Final Review and Staff Recommendation Regarding Renewal of City of Austin Non-Emergency Medical Transfer Franchise for Acadian Ambulance Service, Inc.

04/12/2023

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, four companies hold such franchises, Acadian Ambulance Service of Texas, Inc., American Medical Response of Texas, Inc. (AMR), Allegiance Mobile Health and City Ambulance Service and City Ambulance.

Acadian Ambulance Service of Texas Inc. has held a franchise with the City of Austin since October 2007. In June 2022, Austin-Travis County EMS received an application from Acadian Ambulance Service 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

Acadian Ambulance Service of Texas, 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 is insured with Arch Indemnity Co. general liability is insured with Arch Specialty Insurance Company and automobile liability insurance are provided through Travelers Property & Casualty Co of America, at levels that meet or exceed those required by the franchise ordinance. The City of Austin is named on the certificate of insurance and on the performance bond.

Acadian Ambulance Service, Inc. currently operates 8 ambulances for City of Austin franchise calls. Inspections by ATCEMS 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. The specialty vehicles for Pediatric and Neonatal services were excluded from the review.

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 (DSHS) which are valid through July 31, 2024. ATCEMS staff inspected random sample of vehicles to insure the vehicles were stocked with the equipment required under Texas 157.11. All of the vehicles inspected had the required equipment.

Acadian Ambulance Service, Inc. currently employs 1 Medical Director, 45 Emergency Medical Technicians certified at the Basic level (EMT-B's), 30 Paramedics and multiple supervisors for the Austin franchise. 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. Acadian Ambulance Service of Texas, Inc. has held a City of Austin franchise in good standing since 2007.

Conclusions

ATCEMS recommends approval of this franchise renewal for a five year term. Acadian has proven over the past 15 years that they can provide satisfactory service to the Austin community. Call volume levels indicate that four franchise providers are necessary to handle the demand for non-emergency medical transfers. Failure to renew this franchise will result in only three franchise holders for the City of Austin.