0.00	864.00	0	0.00	0	0.00	0.0
Jun, 2025	1	335.00	0	0.00	335.00	0	0.00	0	0.00	0.0
Jul, 2025	0	0.00	0	0.00	0.00	0	0.00	0	0.00	0.0
Aug, 2025	3	459.00	0	0.00	459.00	0	0.00	0	0.00	0.0
Sep, 2025	3	516.00	1	0.00	516.00	1	146.00	0	0.00	28.2
Oct, 2025	0	0.00	0	0.00	0.00	0	0.00	0	0.00	0.0
Nov, 2025	1	85.00	0	0.00	85.00	0	0.00	0	0.00	0.0
Dec, 2025	0	0.00	0	0.00	0.00	0	0.00	0	0.00	0.0
Jan, 2026	0	0.00	0	0.00	0.00	0	0.00	0	0.00	0.0
	196	65521.68	16	1205.00	64316.68	14	2155.00	0	0.00	3.3



AGENDA BRIEF

MEETING: Town Council Meeting
FROM: Darren Lewis

PROJECT: Parks & Recreation Report
ACTION: Information Only

PURPOSE/BACKGROUND:

Recreation Department:

In January, 885 community members participated in our free program offerings, including yoga, dance, drop-in volleyball, open gym, and various pickleball sessions. We will have two new fitness classes starting up in February, and hope to see even more community members take advantage of our Community Center classes.

Youth Sports & Registration

The 10–12 Boys Basketball season is heating up with some exciting, close games. Registration is now open for Instructional Volleyball (ages 7–9) and Volleyball League play (ages 10–12). Sign up by mid-February, and play begins in March!

The Town of Pagosa Springs was awarded the Forest Restoration and Wildfire Risk Mitigation (FRWRM) Grant on February 11. Staff leveraged \$8,500 from the 2026 budget to support Fuels and Forest Health projects as well as Capacity Building efforts. This award provides a total of \$42,211.80 in funding, which will advance wildfire mitigation and forest health initiatives and support the development of a comprehensive 10-year management plan for Reservoir Hill.

Parks Department:

Due to the limited snowfall and warm weather this season, the Parks Department has been able to complete maintenance throughout all parks while advancing several key projects.

In addition to our ongoing flower program, we are exploring a partnership with the GGP to start more flower seedlings and potentially host educational workshops on trees and flowers. We have also been working to improve the appearance of the Apache and Hot Springs lots, which now includes a new picnic bench.

Along the riverwalk below the one-way parking area, staff are restoring the space near the "Hippy Dips." We have utilized mulch from flooding debris to cover bare, rocky areas and have added picnic benches along the river's edge.

In coordination with the Sanitation Department, we have cleared the Lagoon area to prepare for grading at the potential Multi-Use Pavilion site and the future river debris pile. Mulching of this debris is scheduled for late spring or early summer.

At South Pagosa Park, staff removed the dilapidated chain-link fencing around the concrete pad and cleaned the area. We are currently researching options to repair the cracked slab and are considering adding artwork designed for children ages 3-5. Additionally, we are working with the Recreation

Supervisor to secure grants for sand to improve the volleyball courts.

Staff from both the Recreation and Parks Departments have begun mapping the boundaries of our town parks. Over the coming months, we will continue mapping utilities and landscapes. We are also exploring options for the future Skyrocket Trailhead on Reservoir Hill.

Finally, we are updating the Colorado Tree View mapping points for the Pagosa Springs area. While the CSFS initially mapped our parks several years ago, we are now adding new trees and documenting changes resulting from the Highway 160 project. We are also re-grading the area behind the Community Center parking lot to eliminate a safety hazard and will assist the Facilities Department with installing handicap signage in that location.



AGENDA BRIEF

MEETING: Town Council Meeting
FROM: William Rockensock

PROJECT: Police Department Report
ACTION: Information Only

PURPOSE/BACKGROUND:

POLICE DEPARTMENT INCIDENT REPORTING

The Pagosa Springs Police Department Statistics for January 2026.

Officers responded to 454 calls for service.

Officers completed 36 incident offense reports.

Officers completed 8 accident investigation reports.

https://docs.google.com/spreadsheets/d/1_c9QaWSo9hrCgj4WWaWgru1RnUDamamB/edit?usp=sharing&ouid=110596842914264149875&rtpof=true&sd=true

OFFICER TRAINING UPDATE

Training for January 2026.

Daily training bulletins are administered to each officer by Lexipol to keep current on police department policy.

All officers completed MILO in-service training.

Chief Rockensock completed Drug Investigation training.

Officers completed Arrest and Search and Seizure training.

Officers completed the use of firearms toward vehicle safety training.

RECRUITING UPDATE

The police department has 1 patrol position open.

Officers Halverson and Hill are progressing in the Field Training Program.

Recruit Aragon is attending the SW law enforcement academy.

COMMUNITY EVENTS UPDATE

The police department has increased foot patrol in the downtown area and the community policing effort.

You can follow the police department's updated events and local information on Facebook.

CAPITAL IMPROVEMENTS UPDATE

The police department has been awarded a Colorado POST in-service training grant for \$4,280 for the 2025/2026 fiscal year.

The police department has received multiple regional POST scholarships for advanced training in multiple disciplines.

GOALS & OBJECTIVES:

Traffic Enforcement: The police department is actively enforcing traffic violations in the downtown construction zone.

Parking Enforcement: The police department is actively enforcing parking violations in restricted areas, including snow routes.

Community Communications: The police department has an active online presence to provide information flow to the public.



AGENDA BRIEF

MEETING: Town Council Meeting
FROM: Karl Johnson

PROJECT: Public Works Department Report
ACTION: Information Only

PURPOSE/BACKGROUND:

Administration:

Continuing work on the Sewer Audit, approximately 50% complete.
Grant reimbursement reporting for DOLA Planning, DOLA Tier I, and CEO Geothermal.
Project planning for Category 4 & 5's, 1st Street LS, WWTP.

Streets:

Installation of new parking banners along Hwy 160.
Plowed snow once last month.
Operator training.
Street sweeping when temperatures are conducive.
Add shoulder material in multiple locations around town with re-purposed v-box sander.

Utilities:

PS1 and PS2 failure response.
Lagoon property grading and completion of filling in decommissioned pond.
Parts order for replacement of geothermal services at Bell Town.

Fleet and Facilities:

Town Hall remodel project.
Community Center RTU replacement ITB posted.
Police F150 Responder ITB posted.



AGENDA BRIEF

MEETING: Town Council Meeting
FROM: James Dickhoff, Kyle Rickert

PROJECT: Update on CDOT Highway Safety Improvement Program Grant
ACTION: Information Only
Discussion

PURPOSE/BACKGROUND:

To give Town Council an update on the budget for the CDOT Highway Safety Improvement Program grant

**ARCHULETA COUNTY AND TOWN OF PAGOSA SPRINGS
NORTH PAGOSA BOULEVARD AND VILLAGE DRIVE**

Engineer's Estimate

Item No.	Description	Quantity	Units	Unit Price	Extension
1	Mobilization & Demobilization	1	l.s.	\$ 95,000.00	\$ 95,000.00
2	Clearing & Grubbing	1	l.s.	\$ 7,500.00	\$ 7,500.00
3a	Excavation & Removal	4,200	c.y.	\$ 30.00	\$ 126,000.00
3b	Remove Asphalt	9,223	s.y.	\$ 9.00	\$ 83,007.00
3c	Remove Statue in Country Center Intersection	-	l.s.	\$ 2,500.00	\$ -
3d	Subgrade Preparation	11,900	s.y.	\$ 3.00	\$ 35,700.00
4	ABC, Class 6	2,500	c.y.	\$ 90.00	\$ 225,000.00
5	ACSC, 6" thick	2,970	tons	\$ 250.00	\$ 742,500.00
6a	Sub. Stab. – Aggregate	300	c.y.	\$ 100.00	\$ 30,000.00
6b	Sub. Stab. – Geogrid	900	s.y.	\$ 6.00	\$ 5,400.00
7a	Concrete Sidewalk, 4" thick	11,784	s.f.	\$ 10.00	\$ 117,840.00
7b	Truncated Dome Inserts, Cast Iron	120	s.f.	\$ 100.00	\$ 12,000.00
7c	Concrete Driveway Apron, 6" thick	801	s.f.	\$ 12.00	\$ 9,612.00
7d	Concrete Curb & Gtr., 6" curb, 18" pan	2,659	l.f.	\$ 40.00	\$ 106,360.00
7e	Concrete Valley Gutter	645	s.f.	\$ 12.00	\$ 7,740.00
8	Catch Basin	4	ea.	\$ 5,000.00	\$ 20,000.00
9	Geotextile Fabric, Structural	8,350	s.y.	\$ 7.00	\$ 58,450.00
10	Grade Shoulders, Ditches & Swales	3,200	l.f.	\$ 3.00	\$ 9,600.00
11a	Stormwater Management Plan	2	l.s.	\$ 5,000.00	\$ 10,000.00
11b	Construction Fence	1,500	l.f.	\$ 4.00	\$ 6,000.00
11c	Silt Fence	1,500	l.f.	\$ 5.00	\$ 7,500.00
11d	Straw Logs, 9" Diameter	1,500	l.f.	\$ 6.00	\$ 9,000.00
11e	Erosion Control Manager	1	l.s.	\$ 25,000.00	\$ 25,000.00
12	Seeding, Mulching & Fertilizing	1.75	ac	\$ 8,000.00	\$ 14,000.00
13	Pavement Marking, Paint	28	gal	\$ 200.00	\$ 5,600.00
14	Maintenance of Traffic	1	l.s.	\$ 173,000.00	\$ 173,000.00
15a	CMP, 15 inch diameter	50	lf.	\$ 100.00	\$ 5,000.00
15b	CMP, 18 inch diameter	80	lf.	\$ 120.00	\$ 9,600.00
15c	Metal End Section, 15 inch diameter	1	ea.	\$ 500.00	\$ 500.00
15d	Metal End Section, 18 inch diameter	4	ea.	\$ 600.00	\$ 2,400.00
Construction Subtotal					\$ 1,959,309.00
Contingency 20%					\$ 391,861.80
Preliminary, Design, and Construction Engineering @12%					\$ 235,117.08
Project Total					\$ 2,586,287.88

**Does not include Country Center Drive, separate phase of project*

CDOT Highway Safety Improvement Program
N. Pagosa Blvd: 160 to Bastille Dr.
Construction advertisement date before June 20, 2029

*Estimates, percentages have not been confirmed

Project	Total Budget	CDOT grant	Match	Archuleta County (63%)*	TOPS (37%)*
Engineering/Construction Estimate N. Pagosa: 160 to Bastille & Village Dr.	\$ 2,586,287.88	\$ 800,000.00	\$ 1,786,287.88	\$ 1,125,361.36	\$ 660,926.52

**Does not include Country Center Drive, separate phase of project*



AGENDA BRIEF

MEETING: Town Council Meeting

FROM: Kyle Rickert

PROJECT: Update on Flood Recovery

ACTION: Information Only
Discussion

PURPOSE/BACKGROUND:

Town Council will be provided an update on the planning and construction for Flood Recovery projects.



AGENDA BRIEF

MEETING: Town Council Meeting
FROM:

PROJECT: Reservoir Hill Park Potential Expansion Funding
ACTION: Information Only

PURPOSE/BACKGROUND:

An update regarding Reservoir Hill Park potential expansion funding will be presented by Council Members Lindner and Bergon



AGENDA BRIEF

MEETING: Town Council Meeting

FROM: James Dickhoff

PROJECT: Apache Street Property RFP for Workforce Housing

ACTION: Discussion and Action

PURPOSE/BACKGROUND:

Staff is recommending that the Town Council consider advertising for workforce housing proposals for the 1/2 acre property located at the corner of Apache and 5th Street. This property was originally purchased by the Town for workforce housing as part of the Town and Servitas' public-private partnership, prior to the focus on the Enclave property in Aspen Village.

Staff is staged and ready to complete an RFP with Town Council's approval, and to contain any specific requirement considerations for respondents. These considerations can include area median income categories, deed restrictions, etc, however, staff suggests that the RFP is structured to allow for these items as negotiable based on the respondent's development and project proposals.

There is also a potential opportunity for the RFP respondents to consider pursuing a 15 - unit pre-manufactured apartment building that was meant for another project in Colorado, for the Town's Apache Street property. This could result in savings that can assist in providing affordability.

RFP responses received will be brought forward to Town Council for review and direction.

GOALS & OBJECTIVES:

Workforce Housing

RECOMMENDATIONS:

Staff is recommending that the Town Council consider advertising for workforce housing proposals for the 1/2 acre property.

ArcGIS Web Map

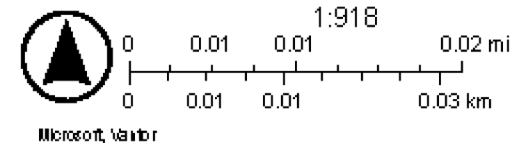


2/13/2026, 10:40:29 AM

-  Parcel
- Road Centerlines
-  M - Pagosa Springs

World Imagery
Low Resolution 15m Imagery
High Resolution 60cm Imagery

High Resolution 30cm Imagery
Citations





AGENDA BRIEF

MEETING: Town Council Meeting
FROM:

PROJECT: Executive Session per C.R.S. 24-6-402(4)(b): For the purpose of a conference with the Town's legal counsel regarding specific legal questions pertaining to the September 10, 2025, Intergovernmental Agreement between the Town and Archuleta County regarding the Tourism Advisory Board.

ACTION:

PURPOSE/BACKGROUND:

Executive Session per C.R.S. 24-6-402(4)(b): For the purpose of a conference with the Town's legal counsel regarding specific legal questions pertaining to the September 10, 2025, Intergovernmental Agreement between the Town and Archuleta County regarding the Tourism Advisory Board.



AGENDA BRIEF

MEETING: Town Council Meeting
FROM:

PROJECT: Executive Session per C.R.S.24-6-402(4)(a): Discussion concerning the purchase, acquisition, lease, transfer, or sale of any real, personal, or other property interest related to Project 102.

ACTION:

PURPOSE/BACKGROUND:

Executive Session per C.R.S.24-6-402(4)(a): Discussion concerning the purchase, acquisition, lease, transfer, or sale of any real, personal, or other property interest related to Project 102.



AGENDA BRIEF

MEETING: Town Council Meeting

FROM:

PROJECT: Executive Session per C.R.S. 24-6-402(4)(f): Discussion of personnel matter regarding the Town Manager's annual evaluation.

ACTION:

PURPOSE/BACKGROUND:

Executive Session per C.R.S. 24-6-402(4)(f): Discussion of personnel matter regarding the Town Manager's annual evaluation.