



Austin-Travis County EMS Staff Recommendation Regarding Renewal of City of Austin Non-Emergency Medical Transfer Franchise for American Medical Response of Texas, Inc.

Nov. 14, 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)

American Medical Response of Texas, Inc. (AMR) has held a franchise with the City of Austin since 1996. On October 25, 2012, Austin-Travis County EMS (ATCEMS) received an application from American Medical Response of Texas, 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

American Medical Response of Texas, Inc. has maintained their franchise in good standing 1996. Their headquarters, at 3601 Bluestein Drive, is well located to provide service throughout the Austin area. All ad valorem taxes on this property have been paid in full.

RLI Surety holds a current performance bond of \$10,000. Worker's compensation is provided by Indemnity Insurance of North America. General liability and auto liability is provided by ACE America Insurance Company 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.

American Medical Response of Texas, Inc. currently operates 11 ambulances for City of Austin franchise calls. Inspections by ATCEMS revealed that all of these vehicles meet basic standards for emergency ambulances as well as general ambulance manufacturing standards. Odometer readings were all well within the limits of 250,000 miles as specified by AMR's corporate fleet policy. All of the franchise front line ambulances are either 2006 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. American Medical Response and all of the franchise ambulances hold the appropriate current licenses through the Texas Department of State Health Services (TDSHS) which are valid through 1/31/2014.

American Medical Response, Inc. currently employs 35 Emergency Medical Technicians certified at the Basic level (EMT-B's) and 17 Paramedics for the Austin franchise. ATCEMS independently verified the certification of these employees in Oct. 2012. 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

ATCEMS believes that the public convenience will be served by renewing this franchise. American Medical Response of Texas, Inc. has held a City of Austin franchise in good standing since 1996. From Oct. 2011 through Sept. 2012, AMR reported a total 4,672 unit responses to non-emergency medical transfers within the Austin city limits. This represents approximately 39% of the total call volume for non-emergency transfers regulated by ATCEMS.

Conclusions

ATCEMS recommends approval of this franchise renewal for a five year term. American Medical Response has proven over the past 16 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 Nov. 14, 2012 the Austin-Travis County EMS Advisory Board also recommended approval of American Medical Response of Texas, Inc. for a franchise renewal for a five year term on a vote of 7/1.