

TO: Gary Klaphake, City Administrator
FROM: Bob Hartwig, Finance Director
DATE: November 8, 2006
SUBJECT: Ambulance Collection Services Contract

RECOMMENDATION: Move to authorize the Finance Director to execute a contract with Bonded Business Services, Ltd to perform collection services related to delinquent ambulance bills.

BACKGROUND: One of the concerns relating to undertaking emergency medical services is that some people who use the ambulance do not pay their bills in a timely fashion. EMS services tend to contract for this work since a private collection company has the expertise to collect a substantial portion of these payments.

Staff members reviewed available companies and are proposing that the City engage the services of Bonded Business Services (BBS). BBS offers equivalent rates with other ambulance collection services. They are located in Boulder and have a good collection record.

They provide services for other ambulance companies and come with good references. An important factor for City staff members was that they use a "firm but fair" approach and take a less adversarial approach, as verified by Boulder County Paramedics.

In addition, please note that BBS is the current collection service for Boulder County Paramedics. BBS was also the past provider when the City provided ambulance services in the 1990s.

Based on all of these factors, the staff recommendation is that we continue this collection relationship.

Fiscal Impact: This will depend upon the level of collections realized by BBS. The net benefit to the City could be as much as \$150,000 per year.

Attachments: None.

X