



GREER COUNTY SPECIAL AMBULANCE SERVICE  
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Administrator, Annie Glover (580) 821-6242

Information for Renewal of EMS Contract with the City of Mangum

Hello, my name is Annie Glover and I serve as the EMS Administrator for the Greer County Special Ambulance Service. I would like to take a moment to thank the City Commissioners, the City Manager, the City Attorney and Mayor for their time in reviewing the following information. I am hopeful the information provided will give each of you the information you need to make an informed decision. Should you find you need more information or clarification on anything, I am happy to provide that.

Our service is comprised of 6 full time employees and 6 PRN (as needed/part-time) employees. Our work schedules are divided into 24 hours shifts with the most common being 48 hours on duty. Due to the nature of this job, it requires 2 crew members to be here 24/7 and this is how we achieve this.

We have one ambulance fully staffed for 911 responses (pre-hospital response). This ambulance has two crew members staffed with at least one ALS provider (EMS Level Intermediate-85 / Advanced EMT / Paramedic), per our contractual agreement, on duty each shift.

We have an additional ambulance that is utilized for inter-facility (hospital-to-hospital) transfers. Our current funding does not allow us to staff (2) ambulances at a full-time status. Transfers are a means to more revenue that we depend heavily on in addition to meter fees and Ad Valorem. At the beginning of 2024 we implemented an on call system (crew is called in from home) specifically for transfers so we can help our local hospitals with getting patients to higher levels of care. This has saved us money with payroll but still allows us to provide service to patients needing to be transported. The goal is to eventually have (2) fully staffed ambulances available once funding allows for this.

Our call volume for 2024 is as follows: **Total EMS calls 773**

Transports	Refusals/no transport with medical evaluation/treatments performed by EMS	Standbys for Fire & Law Enforcement	Cancellations
497	188	31	57

This past year we have been working closely with all first response agencies in the county to include Mangum Fire Department and Mangum Police Department. We have assisted in providing and promoting multiple trainings to include response to Wildlife Refuge Management, CPR and Stop the Bleed. I am currently teaching an Emergency Medical Responder course for free to our local responders and am happy to report we have representatives from every first response agency in Greer County attending. The goal is help make sure our citizens get the best care possible. Which we can achieve by all agencies working well together with more inter-agency training. We have had a lot of amazing people working with us to make sure our service is doing more in the community. In April we will host the "Operation Prom" event at the Mangum High School to advise of the dangers associated with distracted driving by way of alcohol use and texting while driving. We have more plans for the future to bring more to the community in the way of education and training. This is something I am really excited about because I feel as though educating our citizens is incredibly important.

I am happy to say we are more involved with the community since taking this position over last year. I am always open to suggestions and happy to discuss your ideas.

Financially, we are still struggling. It is not uncommon for EMS in general and more so, smaller, rural agencies to have difficulty with their finances. It is quite frankly a nation-wide epidemic, unfortunately. There have been multiple agencies in the state that have closed the doors on their ambulance services due to lack of funding. The reality is insurance does not pay EMS agencies at what we bill and without some kind of external revenue being generated, they are not likely to survive. Our county is not immune to that struggle. In the past 20 years Medicare regulations have not been updated and this is a cause for payouts to be less than ideal. The cost of medical supplies, ambulance upkeep and the general cost of living has clearly increased in the last 20 years. **Medical billing payout on average for our service ranges from 30-40% per patient with the 2024 overall average at 43%.** This is less than half of what we are allowed to bill for and we have no control over what they approve to be paid. The return on what we receive is not enough on its own to function appropriately.

Some additional information, Medicare had increased to pay rural service 3-6% more on each patient encounter to allow for more funding in years previous. However this expired December 31<sup>st</sup>, 2024. State representatives are currently fighting this in legislation to help improve better payouts. This has not happened yet and smaller services such as our self-suffer financially due to this.

I know there has been questions in the past about generating different revenue by means of a county membership. I am currently working on looking into what we can do to extend this to the surrounding communities. In 2024, we responded twice to a Willow residence and no other of the surrounding communities' residential homes aside from Granite. Granite pays their meter fee, on time, every month with the full amount and

also provides the amount of meters that were charged. Despite a county membership, both Granite and Mangum alike would still pay the same amount for their agreement with the service as it is based off of active meters within their respected jurisdiction. Anyone that we have responded to outside of this is billed for the full amount, whereas, citizens of Mangum and Granite are only charged for their \$12/month meter fee and what insurance allows to pay.

Currently in EMS, there are not many avenues to secure funding from grants. The OERSSIRF grant is one of the main grants utilized by EMS. However, this is specific to equipment or vehicles needed by the service and often requires matching funds to secure this grant. The problem right now is it was supposed to be open for applicants this past summer but has not been opened yet. The last meeting that was held was in August of 2024 and we have not been advised of any further information since then. I have spoken with SWODA and their grant writer about what is available to EMS in the way of grants. She has not been successful in finding additional money to assist our agency. That being said, I will continue to research and try to find additional funding.

**Our current bank balance is \$46,780.38.**

This is the balance after we received our Ad Valorem for the month of January. Prior to this it was averaging at approximately \$19,000. We depend heavily on the meter fees to make sure we are able to make payroll, purchase needed medical supplies, pay all our bills to include utilities, workers comp, taxes, building maintenance and vehicle maintenance. Some of our medical supplies are only sold in bulk and often times expire before we are able to use them. So, I have been working with surrounding agencies to trade unused medical supplies, not including narcotic medications, so we can cut overspending on items we simply will not use. This has saved us quite a bit of money. I am also working on working with a company called PCG that helps with better insurance reimbursement through Medicaid. However, this program will not be open for applications until June or July per their representative.

I have wrote all of this to show the city our service is working to increase our revenue. That being said, the money is just not there. I will continue to constantly work on improving where I can to generate revenue. The reality is we can't keep our doors open and serve the community if we do not receive this funding from Mangum. We do not make anything extra. I can assure you I have cut spending in any place I could so we can stay afloat. The truth is 12.00 per meter is not enough and we do need more. That being said, we are not going to ask for that at this time. We simply would like to renew our contract to reflect the 12.00 per meter fee so we can keep our doors open.

If our doors close, the cost to hire an outside agency to service this county will total much more than what is currently being paid. If our service is shut down, and it will be without this money, many lives will be affected. We have a nursing home that that often times need transport by way of an ambulance. If the doors close to our service, you are looking at approx. 30 minutes to 1 hour before a surrounding EMS agency can respond

to an emergency. That is IF they are not busy in their own service area. Every EMS agency is struggling to keep their own jurisdictions covered. So responding outside of their coverage area is not always plausible. We need this service here. The average time for irreversible brain damage to occur is 4-6 minutes. This occurs when a person is unable to be oxygenated adequately. Someone who is bleeding out may only have a few minutes between living and dying. If we are waiting for an outside service to cover this area, the outcome is likely not one that will be positive. I do not want this for our community. The people we serve deserve the same medical help that any other city is provided.

This is our community. We care about the people here. At the end of the day, we are not looking to make a profit. We just want to take care of our citizens and I sincerely mean that. I understand that maybe my bluntness of it all may seem "over the top". Which I certainly don't mean for it to be. I am someone that cares about being realistic and providing you with solid, factual information so you are able to make an informed decision. I have been taking care of people for almost 21 years. When I say I truly care about the people we care for I mean that. It's something I take very personally because my job is to be an advocate to those we care for. I'm supposed to be the voice that is heard so they get what they need so that is why I have said all that I have. I took on this position almost a year ago, excitedly, because I knew I could bring a lot to this community and that we could make sure patients, our citizens, get the best care possible. We have been doing just that and I truly hope you will consider all I have said when you make your decision regarding our contract.

Again, I thank you for your time and I hope the information I have provided is what you need. Please let me know if I can be of anymore assistance.

Sincerely,

Annie Glover, NRP  
EMS Administrator  
Greer County Special Ambulance Service

