

Ambulance Service Permit Application Guide

Updated: April 16, 2018



Private Ambulance Service Permit Application Requirements

Pursuant to Section A18-264 (Permit application required information) of the Santa Clara County Code (Ambulance Ordinance), the application for an ambulance service permit shall provide the following information:

- (a) The name(s) and address(es) of the applicant(s) and owner(s) of the ambulance(s) and the business entity's name.
- (b) The applicant's training and experience in the transportation and care of patients.
- (c) The name(s) under which the applicant has engaged, does and proposes to engage in ambulance service.
- (d) A description of each ambulance, including the make, model, year of manufacture, vehicle identification (serial) number, state ambulance license number and motor vehicle registration number and expiration date; and for air ambulances; current Federal Aviation Administration (FAA) registration number of each aircraft, airworthiness certificate number and expiration date.
- (e) The length of time each vehicle has been in use, the miles shown on the odometer, the color scheme, insignia, name(s), monogram and any other distinguishing characteristics of each vehicle.
- (f) A description of each company or firm's program for maintenance of each vehicle.
- (g) A description of each vehicle's radio communications equipment.
- (h) A statement that the applicant has obtained and has all necessary licenses and permits required by federal and state laws and regulations for the type of service proposed.
- (i) The names and qualifications of each attendant employed, or to be employed, in providing ambulance service. The applicant shall provide an up-to-date list of attendants on a regular basis to the EMS agency, as may be required by the permit officer.
- (j) Evidence of a currently valid California Highway Patrol inspection report for each ground ambulance vehicle listed in the application.
- (k) A description of the applicant's training and orientation programs for ambulance attendants, drivers and for dispatchers.
- (l) A description of the applicant's quality management program.

- (m) Evidence of such insurance coverage as may be required by the permit officer.
- (n) Facts relied on by the applicant in asserting that the public health, safety, welfare, convenience and necessity warrant the granting of the ambulance service permit.
- (o) The ability of the applicant to provide ambulance service within established response times for the type of vehicle operated (ground ambulance, aircraft,) twenty-four (24) hours per day, seven (7) days per week, year-round.
- (p) All service charges and rate structure of the company and any additional charges incidental to the company's services.



Private Ambulance Service Communications Equipment Requirements

Santa Clara County Code, Chapter XVI. Ambulance Permits, and associated Ambulance Permit Regulations, Item 13 Ambulance Communications, state:

“All ambulance services will maintain a communication between their dispatch center and vehicles and between their vehicles and County Communications through a radio system on a frequency specified by County Communications. During times of mass casualty and/or in a disaster the ambulance service must cooperate with County Communications to promote the prompt dispatch of ambulances. Ambulance services shall maintain and upgrade communications equipment as may be reasonably required by the Permit Officer to ensure the integrity of the system.”

Prior to being permitted as an approved ambulance service, each applicant must have the following communication equipment in possession. Upon successful completion of the application process, the Agency will authorize radio and pager programming (by Santa Clara County Communications), and will provide access to EMSsystem.

1. Each ambulance dispatch center shall maintain a Motorola base or mobile 800 MHz radio, programmed in accordance with the current EMS Communications Plan. Refer to Prehospital Care Reference 818 “EMS Communications System Radio Users Guide” for additional information.
2. Each ambulance shall be equipped with a mobile Motorola 800 MHz mobile radio, programmed in accordance with the current EMS Communications Plan.
3. Each ambulance shall be equipped with a least one portable 800 MHz Motorola radio, programmed in accordance with the current EMS Communications Plan.
4. Each ambulance dispatch center shall maintain an UHF, Motorola Minitor IV or V radio pager, programmed in accordance with the current EMS Communications Plan.
5. Each ambulance shall maintain an UHF Motorola Minitor IV or V radio pager programmed in accordance with the current EMS Communications Plan.
6. Each ambulance dispatch center shall maintain a continuous high-speed connection, such as DSL or cable, to the internet. A stand-alone computer shall continuously be set to monitor EMSsystem. Refer to Prehospital Care Policy 506 “Internet Based Communications Systems” for additional information.

7. Each ambulance dispatch center shall maintain a satellite telephone to be used in the event of catastrophic radio failure. This phone must only be activated at that time.



Annual Submission of Private Ambulance Service Charges

Per Santa Clara County Code, Section A18-264 (p), as part of the annual ambulance service and vehicle permit renewal process, submission of private ambulance service charges are due on July 1st of each calendar year.

Please include all charges, for all levels of transport services that your company is permitted to provide in Santa Clara County.

Service Permit Types

- Advanced Life Support (Paramedic)
- Air Ambulance
- Basic Life Support (EMT)
- Critical Care Transport by Paramedic
- Critical Care Transport by Nurse



Ambulance Service Provider Personnel Training Requirements

Prehospital Care Policy 214 (Personnel Training Standards) identifies additional minimum training standards and requirements for EMT and Paramedic personnel employed by Santa Clara County EMS System providers. Listed in sections (A-E).

Training the must be completed by EMTs & Paramedics prior to starting field service

- A. Introduction to the National Incident Management System – (IS 700a)
- B. Introduction to Standardized Emergency Management System (SEMS)
- C. Incident Command System (ICS-100)

Training the must be completed by EMTs & Paramedics within six (6) months of beginning field service

- D. Weapons of Mass Destruction Awareness (ODP Course AWR-160)

Training the must be completed within one (1) year of beginning field service

- E. Radiological Emergency Management (IS-3)

Through federal and State requirements, other personnel (non-EMT and Paramedic staff) within your company must completed NIMS, SEMS and ICS training. The training requirements are subject to change and it is the company's responsibility to be compliant with those mandates.

- F. All nurses, support, first line supervisors, middle management, general and command staff must complete IS-700a, SEMS, and ICS-100.
- G. All first line supervisors, middle management, general and command staff must complete ICS-200.
- H. All middle management, general and command staff personnel must complete the National Response Plan Introductory Course (IS-800A or B).

All NIMS-related training must conform to the NIMS National Standard Curriculum Guidance.



Additional Requirements

Refer to these Prehospital Care Policies for additional EMS System requirements.

- Policy 200 “Eligibility For Prehospital Certificates & Credentials”
- Policy 300 “ALS Provider Approval”
- Policy 302 “Prehospital Care Assets – Minimum Inventory Requirements”
- Policy 613 “EMS Personnel Markings & Protective Gear”
- Policy 617 “EMS System Identification”

Santa Clara County
Emergency Medical Services System

**Health & Welfare Code
(Ambulance Ordinance)**

October 2005

**Emergency Medical Services Agency
San Jose, California 95128**

October 1, 2005

**CHAPTER XVI.
AMBULANCE PERMITS***

Editor's note: Ord. No. NS-300.513, § 1, adopted Feb. 23, 1993, repealed former ch. XVI, arts. 1--10, §§ A18-258--A18-296 in its entirety, which pertained to similar subject matter. Section 2 of said Ord. No. NS-300.513 added a new ch. XVI, arts. 1--10, §§ A18-258--A18-275, A18-277--A18-284, A18-289--A18-295, to read as herein set out.

**ARTICLE 1.
GENERAL PROVISIONS**

Sec. A18-258. Purpose.

The purposes of this chapter are:

- (1) To enact policies and regulations which are necessary for the public health and safety regarding the dispatching and operation of ambulances;
- (2) To enact policies and regulations for permitting and regulating ambulances, including EMS aircraft, which operate within or from any point within Santa Clara County;
- (3) To regulate ambulance personnel and protect the public from the unsafe and unsanitary operation of ambulances;
- (4) To allow for adequate ambulance services in all areas of the county; and
- (5) To allow for the orderly and lawful operation of the emergency medical services system pursuant to the provisions of Division 2.5 of the Health and Safety Code commencing with section 1797 et seq.
(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-259. Applicability.

Providers of advanced life support operating within the incorporated and unincorporated areas of Santa Clara County must comply with the provisions of this chapter and all regulations adopted to administer such provisions.

All other ambulance service providers must comply with the provisions of this chapter and all regulations adopted to administer such provisions, when operating in the unincorporated areas of Santa Clara County and when operating within the limits of those incorporated cities which have adopted this chapter.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-260. Exemptions.

The provisions of this chapter and regulations enacted pursuant to such provisions shall not apply:

- (1) To vehicles which provide ambulance services or to persons engaged in such transportation, where such services are rendered during any "state of war emergency," or a duly proclaimed "state of emergency," or "local emergency" as defined in the California Emergency Services Act, chapter 7 (commencing with section 8550 of the Government Code), at the request of the state office of emergency services or the EMS agency); or

- (2) During any period (not to exceed thirty (30) consecutive days, but renewable every thirty (30) days) when the EMS Agency has determined in writing that adequate emergency ambulance service will not be available from existing permittees.
 - (3) To ambulances responding to calls for service outside of this county.
 - (4) To ambulances provided by the state or federal government.
 - (5) To ALS ambulance service provided by a municipality or fire district which has been providing such service continuously since June 1, 1980.
- (Ord. No. NS-300.513, § 2, 2-23-93)

ARTICLE 2. DEFINITIONS

Sec. A18-261. Specific terms.

Unless otherwise specifically provided or required by the context, the following terms have the meanings set forth in this article.

(a) Ambulance: "Ambulance" means (1) a vehicle, including aircraft, specially constructed, modified or equipped, or arranged, used or operated for the purpose of transporting sick, injured, convalescent, infirm, or otherwise incapacitated person(s) in need of medical care, which operates or may operate with emergency lights and siren or the equivalent; (2) a privately owned EMS Utility Vehicle (EUV) used for prehospital emergency medical response, which operates or may operate with emergency lights and siren or the equivalent; and (3) rescue aircraft, as defined in Title 22, Division 9, of the California Code of Regulations. The meaning includes but is not limited to privately owned ambulances and paramedic units.

(b) Ambulance Service: "Ambulance service" means the activity, business or service for hire, profit or otherwise of (1) transporting one or more persons by ambulance on or in any of the streets, roads, highways, alleys or any public way or place; or (2) utilizing an EUV or rescue aircraft for prehospital emergency medical services.

(c) Advanced Life Support (ALS): "Advanced life support" 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.

(d) Basic Life Support (BLS): "Basic life support" 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 to maintain life without invasive techniques until the victim may be transported or until advanced life support is available.

(e) Attendant: "Attendant" means a trained and/or qualified individual who, regardless of whether he/she also serves as driver, is responsible for the care of patients and who has met all license, certification and other requirements in applicable state laws and

regulations. The term includes Emergency Medical Technicians (EMTs), paramedics, and Authorized Registered Nurses, as those terms are used in Division 2.5 of the Health and Safety Code, section 1797 et seq.

(f) County Communications: "County communications" means the County Communications Center, County Communications System.

(g) Critical Care Transport: "Critical Care Transport" (CCT) means the transport of a critical care patient between medical facilities where it has been determined by the patient's treating physician that such transport requires medical supervision by advanced life support providers with critical care training or experience.

(h) Driver: "Driver" means an individual who drives a ground ambulance and who has met all license, certification and other requirements in applicable state laws and regulations.

(i) Ambulance Service Permit: "Ambulance service permit" means written authorization by the county to provide ALS or BLS or CCT ambulance service.

(j) EMS: "EMS" means emergency medical services.

(k) EMS Agency: "EMS agency" has the same meaning as "local EMS agency" in Health and Safety Code section 1797 et seq., of Division 2.5.

(l) EMS Aircraft: "EMS Aircraft" means any aircraft utilized for the purpose of prehospital emergency and interfacility patient response and transport. EMS aircraft includes air ambulances and all categories of rescue aircraft.

(m) Health Officer: "Health officer" means the county health officer.

(n) Permit officer: "Permit officer" means the EMS administrator or other official designated by the health officer.

(o) Response: "Response" means the time interval commencing with the receipt of a request for service by an ambulance service provider to the arrival of an ambulance operated by the service provider at the scene, site or place of the request.

(p) Permit holder: An entity issued an ambulance service permit according to the provisions of this chapter.

(Ord. No. NS-300.513, § 2, 2-23-93)

ARTICLE 3. PERMIT REQUIREMENT

Sec. A18-262. Ambulance permit requirement.

No person, either as owner, agent or otherwise, shall furnish, operate, conduct, maintain or otherwise engage in, or advertise, offer or profess to engage in ambulance service unless he holds (and is entitled to hold) a currently valid ambulance service permit issued by the permit officer for each ambulance owned and operated by a permittee.

Unless exempted, any provider of ALS services must also be a designated contract provider for the County of Santa Clara during the anticipated permit period. ALS ambulance services which (1) are provided by a company for the purpose of responding to the medical needs of the employees at the work site, or (2) are arranged to be performed at a single entertainment event held on a specific date(s) whether public or private, or (3) are performed by utilizing EMS aircraft are exempt from this requirement,

and may be issued a permit upon payment of the required fee. Such ALS service providers under contract with the County of Santa Clara are deemed to have satisfied the permit requirements of this chapter and shall be deemed to be operating under a valid ALS ambulance permit during the period that services are actually provided to the county, upon payment of the required permit fees.
(Ord. No. NS-300.513, § 2, 2-23-93; Ord. No. NS-300.544, § 1, 12-14-93)

Sec. A18-263. Application for permit.

Each application, whether for initial permit or renewal of an ambulance service permit, shall be made on forms and in the manner prescribed by the permit officer.
(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-264. Permit application required information.

The application for an ambulance service permit shall provide the following information:

- (a) The name(s) and address(es) of the applicant(s) and owner(s) of the ambulance(s) and the business entity's name.
- (b) The applicant's training and experience in the transportation and care of patients.
- (c) The name(s) under which the applicant has engaged, does and proposes to engage in ambulance service.
- (d) A description of each ambulance, including the make, model, year of manufacture, vehicle identification (serial) number, state ambulance license number and motor vehicle registration number and expiration date; and for air ambulances; current Federal Aviation Administration (FAA) registration number of each aircraft, airworthiness certificate number and expiration date.
- (e) The length of time each vehicle has been in use, the miles shown on the odometer, the color scheme, insignia, name(s), monogram and any other distinguishing characteristics of each vehicle.
- (f) A description of each company or firm's program for maintenance of each vehicle.
- (g) A description of each vehicle's radio communications equipment.
- (h) A statement that the applicant has obtained and has all necessary licenses and permits required by federal and state laws and regulations for the type of service proposed.
- (i) The names and qualifications of each attendant employed, or to be employed, in providing ambulance service. The applicant shall provide an up-to-date list of attendants on a regular basis to the EMS agency, as may be required by the permit officer.
- (j) Evidence of a currently valid California Highway Patrol inspection report for each ground ambulance vehicle listed in the application.
- (k) A description of the applicant's training and orientation programs for ambulance attendants, drivers and for dispatchers.
- (l) A description of the applicant's quality management program.
- (m) Evidence of such insurance coverage as may be required by the permit officer.
- (n) Facts relied on by the applicant in asserting that the public health, safety, welfare, convenience and necessity warrant the granting of the ambulance service permit.
- (o) The ability of the applicant to provide ambulance service within established response times for the type of vehicle operated (ground ambulance, aircraft,) twenty-four (24) hours per day, seven (7) days per week, year-round.

(p) All service charges and rate structure of the company and any additional charges incidental to the company's services.
(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-265. Applicant investigation.

Upon receipt of a completed application together with the required fee(s), the permit officer shall make or cause to be made such investigation as deemed necessary to determine if:

- (a) Public health, safety, welfare, convenience and necessity require the issuing of a permit;
- (b) The applicant is a responsible and proper person to conduct, operate and engage in this ambulance service; and
- (c) That the radio(s) in or carried aboard each ambulance is (are) installed pursuant to regulations and policies adopted by the director of county communications, and is (are) in good working order.

(Ord. No. NS-300.513, § 2, 2-23-93)

**ARTICLE 4.
PERMIT ISSUANCE**

Sec. A18-266. Issuance.

The permit officer shall issue an ambulance service permit covering each listed ambulance of the applicant if the permit officer determines that the requirements contained in article 3 have been satisfied.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-267. Appeal from permit denial.

Whenever the permit officer denies an application for an ambulance service permit, the applicant may request a hearing on the denial, at which the applicant will have the burden of proof. The hearing will be scheduled within fifteen (15) days of receipt of the applicant's written request for the hearing by the permit officer.

Hearings shall be conducted before a hearing officer designated by the health service administrator. The applicant and the county shall share equally in the costs of a hearing officer, recorder or certified shorthand reporter.

The hearing officer shall prepare and submit a written summary of the evidence, findings, and a final decision within thirty (30) days after conclusion of the hearing.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-268. Notice.

The permit officer shall provide, by deposit in the U.S. mail, proper postage affixed, notice of the time, date and place of a hearing at least seven (7) days in advance of such hearing to the applicant or permittee.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-269. Term of permit.

Permits issued under this chapter shall be valid for a period of one (1) year unless earlier suspended, revoked or terminated. Nothing in this chapter shall be construed as requiring the granting of a permit upon the expiration of a previous permit, or as creating any vested or property right in the renewal, extension or continuance of any permit after the expiration of its term.

(Ord. No. NS-300.513, § 2, 2-23-93; Ord. No. NS-300.635, § 1, 5-9-00)

Sec. A18-270. Temporary; when issued.

The permit officer may issue a temporary permit for a period of not over ninety (90) days, renewable for cause expressed in writing by the permit officer.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-271. Application; changes.

The applicant and permittee shall report to the permit officer any change in the information required in article 3 within ten (10) days of the effective date of the change.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-272. Termination.

Any change of ownership of a permitted ambulance service terminates the permit immediately.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-273. Transfer of permit.

If, during the permit year, an ambulance must be replaced and is taken entirely out of the business and a new vehicle is to be used as a replacement vehicle, then the permit officer may transfer the permit to the new vehicle for a fee of ten dollars (\$10.00), as long as such replacement is deemed to comply with the provisions of this chapter.

(Ord. No. NS-300.513, § 2, 2-23-93)

**ARTICLE 5.
FEES**

Sec. A18-274. Permit fees.

A nonrefundable fee in the form prescribed by the permit officer shall accompany each and every application for an ambulance service permit. The fee for each ambulance service permit shall be established by resolution of the board of supervisors.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-275. Temporary permit.

(a) Amount: A nonrefundable fee in an amount established by resolution of the board of supervisors shall be required to be paid before the permit officer may issue a temporary ambulance service permit.

(b) Credit: If a regular ambulance service permit is issued to a temporary permit holder, the regular permit shall be deemed issued as of the date the temporary permit was

issued and the permittee shall be entitled to a credit for the amount of the temporary permit fee paid.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-276. Reserved.

Sec. A18-277. Payment of fees.

The fees required by this chapter shall be paid to the permit officer at the time of application for a permit and shall be forwarded by the permit officer to the county controller.

(Ord. No. NS-300.513, § 2, 2-23-93)

**ARTICLE 6.
CONSUMER COMPLAINTS**

Sec. A18-278. Procedure.

(a) Any complaint filed against any permittee shall be written on a form prescribed and provided by the EMS agency.

(b) Any user of a permitted ambulance service contending that he/she received unsatisfactory service(s) may file a written complaint with the permit officer. Such written complaint shall set forth the allegations. The permit officer shall notify the particular ambulance service of the complaint and provide the ambulance service permittee with a copy of the consumer complaint. Complaints based on the amount of a fee charge shall not be investigated.

(c) The permit officer shall conduct an investigation of the allegation(s) in the written complaint to determine the validity of said allegation(s). If the allegation(s) are found to be valid, the permit officer shall take reasonable and proper actions to secure compliance with the provisions of this chapter and any established ambulance regulations.

(Ord. No. NS-300.513, § 2, 2-23-93)

**ARTICLE 7.
ENFORCEMENT RESPONSIBILITIES**

Sec. A18-279. Adoption of regulations.

The permit officer may, after public hearing, recommend the adoption of reasonable regulations concerning ambulance personnel, equipment, vehicles, communications, training, or any other matter which the permit officer determines necessary for the public health and safety regarding the operation of ambulances and to effectuate the provisions of this chapter. Notice of public hearing shall be given.

(a) Notice: The permit officer shall give notice of the time and place of the public hearing at least fourteen (14) days in advance by:

(1) Mailing notice to all persons requesting notice, to all persons holding an ambulance service permit(s); and

(2) Posting notice in the lobby of the county administration building.

The permit officer's recommendation shall be forwarded to the board of supervisors for review and final adoption of regulations.
(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-280. Investigations.

(a) Scope: Whenever in this chapter the permit officer is required to make, or cause to be made, such investigation as the permit officer deems necessary to determine if certain fact(s) or condition(s) exist, the permit officer may accept a written statement as evidence from any person (including but not limited to a county officer or employee of any law enforcement or fire protection agency acting within the course and scope of their official duties or employment) that such fact(s) or condition(s) do or do not exist.
(b) Time: Whenever in this chapter the permit officer is required to make, or cause to be made, an investigation with regard to an application for an ambulance service permit, the permit officer shall complete the investigation and either approve or deny the application, in whole or in part, within ninety (90) days of the date of application.
(Ord. No. NS-300.513, § 2, 2-23-93)

**ARTICLE 8.
SUSPENSION, REVOCATION AND/OR PROBATION**

Sec. A18-281. Authority.

The permit officer may suspend, revoke, or place on probation an ambulance service permit holder for failure to comply with and maintain compliance with, or for violation of, any applicable provisions, standards or requirements of state or local law, or of any regulations promulgated hereunder. Suspension or probation is not a condition precedent to revocation.
(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-282. Procedure.

The permit officer shall follow, as closely as possible, all procedures outlined in Title 22, California Code of Regulations, Chapter 6, with respect to the suspension or revocation of a permit, or the placement of a permit holder on probation.
All references in Chapter 6 to Health and Safety Code section 1798.200 shall be deleted for purposes of this article.
(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-283. Substitution of terms.

For the purpose of adapting the procedures outlined in Title 22, California Code of Regulations, Chapter 6 for use in this chapter, the following substitution of terms is acknowledged:

- (1) "Permit officer" shall replace all references to "medical director."
- (2) "Permit" shall replace all references to "certificate," "certification," or "prehospital emergency medical care certificate."
- (3) "Permit holder" shall replace all references to "certificate holder," "prehospital emergency medical care certificate holder," "individual" or "person."

(4) Reference to any level of EMT shall refer to the permit holder.
(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-284. Notification of action.

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 service and the action taken.
(Ord. No. NS-300.513, § 2, 2-23-93)

Secs. A18-285--A18-288. Reserved.

**ARTICLE 9.
PERSONNEL**

Sec. A18-289. Ambulance service dispatchers and personnel.

(a) Each person providing ambulance services subject to permit under this chapter shall assign at least one (1) person at all times to be responsible for receiving calls or inquiries for ambulance service and the dispatching of ambulances owned and/or operated by that person.

(b) Persons holding an ambulance permit, except those persons who have received a waiver from the permit officer by reason of their provision of services pursuant to written agreement with the county, shall provide such dispatch services on a twenty-four-hour-per-day basis and shall adequately train the dispatcher(s) in radio operation and procedures, operational protocols, and county regulations, policies and procedures before said dispatcher begins dispatching calls.

(Ord. No. NS-300.513, § 2, 2-23-93)

**ARTICLE 10.
MISCELLANEOUS PROVISIONS**

Sec. A18-290. Dispatching ambulance availability.

(a) If a permittee has no ambulance immediately available to make a direct run to the address or place given, he/she shall immediately advise the requesting party of this fact.

(b) Upon receiving a call for ambulance service, the permittee shall promptly dispatch or schedule for dispatch at a time acceptable to the caller an ambulance to the address or place given; and the ambulance shall promptly, or at the time scheduled, start a direct run to that address or place and shall complete that run.

(c) Ambulance diverted: If an ambulance is dispatched to make a direct run to an address, place or location and is thereafter diverted for any reason, the permittee shall immediately notify the caller of this fact.

(d) Unauthorized response: No ambulance service permittee under this chapter shall cause or allow its ambulance(s) to respond to a location without receiving specific request for such service at that location.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-291. Availability of books and records of permittee.

Ambulance service permittees shall cooperate with the permit officer or his/her designees in any investigations of possible violations of this chapter and shall make any and all ambulance and other related records available for inspection and/or copying at reasonable times at the permittee's regular place of business.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-292. Advertising prohibited.

A business, service or individual who does not hold a current permit under this chapter may not advertise itself or himself as a provider of ambulance service in this county.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-293. Violations prohibited.

No person shall do anything forbidden by this chapter or regulations issued hereunder, nor do anything regulated thereunder in any way contrary to such regulation.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-294. Violations.

(a) Any person who violates section A18-262 shall be guilty of an infraction, punishable by:

(1) A fine not exceeding one hundred dollars (\$100.00) for a first violation.

(2) A fine not exceeding two hundred dollars (\$200.00) for a second violation.

(3) A fine not exceeding five hundred dollars (\$500.00) for each additional violation within one (1) year.

(b) A "violation" is defined as each day or portion thereof that an ambulance operated without a valid permit.

(c) The county executive or his/her designee is hereby authorized to institute and pursue, in the name of the county, pursuant to the provisions of section 25132 of the Government Code, civil actions for the recovery of fines for violations of this chapter.

(Ord. No. NS-300.513, § 2, 2-23-93)

Sec. A18-295. Separability.

If any section, subsection, sentence, clause, phrase or portion of this chapter or the ambulance regulations are for any reason held invalid or unconstitutional by any court of competent jurisdiction, such portion shall be deemed a separate, distinct and independent provision and shall not affect the validity of the remaining portions hereof.

(Ord. No. NS-300.513, § 2, 2-23-93)

Secs. A18-296--A18-299. Reserved.

Santa Clara County
Emergency Medical Services System

**Ambulance
Permit Regulations**

August 2005

**Emergency Medical Services Agency
San Jose, California 95128**

**RESOLUTION OF THE BOARD OF SUPERVISORS
OF THE COUNTY OF SANTA CLARA
ADOPTING AMBULANCE PERMIT REGULATIONS**

WHEREAS, Section A18-279 of the County of Santa Clara Ordinance Code provides that the Permit Officer of the Emergency Medical Services (EMS) Agency may, after public hearing, recommend that the Board of Supervisors adopt reasonable regulations covering ambulance personnel, equipment, vehicles, communications, training, or any other matter which the Permit Officer determines necessary for the public health and safety regarding the operation of ambulances, and to effectuate the provisions of the County Ambulance Permit Ordinance; and

WHEREAS, the Board of Supervisors has adopted such Ambulance Permit Regulations; and

WHEREAS, the Permit Officer has determined that an amendment to Ambulance Permit Regulations is necessary at this time, and has distributed a draft of the attached Ambulance Permit Regulations to all known interested persons; and

WHEREAS, the Permit Officer convened a public hearing, on May 13, 2005, in accordance with the County Ambulance Permit Ordinance, to receive public comment on the proposed changes; and

WHEREAS, all recorded testimony and documentation submitted by interested parties at, and subsequent to, the hearing has been carefully considered by the Permit Officer; and

WHEREAS, the Permit Officer now recommends the adoption of the amended Ambulance Permit Regulations.

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Adopted

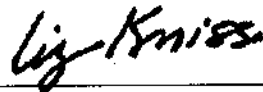
NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors hereby adopts the amended regulations set forth in the attached document entitled "Ambulance Permit Regulations." The amended Ambulance Permit Regulations shall become effective October 1, 2005.

PASSED AND ADOPTED by the Board of Supervisors of the County of Santa Clara, State of California, this second day of August, 2005, by the following vote:

AYES: Supervisors ALVARADO, BEALL, GAGE, KNISS, MCHUGH

NOES: Supervisors **NONE**

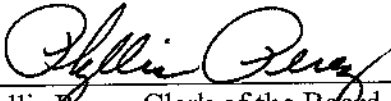
ABSENT: Supervisors **NONE**



Liz Kniss, Chair
Board of Supervisors

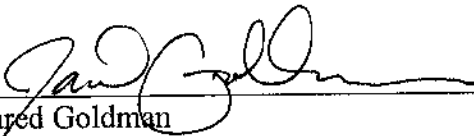
Signed and certified that a copy of this document has been delivered by electronic or other means to the Chair, Board of Supervisors.

ATTEST:



Phyllis Perez, Clerk of the Board of Supervisors

APPROVED AS TO FORM AND LEGALITY:



Jared Goldman
Deputy County Counsel

AMBULANCE PERMIT REGULATIONS

The Permit Officer has determined that the following regulations are necessary to administer the provisions of Chapter XVI of Division A18 of the County of Santa Clara Ordinance Code relating to Ambulance Permits.

1. **Role of the Permit Officer.** The Permit Officer shall ensure compliance with all regulations promulgated.

2. **Designation of the Permit Officer.** The Permit Officer may designate person(s) under his/her direct supervision, to assist in the administration of any portion of the ambulance ordinance/regulations of behalf of the Santa Clara County Emergency Medical Services Agency (EMS Agency).

3. **References to Specifications, EMS Policies and Procedures, and Medical Orders/Directions by the EMS Medical Director.** All references herein to specifications, EMS policies and procedures, and medical orders/directions by the EMS Medical Director, shall include the current version and all subsequent additions/deletions to such references.

4. **Ambulance Service and Vehicle Permits.** For the purpose of these regulations, the term "ambulances" shall be defined in the same manner as in Section A18-261 of the Santa Clara County Ordinance Code. To ensure that all ambulances operating in Santa Clara County are doing so in a manner that is best for the public health and safety of the citizens of the County, it is necessary to identify, by permit type, the various services provided by ambulances. Ambulance Service and Vehicle Permits will be issued for the following types of services and vehicles:

- A. Advanced Life Support
- B. Basic Life Support
- C. Critical Care Transport
- D. EMS aircraft
- E. Privately owned EMS Utility Vehicle (EUV)

Each ambulance, except EMS Aircraft, shall display a Santa Clara County Ambulance Vehicle Permit sticker in a visible location on the ambulance as specified by the Permit Officer. Ambulances not displaying a sticker shall be considered in violation of this Regulation and Ordinance Code Section A18-262. Ambulances operating without a valid Ambulance Service and Vehicle Permit shall also be considered in violation of this Regulation and Ordinance Code A18-262.

5. ALS. ALS vehicles and personnel shall satisfy the following requirements:

A. Vehicle -

- (1) The vehicle shall conform to Federal Specification KKK-A-1822-C, which is promulgated by the U.S. General Services Administration, in effect as of the date of the vehicle's manufacture. An exception(s) may be allowed at the discretion of the Permit Officer, provided that such an exception(s) does not compromise safety and is not in conflict with applicable California laws and regulations.
- (2) Vehicles permitted after July 1, 2005 and all existing permitted vehicles shall display the "911" emergency telephone number, in a Permit Officer approved style and format, on each side and the rear

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of the vehicle. No other telephone number may be placed on the outside of the vehicle.

- (3) The words "Paramedic Unit" shall appear on both sides and the rear of the vehicle, in no less than four-inch letters, as approved by the Permit Officer.
- B. Equipment - The vehicle shall contain no less than the equipment and supplies identified in EMS Agency policy.
- C. Staffing - ALS vehicles shall be staffed with no less than one California Licensed Paramedic accredited to practice in Santa Clara County and one California Certified EMT. Other staffing configurations may be authorized by the Permit Officer. Such authorization may include, but is not limited to, exclusive operating area agreements and/or contracts for service that are executed by the County. All applicable licenses, certificates, and the Santa Clara County EMS System Identification must be carried by all personnel while on duty.
- D. Medical Control - Paramedics are to provide clinical care in accordance with EMS Agency policy and as directed by standing or specific orders issued by the EMS Medical Director; or through direct voice communication with a physician or Mobile Intensive Care Nurse at a Santa Clara County Base Hospital.
- E. Only ambulance services with an ALS Ambulance Service Permit may advertise, either on the ambulance or elsewhere as an ALS ambulance.

- 6. BLS.** BLS vehicles and personnel shall satisfy the following requirements:
- A. Vehicle -**
- (1) The vehicle shall conform to Federal Specification KKK-A-1822-C, which is promulgated by the U.S. General Services Administration, in effect as of the date of the vehicle's manufacture. An exception(s) may be allowed at the discretion of the Permit Officer, provided that such an exception(s) does not compromise safety and is not in conflict with applicable California laws and regulations.
 - (2) Vehicles permitted after July 1, 2005 and all existing permitted vehicles shall display the "911" emergency telephone number, in a Permit Officer approved style and format, on each side and the rear of the vehicle. No other telephone number may be placed on the outside of the vehicle.
- B. Equipment -** The vehicle shall contain no less than the equipment and supplies identified in EMS Agency policy.
- C. Staffing -** Each BLS ambulance shall be staffed with a minimum of two (2) California Certified EMTs. All applicable licenses, certificates, and the Santa Clara County EMS System Identification must be carried by all personnel while on duty.
- D. Medical Control -** Each EMT is to provide clinical care in accordance with EMS Agency policy and as directed by standing or specific orders issued by the EMS Medical Director or his or her designee.

- E. Only ambulance services with a BLS Ambulance Service Permit may advertise, either on the ambulance or elsewhere as a BLS ambulance.

7. Critical Care Transport. "Critical care patients" are the persons to be transferred between a medical facility (including a skilled nursing facility) and another medical facility, an aircraft landing zone or another location specified by the person's treating physician, who have been deemed by the physician to require medical care provided by personnel with critical care training or experience during transport. Ambulances engaged in the transport of critical care patients are required to have a CCT Ambulance Service and CCT Vehicle Permit. The CCT Ambulance Service and Vehicle Permit(s) will serve as a BLS or ALS Ambulance Service and Vehicle Permit(s) when patients other than critical care patients are transported. Critical care ambulances and personnel shall satisfy the following requirements:

A. Vehicle -

- (1) The vehicle shall conform to Federal Specification KKK-A-1822-C, which is promulgated by the U.S. General Services Administration, in effect as of the date of the vehicle's manufacture. An exception(s) may be allowed at the discretion of the Permit Officer, provided that such an exception(s) does not compromise safety and is not in conflict with applicable California laws and regulations.
- (2) Vehicles permitted after July 1, 2005 and all existing permitted vehicles shall display the "911" emergency telephone number, in a Permit Officer approved style and format, on each side and the rear of the vehicle. No other telephone number may be placed on the outside of the vehicle.

- (3) The words "Critical Care Transport Paramedic Unit" or "Critical Care Transport Nurse Unit", as applicable, shall appear on both sides and rear of the vehicle, in no less than four-inch letters, as approved by the Permit Officer.
- B. Equipment - The vehicle shall contain no less than the equipment and supplies identified in EMS Agency policy.
- C. Staffing -
- (1) Critical Care Transport Paramedic Ambulances (CCT Paramedic Units) shall be staffed with at least one State of California Licensed Paramedic and one California Certified Emergency Medical Technician with specialized critical care transport training as approved by the EMS Medical Director or his or her designee.
- (2) Critical Care Transport Nurse Ambulances (CCT Nurse Units) shall be staffed with at least one State of California Registered Nurse (RN) or Physician (MD or DO). RN's must have at least two years of critical care experience (CCRN or equivalent certification is desirable) and a current certificate of completion of an Advanced Cardiac Life Support course. The second attendant shall, at a minimum, be a California Certified Emergency Medical Technician with specialized critical care transport training as approved by the EMS Medical Director.
- D. Medical Control -
- (1) Paramedics are to provide clinical care in accordance with EMS Agency policy and as directed by standing or specific orders issued by the EMS

- Medical Director; or through direct voice communication with a physician or Mobile Intensive Care Nurse at a Santa Clara County Base Hospital.
- (2) EMTs are to provide clinical care in accordance with EMS Agency policy and as directed by standing or specific orders issued by the EMS Medical Director or his or her designee.
 - (3) Nurses, in absence of an attending physician, shall provide clinical care in accordance with standardized procedures approved by the Services CCT Medical Director, and authorized, in writing, by the transferring physician.
- E. Patients transported by a critical care ambulance must be under the care of a physician and be transferred from one location to another in accordance with all federal, state, and local regulations regarding the transfer of medical patients.
- F. Only ambulance services with a Critical Care Transport (CCT) Ambulance Service Permit may advertise, either on the ambulance or elsewhere as a critical care transport ambulance.
- G. Critical care transport may be provided in a BLS or ALS ambulance only under the following circumstances:
- (1) The transferring or receiving facility provides the necessary staff and equipment outlined herein and retains medical responsibility for patient care during the transport.
 - (2) Under unusual circumstances, such as mechanical breakdown or unforeseen volume of requests for service, a permitted CCT Ambulance Service may utilize a permitted BLS or ALS vehicle for

a critical care transport. Each such occurrence shall be documented and forwarded to the Permit Officer. If it is determined that such occurrences are excessive, the Permit Officer may require the CCT Ambulance Service to designate and permit an additional vehicle for CCT. Each failure to adequately document these unusual occurrences will be deemed a violation of Section A18-262.

H. Critical care ambulances will be considered BLS or ALS ambulances for purposes of "Ambulance Response" as outlined in paragraph 13.

8. **EMS Aircraft.** EMS aircraft and personnel shall satisfy the following requirements:

- A. **Vehicle** - The vehicle shall be specifically designed and/or constructed to satisfy any and all Federal Aviation Administration (F.A.A.) and Association of Air Medical Services (A.A.M.S.) standards applicable to the aircraft being utilized and the nature of the mission.
- B. **Equipment** - The vehicle shall contain no less than the equipment and supplies identified in EMS Agency policy.
- C. **Staffing** - In addition to a pilot holding the appropriate pilot's license and any other F.A.A. required documentation for the aircraft being utilized, the EMS aircraft shall be staffed with two attendants, one of whom must be either a Registered Nurse (R.N.) or a Physician (M.D. or D.O.). The second attendant must be a California Licensed and Santa Clara County Accredited Paramedic, Registered Nurse, or Physician.

D. Medical Control - In the absence of a physician on the ambulance, the medical flight crew is to provide patient care as directed by:

- (1) Specific written orders from the transferring or receiving physician for the patient being transported between healthcare facilities, OR
- (2) Standing orders approved by the service's medical director and the EMS Medical Director, OR
- (3) Standardized procedures approved by the EMS Medical Director for 911-scene response.

9. EMS Utility Vehicles. EMS Utility Vehicles (EUVs) and personnel shall satisfy the following requirements:

- A. The service provider shall obtain approval from the Permit Officer to use and operate an EUV. EUVs staffing configurations must be approved by the Permit Officer and EUVs shall be equipped in accordance to EMS Policy.
- B. The vehicle shall conform to any applicable State specifications or requirements.

10. Application Process. Each applicant for an Ambulance Service Permit(s) and Vehicle Permit(s) shall complete, in a manner prescribed by the Permit Officer, an Ambulance Service and Vehicle Permit application. The application forms and any applicable fees are to be delivered to the Permit Officer. The permit applicant will be notified within fourteen (14) working days of the Permit Officer receiving the request that the application has been received, and whether it contains, or does not contain, all required information.

The Permit Officer may conduct an investigation into the applicant's provision of service, if deemed necessary. The Permit Officer may issue a permit upon review of the application and consideration of the results of any investigation conducted. A temporary permit may be issued if, in the opinion of the Permit Officer, additional information is necessary to determine whether or not a standard permit should be issued and the issuance of a temporary permit will be in the best interest of the public health and safety.

A statement of intent to issue or deny a permit, including conditions for issuance, shall be made in writing by the Permit Officer within a reasonable time period after receipt of all required documentation. This time period shall not exceed ninety (90) days from the date the permit application was received.

11. Vehicle Inspection. The Permit Officer or designee may at any time, with or without notice, make or cause to be made an inspection of any permitted vehicle. Refusal to make a permitted vehicle available for inspection may be grounds for suspension or revocation of the permit holder's Ambulance Service and/or Vehicle Permit(s). As part of a vehicle inspection, any or all on duty personnel assigned to the vehicle may be required to present the required individual certifications, licensure, or EMS System Identification.

12. Transfer of Permit Sticker. If a permittee desires to transfer a permit in accordance with Section A18-273, the permittee must complete an ambulance description form for the new ambulance and forward it with the required fee, the description of the ambulance to be replaced, and the number of the permit sticker to the Permit Officer. The Permit Officer may then provide the permittee with a written

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statement authorizing the transfer and the permit sticker to be affixed to the replacement vehicle. If the transfer is not authorized, the sticker must be returned to the Permit Officer no later than the day after the last authorized day of service.

13. Adding Vehicles. If an ambulance service desires to include additional units under its permit, the permittee shall complete a vehicle description form for each additional unit and provide the designated fee per unit to the Permit Officer. The Permit Officer shall determine whether these units should be covered by the original permit and then inform the permittee of this decision. The term of the permit for additional authorized units shall run concurrently with the last authorized permit period. The fee paid for each additional unit will be prorated according to the amount of time remaining during the last authorized permit period.

14. Ambulance Service Communications. All ambulance services will maintain communication between their dispatch center and vehicles and between their vehicles and County Communications through a radio system on a frequency specified by County Communications. During times of mass casualty and/or in a disaster the ambulance service must cooperate with County Communications to promote the prompt dispatch of ambulances. Ambulance services shall maintain and upgrade communications equipment as may be reasonably required by the Permit Officer to ensure the integrity of the system. The Permit Officer may also reasonably require all ambulance services to verify that all ambulance personnel and other employees who will use base, mobile, or portable radio equipment, on the frequency designated by the EMS Agency are trained in the appropriate use of that equipment.

15. Ambulance Response.

A. Santa Clara County, as identified in the local EMS Plan, has elected to provide emergency medical ambulance service through the creation of exclusive operating areas (EOAs). Unless exempted, all emergency medical ambulance services performed in these exclusive operating areas are to be provided by the County designated ALS emergency ambulance service provider for that area (EOA Contractor or EOA Unit). "Emergency medical ambulance service" means any unscheduled request for assessment and/or treatment and transport of a patient represented as having or presenting with an "emergency medical condition." An "emergency medical condition" is defined as "a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could reasonably be expected to result in any of the following:

- (1) Placing the patient's health in serious jeopardy.
- (2) Serious impairment to bodily functions.
- (3) Serious dysfunction of bodily organ or part."

B. Only ambulances directly dispatched by County Communications or by County Communications through an ambulance service's dispatch system may respond to a call for emergency ambulance service within Santa Clara County. No ambulance, unless so dispatched, may respond with lights and siren to such call. Any call made directly to an ambulance service's dispatch center that would require an emergency ambulance service response shall be immediately forwarded to County Communications for appropriate emergency medical dispatch.

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C. All patient transports between healthcare facilities, including skilled nursing facilities and responses to EMS aircraft landing zones, ("interfacility transfer") shall meet the following requirements:

- (1) Meet all federal, state, and local patient transfer requirements.
- (2) Involve a sending and receiving physician who are aware of the patients medical condition and healthcare needs during the transfer.
- (3) Be authorized in writing by the transferring physician prior to transport and include the transport of pertinent documentation (orders, medical records, radiographic films, etc.)

Ambulances may utilize emergency lighting and siren only during transports, if lights and sirens are ordered by the transferring physician.

D. Any ambulance arriving at the scene of an accident or other medical emergency to which it was not dispatched by County Communications, or a call that was not identified as a medical emergency until arrival, or an ambulance that is temporarily assigned as a stand-by to a special event, is deemed to be on scene of any accident or medical emergency that occurs at that stand by service location and shall follow EMS Agency policy for transport of emergency ambulance service patients. This ambulance shall immediately notify County Communications of any emergency medical condition. If the ambulance is not an EOA Unit, the ambulance will request the response of an EOA Unit. A non-EOA Unit may only transport patients from an event standby location when the patient's condition does not warrant emergency care and/transportation, meets the criteria established in EMS Agency policy, or when requested by the EMS Agency.

E. Any ambulance transporting a patient to a hospital which upgrades its response by using lights and siren based on the deteriorating condition of the patient, must notify County Communications of the decision and proceed to the closest appropriate hospital emergency department, in accordance with EMS Agency policy.

F. All permitted ambulance services shall provide written reports that detail each transport that resulted in the use of emergency lights and siren. This report shall be submitted to the Permit Officer, or designee, quarterly and contain data requested by the EMS Agency such as, but not limited to, patient care reports, quality assurance and improvement reviews, incident and dispatch logs, etc.

16. Ambulance Response Times. All ambulance services shall respond to calls for service in a timely manner. A permittee under County contract for services, shall respond as specified in its contract. Except for 911 calls all permittees shall promptly inform the requestor of an accurate estimated time of arrival and of any actual or anticipated delay in service.

17. EMS Special Event Notification. Any service providing event standby coverage shall complete an EMS Special Event Notification Form. This form request shall be submitted to the EMS Agency for approval at least fifteen (15) days prior to the beginning of the coverage period. The EMS Agency may impose conditions on the approval of the request, which are necessary to ensure the safety of the public, including, but not limited to, notification of the local public safety jurisdiction, County Communications, and appropriate EOA Contractors. This provision shall help to ensure that adequate and integrated emergency medical services are available to the public

and event participants. Any unauthorized standby service provided by a private EMS service may result in Service Permit suspension or revocation.

18. Insurance Requirements. All ambulance services shall, at their own expense, provide and maintain, from generally recognized responsible insurer(s) admitted in the State of California, the types of insurance, in the minimum amounts specified by Santa Clara County Risk Management, for the duration of the permit period. The Permit Officer shall provide the current insurance requirements at the time of application and permit renewal.

19. Medical Direction. All EMT and paramedic personnel working in Santa Clara County are required to provide patient care in accordance with medical care policies, protocols and procedures promulgated by the EMS Agency Medical Director.


20. Review of Records. The Permit Officer may inspect all ambulance service records regarding patient transports, vehicle maintenance, personnel training, quality assurance and dispatch. This includes, but is not limited to:

- A. Dispatch Records
- B. Logs
- C. Run Sheets
- D. Patient Care Records
- E. Maintenance Records
- F. Recordings

Failure to comply in a timely manner with a request for review of such documentation will be grounds for suspension and/or revocation of the company's Ambulance Service Permit.

21. Quality Assurance. To ensure that ambulances are operating in the best interest of the public health and safety and that ambulance services are utilizing properly trained staff, each ambulance service will be required to have a quality assurance program that:

- A. Reviews patient care provided by their attendant staff.
- B. Meets the requirements of the Emergency Medical Services Authority Quality Improvement Program contained in Title 22 of the California Code of Regulations.
- C. Identifies problems or issues regarding patient care and proposes solutions for corrective action.
- D. Participates in the EMS Agency's collection of data regarding quality of patient care.
- E. Includes disciplinary procedures to be used when appropriate.
- F. Maintains a radio recording of all calls for ambulance service received, all dispatch instructions given, and all communications between the dispatch center and ambulance unit until the ambulance run is completed. Recordings must be stored for a period of at least 100 days.
- G. Ensures that all drivers have completed a driving course related to responding to calls for emergency medical ambulance service that includes, but is not limited to, the following didactic and practical components:
 - (1) Legal aspects of emergency ambulance operation.
 - (2) The practice of defensive driving.

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- (3) Accident avoidance.
 - (4) Principles of vehicle control.
 - (5) Routine vehicle safety checks.
 - (6) Braking and stopping.
 - (7) Acceleration
 - (8) Steering
- H. Requires the use of the County's designated Prehospital Care Report or other approved report that includes all required data elements for all emergency medical ambulance runs and refusals of service against medical advice. All such reports must be maintained electronically, in a transferable format acceptable to the EMS Agency, by January of 2007.
- I. Requires staff to attend, at no expense to the County, education and training programs as may be reasonably requested by the Permit Officer.
- J. Is consistent with the Santa Clara County EMS System Quality Assurance/Quality Improvement Plan.
- K. Permit holders shall actively participate on any committees as may be reasonably necessary to provide for continued system performance.
- L. Ensures that certified prehospital personnel are not precluded from practice for reasons defined in Section 1798.200 of the California Health & Safety Code. This shall include conducting criminal background checks verifying that certified prehospital personnel have not been convicted of any crime which is substantially related to the qualifications, functions, and duties of prehospital personnel. Background checks are not required for

prehospital personnel that have previously submitted to a criminal background check by the Santa Clara County EMS Agency or the State EMS Authority, or that are employed by a governmental agency. The Santa Clara County EMS Agency shall be a designated reporting agency for any background check conducted pursuant to this provision.

Documentation outlining the quality assurance program are to be submitted to the EMS Agency as part of the Ambulance Service Permit application process.

22. Disaster, Mass Casualty and Homeland Security. In the event of a disaster or a mass casualty incident, the ability of EOA Contractors to provide necessary prehospital emergency ambulance care and transportation may be disrupted or be inadequate for the numbers of casualties. It is necessary, therefore, that all ambulances permitted in Santa Clara County be available to assist disaster or mass casualty medical needs when a disaster or mass casualty is declared. In the event of a disaster or mass casualty incident, the EMS Agency will determine the amount of assistance needed, determine acceptable ambulance staffing and configuration, and may authorize the dispatch of any ambulances as permitted by law. Each service shall make available, and place into service, all permitted units at the request of the EMS Agency. The EMS Agency shall coordinate all medical mutual aid requests through the Medical Mutual Aid System and County Health Officer when applicable.

All permittees shall submit to the EMS Agency an annual internal disaster plan providing procedures for operational continuity and responsiveness during a disaster, including management of personnel, equipment and inventory. All permittees shall

participate and cooperate with the County in disaster, mass casualty and homeland security policy implementation, training, and exercises.

23. Appeal of Ordinance Violation. Violations which may result in formal action being taken by the Permit Officer to restrict or revoke an Ambulance Service and/or Vehicle permit shall be reviewed in accordance with Section 22 of this regulation, and Title 22, Chapter 6 of the California Code of Regulations.

The permit holder may file an appeal of violation of the Ambulance Permit Ordinance/Regulations by notifying the Permit Officer by certified letter within fifteen (15) days after receipt of the notice. For purposes of this section, the notice shall be deemed "received" no later than five (5) days from the date of such notice. The permit holder's request for appeal must include a detailed written explanation of the circumstances surrounding the violation(s) and the basis on which an appeal should be considered. The Permit Officer shall, within seven (7) days of receipt of the appeal, notify the permit holder that the request has been received, and whether the appeal will be granted, denied, or if additional information is necessary to reach a final determination. Failure by the person or entity to satisfy the monetary penalty(s) imposed, for a violation(s) of Section A18-262, shall be referred to the County Executive or his/her designee for institution of legal action.

24. Suspension, Probation, or Revocation of Permit. As referenced in Santa Clara County Ordinance Code §A18-282, the Permit Officer shall follow, as closely as possible, all procedures outlined in Title 22, Chapter 6, California Code of Regulations. All references to "IRP" or "Investigative Review Panel" shall, for purposes of interpreting these regulations, be modified to refer to a Permit Action Review (PAR) Panel.

Adopted

The Permit Officer may immediately suspend, place on probation, or revoke an Ambulance Service Permit as to all or a portion of the units covered by such permit. If action is taken to immediately suspend, suspend or revoke a permit, or the ambulance service will voluntarily terminate as of a certain date, the permit and all affected stickers must be returned to the EMS Agency no later than the day following the last day of authorized service, with no refund of fees deposited.

If, after investigation, a permit has been placed on probation, suspended, revoked, or renewal denied, the action may be appealed by notifying the Permit Officer within fifteen (15) days of receiving the notification of permit action, and the permit holder may request a Permit Action Review Panel (PAR Panel) be convened. The Permit Action Review Panel shall not include the Permit Officer, any staff of the Santa Clara County EMS Agency, or anyone who submitted allegations or evidence against the permit holder or was directly involved in any incident which is included in the investigation.

25. Clinical Experience Program. All ground ambulance services shall develop and maintain a program that provides clinical experience to students enrolled in EMT or Paramedic Training Programs approved by the Santa Clara County EMS Agency. Priority for placement in such programs shall be given to students in the following order: first, students enrolled in Training Programs approved by the Santa Clara County EMS Agency; second, EMT's and paramedics employed and sponsored by Santa Clara County authorized provider agencies who are assigned to Santa Clara County Divisions/Offices/Districts who are enrolled in any paramedic program; and last, all other students. Governmental agencies are not subject to this section.