



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: DECEMBER 1, 2015

FROM: FIRE DEPARTMENT WARDS: ALL

SUBJECT: PUBLIC HEARING - REVIEW OF PREMIER MEDICAL TRANSPORT'S APPLICATION FOR A MEDICAL TRANSPORT FRANCHISE, ADOPTION OF RESOLUTION DECLARING INTENT TO GRANT FRANCHISE TO PREMIER MEDICAL TRANSPORT AND FIXING THE TIME AND PLACE FOR A PUBLIC HEARING BEFORE THE CITY COUNCIL

ISSUES:

The issues for City Council consideration are 1) approval of an application from Premier Medical Transport, for a non-exclusive medical transport franchise to perform non-emergency Basic Life Support (BLS) and Critical Care Transport (CCT) services; 2) adoption of a resolution declaring intent to grant the franchise; and, 3) fixing the time and place for a public hearing.

RECOMMENDATIONS:

That the City Council:

1. Conduct a public hearing to receive comments relative to the request by Premier Medical Transport for a Medical Transport Franchise;
2. Review the information contained in this report and during the public hearing regarding the application for Medical Transport Franchise submitted by Premier Medical Transport; and
3. Adopt the attached resolution declaring intent to grant Premier Medical Transport a non-exclusive medical transport franchise and setting the hearing for granting of the franchise at 3:00 p.m., on January 12, 2016, in the Art Pick Council Chambers.

COMMITTEE RECOMMENDATION:

On October 21, 2015, the Public Safety Committee, with Chair Perry, Vice Chair Melendrez and Member Burnard present, met to consider the medical transport franchise of Premier Medical Transport. After due deliberation the Committee unanimously voted to recommend that the City Council approve the franchise application, with the proviso that Premier Medical provide additional information regarding complaint processes and vehicle accident history. That information was provided, and is attached as Attachments 1 and 2, respectively. Staff reviewed this information and found that PMT was involved in 6 vehicle accidents. Five accidents were

categorized as minor, 1 accident was moderate. Two of the accidents resulted in patients being treated at the hospital. It did not appear that any of the accidents caused serious injuries to the parties involved or that Premier Medical Transport was at fault on any of these accidents.

Premier Medical Transport also gave us copies of their complaint log. Between the months of March 2014 and April 2015 the company received 6 complaints. Three complaints involved late pickups, 1 complaint was for an employee being discourteous, 1 complaint involved a patient being left in the lobby of a facility and the final complaint involved the whereabouts of patients' belongings. It appears that the complaint involving the patients' belongings was cleared up. Our staff reviewed all resolutions to the complaints and determined that Premier Medical Transport did not appear to be at fault regarding all of the complaints.

BACKGROUND:

The Riverside Municipal Code (RMC) Chapter 5.66 applies to ambulance services. The City Council approves ambulance franchise agreements as well as the rates and charges for the services. The City's Ambulance Franchise Administrator is the Fire Chief or Designee. Fire Chief Michael Moore has designated Deputy Fire Chief La Wayne Hearn as the City's Ambulance Franchise Administrator. Ambulance service is the transportation of those in need of medical attention classified as Advanced Life Support, Basic Life Support or Critical Care.

Advanced Life Support provides pre-hospital emergency medical care, under the direct supervision of a base hospital at the scene of an emergency, during transport to an acute care hospital, during inter-facility transfer, and while in the emergency department of an acute care hospital until responsibility is assumed by the emergency or other medical staff of that hospital.

Basic Life Support is emergency first aid without invasive techniques until the individual may be transported to a medical facility or until Advanced Life Support medical care is available.

Critical Care Transport is the medical transport of a patient between medical facilities requiring medical staff supervision.

Current Ambulance Service Providers:

The City has agreements in place for ambulance services needed in the community. American Medical Response (AMR) is the exclusive provider for Advanced Life Support transport services. AMR, Americare, Care, Cavalry, and Mission Ambulance Companies provide Basic Life Support and Critical Care Transports within the City.

Franchise Application:

Premier Medical Transport, based in the City of Colton, has submitted an application for a Medical Transport Franchise for Non-Emergency Basic Life Support and Critical Care Transportation (Attachment 3). The City's Ambulance Franchise Administrator conducted an evaluation of the application including consultation with Riverside County Emergency Medical Services Agency as part of his investigation. The determinations are as follows:

- ***Determination if the public health, safety, welfare, convenience, and necessity require the granting of a franchise for the operating area and level of service for which the application has been made***

Upon consultation with the Riverside County Emergency Medical Service Agency, it was determined that there is no evidence to demonstrate any significant gaps related to ambulance services within the City of Riverside. However, in the City, there is a need for specialized transportation for hospice patients. Premier Medical Transport provides this unique service.

- ***Determination if the applicant meets all requirements of RMC Chapter 5.66***

Premier Medical Transport's statement of facts provides supporting information indicating capability and qualification to operate and render ambulance services. They have been inspected and approved to operate within Riverside County by the Riverside County Emergency Medical Service Agency and are in good standing with the Agency. They are permitted to operate Basic Life Support and Critical Care Transportation services in Riverside County, except in the City of Riverside. They have technology that allows them the ability to monitor their field units and predict arrival times. Representatives from the three main area hospitals and skilled nursing facilities were surveyed regarding their performance and all were satisfied with the services. A site visit to the main office in Colton found the facilities and business practices to be professional. Premier Medical Transport is currently working on Commission on Accreditation of Ambulance certification.

Staff Recommendation:

City staff has reviewed the application from Premier Medical Transport and recommend that City Council approve a medical transport franchise to Premier Medical Transport.

FISCAL IMPACT:

An annual franchise fee of \$1,200 and \$100 inspection fee per ambulance is collected from all ambulance franchisees each January, prorated for franchises that start mid-calendar year.

Prepared by: Michael D. Moore, Fire Chief
Certified as to
availability of funds: Brent A. Mason, Finance Director/Treasurer
Approved by: Alexander T. Nguyen, Assistant City Manager
Approved as to form: Gary G. Geuss, City Attorney

Concurs with;



Jim Perry, Chair
Public Safety Committee

Attachments:

1. PMT – Riverside Complaints 10-23-15 Redacted
2. PMT – Riverside Vehicle Incidents 10-23-15 Redacted
3. Application for Ambulance Franchise from Premier Medical Transport
4. Resolution of Intent to Grant Franchise to Premier Medical Transport
5. Presentation