

**Item Title:** Public Hearing and Approval of Request from Jan-Care Ambulance Service of the Southeast for a Non-Emergency Ambulance Franchise (Second Reading)

**Specific Action Requested:**  
**That the Board of Commissioners:**

- 1. Holds a Public Hearing on the request from Jan-Care Ambulance Service of the Southeast for a Non-Emergency Ambulance Franchise; and**
- 2. Grants a non-emergency ambulance franchise to Jan-Care Ambulance Service of the Southeast for the operation of a medical transportation service in Wake County effective January 20, 2021 for a five-year period.**

**Item Summary:**

**Purpose:** Per County Ordinance 111.04 the Board of County Commissioners may grant a Non-emergency Franchise upon finding that the public will be served by granting the applicant a franchise, consistent with the policy set forth in 111.01.

**Background:** Private vendors offer non-emergency ambulance transports to patients and medical facilities. This involves transporting patients to and from medical facilities or the patient's home. These services involve no emergency care.

Jan-Care Ambulance Service of the Southeast of Raleigh, North Carolina, is requesting the issuance of an ambulance franchise for operation of a non-emergency medical transport service pursuant to the provisions of Chapter 111 of the Wake County Code of Ordinances.

EMS staff have reviewed Jan-Care Ambulance Service of the Southeast's application for a non-emergency franchise and has determined that Jan-Care Ambulance Service of the Southeast's representations are consistent with the requirements of Wake County's ambulance franchise ordinance.

Jan-Care Ambulance Service of the Southeast requests issuance of this franchise subject to the EMS Deputy Director's finding of "on-the-ground" compliance of Jan-Care Ambulance Service of the Southeast with Chapter 111 of the Wake County Code of Ordinances, and all applicable state statutes and regulations.

**Board Goal:** This action supports routine County operations.

Fiscal Impact: Award of a Non-Emergency ambulance franchise represents permission to deliver non-emergency ambulance transportation services and does not involve county subsidies or payments. The County will receive \$2,392 for a one-time application fee to be deposited in the County's General Fund.

**Additional Information:**

There are currently four franchised non-emergency ambulance providers in Wake County. Jan-Care Ambulance Service of the Southeast will be the fifth if the franchise is awarded.

Because a franchise ordinance requires two readings, if this request is approved by the Board of Commissioners on January 4, 2021, a second reading and approval will be required at the Board's January 19, 2021 meeting.

**Attachments:**

1. Ordinance Granting Franchise to Jan-Care Ambulance Service of the Southeast
2. Wake County, NC Code of Ordinances Chapter 111: Emergency Medical Services and Ambulance Services