

**BOARD ORDER NO. 598
FINAL RESOLUTION OF THE
BOARD OF TRANSPORTATION COMMISSIONERS
CITY OF LOS ANGELES**

WHEREAS, the Board of Transportation Commissioners provides for the regulation of all non-taxi, vehicle-for-hire permittees in the City of Los Angeles; and

WHEREAS, the Board approved Board Order 598 on June 9, 2011, related to the regulation of all drivers, attendants, and operators of private ambulance, non-ambulatory passenger vehicles, gurneys, and litter vans; and

WHEREAS, the Board found that an amendment to Board Order 598 is necessary to provide updated and consistent regulation of drivers, attendants, and operators of private ambulance, non-ambulatory passenger vehicles, gurney, and litter vans, will greatly benefit the public, the drivers, the attendants, the regulated companies, and the Department’s regulatory effectiveness; and

NOW, THEREFORE, BE IT RESOLVED, that Board Order 598 is hereby amended and that all drivers, attendants, and operators of private ambulance, non-ambulatory passenger vehicles, gurneys, and litter vans, shall be governed by the following rules and regulations until modified, amended, or repealed by the Board of Transportation Commissioners of the City of Los Angeles. All prior rules and regulations in conflict with the following are hereby canceled and suspended by this Order.

Rules and Regulations Applicable to Drivers and Attendants of Non-Ambulatory Passenger Vehicles:

A. All applicants for driver and/or attendant permits must furnish acceptable proof of right to work in the United States. Acceptable documents may include, but shall not be limited to: Birth Certificates, U.S. Passport or Passport Card, Social Security Card, Certificate of Naturalization, Restricted Social Security Card w/other required documents, Permanent Resident Card or Alien Registration Receipt (Form I-55), or any other I.N.S. document that shows the legal right to work in the United States.

B. Rules and Regulations Applicable to Drivers and Attendants of Non-Ambulatory Passenger Vehicles:

1. QUALIFICATIONS

The applicant shall:

- a. Be at least 18 years of age.

- b. Possess a valid California Driver's License.
- c. Possess a current American Red Cross Standard first aid card or its equivalent.
- d. Possess a certificate of cardiopulmonary resuscitation training, meeting American Heart Association or American Red Cross standards.
- e. New driver and attendant applicants shall have the ability to communicate and comprehend English, written and spoken. Applicants shall demonstrate to the satisfaction of the Department their English comprehension proficiency. Questions and answers derived from the Driver/Attendant application shall be used to establish the standard for such testing.

2. AMBULANCE DRIVERS AND ATTENDANTS

- a. Any person who meets the qualifications and training required by this Order and holds a valid ambulance driver's permit or ambulance attendant's permit issued by the City of Los Angeles Department of Transportation may serve as a medical transportation vehicle or non-ambulatory passenger vehicle driver or attendant.
- b. Shall have the ability to communicate in English, written and spoken, as measured by standards and procedures established by the Department.

3. PROHIBITIONS

The Department shall refuse to issue a permit to an applicant who:

- a. Is required to register as a sex offender under Section 290 of the Penal Code.
- b. Has a record of habitual or excessive use or addiction to intoxicating beverages, narcotics or dangerous drugs.

C. Rules and Regulations Applicable to Non-Ambulatory Passenger Vehicles:

- 1. All Non-ambulatory Passenger Vehicles which have never held a Department issued Permit shall be no older than 10 years old as defined by the initial date the vehicle was first manufactured. Permitted vehicles older than 10 years as described above, may remain in service for up to five additional years provided the vehicle is inspected by a state certified auto-mechanic facility on an annual basis.
- 2. The vehicle shall be equipped with:
 - a. Minimum interior height of 56 inches for vans 22 feet in length or less, and 68 inches for vans in excess of 22 feet in length.
 - b. Loading entrances, including an emergency exit, large enough to accommodate a

passenger comfortably seated in a wheelchair, or ambulatory patients using any non-wheeled, non-motorized mobility assistance device, such as crutches or a four-footed walker. Entrances shall not be blocked in any way.

- c. Securement area must have a clear floor area of 30" x 48" for each wheelchair.
- d. Locking devices on all doors and all door latches which shall be operable from the inside and the outside.
- e. Seat belts for the driver and all seated passengers.
- f. Mechanisms that meet ADA requirements to secure wheelchairs to the vehicle and the passenger to the wheelchair.
- g. Lift or ramp with a load capacity of at least 600 pounds.
- h. A sturdy footstool, vehicle running board, or extra step at the entrance.
- i. An interior light.
- j. A portable, battery operated light.
- k. A *GPS*-based navigation system or other electronic location finder.
- l. Washable vinyl or similar impermeable material seat covers.
- m. Company name permanently affixed to the vehicle in lettering of at least 4 inches in height, and of a contrasting color which is easily visible in daylight from a distance of 50 feet. Each vehicle shall have the unit number permanently affixed to the right rear and left front fender areas in letters at least 4 inches in height and of a contrasting color which is easily visible in daylight from a distance of 50 feet.
- n. A properly inflated, usable spare wheel with tire, jack, and tire tools, or the ability to use a reliable, fully contracted road service.
- o. A properly maintained 4-B: C dry powder or carbon dioxide fire extinguisher. Vaporizing liquid extinguishers shall not be used.
- p. A certificate indicating that the odometer has been tested within the past year and that the odometer meets the requirements of the California Business and Professions Code Chapter 5, Weighting and Measuring Devices, Section 12500 et seq.
- q. A "No Smoking" sign.
- r. A 10-Unit first aid kit, equivalent to either OSHA or ANSI specifications, and


maintained and properly filled with all necessary products at all times.

- s. A two-way communication system or cell phone capable of communication with a dispatcher under normal operating conditions.
3. Vehicles permitted to transport gurney patients shall be equipped as above and shall also be equipped with:
- a. At least one seat capable of being securely fastened to the vehicle shall be provided in the gurney area of the vehicle.
 - b. A device to hold the gurney securely in place.
 - c. A two-way communication system or cell phone capable of communication with a dispatcher under normal operating conditions.
 - d. A gurney or stretcher with a minimum of two restraining straps and a mattress, which shall be fastened at all times so as to securely restrain the patient when a patient is on the gurney or stretcher.
- D. Rules and Regulations Applicable to the Operation of Non-Ambulatory Passenger vehicles transporting gurney patients.
1. No person shall transport a passenger on a gurney unless:
- a. There are at least two crew members assigned to the transport at all times while transporting a gurney patient.
 - b. Both crew members shall at least possess a current American Red Cross Standard First Aid and Personal Safety Certificate or its equivalent.
 - c. There is a dispatcher on duty capable of communicating with the driver of the vehicle.
- E. Reporting Requirements of the Operator
1. Every operator shall maintain a current record of each call for which a non-ambulatory vehicle is requested. The record shall be retained for a period of not less than two years and shall be available at all reasonable times for review by an authorized representative of the Department of Transportation:
- a. Date and time, location where service is needed.
 - b. Driver's Name and Van Unit number assigned to the pick up.
 - c. Time of pick up.

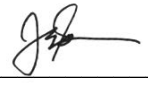
- d. Destination of passenger and time of arrival.
 - e. Charge for transportation.
2. Every Operator shall maintain and provide to the Department, when requested, for a period of no less than two years the records of every request for service, including cancellations and no-loads. Every record shall include all of the information included in Section E (1). Failure to maintain such records as required, and by the request of Department staff shall be considered a violation of this Board Order.
 3. Every Operator shall submit to the Department on an annual basis, and not less than 45 days after the end of the operator's fiscal year, a profit and loss statement, a balance sheet, and a statistical report showing the number of trips operated, the number of miles operated, and the number of passengers carried. All such statements and reports shall be certified as correct in accordance with generally accepted accounting principles by the permittee or an officer of a corporation.
 4. Each bill or statement given to a passenger or his representative shall contain a statement thereon that complaints not satisfactorily resolved by the permittee may be referred to the City of Los Angeles Department of Transportation, 100 S. Main Street, Los Angeles, California 90012, telephone (213) 928-9600.

I HEREBY CERTIFY THAT the foregoing Final Resolution, Board Order 598 was adopted by the Board of Transportation Commissioners at its meeting held on July 7, 2023.

Dated at Los Angeles, California, on this 7th day of July 2023.

ATTEST _____ 
 Jasmin San Luis, Commission Executive Assistant
 Board of Transportation Commissioner
 City of Los Angeles

BO 598 Amended

APPROVED: 7/7/2023
 Board of Transportation Commissioners
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 Commission Executive Assistant