

**CITY OF SALISBURY, MARYLAND**

**REGULAR MEETING**

**SEPTEMBER 10, 2012**

**PRESENT**

*Council President Terry E. Cohen  
Councilman Timothy K. Spies*

*Council Vice President Deborah S. Campbell  
Councilwoman Eugenie P. Shields*

**ABSENT**

*Mayor James Ireton, Jr.  
Councilwoman Laura Mitchell*

**IN ATTENDANCE**

*City Clerk Kimberly R. Nichols, CMC, City Administrator John R. Pick, Assistant City Administrator Loré Chambers, Ph. D., ICMA-CM, City Attorney Mark Tilghman, Public Works Director Teresa Gardner, Assistant Internal Services Director–Procurement Catrice Parsons, Acting Director of Internal Services Gerri Moore, Acting Fire Chief Rick Hoppes, and interested Citizens and Members of the Press.*

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**MEDITATION – PLEDGE OF ALLEGIANCE**

*The City Council met in regular session at 6:00 p.m. in Council Chambers. Council President Cohen called the meeting to order, and asked that the people lost during the 9-11-01 attack and the men and women serving in the military be remembered in our thoughts and prayers. She also acknowledged the sad passing of three community public servants: Luther Hitchens, Delmar Town Commissioner and member of Metropolitan Planning Organization; Henry Parker, past President of Wicomico County Council; and Kenneth Holland, a Salisbury citizen who was a well-known and respected presence in the City and County for many years. A moment of silent meditation was held followed by the Pledge of Allegiance.*

**ADOPTION OF LEGISLATIVE AGENDA**

*Mrs. Shields moved, Mrs. Campbell seconded, and the vote was unanimous to approve the legislative agenda as presented.*

**CONSENT AGENDA** – presented by City Clerk Kim Nichols

*The Consent Agenda, consisting of the following items, was unanimously approved on a motion by Mr. Spies and a second by Mrs. Campbell:*

- *April 26, 2012 work session minutes (revised)*
- *May 21, 2012 work session minutes*

- *May 29, 2012 regular meeting minutes*
- *June 4, 2012 work session minutes*
- *Resolution No. 2199 – approving the appointment of Gretchen Ardis to the City of Salisbury Elections Board for a term ending 1/31/*
- *Resolution No. 2200 – approving the appointment of Thomas E. Tucker to the Ethics Commission for a term ending 9/30/2013*
- *Resolution No. 2201 – approving the reappointment of Brenden D. Frederick to the Historic District Commission for a term ending 8/31/2014*

**AWARD OF BIDS** – presented by Assistant Internal Services Director - Procurement  
Catrice Parsons

*The following item was unanimously approved on a motion by Mrs. Shields and a second by Mr. Spies:*

- *Award – EMS Billing RFP 02-12 - \$0.00*

**RESOLUTIONS** - presented by City Administrator John Pick

- *Resolution No. 2202 – approving the development of affordable housing at Fitzwater Street, to be financed directly by the Department of Housing and Community Development of the State of Maryland or through the Department’s Community Development Administration*

*Mr. Spies moved and Mrs. Shields seconded to approve Resolution No. 2202.*

*Mr. Brian Lopez, Vice President of Osprey Property Company was invited to join Council at the podium. He explained Resolution No. 2202 was a Resolution of Support for the River’s Edge Apartments and Studio for the Arts. He clarified the two basic components of the resolution; 1) that Council supports the project; and 2) Council acknowledges that there are tax credits and other financing being made to the project. He recapped the tax credit program, and provided a Power Point presentation on the apartment building and how it would fit into the community.*

*The following comments were heard from three (3) members of the public*

- *Salisbury already has low income, subsidized, rental housing and may not need more*
- *there’s no guarantee that it will be an artist’s compound*
- *most of the complex will be filled by low income, which will affect downtown*
- *Salisbury already has major crime issues*
- *suggested the City develop a program to promote home ownership instead of building more subsidized rental units*

- *this project has the potential of becoming an artists' colony and is an important stepping stone for the City of Salisbury*
- *thanked Council for bringing this project forward*
- *requested a better picture of what this will look like because it is low income*
- *bringing "Arts" into a community helps alleviate the "ghost town" pattern*

*Resolution No. 2202 was unanimously passed.*

- *Resolution No. 2203* – *amending the Salisbury City Council Regulations and Rules of Order*

*Mrs. Shields moved and Mr. Spies seconded to approve Resolution No. 2203.*

*Mr. Spies moved, Mrs. Shields seconded, and the vote was unanimous to amend Resolution No. 2203 by striking "Countil" and inserting "Council" on Line 8 and striking the word "underlines" and inserting "underlined" on Line 22.*

*Resolution No. 2203, as amended, was unanimously passed.*

**ORDINANCES** – *presented by City Attorney Mark Tilghman*

- *Ordinance No. 2216* – *2<sup>nd</sup> reading* – *approving a budget amendment of the FY13 General Fund to appropriate funds received from the 2012 Speed Camera Program to purchase a new network server and related software and six laptop computers*

*On a motion by Mrs. Campbell and seconded by Mr. Spies, Ordinance No. 2216, as amended, was unanimously passed.*

- *Ordinance No. 2217* – *1<sup>st</sup> reading* – *FY13 budget amendment of the General Fund and Water and Sewer Fund to appropriate funds to cover the City's share of the Maryland State Retirement and Pension Fund's administrative and operating costs*

*On a motion by Mrs. Campbell and seconded by Mr. Spies, Ordinance No. 2217 for first reading unanimously passed.*

- *Ordinance No. 2218* – *1<sup>st</sup> reading* – *to abandon a portion of an existing utility easement on property owned by Peninsula Regional Medical Center located at 100 East Carroll Street, Camden Election District, Wicomico County, State of Maryland*

*On a motion by Mrs. Campbell and seconded by Mrs. Shields, Ordinance No. 2218 for first reading unanimously passed.*

- *Ordinance No. 2219 –1<sup>st</sup> reading – FY2013 budget amendment to appropriate funds for additional mosquito spraying*

*On a motion by Mr. Spies and seconded by Mrs. Shields, Ordinance No. 2219 for first reading unanimously passed.*

- *Ordinance No. 2220 –1<sup>st</sup> reading – FY2013 General Fund budget amendment to appropriate funds for Police salaries and to open a frozen position*

*Mr. Spies moved and Mrs. Campbell seconded to approve Ordinance No. 2220.*

*The following comments were heard from six (6) members of the public:*

- *no arguments the Salisbury Police Department personnel work hard, but the Public Works employees work just as hard*
- *cost of living has gone up 25% for all of us over the past eight to nine years, not just for the Salisbury Police Department personnel*
- *most of Public Works employees have second jobs to make ends meet*
- *retaining qualified staff is very important, but the City is losing qualified employees*
- *Public Works needs the Career Ladder*
- *morale in Public Works Department is at a long time low*
- *employees in the Public Works Department deserve a raise*
- *thanked the Council for taking action on giving the Police Department the raises they needed for quite a while*
- *the City needs a strong police force with a lot of experience*
- *understands that other departments need salaries increased*
- *employees are the City's most important assets*

*Mrs. Campbell moved, Mrs. Shields seconded, and the vote was unanimous to amend Ordinance No. 2220 by striking \$400,620.00 in Lines 29 and 30 and inserting \$447,607.44 in both lines.*

*Ordinance No.2220, as amended for first reading, was unanimously passed.*

### **PUBLIC COMMENTS**

*There were no comments received from the public.*

### **ADJOURNMENT**

*The meeting adjourned at 9:20 p.m.*

CITY OF SALISBURY, MARYLAND  
CLOSED SESSION  
AUGUST 27, 2012

*TIME & PLACE:* 12:00 p.m., Government Office Building – Conference Room 306  
*PURPOSE:* To interview a candidate for the position of Director of Internal Services  
*VOTE TO CLOSE:* Unanimous  
*CITATION:* Annotated Code of Maryland Section 10-508(a)(1)(i)  
*PRESENT:* Council President Terry E. Cohen, Council Vice President Deborah S. Campbell, Councilwoman Laura Mitchell, Councilman Timothy K. Spies, Assistant City Clerk Diane C. Nelson  
*ABSENT:* Mayor James Ireton, Jr., Councilwoman Eugenie P. Shields

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*The Council convened in Open Session at 12:01 p.m. Mrs. Campbell moved to convene in closed session for the purpose of interviewing a candidate for the position of Director of Internal Services. Mr. Spies seconded and President Cohen called for any discussion prior to calling for the vote.*

*President Cohen acknowledged her acquaintance with the candidate's spouse, that there was no strong, ongoing, personal relationship nor a financial relationship, but that the acquaintance did give her some knowledge of the person's background.*

*Councilwoman Mitchell acknowledged her previous employment working for the candidate, that it had been a number of years ago and that she had only spoken to him once during the years since then.*

*In light of the aforementioned acknowledgements, Councilwoman Campbell suggested that in the future Council be given a candidate's name prior to scheduling an interview meeting with the candidate in order to determine that there are no conflicts of interest precluding any Councilmember's participation in the interview process and to further determine that a decision making quorum still exists after all conflicts of interest are disclosed.*

*President Cohen reported that Councilwoman Shields had notified the City Clerk's Office that she would not be in attendance at this meeting and had provided three (3) questions to be put forth to the candidate during the closed session interview for advice and consent.*

*The vote was unanimous to close the meeting, in accordance with Section 10-508(a) (1) (i), the appointment, employment, assignment, promotion, discipline, demotion, compensation, removal, resignation, or performance evaluation of appointees, employees, or officials over whom it has jurisdiction; the Closed Session began at 12:05 p.m.*

*At 1:59 p.m. on a motion and a second by Mr. Spies and Mrs. Campbell respectively, and by unanimous vote, Council recessed the closed session, to return to open session; immediately*

*thereafter the open session adjourned.*

*CITY OF SALISBURY, MARYLAND  
CLOSED SESSION  
SEPTEMBER 4, 2012*

*TIME & PLACE:* 2:13 p.m., Government Office Building – Conference Room 306  
*PURPOSE:* To consult with legal counsel and staff on two contractual matters and a personnel matter involving the Director of Internal Services position  
*VOTE TO CLOSE:* Unanimous  
*CITATION:* Annotated Code of Maryland Section 10-508(a)(1)(i)(7)(8)  
*PRESENT:* Council President Terry E. Cohen, Council Vice President Deborah S. Campbell, Councilwoman Eugenie P. Shields, Councilman Timothy K. Spies, Assistant City Clerk Diane C. Nelson, City Administrator John Pick, ICMA-CM, City Attorney Mark Tilghman, Acting Internal Services Director Gerri Moore, Assistant Internal Services – Procurement Director Catrice Parsons, Acting Fire Chief Rick Hoppes, and the candidate for Director of Internal Services  
*ABSENT:* Councilwoman Laura Mitchell, Mayor James Ireton, Jr.

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*The City Council convened in a Work Session in room #306 in the Government Office Building at 1:33 p.m.*

*At 2:13 p.m., Ms. Shields moved, Mr. Spies seconded, and the vote was unanimous to convene in Closed Session for the purpose of consulting with legal counsel and staff on two contractual matters and for the purpose of a personnel matter involving the Director of Internal Services position as permitted by the Annotated Code of Maryland Sections 10-508(a)(1)(i)(7)(8); the Closed Session began at 2:14 p.m.*

*On a motion by Mr. Spies that was seconded by Ms. Shields and approved on a unanimous vote in favor, Council inadvertently adjourned the Closed Session having meant instead to recess the Closed Session which it actually did at 2:58 p.m. and returned to Open Session; it was reported that thus far while in Closed Session, Council had discussed two contractual matters.*

*Regarding the first contractual matter, Council took an actual vote that was unanimous to make a change in contracts as recommended by the Administration.*

*Regarding the second contractual matter, Council reached unanimous consensus for Mr. Tilghman to pursue a particular course of action on issues related to that arrangement.*

Thereafter, President Cohen called for a short recess until 3:15 p.m. at which time Council would reconvene in Closed Session with the candidate so that the interview could continue in private.

Council reconvened in Open Session at 3:16 p.m. to return to the recessed Closed Session for the personnel matter involving the Director of Internal Services position; the Closed Session resumed at 3:18 p.m.

On a motion by Mr. Spies, seconded by Mrs. Campbell, and approved on a unanimous vote in favor, Council adjourned the Closed Session at 4:35 p.m., returned to Open Session, and reported that while in Closed Session Council had reached unanimous consensus to give advice and consent and make a request to the Mayor; Council's decision is contingent upon the Mayor's response.

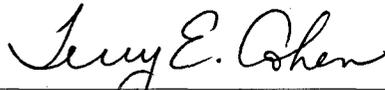
Thereafter, President Cohen called for a short recess until 4:50 p.m. at which time Council would reconvene in open Work Session.



Assistant City Clerk



City Clerk



Council President

# City of Salisbury



MARYLAND

Salisbury



2010

125 NORTH DIVISION STREET  
SALISBURY, MARYLAND 21801  
Tel: 410-548-3190  
Fax: 410-548-3192

GERRI L. MOORE  
ACTING DIRECTOR OF INTERNAL  
SERVICES  
PROCUREMENT DIVISION

JAMES IRETON, JR.  
MAYOR

JOHN R. PICK  
CITY ADMINISTRATOR

LORÉ L. CHAMBERS  
ASSISTANT CITY ADMINISTRATOR

## COUNCIL AGENDA

September 10, 2012

1. Award of EMS Billing RFP 02-12

\$0.00

# City of Salisbury



MARYLAND

Salisbury



2010

125 NORTH DIVISION STREET  
SALISBURY, MARYLAND 21801

Tel: 410-548-3190

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ASSISTANT CITY ADMINISTRATOR

## COUNCIL AGENDA

September 10, 2012

TO: Mayor and City Council

SUBJECT: Recommendation of Award for RFP 02-12  
EMS Billing Service

The City of Salisbury's Procurement Department, received a request from the Salisbury Fire Department ("SFD") to cancel the contract with EMS/MC for EMS Billing services, which was approved by Council on September 04, 2012. As such, SFD went back to the original bid document, re-evaluated proposals, and decided to bring LifeQuest in for a face to face interview, as LifeQuest had the highest ranking according to the evaluation criteria.

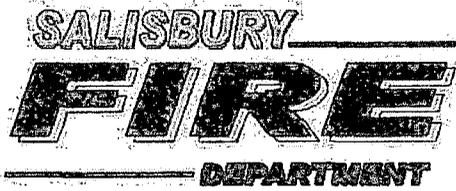
In the interview the SFD, IT, Finance, and Procurement questioned LifeQuest based on each of the department's needs to ensure a successful partnership/process would ensue if the contract were awarded to LifeQuest. In the interview the Department's, collaboratively, determined LifeQuest's implementation process, thorough EMS billing process, flat fee rate of 5.49%, collection agency rate of 18% versus the current vendor's rate of 30%, a well as many other factors will enable a one stop shopping experience for EMS Billing services.

After evaluation of LifeQuest's proposal, interview process, and reference checks the Procurement Department requests Council's approval to accept the bid as noted above from LifeQuest. Additional details are noted in the department memo.

Thank you,

Catrice L. Parsons

Assistant Director of Internal Services-Procurement & Parking



**To:** Catrice Parsons – Assistant Director of Internal Services-Procurement Division

**From:** Richard A. Hoppes, Fire Chief

**Subject:** Recommendation of Bid Award for RFP No. 02-12 EMS Billing Services

**Date:** August 30, 2012

During the evaluation of all RFP submissions, members reviewed the bids in accordance with the contract documents, reviewed references, and developed a 32 point evaluation criteria matrix. Consequently, a formal presentation was made by LifeQuest Services to discuss their product, processes, and ability to deliver a high quality service to the City of Salisbury.

This collaborative effort between Departments has led us to recommend awarding LifeQuest Services as the EMS Billing Services company based on the following justifications:

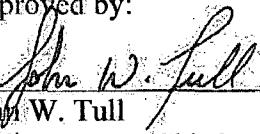
- Flat fee based schedule of 5.49% with no additional charges
- Greater success in claims collection
- Provide all labor, materials, and technology to obtain missing patient information prior to issuing insurance claims
- Provide the City's Finance Department with all monthly finance, billing, and receivable reports
- Customer Service Representative available to assist patients in all billing inquires
- Electronically file insurance claims no later than two (2) business days after receipt of run ticket
- Full service billing and collection agency. Collection agency rate of 18% compared to the City's current agency of 30%
- Electronically stores all papers with data backed up four (4) times per day as well as nightly.
- Post all payments as received, directly or electronically within one (1) business day.
- Business answers every call every day. During normal business hours, patients have immediate access to live Customer Service Representatives. After hours, calls are forwarded to answering service where an operator obtains information.
- Will negotiate and arrange modified payment schedules for hardship cases
- Monthly reports can be located in a restricted, secure "Client Only" web access location
- Quality Assurance checks occurring daily and at each processing checkpoint
- Complaint process in place to resolve customer issues

- Transition training and on-site training provided to the City of Salisbury. Annual basic and on-going training provided on HIPPA compliance, documentation, and medical necessity
- Improved collection rate vs. current provider
- Client services dedicated to the City of Salisbury
- All references provided excellent feedback
- Healthcare Compliance with audits in place
- Dedicated patient web-site provided to accept payments (check by telephone, credit/debit cards)
- Company has been providing quality billing, collection, and data management services to ambulance and fire service providers for nearly two (2) decades. Employs over 80 highly trained staff members
- Company currently provides comprehensive cost-effective customer billing and collection services to over 170 ambulance and fire providers
- Payments deposited directly into a local bank account in the City of Salisbury's name
- Certified to do business in Maryland
- Report portfolio is comprehensive
- Provide five (5) nation-wide toll free numbers for patient billing inquiries
- Medicare collections experts available to fast-track reimbursement amounts

Therefore, as a result of these meetings and the collaborative effort between the Salisbury Fire Department, Finance, IT, and the Procurement we are requesting the Council's approval to award RFP 02-12 EMS Billing Services to LifeQuest Services.

If you should have any questions or comments, please do not hesitate to contact me.

Approved by:

  
\_\_\_\_\_  
John W. Tull  
Acting Deputy Chief

cc: File