

ORDINANCE NO.

AN ORDINANCE GRANTING TO PHI HEALTH, LLC, D/B/A PHI AIR MEDICAL, A FRANCHISE TO OPERATE A MEDICAL TRANSFER SERVICE UNDER CITY CODE CHAPTER 10-2 (EMERGENCY MEDICAL SERVICES).

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

PART 1. FINDINGS.

(A) The City Council finds the following:

- (1) PHI Health, LLC, d/b/a PHI Air Medical (PHI), has filed an application under City Code Section 10-2-61 (Application and Fee) for a franchise to operate and maintain a medical transfer service within the city limits of the City of Austin. In accordance with City Code Section 10-2-62(A) (Review of Application; Public Hearing), the Emergency Medical Services Department has reviewed the application and recommended its approval.
- (2) PHI seeks approval of a franchise to operate a medical transfer service under the City Charter and City Code Chapter 10-2.
- (3) PHI has met the requirements of City Code Chapter 10-2.
- (4) Public convenience will be served by granting the franchise to PHI.
- (5) The proposed operation of the transfer service will be in compliance with all provisions of the City Code and all applicable state and federal statutes and regulations.

(B) The City Council approves the granting of a medical transfer services franchise to PHI subject to the conditions in this ordinance.

PART 2. DEFINITIONS.

DIRECTOR means the Director of the City of Austin Emergency Medical Services Department.

GRANTEE means PHI Health, LLC, d/b/a PHI Air Medical, a corporation authorized to do business in Texas.

MEDICAL TRANSFER SERVICE has the meaning prescribed in City Code Chapter 10-2.

31 PUBLIC RIGHT-OF-WAY means the surface of a public street, highway, lane, path,
32 alley, sidewalk, boulevard, drive, bridge, tunnel, easement, or similar property in which
33 the City holds a property interest or exercises rights of management or control and which,
34 consistent with the purposes for which it was acquired or dedicated, may be used for the
35 operation of a medical transfer service.

36 **PART 3. GRANT OF A FRANCHISE.**

37 The City Council grants to PHI (Grantee) the nonexclusive right and privilege to operate
38 a medical transfer service on the public right-of-way of the City subject to this Part:

- 39 (A) If Grantee accepts this franchise, it shall, not later than 20 days after the
40 adoption of this ordinance, file with the City Clerk a letter acknowledging
41 and accepting the provisions of this franchise and agreeing to be bound by
42 the terms of this franchise.
- 43 (B) The Grantee shall execute or cause to be executed all legal documents,
44 insurance certificates, and performance bonds required by the City. The
45 documents are subject to review and approval by the City Attorney.
- 46 (C) The term of this franchise begins on September 22, 2025, and expires on the
47 fifth anniversary of that date unless terminated in accordance with this
48 franchise.
- 49 (D) A reference in this franchise to a Public Right-of-Way is not a representation
50 or guarantee by the City that its interests or other rights in property are
51 sufficient to permit its use for the operation of a medical transfer service and
52 the Grantee will gain only those rights which the City has the right and
53 power to give.

54 **PART 4. EXTENSION OF FRANCHISE.**

55 The Grantee may request an extension of the term of this franchise as provided by the
56 Charter. The request for the extension shall be filed no later than eight months prior to the
57 expiration of the franchise.

58 **PART 5. TRAINING.**

59 The Grantee's employees may attend City in-service training provided to EMS
60 employees at no cost to the Grantee on a space-available basis. The Director may make
61 additional training available to the Grantee's employees on a fee basis.

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PART 6. EMPLOYEES.

The employees and agents of the Grantee may not be the employees, agents, or representatives of the City.

The City may not direct or control the Grantee's employees and agents in the performance of their duties under this franchise. The City is not liable for the acts or omissions of the Grantee's employees and agents.

PART 7. COMPLIANCE WITH LAW.

The Grantee, its employees, and agents shall comply with applicable federal, state and City laws, rules, regulations, codes, and other requirements in connection with the operation of the medical transfer service and the confidentiality of patient information.

PART 8. RATES AND CHARGES FOR SERVICE.

The City Council may, after notice and hearing, regulate by ordinance the rates, charges, and fares the Grantee charges for services provided under this franchise.

PART 9. COMPENSATION TO THE CITY.

The Grantee shall pay to the City as compensation during each year of this franchise, a franchise fee as provided by City Code Chapter 10-2, as amended from time to time. The compensation is in addition to all special assessments and ad valorem taxes.

PART 10. CITY'S RIGHT TO PURCHASE.

- (A) The City may purchase the Grantee's medical transfer service at any time within five years before the expiration of this franchise.
- (B) If the City elects to exercise its right to purchase the Grantee's medical transfer service, the City shall notify the Grantee in writing at least 90 days before the effective date of the purchase.
- (C) The City and Grantee shall have 30 days following the date of the City's notice to negotiate and agree upon a purchase price. If they fail to reach agreement within such 30-day period, each party shall, within 60 days following the date of the City's notice of intent to purchase, designate an appraiser experienced and knowledgeable in the valuation of similar services.
 - (1) Each appraiser shall conduct an independent appraisal of the fair market value of the Grantee's medical transfer service at any time as a growing concern as of the effective date of the purchase by the City.

95 (2) Each party shall be responsible for the appraisal fees of its own
96 appraisers.

97 (3) In conducting the appraisals, the appraisers shall consider, among
98 other factors, the book value of the assets constituting the Grantee's
99 medical transfer service, the age, condition, and remaining useful life
100 of the Grantee's property utilized in performing services under this
101 franchise, and the discounted future revenue stream considering the
102 Grantee's actual customer base at the time the notice of purchase is
103 given by the City for the remaining useful life of the assets.

104 (4) If the two independent appraisals result in purchase prices that are
105 within 20 percent of each other, the purchase price to be paid by the
106 City will be the average of the two appraisals. If the two independent
107 appraisals are not within 20 percent of each other, then the two
108 appraisers shall discuss their appraisals and attempt to arrive at a joint
109 determination concerning the purchase price. If the two appraisers are
110 not able to arrive at a joint determination of fair market value within
111 120 days after the City's notice of its intent to purchase, then the City
112 and Grantee shall jointly select a third independent appraiser. The
113 third appraiser shall submit a determination of the purchase price
114 within 30 days of being selected, and the purchase price shall be the
115 average of the three appraisals. The City and the Grantee shall each
116 pay 50 percent of the costs of the third independent appraiser.

117 (D) The purchase price shall be payable in cash unless the parties mutually agree
118 otherwise. If the City exercises the purchase option, pays the purchase price,
119 and serves notice of the action on the Grantee, the Grantee shall immediately
120 transfer to the City title to the Grantee's medical transfer service and all
121 property, real and personal, of the Grantee's medical transfer system.

122 (E) The Grantee shall transfer the property free from liens and encumbrances
123 unless the City agrees to assume the encumbrances in lieu of some portion of
124 the purchase price.

125 (F) The Grantee shall execute and deliver warranty deeds, bills of sale, or other
126 instruments of conveyance to the City to complete the transfer.

127 **PART 11. ACCOUNTS, RECORDS, REPORTS AND INVESTIGATIONS.**

128 Not later than ten days after receipt of a request for information from the Director, the
129 Grantee shall provide the City information affecting the maintenance, operation and
130 repair of the Grantee's medical transfer service in the public rights-of-way.

- 131 (A) The Grantee shall keep complete and accurate books of accounts and records
132 of its business and operations under this franchise. The account shall be
133 maintained in accordance with generally accepted accounting principles.
- 134 (B) The Director may require the Grantee to keep additional records to identify,
135 account for, and report revenue and uncollectible accounts.
- 136 (C) The Director may require the Grantee to provide other information relating
137 to this franchise in the form and manner prescribed by the Director.
- 138 (D) The Director may audit the Grantee.

139 **PART 12. ANNUAL AUDIT.**

140 The Grantee shall furnish to the Director an annual financial review audit performed by a
141 Certified Public Accountant. The audit shall describe the Grantee's financial status and
142 shall be performed at the Grantee's expense.

143 **PART 13. QUALITY ASSURANCE REVIEW.**

144 The Director may conduct periodic reviews, including actual on-site surveys of the
145 Grantee's physical plant and operation. The Director may, at any time, make inquiries
146 pertaining to the Grantee's performance of the terms and conditions of this franchise. The
147 Grantee shall respond to an inquiry not later than three days after an inquiry by the
148 Director.

149 **PART 14. INSURANCE.**

- 150 (A) The Grantee shall provide and maintain the following insurance:
- 151 (1) Workers' compensation insurance in accordance with the limits of
152 coverage established by Texas Labor Code Chapter 401.001, et seq.
- 153 (2) General liability insurance with a minimum bodily injury limit of
154 \$1,000,000 for each occurrence and a property damage limit of
155 \$500,000 for each occurrence, to include premises/operations, broad
156 form property damages, personal liability, and contractual liability
157 coverage.
- 158 (3) Automobile liability insurance for all vehicles used in performing
159 services under this franchise, with minimum limits for bodily injury of
160 \$500,000 for each person and \$1,000,000 for each occurrence, and
161 property damage limit of \$100,000 for each occurrence. The insurance
162 must not contain a passenger liability exclusion.

- 163 (B) The required insurance must be written by a solvent company licensed to do
164 business in the State of Texas.
- 165 (1) Grantee shall furnish the City with a certificate of coverage issued by
166 the insurer.
- 167 (2) The City shall be named as an additional insured.
- 168 (3) The certification of insurance shall contain transcripts from the office
169 of the insurer, evidencing those insured, the extent of the insurance,
170 the location and the operations to which the insurance applies, the
171 expiration date, and a notice of cancellation clause.
- 172 (C) The Grantee may not cause any insurance to be canceled, nor permit any
173 insurance to lapse. Insurance certifications shall include a clause that the
174 policy may not be canceled or altered in any way until ten days after the
175 Director has received written notice, as evidenced by return receipt of a
176 registered or certified letter.
- 177 (D) The City may review the insurance requirements of this section during the
178 effective period of this franchise and adjust insurance coverage and limits if
179 the City's Risk Manager determines an increase is required based on
180 changes in statutory law, court decisions, or the claims history of the
181 industry as well as of the Grantee. The City agrees to review the coverage if
182 the required insurance coverage increases.

183 **PART 15. PERFORMANCE BOND.**

- 184 (A) The Grantee shall file with the Director a surety bond in a form approved by
185 the City Attorney to secure performance of the Grantee's obligations under
186 the franchise. The bond must be written by an insurance company licensed
187 to do business in the state and with an agent or attorney in the City for
188 service of process.
- 189 (B) Instead of the surety bond described in this section, the Grantee may file
190 with the Director a certificate of deposit or irrevocable letter of credit in
191 favor of the City. The certificate of deposit or letter of credit is subject to the
192 conditions for a surety bond stated in this section.
- 193 (C) A surety bond under this chapter must include the following terms:
- 194 (1) The Grantee shall pay to the City all amounts due under the terms of
195 City Code Chapter 10-2.

- 196 (2) The Grantee shall pay fines, assessments, and judgments levied
197 against the Grantee by a court, by the City, and by other officials who
198 may levy fines, taxes, charges, assessments, or judgments.
- 199 (3) The Grantee shall perform every obligation under the Grantee's
200 franchise and City Code Chapter 10-2.
- 201 (4) Each surety bond must contain an endorsement that no cancellation or
202 restriction of the bond is effective until the 30th day after the day the
203 City receives notice, by certified mail return receipt requested, of the
204 cancellation or restriction.
- 205 (5) The bond amount must be \$10,000.

206 **PART 16. INDEMNITY.**

207 The Grantee is an independent contractor in the performance of this franchise, and shall
208 indemnify and hold harmless the City, its officers, agents and employees from any and all
209 claims or losses which may result from any negligent or intentional act or omission of the
210 Grantee, its agents, employees or representatives under this franchise. The Grantee shall
211 defend, indemnify, and hold the City harmless against damages, costs, loss, or expense
212 for the repair, replacement, or restoration of City's property, equipment, materials,
213 structures and facilities which are damaged, destroyed, or found to be defective as a result
214 of an act or omission of Grantee, its agents, employees, or representatives under this
215 franchise.

- 216 (A) The Grantee, for itself and its agents, employees, subcontractors, and the
217 agents and employees of subcontractors, shall defend, indemnify, and hold
218 the City, its successors, assigns, officers, employees, and elected officials
219 harmless against claims, demands, suits, causes of action, and judgments for:
- 220 (1) damage to or loss of the property of a person including, but not
221 limited to the Grantee, its agents, officers, employees, and
222 subcontractors, the City's agents, officers, and employees, and third
223 parties arising out of, incident to, concerning, or resulting from a
224 negligent or intentional act or omission of the Grantee, its agents,
225 employees, or subcontractors in the performance of all activities and
226 services under this franchise, no matter how, or to whom, the loss may
227 occur; and
- 228 (2) death, bodily injury, illness, disease, worker's compensation, loss of
229 services, or loss of income or wages to a person, including but not
230 limited to the agents, officers, and employees of the Grantee, the

231 Grantee's subcontractors, the City, and third parties, arising out of,
232 incident to, concerning or resulting from a negligent or intentional act
233 or omission of the Grantee, its agents, employees, or subcontractors,
234 in their performance of all activities and services under this franchise,
235 no matter how, or to whom, the loss may occur.

- 236 (B) If damage, claim or loss is found by a court of competent jurisdiction to be
237 caused by the concurrent fault of both the Grantee and the City, then the
238 Grantee shall indemnify the City to the full proportionate extent that the
239 Grantee is determined to be at fault. It is the intention of the parties, and the
240 Grantee expressly agrees, that the provisions of this section shall not exclude
241 claims, damages, and losses caused in part, but not wholly, by the
242 negligence of the City, even if the City is more negligent than the Grantee.

243 The City shall give the Grantee prompt written notice of claims made or suits filed
244 against the City that relate to the Grantee's franchise activity and shall cooperate with the
245 Grantee in the defense thereof. The Grantee shall have the right to investigate, defend,
246 and compromise a claim or suit to the extent of its own interests, including but not
247 limited to the extent to which the Grantee may be liable for indemnification of the City.

248 **PART 17. NOTICES.**

- 249 (A) The Grantee shall direct all notices from the Grantee to the City under this
250 franchise to the City Attorney and the Director of EMS, individually, at P.O.
251 Box 1088, Austin, Texas 78767, or to the officer designated by the City
252 Council.
- 253 (B) All notices to the Grantee under this franchise shall be to the local corporate
254 officer within the Austin city limits designated by the Grantee in writing.
- 255 (C) The Grantee shall maintain within the Austin city limits throughout the term
256 of this franchise an address for service of notices by mail.
- 257 (D) The Grantee shall also maintain within the Austin city limits a local
258 telephone number operational during normal business hours for the conduct
259 of matters related to this franchise. The Grantee shall furnish a change in
260 address or telephone number to the City at least ten days before the change.

261 **PART 18. FRANCHISE CERTIFICATION.**

262 The Grantee certifies that it complies with the requirements of City Code Chapter 5-4
263 (Discrimination in Employment by City Contractors).

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265 **PART 19. GRATUITIES.**

266 The City may cancel this franchise if it is found that gratuities in the form of
267 entertainment, gifts, or otherwise were offered or given by the Grantee or any agent or
268 representative to any City official or employee with a view toward securing favorable
269 treatment with respect to the awarding, amending, or making of any determinations with
270 respect to the performing of the franchise. In the event this franchise is canceled by the
271 City under this provision, the City shall be entitled, in addition to any other rights and
272 remedies, to recover from the Grantee a sum equal in amount to the cost incurred by the
273 Grantee in providing the gratuities.

274 **PART 20. ASSIGNMENT.**

275 This franchise is not transferable, delegable, or assignable without the approval of the
276 City Council as provided in Article XI, Section 4 of the Charter and in City Code Chapter
277 10-2.

278 **PART 21. JURISDICTION AND VENUE.**

279 Jurisdiction and venue for litigation arising from this franchise lies in Austin, Travis
280 County, Texas.

281 **PART 22. TERMINATION.**

282 In addition to the franchise revocation and suspension rights set forth in City Code
283 Chapter 10-2 and to all other rights and powers retained by the City under this franchise,
284 the City reserves the right to terminate this franchise and all franchise rights and
285 privileges of the Grantee if the Grantee violates any provision of the City Charter, the
286 City Code, or this franchise ordinance.

287 **PART 23. SEVERABILITY.**

288 If any provision, section, sentence, or clause of this franchise or its application to any
289 person or set of circumstances is for any reason held unconstitutional, void, or invalid,
290 the validity of the remaining portions of this franchise shall not be affected. All
291 provisions of this franchise are intended to be severable for this purpose.

