



City of Austin

Recommendation for Action

File #: 25-0950, **Agenda Item #:** 22.

7/24/2025

Posting Language

Approve an ordinance on third reading regarding the application submitted by PHI Health LLC, d/b/a PHI Air Medical, for a non-emergency medical transfer services franchise under City Code Chapter 10-2 (Emergency Medical Services). (The public hearing for this was held and closed on May 22, 2025.) Funding: This item has no fiscal impact.

Lead Department

Emergency Medical Services.

Fiscal Note

This item has no fiscal impact.

Prior Council Action:

May 22, 2025 - Council conducted a public hearing and approved on first reading an ordinance granting PHI Health LLC, d/b/a PHI Air Medical, a medical transfer services franchise under City Code Chapter 10-2.

June 5, 2025 - Council approved on second reading an ordinance granting PHI Health LLC, d/b/a PHI Air Medical, a medical transfer services franchise under City Code Chapter 10-2.

For More Information:

Robert Luckritz, EMS Chief, 512-972-7201.

Additional Backup Information:

A private ambulance company must hold a franchise from the City to provide non-emergency medical transfer services in the City of Austin. This requirement does not apply if the medical transfer services are provided and operated by a medical facility with no separate charge for transport. Currently, four companies hold such franchises: Acadian Ambulance Service, Inc. (Acadian), American Medical Response of Texas Inc. (AMR), Allegiance Ambulance, and City Ambulance.

PHI Health LLC, d/b/a PHI Air Medical (PHI), has applied to obtain a medical transfer services franchise with the City of Austin. On April 16, 2025, Austin-Travis County EMS (ATCEMS) received an application from PHI, requesting a franchise for a five-year term. PHI is contracted with St. David's Health Care to provide ground Specialty Care Transports between their hospital facilities. All the required application elements have been submitted and the application fee has been paid in full. Staff analysis of PHI's franchise application has been completed. The analysis included a review of the applicant's operations and performance from other operations within the State of Texas. The department recommends approving the application.

The purpose of this RCA is to request that Council approve on third reading an ordinance granting PHI a medical transfer services franchise under City Code Chapter 10-2 (Emergency Medical Services).