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Section 1. General Policy

As required by City of Fort Worth Ordinance (the “Ordinance”), the City of Fort Worth (the “City”), by and through the Fort Worth Fire Department (“FWFD”), is the exclusive and designated licensed EMS Provider of out-of-hospital EMS, non-emergency medical services, unscheduled medical transportation and ambulance services, and mobile integrated healthcare (the “EMS System”) within the City and other contracted jurisdictions designated as “Client Cities” of the City.

The above notwithstanding, the City may authorize certain private ambulance service providers to provide interfacility transportation services (“IFT”) within the corporate limits of the City and the Client Cities. IFT includes the provision of scheduled, or by appointment, medical transportation services by a person or entity between hospitals or medical or nursing facilities originating within the corporate limits of the City or a Client City. Said providers, as required by the Ordinance, must be registered and permitted with the City as an IFT provider (an “IFT Provider”).

Permits for IFT Providers (“IFT Provider Permit”) will be issued through the Fort Worth Fire Chief’s office in a form and manner authorized by the Fort Worth Fire Chief, or their designee. A private ambulance provider requesting to receive an IFT Provider Permit from the City must complete and submit the City of Fort Worth Ambulance Permitting Application described by this Policy.

The City does not assume financial responsibility for the provision of IFT services. Responsibility for payment for IFT services rests solely with the IFT Provider and the parties involved in the provision or receipt of those services.

Permits issued by the Metropolitan Area EMS Authority d/b/a MedStar Mobile Healthcare prior to July 1, 2025 will transfer to the City and be subject to this Policy. The City will recognize and honor such permits until their stated expiration date or for a period of 6 months from the transfer date, whichever occurs first. Upon transfer of authority to the City, all holders of such permits must comply with the City's permitting requirements, including submitting any required documentation or applications, to maintain their authorization to operate within the City or within a Client City. The City reserves the right to revoke or suspend transferred permits in accordance with this policy.



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Section 2. Exceptions

1. No permit shall be required for ambulances operating at the request of the City in cases of a disaster or other medical emergency as determined by the Fort Worth Fire Chief and/or the EMS System Medical Director of the City.
2. Specialty ambulances owned and operated within tertiary care medical systems shall not be required to have a permit to operate within the City, however, such providers are encouraged to work with the FWFD for emergency pre-planning scenarios.
3. Air medical services, including fixed-wing and rotor-wing aircraft, shall not be required to have a permit to operate within the City for air medical services.

Section 3. Definitions

The City hereby incorporates into this Policy, by this reference, the definitions included within the Ordinance.

Section 4. Application for IFT Provider Permit

Applications to receive an IFT Provider Permit shall be made upon a form furnished by the City. The Fort Worth Fire Chief, or his/her designee, shall issue a IFT Provider Permits to an applicant only upon proof by the applicant that the applicant has satisfied all the provisions and conditions required by this Policy and the Ordinance, and has given complete and truthful information to all requirements stated herein and in the application, as determined by the Fort Worth Fire Chief, or his/her designee, in their sole discretion. Falsification of information on applications will be grounds for revocation of the IFT Provider Permit. The failure to comply with any condition in this Policy will be grounds for revocation of the IFT Provider Permit.

The application process is as follows:

1. The application and all accompanying paperwork must be submitted to the Fort Worth Fire Department and to the attention of the Fire Chief. The Fort Worth Fire Chief, or his/her designee, will have a minimum of two (2) weeks to process the IFT Provider Permit application.
2. If an application is denied, the applicant may appeal to the Fort Worth City Manager's Office for reconsideration.



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3. A decision by the Fort Worth City Manager's office is final. If an applicant's permit application is denied by the Fort Worth City Manager's Office, then the applicant may not re-apply until the next fiscal year of the City.

All applications must include the following:

1. Name and address of the applicant and of the owner of the ambulance;
2. The trade or other assumed name, if any, under which the applicant does business or proposes to do business;
3. A complete report of any claims or judgments against the applicant, owners and managing personnel, or employees for damages resulting from negligent operation of an ambulance or any other vehicle within the last five (5) years;
4. An identification and description of any revocation or suspension of a private ambulance service permit held by the applicant or business before the date of filing the application within the last five (5) years;
5. Business address, medical license number and DEA number of applicant's services medical director;
6. A detailed written disclosure of any revocation or suspension of the applicant's medical director's medical license or DEA registration, as well as any malpractice claims, allegations of insurance fraud, or disciplinary actions related to supervision of EMS services within the past five (5) years;
7. Proof of a license from Texas Department of State Health Services to operate as an Emergency Medical Services Provider;
8. A description of each ambulance to be operated in the City or Client City, including the make, model, year of manufacture, VIN, motor vehicle registration, current Texas Department of State Health Services license number, the length of time the ambulance has been in use, and the color scheme, insignia, name monogram, or other distinguishing characteristics to be used to designate applicant's ambulance;
9. Level of care that the applicant proposes to provide according to Texas Department of State Health Services standards;
10. Any such information as may be applicable and required by the City.



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Section 5. IFT Provider Permit Conditions

IFT Providers, in order to receive an IFT Provider Permit, agree to the following conditions:

1. All emergency medical calls that originate in the City, or a Client City, are the responsibility of the FWFD. In the event that an IFT Provider receives a direct call for EMS System services for a person within the City or a Client City, it will be the duty of the IFT Provider to immediately notify the FWFD through its alarm office.
2. IFT Providers shall not routinely run ambulances with lights and/or sirens into the City or a Client City, unless they are driving through enroute to an emergency call in another city or delivering a patient to a hospital Emergency Room that did not originate in the City.
3. IFT Providers will not transport patients that are picked up in the City with lights and sirens.
4. No person, either as owner, agent or otherwise shall operate, conduct, maintain, advertise or otherwise engage in or profess to be engaged in the business of ambulance service upon the streets, alleys or public ways or places of the City, unless he or she holds a currently valid IFT Provider permit issued pursuant to this Policy and the Ordinance.
5. IFT Provider Permits shall be valid for one (1) year from the date of issuance identified in the IFT Provider Permit. The IFT Provider Permit may be renewed annually based on the date of issuance, subject to the conditions and requirements of this Policy.
6. No person shall act as an attendant-driver on any ambulance operated under this Policy unless he or she holds a valid driver's license and appropriate valid certification as defined by Texas Department of State Health Services.
7. IFT Provider Permits issued are not assignable or transferable and remain the property of the City.
8. No official entry made upon a IFT Provider Permit may be defaced, removed or obliterated.
9. The IFT Provider Permit, or a copy, shall be kept on all ambulances and available for inspection by any officer of the City at all times.
10. Each IFT Provider ambulance shall, at all times when in use as such, be suitable for the transportation of a patient, from the standpoint of health, sanitation and safety.
11. Minimum equipment requirements for each ambulance shall be those established by Texas Department of State Health Services.



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12. All IFT Provider ambulances are subject to inspections/investigation by the City without notice.
13. Each ambulance operated under the IFT Provider Permit must be maintained in a clean and sanitary condition.
14. The IFT Provider shall comply with the terms and conditions of the application, lawful orders of the Fort Worth Fire Chief, rules and regulations established under this Policy, the Ordinance, the Application, and other City ordinances and state and federal laws applicable to the operation of a private ambulance service.
15. The IFT Provider shall establish a policy and act to discourage, prevent, or correct violations of this Application by attendant-drivers who are employed by the IFT Provider.
16. The IFT Provider shall not allow any attendant-drivers employed by the IFT Provider to operate an ambulance within the City or a Client City if the IFT Provider knows or has reasonable cause to suspect that the attendant-driver has failed to comply with this Policy, the Ordinance, rules and regulations established by the City, or other applicable law.
17. In the event that a patient's condition changes while being transported by the IFT Provider and the patient experiences a life-threatening or time-sensitive medical emergency, the IFT Provider shall notify the City and the Fort Worth Fire Chief in writing within 10 days following the event. This notification must include where the patient was picked up, destination, and explanation as to why the transport necessitated an increase to an emergency transport.
18. The IFT Provider must have a complaint resolution process in place for managing consumer relationships.
19. The IFT Provider must conduct business without bias related to race, creed, sexual orientation, or ability to pay.
20. The IFT Provider must notify the City, immediately, if it becomes the focus of an investigation from a local, state, or federal agency that may impact their ability to provide IFT services or revenue recovery.

Section 6. Standards for Attendant-Drivers

1. All attendant- drivers must be able to read, write and speak the English language.
2. All attendant- drivers must have a valid Texas driver's license. (Class A, B, or C).
3. All attendant-drivers must hold an appropriate, and valid, certification as defined by the Texas Department of State Health Services.
4. No attendant- drivers shall have a final conviction for theft, robbery, state or federal controlled substances acts, rape, sexual abuse, indecency with a child, or any crime involving moral turpitude.



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Section 7. Revocation of Permit and Violations

An IFT Provider, or any of its agents and/or employees, who violates any section of this Policy or the Ordinance, including allowing drivers to operate any vehicle while not properly licensed/permitted, is subject to immediate revocation of its IFT Provider Permit to operate within the City and the Client City and is subject to the penalties as described in the Ordinance.

Generally, not less than ten (10) days before such revocation, the City will provide the IFT Provider written notice and an opportunity to be heard before the Fort Worth Fire Chief, or his/her designee, as to why the IFT Provider Permit should not be revoked. However, no such notice shall be required prior to revocation of an IFT Provider Permit for failure to maintain proper insurance as required in section 9, or in exceptional cases involving material violations of this Policy, the Ordinance, or industry standards as determined by the Fort Worth Fire Chief in his/her sole discretion.

In the event an IFT Provider Permit is revoked pursuant to this section, the IFT Provider may appeal that revocation to the Fort Worth City Manager's Office within ten (10) business days of the date of revocation. That appeal must be in writing. A decision by the Fort Worth City Manager's Office is final.

An IFT Provider who violates this Policy or the Ordinance is subject to the penalty provision as described in the Ordinance.

Section 8. Permit Renewal

Applications for renewal and all accompanying paperwork must be submitted to the Office of the Fort Worth Fire Chief a minimum of thirty days prior to expiration of the current IFT Provider Permit. The Fort Worth Fire Chief, or his/her designee, will consider approval or denial of the renewal application and issue a written decision to the applicant. If a renewal application is denied, the decision may be appealed to the City Manager's office within ten (10) days of the denial.

Renewal of the IFT Provider Permit shall require conformance with all requirements of this Policy as if the original IFT Provider Permit was being sought.

The City may refuse to renew an IFT Provider Permit for any one of the following reasons:

- a) Applicant made a false statement as to a material matter in the application for an IFT Provider Permit;
- b) Applicant failed to comply with any requirement of the IFT Provider Permit process or any rule or regulation established by the City;



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c) Applicant was convicted of any felony offense while holding an IFT Provider Permit; or

d) Applicant used a trade name for a private ambulance service other than the one registered with the City.

Section 9. Insurance Requirements

9. The IFT Provider must provide City with certificate(s) of insurance documenting policies of the following types and minimum coverage limits that are to be in effect prior to commencement of any IFT services or approval of its IFT Provider Permit:

9.1 Coverage and Limits

- (a) Commercial General Liability:

\$1,000,000 - Each Occurrence

\$2,000,000 - Aggregate

- (b) Automobile Liability:

\$1,000,000 - Each occurrence on a combined single limit basis

Coverage will be on any vehicle used by IFT Provider, or its employees, agents, or representatives in the course of providing IFT Services. "Any vehicle" will be any vehicle owned, hired and non-owned.

- (c) Worker's Compensation:

Statutory limits according to the Texas Workers' Compensation Act or any other state workers' compensation laws where the IFT Services are being performed

Employers' liability

\$100,000 - Bodily Injury by accident; each accident/occurrence

\$100,000 - Bodily Injury by disease; each employee

\$500,000 - Bodily Injury by disease; policy limit

- (d) Professional Liability (Errors & Omissions):

\$1,000,000 - Each Claim Limit

\$1,000,000 - Aggregate Limit



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Professional Liability coverage may be provided through an endorsement to the Commercial General Liability (CGL) policy, or a separate policy specific to Professional E&O. Either is acceptable if coverage meets all other requirements. Coverage must be claims-made, and maintained for the duration of the IFT Provider Permit and for two (2) years following completion of services provided. An annual certificate of insurance must be submitted to City to evidence coverage.

9.2 General Requirements

(a) The commercial general liability and automobile liability policies must name City as an additional insured thereon, as its interests may appear. The term City includes its employees, officers, officials, agents, and volunteers in respect to the contracted services.

(b) The workers' compensation policy must include a Waiver of Subrogation (Right of Recovery) in favor of City.

(c) A minimum of Thirty (30) days' notice of cancellation or reduction in limits of coverage must be provided to City. Ten (10) days' notice will be acceptable in the event of non-payment of premium. Notice must be sent to the City in accordance with the notice provision of this Agreement.

(d) The insurers for all policies must be licensed and/or approved to do business in the State of Texas. All insurers must have a minimum rating of A- VII in the current A.M. Best Key Rating Guide, or have reasonably equivalent financial strength and solvency to the satisfaction of the City's Risk Management Department. If the rating is below that required, written approval of the City's Risk Management Department is required.

(e) Any failure on the part of City to request required insurance documentation will not constitute a waiver of the insurance requirement.

(f) Certificates of Insurance evidencing that the IFT Provider has obtained all required insurance will be delivered to the City prior to IFT Provider receiving its permit.



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Section 10: Disclaimer

Issuance of an IFT Provider Permit under this policy does not constitute an endorsement, assurance, or guarantee by the City, the Fort Worth Fire Chief, or the City’s Medical Director of the quality of care or services provided by the IFT Provider. Responsibility for ensuring the quality of care and compliance with all applicable standards, regulations, and legal obligations rests solely with the IFT Provider, as well as the hospital, facility, or other entity engaging the IFT Provider for IFT services.

JIM DAVIS
FIRE CHIEF