



Council Agenda Item

Meeting Date:	October 15, 2024
Agenda Item:	Fire/EMS Billing Contract
Staff Contact (name, email, phone):	Rachelle Blitch, rblitch@whitewater-wi.gov , 262-473-1380

BACKGROUND

(Enter the who, what when, where, why)

We have encountered ongoing challenges with the billing company that manages Fire/EMS services. Both the Comptroller and the EMS Chief have attempted to resolve the issues; however, the same problems continue to arise. Specifically, the company consistently falls behind on billing, requiring the Comptroller and the EMS Chief to step away from their regular responsibilities to follow up and urge them to complete their work, which is causing delays in revenue and affecting cash flow. In response, the Comptroller has reached out to two alternative companies, obtaining quotes, references, and conducting thorough interviews. One company, based in Lake Mills, has received outstanding reviews and provides a cost savings.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS

(Dates, committees, action taken)

FINANCIAL IMPACT

(If none, state N/A)

The direct cost savings is a difference of 1% which would be approximately \$5,000.

STAFF RECOMMENDATION

It is staff's recommendation to move forward to terminate the current contract with EMSMC as of December 31, 2024 and move to ECP Services, LLC as of January 1, 2025. This allows the City to give the required 60 days' notice to EMSMC and allowing ample time to work with the new vendor to get set up.

ATTACHMENT(S) INCLUDED

(If none, state N/A)

1. Billing Contract