



# AMBULANCE LICENSE & PERMIT POLICIES AND PROCEDURES

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Effective: January 1, 2012

Updated: October 5, 2016

**\*May be subject to change at any time, with or without notice.**

## INTRODUCTION

The following outlines the City of McAllen Fire Department's Permit Officer's Policies and Procedures for Ambulance Service Providers that seek to acquire an Ambulance License and / or Vehicle Permits to conduct business within the McAllen City Limits.

### I. Purpose

The purpose of this document is to define the proper procedure for obtaining, maintaining, and renewing an Ambulance License and / or Vehicle Permit(s) to operate as an Ambulance Service Provider within the McAllen City Limits.

### II. General Provisions

- A. The McAllen Fire Chief, as Permit Officer, and / or designees, is responsible for all initial licensing, License renewals and Vehicle Permits.
- B. An Ambulance License will be issued or renewed based on:
  - 1. Receipt of a complete and accurate License Application, including all required schedules, attachments, and fees.
  - 2. The Provider's, or Applicant's compliance with all relevant provisions of Chapter 42 of the McAllen Code of Ordinances ("Ambulance Ordinance") and the policies and procedures established by the Permit Officer of the McAllen Fire Department.

### III. Processing of License Applications, Vehicle Inspections

- A. The Application Form promulgated by the Permit Officer, as the same may be amended or supplemented, shall be used to apply for, amend, update, supplement, continue, or renew a License and should include any and all vehicles that will be employed by the Applicant to conduct its business within the McAllen City Limits. Copies of the Application Form may be obtained:
  - 1. By emailing McAllen Fire Department Sr. Administrative Clerk, Lilian A. Luna; [lilian.luna@mcallen.net](mailto:lilian.luna@mcallen.net) or Sr. Administrative Clerk, Rachel Rodriguez: [rachel\\_rodriguez@mcallen.net](mailto:rachel_rodriguez@mcallen.net)
  - 2. By pick up at: McAllen Fire Department located at 201 N. 21<sup>st</sup> Street, McAllen, TX 78501, or
  - 3. By internet download at: <http://www.mcallen.net/fire/default.aspx>
- B. Only forms approved by the Permit Officer and / or designees can be used to apply for, amend, update, supplement, continue, or renew an Ambulance License and / or Vehicle Permit(s).
- C. Information filed with the Permit Officer must be kept current. It is the responsibility of the License holder to ensure that current contact and License information is reported within 5 business days to the Permit Officer, as well as any updated information for the permitted vehicles, as stated in Sec. 42-81. 10 (b) of the Ambulance Ordinance. Failure

to do so will result in suspension and / or revocation of Vehicle Permit(s) and / or Ambulance License. Courtesy notices may be sent out via email or sent to the address on file but is not required. It is the responsibility of the License holder to ensure that all updated information is submitted within 5 calendar days as stated in Sec. 42-81. 10 (b) of the Ambulance Ordinance.

- D. Completed Application packets must be submitted for review and invoicing to the Permit Officer at McAllen Fire Dept. via personal hand delivery, mail to McAllen Fire Dept. Attn: Ambulance License and Permits, PO Box 220, McAllen, TX 78505-0220, email to [lilian.luna@mcallen.net](mailto:lilian.luna@mcallen.net) or [rachel\\_rodriguez@mcallen.net](mailto:rachel_rodriguez@mcallen.net), or fax at 956-681-2519.
- E. All supporting documents must be printed out by the provider for the exception of the Protocol book which must be in electronic format and submitted along with the completed application.
- F. The Permit Officer will review and enter the Application into Accela to acquire a License number and issue an invoice for the License processing fee of \$500.00 and a \$25.00 fee for each vehicle listed. Invoice(s) will be generated and will be given to provider for payment.
- G. Payments can be made at the Finance Dept. located on the 1<sup>ST</sup> floor, McAllen City Hall: 1300 Houston Ave., McAllen, TX 78501 or by credit card at the McAllen Fire Department located at 201 N. 21<sup>ST</sup> Street, McAllen, TX 78501 (No Phone Payments Accepted and no American Express Cards are accepted). Applicant must request two (2) copies of the paid receipt (one for Applicant and one to be submitted with Application).
- H. Paid receipt(s) must be submitted to the Permit Officer at McAllen Fire Dept. via personal hand delivery, mail to McAllen Fire Dept., Attn: Ambulance License and Permits, PO Box 220, McAllen, TX 78505-0220, email to [lilian.luna@mcallen.net](mailto:lilian.luna@mcallen.net) or [rachel\\_rodriguez@mcallen.net](mailto:rachel_rodriguez@mcallen.net), or fax at 956-681-2519.
- I. Applicant will be issued a License Certificate via certified mail to the owner address listed on the latest Application.
- J. Incomplete Applications will not be accepted for filing and will not be processed.
- K. License Period & Fee:
  - 1. An Application for a City of McAllen Ambulance License that meets the requirements as stated herein and in the Ambulance Ordinance shall be issued a License valid upon the date of issuance and through December 31<sup>ST</sup> of that year.
  - 2. License is non-transferable.
  - 3. License Fee is \$500.00 per calendar year.
- L. Vehicle Permit & Fee:
  - 1. A vehicle inspection that successfully meets all the requirements as stated herein and in the Ambulance Ordinance shall be issued a Vehicle Permit valid upon the date of issuance and through December 31<sup>ST</sup> of that year.
  - 2. Vehicle Permits must be adhered to the rear, passenger side windows by the Inspector, are non-transferable and may not be moved and adhered to any other part of the vehicle.
  - 3. Permit Fee is \$25.00 per vehicle and per inspection
- M. Permitted vehicles will be added to the 'Licensed & Permitted Vehicles List' which list will be emailed to all facilities, hospitals, Providers, and any other person requesting to be notified of updated lists. Said list will also be uploaded for public viewing on the McAllen Fire Department website: <http://www.mcallen.net/fire/default.aspx>.
- N. Suspended and / or Revoked Licenses and / or Vehicle Permit(s) will be identified on the 'Licensed & Permitted Vehicles List' by a strikethrough, red font, with an indication as to the reason. List will be emailed to all facilities, hospitals, Providers, and any other person requesting to be notified of updated lists. Said list will also be uploaded for

public viewing on the McAllen Fire Department website:

<http://www.mcallen.net/fire/default.aspx>.

- O. Vehicles for which inspection fees have been paid must be inspected and “PASSED” within fifteen (15) calendar days of paid receipt. Failure to have a vehicle inspected during that period of time will result in the vehicle being considered to have “FAILED” the inspection and a re-inspection fee of \$25.00 will be required for a new inspection.
- P. Paid vehicle inspection fees shall be treated as Credits on Account and will be available for Provider to use for any inspection or re-inspection during the fifteen (15) calendar day period after the inspection fees are paid.
- Q. Re-inspection fees:
  - 1. Applicant that wants a vehicle inspected but with no Credits on Account must request an invoice – in person, via email at [lilian.luna@mcallen.net](mailto:lilian.luna@mcallen.net) or [rachel\\_rodriguez@mcallen.net](mailto:rachel_rodriguez@mcallen.net), fax at 956-681-2519, or by phone by calling 956-681-2500 – and pay the required fees.
  - 2. Payments must be made at the Finance Dept. located on the 1<sup>ST</sup> floor, McAllen City Hall: 1300 Houston Ave., McAllen, TX 78501 or by credit card at the McAllen Fire Department located at 201 N. 21<sup>st</sup> Street, McAllen, TX 78501 (No Phone Payments Accepted and no American Express Cards are accepted). Applicant must request two (2) copies of the paid receipt (one for Applicant and one to be submitted to Permit Officer).
- R. Additional vehicles not listed in the Application may be submitted for inspection and permitting by filling out a supplemental License Application (License Fees not applicable) with the vehicle’s information. Supplemental Applications to add a vehicle(s) will not be accepted for filing until full payment of fees is made for all vehicle(s) to be inspected.
- S. All vehicles that will be permitted by the City of McAllen will need to be specified on an Application.
- T. All information and documents submitted on / with a McAllen application will be cross referenced with Department of State Health Services (DSHS) and may be delayed in processing if any discrepancies are found until such discrepancies are clarified and corrected.
- U. Complete copy of Protocol Book must be submitted in electronic, PDF, single file format and must be exactly as what is carried in the vehicles. No single separate files will be accepted. No other files or documents should be on the CD or USB drive (only Protocol Book (PDF) & Minimums Supply List (Excel) format (see #CC33)).
- V. Biohazards contract must have a current and valid date or include length of contract and / or terms. A recent ‘PAID’ invoice/receipt from the biohazards company dated within the last 30 days is acceptable.
- W. Personnel information (all personnel employed by the company and not limited to certified EMS personnel) must include but is not limited to: employee name, date of birth, driver’s license number and expiration date, DSHS certification number and expiration date.
- X. Insurance certificates submitted must include the following: General Liability coverage of \$1,000,000.00, Automobile Liability coverage of \$1,000,000.00, Malpractice coverage of \$500,000.00 and must include all VIN numbers for the covered vehicles under the policy (if vehicles are listed on separate page, must include the policy number and be on an Acord 101 form), must specify ONLY (1) ONE policy number for the amount specified and City of McAllen must be a certificate holder.
- Y. Removal of vehicles may be done by submitting an Amended License Application (License Fees not applicable) to ‘Remove’ the vehicle(s).
- Z. Applicant or Provider may ‘Remove’ any permitted vehicle by submitting an Amended License Application (License Fees not applicable) together with a copy of the ‘Substitution or Replacement’ notice submitted to DSHS, with reason specified, and the

actual peeled off Permit sticker, to the Permit Officer at McAllen Fire Dept. via personal hand delivery or mailed to McAllen Fire Dept. Attn: Ambulance License and Permits, PO Box 220, McAllen, TX 78505-0220.

- AA. Any and all updated information and / or documents must be submitted to the permit officer 24 hours prior to a pre-scheduled inspection.
- BB. Failure to apply for License renewal in a timely manner shall result in expiration and non-renewal of the Ambulance License and Provider's Vehicle Permit(s). It is the responsibility of the Provider to submit the completed Application, schedules, attachments, and fees to the McAllen Fire Department Permit Officer and / or designees no earlier than ninety (90) calendar days, or later than thirty (30) calendar days prior to the License expiration date.
- CC. Vehicle inspections:
1. An inspection and / or re-inspection must be paid for and a receipt must be submitted to the Permit Officer prior to scheduling an appointment.
  2. Inspections must be pre-scheduled 24 hours prior by setting up an appointment and filling out an appointment confirmation form which is available for download online at <http://www.mcallen.net/fire/default.aspx> or by:
    - A. Emailing McAllen Fire Department Sr. Administrative Clerk, Lilian A. Luna: [lilian.luna@mcallen.net](mailto:lilian.luna@mcallen.net) or Sr. Administrative Clerk, Rachel Rodriguez: [rachel\\_rodriguez@mcallen.net](mailto:rachel_rodriguez@mcallen.net);
    - B. Calling the office at 956-681-2500
  3. Vehicle Permit Inspections are conducted by appointment and upon availability ONLY:  
Monday, Wednesday & Friday  
9am -11am  
2pm – 3pm
  4. Update Inspections (No fee applicable):  
These are for purposes of updating and / or verifying the following:
    - Vehicle VIN#
    - Vehicle License Plates (front & back)
    - Vehicle License Plates Sticker (expiration date)
    - Vehicle Inspection (expiration date) *\*Inspection receipt / report*
    - Fire Extinguisher serial #, Tag's inspection date and gauge reading
    - Permit #EMS Personnel arriving in vehicle must be identified and have EMS State License identification card and driver's license on hand. These inspections are conducted as walk-ins and on a 1st come 1st serve basis, or Provider may arrange to set up an appointment date and time.  
  
Monday thru Friday  
9am -11am  
2pm – 3pm  
  
*\*\*Provider must call prior to confirm that an Inspector will be available and that there are no scheduled appointments set.*  
If Provider arrives during an on-going inspection and / or an update inspection, they have the option to wait for the next available inspector, come back at a later time or schedule an appointment.
  5. Appointment cancelation and / or re-scheduling must be done in writing and received at least 24 hours prior by:

- A. Emailing McAllen Fire Department Sr. Administrative Clerk, Lilian A. Luna: [lilian.luna@mcallen.net](mailto:lilian.luna@mcallen.net) or Sr. Administrative Clerk, Rachel Rodriguez: [rachel\\_rodriguez@mcallen.net](mailto:rachel_rodriguez@mcallen.net)
  - B. Faxing the office at 956-681-2519
6. Missed appointments and failures to notify of cancelation and / or re-scheduling will be considered a "FAILED" inspection and a re-inspection fee of \$25.00 will need to be paid.
  7. Failure to show up within fifteen (15) minutes of a scheduled appointment time will be considered a 'No Show' and a re-inspection fee of \$25.00 will need to be paid.
  8. Inspections will be conducted at the McAllen Fire Department located at 201 N. 21<sup>st</sup> Street, McAllen, TX 78501 or at such other location as the Permit Officer may indicate.
  9. When arriving for a scheduled appointment for an inspection, provider must report to the administration office receptionist and sign in. Receptionist will notify inspector of provider's arrival and direct the provider to park the vehicle in the designated area for the actual inspection.
  10. Inspector and / or Compliance Officer will use the McAllen Fire Department Inspection Report form to conduct vehicle inspections, which is available for download online at <http://www.mcallen.net/fire/default.aspx> as well as the Provider's own EXCEL SPREADSHEET FILE of MINIMUMS SUPPLY LIST and must be the same as list in Protocol Book. A copy of said list must be provided to the Permit Officer and / or designees with Initial Application or 24 hours prior to scheduled appointment.
  11. Vehicles that are inspected between October 1 through December 31 and that are subject to regulation by City ordinance are not, at the time of inspection, exempt from compliance with all applicable Laws and Ordinances at the time of inspection and may be subject to citation or other enforcement action at such time.
  12. All documents must be received 24 hours prior to scheduling an appointment.
  13. All personnel arriving in the vehicle at time of inspection must be properly identified with current Texas Driver's License and / or current Texas Identification Card and current State Certification card on hand.
  14. DSHS State vehicle authorization (document) must be an original (no copy will be accepted).
  15. Vehicles will be inspected at highest level designation specified on DSHS State vehicle authorization (document).
  16. All vehicles submitted on a City of McAllen Ambulance License and Permit application must be registered with DSHS as part of your fleet whether it's an authorized vehicle or a reserve unit.
  17. Vehicle Insurance Card must be on vehicle with corresponding VIN# and appropriate policy number at time of inspection (Insurance certificate will not be acceptable).
  18. License Plates, Vehicle Inspection Report / History (VIR/VIH) must be on board and current (*a copy of VIR/VIH is available online at [www.mytxcar.com](http://www.mytxcar.com)*) and Fire Extinguisher tags must be current and fire extinguisher gauge must be above the red area indicating 'Undercharged' or 'Overcharged'; reading must be in the green area. All fire extinguishers must have inspection tags on it with expiration date.
  19. Protocol Book must be on board and include a copy of the current Minimums Supply List with valid Medical Director's signature and valid expiration date.

20. Protocol book will be verified and cross-referenced at time of inspection with the copy submitted to the permit officer and must be the same. Signatures, effective dates and expiration dates must match. Any difference from one list to the other will be considered to have been an update at some point.
21. House Oxygen gauge must be above the red area indicating low pressure.
22. Portable Oxygen gauge must be above the red area indicating low pressure.
23. Emergency Warning Devices (all lights) must be operating properly.
24. Full equipment compliment must be provided for each permitted vehicle. Serial numbers will be taken from Heart Monitors, AED's and Fire extinguishers and may not be used for more than one (1) vehicle inspection. Specified equipment must all have serial numbers and must be clearly visible and legible. Equipment that does not have a serial number or has a serial number that is not clearly visible and legible will not be accepted. A test strip reading will be taken from all Heart Monitors as well. Specified equipment will be cross referenced with all providers licensed and permitted with the City of McAllen and may not be used for more than one (1) vehicle inspection.
25. Reserve vehicles will not be permitted; Vehicles must have an original DSHS state authorization (Doc#) and cannot be used under another City of McAllen Permit.
26. Extra set of batteries must be available for each battery operated piece of equipment and may not be used for more than one (1) piece of equipment.
27. Two (2) No Smoking signs must be displayed: one (1) in front cab area and one (1) in rear.
28. Emergency Response Guide Book must be 2016 issue or the most recently published edition.
29. Glucometer strips container must have an unexpired date issued by the manufacture (hand written expiration dates will not be accepted).
30. Pulse Oximeter reading must be taken.
31. Laryngoscope blades will be tested individually and must be operating properly.
32. Any supplies and medication that has an expiration date will be checked; any expired supplies and / or medication will not be counted as part of the inspection. *\*Provider will be responsible for proper disposal of expired supplies and / or medications.*
33. Medications that are not on board at time of inspection due to 'National Shortage/Back Order' must be accounted for by submitting three (3) vendor statements stating that the medication(s) is on back order. (For initial Vehicle Permit inspections: Provider must carry two (2) copies of the three (3) vendor statements; one (1) to turn in to the inspector and the other to keep on board. Some examples of acceptable statements can be from a general distributor and/or a local pharmacy, etc. The statements must specify the medication(s), state that the medication(s) is on back order and specify a release date or expected delivery date, must have the provider's information, have a current, recent date (which should be dated within thirty (30) days from date of inspection and have the vendor contact information (name, phone, and/or email) of the person who issued the statement. Hand written information will not be accepted.
34. Total quantities specified on Provider's minimums list must be accounted for. Supplies and / or medications must match as listed on the Provider's minimums list (substitutions, replacements or exchanges will not be accepted unless the minimums supply list is revised / updated with the medical director, must have a "revised/updated" date and must notify DSHS to make the specified changes on the substituted, replaced or exchanged supplies and/or medications).

Generic medications are acceptable and vice versa. Example of a non-acceptable item: Nitro Tabs cannot be carried if minimums supply list states Nitro Spray and vice versa, Ipratropium/Albuterol combination vial cannot be carried if minimums supply list states Ipratropium individually and Albuterol individually, Epinephrine vials cannot be carried if minimums supply list states Epinephrine Auto Injector(s).

35. Minimums Supply list must be **categorized** as BLS, ALS and MICU and will be inspected accordingly as specified **\*NO EXCEPTIONS**. If list is modified it must be revised and dated by Medical director and sent to DSHS for approval to use.
  36. Items listed on minimums supply list as “if available”, “as needed” or any phrase indicating as such will not be acceptable and items will need to be accounted for.
  37. All items must be on board once inspection has begun; No personnel, equipment, supplies and/or documents will be allowed to be brought into the vehicle by personnel from another ambulance, ‘stock’ vehicle and / or supervisor vehicle or any other source at any time after the vehicle inspection has begun and if inspector suspects of such occurrence, may ‘Fail’ an inspection and has the option to end or continue the inspection.
  38. Failure to comply with any of the above items will be an automatic “FAILED” inspection.
  39. Provider has the option to end or choose to continue the inspection at any time if the inspection has been considered to have “FAILED” early in the inspection process.
  40. Inspector and / or Compliance Officer has the right to end or continue the inspection at any time if the inspection has been considered to have “FAILED” early in the inspection process.
  41. Inspector will adhere Permit sticker and remove expired Permit sticker if needed at time and location of a successful inspection.
  42. Final decisions will be made by Inspector conducting the inspection.
- CC. Random Vehicle Inspections and / or File Reviews:
1. May be conducted at any time and at any reasonable location.
  2. May be inspected with or without prior notice.
  3. Will be conducted using the McAllen Fire Department Inspection Report form to conduct vehicle inspections, which is available for download online at <http://www.mcallen.net/fire/default.aspx> as well as the Provider’s own MINIMUMS SUPPLY LIST with valid Medical Director’s signature and valid expiration date. If said list is not onboard, citation will be issued and Compliance Officer and / or Inspector will use most recent minimums supply list on file with the Permitting office (Accela).
  4. All items as stated above #W-9 thru #W-35 apply.
  5. Upon finding that a permitted vehicle is unsafe or in violation, citation(s) will be issued and Provider may be subject to the suspension and / or revocation of Vehicle(s) Permit(s) and / or License.
  6. Inspector and / or Compliance Officer have the right to end or continue the inspection at any time if it is considered to have “FAILED” before completion of the inspection process.
  7. Final decisions will be made by Inspector and / or Compliance Officer conducting the inspection.