

To: Thomas Hunter, Assistant City Manager  
 From: Joseph Chacon, Emergency Services Director  
 Date: 31 March 2024  
 Subject: Options for Pflugerville EMS Ambulance Service

This memorandum is submitted to outline the options for Emergency Medical Service (EMS) Ambulance Service within the city limits of Pflugerville. The following information is presented to make an informed decision and to highlight the differences in the options available.

**Background**

Pflugerville has been served since July 2022 by Allegiance Mobile Health (Allegiance), a private contract ambulance service based in Georgetown, TX. The contract provides that Allegiance will provide ambulance services specifically within the city limits of Pflugerville, while the extra territorial jurisdiction (ETJ) is served by Travis County Emergency Services District 2 (ESD 2). Prior to Allegiance, the City contracted briefly with Acadian Ambulance Services, and prior to that ESD 2 provided ambulance service to the City. Allegiance operates on a fee-basis and the City does not pay Allegiance for their services; rather, their revenue is generated by charging fees to patients that are treated and transported by Allegiance. The contract with Allegiance expires, without a renewal, on June 30, 2024.

In a recent meeting with Allegiance, the City was informed that recent price increases in dispatching services and a lower than anticipated patient count would cause Allegiance to decrease its presence in the City from 4 ambulances to 3 ambulances. If the City desired to continue at the current service level, it would be required to provide funding to offset Allegiance costs.

**Options**

As this contract’s expiration approaches, this memorandum outlines the different options available to the City to move forward with EMS ambulance services. The following tables contain information on the service providers. The first table describes the extent of service and estimated annual cost to the City. The second table provides the average unit response times in the City of Pflugerville and average monthly call count. The industry standard for response time to Priority 1 calls is to respond in under 8 mins on 90% of calls.<sup>1</sup>

Table 1 – Service Extent and Cost

Option	Service Provider	Extent of Service	Annual Cost to City
1	Travis County Emergency Services District 2 (ESD 2)	<ul style="list-style-type: none"> <li>There are currently 4 ambulances serving the ETJ – ESD 2 would provide ambulatory services to residents within the city limits in addition to the ETJ.</li> </ul>	<ul style="list-style-type: none"> <li>No additional cost to the City.</li> </ul>

<sup>1</sup> Industry Standard according to National Association of State EMS Officials, 2023.

Option	Service Provider	Extent of Service	Annual Cost
2	Allegiance Mobile Health	<ul style="list-style-type: none"> <li>• New fee to offset Austin Travis County dispatch fees estimated at \$100,000.</li> <li>• Renewal contract would provide 3 ambulances (reducing from current 4 )</li> <li>• If City wants to continue with 4 ambulances, required subsidy of \$600,000.<sup>2</sup></li> <li>• If City wants to increase to 5 ambulances (recommended to decrease response times to eastern crescent), required subsidy of \$1.2 million.</li> </ul>	<ul style="list-style-type: none"> <li>• \$100,000 for dispatch fees (drop to lower service level- 3 ambulances).</li> <li>• \$700,000 to maintain current service level (4 ambulances + dispatch fees).</li> <li>• \$1.3 million to fund recommended service level (5 ambulances + dispatch fees).</li> </ul>
3	Travis County Emergency Services District 2	<ul style="list-style-type: none"> <li>• Would increase service level to 6 ambulances serving City of Pflugerville and ETJ (4 physically located in City and 2 in ETJ).</li> <li>• Requires City to grant franchise agreement to ESD 2 for exclusive rights to inter facility transfers for some facilities.</li> </ul>	\$2 million <sup>3</sup> - potentially lowering to \$1 million based on inter-facility transfer funds to ESD 2.
4	Austin Travis County EMS (ATCEMS)	<ul style="list-style-type: none"> <li>• Would provide minimum of 3 ambulances stationed in Pflugerville: cost of approximately \$1 million per ambulance annually.</li> <li>• Recommended to provide 4 ambulances to maintain current service level.</li> </ul>	\$3-4 million

<sup>2</sup> Fee could be reduced if City provides space for Allegiance to station when not on calls.

<sup>3</sup> ESD 2 provided several pricing options. See attachment.

Table 2 – Service Provider Average Unit Response Times

Service Provider	Average Service Run Times
Allegiance Mobile Health (4 <sup>th</sup> Quarter CY 2023)	<ul style="list-style-type: none"> <li>• Priority 1 Calls – 7 mins 45 secs</li> <li>• Average number of monthly calls: 412</li> </ul>
Emergency Services District 2 (ESD 2) (4 <sup>th</sup> Quarter CY 2021)	<ul style="list-style-type: none"> <li>• Priority 1 Calls – 7 mins 53 secs</li> <li>• Average number of monthly calls: 335</li> </ul>
Austin Travis County EMS (ATCEMS) (3 <sup>rd</sup> Quarter CY 2017)	<ul style="list-style-type: none"> <li>• Priority 1 Calls – 6 mins 29 secs</li> <li>• Average number of monthly calls: 150</li> </ul>

As this information collected is now available and it is likely to take 45 days to ensure services can be provided without timing challenges, direction should be obtained in the month of April as to what an option to pursue, such that any necessary agreement(s) can be brought back to council for action.

JDC:jc:jc