



Final Review and Staff Recommendation Regarding Non-Emergency Medical Transfer Franchise for PHI Health LLC

05/08/2025

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.

On April 16, 2025, Austin-Travis County EMS (ATCEMS) received an application from PHI Health LLC dba PHI Air Medical (PHI) requesting a franchise for a five-year term. All the required application elements have been submitted and the application fee has been paid in full.

Application Review

The PHI ambulance will be stationed at St. Davids Medical Center located at 919 East 32nd street, Austin, Texas.

Nationwide Mutual Insurance Company holds a current performance bond of \$10,000. Acord Insurance Company provides coverage for Workers Compensation and general liability and automobile insurance, 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.

PHI will provide one ambulance for interfacility St. Davids Special Care Transports. Inspections by ATCEMS revealed that this vehicle 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.

The ambulance holds the appropriate current licenses through the Texas Department of State Health Services (DSHS). ATCEMS staff inspected the vehicle to ensure the vehicles were stocked with the equipment required under Texas 157.11. This vehicle is approved by the State of Texas as a Specialty Care Ambulance.

Public Convenience

ATCEMS believes that the public convenience will be served by approving this franchise.

Conclusions

ATCEMS recommends approval of this franchise for a five-year term.