Paramedic Services – Community Paramedicine – Pre-Hospital and Community Education

P.O. Box 149 | 785 Red Feather Ln. | Woodland Park, CO 80866 | Main: (719) 687-2291 | Fax: (719) 687-6410

Record of Proceedings

MINUTES OF THE REGULAR MEETING OF THE BOARD OF DIRECTORS OF THE UTE PASS REGIONAL HEALTH SERVICE DISTRICT

Held: Thursday, November 20, 2025 at 1300 Hrs at 1017-B E US Hwy 24, Woodland Park, CO

The regular meeting of the Board of Directors (BOD) of the Ute Pass Regional Health Service District (UPRHSD) was called and held in accordance with Colorado State statute.

The following Directors attended:

Attendance	John Gentzel Chris Erickson Gillis Gautreaux Miranda Bickford Jocelyn Rosado (excused) Administration: Chief Executive Officer (CEO) Tim Dienst, Chief Administrative Officer (CAO) Kara Fox, Administrative Assistant (AA) Mariah Hoffman; Leadership: Paramedic Advanced Care Team (PACT) Director James McLaughlin, Captain Chad Bauer, Captain Janee' Karle, Accounting: Kelly Johnston
Quorum	Yes
Call to Order	Director Erickson noted that a quorum was present and called the regular meeting of the Board of Directors for Ute Pass Regional Health Service District at 1300 Hrs.
Pledge of Allegiance	Yes
Disclosures	Directors Gentzel, Gautreaux, and Bickford disclosed that they have family members who are UPRHSD employees.
Minutes	The minutes of the regular meeting of the BOD held October 16, 2025, was presented, **Motion** by Director Gautreaux to accept the minutes, 2nd by Director Bickford and unanimously approved.
Public Comment/Guest	Director Erickson expressed gratitude to UPRHSD for allowing his son to complete ambulance ride-along hours for his schooling. Director Gautreaux thanked PACT Director McLaughin for recently going above and beyond to care for one of his loved ones. Director Gentzel thanked paramedics Ben G, Sierra D, John G, CP Brian H, and EMT Jerek B for the care he personally received following a recent injury requiring medical attention.
Financials	See Report. Kelly Johnston with JFS Presented September and October financials. Items of note are as follows: -There are some notable shortfalls with Captivate Billing that have been identified. This includes a lack of follow-up with self-pay patients resulting in possible missing revenue. JFS is currently working with Captivate to establish more thorough and accurate billing practices. -Efforts are in motion to settle out with Quad Billing as soon as possible. -PACT Revenue is down. -**Motion** by Director Erickson to approve the September and October 2025 financials, 2nd by Director Bickford, and unanimously approved.
CEO Report	No written report provided, Chief Dienst provided a verbal report which is as follows: -Dr. DeWall's final date has been extended to Dec. 31st to ensure a smooth and complete transition to Dr. Keenan for the PACT division. Dr. Keenan has agreed to 5.5 hours of additional work per week for PACT needs and will bill UPRHSD by the hour if more time is needed. The expenses for Dr. Keenan to serve as Medical Director of the PACT program are projected to be lower than those for Dr. DeWall. -The 2026 budget is continually being worked on. -Southwest Teller County EMS has expressed interest in purchasing UPRHSD's Zoll Ventilators that were recently replaced with Hamilton Ventilators. Delta County EMS expressed interest in purchasing two of UPRHSD's PACT vehicles. -The Office of eHealth (OEHI) Grant was approved. This required a lot of work and acquiring data. He expressed particular thanks to Captain Leland and EMT Jerek B for their work on this. -Chief Dienst and PACT Director McLaughlin met with a representative from Colorado Healthcare Policy and Finance (HCPF) at the EMS conference last week. This representative expressed that HCPF has a goal to

start funding UPRHSD's Treatment in Place (TIP) and Mobile Integrated Healthcare (MIH) which is projected to start July of 2026.

-Director Gautreaux inquired about the number of times UPRHSD has been considered at "level 0" in the last month, which is typically included in the CEO report. Chief Dienst stated that he had forgotten to obtain that number but will provide it as soon as possible.

Captains Report

See Report. Captain Karle reported that the two open CP positions, one full-time and one temporary full-time, have been filled. She also expressed that the leadership team is going to schedule a dedicated work session in the next few weeks to develop further plans for the company following the Safetech Solutions (STS) presentation. She also reported that Medic 10 went out of service early this morning after sustaining a flat tire during transport. There were no adverse impact on the crew or any patients.

PACT Report

See Report. Director Gentzel asked how many PACT vehicles the district currently owns compared to how many are in service at any given time, and whether purchasing additional vehicles is necessary. Director McLaughlin stated that he believes the purchase is warranted but is open to reconsidering if a different course of action is deemed more appropriate.

Chief Admin Report:

See Report. CAO Fox provided an additional update regarding CPS HR and the substandard quality of work delivered to date. At their most recent meeting, their Chief of Client Services addressed this issue, explaining that CPS HR leadership had become aware of significant performance problems involving multiple representatives assigned to UPRHSD. Those representatives have since been removed from the company entirely. CPS HR has provided a revised quote for Phases One and Two and assured the District that the quality of work moving forward will meet the standards they originally committed to. They also stated that the requested compensation study will be completed far more quickly than was previously projected, if engaged. Phase One, which has already been paid for, will include completion of the pay structure and policy updates. Overall, there is renewed optimism about working with CPS HR moving forward.

Old Business

-Director Gentzel inquired about the Korn Ferry hiring materials that were requested at a previous meeting. Captain Karle, the lead for hiring, confirmed that she received the request.

-Director Gentzel requested an update on the iPads that UPRHSD is planning to provide to the BOD for board-related matters. PACT Director McLaughlin apologized for the delay, noting that there has been significant IT work associated with the rollout. He stated that he will reconnect with the team and provide the iPads to the BOD as soon as possible.

-Director Gentzel stated that no information was distributed to the BOD regarding Captain Leland and CAO Fox's Star of Life Awards. He expressed concern that, if a member of the public were to ask a BOD member why two UPRHSD paramedics received the awards, board members would not have the necessary information to respond. Director McLaughlin stated that he and Captain Karle wrote the nominations and will provide them to the BOD as soon as possible.

New Business

-Director Gentzel raised concerns regarding CPS HR and the compensation study. He stated that pay rates for other EMS/Fire agencies are easy to find and that a full study does not appear necessary to adjust UPRHSD employees' current pay rates. CAO Fox noted that comprehensive compensation studies are typically recommended every 3–5 years, that UPRHSD has never formally conducted one, and that such studies evaluate all aspects of employee compensation, not just hourly pay rates.

-Director Gentzel noted concerns regarding pay rates under the 48/96 schedule compared to the previous Modified Kelly schedule. He stated that he compared both schedules over a 12-week period and found that the 48/96 schedule results in fewer overtime hours worked and therefore less overall pay for employees. CAO Fox and Director Bickford responded that similar calculations were completed prior to the schedule change and that there was no change, or no significant change, in employee pay found. Director Gentzel then raised additional questions and concerns related to the cost of living in Teller County, safety issues associated with 48-hour shifts, employees' ability to be approved for loans if their pay is lower this year, that there are less overtime opportunities, and other financial implications. Chief Dienst reiterated multiple times that, regardless of any differences in pay, should that actually be the case, the schedule change was chosen and voted for by the staff, and that the other benefits of a schedule change outlined in the initial proposal were a key element in this decision. Director Gautreaux asked leadership if they had heard from employees about suspected pay decreases and asked the captains present, who are also paid hourly, for

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their input. Director Gautreaux asked if this was a concern that was brought up during the SafeTech evaluation by staff, and leadership informed the board that this was not brought up during the evaluation. Among Captain Karle, Captain Bauer, and CAO Fox, it was stated that only one employee is known to have raised concerns about pay. Director Gentzel additionally noted the possibility of losing employees to agencies such as American Medical Response (AMR) and Security Fire due to their higher posted hourly rates. CAO Fox commented that hourly pay alone is difficult to compare because each agency offers different schedules, benefits, pay differentials, workplace cultures, and job requirements. She reiterated that this highlights the importance of conducting a full compensation analysis instead of merely comparing hourly rates.

-Director Gentzel noted that a formal evaluation of the new schedule has not been conducted since the transition; despite operations staff indicating they would follow up. Director Erickson also echoed safety concerns and stated that an evaluation is needed. Captain Bauer reported that the team will begin working on completing the evaluation process. CAO Fox will compile a pay comparison of the two schedules to be presented at a future meeting.

-Director Gentzel inquired about employee end-of-year and holiday bonuses citing that, In 2024, all full-time employees received the same amount based on rank. He stated that this approach is not fair to either overperforming or underperforming employees. Leadership reported that they have been working diligently to establish a new evaluation process and bonus distribution structure. It was acknowledged that previous processes were inefficient, inequitable, and generally not well-received, and that this issue has been discussed in prior meetings. Captain Bauer expressed that leadership has a meeting scheduled for tomorrow for employee evaluations and is confident that the new process is thorough and equitable.

-**Motion** by Director Gautreaux to nominate Director Erickson as President of the Board of Directors; Director Erickson declined.

-**Motion** by Director Erickson to nominate Director Gentzel as President of the Board of Directors, 2nd by Director Bickford and unanimously approved.

-**Motion** by Director Erickson to nominate Director Bickford as Secretary/Treasurer, 2nd by Director Gautreaux and unanimously approved.

-**Motion** by Director Gentzel to nominate Director Erickson as Vice President of the Board of Directors, 2nd by Director Gautreaux and unanimously approved.

Adjourned 1522 Hrs

John Gentzel President

Date: 12/11/2025

Miranda Bickford Secretary/Treasurer

UTE PASS REGIONAL HEALTH SERVICE DISTRICT
SEAL
DOUGLAS, TELLER & PARK COUNTIES

