

**Minutes
Village Board Workshop
Glen Ellyn Village Board of Trustees
January 28, 2013**

Time of Meeting: 7:00 p.m.

Present: President Pfefferman; Trustees Cooper, Friedberg, Hartweg, Henninger, Ladesic and McGinley; Deputy Village Clerk Solomon; Village Attorney Diamond; Staff present: Village Manager Franz, Assistant to the Village Manager Schrader, Police Chief Norton, Deputy Police Chief Holmer, Planning and Development Director Hulseberg, Finance Director Wachtel, Public Works Director Hansen and Administrative Intern Strong. Recreation Director Pekarek at 7:35 p.m.

1. Call to Order

President Pfefferman called the Board Workshop to order at 7:00 p.m. with a roll call. Trustees Cooper, Friedberg, Hartweg, Henninger, Ladesic and McGinley "Present."

2. Hawthorne Project Award Presentation

Public Works Director Hansen said The Hawthorne Corridor Improvements Project was selected for the 2013 Project of the Year Award in the transportation – less than \$5 million category by the Chicago Metro Chapter, Suburban Branch of the American Public Works Association. Public Works Director Hansen showed a short DVD of the project work and the January 24, 2013 award presentation where Engineer Minix accepted the plaque on behalf of the Village. The Village Board congratulated Director Hansen, Public Works and the Capital Improvements Commission for a job well-done.

3. Ambulance Contract Review

Assistant to the Village Manager Schrader presented information on the recent annual review of Paramedic Safety Services Inc. (PSSI), Paramedic Billing Services (PBS) and the Village's fees schedule from both a financial and customer service aspect. The Village has been using the services of PSSI since June 2009 when the Village completed an RFP. PSSI supplies the Village with 4 paramedics per day, 2 at each fire station. The Village's contact with PSSI expires in June 2014.

A separate RFP was issued in 2009 seeking proposals for companies to provide the Village with medical billing services for ambulance calls, with the Village selecting PBS. The Finance Department did an informal audit of the billing information from PBS with ambulance run data from the Fire Company and found the billing records to be accurate with services provided. The Village also reviewed the customer service provided by PBS as there had been some concerns from both residents and non-residents that the first contact they have regarding their ambulance bill was from the collection agency. PBS stated they have had issues with incomplete documentation so PBS will offer a short in-service presentation to the Fire Company regarding best practices for documentation. The Village's average net collection percentage for ambulance services from 2009 to 2012 was 66% which is in the anticipated range (50% to 70%). One of the recommendations was the Fire Company to begin working more closely with Good Samaritan Hospital and Glen Oaks Hospital to ensure

information for customers is provided to PBS. The Village also recommends an in-depth fee survey be conducted in 2014 prior to beginning a new paramedic contract.

Glen Ellyn Volunteer Fire Company Chief Jeff Buccola said the contract with PSSI provides a variety of new levels of service that greatly assist the Fire Company, including that all paramedics must be trained firefighters, and the ability for the Village to interview and hire all personnel supplied by PSSI that work in Glen Ellyn. There was discussion regarding the number of ambulance calls the Fire Company received annually, the number of ambulances the Village has, protocol for an ambulance being sent out, the number of non-transports that happen annually, what the paramedics do during downtime, patient care policies, mutual aid with neighboring community and the evaluation process. Angie Graham, PBS Assistant Operation Manager, said the non-transport percentage from December to present was 37% which is high. Trustee McGinley Paramedic Coordinator Sue Myers said the supplies and equipment are exchanged at the hospitals, and they follow equipment protocol which allows them to maximize usage and keep costs down.

Finance Director Wachtel presented the ambulance revenue and expense information which shows the first 3 years of the revised program, the average annual cost for the Village to provide ambulance service has been about \$350,000, with the last year being more costly due to less revenue and higher costs. The collect versus the net bill is 68%, an average of \$444 per call. There was discussion regarding the growing cost per transport call, cost recovery, other communities' charges and option considerations.

Village Manager Franz asked for direction from the Village Board. Trustee Henninger asked for the information to be clarified and said the Village could explore early renewal of the PSSI contract. Trustee McGinley asked for another workshop to look at the numbers. Village President Pfefferman took a straw vote on moving forward with the billing contract for another year and utilization of the current fee schedule to which the Village Board asked for another workshop to discuss this topic further.

4. Adjournment

At 8:07 p.m. Trustee Henninger moved and Trustee Cooper seconded the motion to adjourn to the regular Village Board Meeting in the Galligan Board Room. All voted "Aye." Meeting adjourned.

Respectfully Submitted,
Debbie Solomon,
Deputy Village Clerk

Reviewed by
Patti Underhill
Acting Village Clerk