

ORDINANCE NO. 2026-___

AN ORDINANCE PERTAINING TO EMERGENCY AND NONEMERGENCY MEDICAL CARE AND TRANSPORTATION IN ORANGE COUNTY, FLORIDA; AMENDING CHAPTER 20 (“HEALTH AND HUMAN SERVICES”), ARTICLE III (“EMERGENCY AND NONEMERGENCY MEDICAL CARE AND TRANSPORTATION”) OF THE ORANGE COUNTY CODE OF ORDINANCES; PROVIDING FOR MODIFICATIONS TO THE EMERGENCY MEDICAL SERVICES ADVISORY COUNCIL; PROVIDING FOR MODIFICATIONS TO CERTIFICATES OF PUBLIC CONVENIENCE AND NECESSITY; PROVIDING FOR MODIFICATIONS TO ALTERNATIVE TRANSPORTATION SERVICES; AMENDING DIVISION 1 (“GENERALLY”), SECTION 20-56 (“CREATION OF THE COUNTY EMERGENCY MEDICAL SERVICES ADVISORY COUNCIL (EMSAC)”); AMENDING DIVISION 2 (“EMERGENCY MEDICAL CARE AND TRANSPORTATION SERVICES”), SUBDIVISION II (“CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY”), SECTION 20-98 (“RIGHTS AND DUTIES GRANTED BY CERTIFICATE”); AMENDING DIVISION 3 (“ALTERNATIVE TRANSPORTATION SERVICES”), SECTION 20-132 (“PREREQUISITES TO GRANTING”); PROVIDING FOR REPEAL OF LAWS IN CONFLICT; AND PROVIDING FOR EFFECTIVE DATE.

WHEREAS, the Orange County Board of County Commissioners desires to adopt this Ordinance to modify the rights and duties of the Emergency Medical Services Advisory Council and holders of certificates of public convenience and necessity, and amend the insurance requirements for applicants seeking licensure as alternative transportation service providers; and

BE IT ORDAINED BY THE BOARD OF COUNTY COMMISSIONERS OF ORANGE COUNTY:

Section 1. Amendments to Chapter 20, Article III. Chapter 20 (“Health and Human Services”), Article III (“Emergency and Nonemergency Medical Care and Transportation”) of the Orange County Code of Ordinances is hereby amended as follows with additions being shown by underlines, deletions being shown by strike-throughs, and asterisks (***) denoting portions of text not amended by this Ordinance:

CHAPTER 20. HEALTH AND HUMAN SERVICES

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**ARTICLE III. EMERGENCY AND NONEMERGENCY
MEDICAL CARE AND TRANSPORTATION**

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DIVISION 1. GENERALLY

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***Section 20-56. Creation of the county emergency medical
services advisory council (EMSAC).***

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(a) The board of county commissioners shall create by resolution an advisory council to be known as the Orange County Emergency Medical Services Advisory Council (the advisory council or EMSAC).

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(b) The resolution creating the advisory council shall charge the advisory council with the primary functions of

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- Strategic planning for the countywide emergency medical services system; and

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- Evaluating those recommendations received by the advisory council from its standing committees, among which shall be the medical control committee, the EMS system review committee, and the operations committee.

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The advisory council, when evaluating recommendations from its standing committees, will provide reasoned and articulated comments indicating the reasons for the advisory council's acceptance of these recommendations. In those cases where the advisory council does not accept the recommendations it will provide specific reasons and articulated questions back to the appropriate committee for further clarification.

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The resolution shall set forth the rights, duties, responsibilities and obligations of the advisory council, provided, however, that among such shall be the following:

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(1) Empowerment to survey, study, evaluate and provide annual recommendations for improving all aspects of the emergency medical services system in the county—~~and recommendations concerning the performance of the~~

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88 ~~division.~~ The advisory council may provide
90 recommendations on any such matter at any time to the
92 county medical director and the county administrator, and
shall annually deliver a written report of its activities to the
board of county commissioners.

94 (2) Establishment of standing committees to provide technical
analysis of operational matters concerned with the provision
of emergency medical services.

96 (3) Provision of counsel to, and discussion with, any
98 procurement committee established under county policies
and procedures when such procurement committee is
100 charged with consideration of, or recommendations
concerning, emergency medical services procurement
102 matters.

104 (4) Establishment of standing committees concerning the
provision of emergency medical services in conjunction with
106 the county medical director and department.

108 (5) The advisory council shall have the authority to establish its
own by-laws. Such by-laws may make provision for the
110 establishment of standing committees.

112 (c) The resolution creating the advisory council shall designate the
114 division as responsible for furnishing staff and necessary
material support to the advisory council.

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118 **DIVISION 2. EMERGENCY MEDICAL CARE AND
120 TRANSPORTATION SERVICES**

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124 **SUBDIVISION II. CERTIFICATE OF PUBLIC
CONVENIENCE AND NECESSITY**

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128 ***Section 20-98. Rights and duties granted by certificate.***

130 (a) The certificate shall be valid for the period of time specified
132 therein, not to exceed five (5) years. The certificate shall not
become effective until at least ten (10) days following the

134 decision of the board of county commissioners to grant the
certificate and upon all of this article's requirements being met.
136 The certificate shall not be transferable, either voluntarily or by
operation of law, without the prior written approval of the
138 county.

(b) The certificate holder shall file a verified statement of ownership
140 with the division prior to commencing its operations under the
certificate, and shall immediately notify the division of any
142 change of ownership or control.

(1) Hospitals desiring a certificate for interhospital transfers
144 may contract for transport services but the contracted agency
146 must meet all of the provisions of this article.

(c) Acceptance of a certificate shall create a continuing obligation
148 on the certificate holder to:

(1) Provide continuous and uninterrupted service to the extent,
152 and for the area, authorized by the certificate;

(2) Provide service to adjacent areas or routes within the county,
154 when requested to do so by public safety agencies, in an
156 emergency situation or in accordance with established
158 agreements;

(3) Begin providing transportation services in the county within
160 six (6) months of the certificate becoming effective, and
provide the division with documentation of such. Failure to
162 do so shall result in an automatic revocation of the
certificate;

(4) Keep posted at the principal business locations in the county
166 a copy of the certificate, and of any rate or fee schedule;

(5) Keep such records as may be required by the division,
168 department or the board of county commissioners, pursuant
170 to this article and any rules and regulations adopted under
this article;

(6) Adopt, maintain, and abide by certain customer service
174 policies and procedures for receiving, responding to, and
176 resolving complaints. All customer complaints must be
investigated and resolved in a timely manner, and reports
178 regarding customer complaints must be provided to the
county upon the county's request and automatically on an

180 annual basis. At a minimum, each certificate holder shall
181 provide a high level of customer service that includes:

- 182 a. Access to customer service representatives by email and
183 phone during normal business hours;
- 184 b. A transparent customer feedback and complaint process
185 with quick response and resolution by the certificate
186 holder; and
- 187 c. A system to log all complaints and resolutions.

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190 (7) Submit annual reports to the division between January 1 and
191 January 31 ~~December 1 and December 31~~ of each year that
192 include, at a minimum, the following information for the
193 period covering ~~consisting of~~ the previous calendar year
194 ~~twelve (12) months~~:

- 195 a. The number and types of calls received. A call shall be
196 deemed received upon the EMS provider's dispatch
197 accepting the caller's request for services;
- 198 b. The number and types of calls responded to (e.g. routine,
199 nonurgent, urgent, emergent, etc.);
- 200 c. The EMS provider's response time for ninety (90)
201 percent of its calls, and the EMS provider's response
202 time for all calls exceeding the ninetieth-percentile;
- 203 d. The number of ambulances or EMS vehicles in use;
- 204 e. The number of employees, position titles, and length of
205 employment for all of the certificate holder's staff
206 working in Orange County;
- 207 f. A summary of customer service complaints and
208 resolution information; and
- 209 g. Any other relevant information requested by the division
210 in accordance with federal, state, and local laws, rules
211 and regulations.

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220 (8) Operate in conformance with state law, this article and all
221 rules and regulations thereunder.

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226 **DIVISION 3. ALTERNATIVE TRANSPORTATION**
228 **SERVICES**

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232 ***Section 20-132. Prerequisites to granting.***

234 Any person seeking licensure as an alternative transportation service shall:

236 (1) *Application.* Submit a completed application form to the
238 division on forms supplied by the division. At the time the
240 application is presented, the applicant for such license shall
242 have, and shall maintain throughout the application process, at
244 least one (1) business office located in the county at which mail
can be received and daily telephone communication is available
with an agent of the applicant. If a license is granted, the licensee
shall maintain one (1) or more business offices in the county
while providing alternative transportation service.

246 (2) *Fee.* Submit the appropriate fee or fees as established by the
248 board of county commissioners.

250 (3) *Condition of vehicles and equipment.* Provide documentation
252 that vehicles and equipment are in good working order and meet
requirements as specified in rules and regulations of the
department.

254 (4) *Radio communications.* Provide documentation describing the
256 type and condition of the applicant's dispatching and
communications equipment and system;

258 (5) *Telephone communications.* Provide documentation describing
260 the telephone communications system and equipment used in
handling trip requests, cancellations and similar circumstances;

262 (6) *Financial status.* Provide documentation describing the
264 financial ability of the applicant to provide safe, comfortable
services and to maintain or replace equipment required by the
state, county or municipalities;

266 (7) *Performance record.* Provide documentation describing the past
268 performance and service record, if any, of the applicant;

270 (8) *Insurance*. Provide proof of adequate insurance coverage for
272 claims arising out of injury or death to persons and damage to
274 the property of others resulting from any cause for which the
owner of such business or service would be liable. No license to
276 operate as an alternative transportation service within the county
shall be issued until such time as the applicant has submitted
adequate proof of insurance with coverages and amounts
278 specified in the rules and regulations adopted pursuant to this
article, in the following amounts:

280 a. ~~Commercial General Liability with a limit of not less than~~
282 ~~one million dollars (\$1,000,000.00) per occurrence; and~~

284 b. ~~Commercial Automobile Liability with a limit of not less~~
286 ~~than one million dollars (\$1,000,000.00) per occurrence or~~
288 ~~combined single limit.~~

290 Non-governmental providers must name Orange County as an
292 additional insured. Notwithstanding the insurance requirements
contained in this section, governmental entities shall provide a
294 certificate of insurance evidencing its insurance or self-
insurance within the limits of liability set forth in F.S. § 768.28.

296 (9) *Drivers*. Provide evidence that drivers are trained in the correct
298 use of the special equipment required for wheelchair and
stretcher transport.

300 (10) *Staffing of vehicles*. Provide evidence that alternative
302 transportation vehicles are staffed by sufficient personnel to
304 ensure insure safe loading and unloading of wheelchair and/or
stretcher patients.

306 (11) *Sanitation and maintenance*. Provide proof that sanitation and
308 maintenance standards are met. Comply with all rules and
regulations of the department, this division and any applicable
federal, state or local law or rule or regulation.

310 (12) *Other information*. Such other information as the department or
312 board of county commissioners may deem necessary.

314 (13) *Vehicle permit*. Provide proof that all vehicles possess a valid
vehicle permit as provided herein. To receive a valid vehicle
permit, the applicant shall submit a completed application form
for each vehicle for which a permit is desired. Pay the
appropriate fee as provided by the board of county

316 commissioners, and meet standards for alternative
transportation vehicles as set forth by rules of the department.

318 The board of county commissioners shall issue a vehicle permit
320 to each vehicle that has been inspected by the division and
complies with standards established through rules of the
322 department. The vehicle permit is valid for a period of time not
to exceed two (2) years from the date of issuance. Vehicle
permits are non-transferable.

324 **Section 2. Repeal of Laws in Conflict.** All local laws and ordinances in conflict with
326 any provision of this Ordinance are hereby repealed to the extent of such conflict.

Section 3. Effective Date. This Ordinance shall take effect pursuant to general law.

328 ADOPTED THIS 19TH DAY OF MAY, 2026.

330 ORANGE COUNTY, FLORIDA
332 By: Board of County Commissioners

334 By: _____
336 Jerry L. Demings
Orange County Mayor

338 ATTEST: Phil Diamond, CPA, County Comptroller
As Clerk of the Board of County Commissioners

340 By: _____
342 Deputy Clerk

344 S:\DSchott\Public Safety\Health Services\Emergency Medical Services (EMS)\Ordinance Amending Ch. 20 Art. III 2026