



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

July 6, 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. American Medical Response of Texas, Inc. (AMR), Allegiance Mobile Health, Acadian Ambulance Service and City Ambulance.

American Medical Response of Texas Inc. (AMR) has held a franchise with the City of Austin since 1996. On February 13, 2023, Austin-Travis County EMS received an application from AMR 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**

AMR has maintained their franchise in good standing since 1996. Their headquarters, at 3601 Bluestein Drive which is well located to provide service throughout the Austin area. AMR is moving in the future to 4300 South Congress which is also a well located to provide service.

RLI Insurance Company holds a current performance bond of \$10,000. Worker's compensation is carried by ACE American Insurance Company and Indemnity Insurance of North American, the General Liability is carried Lloyd's Syndicate 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 10-2-43.

**Vehicles**

AMR currently has 29 ambulances for City of Austin franchise calls. Inspections by ATCEMS revealed that the vehicle inspected 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 200,000

miles as specified by Chapter 10-2. All of the franchise ambulances are either 2017 or newer. The specialty vehicle for pediatric and neonatal services were excluded from the review.

Vehicle inspections were completed on four of AMR's franchise vehicles. All of the vehicles inspected were with the required stocking as required for BLS ambulance in TAC rule §157.11.

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. AMR and all of the franchise ambulances hold the appropriate current licenses through the Texas Department of State Health Services (TDSHS) which are valid through 01/31/2024.

### **Public Convenience**

ATCEMS believes that the public convenience will be served by renewing this franchise. AMR has held a City of Austin franchise in good standing since 1996. Currently, AMR provides the largest amount of non-emergency transports within the City of Austin.

### **Conclusions**

ATCEMS recommends approval of this franchise renewal for a five year term. AMR has proven over the past 5 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.