

BCC Mtg. Date: May 19, 2026

Effective Date: May 21, 2026

ORDINANCE NO. 2026-09

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**

DIVISION 1. GENERALLY

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

- (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).
- (b) The resolution creating the advisory council shall charge the advisory council with the primary functions of
 - Strategic planning for the countywide emergency medical services system; and
 - 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.

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.

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

- (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~~

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

- (2) Establishment of standing committees to provide technical analysis of operational matters concerned with the provision of emergency medical services.
 - (3) Provision of counsel to, and discussion with, any procurement committee established under county policies and procedures when such procurement committee is charged with consideration of, or recommendations concerning, emergency medical services procurement matters.
 - (4) Establishment of standing committees concerning the provision of emergency medical services in conjunction with the county medical director and department.
 - (5) The advisory council shall have the authority to establish its own by-laws. Such by-laws may make provision for the establishment of standing committees.
- (c) The resolution creating the advisory council shall designate the division as responsible for furnishing staff and necessary material support to the advisory council.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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DIVISION 3. ALTERNATIVE TRANSPORTATION SERVICES

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Section 20-132. Prerequisites to granting.

Any person seeking licensure as an alternative transportation service shall:

- (1) *Application.* Submit a completed application form to the division on forms supplied by the division. At the time the application is presented, the applicant for such license shall have, and shall maintain throughout the application process, at 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.
- (2) *Fee.* Submit the appropriate fee or fees as established by the board of county commissioners.
- (3) *Condition of vehicles and equipment.* Provide documentation that vehicles and equipment are in good working order and meet requirements as specified in rules and regulations of the department.
- (4) *Radio communications.* Provide documentation describing the type and condition of the applicant's dispatching and communications equipment and system;
- (5) *Telephone communications.* Provide documentation describing the telephone communications system and equipment used in handling trip requests, cancellations and similar circumstances;
- (6) *Financial status.* Provide documentation describing the financial ability of the applicant to provide safe, comfortable services and to maintain or replace equipment required by the state, county or municipalities;
- (7) *Performance record.* Provide documentation describing the past performance and service record, if any, of the applicant;

(8) *Insurance.* Provide proof of adequate insurance coverage for claims arising out of injury or death to persons and damage to the property of others resulting from any cause for which the owner of such business or service would be liable. No license to 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 specified in the rules and regulations adopted pursuant to this article. ~~in the following amounts:~~

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

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

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

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

(11) *Sanitation and maintenance.* Provide proof that sanitation and 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.

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

(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

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

The board of county commissioners shall issue a vehicle permit to each vehicle that has been inspected by the division and complies with standards established through rules of the 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.

Section 2. Repeal of Laws in Conflict. All local laws and ordinances in conflict with 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.

ADOPTED THIS 19TH DAY OF MAY, 2026.



ORANGE COUNTY, FLORIDA
By: Board of County Commissioners

By: Jerry L. Demings
for Jerry L. Demings
Orange County Mayor

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

By: Jennifer Ann-Kivetz
Deputy Clerk