

North State Medical Transport, Non-Emergency Ambulance Franchise Renewal Request

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Overview of the Non-Emergency Ambulance Service

- **Non-emergency ambulance service providers offer scheduled patient transports to and from doctors' appointments, discharge from hospitals, and routine transfers of patients who do not require advanced life support services.**
- **The Wake County Ambulance Franchise Ordinance requires non-emergency ambulance service providers to hold a franchise to operate in Wake County.**
- **Currently, there are seven franchised non-emergency ambulance providers operating in the County.**

Non-Emergency Ambulance Franchise Request

- **Wake County does not govern the billing rates or the compensation levels for these providers.**
- **Wake County also does not provide subsidies or payments to non-emergency ambulance providers as part of its ambulance franchise.**
- **For more than 20 years, Wake County has chosen to utilize non-emergent ambulance franchises to manage the transportation needs of patients who require an ambulance outside the 911 system. This allows Wake County EMS the ability to focus on the unscheduled emergent needs of our residents.**

Non-Emergency Ambulance Franchise Request

- **North State Medical Transport is an existing ambulance service in good standing with the NC Office of Emergency Medical Services.**
- **North State Medical Transport has applied for a renewal of their Non-Emergency Franchise; their application was reviewed by EMS staff, and our department has determined that they have met the requirements to continue operating in Wake County.**
- **Staff recommends that the Board of Commissioners consider approval of the renewal of a non-emergency ambulance franchise for North State Medical Transport.**

Specific Board Action Requested

- **Hold a Public Hearing on the renewal request from North State Medical Transport for a Non-Emergency Franchise.**
- **Consider granting a non-emergency ambulance franchise to North State Medical Transport for the operation of a medical transportation service in Wake County, effective March 2, 2026, for five years.**
- **Instruct staff to place this item on the consent agenda of the next regular meeting scheduled for March 2, 2026.**

Questions



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