

Chapter 4 - AMBULANCE SERVICES

FOOTNOTE(S):

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Cross reference— Administration, ch. 2; emergency services, ch. 8; fire prevention and protection, ch. 9; motor vehicles and traffic, ch. 12; failure to pay fare for public transportation, § 12-76; personnel, ch. 14. [\(Back\)](#)

State Law reference— Obtaining ambulance services without intending to pay therefor, G.S. 14-111.2; lien for ambulance services, G.S. 44-51.1 et seq.; power of county to levy property tax for emergency medical services, G.S. 153A-149(c)(5); ambulance services in counties, G.S. 153A-250; ambulance and rescue service districts, G.S. 153A-300 et seq. [\(Back\)](#)

ARTICLE I. - IN GENERAL

Sec. 4-1. - Intercounty coordination approved; responsibility of counties limited.

- (a) The board of commissioners, in view of its interest in promoting health and safety, hereby endorses its approval of the agreement entered into on September 11, 1968, in Lexington, North Carolina, by the ambulance services of the Counties of Davidson, Forsyth, Guilford and Randolph. Such agreement may be amended or terminated, as provided therein or by applicable law.
- (b) Nothing in this section shall be construed so as to make any of the above named counties or its departments or agents responsible for the payment or collection of any ambulance service charges for services provided by any ambulance service with its base of operation located in any county other than its own.

(Code 1983, § 44-1)

State law reference— Multicounty emergency medical services regions, G.S. 143-515; joint exercise of powers by units of local government, G.S. 160A-460 et seq.

Sec. 4-2. - Franchise required.

After midnight, October 7, 1968, [except as provided otherwise in this chapter](#), it shall be unlawful for any person to provide ambulance services or to operate ambulances within the county without having been granted a franchise to do so. The term "ambulance" as used in this section is hereby defined as including all vehicles covered by the provisions of G.S. 131E-155, but shall not include the vehicles exempted under G.S. 131E-160 and shall not include specialty patient transport vehicles operated by an acute care hospital located in Guilford County and specifically designed, equipped and staffed to transfer critically ill patients from one acute care hospital to another. This section shall not apply to ambulances based outside of the county, except that any such ambulance may not receive a patient within this county for transportation to a location within this county without a franchise to operate within this county, except as provided in this chapter as applies to ambulances responding to calls of an emergency nature.

(Code 1983, § 44-4; Ord. of 1-13-94)

Cross reference— Definitions and rules of construction generally, § 1-2.

State law reference— Authority of county to franchise ambulance services, G.S. 153A-250.

Sec. 4-3. - Attachment and garnishment fee for collection of bills.

The board of county commissioners does hereby authorize the setting of the attachment and garnishment fee at \$10.00, to be charged and collected in connection with services rendered by attachment and garnishment for the collection of unpaid ambulance bills.

(Code 1983, § 44-5)

State law reference— Collection of ambulance fees through attachment and garnishment proceedings, G.S. 44-51.4 et seq.; procedure for attachment and garnishment, G.S. 105-368.

Sec. 4-4. - Fee schedule.

The fee schedule for ambulance service by the county emergency medical service and attachment and garnishment fees shall be as approved by the board of commissioners and as they may be amended from time to time.

(Code 1983, § 44-6)

Secs. 4-5—4-20. - Reserved.

ARTICLE II. - AMBULANCE FRANCHISE ORDINANCE

FOOTNOTE(S):

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Editor's note— An ordinance adopted June 16, 2011, added provisions that were not specifically amendatory. At the editor's discretion, said provisions were included as §§ 4-21—4-34.

Sec. 4-21. - Statement of endorsement.

The Guilford County Board of Commissioners, in view of its interest in promoting the health and safety of the citizens, visitors, and businesses of the county, hereby endorses its approval of an ordinance governing the granting of franchises for emergency medical services and ambulance transportation services pursuant to statutory authority contained in G.S. 153A-250, G.S. chapter 131E, article 7, and this chapter.

(Ord. of 6-16-11, Art. I)

Sec. 4-22. - Abbreviations and definitions.

For the purposes of this article, the following terms, phrases, words, and abbreviations shall have the meanings given herein, unless otherwise expressly stated. Any phrase, word, or statement containing the words "shall" and "will" are mandatory; the word "may" is permissive. Any words not defined herein shall be considered used based on their common and ordinary meaning.

(1) *Abbreviations:*

- a. CMED—Central Medical Emergency Dispatch Center.
- b. EMS—Emergency Medical Service.
- c. FCC—Federal Communications Commission.
- d. HIPAA—Health Insurance Portability and Accountability Act of 1996.
- e. HITECH—Health Information Technology for Economic and Clinical Health Act.
- f. NCCEP—North Carolina College of Emergency Physicians.

- g. NCGS—North Carolina General Statute.
- h. NCOEMS—North Carolina Office of Emergency Medical Services.
- i. PSAP—Public Safety Answering Point.

(2) *Definitions:*

- a. *Ambulance* shall mean any privately or publicly owned motor vehicle, aircraft, or vessel that is specifically designed, constructed, or modified and equipped and is intended to be used for and is maintained or operated for the transportation of patients on the streets or highways, waterways, or airways of this state, in accordance with the provisions of G.S. 131E-155.
- b. *Agent* shall mean any individual, firm, partnership, corporation, association, company, group of individuals acting together for a common purpose, or organization of any kind, including any governmental agency of the United States.
- c. *Convalescent* means a service provided on a scheduled basis solely to transport patients having a known non-emergency medical condition.
- d. *County* shall mean Guilford County.
- e. *Inter-facility transport* means transporting a patient between hospitals as defined in NCOEMS rule.
- f. *Provider* shall mean an individual, firm, partnership, corporation association, company, group of individuals acting together for a common purpose, or organization of any kind who engage in or profess to provide the service of transporting patients in an ambulance.
- g. *Board of county commissioners* shall mean the Guilford County Board of County Commissioners.
- h. *Owner* shall mean any person or entity who owns an ambulance.
- i. *Patient* shall mean an individual who is sick, injured, wounded, or otherwise incapacitated or helpless such that the need for some medical assistance might be anticipated, as defined in G.S 131E-155.
- j. *Personnel* shall mean an individual who meets the requirements set forth in the rules of the North Carolina Medical Care Commission setting forth the qualifications required for credentialing by the N.C. Department of Health and Human Services that allows them to practice at any of the following: Medical Responder (MR), Emergency Medical Technician (EMT), EMT-Intermediate (EMT-I), Emergency Medical Dispatcher (EMD), and/or EMT-Paramedic (EMT-P), as defined in G.S. 131E-155 and any rules promulgated pursuant thereto.
- k. *Shall* always describes actions that are mandatory and not merely directive.
- l. *Specialty care transport* means specialized medical care and transportation of critically ill or injured patients between health care facilities and for patients who are discharged from a licensed health care facility to their residence that require specialized medical care during transport which exceeds the normal capability of the local EMS system.
- m. *State* shall mean the State of North Carolina.
- n. *Person* shall mean any individual, firm, partnership, corporation, association, company, group of individuals acting together for a common purpose, or organization of any kind, including any governmental agency of the United States.
- o. *Unqualified opinion* means an independent auditor's judgment that a company's financial records and statements are fairly and appropriately presented, and in accordance with Generally Accepted Accounting Principles (GAAP).

(Ord. of 6-16-11, Art. II, §§ 2.01, 2.02)

Sec. 4-23. - Franchise—Required.

- (a) It shall be unlawful for any person, owner, agent or otherwise to provide ambulance services or to operate ambulances of any type within the county (origin and destination within corporate limits of Guilford County) without having been granted a franchise to do so.
- (b) The term "ambulance" as used in this section is hereby defined as including all vehicles covered by:
 - (1) The provisions of G.S. 131E-155,
 - (2) Specialty care transport program vehicles operated in Guilford County,
 - (3) Convalescent vehicles operated in Guilford County,
 - (4) Vehicles utilized for hospital to hospital transport when operated in Guilford County.
- (c) This [chapter's franchise requirementsection](#) shall not apply to:
 - (1) Ambulances owned or operated by Guilford County government,
 - (2) Ambulances owned and operated by an agency of the United States government,
 - (3) Ambulances which transport patients who are picked up outside Guilford County and transported to destinations within Guilford County,
 - (4) Ambulances which transport patients from within Guilford County to a destination outside Guilford County,
 - (5) Any entity rendering assistance to a franchised ambulance service in the case of a major catastrophe or emergency under the N.C. State Mutual Aid Agreement.
 - (6) [A vehicle rendering service as an ambulance in case of a major catastrophe or emergency, when the permitted ambulances based in the locality of the catastrophe or emergency are insufficient to render the services required. As used herein, a major catastrophe or emergency includes, without limitation, circumstances under which available ambulances are unable on a more than isolated basis to meet call demand while maintaining service levels, as reasonably determined by the Guilford County Department of Emergency Services Director or his/her designee. A vehicle operating without a franchise under this exception may do so only with the prior approval of Guilford County through its Emergency Services Director or his/her designee.](#)
- (d) Pursuant to G.S. 131E-158 and 131-E-159, no personnel shall attend a patient nor transport a patient within the county, unless he/she holds a valid credential issued by the North Carolina Department Health Service Regulation, Office of Emergency Medical Services and has been granted privileges to practice within the Guilford County EMS System.
- (e) All personnel providing pre-hospital medical care will be subject to the direction and control of the EMS system plan and subject to review by the Guilford County Emergency Medical Services Peer Review Committee under the of protection of G.S. 131E-95 or in G.S. 90-21.222A.
- (f) The county holds the sole right to open or close acceptance of applications based on system needs.
(Ord. of 6-16-11, Art. III, §§ 3.01—3.06)

Cross reference— Franchise required, § 4-2.

State law reference— Authority of county to franchise ambulance services, G.S. 153A-250.

Sec. 4-24. - Application for ambulance franchise.

- (a) Application for a franchise to operate ground ambulances, convalescent ambulances, hospital to hospital ambulances, or specialty care transport ambulances shall be made by the provider upon such forms as may be prepared and prescribed by the county and shall contain:

- (1) The name and address of the provider and the owner of any apparatus, facilities, or property designated for the operation of the ambulance or program.
 - (2) The trade or other fictitious names, if any, under which the applicant does business, along with a certified copy of an assumed name certificate stating such name or articles of incorporation.
 - (3) A listing of reliable references for which the provider has conducted ambulance operations for or, has provided service to within the past 12 months.
 - (4) A resume of the training and experience of all personnel associated with the applicant in the care of patients to include state credentials and other associated professional certifications or course completion documentation.
 - (5) A full description of the type and level of service to be provided including the location of the place or places from which it is intended to operate, the manner in which the public will be able to obtain assistance and how apparatus will be dispatched.
 - (6) A complete set of financial statements for the entity for the previous three-year period, audited by a certified public accountant with an unqualified opinion. Financials must contain an income statement, balance sheet and statement of cash flows.
 - (7) A description of the provider's capability to provide services for the coverage area proposed by the franchise applied for, and an accurate estimate of the minimum and maximum time frames for a response to calls within the area.
 - (8) A description of how each ambulance will be staffed, equipped, and certified to operate in accordance with current N.C. Office of Emergency Medical Services rules and regulations and any additional information the county shall deem necessary to determine the capability of the applicant to provide pre-hospital services in the county as it may relate to personnel, health, safety, equipment, vehicle design, and sanitation.
 - (9) The application must demonstrate the ability to become compliant with the established Guilford County EMS system plan requirements to include but not be limited to treatment protocols, policies, and procedures based on the scope of service listed in the application for the applicant.
- (b) An applicant may apply for a franchise to operate emergency, non-emergency, convalescent, hospital to hospital, specialty care transport services or a combination thereof. If a provider desires to provide more than one service, separate applications will be required for each proposed service.
- (1) An application review fee will be assigned, in an amount established by the board of county commissioners, for each provider application and must accompany the application to be considered.
- (c) Upon receipt of an application, the county will schedule a time and place for hearing the applicant's request(s). Within 30 days after the hearing, the county shall cause such investigation as it may deem necessary to be made of the applicant and the proposed operations.
- (d) A franchise may be granted if the county finds that:
- (1) The need exists for the proposed services to improve the level of pre-hospital emergency medical services available to residents of the county and the services to be provided are reasonable and cost effective.
 - (2) The proposed service(s) will fit within the existing EMS system plan so as not to adversely affect the level of service or operations of the county, other agencies or existing franchisees.
 - (3) The applicant shows it has met federal, state, and local standards outlined in the franchise ordinance.

(Ord. of 6-16-11, Art. IV, §§ 4.01—4.04)

Sec. 4-25. - Franchise approval and associated service fees.

Upon approval, awarding, or renewal of an application, an administrative fee, at a rate established by the board of commissioners, will be assessed for:

- (1) EMS system plan updates to NCOEMS.
- (2) EMS system plan orientation for applicant staff.
- (3) EMS system protocol orientation.
- (4) Other system procedure orientation based on provider services approved in franchise.
- (5) The franchisee will be assessed service fees at rates established by the board of commissioners for:
 - a. Each response initiated by Guilford-Metro 9-1-1 and assigned to the franchisee.
 - b. A paramedic intercept fee in which Guilford County Emergency Services personnel attend the patient to the healthcare facility utilizing franchisee vehicles.

(Ord. of 6-16-11, Art. V, § 5.01)

Sec. 4-26. - General operations and expectations of service.

- (a) The applicant should be able to demonstrate the ability to provide the following:
 - (1) Each ambulance shall be required to render assistance to any requesting individual or agency in a professional and timely manner.
 - (2) Each ambulance shall be required to render assistance to Guilford County in the case of a major catastrophe, emergency situation or when all Guilford EMS resources are in service and temporarily unavailable to respond to additional emergency requests for service.
 - (3) The applicant is expected to remain aware of daily operations and events of the system and shall notify the Guilford County Central Medical Emergency Dispatch Center (CMED) of any intention to provide assistance to the county using the following information:
 - a. The ambulance location and proximity to the event.
 - b. If on scene of the event, provide a size up on the situation and provide feedback to the county concerning the scope of the event.
 - c. Render aid and treatment in accordance with the applicant's level of operation in accordance with Guilford County EMS system plan protocols, policies, and procedures.
- (b) Guilford County shall approve any changes in the number of vehicles operating and any changes in the base of operations of the vehicles.
- (c) The applicant is authorized and shall be permitted to cover the entire Guilford County area. However, it is understood that Guilford County in its sole discretion has the statutory power to determine, and limit if necessary, the areas of the county that may be served by the applicant, as well as hours and days of operation.

(Ord. of 6-16-11, Art. VI, §§ 6.01—6.03)

Sec. 4-27. - Reporting and documentation.

- (a) Each franchised ambulance service, its equipment, and the premises designated as base locations and all records relating to the maintenance and operation of the ambulance service shall be open to inspection by Guilford County or its designated representatives during usual hours of operation. Examples of records to maintain include:
 - (1) Records of dispatch. The record(s) shall show time call was received, time ambulance was dispatched, time arrived on scene, time arrived at the destination, time returned to service, and time returned to the base or other assigned location.

- a. Response time reports shall be provided using the requirements set forth in the EMS Performance Improvement Center "EMS System Response" Toolkit.
 - b. Patient care data reports will be provided using the mandatory elements of the "North Carolina EMS Performance Improvement Guidelines" set forth by the N.C. College of Emergency Physicians.
- (2) Trip record. The record(s) shall state all information required in section 4-26(a) in addition to information on a form or electronic data system approved by the county and compliant with the North Carolina College of Emergency Physicians Standards for EMS Data Collection. The trip record shall be so designed as to provide the patient with a copy thereof containing all required information. A copy of the trip record may serve as receipt for any charges paid.
- (3) Daily report log. The log shall be maintained for the purposes of indentifying all persons/patients transported in any one given 24-hour period as well as any additional requests for assistance whether transportation of a patient/person occurred or not, and should be made available in electronic format on a weekly basis.
- (4) The applicant shall submit in electronic format on a monthly basis the following information:
 - a. Number of responses by type and time frame (emergency, non-emergency, scheduled as well as by day of week and hour of day).
 - b. Response time data.
 - c. Any responses associated with a death.
 - d. Staff activities including training hours, worked hours, etc.
 - e. Any associated vehicle failures or maintenance issues limiting the availability for response.
- (5) Daily driver and attendant checklist and equipment/vehicle inspection report. The report or form shall list the contents and description of operations for each vehicle, signed by the individual verifying the vehicle operations and equipment is in proper clean and working order on a daily basis at a minimum.
- (6) All required franchise fee and service fee reports based on associated response data per section 4-25
- (b) Each applicant will provide documentation of proper training and education associated with general operations, medical care, driving and with privacy and confidentiality rules, regulations and practices in accordance with Health Insurance Portability and Accountability Act of 1996 (HIPAA) as well as The Health Information Technology for Economic and Clinical Health Act (HITECH). A privacy policy as well as a written plan will be made available to the county upon request.
- (c) Each applicant will provide and report on the North Carolina EMS Performance Improvement Guidelines in accordance with NCCEP requirements and will ensure compliance with individual agency as well as county benchmarks for performance as applicable based on the type of service and franchise awarded.

(Ord. of 6-16-11, Art. VII, §§ 7.01—7.03)

Sec. 4-28. - Equipment and supplies.

- (a) Apparatus and equipment standards as developed by the North Carolina Medical Care Commission and the N.C. College of Emergency Physicians shall be applied and the same are incorporated herein by reference. All advanced life support equipment and supplies are to be approved by the aforementioned governing and advisory boards and will be consistent with Guilford County Emergency Services operations.
- (b) Vehicles.
 - (1) All emergency vehicle operators will be required to obtain emergency vehicle operator training and hold documentation on file defining the course and the performance of each operator based

on written performance and actual driving evaluation utilizing one of several approved emergency vehicle operations courses.

- (2) All personnel will be subject to annual driving record checks using a background evaluation service approved by the county but at the expense of the applicant/agency.
- (3) All vehicles will be in compliance with state and federal regulations governing construction, maintenance, and layout.
- (4) Graphics will be in compliance with North Carolina rules and regulations and will not attempt to mimic, mirror, or copy the graphic or color scheme of existing Guilford County apparatus.

(c) Communications.

- (1) Each vehicle will be in compliance with the minimum communications requirements set forth in North Carolina Office of EMS rules and regulations and shall have in addition to an 800 MHz public safety trunked radio capable of contacting county PSAPs used to continuously monitor current EMS dispatch information. Communications must be able to be readily monitored by Guilford County without encryption. All expenses for communications will be the sole responsibility of the franchisee.
- (2) Federal Communications Commission licensing will be the responsibility of the applicant and will be obtained in cooperation with county management to ensure proper design and usability. Copies of all authorizations and licenses will be available for inspection per FCC rules and regulations.
- (3) Any and all emergency operations will be processed and dispatched through the Central Medical Emergency Dispatch Center. Scheduled responses will be handled through a defined call screening process and tracked using a method acceptable to the county for logging all unit activities and moves and must be made available in electronic format when requested by the county.

(Ord. of 6-16-11, Art. VIII, §§ 8.01—8.03)

Sec. 4-29. - Fees for service requirements.

- (a) If operating on a fee for service basis, the applicant shall not exceed the Guilford County EMS Fee Schedule of ambulance fees as will annually be amended and updated by Guilford County EMS pursuant to approval of the Guilford County Board of Commissioners May 21, 2009, regular meeting. A current fee schedule will be available for review and use January 1 of each year.
- (b) No ambulance or vehicle shall try to collect fees for service on any emergency response until the patient has reached the point of destination, has received medical attention, and is in a condition deemed by the physician fit to consult with the ambulance service concerning fees and charges.
- (c) The service may not attempt to collect fees or charges from family, guardian, or the patient during the course of medical treatment. The service may gather appropriate medical billing information to facilitate reimbursement at a later date and time.
- (d) On scheduled responses where a patient/person requires transportation for non-medical related events, the applicant may attempt collection of fees or charges before the ambulance trip begins or is completed.

(Ord. of 6-16-11, Art. IX, §§ 9.01—9.04)

Sec. 4-30. - Terms and conditions.

- (a) The county may issue a franchise hereunder to a provider, to be valid for a term to be determined by the county, provided that either party at its option may terminate the franchise upon 60 days prior written notice to the other party.
- (b) If suspension, revocation, or termination of a franchise is entered for failure to comply with the provision of the franchise, the provider shall immediately cease operations and disclose to the county any

scheduled or pending responses to allow for continuation of services to affected individuals. The provider will also contact any client or patient expecting services and refer them to additional providers within the system for assistance.

- (c) For non-compliance with the provisions of the franchise, the board of commissioners will hold a hearing and upon 30 days notice, may suspend or revoke the franchise. If upon such hearing, the county shall find that the franchise holder has corrected any deficiencies and is in compliance with all stated laws, regulations, and standards, then the franchise may be reinstated.
- (d) If after a notice of service termination is given and the provider desires to continue operation, an application must be submitted for consideration of a new franchise.
- (e) Upon reinstatement of a suspended or revoked franchise, the provider will be placed on probation and will be subject to additional reviews for a period not less than six months; if after a six-month period the provider is found to remain compliant, the franchise will be renewed for a mutually decided upon term.
- (f) If the franchise holder repeatedly fails to comply with the requirements of the franchise which necessitates more than two hearings per year, then the county may revoke the franchise with no option of renewal for a period of no less than ten years.
- (g) Any changes in ownership of a franchise holder shall automatically terminate the franchise and shall require a new application and subsequent review for compliance with the conditions of the franchise ordinance.
- (h) The franchise may not be sold, assigned, or transferred nor in any way rest in any person other than the applicant. Any such sale, transfer, or assignment shall cause the franchise to terminate immediately.
- (i) The applicant may renew the franchise upon the same terms and conditions by submitting an application for renewal to the clerk to the board of county commissioners at least 60 days before the expiration of the current term.
- (j) Any changes to conditions of the franchise shall be approved by the county prior to implementation of said changes in operations or services provided by the applicant.
- (k) The applicant expressly understands and agrees that the financing of the operation and services provided is solely and exclusively the responsibility of the applicant; that Guilford County will make no financial contribution during the start up, and, thereafter, continued operation of applicant's service; that applicant fully understands that the granting of the franchise in no way obligates Guilford County to any financial contribution or commitment should applicant's service fail due to lack of funds.
- (l) The franchisee will be required to participate in the Guilford County Peer Review Committee on a quarterly basis.

(Ord. of 6-16-11, Art. X, §§ 10.01—10.12)

Sec. 4-31. - Standards for insurance and indemnification.

- (a) The applicant shall be responsible for all damages or injuries to property or persons when such damage or injury is occasioned in all or part by the negligence of any of the applicant's employees.
- (b) The applicant shall indemnify and hold harmless Guilford County for any and all claims, suits, judgments, or costs incurred by Guilford County or required to be paid by Guilford County which are occasioned or result from any negligence of any of the applicant's employees relating to the franchise.
- (c) The applicant shall have at all times in force and effect insurance coverage with a company acceptable to the county. This coverage shall provide:
 - (1) Appropriate statutory workman's compensation.
 - (2) Auto liability (\$3,000,000.00 combined single limit).
 - (3) General liability (\$3,000,000.00 combined single limit).

- (4) Professional liability (\$3,000,000.00 combined single limit).
- (d) The applicant shall, annually, provide the county with a copy of the certificate of insurance direct from the insurer for the above.

(Ord. of 6-16-11, Art. XI, §§ 11.01—11.04)

Sec. 4-32. - Enforcement.

- (a) The Guilford County Department of Emergency Services Director or his designee, operating under the direction of the county manager, will be the enforcing agency of the ambulance franchise ordinance to include:
 - (1) Receive all franchise proposals and applications from potential providers.
 - (2) Review and determine conformance of this proposal with the ordinance.
 - (3) Coordinate recommendations for franchise approval through the proper chain of command within the county.
 - (4) Coordinate inspection of the premises, vehicles, equipment, documentation, and personnel of any franchise holder at any given time and as frequently as necessary to assure compliance with the ordinance.
 - (5) Ensure continued operations of all aspects of the EMS system plan including coverage of areas affected by the termination of a franchise agreement.
 - (6) Coordinate the receipt and review all required documentation from franchise holders and provide a summary report to the peer review committee as needed.
 - (7) Coordinate the review and response to complaints received concerning the activities or performance of franchise holders including recommending corrective actions as needed.
 - (8) Maintain documentation as required by the ambulance franchise ordinance.
- (b) The peer review committee will have the responsibility and duties of reviewing all matters related to the franchise ordinance and recommend to the board of county commissioners any changes in standards of care, policy, procedure, or other actions as necessary that relate to the enforcement and administration of the ambulance franchise ordinance and any franchise holders thereof. This may include but not be limited to:
 - (1) Awarding or denying of a franchise.
 - (2) Recommend the temporary or permanent suspension of a franchise.
 - (3) Recommend revisions to the franchise ordinance as necessary to ensure continued effective and efficient operation of the EMS system plan and the providers thereof.
- (c) The North Carolina Office of Emergency Medical Services will be the enforcing agency as it relates to N.C. General Statutes, Administrative Code, and North Carolina College of Emergency Physician requirements for EMS providers; this will be handled in concert with the department of emergency services with the county.

(Ord. of 6-16-11, Art. XII, §§ 12.01—12.03)

Sec. 4-33. - Execution of a contract.

- (a) When an applicant has satisfactorily met all requirements herein stated, then the applicant shall execute an ambulance franchise agreement with Guilford County to provide services detailed in the provider's application.
- (b) The ambulance franchise agreement will detail the specifics of the franchise ordinance and will detail the specifics of the provider's application as to which services and programs will be provided under the franchise agreement.

- (c) All parties to the ambulance franchise agreement will receive and sign the ambulance franchise ordinance document attesting to the understanding and obligations of the providers contained with the ordinance.
- (d) The duly authorized agent(s) of each provider shall provide signatures and approval of the agreement according to Guilford County contract and agreement standards set forth by the county in the agreement.
- (e) Upon signing of the ordinance and the execution of the franchise agreement, all prior agreements between parties shall become null and void.
- (f) The Board of Commissioners of Guilford County may, through appropriate action and procedure, amend or expand this article and any associated franchise agreements as deemed necessary and/or appropriate.

(Ord. of 6-16-11, Art. XIII, §§ 13.01—13.06)

Sec. 4-34. - Effective date.

This article shall take effect on the 1st day of July, 2011.

(Ord. of 6-16-11, Art. XIV)