



Preparing for Your Ambulance/Ambulette Licensing Public Hearing



**Los Angeles County Department of Health Services
Emergency Medical Services Agency**

Ensuring timely, compassionate, and quality emergency and disaster medical services



Disclaimer

The Ambulance Licensing Hearing Board determines licensure of private companies, corporations, or partnerships as ambulance/ambulette operators in the County of Los Angeles. The Emergency Medical Services (EMS) Agency developed this guide to assist ambulance/ambulette applicants to prepare for their public hearing. This guide may not cover all material discussed during the public hearing. It is the applicant's responsibility to know all aspects of their business.

Table of Contents

The Purpose of the Guide.....	4
Ambulance Licensing Hearing Board.....	4
Format of the Public Hearing.....	4
Applicant	
EMS Agency	
Hearing Board	
Public	
The Public Hearing Procedures	5
What if I am unable to personally appear at the hearing?.....	6
What happens if I do not attend the hearing and I do not send an authorized agent?.....	6
What resources should an applicant bring to the Public Hearing?.....	7
Personnel	
Documents	
What are the common areas of concerns raised during previous hearings?.....	8
Other Resources.....	9

The Purpose of the Guide

The EMS Agency created the guide to assist applicants to prepare for their public hearing to determine licensure as an ambulance/ambulette operator.

Ambulance Licensing Hearing Board

The County of Los Angeles Ambulance Licensing Hearing Board (Hearing Board) is a three member panel composed of representatives from the agencies most affected by the operation of ambulances in Los Angeles County. The representatives include County of Los Angeles Department Health Services, Fire Department, and Sheriff's Departments. Using their knowledge, experience and qualifications, the Hearing Board act as an impartial body to fairly determine whether to license a company as an ambulance/ambulette operator based on the documents presented. In making a decision, the Hearing Board uses the application and other documentation submitted by the applicant, information presented at the hearing and if applicable, follow-up documentation requested during the hearing.



Format of the Public Hearing

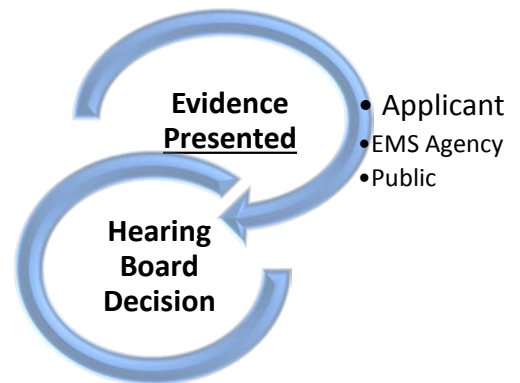
The purpose of the hearing is to determine whether your company should be licensed as an ambulance and/or ambulette operator in accordance with the Los Angeles County Code, Section 7.16-Ambulances or the Los Angeles County Code, Section 7.17-Ambulettes. The hearing is not conducted in accordance with the formal rules of evidence used in a court of law. However, documentation submitted must be relevant and material. The County of Los Angeles EMS Agency may present documentation related to your ability to operate successfully as an ambulance/ambulette provider. Additionally, the public has a right to speak during your hearing.

Evidence that you present during the hearing may be in the form of oral testimony by you, your agent, expert witnesses, or other witnesses who may wish to testify on your behalf. You may also bring written documentation to the hearing that supports your application. Be sure to bring **six (6)** copies of any document to be submitted as evidence the day of the hearing. If documents are submitted the day of your hearing, the Hearing Board may request time to review documentation prior to making a formal decision.

The Hearing Board uses the packet you submitted during the application process as well as all other evidence submitted during the hearing to make a licensure determination.

The Public Hearing Procedures

1. The chairperson of the Hearing Board calls the meeting to order and all parties who plan to testify during the hearing are sworn in.
2. Applicant gives an opening statement and states the reasons for requesting licensure.
3. The Hearing Board members will ask any questions they may have about the application packet and any supplemental documentation submitted by the applicant.
4. The EMS Agency addresses any concerns, not already reviewed, and provides any additional evidence it may have regarding the applicant.
5. The public is provided an opportunity to comment on the ambulance/ambulette applicant before the hearing board decides whether or not to license an applicant.
6. Applicant is provided an opportunity to respond to any questions or issues identified by the EMS Agency and other interested parties.
7. The Hearing Board chairperson may, at any time, request a recess to discuss legal issues with County Counsel.
8. At the conclusion of the proceeding, the Hearing Board deliberates in private to consider the application packet, any supplemental documentation and any evidence presented during the hearing.
9. Upon conclusion of their deliberations the Hearing Board will do one of the following:
 - a. Continue the hearing if there are substantial reasons to do so
 - b. Grant the business license with or without conditions
 - c. Deny licensure of the applicant
 - d. Delay announcing a decision for up to 30 calendar days



Most of the evidence presented and questions asked during the public hearing come from the application submitted by the applicant. It is critical for the applicant to come to the hearing thoroughly prepared and should be able to address any question asked during the public hearing.

What if I am unable to personally appear at the hearing?

If you are unable to appear personally at the hearing, you may select an authorized representative to appear in your place. If an application is filed on behalf of a corporation, limited partnership, or a limited liability company, any officer or employee of the corporation who is knowledgeable of the particulars of the application may appear on behalf of the business entity.

What happens if I do not attend the hearing and I do not send an authorized agent?

If you or an authorized agent does not appear at the hearing, your application will be denied for nonappearance. "Denied for nonappearance" means that your application is considered closed and no further action will be taken. In such case, you will receive a notice of denial by mail at the address listed on the application form.

What Resources Should an applicant bring to the Public Hearing?

1. People*

- a. Corporate Officers
- b. Management Staff
 - i. General Manager
 - ii. Operations Manager
 - iii. Finance Manager
 - iv. QI Coordinator



2. Documentation

- a. Copy of application packet
 - i. Financial Information
 - ii. Management Resumes
 - iii. Insurance
 - iv. Rate Schedule Information
 - v. Quality Improvement Plan (ambulance only)
 - vi. Dispatch Policies and Procedures
 - vii. Zoning Compliance
 - viii. City Business Licenses
- b. Employee Manual
- c. Field Protocol Manual
- d. Pencil and paper to take notes



*It is not required that all of personnel listed above attend the public hearing; however, it may be useful in addressing questions concerns or issues raised during the hearing.

What are the common areas of concerns raised during previous hearings?

1. Financial Statements
 - a. Prepared by a Certified Public Accountant
 - b. Demonstrate that the applicant has adequate financial health, to maintain ambulance service operations.
2. Technically Qualified Management (TCM)
 - a. Manager's resume showing type/duration of transportation experience
 - b. 5 years of increasingly responsible experience in the operation or management of a basic life support or advance life support service.
3. Areas of operation—current city business licenses held by applicant
4. Quality Improvement
 - a. Applicant's EMS Quality Improvement (QI) Program
 - i. QI Plan meets all requirements specified in Reference No. 620, EMS Quality Improvement Program.
 - ii. QI Plan is realistic and relevant to the organization
 - iii. QI program demonstrates implementation of the QI Plan
 - b. Employee Policy Manual does not conflict with organization's QI Plan or EMS Agency policies
5. Non 9-1-1 Medical Dispatch Policies and Procedures
 - a. Dispatch Policies and Procedures meet all requirements specified in Reference No. 226, Private Ambulance Provider Non 9-1-1 Medical Dispatch
 - b. Dispatch Policies and Procedures do not conflict with EMS Agency policies
 - c. Dispatch Logs include all required data elements specified in Reference No. 226
6. Notice of Violation (NOV)
 - a. Number of NOVs
 - b. Nature and Status of NOVs
 - c. Dates of NOVs

APPENDIX

Other resources:

- Visit us on the Web <http://ems.dhs.lacounty.gov/AmbulanceLicensing/AmbLic.htm>
- Ordinances
 - Ambulances--
http://library.municode.com/HTML/16274/level3/TIT7BULI_DIV2SPBU_CH7.16AM.html#TOPTITLE
 - Ambulette--
http://library.municode.com/HTML/16274/level3/TIT7BULI_DIV2SPBU_CH7.17AM.html#TOPTITLE
- Prehospital Care Manual--<http://ems.lacounty.gov/policies/PolicyIndex.htm>
 - EMS QI Program--<http://ems.lacounty.gov/policies/Ref600/620.pdf>
 - Private Ambulance Provider Non 9-1-1 Medical Dispatch Policies--
<http://ems.lacounty.gov/policies/Ref200/226.pdf>
 - Private Provider Transport Guidelines—<http://ems.lacounty.gov/policies/Ref500/517.pdf>
 - Los Angeles County EMT Scope of Practice-- <http://ems.lacounty.gov/policies/Ref800/802.pdf>
 - Basic Life Support Ambulance Equipment--<http://ems.lacounty.gov/policies/Ref700/710.pdf>
- Contact Luanne Underwood, Special Projects Manager, at (562) 347-1500

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