THE CITY OF WATERTOWN

Fire Department

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MEMO

TO: Finance Committee

FROM: Andrea Peters & Fire Chief Tanya Reynen

DATE: 10/13/2026

RE: Approval of Contract for EMS Billing Services

Purpose
The Watertown Fire Department is requesting Finance Committee approval to enter into a contract with a new EMS billing company, replacing our current provider, EMS|MC. This recommendation follows a review of our current billing services, associated costs, customer service, and the overall needs of the department and the citizens we serve.

Vendor Selection
The department did not issue a formal Request for Proposals (RFP) due to the limited number of EMS billing companies available that provide services to municipalities in the Midwest. Rather than conducting a formal RFP process, we evaluated an alternative provider based on its experience, services, fee structure, and ability to meet the department's operational needs.

We believe the proposed company will provide a better overall fit for the department while improving the billing experience for our residents.

Financial Impact
One of the primary benefits of the proposed contract is a reduction in billing commission fees from our current rate of **6.9% to 4.5%**.

Based on average annual EMS collections of $846,500, the anticipated savings are as follows:

Description	**Annual Amount**
Average EMS Revenue	$846,500.00
Current Billing Commission (6.9%)	$58,408.50
Proposed Billing Commission (4.5%)	$38,092.50
Estimated Annual Savings	**$20,316.00**

This represents a reduction of approximately 34.8% in billing commission expenses, resulting in estimated annual savings of $20,316, assuming collections remain consistent.

These savings would allow the department to retain a greater portion of its EMS revenue without increasing ambulance fees or placing additional financial burdens on residents.

Customer Service and Operational Benefits
While cost savings are an important consideration, customer service is equally significant in our recommendation. Ambulance billing often involves individuals and families navigating stressful medical situations. It is important that our billing provider approaches these interactions with professionalism, compassion, and responsiveness.

Based on our evaluation, we believe the proposed provider offers a better fit for the citizens we serve, particularly in the areas of customer service, communication, and resolution of billing questions and concerns.

Additionally, we anticipate improved communication and collaboration between the billing company and department staff, allowing billing issues to be identified and resolved more efficiently.

Recommendation
The Watertown Fire Department recommends approval of the proposed EMS billing services contract. We believe this transition represents a positive opportunity to improve service to our residents, strengthen the department's billing operations, and achieve meaningful annual cost savings.

Requested Action: Recommend approval of the proposed EMS billing services contract and authorize the appropriate City officials to execute the agreement.