

ORDINANCE NO. 2022-21

(EMERGENCY MEDICAL SERVICES)

The Contra Costa County Board of Supervisors ordains as follows (omitting the parenthetical footnotes from the official text of the enacted or amended provisions of the County Ordinance Code):

SECTION I. SUMMARY. This ordinance amends Division 48 to regulate the operation of ambulances in Contra Costa County and to regulate prehospital personnel.

SECTION II. Division 48 of the County Ordinance Code is amended to read:

Division 48
EMERGENCY MEDICAL
SERVICES

Chapter 48-2
GENERAL PROVISIONS

48-2.002 Title. This division is known as the "Emergency Medical Services and Ambulance Ordinance of Contra Costa County." (Ords. 2022-21 § 2, 83-28 § 1.)

48-2.004 Purposes. The purposes of this division are as follows:

- (a) Enact procedures for issuing certificates of operation and permits to regulate the operation of ambulances in Contra Costa County.
- (b) Allow for the orderly and lawful operation of a local emergency medical services (EMS) system pursuant to the Emergency Medical Services System and the Prehospital Emergency Medical Care Personnel Act, Health and Safety Code section 1797 et seq.
- (c) Protect the public health, safety and welfare by ensuring that ambulance services operate safely and meet established standards for equipment, staffing and mechanical reliability.
- (d) Allow for adequate emergency ambulance services and non-emergency ambulance services, and medical oversight and direction of ambulance and non-ambulance prehospital personnel, in all areas of the county.
- (e) Allow for the integration of all ambulance service providers into the county emergency medical system by establishing minimum medical equipment and training standards, policies, guidelines and procedures and communication systems. (Ords. 2022-21 § 2, 83-28 § 1.)

48-2.006 Intent and applicability.

- (a) It is the intent of the board of supervisors to regulate ambulances and emergency medical services as authorized by its police power, by the State of California pursuant to Health and Safety Code sections 1443 and 1797 et seq., Welfare and Institutions Code section 17000, and Vehicle Code section 2512; and to regulate prehospital personnel.
- (b) It is the board's further intent in enacting this division to exercise, to the fullest extent allowed under the laws of the State of California, its discretion and authority to regulate all ground and air medical transportation service throughout the county except as specified in Section 48-2.010. (Ords. 2022-21 §2, 83-28 § 1.)

48-2.008 Exemptions.

This division does not apply to or during any of the following:

- (a) To vehicles operated as ambulances and to persons engaged in ambulance services where ambulance services are rendered at the request of any county communications center or at the request of any law enforcement or fire protection agency during any "state of war emergency," "state of emergency," or "local emergency," as defined in Government Code section 8558; or to ambulance services provided in response to a mutual aid request by Contra Costa County.
- (b) During any period of up to 30 days, unless that period is renewed or extended, when the county health officer has determined in writing that adequate emergency ambulance service will not be available from existing ambulance service providers who hold a current certificate of operation.
- (c) To an ambulance service transporting a patient through Contra Costa County or to a location within Contra Costa County when the patient transport originated outside Contra Costa County.
- (d) This division does not prevent any peace officer, firefighter, or physician licensed to practice medicine in California from transporting or arranging for the transportation of an individual in need of emergency medical care when no ambulance with a certificate of operation is available and the transportation is required immediately. (Ords. 2022-21 § 2, 83-28 § 1.)

48-2.010 Adoption by local jurisdictions.

- (a) If the ordinance codified in this division is adopted by incorporated cities or towns in the county, the provisions of Section 48-2.012 (f) shall be extended to include the streets, roads, highways, alleys, or any public or private way or place within the incorporated area of that city or town. The permit officer shall be authorized to enforce this division within that jurisdiction.

- (b) The lack of adoption of all or part of this ordinance by a city or town shall not be interpreted as limiting any authority granted to the local emergency medical services agency by Division 2.5 of the Health and Safety Code and California Code of Regulations, Title 22, Division 9. (Ords. 2022-21 §2, 83-28 § 1.)

48-2.012 Definitions.

For purposes of this division, the following terms have the following meanings.

- (a) "9-1-1 EMS and ambulance service" means emergency medical services provided in response to calls made to a LEMSA-designated emergency medical dispatch center.
- (b) "Act" means the Emergency Medical Services System and the Prehospital Medical Care Personnel Act, codified as Health and Safety Code section 1797 et seq.
- (c) "Advanced emergency medical technician" or "AEMT" has the same meaning as set forth in Health and Safety Code section 1797.82.
- (d) "ALS" or "advanced life support" has the same meaning as set forth in Health and Safety Code section 1797.52.
- (e) "Ambulance" means any vehicle or aircraft constructed, modified, equipped, and operated to transport individuals in need of medical care, whether operated on public or private property."
- (f) "Ambulance service" means the activity, business, or service, for hire, profit, or otherwise, of transporting one or more persons by ambulance on or in any of the streets, roads, highways, alleys, or any public or private way or place.
- (g) "Ambulance service provider" means the person, firm, partnership, corporation or other organization that operates an ambulance in Contra Costa County.
- (h) "Ambulance permit" means the permit issued by the permit officer to a specific ambulance.
- (i) "Attendant" means an EMT or advanced EMT certified in California, or paramedic, physician, registered nurse or physician's assistant licensed in California, who is acting in the capacity of a required ambulance attendant, is responsible for the care of ambulance patients, and has met all license and other requirements in applicable state laws and regulations. "Attendant" may include an attendant serving as a driver.
- G) "BLS" or "basic life support" has the same meaning as set forth in Health and Safety Code section 1797.60.

- (k) "Certificated ambulance" is an ambulance that is operated by an ambulance service provider who holds a valid certificate of operation.
- (l) "Certificate of operation" is the written authorization issued by Contra Costa County to an ambulance service provider that has met all requirements to operate an emergency or non-emergency ambulance service in Contra Costa County.
- (m) "Critical care transport" or "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 EMTs and paramedics and where services are rendered by registered nurses.
- (n) "Dispatcher" means an individual who answers telephone or radio calls for requests for ambulance or emergency medical services.
- (o) "Driver" means an individual who drives an ambulance or emergency response vehicle.
- (p) "Emergency ambulance service provider" means an ambulance service that (1) contracts with the County for the provision of 9-1-1 ambulance service pursuant to Health and Safety Code section 1797.224; (2) has entered into a written agreement with the County for the provision of 9-1-1 emergency ambulance service; or (3) is otherwise authorized by the LEMSA to provide 9-1-1 emergency ambulance services in Contra Costa County.
- (q) "Emergency medical technician" or "EMT" has the same meaning as set forth in Health and Safety Code section 1797.80.
- (r) "Emergency response vehicle" means any privately owned ground transportation vehicle constructed, modified, equipped, or arranged and operated for the transportation of medical or first aid supplies or equipment, or medical personnel trained in emergency medical procedures or first aid, whether on public or private property.
- (s) "Exclusive operating area" or "BOA" means an area or subarea defined by the current EMS plan in which the LEMSA restricts operations to one or more emergency ambulance service provider of ALS or BLS service.
- (t) "Health officer" means the county health officer, or designee(s), or other official designated by the board of supervisors, to perform the health officer's functions under this division.
- (u) "Inspection decal" means the physical decal issued by the permit officer attesting to the successful inspection of an ambulance with respect to its medical, communications or other equipment that may be required by law or LEMSA policy.
- (v) "LALS" or "limited advanced life support" has the same meaning as set forth in Health and Safety Code section 1797.92.
- (w) "LEMSA" means the Contra Costa County local emergency medical services agency

- (x) "LEMSA director" means the Director of the Contra Costa County Emergency Medical Services Agency.
- (y) "MCI" or "multi-casualty incident" or "multi-patient incident" means any incident that meets criteria set forth in Contra Costa County MCI Plan.
- (z) "Medical director" means the full-time or part-time licensed physician and surgeon designated by the County pursuant to Health and Safety Code section 1797.202 to provide medical control and to assure medical accountability throughout the planning, implementation and evaluation of the EMS system.
- (aa) "Mutual aid request" means a request for ambulances, equipment and persons fit for service received from another county within the state or from an adjoining state when the health officer of the other county or adjoining state determines that their resources are inadequate to respond to a county emergency or disaster.
- (bb) "Non-emergency ambulance service provider" means an ambulance service that (1) does not contract with the County for the provision of 9-1-1 ambulance service pursuant to Health and Safety Code section 1797.224; (2) has not entered into a written agreement with the County for the provision of 9-1-1 emergency ambulance service; or (3) is not otherwise authorized by the LEMSAs to provide 9-1-1 emergency ambulance services in Contra Costa County.
- (cc) "Permit officer" means the health officer or their designee(s).
- (dd) "Special event" means, but is not limited to, sporting events, off-road vehicle races, fundraisers, marathons, concerts, fairs, bicycle races or other physical competition, parades, festivals, stage or movie productions, contests, or other commercial or non-commercial special events occurring on a specific date and time at a specific location or that place a group or gathering of people in one general locale. "Special event" does not include conferences, symposiums or other indoor events.
- (ee) "Special event medical standby services" means medical-aid or first-aid services provided or offered by persons who are employed or volunteer to provide medical aid or first aid to participants or members of the public at a special event.
- (ff) "Vehicle" has the same meaning as set forth in Vehicle Code section 670. (Ords. 2022-21 § 2, 83-28 § 1.)

Chapter 48-4 LOCAL EMERGENCY MEDICAL SERVICES AGENCY

48-4.002 Local EMS Agency (LEMSA). The county designates the health services department as its LEMSAs pursuant to Health and Safety Code sections 1797 et seq., and authorizes a basic life support, limited advanced life support and advanced life support program that provides services utilizing EMTs or paramedics or both. The county health

officer is authorized to implement and administer this program. (Ords. 2022-21 § 2, 83-28 § 1.)

48-4.004 Ordinance Administration.

- (a) The LEMSA is authorized to promulgate rules, regulations, policies, procedures, training requirements, medical equipment provisions and treatment guidelines as reasonably necessary to effectuate the purpose of this ordinance and to ensure the protection of the public health, safety and welfare.
- (b) Any rules, regulations, policies, procedures, training requirements, medical equipment provisions and guidelines promulgated by the LEMSA shall be codified in the LEMSA's policy and field treatment guideline manuals. These may include, but are not limited to, any of the following:
 - (1) Personnel requirements.
 - (2) Equipment requirements, including minimum equipment standards for ambulances and emergency response vehicles.
 - (3) Vehicle requirements.
 - (4) Clinical, operational and EMS dispatch standards and protocols.
 - (5) Clinical and operational data reports.
 - (6) Emergency and disaster operations.
 - (7) Communications systems.
 - (8) Any policy, procedure, or regulation that the LEMSA is authorized to promulgate under the Act. (Ords. 2022-21 § 2, 83-28 § 1.)

Chapter 48-6 AMBULANCE SERVICE AGREEMENTS

48-6.02 Ambulance service agreements.

- (a) The county shall contract, on a competitive basis, for provision of the county's 9-1-1 EMS and ambulance service in each exclusive operating area, with allowance for back-up service by other ambulance service providers as deemed necessary by the permit officer.
- (b) In awarding these contracts, the county shall consider the comparative value of competing proposals, including consideration of:
 - (1) The quality of service to be provided;

- (2) The level of service to be provided;
 - (3) The rates charged for services to be provided; and
 - (4) The cost, if any, to the county.
 - (5) Employment retention requirements for the employees of the incumbent ambulance service.
 - (6) Demonstrated experience serving similar populations and geographic areas.
 - (7) Diversity and equity efforts addressing the unique needs of vulnerable and underserved populations of the service area.
 - (8) Financial requirements, including requiring a private ambulance service provider to show proof of insurance and bonding.
 - (9) A description of the ambulance service provider's public information and education activities and community involvement.
- (c) Fire protection districts that provide ambulance or rescue services under the authority of Health and Safety Code section 13862 may compete for, and be awarded, an ambulance service contract.
 - (d) A fire protection district in the county that is not required to competitively bid for a 9-1-1 EMS and ambulance service contract in an exclusive operating area is not required to obtain a certificate of operation but must otherwise comply with this ordinance. (Ords. 2022-21 § 2, 83-28 § 1.)

48-6.004 Compulsory ambulance service. If, pursuant to Section 48-6.002, no proposals acceptable to the county are received for an exclusive operating area, the health officer will designate, in writing, one or more of the ambulance service providers holding a certificate of operation to provide emergency ambulance services, without necessity of an emergency certificate of operation. From the date of this written designation until a regular ambulance service agreement is executed for the affected area(s), providing emergency ambulance service shall be an express condition of the certificate of operation. Any unreasonable or unjustified refusal of an emergency call is grounds for suspension or revocation of the certificate of operation. (Ords. 2022-21 § 2, 83-28 § 1.)

Chapter 48-8 CERTIFICATES OF OPERATION AND PERMITS

48-8.002 Certificate of operation - Required. No person, as owner, agent or otherwise, may furnish, operate, conduct, maintain, or otherwise engage in, or advertise, offer, or profess to engage in, private ambulance service within Contra Costa County unless the person holds a valid Contra Costa County certificate of operation. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.004 Ambulance permit - Required. No person may furnish or operate an ambulance within Contra Costa County unless that ambulance has been issued a valid Contra Costa County ambulance permit. Each ambulance shall clearly display a valid EMS inspection decal in the place designated by the permit officer. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.006 Emergency response vehicle permit - Required. No person may furnish or operate an emergency response vehicle within Contra Costa County unless that emergency response vehicle has been issued a valid Contra Costa County permit. Each emergency response vehicle shall clearly display a valid EMS inspection decal in the place designated by the permit officer. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.008 California Highway Patrol report and permit - Required. All ambulances shall carry a valid California Highway Patrol inspection report and permit authorizing use of the vehicle as an ambulance unless otherwise exempted by state or federal law. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.010 Application - Forms. An application for a certificate of operation or ambulance permit shall be made upon forms prescribed by the permit officer. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.012 Application - Required information.

- (a) An application for a certificate of operation shall be signed by the applicant and submitted to the LEMSA. An application shall show and provide the following information:
 - (1) The name and address of the applicant, including the names, business addresses and residence addresses of record of the applicant and registered owner(s). If the applicant is a corporation, joint venture, partnership or limited partnership, the applicant shall provide the names of all partners, corporate officers, and controlling shareholders, their permanent addresses, their percentage of participation in the business.
 - (2) The trade, firm or fictitious business name recorded with the county clerk, under which the applicant has engaged, currently engages, or proposes to engage in ambulance service.
 - (3) If the applicant is a corporation, a copy of its articles of incorporation.
 - (4) The type of ambulance service the applicant proposes to operate (emergency or non-emergency).
 - (5) The geographic area(s) where the applicant proposes to operate the ambulance service.
 - (6) The applicant's training and experience in the transportation and care of patients.

- (7) A description of the management and supervisory structure of the applicant's business, demonstrating that the applicant has sufficient experienced personnel to provide for the oversight and supervision of staff and operations.
- (8) The physical address of the applicant's base of operations and any stations to be maintained in Contra Costa County.
- (9) A staffing proposal for each ambulance.
- (10) An ambulance posting plan that describes the locations from which ambulances will be dispatched to provide services offered in Contra Costa County and specifies the hours of operation for each post or location.
- (11) The physical address and description of the applicant's dispatch center location and a description of the applicant's policies and procedures for receiving requests and dispatching emergency and non-emergency requests for ambulance services.
- (12) A description of the applicant's customer dispute resolution policies and procedures.
- (13) A description of each ambulance that includes all of the following, the make, model, year of manufacture; vehicle identification number; mileage; current state license number; unit number; date the vehicle was placed in service; the length of time the vehicle has been in use; the proposed color scheme, insignia, name, monogram and other distinguishing characteristics of each respective vehicle; a description of the company's program for maintenance of the vehicle(s); a description of the vehicle's communications equipment; and a copy of the Department of Motor Vehicles registration certificate.
- (14) Verification that the applicant has obtained all licenses and permits required by state and local law for the type of ambulance service proposed. An original or facsimile copy of each license and permit must be provided with the application.
- (15) Verification of compliance with the National Fire Protection Association's Standard for Automotive Ambulances.
- (16) The names and qualifications of each attendant and driver who will provide ambulance service within Contra Costa County.
- (17) A description of the uniform to be worn by all certified or licensed personnel.
- (18) The original or a facsimile copy of a valid California Highway Patrol inspection report for each ambulance listed in the application.
- (19) A description of the applicant's training and orientation programs for drivers, attendants, and dispatchers.

- (20) An assets and liabilities statement that is prepared and certified by a certified public accountant, demonstrating to the permit officer that, based on liquidity, profitability and sustainability, the applicant's financial status is adequate to maintain ambulance service operations for a six-month period. The applicant shall also provide the permit officer with any additional documentation requested by the permit officer to determine the applicant's financial viability, including, but not limited to financial statements for established applicants who have been in operation for more than one year. Financial statements for new applicants who have been in business for less than one year may include, but are not limited to, current profit and loss statements and a current balance sheet, both of which must be prepared by a certified public accountant.
- (21) Evidence of insurance coverage as may be required by the permit officer.
- (22) A signed statement of facts and supporting evidence demonstrating that the public health, safety, welfare, convenience, and necessity warrant the issuance of a certificate of operation.
- (23) The service charges and the rate structure of the applicant. The applicant's service charges and rate structure must be reasonable and may not exceed any maximum charges established by the LEMSA.
- (24) The applicant's legal history, including any criminal convictions or civil judgments. If the applicant is a sole proprietorship operating under a fictitious business name, or if the applicant is a partnership, the legal history of the proprietor or partners must be provided. Corporations and limited liability companies shall disclose all civil judgments or enforcement actions taken against them, as well as the legal history of the principals of the corporation or the limited liability company. "Legal history" includes arrests; pending criminal proceedings; a previously revoked ambulance license, permit or certificate of operation; and any past or current investigations by any government or administrative agency.
- (25) A statement specifying whether the applicant has previously operated an ambulance company outside of Contra Costa County, and if so, under what name, type of service provided, where operated, and duration of operation.
- (26) Written acknowledgment that the applicant understands and will comply with the LEMSA's minimum equipment list, policies, treatment guidelines, and other rules established for the level of service being provided.
- (27) An applicant may be required to submit any additional information that the permit officer deems necessary to evaluate, review and investigate the applicant and the application for a certificate of operation. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.014 Applicant - Investigation. Within 60 days after receiving a completed application

and the required fee, the permit officer will determine if:

- (a) The applicant is licensed or permitted by the California Highway Patrol as an ambulance service.
- (b) The applicant is able to provide the requested service.
- (c) The applicant meets the requirements of this division, other applicable laws, ordinances, regulations, and the policies of the LEMSA.
- (d) The applicant made any false statements in the application.
- (e) The applicant failed to disclose facts pertinent to the application process.
- (f) The applicant previously provided ambulance service in California or any other state.
- (g) The applicant previously held or currently holds an ambulance license or permit which has or has not been renewed by the California Highway Patrol.
- (h) The applicant previously held a Contra Costa County ambulance service permit or certificate of operation, and if so, whether that permit or certificate of operation was suspended or revoked, or that permit or certificate was not renewed and the applicant applied for renewal.
- (i) The equipment of the applicant's vehicle, including radios, is in good working order and passes an inspection according to the provisions of Section 48-10.010. (Ords. 2022-21 § 2,83-28 § 1.)

48-8.016 Approval or denial of application for certificate of operation.

- (a) If the applicant does not meet all of the requirements to operate an emergency or non-emergency ambulance service, the application will be denied and the applicant notified in writing at the address provided on the application. The applicant will be notified of the basis for the denial.
- (b) If the applicant meets all the requirements to operate an emergency or non-emergency ambulance service, the application will be approved and the applicant notified in writing at the address provided on the application.
- (c) A certificate of operation will not be issued until an ambulance permit has been issued for all the applicant's ambulances. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.018 Appeal from denial of certification of operation.

- (a) Except as provided in subsection (b) of this section, if the permit officer denies an application for a certificate of operation, the applicant may request a hearing on the

denial. The appeal hearing will be scheduled within 30 days after the applicant's written request for hearing and will be conducted pursuant to Section 48-16.1004. The applicant will have the burden of proof as to why the certificate of operation should be approved.

- (b) If an application is incomplete, the application shall be rejected and the applicant notified at the address provided on the application. The incomplete application will be returned to the applicant together with the fee paid. Notwithstanding subsection (a) of this section, if the permit officer rejects an application for a certificate of operation because the applicant failed to provide all required information, or the application was otherwise incomplete, the applicant has no right to a hearing. The applicant may resubmit a complete application together with the required application fee at any time. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.020 Term.

- (a) Unless earlier suspended, revoked or terminated, a certificate of operation expires two years after the date issued, on the last day of the month of issuance.
- (b) Nothing in this division shall be construed as requiring a certificate of operation to be granted when the previous certificate of operation expires.
- (c) Nothing in this division shall be construed as creating any vested or property right in the renewal, extension, or continuance of any certificate of operation after it expires. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.022 Existing permit to operate.

- (a) A valid permit to operate an ambulance service is valid until its stated date of expiration.
- (b) An ambulance service provider holding a valid permit to operate an ambulance service will not be required to replace it with a certificate of operation until the permit to operate an ambulance service expires.
- (c) Any action taken by the permit officer against a permit to operate, including but not limited to suspension or revocation, will proceed as if taken against a certificate of operation and as set forth in Chapter 48-16 of this code. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.024 Renewal of certificate of operation. A certificate of operation may be renewed. To renew a certificate of operation, the applicant must meet all requirements for the issuance of an initial certificate of operation. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.026 Additional ambulances.

- (a) One or more additional ambulances may be added to an existing certificate of operation if the ambulance service provider:

- (1) Submits a vehicle description for each additional ambulance as specified in Section 48-8.012(a)(13);
 - (2) Provides the required fee per ambulance; and
 - (3) Schedules and successfully completes an ambulance inspection for each additional ambulance.
- (b) The term of the ambulance permit for additional vehicles ends on the earlier of the expiration date of the certificate of operation, or one year from the date the vehicle permit was issued. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.028 Temporary - When issued. The permit officer may issue a temporary certificate of operation for a period of not more than 90 days, renewable at the discretion of the permit officer. The applicant will be notified in writing of the basis for issuance of a temporary certificate of operation. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.030 Application fee. A nonrefundable application fee shall accompany every application for certificate of operation, ambulance permit, emergency response vehicle permit, or special event medical standby services permit, in an amount established by resolution of the board of supervisors. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.032 Temporary certificate of operation fee.

- (a) An applicant for a temporary certificate of operation must pay a nonrefundable fee in an amount established by resolution of the board of supervisors before the permit officer issues a temporary certificate of operation.
- (b) If a certificate of operation is subsequently issued to the holder of a temporary certificate of operation, the certificate of operation is deemed issued as of the date the temporary certificate of operation was issued. The ambulance service provider will be credited in the amount paid for the temporary certificate of operation. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.034 Annual inspection fee. An annual inspection fee in an amount established by resolution of the board of supervisors shall be paid by the private ambulance service provider for each ambulance in service in Contra Costa County. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.036 Re-inspections and re-inspection fees.

- (a) An ambulance that failed to pass an inspection must be re-inspected before it may operate. A re-inspection fee in an amount established by resolution of the board of supervisors shall be paid before there-inspection.
- (b) After a certificate of operation or permit is suspended, an ambulance must be re-inspected before it may operate. A re-inspection fee in an amount established by

resolution of the board of supervisors shall be paid before the re-inspection. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.038 Reinstatement fee. A reinstatement fee, in an amount established by resolution of the board of supervisors, shall be paid before a certificate of operation is reinstated. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.040 Payment. The fees required by this chapter shall be paid to the county permit officer. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.042 Application - Changed information. An applicant or ambulance service provider shall report any change to the information required by Section 48-8.012 to the permit officer within 10 days after the effective date of the change, except any change in the information required by Section 48-8.012 (a) (1) or (2) or an arrest shall be reported to the permit officer immediately, and in no event later than seven days after the date of that change or arrest. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.044 Termination. Certificates of operation are not transferable. Any change of ownership of an ambulance service provider's business terminates the certificate of operation. A new owner wishing to operate an ambulance service within Contra Costa County must apply for a certificate of operation. (Ords. 2022-21 § 2, 83-28 § 1.)

48-8.046 Public posting of documents - Required.

- (a) A certificate of operation shall be displayed conspicuously in public view in the ambulance service provider's principal place of business in Contra Costa County.
- (b) A holder of a certificate of operation shall also post its fees and rate structure for ambulance transport, including the cost per mile and supplies that may be charged to patients, in a conspicuous place at its principal place of business in Contra Costa County and on the ambulance service provider's website, if any.
- (c) If a holder of a certificate of operation does not have a principal place of business in Contra Costa County, the certificate holder shall conspicuously display the aforementioned documents at the ambulance service provider's headquarters and on the ambulance service provider's website, if any. (Ords. 2022-21 § 2, 83-28 § 1.)

Chapter 48-10 VEHICLE COMPLIANCE

48-10.002 Markings.

- (a) All ambulances must display, in a type and manner specified by the permit officer, all of the following:
 - (1) The business name of the ambulance service provider.

- (2) The word "Ambulance."
- (3) The level of ambulance service provided: basic life support, limited advanced life support, advanced life support or critical care transport.
- (4) An ambulance that provides advanced life support may display the words "Paramedic Unit" in lieu of the words advanced life support.
- (5) The phrase "FOR EMERGENCIES, CALL 9-1-1."
- (b) No vehicle may display the words "Ambulance," "Medic," "Paramedic," "Emergency Medical Services," "Emergency Transport Services," "EMS" or any derivative of those terms unless the ambulance is properly permitted by the LEMSA. (Ords. 2022-21 § 2, 83-28 § 1.)

48-10.004 Communications equipment.

- (a) All ambulances and emergency response vehicles shall be equipped with properly operating equipment that allows voice communication at all times with the county's communication center and with all other ambulance service providers in Contra Costa County.
- (b) All ambulances and emergency response vehicles shall be equipped with the minimum communications equipment required by LEMSA policy or standards.
- (c) All ambulances and emergency response vehicles shall be equipped with a LEMSA-approved global positioning system mapping device. (Ords. 2022-21 § 2, 83-28 § 1.)

48-10.006 Annual inspection.

- (a) All permitted ambulances and vehicles are subject to an annual inspection by the permit officer to determine if:
 - (1) The ambulance or emergency response vehicle is properly maintained and ambulances are equipped for the provision of ambulance service.
 - (2) The description of the ambulance required by Section 48-8.012 (a)(13) is accurate.
 - (3) The ambulance or emergency response vehicle contains communications devices installed pursuant to LEMSA standards and policies, and that the communications devices are in good working order.
 - (4) The ambulance or emergency response vehicle is in compliance with the California Highway Patrol standards with a valid inspection report on file.
 - (5) The ambulance or emergency response vehicle is in compliance with all local, state and federal requirements that apply to the operation of ambulances and emergency

response vehicles.

- (6) The ambulance or emergency response vehicle is sanitary and in good working condition and does not otherwise pose a risk to the public's health or safety.
- (7) Ambulance service providers holding a current, valid ambulance permit upon adoption of this ordinance will be subject to annual inspections beginning one year from the date of issuance of their current permit or renewal of certificate of operation, whichever comes first. (Ords. 2022-21 § 2, 83-28 § 1.)

48-10.008 Inspection decal

- (a) An ambulance or vehicle that passes an inspection will be issued an inspection decal that expires the earlier of 1 year from date of issuance or on the same day that the certificate of operation expires. The date of issuance for an initial inspection decal is the date the initial inspection is successfully completed and a certificate of operation is issued. The decal must be prominently displayed on the ambulance or emergency response vehicle at all times and in the manner prescribed by the permit officer.
- (b) A vehicle inspection decal may be renewed no earlier than 60 days before it expires. Notwithstanding early renewal, the new vehicle inspection decal shall not become effective until expiration of the current vehicle inspection decal. certification of operation expiration. (Ords. 2022-21 § 2, 83-28 § 1.)

48-10.010 Intermittent inspection.

- (a) An ambulance service or operator of an emergency response vehicle shall allow the permit officer to inspect any ambulance or emergency response vehicle being operated in Contra Costa County, at any time, with or without advance notice.
- (b) An intermittent inspection does not supplant the required annual inspection.
- (c) Notwithstanding subsection (b), the permit officer may, in his or her sole discretion, waive the annual inspection if the intermittent inspection occurs within 60 days before the certificate of operation expires and the ambulance meets the requirements of this division.
- (d) An ambulance service provider's failure to cooperate with an inspection will be deemed an inspection failure pursuant to Section 48-10.012. (Ords. 2022-21 § 2, 83-28 § 1.)

48-10.012 Inspection failure.

- (a) If a vehicle fails an annual or intermittent inspection, the ambulance service provider must immediately remove the ambulance or emergency response vehicle from service until the ambulance or emergency response vehicle has been re-inspected and the permit officer has authorized its return to service.

- (b) No ambulance or emergency response vehicle that has been removed from service due to an inspection failure shall transport patients or respond to calls for service.
- (c) An ambulance or emergency response vehicle that has been placed out of service or is not otherwise available to respond to emergency calls shall not be driven upon a public roadway unless it displays the words "Out of Service" in at least four-inch black letters on the rear, left and right sides of the ambulance or emergency response vehicle. (Ords. 2022-21 § 2, 83-28 § 1.)

48-10.014 Vehicle compliance.

- (a) No person may operate or cause another to operate an ambulance or emergency response vehicle if any of the following conditions exist:
 - (1) The vehicle does not meet the minimum requirements for operation as set forth by the California Highway Patrol or if it no longer complies with any provision of the Vehicle Code or Title 13 of the California Code of Regulations.
 - (2) The vehicle is not furnished with the minimum equipment required by the LEMSA.
 - (3) The permit officer determines that the vehicle is not in a clean, sanitary condition.
 - (4) The permit officer determines that the vehicle is not in a safe mechanical condition.
- (b) The ambulance service provider shall immediately notify the permit officer if an ambulance or emergency response vehicle ceases to meet the minimum requirements for operation as set forth by the California Highway Patrol or if it no longer complies with any provision of the Vehicle Code or Title 13 of the California Code of Regulations. (Ords. 2022-21 § 2, 83-28 § 1.)

Chapter 48-12
PREHOSPITAL PERSONNEL

48-12.002 Medical direction. All EMT and paramedic personnel working in Contra Costa County shall provide patient care in accordance with the medical care policies, procedures and treatment guidelines promulgated by the LEMSA and its medical director. (Ords. 2022-21 § 2, 83-28 § 1.)

48-12.004 Ambulance personnel.

- (a) No person may drive or act as an attendant in a certificated ambulance unless that person:
 - (1) Is at least 18 years of age;

- (2) Is trained and competent in the proper use of all ambulance equipment;
 - (3) Is certified in the State of California as an Emergency Medical Technician (EMT) or Advanced EMT (AEMT), or licensed in the State of California as a paramedic, critical care paramedic, physician, physician's assistant or registered nurse;
 - (4) Has successfully completed a Contra Costa County EMS system orientation; and
 - (5) Holds a current California driver's license, ambulance driver's certificate and a medical examiner's certificate. Personnel hired exclusively to perform patient care duties and not hired to drive an ambulance are exempt from the requirement of this subsection.
- (b) The ambulance service provider shall provide the names of its exempt employees to the permit officer and shall notify the permit officer within five business days after any change to their exempt status. (Ords. 2022-21 § 2, 83-28 § 1.)
 - (c) This subdivision shall not be construed to prevent the operation of an ambulance by a peace officer or publicly employed firefighter during an emergency when no other authorized attendant is available.

48-12.006 Emergency vehicle operation course - Required. No person may drive a certificated ambulance or privately owned emergency response vehicle unless the person has completed a LEMSA-approved emergency vehicle operation course. (Ords. 2022-21 § 2, 83-28 § 1.)

48-12.008 Uniform and appearance.

- (a) Employers of attendants and drivers of ambulances or privately owned emergency response vehicles shall implement a dress-code policy that requires its employees to maintain a professional appearance.
- (b) Attendants and drivers of ambulances or privately owned emergency response vehicles shall maintain a professional appearance in accordance with their employer's dress-code policy.
- (c) Uniforms shall identify their employer or sponsoring agency, have visible identification of name and certification level, display the LEMSA-approved county patch, be neat and clean, and comply with other requirements as may be prescribed by the permit officer, except that public safety agency dress code policy shall prevail when in conflict with this subsection.
- (d) Paramedic interns and EMT students shall wear a uniform that conspicuously identifies them as a paramedic intern or EMT student. (Ords. 2022-21 § 2, 83-28 § 1.)

48-12.010 Personnel inspections.

- (a) Ambulance personnel shall carry on their person at all times while operating a certificated ambulance all of the following, which shall be current and valid:
 - (1) Driver license;
 - (2) State EMT certificate, AEMT certificate, paramedic, physician, physician's assistant or registered nurse license; and
 - (3) Medical examiner certificate.
- (b) Ambulance personnel shall immediately present their driver license, identification, medical examiner certificate, and State EMT certificate, AEMT certificate, paramedic, physician, physician's assistant or registered nurse license upon the permit officer's request. (Ords. 2022-21 § 2, 83-28 § 1.)

Chapter 48-14
DISPATCH

48-14.002 Dispatchers. No person shall take or dispatch calls for the request of emergency or non-emergency ambulance service unless they have met the dispatcher training requirements established by the LEMSA. (Ords. 2022-21 § 2, 83-28 § 1.)

48-14.004 Dispatcher - Required.

- (a) An ambulance service provider must have at least one person responsible for receiving calls and dispatching ambulances during all hours that he or she is providing services.
- (b) An ambulance service provider must have at least one person responsible for answering requests for mutual aid or responding to assist any county 9-1-1 ambulance service provider at all times. (Ords. 2022-21 § 2, 83-28 § 1.)

48-14.006 Dispatcher training - Required. A certificated ambulance service provider shall ensure that all of its dispatchers complete adequate LEMSA-approved training in radio and telephone operation, LEMSA policies, and the geographical areas served before the dispatcher begins taking or dispatching calls for ambulance service. (Ords. 2022-21 § 2, 83-28 § 1.)

48-14.008 Electronic communication system - Required.

- (a) An ambulance service provider shall subscribe to the electronic notification and messaging system designated by the LEMSA for communicating EMS system messages, major incident responses, and requests for mutual aid or ambulance availability queries. The system shall be operational and monitored in the ambulance service provider's dispatch center 24 hours per day, 7 days per week.

- (b) An ambulance service provider shall promptly respond to all messages and ambulance queries. (Ords. 2022-21 § 2, 83-28 § 1.)

48-14.010 Dispatching.

- (a) An ambulance service provider holding a non-emergency certificate of operation that receives a call for emergency ambulance service shall immediately refer the caller to the 9-1-1 system.
- (b) Emergency: An emergency ambulance service provider that receives a call for emergency ambulance service, or a non-emergency ambulance service provider that receives a request from the County's designated public safety answering point, shall immediately dispatch an ambulance to the address or place given. The ambulance dispatched shall immediately start a direct run to that address or place and shall complete that run unless directed otherwise by the LEMSA or LEMSA designated county communications center, or unless diverted to respond to another emergency, as authorized by the LEMSA. In no circumstance shall a LEMSA designated county communications center diverge from local EMS policy when assigning, diverting, or cancelling ambulances without express written authorization by the Contra Costa County EMS Agency medical director.
- (c) Non-Emergency: A non-emergency ambulance service provider, upon receiving a call for non-emergency ambulance service, shall promptly dispatch, or schedule for dispatch at a time acceptable to the caller, an ambulance to the address or place given. The ambulance shall promptly, or at the time scheduled, start a direct run to that address or place and shall complete that run unless diverted to respond to an emergency by the LEMSA or LEMSA designated county communications center. . In no circumstance shall a LEMSA designated county communications center diverge from local EMS policy when assigning, diverting, or cancelling ambulances without express written authorization by the Contra Costa County EMS Agency medical director. (Ords. 2022-21 § 2, 83-28 § 1.)

Chapter 48- 16
ENFORCEMENT

Article 48-16.2 General Provisions

48-16.202 Authority - Ordinance enforcement.

- (a) The permit officer is authorized to enforce this ordinance.
- (b) The permit officer is authorized to investigate EMT misconduct and violations of the Act. (Ords. 2022-21 § 2, 83-28 § 1.)

48-16.204 Investigations. During an investigation, the permit officer may accept a written statement by a county officer or employee, an officer or employee of the state, or an officer or employee of any law enforcement or fire protection agency acting within the

course and scope of their official duties or employment as evidence that fact(s) or condition(s) do or do not exist. (Ords. 2022-21 § 2, 83-28 § 1.)

48-16.206 Violations prohibited. No person shall do anything forbidden by or contrary to this division or regulations issued under the division. (Ords. 2022-21 §2, 83-28 § 1.)

48-16.208 Remedies. Remedies under this division are in addition to any other remedy allowed by this code or applicable law. (Ords. 2022-21 § 2, 83-28 § 1.)

Article 48-16.4 Inspections and Records

48-16.402 Inspections and Records.

- (a) In addition to intermittent inspections of ambulances and privately owned emergency response vehicles described in section 48-10.010, the permit officer may inspect the records, equipment, supplies and personnel of an ambulance service provider at any time.
- (b) A certificated ambulance service provider and its employees shall make all records available to the permit officer, including but not limited to dispatch records, dispatch recordings, dispatch logs, patient care reports, electronic health records, personnel records and personnel training records.
- (c) An ambulance service provider shall make its records available for inspection and copying at the ambulance service provider's regular place of business. All dispatch recordings shall remain available to the permit officer for at least 90 days after the date the recording was made. (Ords. 2022-21 § 2, 83-28 § 1.)

Article 48-16.6 Suspension and Revocation

48-16.602 Authority to suspend or revoke permit and certificate of operation. The permit officer may suspend or revoke a permit or certificate of operation for: any violation of this division; any other applicable law, regulation, or LEMSA policy; or any act related to the provision of ambulance services that jeopardizes the public's health and safety. Suspension is not a condition precedent to revocation. (Ords. 2022-21 § 2, 83-28 § 1.)

48-16.604 Notice issuance. Except in the case of an emergency action described in Section 48-16.610, before a permit is suspended or revoked, the permit officer shall give written notice to the ambulance service provider specifying the grounds for the suspension or revocation. The notice will give the ambulance service provider at least five but no more than 15 days to correct the violation or appeal the suspension or revocation by requesting a hearing before the LEMSA director. If within 15 days the violation is not corrected or no request for an appeal is made, the decision of the permit officer to suspend or revoke is final. (Ords. 2022-21 § 2, 83-28 § 1.)

48-16.608 Reinstatement. Before a suspended certificate of operation or ambulance permit is reinstated, the ambulance service provider shall do all the following:

- (a) Demonstrate that the cause for the suspension has been remediated and reinstatement is appropriate.
- (b) Provide a plan that ensures for continued compliance.
- (c) Cooperate with the permit officer by making each ambulance available for re-inspection to ensure compliance with this ordinance and LEMSA policy, including but not limited to compliance with minimum personnel requirements and training standards, minimum equipment requirements, vehicle cleanliness, and vehicle safety. The vehicle re-inspection fee described in Section 48-8.036 shall apply.
- (d) Pay the reinstatement fee pursuant to Section 48-8.038. (Ords. 2022-21 § 2, 83-28 § 1.)

48-16.610 Emergency action - Summary suspension. If the permit officer makes a written finding that there is a significant and immediate risk of harm to the public health, safety or welfare if an ambulance service provider continues to operate, the permit officer may immediately suspend the certificate of operation or ambulance permit without first holding a hearing and order the ambulance service provider to cease operations immediately. If a certificate of operation is suspended under this section, the ambulance service provider may make a written request for a hearing. The hearing will take place within five business days after the hearing request, unless the parties agree to an extension. Hearings will be conducted pursuant to Article 48-16.10, except that the ambulance service provider must demonstrate that the cause for the emergency suspension has been remediated and reinstatement is appropriate. The request for hearing shall not stay the suspension. (Ords. 2022-21 § 2, 83-28 § 1.)

48-16.612 Revocation. An ambulance service provider that has had its certificate of operation revoked will not be eligible to reapply for a period of one year after the date the revocation order became final. (Ords. 2022-21 § 2, 83-28 § 1.)

Article 48-16.8 Administrative Fines

48-16.802 Administrative fines - Authorization and Amounts.

- (a) This article provides for administrative fines that the permit officer may impose, enforce, and collect to address any violation of this division. This chapter is authorized by Government Code Section 53069.4.
- (b) The amount of a fine is one hundred dollars for a first violation, two hundred dollars for a second violation of the same ordinance within one year, and five hundred dollars for each additional violation of the same ordinance within one year.

- (c) Acts, omissions, or conditions in violation of this division that continue, exist, or occur on more than one day constitute separate violations and offenses on each day. Violations continuing, existing, or occurring on the service date, the effective date, and each day between the service date and the effective date are separate violations. (Ord. 2022-21 § 2.)

48-16.804 Administrative fines - Notice of violation.

- (a) If this division is violated, the permit officer may serve a notice of violation on the person in violation. The notice will include all of the following information:
 - (1) The date of the violation.
 - (2) The code section(s) violated and a description of the violation.
 - (3) A description of how the violation can be corrected.
 - (4) The effective date, which is the specified time period of at least ten calendar days, beginning on the service date, within which the violation must be corrected.
 - (5) An advisement that the person may be subject to an administrative fine under this chapter if the violation is not corrected by the date required pursuant to subsection (4) of this section, and the amount of that fine.
- (b) The permit officer may impose an administrative fine if the violation has not been corrected by the effective date specified in the notice of violation. (Ord. 2022-21 § 2.)

48-16.806 Administrative fines - Notice of fine.

- (a) An administrative fine will be assessed by means of a notice of fine.
- (b) The person in violation of this division will be served with the notice of fine, which will include all of the following information:
 - (1) The date of the violation.
 - (2) The code section(s) violated and a description of the violation.
 - (3) The amount of the fine.
 - (4) An advisement of the right to appeal the imposition of the fine in a hearing before the LEMSA director. (Ord. 2022-21 § 2.)

48-16.808 Final administrative order. The imposition of the administrative fine becomes a final administrative order at the earlier of the following dates:

- (a) On the date the notice of fine is served, if the owner fails to file a written appeal to the

department within the time specified.

- (b) On the date the written decision by the LEMSA director is served, if the owner files a written appeal to the department within the time specified. (Ord. 2022-21 § 2.)

48-16.810 Payment of the fine. The fine must be paid to the county within 30 days after the imposition of the administrative fine becomes a final administrative order. Payment of a fine under this chapter does not excuse or discharge any continuation or repeated occurrence of the violation that is the subject of the notice of fine. The payment of a fine does not bar the county from taking any other enforcement action regarding a violation that is not corrected. (Ord. 2022-21 § 2.)

48-16.812 Collection. If the fine is not paid within 30 days after the imposition of the fine becomes a final administrative order, the county may collect the fine, the county's collection costs, and interest. An administrative fine accrues interest at the same annual rate as any civil judgment, beginning on the twentieth day after the fine becomes a final administrative order. The county may collect by using any available legal means, including but not limited to the following:

- (a) The county may file a civil action. If a civil action is commenced, the county is entitled to recover all costs associated with the collection of the fine, including those costs set forth in Code of Civil Procedure Section 1033.5.
- (b) The county may take such other actions as are allowed for enforcement of a civil judgment as provided for pursuant to the Enforcement of Judgments Law, California Code of Civil Procedure Section 680.010 et seq. (Ord. 2022-21 § 2.)

Article 48-16.10 Hearing Procedure

48-16.1002 Appeal- filing.

- (a) The suspension or revocation of a certificate of operation, or the imposition of an administrative fine, may be appealed pursuant to the procedures set forth in this article.
- (b) The appellant must pay an appeal fee in an amount established by the board of supervisors and submit a written appeal to the LEMSA within 15 days after the notice was served. The written appeal must contain:
 - (1) A brief statement explaining who the appealing party is and what interest the appealing party has in challenging the imposition of the fine; and
 - (2) A brief statement of the material facts that the appellant claims support his or her contention that no administrative fine should be imposed or that an administrative fine of a lesser amount is warranted. (Ord. 2022-21 § 2.)

48-16.1004 Hearing. The LEMSA director or designee hears appeals of the permit officer's

decision to suspend or revoke a certificate of operation or ambulance permit, to impose an administrative fine, or to deny an application for a special event medical standby services permit. At his or her sole discretion, the LEMSA director may refer an appeal to the Office of Administrative Hearings.

- (a) The LEMSA director or administrative law judge shall control the conduct of the hearing, including but not limited to making evidentiary determinations.
- (b) The appellant will be given the opportunity to testify and present written or oral evidence. The permit officer may present evidence as to why the ambulance service provider's certificate of operation or ambulance permit should be suspended or revoked or why an administrative fine should be imposed, and to answer any evidence presented by the ambulance service provider.
- (c) Hearings need not be conducted in accordance with the California Evidence Code. Evidence must be relevant, non-cumulative, and of such a nature as responsible persons are accustomed to rely on in the conduct of serious affairs.
- (d) Hearings may be electronically recorded. (Ord. 2022-21 § 2.)

48-16.1006 Decision. After considering the testimony and evidence submitted at a hearing, or after the appellant has failed to appear at a hearing, the LEMSA director will issue a written decision. The decision is final and not subject to appeal under Chapter 14-4 of this code. (Ord. 2022-21 § 2.)

Article 48-16.12 Service of Notice or Decision

48-16.1202 Service. All notices or decisions required to be served by this division will be served by either of the methods specified in subsections (a) and (b).

- (a) By deposit in the United States mail in a sealed envelope, first class, postage prepaid, addressed to the person to be notified at his last known business or residence address appearing in the public records or in other records of the matter for which notice is given, and mailed notice shall be deemed served when duly mailed.
- (b) Personal service. Personal service is deemed complete on the date the notice or decision is personally served. (Ord. 2022-21 § 2.)

Article 48-16.14 Judicial Review

48-16.1402 Judicial review. A final administrative order may be appealed to the superior court of the county in accordance with the applicable provisions of the California Government Code and California Code of Civil Procedure. (Ord. 2022-21 § 2.)

Chapter 48-18
SPECIAL EVENT MEDICAL STANDBY SERVICES

48-18.002 Purpose. The purpose of this chapter is to ensure emergency medical services system preparedness and minimum personnel standards by establishing procedures for permitting special events when special events are conducted on public or private property within Contra Costa County. These permitting procedures authorize the permit officer to approve permits for medical standby services at special events and to require permit conditions or deny permits when necessary to protect and promote the health, safety, and welfare of the public by ensuring adequate availability of ambulances and other emergency medical service resources to the county, and by ensuring that personnel meet minimum training, certification and license requirements. (Ords. 2022-21 § 2, 83-28 § 1.)

48-18.004 Medical standby services at special events - Required. No person, firm, partnership, corporation or other organization, either as owner, agent or otherwise, shall operate, conduct, maintain or otherwise engage in a special event where the attendance is expected or designed to exceed 2500 people, without providing a medical standby service for the special event. Events operated, conducted or maintained by a government agency are exempt from this requirement. (Ords. 2022-21 § 2, 83-28 § 1.)

48-18.006 Special event medical standby services permit - Required. No person, firm, partnership, corporation or other organization, either as owner, agent or otherwise, shall furnish, operate, conduct, maintain or otherwise engage in special event medical standby services within Contra Costa County, unless the person, firm, partnership, corporation or other organization holds a current special event medical standby services permit. (Ords. 2022-21 § 2, 83-28 § 1.)

48-18.008 Application form. An application for a special event medical standby services permit must be made upon forms prescribed by the permit officer no less than 30 days before the event. (Ords. 2022-21 § 2, 83-28 § 1.)

48-18.010 Application for special event medical standby services permit - Required.

- (a) An application for a special event medical standby services permit must be signed by the applicant and submitted to the LEMSA together with the required fee.
- (b) An application must include all of the following information:
 - (1) The name and address of the applicant, including the names, business addresses and residence addresses of record of the applicant and registered owner(s).
 - (2) The trade, firm, or fictitious business name recorded with the county clerk, under which the applicant has engaged, currently engages, or proposes to engage in special event medical standby services.
 - (3) The applicant's training and experience in the provision of medical standby services and patient care.

- (4) Verification that the applicant has obtained all licenses and permits required by state and local law for the type of service proposed.
 - (5) Evidence of insurance coverage in an amount as may be required by the permit officer.
 - (6) The applicant's legal history, including any criminal convictions or civil judgments. If the applicant is a sole proprietorship operating under a fictitious business name, or if the applicant is a partnership, the legal history of the proprietor or partners must be provided. Corporations and limited liability companies shall disclose all civil judgments or enforcement actions taken against them, as well as the legal history of the principals of the corporation or the limited liability company.
 - (7) A statement specifying whether the applicant has previously operated a medical standby service company outside of Contra Costa County, and if so, under what name, type, where operated, and duration of operation.
 - (8) Verification that the applicant's staff have received training in LEMSA's treatment guidelines and policies and meet the minimum required training and certification(s) required by LEMSA policy.
 - (9) Written acknowledgment that the applicant understands and will comply with the LEMSA's policies, treatment guidelines and other rules established for medical standby services.
- (c) An application must include the following information about the special event:
- (1) A description of the special event, including the title, type of event, date, time, anticipated attendance, and participants.
 - (2) A description of the physical location of the special event, including street names that are part of the venue and its surrounding area. If the event involves a moving route, the direction of the travel and street or lane closures must be described.
 - (3) The resources the applicant will have at the special event and the manner in which they will be managed and deployed.
 - (4) A description of the services that the applicant will provide at the special event.
 - (5) A description of the standby service provider's medical plan for the special event, including a communications plan, the names and certification levels of staff or volunteers (physician, registered nurse, paramedic, or EMT) and certification or license numbers. The plan must include hours of set-up and dismantling of medical aid areas.
 - (6) A description of the uniform to be worn by certified or licensed staff or volunteers at the special event.

(7) A description of the process used to determine the need to contact 9-1-1 for patient transport from the special event.

(8) An incident action plan for the special event.

(d) The applicant may be required to submit additional information if requested by the permit officer. (Ords. 2022-21 §2, 83-28 § I.)

48-18.012 Permit fee. A nonrefundable application fee must accompany every application for a special event medical services standby permit in an amount established by board resolution. (Ords. 2022-21 §2, 83-28 § I.)

48-18.014 Approval or denial of application for special event medical standby services permit.

(a) If the applicant meets all the requirements to furnish, operate, conduct, maintain, or otherwise engage in medical standby services, the application will be approved and the permit issued.

(b) An application for a special event medical standby services permit may be denied for any of the following reasons:

(1) Failure to have certified, licensed and trained staff or volunteers.

(2) Failure to have adequate resources, including an adequate number of staff relative to the size of the special event.

(3) Failure to comply with LEMSA policies or treatment guidelines.

(4) Failure to have proper equipment, including communications equipment.

(5) Failure to comply with medical standby services permit conditions or requirements in the past.

(6) Any material omission or misrepresentation made by the applicant on its application.

(7) A plan or condition that creates or reasonably could create a risk to the health and safety of the attendees or staff of the special event.

(c) If an application for a special event medical standby services permit is denied, the applicant will be notified in writing of the basis for the denial. This notice will be sent to the address provided on the application. (Ords. 2022-21 § 2, 83-28 § 1.)

48-18.016 Appeal from denial of application for a special event medical standby services permit.

- (a) Whenever the permit officer denies an application for special event medical standby services permit, the applicant may make a written request for hearing. The written request for hearing must be made within 10 days after the denial. A hearing will be conducted pursuant to Section 48-16.1004 within 20 days after the denial.
- (b) If an application is incomplete, the application will be rejected and the applicant notified at the address provided on the application. An incomplete application will be returned to the applicant together with the fee paid. Notwithstanding subsection (a) of this section, if the permit officer rejects an application for special event medical standby services permit because the applicant failed to provide all required information or payment of the required fee, the applicant has no right to a hearing. The applicant may resubmit a complete application together with the application fee at any time. (Ords. 2022-§ 2, 83-28 § 1.)

48-18.018 Transport of patients. No person affiliated with special event standby services may use a vehicle to transport patients at or from a special event held on public or private property unless authorized by the LEMSA as part of the special event medical services standby permit. (Ords. 2022-21 § 2, 83-28 § 1.)

48-18.020 Color scheme, logo, and uniform design. The color scheme, logo and uniform design used to designate a special event medical service vehicle and personnel of the special event medical services provider shall not be the same or similar to the color scheme or design of a public safety agency, or other ambulance service provider. (Ords. 2022-21 § 2, 83-28 § 1.)

48-18.022 Exemption from special event permit requirement. A person or entity holding a valid and current certificate of operation and public safety agencies are exempt from the requirements of this chapter, except that the person or entity shall notify the LEMSA 10 days before providing special event medical standby services. (Ords. 2022-21 § 2, 83-28 § 1.)

48-18.024 Compliance. Compliance with this chapter does not excuse the special event medical standby services permit holder from the requirement to comply with all other applicable laws and regulations where the event will be held. (Ords. 2022-21 § 2, 83-28 § 1.)

48-18.026 Mutual aid. Upon the request of the permit officer, a special event medical standby service provider shall make its staff and equipment available to aid and assist the LEMSA or public safety agency in the event of a wide-scale emergency or disaster occurring at a special event, and if requested, shall participate in emergency planning with the LEMSA. (Ords. 2022-21 § 2, 83-28 § 1.)

Chapter 48-20
MISCELLANEOUS PROVISIONS

48-20.002 General performance standards. An ambulance service provider shall adhere to the general performance standards established by LEMSAs regulation and policy. (Ords. 2022-21 § 2, 83-28 §1.)

48-20.004 Quality management program - Required.

- (a) An ambulance service holding a non-emergency ambulance service certificate of operation must establish and maintain a quality management program. The program must include all of the following:
- (1) Utilize a physician, registered nurse or paramedic with experience in quality management to direct and coordinate quality improvement activities that meet the requirements of the State Emergency Medical Services Authority's Quality Improvement Program contained in the California Code of Regulations, Title 22, Division 9, except that a non-emergency ambulance service that employs registered nurses for critical care nurse transport operations shall utilize an individual who possesses no less than a registered nurse license.
 - (2) Meet the requirements of the LEMSAs Emergency Medical Services Quality Improvement Plan program(EMSQIP).
 - (3) Identify problems or issues regarding patient care, propose solutions for corrective action, and facilitate implementation of those solutions.
 - (4) Provide for the systematic and comprehensive review of clinical care provided to patients.
 - (5) Maintain a radio recording of all calls for ambulance services requested, all dispatch instructions given, and all communications between the dispatch center and the ambulance unit until the ambulance run is completed. All radio recordings must be kept at least 180 days after being recorded. (Ords. 2022-21 § 2, 83-28 § 1.)

48-20.006 Critical care transport nurse unit. Ambulance service providers that provide medical transportation with critical care transport nurses shall comply with all of the requirements for non-emergency ambulances as set forth in this division and by LEMSAs regulation and policy, including the requirement that registered nurses attend an EMS system orientation. Failure to do so may result in the suspension or revocation of the provider's certificate of operation, the imposition of administrative fines, or other enforcement action allowed by this code. (Ords. 2022-21 §2, 83-28 § 1.)

48-20.008 Physician medical director for CCT transport nurse units- Required.

- (a) An ambulance service provider that provides medical transportation with critical care transport nurses shall have a physician medical director who oversees the

critical care nurse transport program and establishes clinical standards, policies and standing orders for registered nurses who provide critical care transport.

- (b) Nothing in this division shall be construed as regulating the clinical care provided by critical care transport nurses. (Ords. 2022-21 §2,83-28 § 1.)

48-20.010 Critical care transport nurse training- Required. Critical care transport nurses shall be trained to the same standard as emergency medical technicians and paramedics, as required by the LEMSA's policies and as required by this Division, including training in LEMSA's quality assurance and quality improvement processes. (Ords. 2022-21 § 2, 83-28 § 1.)

48-20.012 Unauthorized response. No ambulance service provider shall cause or allow any ambulance to respond to a location without first receiving a specific request for the service at that location. (Ords. 2022-21 § 2, 83-28 § 1.)

48-20.014 Personal protective equipment. An ambulance service provider shall supply and maintain standardized and properly fitted personal protective equipment and supplies to ensure safety and readiness according to Cal/OSHA regulations. (Ords. 2022-21 § 2, 83-28 § 1.)

48-20.016 Responsible advertising.

- (a) No ambulance service provider shall display on any ambulance or emergency response vehicle, or otherwise announce, advertise, offer, publish or claim, that it provides either emergency or non-emergency ambulance service unless it possesses a current, valid certificate of operation for the service.
- (b) No ambulance service provider under this division shall display on any ambulance or emergency response vehicle, or otherwise advertise, offer, publish or claim, that it provides paramedic service or ALS service, unless it provides the service twenty-four hours per day. (Ords. 2022-21 § 2, 83-28 § 1.)

48-20.018 Enforcement of judgment - Reporting required.

- (a) An ambulance service provider shall provide LEMSA with information regarding any unpaid judgments or liens against the ambulance service provider, and notice of the transactions or acts giving rise to the judgment(s) or lien(s).
- (b) The ambulance service provider shall notify the LEMSA in writing within 48 hours after the notice of any levy or other action taken by a creditor to enforce a judgment or lien so that the permit officer may make a determination regarding the effect the enforcement action may have on the ambulance service provider's ability to provide continuous service in accordance with this division. (Ords. 2022-21 § 2, 83-28 § 1.)

48-20.020 Non-emergency ambulance EMS system support.

- (a) A non-emergency ambulance service provider holding a valid certificate of operation shall, at the request and direction of the permit officer, provide mutual aid ambulance services or assist with disaster, multi-patient, or mass casualty incidents within the county.
- (b) If a non-emergency ambulance service provider holding a valid certificate of operation is requested to provide mutual aid ambulance services or assist with disaster, multi-patient, or mass casualty incidents, the non-emergency ambulance service provider shall make available, and place into service, all available permitted ambulances without delay.
- (c) A non-emergency ambulance service provider shall file its disaster response plan annually with the LEMSA for approval. This plan must comply with LEMSA's disaster response plan policy, including a personnel call-back plan to facilitate staffing of ambulance vehicles in the event the ambulance service provider is requested to provide mutual aid ambulance services or assist with a disaster or a mass casualty incident within the county.
- (d) A non-emergency ambulance service provider shall participate in at least one in-county LEMSA-approved multi-agency disaster exercise each year by sending at least one fully-staffed ambulance to each organized event. All costs associated with participating in the disaster exercise are the sole responsibility of the ambulance service provider. (Ords. 2022-21 § 2, 83-28 § 1.)

48-20.022 Compliance with multi-casualty incident (MCI) plan. All management, attendants and drivers of an ambulance service provider shall follow the county's multi-casualty incident plan and the LEMSA policies concerning multi-patient events. (Ords. 2022-21 § 2, 83-28 § 1.)

48-20.024 Transport of cadavers - Prohibited. No person shall transport a cadaver by ambulance or privately owned emergency response vehicle. (Ords. 2022-21 § 2, 83-28 § 1.)

48-20.026 Security of ambulance vehicles. No person shall leave an ambulance unlocked or otherwise unsecured when it is not occupied, or actively involved or participating in an emergency response. (Ords. 2022-21 § 2, 83-28 § 1.)

SECTION III. Ordinance No. 83-28, Regulation 1, adopted June 2, 1989 is hereby repealed.

SECTION IV. This ordinance becomes effective 30 days after passage, and within 15 days after passage shall be published in the East Bay Times, a newspaper published in this county. This ordinance shall be published in a manner satisfying the requirements of Government Code section 25124, with the names of supervisors voting for and against it.

Passed on June 21, 2022 by the following vote:

AYES: John Gioia, Candace Andersen, Diane Burgis, Karen Mitchoff, Federal Glover

NOES: None

ABSENT: None

ABSTAIN: None

/s/ Karen Mitchoff Board Chair

ATTEST: MONICA NINO, Clerk of the Board of Supervisors and County Administrator

By: /s/ Deputy Clerk June McHuen