PART II. - MEDICAL TRANSPORTATION RULES AND REGULATIONS


33.08. - Authority.

Pursuant to the authority granted by Chapter 3½ of the Broward County Code of Ordinances and Section 401.25, Florida Statutes, as amended, the Standards, Rules and Regulations set forth herein have been promulgated and approved by the Broward County Board of County Commissioners and shall apply to all Emergency Medical Service ("EMS") providers and Nonemergency Medical Transportation Service providers in Broward County which desire to apply for, or have been granted, a Certificate of Public Convenience and Necessity ("certificate") or Nonemergency Medical Transportation Service License ("license") by the Broward County Board of County Commissioners.

(2011-696, 11-8-11)

33.09. - Applications for Certificate of Public Convenience and Necessity and Nonemergency Medical Transportation Service License.

a. Emergency Medical Service providers desiring to obtain a new or renewal certificate in Broward County shall make application to the County Administrator on such forms as shall be provided by the Administrator.

1. Applications for ALS ground rescue, ALS transfer services, ALS air rescue, or BLS ground rescue shall include the following:

   (a) The specific geographic area and approximate population of the area which the applicant wishes to serve;
(b) The length of time the applicant has been engaged in providing EMS services in Broward County, if applicant is seeking a renewal certificate;

(c) The name, address, telephone number, and title of the appropriate city official; or where applicable, the name, address, and telephone number of the general manager, owner, officers, and directors of the corporation;

(d) The name under which applicant will operate;

(e) The date of incorporation or formation of the business association or governmental entity;

(f) If applicant is a corporation, the type and number of shares outstanding and the name and address of the shareholders;

(g) The addresses of the applicant's present and proposed base station and all substations;

(h) The year, model, type, Department of Health permit number, mileage and vehicle license number and/or the year, model, types, FAA registration number, passenger capacity, and air hours of every EMS vehicle/air ambulance used by the applicant;

(i) A description of the applicant's communications system, including its assigned frequency call numbers and hospital communications capability;

(j) The number of units that are in-service fully equipped, staffed, and operational twenty-four (24) hours a day, and the number of units that are fully equipped but in reserve for emergency response. Each applicant shall identify the minimum number of units which will be placed in service to respond to emergency, interfacility medical transfers, and routine transfers;

(k) If applicant is a local government, the amount of money that the applicant has budgeted for the classification of services to be provided pursuant to Section 3½-4 of the Broward County Code of Ordinances;

(l) If applicant is a nongovernmental applicant, a financial statement prepared by a Certified Public Accountant shall be furnished which includes the requirements set forth in Subsection 33.11.g.2. If a new nongovernmental applicant is unable to provide such a financial statement, then the new applicant shall furnish an irrevocable letter of credit naming Broward County as beneficiary, in an amount to be determined by the Board of County Commissioners;

(m) Certificates of insurance or certificates of self-insurance in compliance with Section 3½-17 of the Broward County Code of Ordinances;

(n) Written evidence that the applicant has employed or contracted with a medical director if required by State law;

(o) The names and certification numbers of all EMTs, drivers, and Paramedics employed by the applicant;

(p) A statement from the applicant and signed by the ALS provider's medical director attesting to the fact that all of the applicant's Paramedics and EMTs are certified and
otherwise qualified and authorized to perform basic and advanced life support;

(q) Such other information as may be reasonably requested by the County Administrator or designee;

(r) For new applicants, (b), (g), (h), (i), (m), (n), (q), and (s) shall be identified in the application as proposed items since they are not deemed a requirement until such a time that the applicant has been awarded the certificate by the Board of County Commissioners; and

(s) A sworn statement signed by the applicant or its authorized representative stating that all the information provided by the applicant is true and correct.

b. Nonemergency Medical Transportation Service providers desiring to obtain a license to operate in Broward County shall make application to the County Administrator on such forms as shall be provided by the Administrator.

1. Applications for Nonemergency Medical Transportation Service shall include the following:

(a) The geographic area that the applicant desires to serve;

(b) The length of time the applicant has engaged in the nonemergency medical transportation business in Broward County if applicant is seeking a renewal license or previous five (5) years' business experience if applicant is seeking a new license;

(c) The names, addresses, and telephone numbers of the general manager, owner, officers, and directors of the corporation, business association, or governmental entity, along with completed state and local criminal background checks of all owners, officers, and directors of the corporation or business association (new nongovernmental applicants only);

(d) If applicable, the date of incorporation or formation of the business association or governmental entity;

(e) If the applicant is a corporation, the type and number of shares outstanding and the names and addresses of the shareholders;

(f) The addresses of the applicant's present and proposed business office location and vehicle storage location;

(g) The year, model, type, passenger capacity, mileage, and vehicle license number of every vehicle used by the applicant;

(h) Name and driver's license number of all personnel employed by applicant, along with copies of current Broward County Taxi and Limousine Driver's identification card on all drivers and attendants for the previous five (5) years in accordance with the requirements of Chapter 22½, Broward County Code of Ordinances, as may be amended from time to time;

(i) Such other information as may be reasonably required by the County Administrator or designee;

(j) For new applicants, sections (f), (g), and (h) above shall be identified in the application as proposed items since they are not deemed a requirement until such a time that the applicant has been awarded the license by the Board of County Commissioners; and
(k) A sworn statement signed by the applicant or its authorized representative stating that all the information provided by the applicant in the application is true and correct.

c. An application processing fee in the amount set forth in the fee schedule in Section 37.54, Broward County Administrative Code, as may be amended from time to time by Resolution of the Board of County Commissioners, made payable to the Board of County Commissioners, shall be submitted with all applications, unless waived by the County.

(2011-696, 11-8-11)

33.10. - Regulations.

a. Any EMS provider rendering ALS or BLS services shall obtain a Certificate of Public Convenience and Necessity from the County, and be subject to and comply with the standards and regulations for ALS or BLS services established by the State of Florida, as well as the standards and regulations set forth below.

b. All Nonemergency Medical Transportation Service providers shall obtain a license from the County and be subject to and shall comply with the standards and regulations for Nonemergency Medical Transportation Services set forth below.

(2011-696, 11-8-11)

33.11. - General Operating Regulations.

a. All certificate holders and licensees shall comply with all applicable rules and regulations set forth in Florida law, the Florida Administrative Code, as amended, the Broward County Code of Ordinances, and the Broward County Administrative Code.

b. Each provider shall submit in writing the name, level of certification, and expiration date of such certification for each employee to the County Administrator or designee and keep the Administrator or designee advised of any personnel changes on a yearly basis.

c. No provider shall permit any EMT, Paramedic, or driver who has entered a plea of nolo contendere or who has been convicted of a misdemeanor or felony involving: murder, manslaughter, rape, grand larceny, or the sale or possession of illegal drugs and who had not been discharged from probation or parole or who has not been released from jail for a period of five (5) years from providing patient care. Any person who meets the criteria of a habitual offender under Section 775.084, Florida Statutes, as amended, shall not be employed by any provider granted a certificate by the Board.

d. A patient shall not be transported from the scene of an emergency call prior to the arrival of a local ALS rescue provider except as directed by an emergency medical service communications center.

e. Each ALS or BLS provider's vehicle shall be equipped with the medical and emergency equipment required by Florida law and the Florida Administrative Code, as amended, and have available any additional equipment reasonably required by the County Administrator. Each provider, excluding those holding a Class 1-ALS rescue certificate or Class 4-ALS air rescue certificate, will be inspected, at a minimum, once yearly or as may be deemed necessary by the Trauma Management Agency to insure compliance with all applicable laws, rules, and regulations set forth in Florida law, the Florida Administrative Code, as amended, the Broward County Code of Ordinances, and the Broward County Administrative Code.
f. Violations.

1. The Director of the Trauma Management Agency may document and investigate as deemed appropriate all suspected violations by ALS, BLS, and Nonemergency Medical Transportation Service providers of Chapter 3½, Broward County Code of Ordinances and Chapter 33, Part II., Broward County Administrative Code.

   (a) If the Director determines that there are reasonable grounds to believe that one (1) or more serious, continuous, recurring, or multiple violations have occurred by a provider, the Director may cause to be served on the subject provider a Notice of Hearing stating the violations believed to have occurred and the time, date, and place of the hearing.

   (b) Violations by an EMS provider or Nonemergency Medical Transportation Service provider operating in Broward County, other than violations by a BLS transport provider, shall be presented to the EMS Review Committee in accordance with Section 3½-11, of the Broward County Code of Ordinances, as may be amended from time to time. Violations by a BLS provider operating in Broward County shall be before a Hearing Officer in accordance with Section 3½-14, Broward County Code of Ordinances, as may be amended from time to time.

2. The Director shall provide said notice to the alleged violator no less than seven (7) days before the hearing, excluding Saturdays, Sundays, and legal holidays. Said time period shall commence from the receipt of the notice. The Notice of Hearing shall be sent by certified mail return receipt requested or sent by commercial express carrier with acknowledgement of delivery addressed to the last known address of the certificate and/or license holder or by hand delivery with a request for a written receipt of acknowledgement of delivery.

3. If, after an evidentiary hearing, the Hearing Officer finds that, based on the greater weight of the evidence, a certificate holder has committed serious, continuous, recurring, or multiple violations, whether administrative, operational, or otherwise, of any applicable Florida law, the Broward County Code of Ordinances, the Broward County Administrative Code, or of its contract with Broward County, if applicable, which violation or violations exhibit an unjustified disregard for or failure to meet its legal/contractual obligations and/or which have a detrimental effect on the public health and safety, the Hearing Officer may modify, suspend, or revoke the Certificate of Public Convenience and Necessity of said provider. The written order of the Hearing Officer regarding such violations; signed, dated, and containing findings of fact and conclusions of law; shall be final. Appeal of said Hearing Officer's order shall be by writ of certiorari to the Circuit Court of Broward County, Florida.

4. If, after an evidentiary hearing by the EMS Review Committee, the EMS Review Committee finds that revocation, suspension, or modification of a certificate or license is warranted, the EMS Review Committee shall submit to the Board of County Commissioners its recommendation consisting of findings of fact, conclusions of law, and recommendations. The Board of County Commissioners may adopt, reject, or modify the conclusions of law and recommend final action, as set forth in Section 3½-11 of the Broward County Code of Ordinances.

g. Financial Reporting Requirements. All providers, other than governmental providers, shall have the following reporting requirements:

1. Books and records shall be kept in accordance with generally accepted accounting principles.
2. Financial statements shall include the following:
   (a) Balance sheet;
   (b) Income statement;
   (c) Statement on changes in financial position;
   (d) Supplement schedules:
      (1) Detail of revenue expenditures for emergency services, if any;
      (2) Detail of revenues and expenditures for nonemergency service;
      (3) Current period provisions for bad debts and method of write off for receivables, the standards of which are established in AICPA's Statement on Standards for Accounting and Review Services;
      (4) Loans to or from an organization; and
      (5) Changes of more than ten percent (10%) ownership.

h. Provider's personnel records shall be open for inspection by authorized representatives of the County at all reasonable times during business hours and all other books and records of the provider pertaining to its operations shall likewise be open to inspection by the County's authorized representative upon request.

i. Provider's personnel shall follow and comply with all applicable Florida law, the Broward County Code of Ordinances, and the Broward County Administrative Code. In addition, no EMT or Paramedic employed by a provider shall:
   1. Fail or refuse to promptly attend or transport any sick or injured person, after responding to a call, to the nearest appropriate medical facility;
   2. Demand or receive compensation other than the established and prescribed fee for service or fail to give a receipt for monies received;
   3. At any time induce or seek to induce any person engaging an ambulance to patronize or retain the services of any hospital, convalescent home, mortuary, cemetery, attorney, accident investigation agency, nurse, medical doctor, or other service occupation or profession;
   4. At any time use sirens or emergency lighting unless en route to an emergency call or in transit to a medical care facility with a patient whose condition warrants rapid transportation;
   5. Smoke while driving a vehicle occupied by a patient or while attending a patient on scene; or
   6. At any time use abusive or obscene language or fail to act in a professional manner.

j. No person shall be aboard an ALS or BLS ground transportation vehicle while engaged in emergency or routine calls except the following:
   1. Drivers, Paramedics, and EMTs;
2. Patients;
3. Parents of patients who are minors;
4. Relatives or friends of a patient at the discretion of Paramedics and EMTs;
5. Physicians and specified nurses;
6. Persons in an observing capacity who are being trained as Paramedics or EMTs; and
7. Officials authorized by the EMS provider.

(2011-696, 11-8-11)

33.12. - Standards and Requirements for ALS Ground Rescue or Transfer Providers.

a. All ALS providers shall obtain a Certificate of Public Convenience and Necessity from Broward County.

b. Each emergency ALS unit shall be staffed with a minimum of two (2) State licensed Paramedics. When ALS procedures are being performed on a patient whose medical condition is so unstable that there is a significant risk of the patient's condition deteriorating while en route to an emergency facility, the patient compartment of the transporting vehicle shall be staffed by at least one (1) Paramedic or licensed physician and either an EMT, additional physician, or an additional Paramedic during transportation to an emergency facility. The provider must at all times assure that its drivers are in compliance with Florida law.

c. Each ALS provider shall employ or contract with a medical director.

d. The ALS provider's medical director shall develop standing orders which shall be provided to all of the provider's licensed Paramedics, to all emergency departments the agency routinely transports to, and shall be kept on board each of the provider's ALS vehicles.

e. Each ALS provider shall comply with the insurance requirements set forth in Chapter 3½ of the Broward County Code of Ordinances, as may be amended from time to time.

f. Each ALS provider shall be responsible for assuring that all of its vehicles, equipment, drivers, EMTs, Paramedics, and services meet the requirements of Florida law.

g. Each ALS provider shall notify the County of any change in its ALS capability if such change causes the ALS provider to be out of compliance with the licensure requirements set forth in Florida law and the rules and regulations set forth herein. Such notice must be submitted in writing at least thirty (30) days after an unanticipated change.

h. Each ALS provider shall maintain accurate records concerning the emergency care and/or transportation provided to each patient meeting the requirements set forth in Florida law and the Florida Administrative Code, as amended.

i. ALS Communications:

1. Each ALS provider shall provide continuous telephone access to the public including telephone communications between the location from which it operates or receives calls and all local public safety answering points;
2. Each ALS provider must provide and maintain the capability for two-way radio communications between the location from which it operates or receives calls and each of its ALS vehicles;

3. Each ALS provider must provide and maintain the capability for UHF two-way radio communication between each of its ALS vehicles and Broward County hospitals in accordance with the State and County's Emergency Medical Service Communications Plans, as well as any additional communication devices as may be reasonably required by the County Administrator or Section 401.015, Florida Statutes, as amended; and

4. Each ALS provider must maintain the capability to communicate medical information, as needed, with local and regional hospitals in accordance with Section 401.015, Florida Statutes, as amended.

j. Class 1-ALS Rescue providers must identify, during the application process, the minimum number of vehicles to be utilized for the provision of ALS Rescue (transport and non-transport) on a twenty-four (24) hour per day, seven (7) day per week basis.

k. Class 2-ALS Transfer providers must identify, during the application process, which vehicles will be utilized for this type of service and shall maintain such vehicles as to provide reasonably prompt interfacility medical transfers and routine transports. Provider's vehicles shall be made available upon request for inspection by Trauma Management Agency personnel. A unit will be removed from service if it is found to be in an unsafe condition. If any unit is taken out of service for a safety or equipment violation, it shall not be placed back into service until approval is granted by the Trauma Management Agency.

(2011-696, 11-8-11)

33.13. - Standards and Requirements for Pre-hospital ALS Air Ambulance (Rotary Winged Aircraft) Providers.

a. All pre-hospital ALS air providers (rotary winged aircraft) shall obtain a Certificate of Public Convenience and Necessity from Broward County.

b. All pre-hospital ALS air providers (rotary winged aircraft) shall comply with all applicable laws and regulations set forth in Florida law, the Florida Administrative Code, as amended, and the Broward County Code of Ordinances, relating to pre-hospital ALS air ambulances, as well as the standards and requirements contained in Subsections 33.12.c. through 33.12.i. above.

(2011-696, 11-8-11)

33.14. - Standards and Requirements for BLS Providers.

a. All BLS providers shall obtain a Certificate of Public Convenience and Necessity from Broward County.

b. Nongovernmental BLS providers shall operate only in those areas or zones authorized by the Board pursuant to the Broward County Code of Ordinances.

c. All emergency calls shall be processed in the following manner:

1. All pertinent information shall be obtained from the caller. The minimum information required
shall be: the name of the caller, location of the patient, nature of emergency, call-back number, and time clock documentation of the time the call was received;

2. Upon receipt of the pertinent information required herein, it shall be relayed to the applicable emergency medical service communications center; and

3. All emergency calls answered by a BLS provider as provided in Subsection 33.14.c.2., above, shall be documented and submitted upon request to the County Administrator or the Administrator's designee.

d. If circumstances arise which prevent a BLS provider from promptly responding to an emergency backup ambulance call due to unavoidable reasons, the BLS provider's dispatcher will immediately advise the applicable emergency medical service communications center of the fact that the requested unit cannot respond. The center will accordingly dispatch an appropriate emergency backup unit.

e. BLS providers shall maintain sufficient vehicles so as to provide prompt routine service. Provider's vehicles shall be made available, upon request, for inspection by Trauma Management Agency personnel. A unit will be removed from service if it is found to be in an unsafe condition. If any unit is taken out of service for a safety or equipment violation, it shall not be placed back into service until approval is granted by the Trauma Management Agency.

f. Each BLS transportation vehicle shall be staffed with a minimum of one (1) state certified Emergency Medical Technician or Paramedic and a driver. The driver must either be a state certified EMT/Paramedic or must enroll in a state certified EMT program within ninety (90) days of employment, or the first available offered course, and must successfully complete the course to remain eligible to be counted toward the staffing requirement. The provider must at all times assure that its drivers are in compliance with Florida law.

g. BLS Communications. (Ground Services):

1. Each BLS provider shall provide continuous telephone access by and to the public including telephone communications between the location from which it operates or receives calls and all emergency medical service communications centers:

2. Each BLS provider must provide and maintain the capability for two-way radio communications between the location from which it operates or receives calls and each of its ambulances; and

3. Each BLS provider must maintain the capability to communicate medical information, as needed, between each of its ambulances and all local and regional hospitals in accordance with Section 401.015, Florida Statutes, as amended, the State and County Emergency Medical Services Communications Plans, each as may be amended from time to time, as well as any additional communication devices as may be reasonably required by the County Administrator.

(2011-696, 11-8-11)

33.15. - Standards for Nonemergency Medical Transportation Services.

a. All Nonemergency Medical Transportation Service providers shall obtain a license from Broward County. The license granted by the Board shall be valid for a definite period of two (2) years, unless otherwise revoked, suspended, or modified, including any extensions by the County Administrator pursuant to Section 3½-21 of the Broward County Code of Ordinances.

Broward County, Florida, Administrative Code
b. Prior to issuing a license or a renewal license for the provision of Nonemergency Medical Transportation Services, the County shall inspect each vehicle a minimum of one (1) time a year, to determine whether it meets all requirements of vehicle design, construction, communications, equipment and supplies, and sanitation prescribed in these rules for such vehicles. The Trauma Management Agency shall perform said inspections. A unit will be removed from service if it is found to be in an unsafe condition. If any unit is taken out of service for a safety or equipment violation, it shall not be placed back into service until approval is granted by the Trauma Management Agency. Vehicle permits shall be issued by the Trauma Management Agency for those vehicles successfully passing such inspections.

c. **Sanitation and Maintenance.** All Nonemergency Medical Transportation Service vehicles shall:

1. Have interior equipment which is smooth and easily cleaned;
2. Have all electrical systems functioning properly;
3. Be free of hazards (including, but not limited to, slippery floors, sharp edges, unpadded interior door head clearances, cleaning supplies, and vehicle fluids);
4. Be free of dents and rust which interfere with the safe operation of the vehicle;
5. At all times meet the requirements of all motor vehicle and traffic laws and regulations of the State of Florida;
6. Have all equipment in passenger compartment safely and adequately secured;
7. Assure that all doors, latches, and handles are in proper working order;
8. When transporting passengers on stretchers, have sufficient clean blankets, linens, or disposable sheets to be used for each passenger; and
9. Maintain the vehicle in a sanitary manner at all times.

d. **Vehicle Design.** Nonemergency Medical Transportation Service vehicles shall be required to adhere to vehicle design criteria as required by Federal ADA guidelines and any other criteria established by Broward County pursuant to ordinance or resolution.

1. Nonemergency Medical Transportation Service vehicles which are intended to be used for, or are used for, the transportation of individuals in wheelchairs shall be designed and equipped as follows:

   (a) Each vehicle shall have a lift which has sufficient capacity to safely and smoothly lift passengers into the vehicle, and meets wheelchair lift/ramp requirements established by the American with Disabilities Act (ADA), as may be amended;

   (b) Each vehicle shall have, for each passenger transported, two (2) positive means of securely latching or locking to the vehicle the wheelchair in which a passenger will ride. The latching or locking devices shall be designed to prevent any lateral, longitudinal, or vertical motion of the passenger during transport conveyance within the vehicle;

   (c) Each vehicle shall have, for each passenger transported, restraining belts or straps designed to securely confine passengers to the wheelchairs in which they are transported;
(d) Each vehicle shall have, in addition to the rear-view mirror required by Chapter 316, Florida Statutes, as amended, an inside rear-view mirror which will enable the driver to view the entire passenger compartment;

(e) Vehicle entry and exit doors shall be equipped with latching devices sufficient to prevent doors from closing on passengers during loading or unloading from vehicle. Striker plates shall be used in conjunction with latching devices;

(f) Each vehicle must have a smooth floor which has a minimum of voids or pockets at the floor to side wall areas where water or moisture can become trapped;

(g) The floor covering shall be seamless, one (1) piece, permanently applied material and shall extend the full length and width of the passenger compartment. Where side panels and covering meet at the joints and side walls, they shall be sealed and bordered with rustproof, corrosion-resistant cove molding;

(h) Each vehicle shall carry in the driver's compartment a 1A:10B:C fire extinguisher readily accessible, and charged; and

(i) The passenger compartment shall provide a minimum of fifty inches (50") height, measured from the finished floor to the finished ceiling.

2. Nonemergency Medical Transportation Service vehicles which are intended to be used for, or are used for, the transportation of individuals on a stretcher shall comply with Subsections 33.15.d.1.(d), (e), (f), (g), and (h) in addition to the following:

(a) Crash-stable side or center mounting style stretcher fastener specifically designed and manufactured for the stretcher used;

(b) At least three (3) strap type restraining devices shall be provided per stretcher to prevent longitudinal or transverse dislodgment of the passenger during transit; and

(c) The passenger compartment shall provide a minimum of fifty inches (50") height, measured from the finished floor to the finished ceiling.

e. Transportation by Stretcher.

1. Prior to transportation, a Nonemergency Medical Transportation Service provider shall be required to obtain from the passenger who requires transportation by a stretcher a written certification by a Florida State licensed physician, physician assistant, or medical director for a state licensed ALS service incorporating emergency medical dispatching that the individual's condition is such that the passenger does not need, nor is likely to need, medical attention during transport.

2. The Nonemergency Medical Transportation Service provider shall be prohibited from transporting other persons when it transports a passenger on a stretcher, unless that person is accompanying the stretcher passenger.

f. Advertising. All advertising or other solicitation for business by a Nonemergency Medical Transportation Service provider shall emphasize in a conspicuous manner that the service does not provide medical attention, and that the service provided is designed for those persons whose physical impairments render it impractical to use regular common carrier or taxi services. The term "ambulance"
shall not be used to identify any Nonemergency Medical Transportation Service vehicle or service or used in any service advertisement.

g. **Drivers and Staffing.**

1. Following licensure, each Nonemergency Medical Transportation Service utilizing permitted vehicles must ensure that each person it employs to drive a permitted vehicle is trained, experienced, and otherwise qualified to drive such vehicles. The licensee shall at a minimum document that each of its drivers:

   (a) Is at least eighteen (18) years of age;
   
   (b) Certifies under oath that he or she is not addicted to alcohol or any controlled substance;
   
   (c) Certifies under oath that he or she is free from any physical or mental defect or disease that might impair his or her ability to drive a Nonemergency Medical Transportation Service vehicle;
   
   (d) Has not, within the past three (3) years, been convicted of reckless driving, or driving under the influence of alcohol or controlled substances, and has not had a driver's license suspended under the point system provided for in Chapter 322, Florida Statutes, as amended, and proof of same is maintained on file at the licensee's office;
   
   (e) Possesses a valid Broward County Taxi and Limousine Drivers' identification card issued through the Broward County Consumer Affairs Division and a Florida driver's license issued under Chapter 322, Florida Statutes, as amended;
   
   (f) Is trained in the correct use of special equipment required for wheelchair and stretcher transport;
   
   (g) Is trained in the National Safety Council's Defensive Driving Course or its equivalent;
   
   (h) Possesses a valid American Red Cross Standard First Aid and Personal Safety Course Card or its equivalent; and
   
   (i) Possesses a valid American Red Cross or American Heart Association Cardiopulmonary Resuscitation card.

2. A Nonemergency Medical Transportation Service vehicle shall be staffed by personnel sufficient for safe loading and unloading of passengers, and an attendant must be present in the passenger compartment at all times when transporting a passenger who is incapacitated or who is on a stretcher or other device in a reclining position.

h. **Records.**

1. Licensees providing Nonemergency Medical Transportation Services shall maintain records in accordance with the requirements set forth in this Section and any amendments thereto adopted by the Board of County Commissioners and shall maintain the following information:

   (a) Current personnel records for each employee which shall indicate date of employment and qualifications held by each employee with yearly updates for criminal and traffic related
background checks as provided for herein;

(b) Record of each Nonemergency Medical Transportation Service vehicle operated containing vehicle registration, vehicle maintenance records, and the Trauma Management Agency’s inspection records;

(c) A trip report for each transport which records the time, place, and origin, name of passenger, and destination. The trip report shall include whether the passenger was transported by stretcher and the written certification by the passenger’s physician, physician assistant, or medical director for a state licensed ALS service incorporating emergency medical dispatching that the individual’s condition is such that the passenger did not need medical attention during transport; and

(d) Each licensee shall retain and preserve all daily trip records for no less than three (3) years. Such records shall be available for inspection by the County upon request, during normal working hours.

2. All records required by this Section shall be indexed and filed for ready access.

i. Nonemergency Medical Transportation Service Communications.

1. Each Nonemergency Medical Transportation Service provider shall provide continuous telephone access for the public.

2. Each Nonemergency Medical Transportation Service provider shall provide and maintain the capability for two-way communications between the location from which it operates or receives calls and each of its transportation vehicles. This may be accomplished with the use of cellular telephones.

(2011-696, 11-8-11)

33.16. - Certificate License Fee.

Prior to the issuance of a certificate or a license, each provider shall pay to the County a fee established in the fee schedule set forth in Subsections 37.55.a. and 37.55.b., Broward County Administrative Code. These fees may be amended from time to time by Resolution by the Board of County Commissioners.

(2011-696, 11-8-11)

33.17. - Revocation of Certificates and Licenses.

The certificate of an EMS provider or the license of a Nonemergency Medical Transportation Service provider may be revoked as provided for in the Broward County Code of Ordinances for violation of these rules and regulations set forth herein.

(2011-696, 11-8-11)

33.18. - Enforcement.

In addition to all other enforcement powers of the Board, the Office of County Attorney shall have the power and authority to seek enforcement of these rules and regulations set forth herein by injunctive
relief in the Circuit Court of the 17th Judicial Circuit in and for Broward County, Florida.

(2011-696, 11-8-11)

33.19. - Reserved.