



Final Review and Staff Recommendation Regarding Renewal of  
City of Austin  
Non-Emergency  
Medical Transfer Franchise for  
Lone Star Ambulance 1 LLC, d/b/a Allegiance Mobile Health, Inc.

07/06/2023

**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.

Lone Star Ambulance 1, LLC d/b/a/ Allegiance Mobile Health (Allegiance Mobile Health, LLC.) has held a franchise with the City of Austin since June 12, 2018. On February 14, 2023 Austin-Travis County EMS (ATCEMS) received an application from Lone Star Ambulance 1, LLC d/b/a Allegiance Mobile Health LLC, 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. Staff analysis of Allegiance Mobile Health's franchise application has been completed. The analysis included a review of the applicant's operations within the City of Austin. The department recommends approving the application.

**Application Review**

Allegiance Mobile Health, Inc. has maintained their franchise in good standing since June 2018. Their Austin office is located at 1107 Edgewood Ave, is well located to provide service throughout the Austin area.

The current performance bond of \$10,000 in the form of a CD at Verabank. Worker's compensation is insured with Texas Mutual Insurance Company and the general liability and automobile liability insurance are provided through National Interstate Insurance Company, at levels that meet or exceed those required by the franchise ordinance. The City of Austin is named on the certificate of insurance.

Staff Recommendation

Allegiance Mobile Health Inc.

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Allegiance Mobile Health, Inc. currently operates 4 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 200,000 miles as specified by Allegiance's corporate fleet policy. All of the franchise ambulances are either 2018 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. Allegiance Mobile Health Inc. and all of the franchise ambulances hold the appropriate current licenses through the Texas Department of State Health Services (DSHS) which are valid through August 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.

### **Public Convenience**

ATCEMS believes that the public convenience will be served by renewing this franchise. Allegiance Mobile Health, Inc. has held a City of Austin franchise in good standing since 2018.

### **Conclusions**

ATCEMS recommends approval of this franchise renewal for a five year term. Allegiance 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. Failure to renew this franchise will result in only three franchise holders for the City of Austin.