Maury County EMS Overview

October 29, 2026

MAURY REG
HEALTH

Benefits of Ambulance (EMS) Services

- **Immediate life-saving care**
- **Initiation of on-board treatments**
- **The "Golden Hour" for trauma, heart attacks and strokes**
- **Urgent patient transfers to higher levels of care**
- **Preventing unnecessary ER visits**
- **Disaster Response integration**
- **Support community events and education**

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Key Pillars of a Good Ambulance Service

Rapid Response and Availability:

Operating 24/7 with strategically placed vehicles to ensure quick arrival during life-threatening emergencies.

Certified Professionals:

Basic Life Support (EMT) emergency technicians, Advanced Life Support (ALS) paramedics and dispatchers

Well-Equipped Vehicles:

Keeping ambulances stocked with essential gear—such as defibrillators, cardiac monitors, oxygen tanks, ventilators, power-load stretchers, and emergency medications

Strong Communication Systems:

Using dispatch, real-time GPS tracking, and direct communication channels with hospitals, police, and fire departments to minimize delays and coordinate emergency responses.

Proper Compliance and Documentation:

Maintaining valid state and local EMS licenses, PPE, strict hygiene standards, accurate documentation, and proper insurance or Medicare billing compliance.

Strong Leadership and Community Trust

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Basics



Pictured are two original ambulances
Used by the Maury County Ambulance Service
Which began operation on November 1, 1967

The State of Tennessee requires all counties to provide an ambulance service

<u>Two options</u> : County operated or contracted service

EMS services operate at a financial loss, especially in rural areas

The main costs are mostly determined by salaries and benefits for personnel, and costs of replacement ambulances/technology

Inflation, fuel costs and poor insurance reimbursements are significantly impacting subsidy burden

Impact of Inflation on Healthcare

According to the U.S. Bureau of Labor Statistics (BLS) Consumer Price Index (CPI), hospital and related services prices increased by **6.9% to 7.7% annually** in recent reported periods..., while long-term historical averages for hospital services inflation run at approximately **5.05% to 5.18% per year** (1996–2026). [1, 2, 3, 4]

(The U.S. annual inflation rate is 3.7% for the 12-month period ending in September 2026)

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Maury EMS Locations

Locations	Columbia Main Station – 3 units
	Tom J. Hitch – 1 unit
	Neapolis – 1 unit
	Mt. Pleasant – 1 unit
	Hampshire – 1 unit
	2 additional peak demand units staffed 6a-6p & 9a-9p

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Maury EMS Staffing

52 full-time positions
23 prn AEMT’s and Paramedics
43 employees assigned 24-hour shifts across four rotations
8 employees assigned to 12-hour peak demand shifts
8 dispatchers assigned to 12-hour shifts
Current vacancies: 3 FT 4 PRN

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Maury EMS Volumes

FY26 Ending

Total Number of 911 EMS Calls: **17,388**

Transfer to Higher Level of Care: **2,369**

Total Calls: **19,757**

FY 25 Ending

Total Number of 911 EMS Calls: **14,250**

Transfer to Higher Level of Care: **4,018**

Total Calls: **18,268**

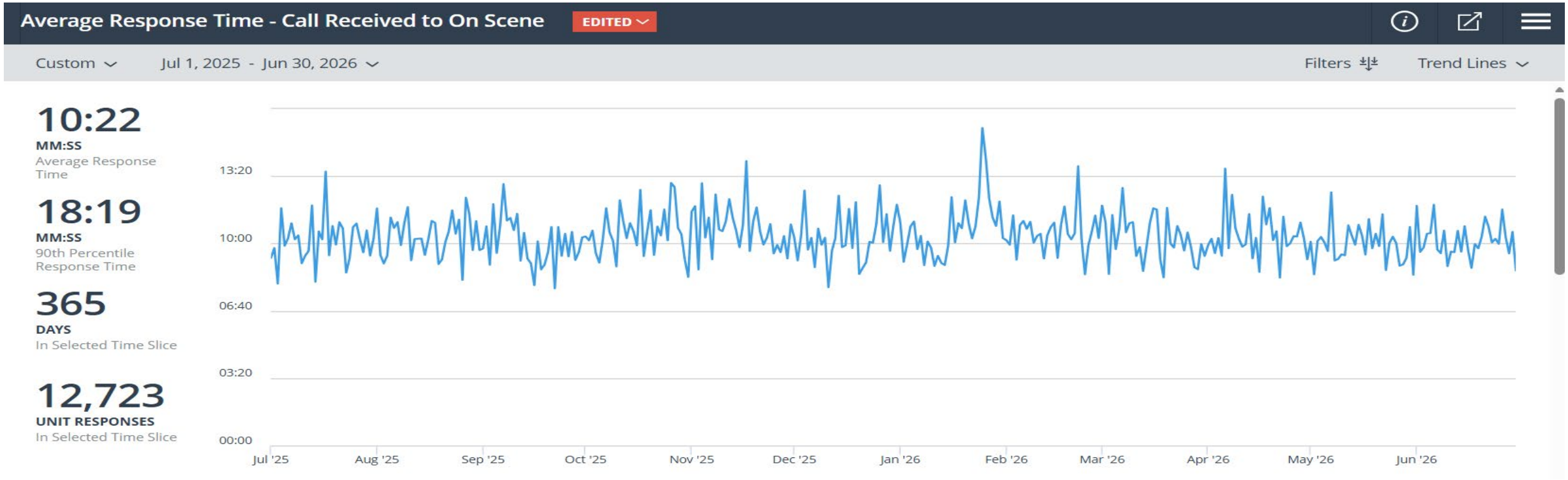
FY 26 transports increased 8.2% over FY25 driven by growth in 911 EMS demand

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Average Response Times

FY26 Average Response Time: 10:22 (MM:SS)

FY25 Average Response Time: 10:02 (MM:SS)



Benchmark: Rural response time 15 min. Urban response time 9 min. Response times remain within rural benchmark standards while maintaining strong urban performance

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Average Response Times by City

FY 2026

City	Ave. Time	# of Calls
Columbia	9.26	10,058
Mt. Pleasant	11.06	1,251
Hampshire	15.02	148
Spring Hill	16.05	542
Culleoka	17.26	342
Santa Fe	19.49	155
Williamsport	19.25	71

FY 2025

City	Ave. Time	# of Calls
Columbia	9.00	9,857
Mt. Pleasant	11.11	1,239
Hampshire	15.23	142
Spring Hill	14.54	586
Culleoka	17.32	348
Santa Fe	19.46	115
Williamsport	19.58	66

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Financial Summary FY25 and FY26

	YTD June 2026 Actual	Prior YTD June 2025 Actual
Net Operating Revenue	**$ 4,983,727**	**$ 5,304,875**
Operating Expenses		
Salaries and wages	$ 7,011,897	$ 7,108,518
Benefits	$ 1,946,573	$ 1,957,497
Supplies	$ 420,669	$ 420,094
Advertising	$ 3,685	$ 3,898
Rental Lease Expense	$ 966	$ 1,117
Purchased Services	$ 204,672	$ 226,346
Repairs and Maintenance	$ 309,241	$ 214,107
Other Operating Expenses	$ 266,387	$ 294,799
EMS Subsidy	$ (2,100,000)	$ (2,000,004)
Utilities	$ 94,438	$ 93,907
Professional Fees	$ 30,000	$ 24,750
Management Fees	$ 137,872	$ 147,757
Total Operating Expenses	**$ 8,326,400**	**$ 8,492,786**
Net Operating Income (Loss)	**$ (3,342,673)**	**$ (3,187,911)**

Financial Analysis FY 26

- Revenue declined 6% as reimbursement pressures increased through higher payor denials and stricter contract terms
- Operating expenses were reduced by 2% through disciplined management of labor and administrative costs
- Despite theses cost-savings measures, the operating loss increased from $3.1 million to $3.4 million, largely due to escalating maintenance costs related to the aging EMS fleet and equipment
- EMS completed a record 19,757 transports during FY26 while maintaining strong expense controls and operational performance
- ***NOTE: Current Maury County EMS contract expires 06/30/2027***

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Financial Stats – MRH EMS

Loss per billable run (after subsidy): $359
Cost of replacement ambulance: $400,000
Life span of an ambulance: 5 year asset or use up to 250,000 miles
Operational cost for each additional 24/7 station with sleeping quarters: $1M/year

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Ambulance Coverage Proposal for Spring Hill

September 2, 2026

Greg Johnson, EMS Administrative Director

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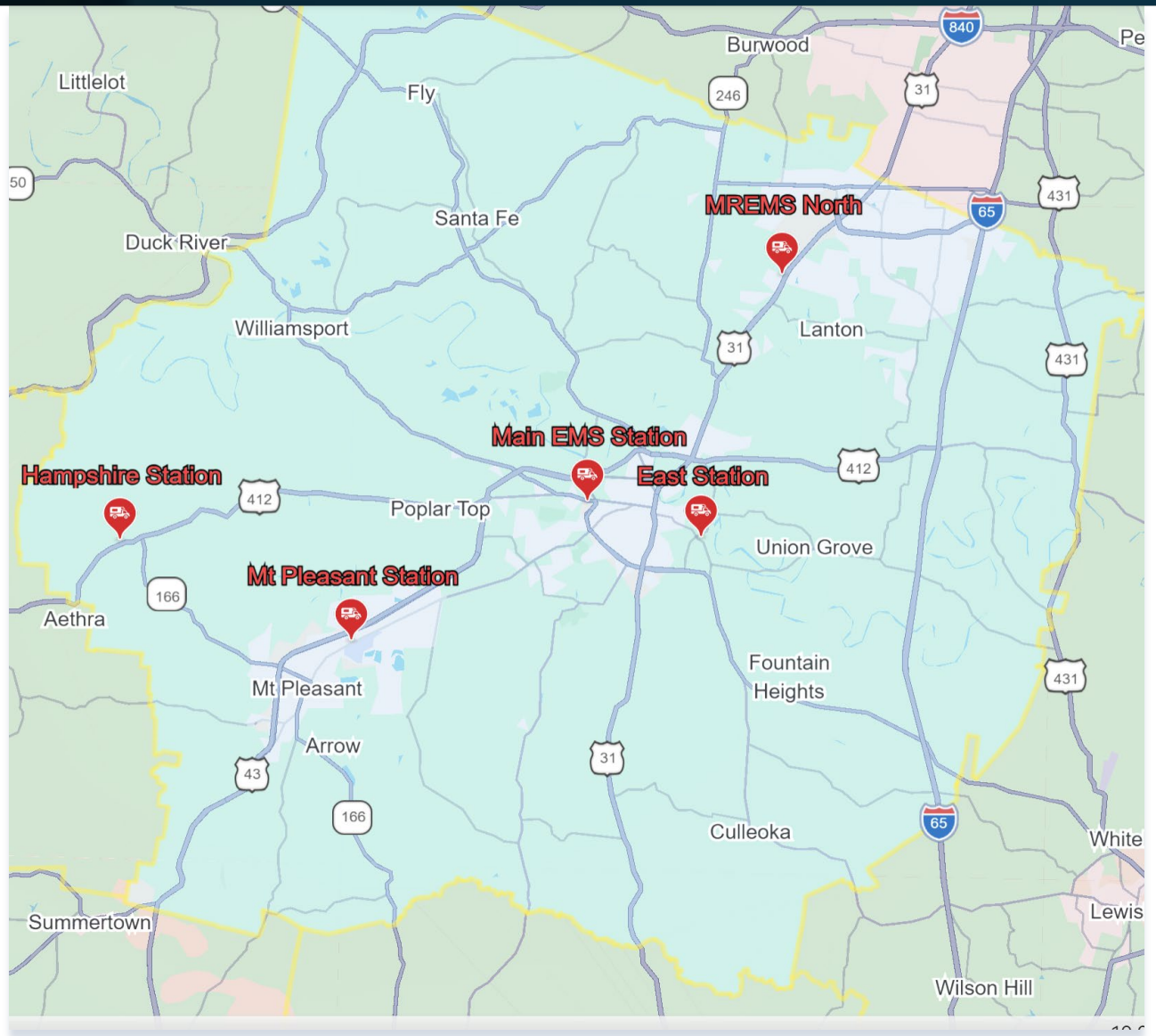
Current Maury Regional Ambulance Stations

Locations

- Columbia Main Station – 3 units
- Tom J. Hitch – 1 unit
- Spring Hill (Neapolis) – 1 unit
- Mt. Pleasant – 1 unit
- Hampshire – 1 unit
- 1 additional units staffed 12 hours (6a-6p & 9a-9p)

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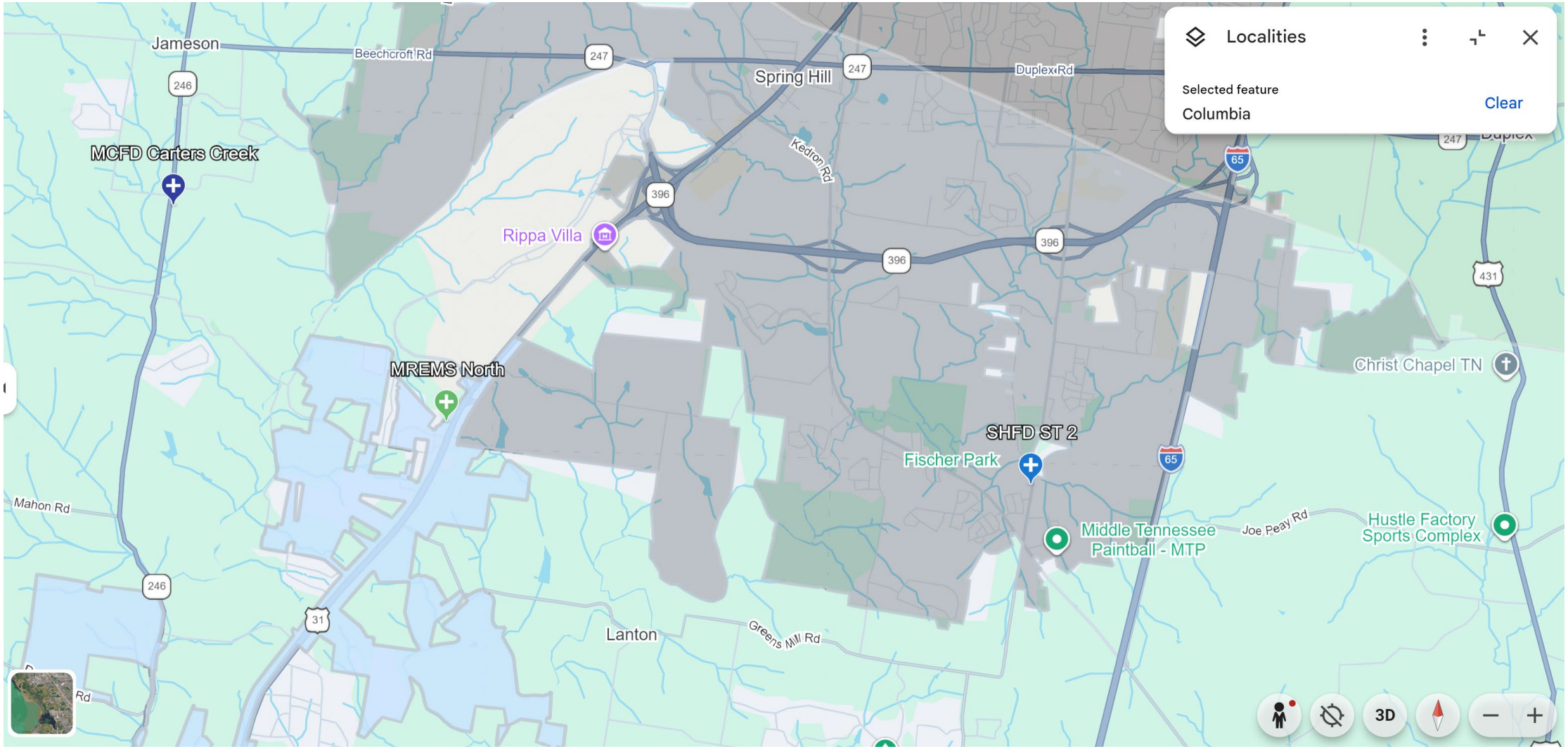
Current Ambulance Stations



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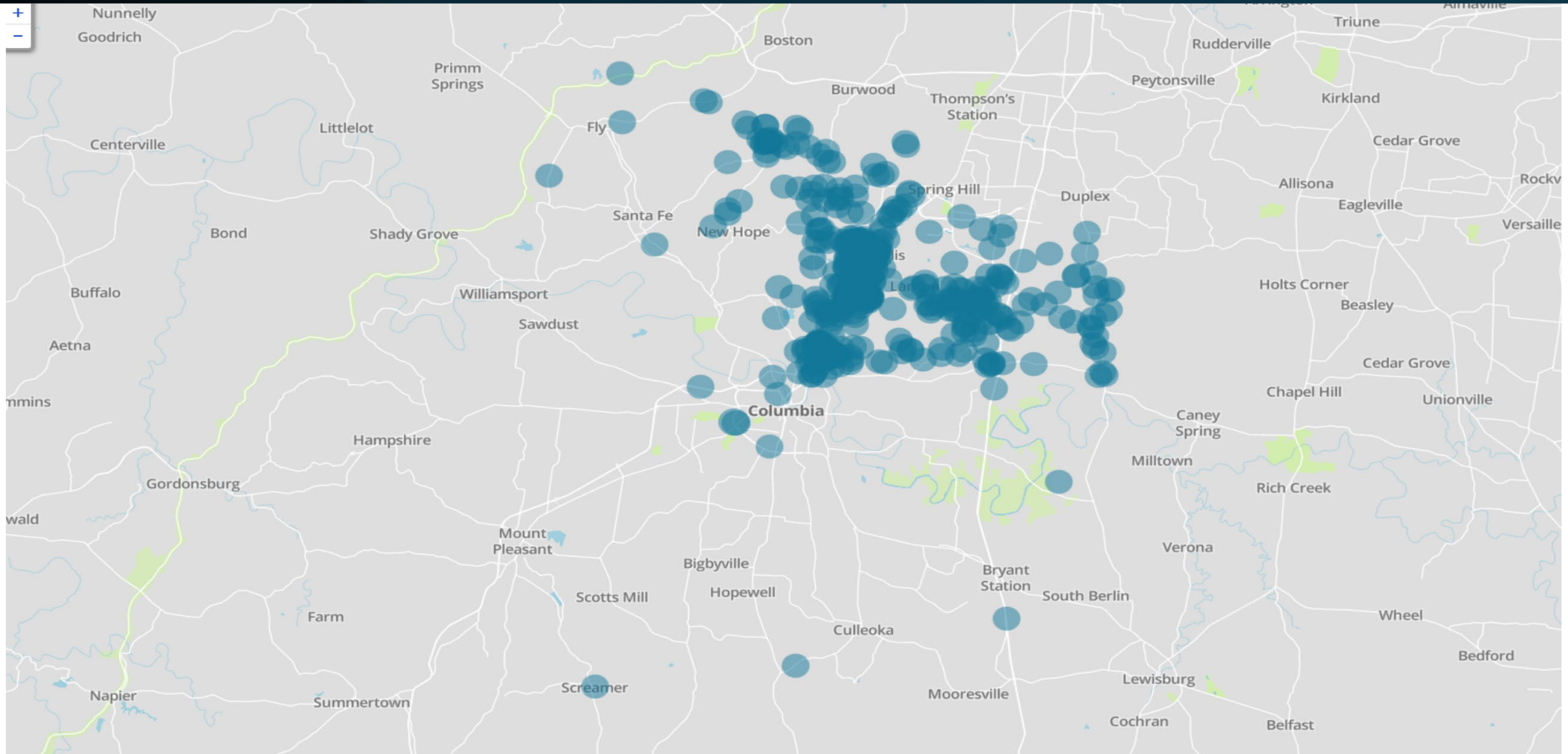
Spring Hill Area

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Last year North Station ran 1159 calls

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Spring Hill

FY26 Williamson EMS calls:

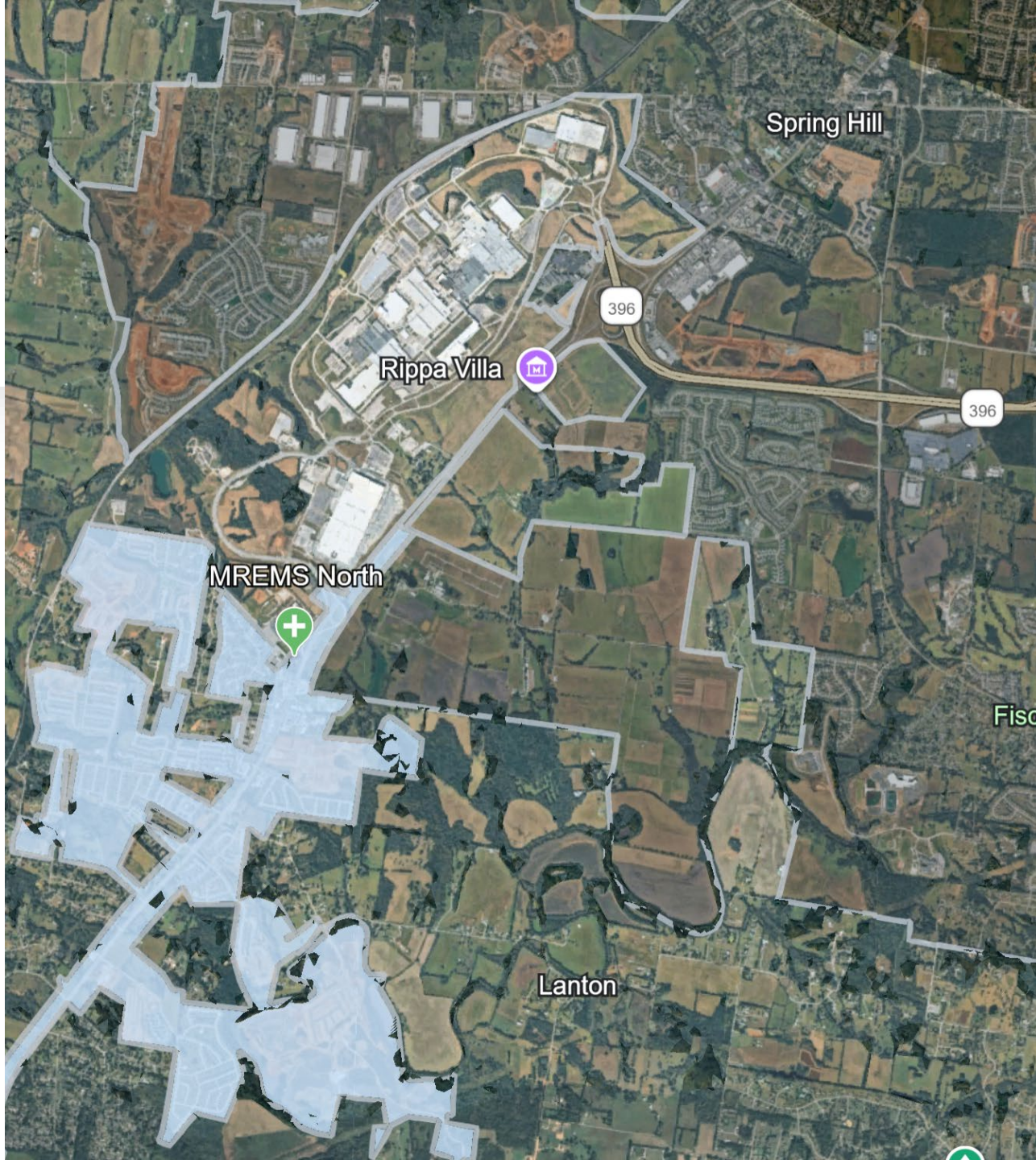
- 2400 calls in Maury County side of Spring Hill
- 60% of Williamsons EMS calls in Spring Hill were in Maury County
- Estimated 26,000 residents (40% of Spring Hill population)

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Proposed Plan for Spring Hill EMS Coverage

- Place an ALS Ambulance and a Supervisor at Spring Hill Fire Station 2 on Port Royal
- Place an ALS Ambulance at Maury County Fire Carters Creek Station

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Station Placement Decision

- Stations were chosen by availability of quarters



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Decreased response times

Placing these ambulances would serve all of Maury County residents with decreased response times

Carters Creek Station would decrease response times to:

Spring Hill Middle
Beechcroft Rd
Theta
Santa Fe

Port Royal Station would decrease response times to:

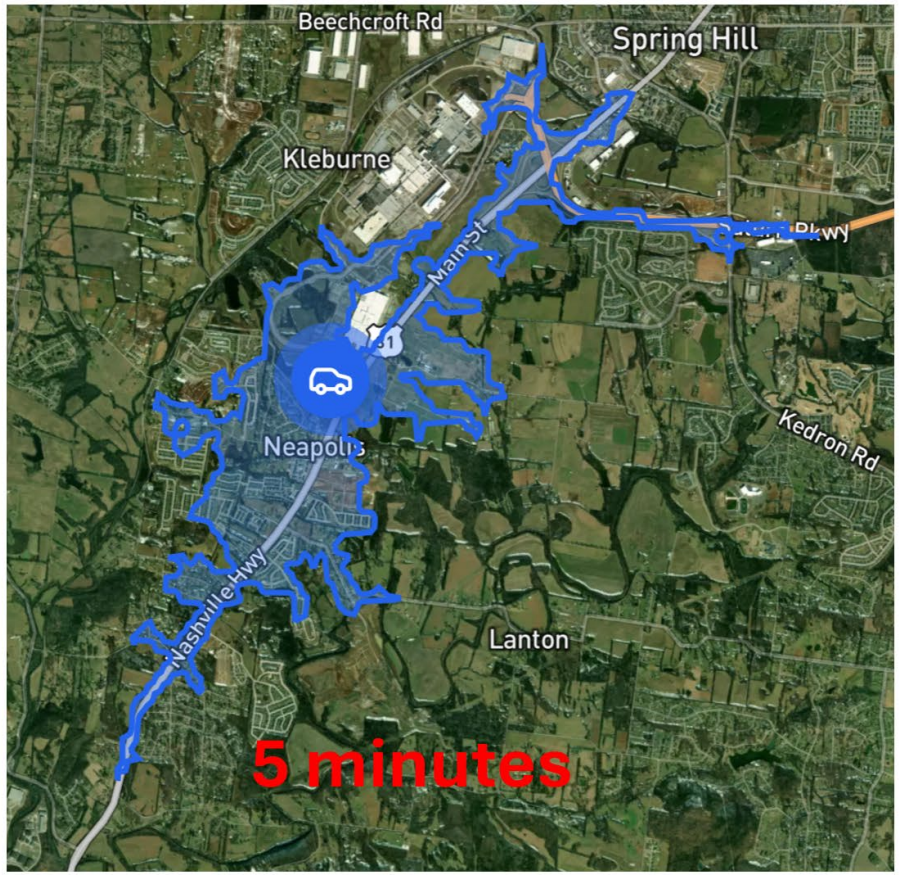
Battle Creek Schools
Greens Mill Rd
I-65
Hwy 431

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North response times to Spring Hill area

(Does not factor traffic)

Response Times
MRH EMS North Station



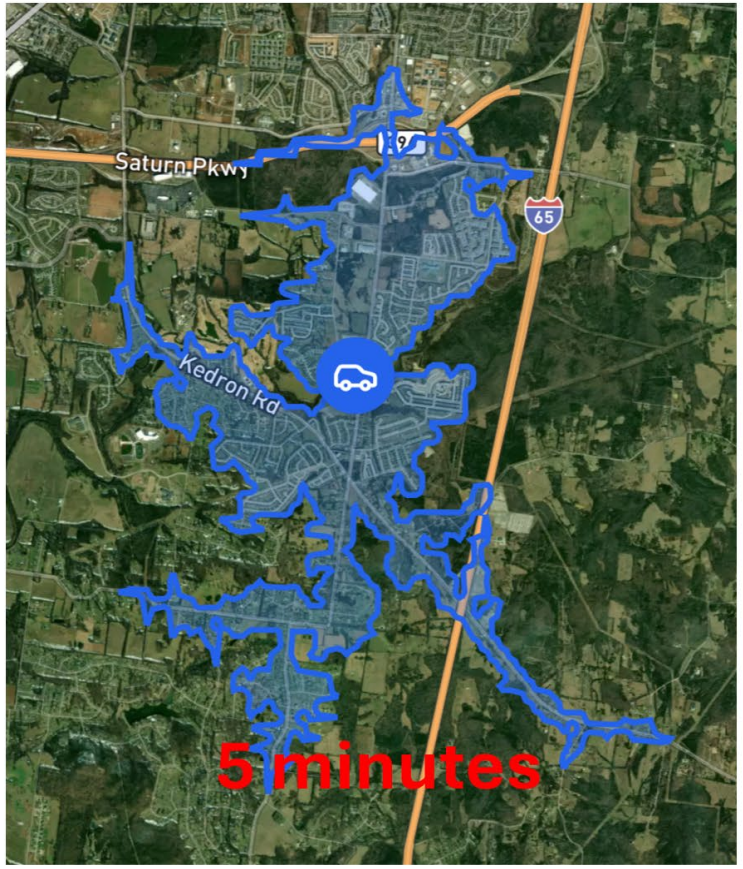


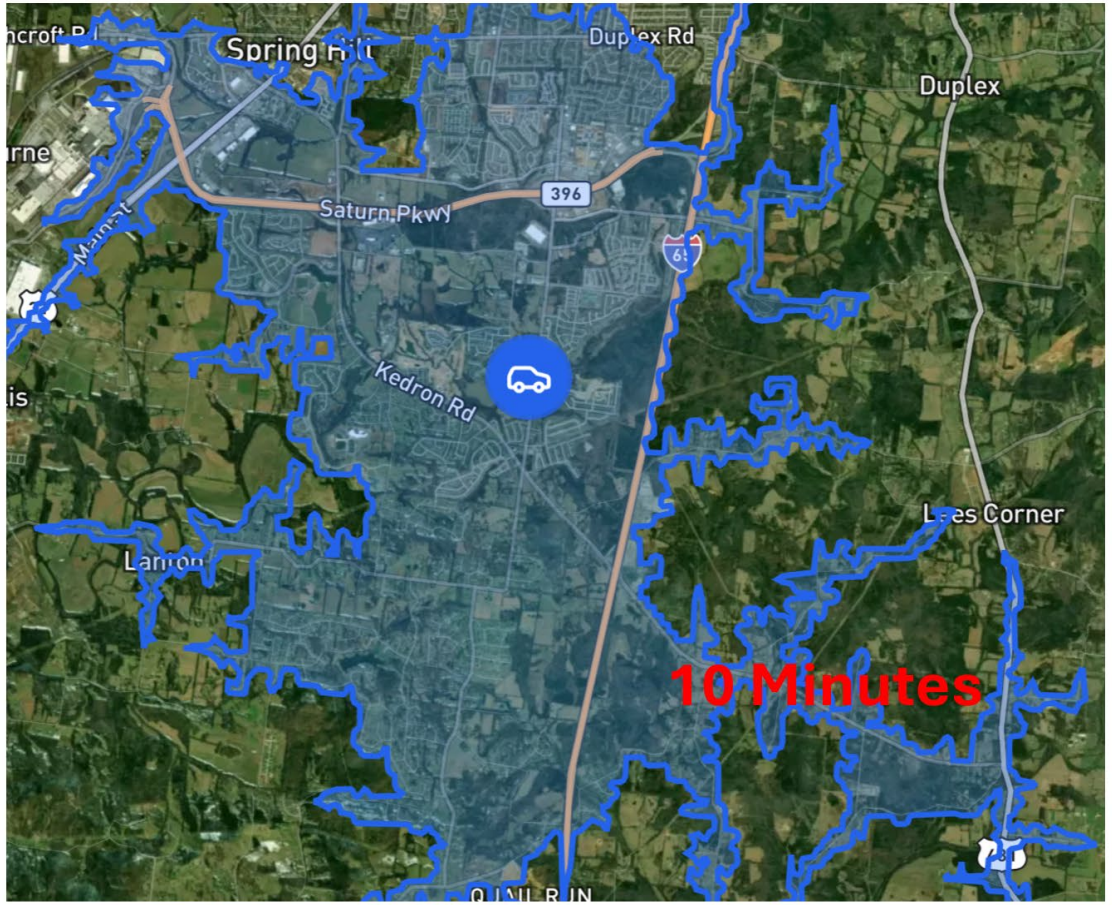
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Spring Hill Fire St 2 response times to Spring Hill area

(Does not factor traffic)

Response Times
SHFD Station 2



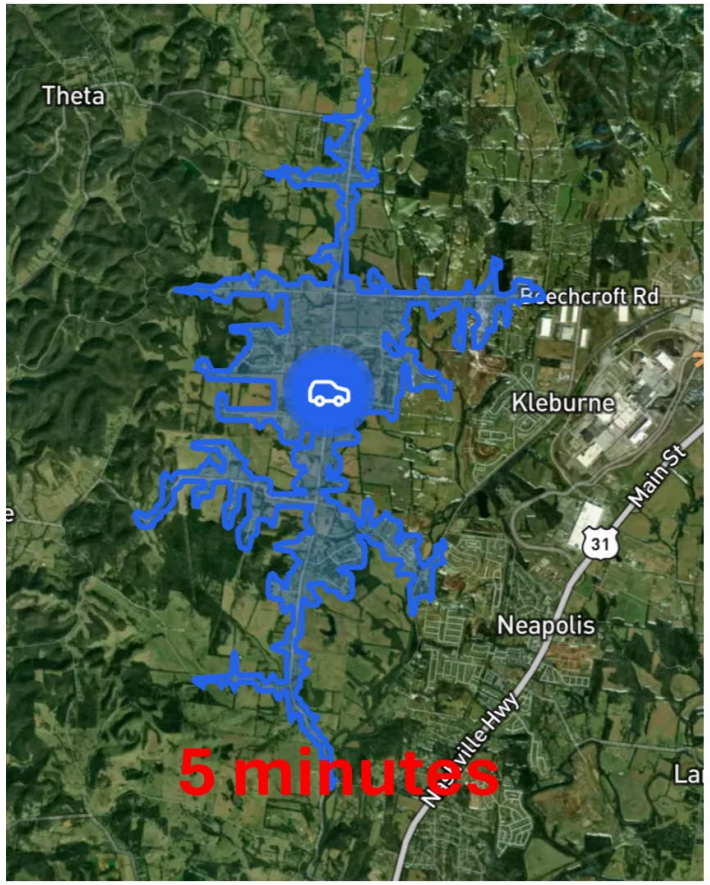


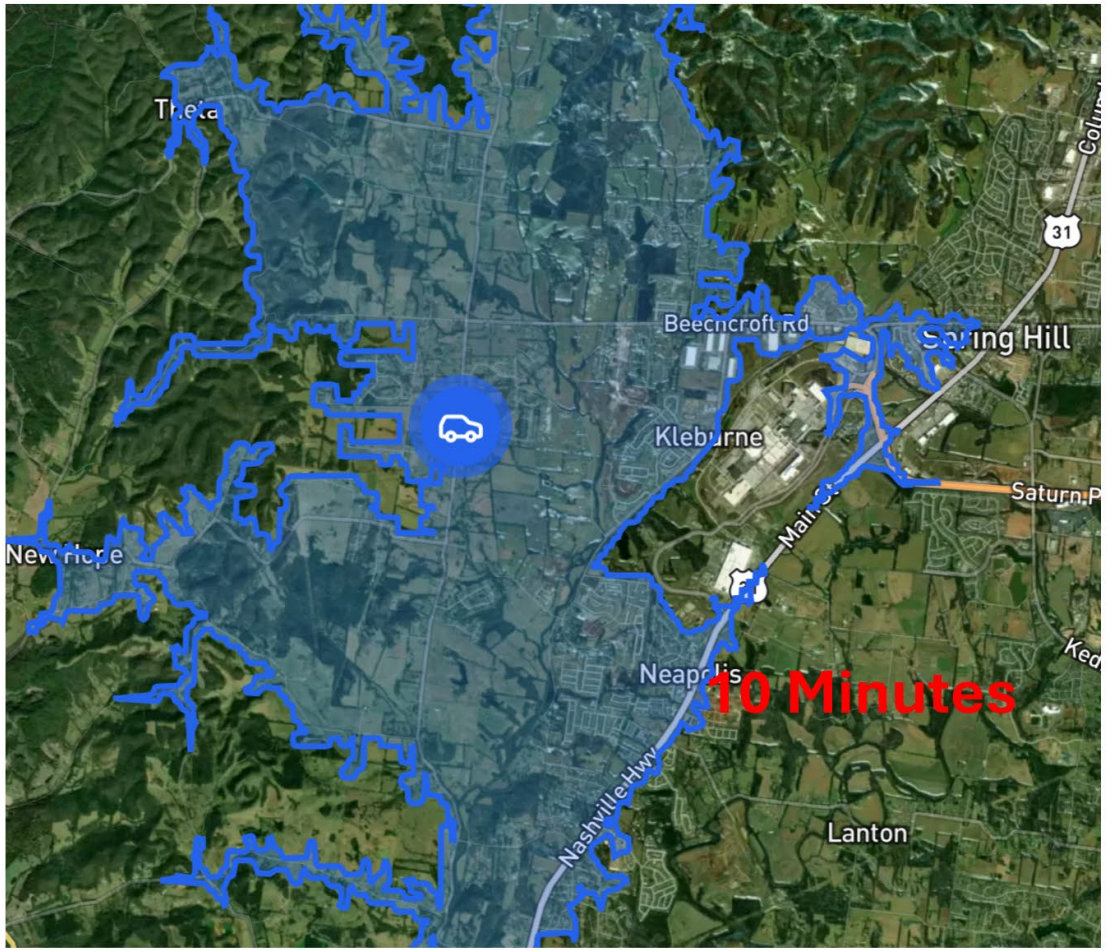
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Carters Creek Pike response times to Spring Hill area

(Does not factor traffic)

Response Times
MCFD Carters Creek



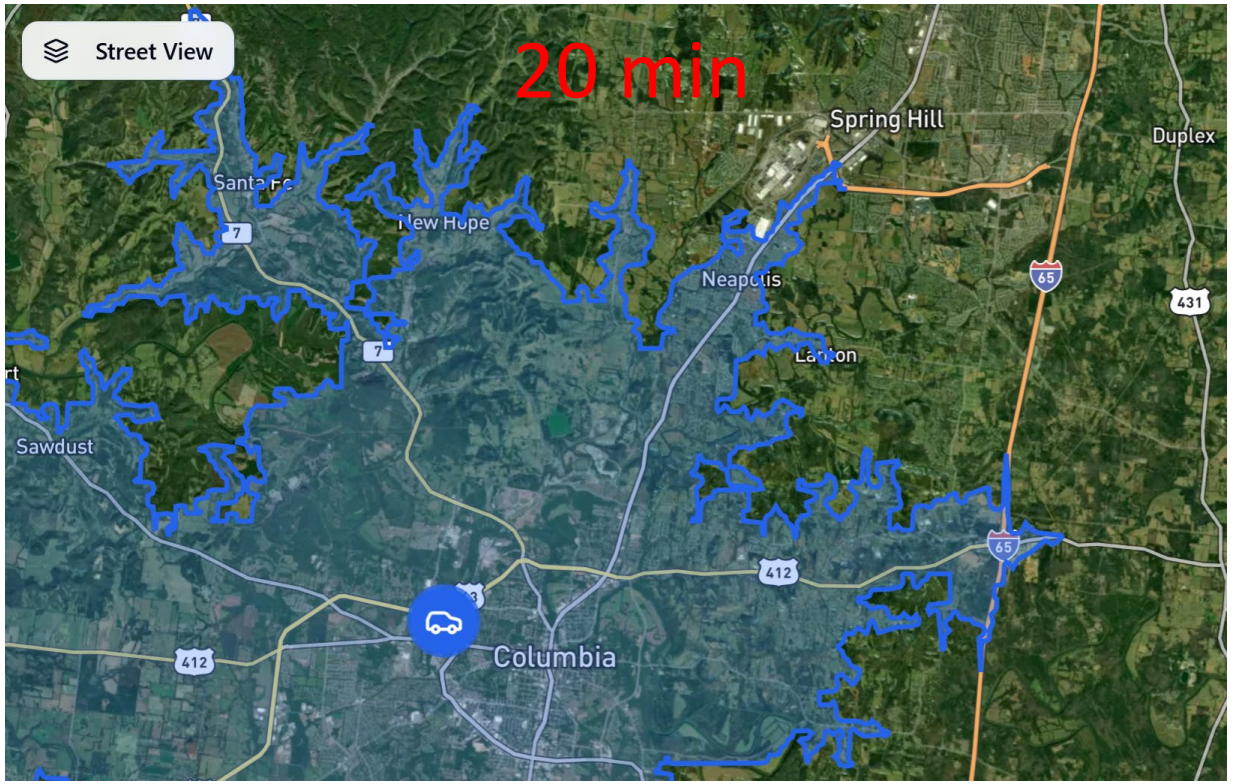


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Response times from Main EMS Station

(Does not factor traffic)

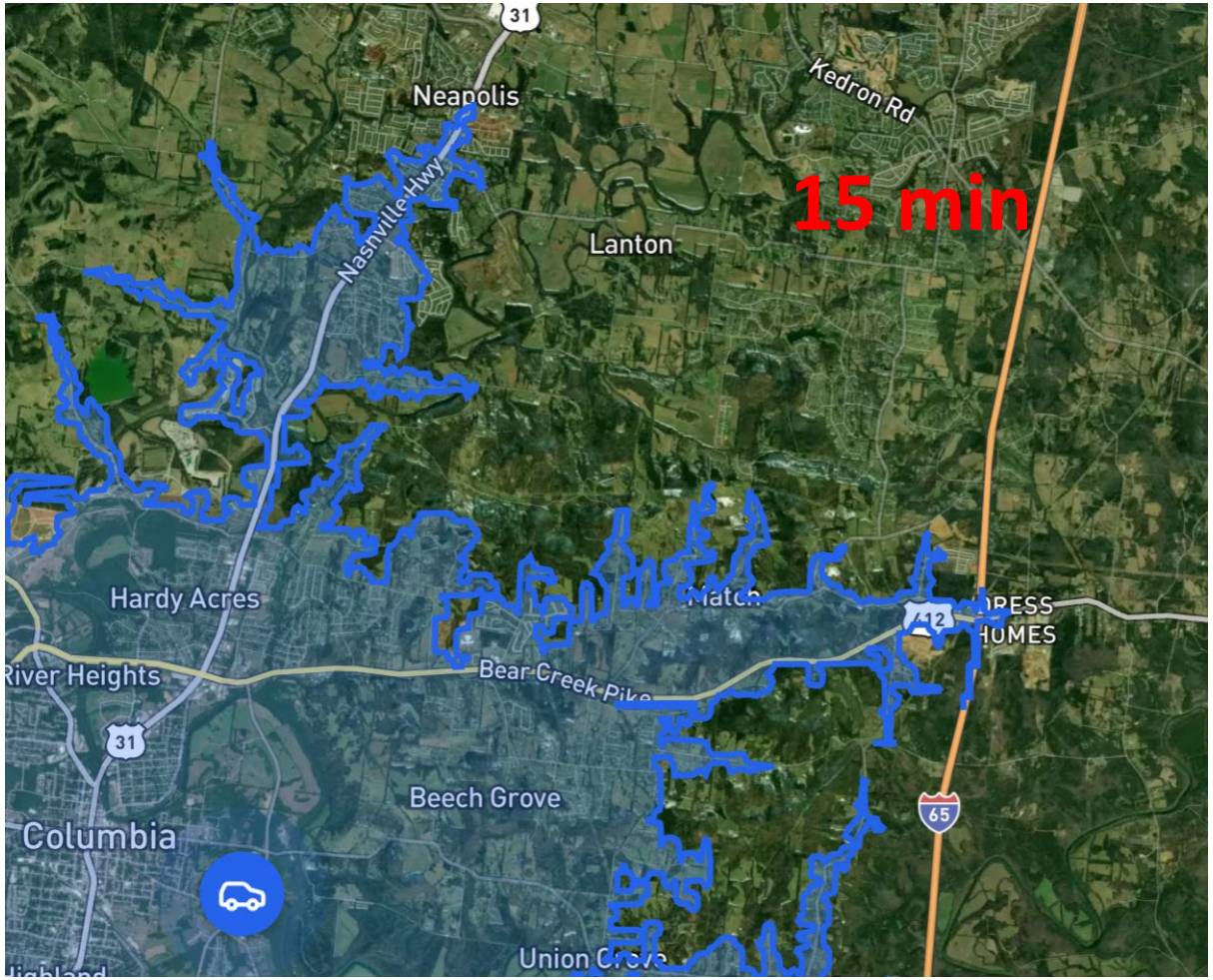


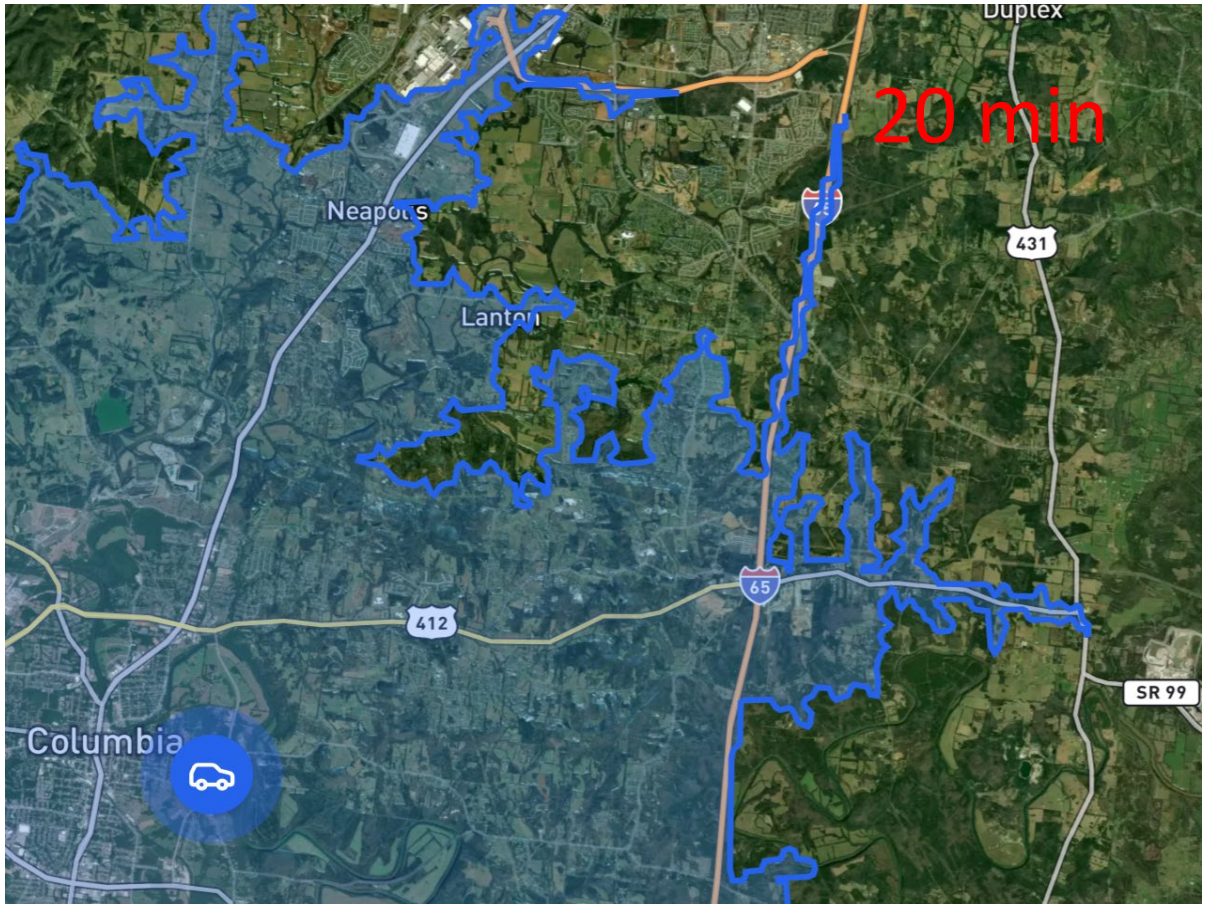


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Response times from Tom J Hitch EMS Station

(Does not factor traffic)





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Coverage without adding additional Ambulances

- North's call volume would reach an estimated **3,500/yr**

- Response times from other Maury stations **> 20 minutes**

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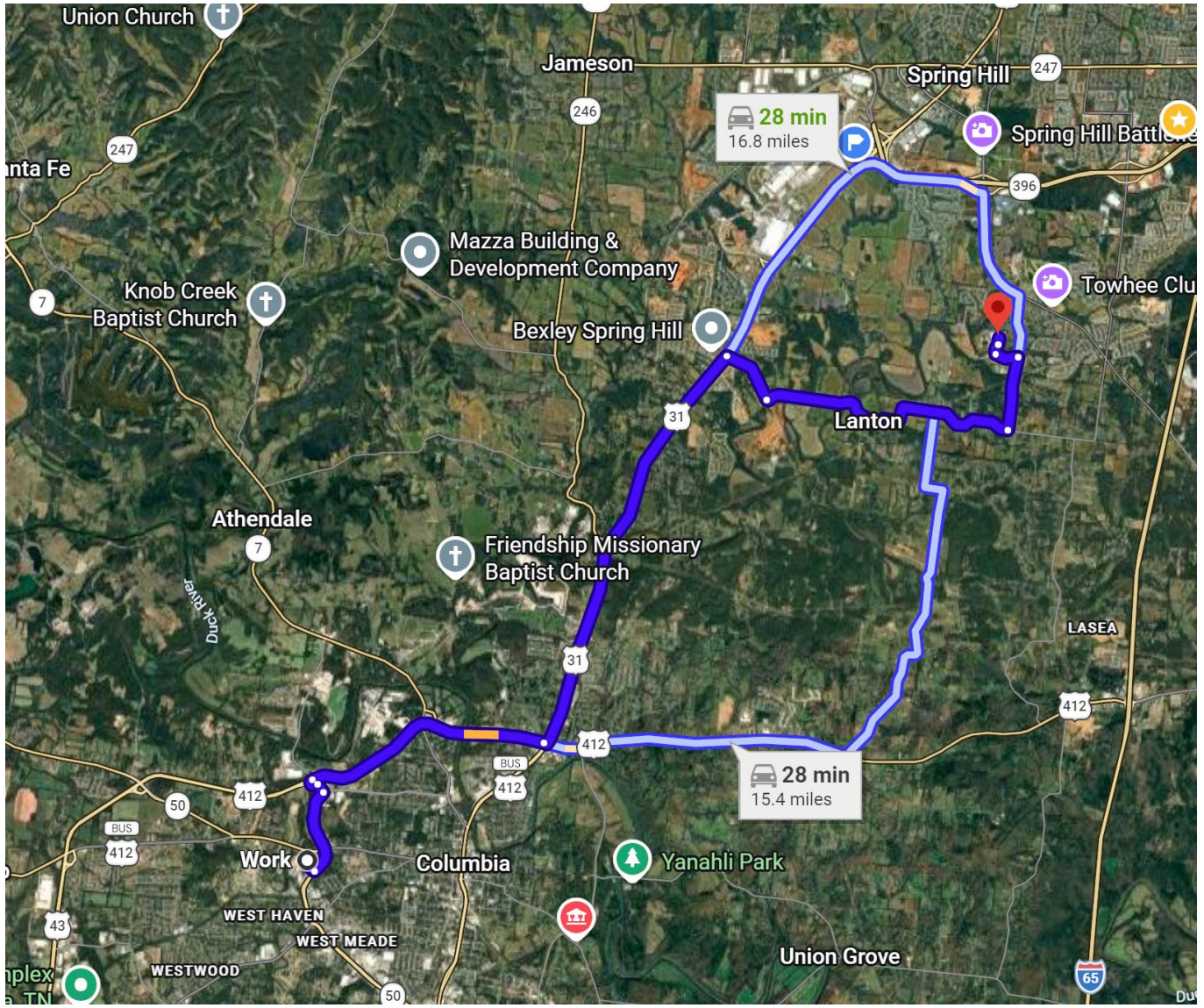
Coverage without adding additional Ambulances

If North Station is unavailable

Port Royal Kroger
- Main Station 27 minutes
- East Station 23 minutes

Battle Creek High
- Main Station 28 minutes
- East Station 23 minutes

Spring Hill Middle School
- Main Station 25 minutes
- East Station 22 minutes



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Perceived Challenges

- **Staffing** – acquiring and training
- Two additional ambulances **$400K each with lead time 6-12 months**
- Additional Supervisor vehicle **$60K**
- Coordination with Williamson County Dispatch for SHFD Station 2
- Need EMS radios installed at Carters Creek Pike & SHFD

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Staffing plan and anticipated costs

Add 4 AEMT's and 4 Paramedics per added ambulance

Personnel Cost: **$800K per 24/7 staffed ambulance**

Total FTEs for 2 ambulances: **16**

Total estimated personnel costs: **$1.6M**

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Spring Hill EMS Proposal

Budget Item	Description	Year One	Year Two	Year Three
Ambulances	Two ALS ambulances 24/7	$800,000	N/A	$450,000
Supervisor Truck	One truck 24/7	$60,000	N/A	N/A
Communications Infrastructure	Radio equipment and tower antennas	$100,000	N/A	N/A
Labor Expense (salaries + benefits)	24/7 EMT per ambulance = 8 FTEs 24/7 paramedic per ambulance = 8 FTEs 24/7 Supervisor = 4 FTEs 12/7 Dispatcher = 2 FTEs Total 22 FTEs	$2,038,736	$2,140,673	$2,247,707
Additional Costs	Supplies, equipment, fuel, purchased services, repairs/maintenance	$145,000	$152,250	$159,862

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Spring Hill EMS Proposal

Management Fee		$28,463	$30,455	$32,587
Sub-total		**$3,172,199**	**$2,323,378**	**$2,890,156**
Projected Collections		($948,741)	($1,015,064)	($1,086,225)
Total Subsidy		**$2,223,458**	**$1,308,314**	**$1,803,931**

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Spring Hill RFP: Two Stations

Operational Requirements: Port Royal and Campbell Station

- 2 ALS ambulances providing 24/7 coverage
- 1 Supervisor vehicle providing 24/7 oversight
- 22 Total FTEs: 8 EMTs, 8 Paramedics, 4 Supervisors, 2 Dispatchers
- Communications infrastructure, ambulances, equipment, and dispatch connectivity

	Year 1	Year 2	Year 3
Operating & Capital Costs	$3,172,199	$2,323,378	$2,890,156
Less: Projected Collections	($948,741)	($1,015,064)	($1,086,225)
Required Subsidy	**$2,223,458**	**$1,308,314**	**$1,803,931**

Spring Hill RFP Considerations

Continued growth in eastern Maury County necessitates additional EMS units and station deployment TODAY within Columbia.

Ambulance procurement timelines remain lengthy, with an estimated lead time of 12 months.

MRH currently lacks the capacity to safely and effectively absorb two additional station responsibilities prior to July 2027. With OT and a spare ambulance we could operationalize one additional station January 2027

The Neapolis station should not be considered a sustainable coverage strategy as the only option for the Maury side of Spring Hill operations.

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