

ORDINANCE No. 4568

THE BOARD OF SUPERVISORS OF THE COUNTY OF EL DORADO DOES ORDAIN AS FOLLOWS:

Section 1. Chapter 5.40 of Title 5 of the El Dorado County Ordinance Code entitled Ambulance Service is hereby repealed in its entirety.

Section 2. Chapter 8.74 of Title 8 of the El Dorado County Ordinance Code is hereby added to read as follows:

CHAPTER 8.74

8.74.010 Title. This chapter shall be known, and may be referred to, in all proceedings as the County Emergency Medical Service and Medical Transportation Ordinance.

8.74.020 Regulatory Authority. Health and Safety Code, division 2.5, section 1797.200 et seq. establishes the authority for El Dorado County to develop an emergency medical services program. Pursuant to that authority, the El Dorado County Board of Supervisors has developed a local Emergency Medical Services (EMS) Agency through the County Public Health Department. Health and Safety Code sections 1797.201 through 1797.258 define the authority and responsibilities of the EMS Agency. Health and Safety Code, section 1798 et seq. establishes and defines the medical control of an emergency medical services system.

California Constitution article 11, section 7 and Health and Safety Code section 1797.222 established the authority for a County to create a permit process for medical transportation and contract requirements for ambulance services, and to execute contracts for the provision of ambulance services, within a county service area.

8.74.030 Scope and Purpose. The purpose of the Ordinance codified in this chapter is to ensure that when persons in El Dorado County request, or have dispatched, an ambulance or medical transportation vehicle, be it for an emergency, a special event, routine medical transportation, wheel chair van or litter van, they will receive a consistent level of service that meets the minimum acceptable standards as established by the California Health and Safety Code, division 2.5 (beginning with section 1777.200); California Code of Regulations, Title 22, division 9; California Vehicle Code, section 2416; the California Emergency Medical Services Authority; and the El Dorado County Emergency Medical Services Agency, and to extent possible, ensure that individual patients receive appropriate medical care while protecting the interests of the community at large by making maximum use of available emergency medical care resources.

This Ordinance sets the standards and/or definitions for emergency medical services and medical transport; personnel and training requirements; equipment and supply requirements; response times; communication requirements; and medical transportation service requirements. In

addition, it empowers the El Dorado County Emergency Medical Services Agency through the County Public Health Department to issue permits to wheelchair van and litter van entities, and to enter into contracts with emergency medical service (ambulance) entities; monitor performance; enforce standards, if necessary; and act in an impartial manner as an arbitrator in matters of citizen complaints.

8.74.040 Definitions. The following words and phrases shall have the meanings respectively ascribed to them by this Section.

- A. Advanced Life Support (ALS) means special services designed to provide definitive prehospital emergency medical care, including, but not limited to cardiopulmonary resuscitation, cardiac monitoring, cardiac defibrillation, advanced airway management, intravenous therapy, administration of specified drugs and other medicinal preparations, and other specified techniques and procedures administered by authorized personnel under the direct supervision of a base hospital as part of a local EMS system at the scene of an emergency, during transport to an acute care hospital, during interfacility 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 or as otherwise defined by the Federal Health Care Finance Administration.
- B. Ambulance means a vehicle that is specially constructed, modified or equipped, and used for the purpose of transporting sick, injured, convalescent, infirm, or otherwise incapacitated persons. In the case of ambulance(s) operated by private entities, they must be licensed by the California Highway Patrol. Public agencies are exempt from this licensure requirement per California Vehicle Code, section 2512.

In the case of vehicles owned and operated by public agencies, ambulance(s) must meet the same standards for construction, vehicle identification, mechanical integrity, equipment and supplies as required of private agencies by the California Highway Patrol.
- C. Arrival at the Scene means the time that an emergency response vehicle comes to a physical stop at an emergency scene (wheels stopped).
- D. Attendant means a trained and qualified individual who, regardless of whether attendant also serves as driver, is responsible for the care of patients, and who has met all license, certification, accreditation and other requirements of State laws and regulations, and local policies, protocols, ordinances and regulations.
- E. Basic Life Support (BLS) means emergency first aid and cardiopulmonary resuscitation procedures which, as a minimum, include recognizing respiratory and

cardiac arrest and starting the proper application of cardiopulmonary resuscitation and to maintain life without invasive techniques until the patient may be transported or until Advanced Life Support is available.

- F. Contract is a signed agreement with an emergency medical service entity for the provision of ambulance service within El Dorado County.
- G. Contractor is a person or entity or a public agency that has executed a contract with El Dorado County to provide ambulance transportation services within El Dorado County.
- H. County means the County of El Dorado, a political subdivision of the State of California. The Public Health Department through its local EMS Agency is responsible for the direct oversight of prehospital care in El Dorado County.
- I. Contract Officer means the Director of the Public Health Department.
- J. Critical Care Transport (CCT) means a transport during which a patient requires a level of medical care and/or observation that exceeds the standard scope of practice for County accredited paramedics. Such services may be rendered by specially trained and authorized paramedics, or registered nurses, physicians, respiratory therapists, perfusionists, physician=s assistants, nurse practitioners or nurse midwives as determined by the physician responsible for the patient and the EMS Medical Director.
- K. Designated Dispatch Center means the dispatch agency designated by El Dorado County as the Command Center for the El Dorado County primary response areas to dispatch and track requests for emergency medical services within El Dorado County.
- L. Driver means a person licensed and qualified to operate a medical transport vehicle.
- M. Emergency means a condition or situation in which an individual has a need for immediate medical attention, or where the potential for such need is perceived by emergency medical personnel, a public safety agency, or may reasonably be perceived by any prudent lay person; any sudden or serious illness or injury requiring immediate medical or psychiatric attention under such circumstances in which a delay in providing such services may aggravate the medical condition or cause the loss of life or an unknown situation; furthermore, any case declared to be an emergency by a physician.
- N. Emergency Medical Response means responding immediately to any request for medical transport service for an emergency medical condition. An immediate response is one in which the medical transport vehicle responding begins as quickly

as possible to take the steps necessary to respond to the call.

- O. Emergency Medical Services means the medical services provided in a condition or situation in which an individual has a need for immediate medical attention, or where the potential for such need is perceived by emergency medical personnel, a public safety agency, or may reasonably be perceived by any prudent lay person with respect to interfacility transfers, qualified medical personnel of the transferring agency.
- P. Emergency Medical Services Agency (EMS Agency) means the administrative agency designated through the Public Health Department by the El Dorado County Board of Supervisors pursuant to Health and Safety Code, section 1797.200.
- Q. Emergency Medical Services or EMS Aircraft means any aircraft utilized for the purpose of prehospital emergency patient response and transport. EMS aircraft includes air ambulances and all categories of rescue aircraft.
- R. Emergency Medical Service (Ambulance) Entity means a licensed person or entity or a public agency that is specially trained, equipped, and staffed to provide ambulance transportation services, including providing care to ill or injured persons.
- S. Emergency Medical Technician-I or EMT-I means an individual trained in all facets of basic life support (as defined in Health and Safety Code section 1797.60) according to standards prescribed in the California Code of Regulations, title 22, chapter 2, and who has a valid State of California EMT-1 certificate. This definition includes EMT-I-NA and EMT-IA.
- T. Emergency Medical Technician-Paramedic or EMT-P means an individual who is educated and trained in all elements of prehospital advanced life support; whose scope of practice is to provide advanced life support in accordance with the standards prescribed in the California Code of Regulations, title 22, chapter 4; and who has a valid State paramedic license. Paramedics working in El Dorado County must additionally be accredited according to standards established by the EMS Agency Medical Director.
- U. Hearing Officer means an impartial hearing officer appointed by the Director of the Public Health Department or designee who shall prepare and submit a written summary of the evidence, proposed findings, conclusions, and recommendations.
- V. Litter Van means a vehicle which is modified, equipped and used for the purpose of providing non-emergency medical transportation for those medical passengers with stable medical conditions who require the use of a litter or gurney, and which is not

routinely equipped or staffed for the specialized care provided in an ambulance.

- W. Litter Van Medical Passenger means a person in need of transportation for medical purposes such as attendance at a doctors appointment, clinic visit or for other non-emergent reasons. Medical passengers are differentiated from patients in that their medical condition is stable and it is not anticipated that they are likely to need medical observation, intervention or treatment during non-medical transportation. The patient must be able to maintain an open airway without assistance and self administer any medical care enroute. The EMS Agency Medical Director may establish policies which differentiate between patients and medical passengers.
- X. Medical Director means the medical director of the El Dorado County EMS Agency.
- Y. Medical Transport Service means a service whose primary business is to provide transportation of medical passengers by litter vans or wheelchair vans which are licensed, permitted, operated and equipped in accordance with applicable State or local ordinances or regulations. Medical transport services do not include transportation of persons by passenger car, public transit, taxicabs or other forms of public or private conveyance. At the discretion of the Permit Officer, similar services provided by hospitals or health care organizations may be exempt from these El Dorado County requirements.
- Z. Medical Transportation Entity means a person or entity appropriately licensed and specially trained, equipped, and staffed to provide medical transportation services for medical passengers.
- AA. Medical Transportation Permit means a permit issued by the County to a medical transportation entity specifically authorizing that entity to provide transportation to medical passengers within El Dorado County.
- BB. Permit Officer means the EMS Agency Medical Director or other official appointed by the County Public Health Officer.
- CC. Permittee means any medical transportation service entity possessing a current permit, granted by the Permit Officer or his designee, to provide medical transport service within the County.
- DD. Physician means an individual licensed by the State as a doctor of medicine or doctor of osteopathy.
- EE. Primary Response Area means a geographical area designated by the County as a

medical transport zone.

- FF. Public Health Officer means the El Dorado County Public Health Officer.
- GG. Registered Nurse means an individual licensed by the State of California Board of Registered Nursing. (Note: Nurses originating from the state of Nevada who provide medical transportation services across the California-Nevada border shall be licensed by the Nevada State Board of Nursing).
- HH. Rescue Aircraft means an aircraft whose usual function is not prehospital emergency patient transport, but which may be utilized, in compliance with local EMS policy, for prehospital emergency patient transport when use of an air or ground ambulance is unavailable.
- II. Response Time means the time interval from the moment that the ambulance or medical transportation entity is first made aware of the call back number, the address of the patient or passenger, and in the case of ambulance request the presumptive patient condition as defined by EMD, and in the case of medical transportation, the requested level of service, until the arrival at the scene of the emergency or pickup point, which is the time that an ambulance or medical transportation vehicle comes to a physical stop at the scene (wheels stopped).
- JJ. Special Event means an event where spectators and/or participants in the event have a potential for illness or injury, or any situation where a previously announced event results in a gathering of persons in one general locale, sufficient in numbers, or engaged in an activity, that creates a need to have one or more EMS resources at the site as defined by EMS Agency Policy issued by the EMS Agency Medical Director.
- KK. Warning by Endorsement means a written notice of warning that the Permittee has committed an infraction of the conditions of this Ordinance.
- LL. Wheelchair Van means a vehicle which is modified, equipped and used for the purpose of providing medical transportation for wheelchair van medical passengers, and which is not routinely staffed or equipped with the medical equipment required for the specialized care provided in an ambulance.
- MM. Wheelchair Van Medical Passenger means a medical passenger whose condition is such that the passenger may be transported seated in wheelchair. The passenger must be able to sit erect, hold his/her head up, maintain an open airway without assistance, and self-administer any medical care needed enroute.

8.74.050 Emergency Medical Service (Ambulance)

Emergency medical service (ambulance) entities shall provide service in conformance with all provisions of applicable State, federal and local law, regulations, agreements, contracts and ordinances for the type(s) of service specified in their contract

A. Primary Response Areas. This Ordinance authorizes the EMS Agency to establish primary response areas, including the following:

1. County Service Area No. 3 - South Shore Area.
2. County Service Area No. 3 - Tahoe West Shore Area.
3. County Service Area No. 7 - West Slope Area.

B. Applicability. The levels of service covered by this Section include all medical transport services.

Emergency and non-emergency medical services (ambulance) subject to this ordinance will be governed by a contract with the County to provide ambulance services within the primary response areas.

C. Service Requirement.

Ambulance Service. Emergency medical service (ambulance) entities shall provide continuous twenty-four (24) hour per day service, excluding acts of nature, labor disputes, and actions or events beyond the reasonable control of the Contractor. Ambulance services at special events must be provided through a contract with El Dorado County.

1. All emergency and non-emergency medical responses and transports shall be provided at the Advanced Life Support (ALS) level, in conformity with the California Code of Regulations, title 22, section 100173(b)(1); State regulations and requirements, the El Dorado County Emergency Medical Services Policy and Procedure Manual, field treatment protocols, Trauma Plan, EMS Plan, and all agreements and contracts pertaining in whole or in part to patient care.
2. Contractor providing less than twenty-four (24) hour service will provide service as specified in their contract.
3. County shall designate a medical dispatch center for each medical transport area to directly dispatch Emergency Medical Services (ambulance). The

EMS Agency Medical Director shall set the standards for priority dispatch and pre-arrival instructions.

4. Contractor shall adhere to and provide to the EMS Agency a staffing or deployment plan that describes the Contractor ' s method of operation within the County. The plan must be reviewed by the EMS Agency.
5. In the event that an EMS service entity is unable to respond to a request for emergency medical service, that entity shall immediately notify the designated Dispatch Center.
6. No ambulance contractor subject to this Ordinance shall cause or allow its EMS ambulance to respond to a location without receiving a specific request from the designated dispatch center for such service at that location. In the case of a witnessed incident, the ambulance staff shall notify the designated dispatch center to be assigned to the incident.

D. Interruption or Variance of Service. Waiver of requirements, conditional operation and temporary variance:

1. In the event of any interruption of service of more than twenty-four (24) hours duration, or any substantial change in the service which causes or threatens to cause the service to be carried out differently from that specified in the current contract, the Contractor shall notify the Contract Officer immediately and in writing, stating the facts of such change.
2. Upon request by the Contractor, the Contract Officer may grant a temporary variance in writing from the conditions specified in the original contract if Contract Officer finds that such change is in substantial compliance with the provisions of this Ordinance until such time as the conditions causing this variance are corrected. If the Contract Officer finds that such change is not in substantial compliance with this Ordinance, the Contract Officer may take any actions required by the contract to remedy the condition(s) causing this variance.

E. Critical Care Transport (CCT) Vehicle. Each CCT vehicle shall be staffed with a minimum of one EMT-1 and specially trained and authorized paramedics, or registered nurses, physicians, respiratory therapists, perfusionists, physician=s assistants, nurse practitioners or nurse mid-wives as determined by the physician responsible for the patient, and in accordance with policies established by the EMS Agency Medical Director. Each vehicle shall be equipped with appropriate medical

equipment and supplies for the condition of the patient.

- F. Ambulance Service Level. No person or entity may operate an ambulance service at the BLS, ALS, or CCT level within El Dorado County unless that person or entity has a contract in place with El Dorado County.
- G. Advertising of Services. All advertising of the emergency medical services (ambulance) provided for in this Ordinance shall comply with the following requirements:
1. Advertising shall comply with section 1797.180 of the Health and Safety Code, California Code of Regulations, title 13 and title 22; and/or regulations promulgated by the Commissioner of the California Highway Patrol.
 2. Advertising shall be in full compliance with the current contract.
 3. No private telephone access number shall exist for emergency or non-emergency medical service (ambulance).
 4. Advertising of non-emergency services shall include the phrase “For emergencies dial 9-1-1.”
- H. Exceptions. The ambulance contract requirements shall not apply to:
1. Vehicles operated at the request of local authorities during any declared “state of war emergency”, “state of emergency” or “local emergency”, as defined in the Government Code.
 2. Vehicles transporting a patient from a location outside of El Dorado County regardless of destination.
 3. Vehicles operated by a federal agency originating from a federal reservation for purposes of responding to or transporting patients under federal responsibility.
 4. Emergency medical services aircraft, fixed wing and rotor.
 5. An ambulance based and properly permitted outside the County. Such ambulance shall be authorized to transport a patient into the County; transport through the County; and transfer patients originating in County facilities to

out-of-County facilities. In order to maintain proper medical control, communications shall be maintained under the requirements of the authorizing jurisdiction of the transporting vehicles.

6. Vehicles operated at the request of local authorities for the purpose of mutual aid.

8.74.060 Ambulance Personnel and Training Requirements.

A Contractor shall only employ personnel who comply with the requirements of the California Code of Regulations, title 22; Health and Safety Code, division 2.5 (beginning with section 1797); the El Dorado County EMS Agency; and this Ordinance; as well as such other requirements, as may be adopted by the El Dorado County Board of Supervisors upon recommendation of the EMS Agency.

- A. Ambulance. Each ambulance shall be staffed with no less than one Paramedic and one EMT-1, and shall be equipped with appropriate medical equipment and supplies.
 1. Each driver or attendant hired shall be at least eighteen (18) years of age. Each driver or attendant shall have satisfied the provisions of sections 1100.3 and 1101 of the California Code of Regulations; section 12527 of the California Vehicle Code; and California Health and Safety Code section 1797.160.
 2. Each driver and attendant shall be proficient in safely operating the vehicle assigned including defensive drivers training, and shall within twelve (12) months of employment successfully complete an Emergency Vehicle Operators Course (eight-hour) which has been submitted to and approved by the County.
 3. Each driver and attendant shall be trained and competent in the proper use of all emergency vehicles and medical equipment, and shall hold the appropriate level of certification and/or accreditation to the level of service provided as specified in the contract.
 4. No unqualified person shall be permitted to act as a driver or attendant.

8.74.070 Ambulance Equipment and Supply Requirements. Standards for medical equipment and supplies will be in compliance with the El Dorado County EMS Policy and Procedure Manual

promulgated by the EMS Agency as required for the level of service being offered. Each Contractor shall be charged with knowledge of that manual.

8.74.080 Rates.

Rates for all emergency and non-emergency ambulance service including standby and CCT will be established by Resolution of the El Dorado County Board of Supervisors.

8.74.090 Emergency and Disaster Operations.

- A. Obligations. Each ambulance Contractor shall make ambulances available to the County during times of disaster or large-scale system emergencies as declared by the County Board of Supervisors or the County Public Health Officer or his designee.
1. Ambulances shall contact the County designated dispatch center for the appropriate transport area, and this dispatch center shall coordinate all dispatch functions for said ambulances during the emergency operations.
 2. Contractor shall have its disaster response and personnel call-back plan on file with the County EMS Agency.
 3. All management and field personnel of Contractor shall follow guidelines and directions of the El Dorado County Multi-Casualty Incident Plan during the emergency operations.
 4. Contractor shall assure that all personnel assigned to provide services receive training in and abide by the County approved disaster and multi-casualty incident plans.
- B. Reimbursement from Disaster Relief Monies. In the event of a declared local emergency, State of Emergency, or other catastrophic event where the Contractor is requested by an authorized agent of the County to staff extra ambulance units or incur extraordinary costs associated with the event, the County shall assist the Contractor in seeking reimbursement for Contractor=s costs from any disaster relief monies to the best of its ability. The County shall have no financial responsibility for these costs or charges other than providing assistance in processing any claim(s).
- C. Disaster Exercise. Ambulance Contractors who provide emergency medical response shall participate at least once per year in a County organized disaster exercise by

sending one fully staffed emergency ambulance and one representative from management. A minimum ninety (90) day written notice from the EMS Agency or its designee will be provided. All costs associated with their participation in the disaster exercise shall be the sole responsibility of Contractor.

8.74.100 Litter Vans and Wheelchair Vans

Wheelchair and litter van medical transport services will not be provided on an exclusive basis and will require a permit issued by the Permit Officer, or his designee, that identifies each vehicle owned or operated by a medical transport person or entity.

- A. Application for a Permit or Renewal of a Permit. Each application for a permit shall be made upon forms prescribed by the Permit Officer.

The application shall, at a minimum, contain the following:

1. Name of Applicant;
2. Business address and telephone number;
3. Name and address of owner(s);
4. Trade or firm name, or DBA as recorded;
5. Type and level of intended service;
6. If a corporation, a joint venture, or a general or limited partnership, the names of all partners and officers, their permanent addresses and their percentage of participation in the business;
7. A statement of facts for Applicants applying for an initial permit showing Applicant=s past experience in the operation of a medical transport service, the level of service, and qualifications to render a competent transportation service.
8. Proof of currently valid California Highway Patrol inspection reports for each medical transportation vehicle, if required. Public agencies are exempt from this licensure requirement per California Vehicle Code, section 2512;
9. Proof of financial responsibility and insurance coverage as required by the

County;

10. Identification of the primary response area(s) to be served by the Applicant, if applicable;
11. A list of Applicant=s service charges, rate structure and any additional charges incidental to the service. These charges will be made available to the public by the Permittee upon request. Any changes must be submitted to the Permit Officer thirty (30) days prior to implementation.
12. Proof that Applicant=s drivers and attendants meet the requirements described in section 8.74.060 Personnel and Training Requirements.
13. The names, qualifications, certifications, license and accreditations of each attendant or driver. [Any application information which duplicates that required by the California Highway Patrol (CHP) may be copied from the CHP application for submission.]
14. Proof that the Applicant has obtained all licenses and permits required by state or federal laws or regulations for the type of service proposed;
15. A statement signed by the Applicant that, as a condition of County issuing a permit, Applicant agrees to defend, to indemnify, to save and hold harmless the County of El Dorado and its officers and employees and all cities within the County from and against all claims, costs, demands, causes of action, suits, losses, expenses or other detriment or liability arising from or out of the Permittee=s negligence or wrongful acts in any connection with the issuance of this permit.
16. A quality assurance plan, consistent with EMS policies, for the specific level of permitted service. The plan must be approved by the Permit Officer.
17. A staffing or deployment plan that describes the applicant=s method of operation within the County. The plan must be reviewed by the EMS Agency.
18. Possession and utilization of a reliable two-way communication system to remain consistently in communication with its medical transportation vehicles.
19. A non-refundable fee of One Hundred Dollars (\$100.00) shall accompany

every application for an initial, renewal or temporary medical transportation permit. In the event that a permit is issued later than July 1, the permit shall be valid through the following June 30, with no pro-ration of permit application fee.

B. Issuance of Permit.

1. Upon receipt of a completed initial or temporary permit application and fee, the Permit Officer shall review applications and investigate all Applicants and inspect the site of operation and the medical transportation vehicles to determine if the Applicant meets the requirements of this Ordinance and other applicable laws or regulations.

Upon receipt of a completed renewal permit application and fee, the Permit Officer shall review applications and investigate all Applicants as deemed necessary.

2. Upon fulfillment of all requirements of this Ordinance, the Permit Officer shall issue to the Applicant a permit. The permit shall be valid for a maximum of (1) year, ending June 30. The permit shall indicate the type(s) of approved service.
3. The Permit Officer may deny a permit if the Applicant or any partner, officer or director thereof:
 - a. Fails to meet the requirements of any provision of this Ordinance.
 - b. Knowingly makes any false statement or fails to disclose material facts in an application, report or other document furnished to the County.
 - c. Was previously the holder of a permit which has been revoked or not reissued under this Ordinance, and the terms or conditions of the revocation or non-reissuance have not been satisfied.
 - d. Is now committing any act which, if committed by an Applicant, would be grounds for the suspension or revocation of a permit issued pursuant to this Ordinance.
 - e. Has committed any act involving dishonesty, fraud, deceit or moral turpitude.
 - f. Has acted in the capacity of a permitted person or firm under this

eighteen (18) years of age, shall hold an appropriate valid California drivers license, shall hold a current certificate in basic cardiac life support from either the American Heart Association or American Red Cross, and shall demonstrate compliance with all applicable state and local laws and regulations.

2. Drivers shall be trained and demonstrate competency in the use of all litter van and wheelchair van vehicle equipment.
3. Each driver shall be proficient in safely operating the vehicle assigned. No unqualified person shall be permitted to act as a driver or attendant.

8.74.120 Enforcement Responsibilities.

- A. Inspections. In connection with enforcement of this Ordinance, the Permit or Contract Officer shall have the right, at reasonable times, to inspect the records, facilities, vehicles, equipment, supplies, personnel and methods of operation of a Permittee or Contractor whenever such inspection is deemed by the Permit or Contract Officer to be necessary.

In connection with enforcement of this Ordinance, the Permit or Contract Officer or his designee, shall have the right to audit all records and methods of operation of a Permittee or Contractor whenever such audit is deemed by the Permit or Contract Officer to be necessary.

- B. Complaint Procedure. Any person alleging that a Permittee or Contractor has provided unsatisfactory or inappropriate ambulance or medical transport service may file a written complaint with the Permit or Contract Officer setting forth such allegations. The Permit or Contract Officer shall notify the Permittee or Contractor in writing by registered mail within ten (10) days of receipt of complaint. Permittee or Contractor shall respond to the allegations in writing within ten business (10) days from the receipt of that notification, and the Permit or Contract Officer shall investigate the complaint to determine whether the Permittee or Contractor has committed any improper act or failed to satisfactorily perform any duty specified in this Ordinance. If the Permit or Contract Officer determines that a Permittee or Contractor has committed a violation of this Ordinance, the Permit/Contract Officer shall take timely and reasonable actions to secure compliance with the conditions and provisions of this Ordinance. If the Permit or Contract Officer is unable to secure compliance, Permit or Contract Officer will initiate action to suspend or revoke the permit or terminate an ambulance contract.

The complainant shall be notified of the results of the Permit or Contract Officer=s

investigation and, if a violation is determined to have occurred, the complainant shall be notified of specific violations and corrections required of the Permittee or Contractor.

- C. Termination of Ambulance Service Contract. An ambulance service contract will describe and clarify the process for minor and major breach whereby an ambulance service contract may be terminated.

- D. Suspension and Revocation of Permits. The Permit Officer may issue a Warning by Endorsement, or suspend or revoke medical transportation permit for failure to comply with, and maintain compliance with, or for violation of, any applicable provisions, standards or requirements of federal, State or local law, or of any regulations promulgated by this Ordinance. Suspension is not a condition precedent to revocation.
 - 1. Notice - Before suspension or revocation of a permit, the Permit Officer shall give written notice to the Permittee specifying the grounds for such action, and giving the Permittee a reasonable period of time [not less than seven (7) nor more than fifteen (15) calendar days] to comply with the provisions in question, or to show cause why the permit should not be suspended or revoked, and setting a date for a hearing.

 - 2. Emergency action - The Permit Officer may reduce the period of time for compliance under a suspension, revocation or termination notice to not less than twenty-four (24) hours, and set the matter for a hearing immediately upon expiration of said period when the Permit Officer makes written preliminary findings that such action is necessary to protect the public health, safety and welfare, and that immediate action is necessary. When, as a result of such emergency proceeding, a permit is suspended or revoked, the Permittee may request an additional hearing within fifteen (15) calendar days of the effective date of the suspension or revocation. At this hearing, the Permittee will have the burden of establishing renewed compliance to justify reinstatement of the permit. Such additional hearing will be commenced within five (5) days of the Permittee=s request. The request for, or the scheduling of, an additional hearing shall not stay operation of the suspension or revocation order.

 - 3. Evidence - In hearings conducted pursuant to this Section, the California Rules of Evidence do not apply. The following rules will apply. Evidence must be relevant, non-cumulative, and of such nature as responsible persons are accustomed to rely on in the conduct of serious affairs. Written statements by a County Officer or employee, an officer or employee of the State of California, or an officer or employee of any law enforcement or fire

protection district acting in the course and scope of their official duties or employment may be accepted as evidence.

4. Hearing officer - Hearings conducted pursuant to this Ordinance shall be conducted before an impartial hearing officer appointed by the Director of the Public Health Department or designee. The Permit Officer or designee shall determine whether oral evidence at the hearing shall be recorded by a court reporter at the County expense or at the shared expense of the Permittee and the County. At the conclusion of said hearing, the hearing officer shall prepare and submit a written summary of the evidence, proposed findings and conclusions, and a recommendation for consideration to the Permit Officer or designee within ten (10) days of the conclusion of the hearing.
5. Decision - The Permit Officer or designee shall issue a written decision to Permittee within thirty (30) days after conclusion of the hearing.
6. Notification - When a permit is suspended or revoked, the Permit Officer shall notify all public safety agencies, hospitals and other interested parties in the County of this fact, specifying the name(s) of the Permittee(s), the ambulance or medical transport service, and the action taken.
7. Appeal. In the event of denial, suspension or revocation of permit, the Permittee may request a hearing before the El Dorado County Board of Supervisors, which hearing shall be conducted in the manner specified by such Board.

An appeal requesting a hearing shall be filed with the Clerk of the Board, and shall be filed within fifteen (15) calendar days from the date of the issuance of a decision by the Permit Officer or designee.

8.74.130 Insurance Requirements. The Permittee or Contractor shall obtain and keep in force during the term of said permit the following insurance coverage, issued by a company authorized to do business in the State of California:

- A. Full worker's compensation and employer=s liability insurance covering all employees of Permittee as required by California State law.
- B. Commercial general liability insurance is required for bodily injury and property damage acceptable to the El Dorado County Risk Management Division.
- C. Automobile liability insurance is required and required coverages are periodically revised by the County Risk Management Division.
- D. Professional liability insurance (for example, malpractice insurance) is required and

required coverages are periodically revised by the County Risk Management Division.

- E. Permittee or Contractor shall furnish a certificate of insurance satisfactory to the County Risk Management Division as evidence that the insurance required above is being maintained.
- F. The insurance will be issued by an insurance company acceptable to the Risk Management Division, or be provided through partial or total self-insurance likewise acceptable to the Risk Management Division.
- G. Permittee or Contractor agrees that the insurance required above shall be in effect at all times during the term of the permit or contract. In the event said insurance coverage expires at any time or times during the term of the permit or contract, Permittee or Contractor agrees to provide at least thirty (30) days prior to said expiration date a new certificate of insurance evidencing insurance coverage as provided for herein, for not less than the remainder of the term of the permit or contract, or for a period of not less than one (1) year. New certificates of insurance are subject to the approval of the Risk Management Division, and Permittee or Contractor agrees that no work or services shall be performed prior to the giving of such approval. In the event the Permittee or Contractor fails to keep in effect at all times insurance coverage as herein provided, County may, in addition to any other remedies it may have, terminate this permit or contract upon the occurrence of such event.
- H. Specific insurance levels for ambulance service contractors will be specified in the contract.

Section 3. This ordinance shall take effect and shall become effective thirty (30) days following the adoption hereof.

PASSED AND ADOPTED by the Board of Supervisors of the County of El Dorado at a regular meeting of said Board, held on the 12th day of December 2000, by the following vote of said Board:

Ayes: Supervisors: William S. Bradley, Ray
Nutting, J. Mark Nielsen, Penny
Humphrey, David A. Solaro

ATTEST
DIXIE L. FOOTE
Clerk of the Board of Supervisors

Noes: NONE
Absent: NONE

By _____
Deputy Clerk

William S Bradley
Chairman, Board of Supervisors

I CERTIFY THAT:
THE FOREGOING INSTRUMENT IS A CORRECT COPY OF THE ORIGINAL ON FILE IN
THIS OFFICE

Date _____

ATTEST: DIXIE L. FOOTE, Clerk of the Board of Supervisors
of the County of El Dorado, State of California.

By _____
Deputy Clerk