Austin-Travis County EMS Staff Recommendation Regarding Renewal of City of Austin Non-Emergency Medical Transfer Franchise for Acadian Ambulance Service, Inc.

May 2, 2012

Background

In order for a private ambulance company to provide non-emergency transfer services within the limits of the City of Austin, the provider must hold a franchise from the City. Non-emergency transfers typically occur between skilled nursing facilities and hospitals, and are usually prescheduled by medical personnel. Currently, two companies hold such franchises, Acadian Ambulance Service, Inc. and American Medical Response of Texas, Inc. (AMR)

Acadian Ambulance Service has held a franchise with the City of Austin since October, 2007. On March 19, 2012, Austin-Travis County EMS (A/TCEMS) received an application from Acadian Ambulance Service Inc. requesting a renewal of the franchise for another five-year term. All the required application elements have been submitted and the application fee has been paid in full.

Application Review

Acadian Ambulance Service, Inc. has maintained their franchise in good standing since Oct. 2007. Their headquarters, at 4100 Ed. Bluestein Blvd., is well located to provide service throughout the Austin area. All ad valorem taxes on this property have been paid in full.

Platte River Insurance Co. holds a current performance bond of $10,000. Worker's compensation, general liability and automobile liability insurance are provided through Knox Insurance Group, LLC, at levels that meet or exceed those required by the franchise ordinance. The City of Austin is named on both the performance bond and the certificate of insurance.

Acadian Ambulance Service, Inc. currently operates 10 ambulances for City of Austin franchise calls. Inspections by A/TCEMS revealed that all of these vehicles meet basic standards for emergency ambulances based on federal ambulance specifications, as well as general ambulance manufacturing standards. Odometer readings were all well within the limits of 250,000 miles as specified by Acadian's corporate fleet policy. All of the franchise ambulances are either 2007 or newer.

Preventive maintenance and repair records reflect a strong preventive maintenance program and all inspected vehicles had undergone preventive maintenance within acceptable timeframes. All of the franchise vehicles were current on their vehicle registrations, state emissions inspections and ambulance inspections. Acadian Ambulance Service and all of the franchise ambulances hold the appropriate current licenses through the Texas Department of State Health Services (TDSHS) which are valid through July 31, 2012.

Acadian Ambulance Service, Inc. currently employs 1 Medical Director, 20 Emergency Medical Technicians certified at the Basic level (EMT-B's) and 30 Paramedics for the Austin franchise. A/TCEMS independently verified the certification of these employees in July 2011. All state certifications are current and no suspensions or revocations were found for the company or its employees. A communications center is staffed 24-hours per day, 7-days per week, using dispatchers on a rotating schedule.

Public Convenience

A/TCEMS believes that the public convenience will be served by renewing this franchise. Acadian Ambulance Service, Inc has held a City of Austin franchise in good standing since 2007. From January 2009 through February 2011 Acadian reported a total 37,900 unit responses to non-emergency medical transfers within the Austin city limits. This represents approximately 69% of the total call volume for non-emergency transfers regulated by A/TCEMS.

Conclusions

A/TCEMS recommends approval of this franchise renewal for a five year term. Acadian has proven over the past 5 years that they can provide satisfactory service to the Austin community. Call volume levels indicate that two franchise providers are necessary to handle the demand for non-emergency medical transfers. Failure to renew this franchise will result in only one franchise holder for the City of Austin.

On May 2, 2012 the Austin-Travis County EMS Advisory Board also recommended approval of Acadian Ambulance Service, Inc. for a franchise renewal for a one-year term.