

## Administration

Saco City Hall  
300 Main Street  
Saco, Maine 04072-1538  
Phone: (207) 282-4191



**Bryan T. Kaenrath**  
**City Administrator**  
[bkaenrath@sacomaine.org](mailto:bkaenrath@sacomaine.org)  
[facebook.com/sacomaine](https://www.facebook.com/sacomaine)  
[Twitter.com/sacomaine](https://twitter.com/sacomaine)  
[Instagram.com/saco.maine](https://www.instagram.com/saco.maine)

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## MEMORANDUM

**TO:** Mayor Doyle and City Council  
**FROM:** Bryan T. Kaenrath, City Administrator  
**DATE:** January 4, 2021  
**RE:** **Administrator's Report**

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### Human Resources Update

Our search for a new HR Director will restart in the Spring. In the interim, I will continue to also fill the role of Acting HR Director and will be supported by Communications Director Emily Roy. Emily is in the process of receiving her SHRM (Society for Human Resource Managers) certification and has been a great asset in continuing to rebuild this department. For more complex matters we also have a new HR consultant, Betsy Oulton, with extensive municipal specific experience for up to 10 hours per week.

### Ambulance Billing Services

The City of Saco went to market with an RFP for Ambulance Billing Services in an effort to improve collections rates. Six billing companies submitted proposals and were interviewed as part of the process, with 2 progressing to a final round of interviews. The final winner was Quick Med Claims. We selected Quick Med Claims for their depth of experience with EMS billing, knowledge of the unique billing challenges faced by providers in the State of Maine, and for their clear dedication to customer service, both for the City of Saco and the patients to whom we provide life-saving services. The transition from our current billing provider is set to be completed by the end of January.

### **Charter Amendments**

A reminder to Councilors to please submit to me any proposals for charter amendments. We will have these for consideration on an agenda in the near future.

### **Next CA Open Office Hours**

The next City Administrator's Open Office Hours will be Tuesday, January 26<sup>th</sup> from 3-5pm in the City Hall auditorium. All residents and local business owners are welcome and encouraged to attend to express their views, thoughts, comments and complaints.

### **City Hall Schedule**

City Hall is back open for business at normal hours following the break between the holidays. Everything has gone smoothly and I'd like to thank everyone for their support in giving our employees a much deserved recognition of their work over the last year.