



SPECIAL WORKSHOP MEETING NOTICE OAK HARBOR CITY COUNCIL

NOTICE IS HEREBY GIVEN that the Oak Harbor City Council will hold a Workshop Meeting on:

Date: Wednesday, February 25, 2015

Time: 3:00 p.m. – 5:00 p.m.

Location: City Hall Council Chambers, 865 SE Barrington Drive, Oak Harbor, WA 98277

AGENDA

1. Departmental Briefings

- a. Schedule Council iPad Orientation

2. Pending Agenda Items

- a. Economic Development Position (3/03) – Admin
- b. Implementing Energy Efficiency measure for the City (3/03) - PW
- c. Granicus, Inc. – Web-based solution for media-related services (3/03) – Admin/Finance
- d. Interlocal Agreement for Repair Services with North Whidbey Fire (3/03) – PW
- e. Authorization to Bid-Two (2) Front Load Refuse Trucks (3/03) – PW
- f. Purchase authorization-three patrol vehicles (3/03) – PW
- g. RFP for Architectural Services for the Fire Station (3/17) – FD

3. Emerging Issues

- a. Fire Recovery USA – FD

Anna M. Thompson
City Clerk
Posted on February 20, 2015

POSTED: City Hall Bulletin Boards
www.oakharbor.org

EMAILED: editor@whidbeynewsgroup.com
Cory.Ertel@pse.com
news@skagitpublishing.com
Mayor Scott Dudley
Oak Harbor City Council
Directors

REMOVE: After February 25, 2015

The City Council may meet informally in workshop sessions (open to the public) to do concentrated strategic planning, to review forthcoming programs of the City, receive progress reports on current programs or projects, or receive other similar information from the City Administrator, provided that all discussions and conclusions thereon shall be informal. Council shall make no disposition of any item at a workshop meeting. Public comment is not normally allowed at workshop meetings, although Council may allow, or request participation.

Please contact the City Clerk at 360-279-4539 within 24 hours advance notice for special accommodations.



Workshop Item

Emerging Issues

Item 3.a
Fire Recovery USA

Ray Merrill, Chief of Fire

Attachments

Attachment A: Information about Fire Recovery



Bridget Bugbee
Regional Account Manager

December 22, 2014

2271 Lava Ridge Court, Suite 120, Roseville, CA 95661-3065
email: b.bugbee@firerecoveryusa.com
office: 1.888.640.7222x123 cell: 925.785.5528

www.FireRecoveryUSA.com

North Whidbey Fire and Rescue
Island County Chief's
770 NE Midway Blvd
Oak Harbor, WA

Dear Island County Chief's:

Thank you for the opportunity to present our competitive comparison for your Emergency Response services, as well as other cost recovery programs.

These include:

- Emergency Response Recovery Program (2)
- Full Inspection Program
- First Responder/EMS Subscription
- False Alarm Tracking and Billing Program
- False Alarm Registration Portal

Depending on your needs, we can implement one or all of these programs. Please feel free to call if you have any questions or require additional information.

Sincerely,

A handwritten signature in blue ink that reads 'Bridget Bugbee'.

Bridget Bugbee
Sales Representative
C: 925.785.5528
b.bugbee@firerecoveryusa.com

www.firerecoveryusa.com

2271 Lava Ridge Court, Suite 120
Roseville, CA 95661

Phone 888-640-7222
Fax 916-290-0542



Emergency Incident Recovery Forecast

While we cannot make guarantees for cost recovery, the following is an estimated forecast.

City of Oak Harbor

<i>Items</i>	<i>Incidents per Year</i>	<i>Percent Collected</i>	<i>Amt. Billed</i>	<i>Totals</i>
MVA (with fluids on ground)	52	90%	@ \$550 =	\$25,740
MVA (no fluids on ground)	52	30%	@ \$550 =	\$8,580
Vehicle Fires	8	20%	@ \$605 =	\$968
False Alarms	0	30%	@ \$100 =	\$0
Air Ambulance	0	60%	@ \$2,100 =	\$0
Fires	40	60%	@ \$500 =	\$12,000
Hazardous Conditions	20	60%	@ \$700 =	\$8,400
Other	3	60%	@ \$400 =	\$720
SUBTOTAL COLLECTED				\$56,408

TOTAL RETURNED TO THE FIRE DEPARTMENT (per year)	\$45,126
---	-----------------

** Emergency Incident Billing typically takes up to two years for a full "At Plan" ramp up, therefore be advised Year 1 revenue may be as much as 50% lower than the ongoing revenues.*

** This forecast is highly dependent on the client providing adequate billing data to enable us to meet our normal collection rates. This will be reinforced during training.*

** Air Ambulance only applies to temporary Landing Zone creation.*

EMERGENCY RESPONSE RECOVERY

How our system works.

Prior to Billing

The Fire Department passes an ordinance that allows you to bill for various services you provide during an emergency incident.

Billing Begins

At The Scene of the Incident: Your personnel will either log the data from the incident using your existing system protocol, or via our paper-based "Incident Reports".

Upon Return to the Station: Your designated personnel will input the run data into your current RMS System, Firehouse Software. **As the exclusive partner with Firehouse Software, we are the only billing company authorized to download your billing data, thereby saving hundreds of hour of labor.**

After Submitting the Run: We go to work in claim recovery. By utilizing the advanced technology in RecoveryHub, we should be able to harvest the necessary billing data for most incidents without further contact with the client, depending on the quality of the information provided by your staff.

Virtually all of our interaction is with the at-fault individual and their insurance company. We will determine the existing claim number (or create a new claim with the insurance carrier), bill the individual and submit the claim to the insurance company, provide follow-up proof of laws, legal documents, and other information, and finally, recover the funds.

Our Processing Center: After receiving the run, we assign it to a claim representative. Their job is to track down the individual and existing claim or create a claim with the appropriate insurance carriers and/or responsible parties. We work with the insurance companies involved and/or the police to determine who is responsible if necessary for payment.

Our Processing Center sends the initial claim to the responsible party and their insurance, tracks the response(s) and begins to plan for approval of the claim. If initially denied, the claim then moves to our escalation team who responds to the reasons for the denial, provides the responsible party(s) of laws pertaining to the claim, and strategizes the most effective way to counter further denials of this claim. **Fire Recovery USA uses advanced methods resulting in a proven higher recovery percentage - over 90% of "fluid-based" MVA runs with hazardous materials spills and over 70% of all billable events.**

Viewing or Printing Reports is Available 24/7: The main benefit of this program is our exclusive 24/7 "Real-Time" information and status access through our RecoveryHub website. You'll never again have to wait for your data or reports. You can access from virtually any computer, anywhere in the world.

The status of each run (Current or Archived) is available 24/7, online, on RecoveryHub. This will both provide immediate account information, but also allow you to forecast incoming funds and plan for their use.

Payment of Runs

On or before the 7th of each month, we issue a check for all payments received prior to the previous month's cut-off date (typically the 24th), minus our collection fee. This payment will also include an itemized breakdown of what runs the check is paid against.

How our system is implemented.

As a current client, you are currently setup in our system including passwords for online run submission and reporting. We will also provide our "Online Video Training Guide". We will also organize an on-site training schedule if requested:

- **Line Personnel Training** (at additional cost): Fire Recovery Representative will train personnel. This training will include run qualification, information necessary for a maximum collection percentage, how to submit runs via fax and using our online submission system.
- **Fire Chief & Battalion Chief Training** (at additional cost): As above, but adds training on how to access reports via our online reporting system (available 24/7). Also providing passwords for report views. **This will only be provided if client authorizes report access to Battalion level personnel.**

INSPECTION BILLING

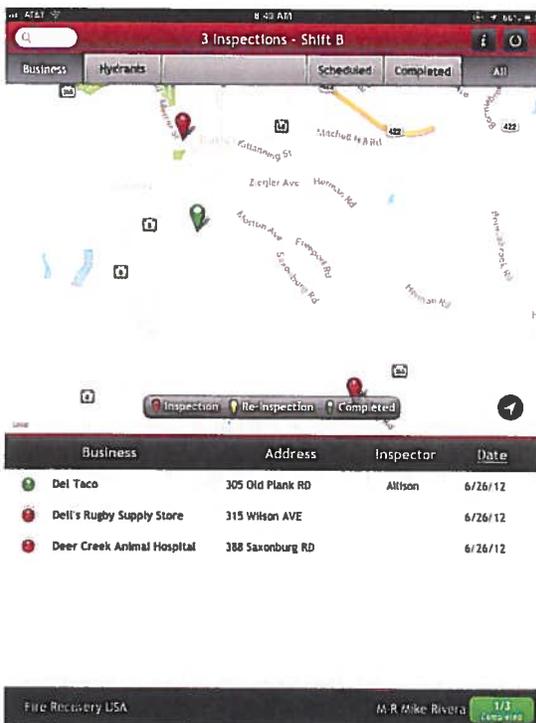
How our system works.

Prior to Billing

The Fire Department would have an ordinance that allows you to bill for fire inspections along with fee schedules that provide an average inspection fee.

The Concept – Full Inspection

Using Streamline Automation Inspection program for iPad, the Fire Department can achieve substantial efficiencies up to as much as complete a full inspection in about one-third the time of traditional paper-based inspections.



The Streamline Inspection program provides a street map of the coverage area and place flags on the map on addresses that are in need of inspections.



The inspection form on the screen allows easy "touch-pad" selections and includes the applicable fire codes for all the inspection items. Once the inspection is complete, Fire Recovery USA receives the appropriate information for billing automatically.

As the creator and manager of the application, there is a complete and seamless transition as Fire Recovery USA is able to receive the data, invoice the business, process payments and issue a fire permit after payment is received. All accounting and data operations are handled by Fire Recovery USA without need for further action from the Fire Department.

The Concept – Self-Inspection

To supplement the Streamline Automation Full Inspection program, Fire Recovery USA has created a fully integrated Self-Inspections program, which assures all businesses are inspected annually. This full program also allows the cost of your inspection and fire prevention program to be allocated across every business in the community allowing for a higher revenue-producing program to the Fire Department while being more affordable for business.

Fire Recovery USA will mail an information package to each business, containing a letter from the Fire Department explaining the program as well as instructions how to login in to our website and perform a self-inspection.

The responsible party completes the Inspection Form online. Our system allows the participant to pass or opt-out and receive a full inspection. A “no pass” requires the business to make corrections prior to completing the online form. If they fail to complete the corrections in a timely manner, a full inspection will be scheduled. If a business does not meet specific criteria set by the Fire Department they will automatically be sent to the fire department to schedule a full inspection. If the business passes, the payment for their Fire Permit can be made immediately online or mailed by check.

Fire Recovery USA processes the payments, as well as provides online access to the fire department and city for each inspection. This information is available 24/7 via the Internet and is password protected for security.

FALSE ALARMS

We believe the most efficient and fair approach would involve a False Alarm Registration Portal in conjunction with our False Alarm Billing Program.

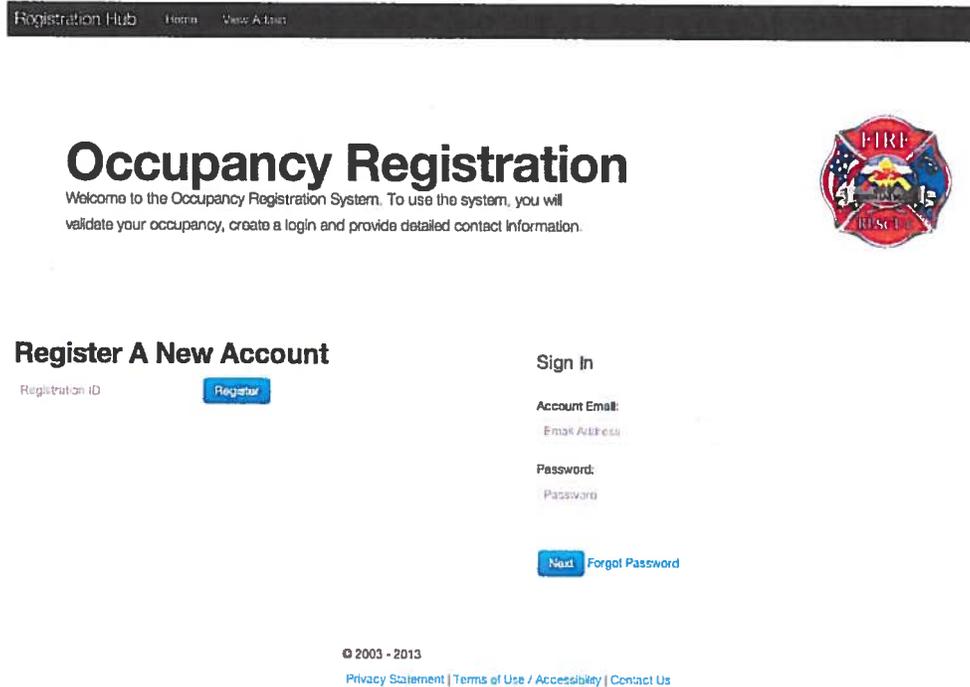
FALSE ALARM REGISTRATION PORTAL

This program allows all building and business owners to register their alarms providing vital data to the Fire Department that will assist in responses to the occupancy and billing for those responses.

Registration Portal includes:

- The ability for businesses/building owners to register their alarm systems through an on-line portal or by mail.
- Provide several layers of contact information (owner, occupant, and key-holders), which are critical to the fire department in the event of an emergency.
- Allow parties to pay their alarm registration fee by e-Check or via Credit Card using Authorize.net or by check through a bank lock-box account.

Sample Screenshot of Registration Portal



FALSE ALARM BILLING PROGRAM

False alarm activity is time-consuming and costly to your department and the community. Fire Recovery USA's False Alarm Billing Program offers cost recovery for these incidents at a fraction of the cost, freeing up valuable, life-saving time and resources. Fire Recovery USA is the leading cost recovery service in the U.S., assisting fire departments across the nation in recovering the cost of providing emergency services.

Fire Recovery USA's False Alarm Billing Program includes:

- On each false alarm we will notify the property owner or the occupant by e-mail or USPS mail (even if there is no charge).
- Based on your ordinance we will monitor, track, notify, bill, and collect on each false alarm
- We will provide the fire department with 24/7 website access to information a web browser or mobile device
- We will provide the ability for the owner or occupant to pay false alarms with e-Check, Credit Card, or check
- Notification of initial non-billable response and activity tracking
- Integration with the fire department's RMS System or CAD, with full transparency and accountability

Using our proprietary system, Fire Recovery USA can process your false alarm runs, report and fund your program cost-effectively and seamlessly. You do the runs; we handle the rest at a fraction of the standard recovery cost.

COMPREHENSIVE PROGRAM INTEGRATION

One of the main benefits of our programs is our exclusive 24/7 "Real-Time" information and status access through our RecoveryHub / InspectionHub / SubscriptionHub websites *(Note: EMS Transport Billing is not yet integrated).*

You'll never again have to wait for your data or reports. You can access at any time from virtually any computer, anywhere in the world.





LOGIN

HOME SERVICES RECOVERYHUB EMERGENCY SERVICES FAQ NEWS ABOUT CONTACT

Thanks Fire Recovery. I can't express this enough - your company and your work have been exceptional. There was a Fire Department in Illinois who contacted us wanting information on your company. I couldn't say enough great things about you.

Alfred LaPointe Jr.
Fire Chief
French Village Fire Department
French Village, Illinois

FAQS

What is Fire Recovery USA?

Founded in 2006, Fire Recovery USA maximizes your EMS cost recovery by utilizing the most efficient systems, technologies and the highest level of customer service.

Fire Recovery USA is the leading cost recovery service in the U.S., assisting fire departments in recovering the cost of providing emergency services. Recognized for the highest-quality recovery service and reporting, Fire Recovery EMS has more than 15 years of experience understanding department needs. Our team is committed to exceptional customer service and support and is proud to provide NAAC-certified ambulance coders on staff.

FEMA published an update to their [Funding Alternatives for Emergency Medical and Fire Services](#) publication and again they offer suggestions on cost recovery billing programs.

They confirm that most cities have the authority to impose direct charges, or fees, on individual users of services. These include Emergency Response fees, Fire Prevention Inspections fees, Self-Inspection fees, and more. Here's a link to the document

[Click here for the FEMA Document](#)

How much will the total cost be to our department? How do we sign up?

There is absolutely no up-front charge to the department. We simply deduct a portion of what we collect in fees recovered. To sign up, simply contact Fire Recovery USA at info@firerecoveryusa.com to register your department, and get started.

What other services can we bill for?

In most states, besides billing for motor vehicle incidents, Fire Recovery USA can customize a plan based upon your needs and your local laws, which may include:

- Vehicle Fires
- Structure Fires
- Water Incidents
- Hazmat Calls
- False Alarms
- Fire Prevention Inspections and Fire Permit Inspections
- Self-Inspections
- Special Rescue
- Mutual Aid
- First Responder EMS (non-transport, ALS/BLS)
- Paramedic Subscription Program

How much can our department recover?

Each department is unique in its opportunities to recover payment. Fire Recovery USA will work on your behalf to ensure you are receiving the maximum payments.

To find out how much your department can recover, simply click [here](#).



LOGIN

[HOME](#) [SERVICES](#) [RECOVERYHUB](#) [EMERGENCY SERVICES](#) [FAQ](#) [NEWS](#) [ABOUT](#) [CONTACT](#)

EMERGENCY SERVICES

Using RecoveryHub

Services Covered

RecoveryHub

Fire Recovery will bill on your behalf, for the services you provide during Motor Vehicle Incidents, Vehicle Fires, Structure Fires, Hazmat Clean-ups, False Alarms, Water Incidents, and Special Rescues.



Major John Stich, Lyndon Fire Department

We have utilized Fire Recovery since June 2009. The decision to outsource our Fire/Rescue Billing for response to vehicle collisions and fires was the best decision we ever made. We would be overwhelmed without their assistance in this regard.

Steven Kerber
Fire Chief
Regional Fire & Rescue
Department
Casa Grande, Arizona

USING RECOVERYHUB

RecoveryHub is a simple and effective way for local department/governments to bill and recover the costs of mitigating an emergency without the paperwork and high administrative costs. These 'incident response mitigation rates' allow some departments to bill within a regulated environment that discourages service cost recovery. We make the emergency services billing process very simple for our fire departments.

- At the Scene of the Incident: Your personnel will either log the data from the incident using your existing system protocol, or via our "Incident Reports".
- Upon Return to the Station: Your designated personnel will submit the run using our secure RecoveryHubsm on-line system. This takes about 3 minutes.
- When you log-on, RecoveryHubsm will know who you are and bring you right to your submission page.

SERVICES COVERED:

Your department provides valuable emergency services to your communities and those who visit them.

'CHARGING FOR FIRE INSPECTIONS MAKES SENSE. FIRE RECOVERY USA MAKES IT EASY.'

The Fire Recovery USA system applies to a wide range of emergency services, allowing you to appropriately recover costs for your efforts. Among the emergency services covered by our system are:

- Motor Vehicle Incidents
- Hazmat Clean-up
- Vehicle Fires
- Fires
- False Alarms (recording and billing)
- Fire Investigation Service
- Special Rescues
- Water Incidents
- And More...

P: 888-640-7222 | F: 916-943-1661 | 2271 Lava Ridge Court, Suite 120, Roseville, CA 95661-3065