

# 2024



## Annual Report

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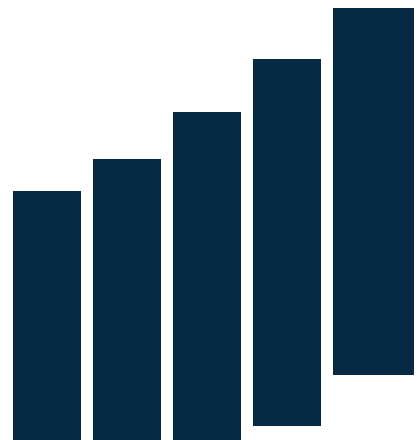
## Mobile County EMS



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# Letter from Director

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**To the Citizens of Mobile County,**

At Mobile County EMS, our mission is simple—but never small: **to get better every year.** That means striving, every day, to provide the highest level of pre-hospital care to our County, our communities, our neighbors—our people. We were born of necessity in 1992, created to serve those who too often lacked a reliable emergency medical response. From that grassroots beginning, **Mobile County EMS** has grown into a professional, high-performing EMS agency covering over 1,100 square miles and responding to nearly 40,000 calls this year. But our purpose has never changed. We are still your neighbors, committed to showing up when it matters most.

As Executive Director, I see it as my responsibility to ensure that our crews don't just respond quickly—they respond with clinical excellence, compassion, and calm under pressure. In 2024, we continued to build on that commitment through key investments in **training, equipment, staffing, and innovation:**

- We became the only 911 EMS agency in the county with IV infusion pumps on every ambulance, elevating the care we can deliver in the field.
- We added new rapid-response vehicles, funded by the Mobile County Commission, to improve our on-scene speed and flexibility.
- We expanded our ambulance fleet, upgraded our cardiac monitors, and trained dozens of new paramedics and EMTs through in-house programs.
- Most importantly, we staffed every unit with professionals licensed at the highest level recognized by the State of Alabama.

When someone in our community dials 911, our goal is to send a highly trained paramedic—someone who represents the professionalism and heart that define our team. Someone who can intervene in a life-threatening crisis and save a life. And that's what this report is all about: showing how we **served**, where we improved, and what we're doing to be even better in the year ahead.

I remain committed to leading this organization with integrity, purpose, and an unwavering promise to Mobile County:

**We care. We will be there.**

**Sincerely,**

Mark Turner  
Executive Director  
Mobile County EMS



# Mission Statement

Our Mission is to provide **high quality, compassionate** patient care at all times with the highest level of **professionalism, compassion, accountability**, and knowledge possible. We will **serve** our community together as one and always strive for **improvement**



# About Mobile County EMS



Mobile County EMS was founded in 1992 as a nonprofit 501(c)(3) organization, created through a partnership between the Mobile County Commission and local municipalities to meet a critical need: providing timely, professional emergency medical services to residents outside the city of Mobile. What began as an all-volunteer rescue squad has evolved into a full-scale EMS agency, now recognized as one of the most expansive 911 providers in Alabama.

Over the past three decades, Mobile County EMS has grown in both capability and coverage. Today, we respond to nearly 40,000 emergency calls annually, serving a population of over 200,000 residents across 1,100+ square miles—from coastal towns like Dauphin Island to northern communities like Citronelle. Our transformation from a grassroots initiative to a high-performing professional EMS system remains rooted in our founding mission: to deliver lifesaving care with compassion, professionalism, and purpose.



# Service Area

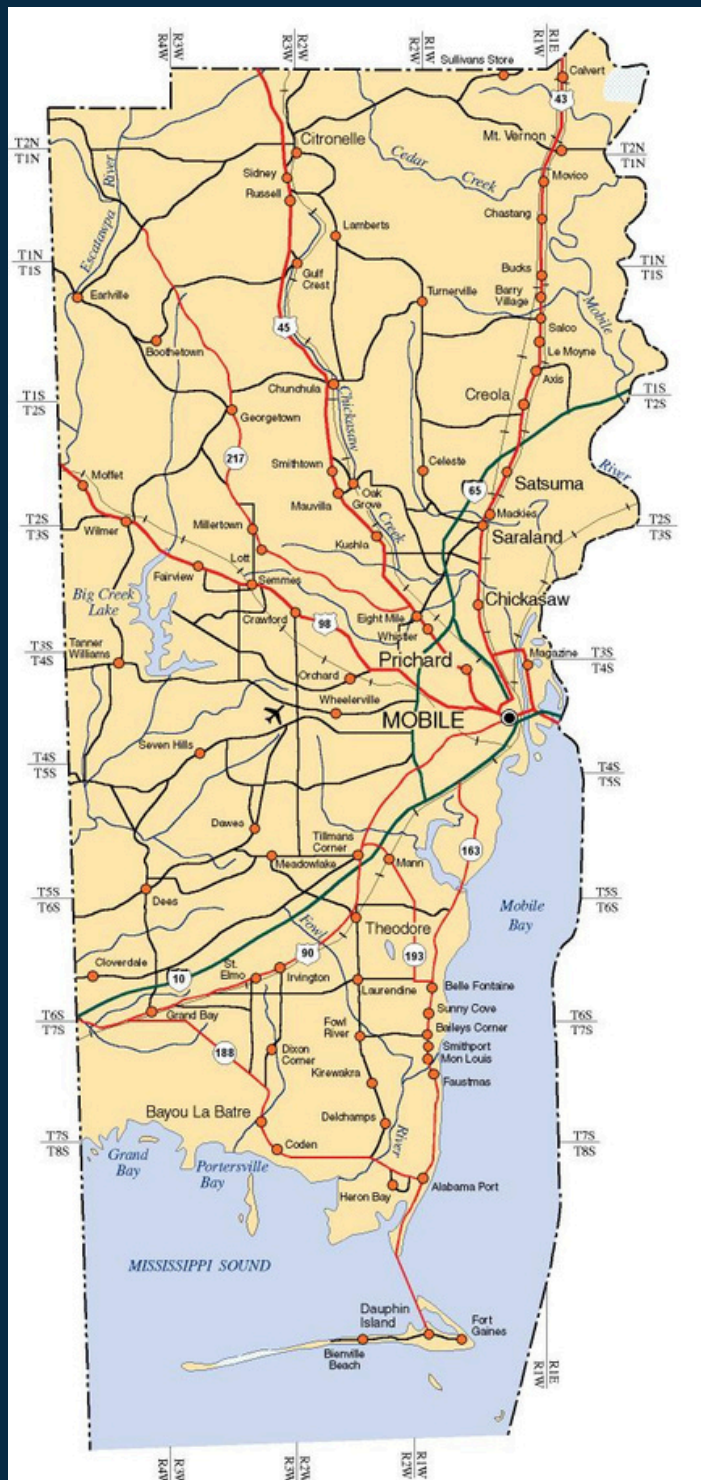
Mobile County EMS provides 911 emergency response and advanced life support across all areas of Mobile County outside the City of Mobile, including the following municipalities and communities:

## Municipalities:

- Bayou La Batre
- Chickasaw
- Citronelle
- Creola
- Dauphin Island
- Mount Vernon
- Saraland
- Satsuma
- Semmes

## Unincorporated Communities:

- Theodore
- Tillman's Corner
- Grand Bay
- Irvington
- Wilmer
- Tanner Williams
- Eight Mile
- Kushla
- Axis
- Coden
- St. Elmo
- Chunchula
- Georgettown
- Mauvilla
- Turnerville
- Movico
- Calvert
- Bucks



# Leadership Team



**MARK TURNER**  
EXECUTIVE DIRECTOR

With over 20 years of experience, he leads with a focus on high-quality care, innovation, and community service. Under his leadership, the agency has expanded its capabilities, strengthened its workforce, and maintained a clear commitment to responding with excellence—every call, every time.



**KATHY HORTON**  
DIRECTOR OF BUSINESS AFFAIRS

A core leader at Mobile County EMS, known for her reliability, coordination, and dedication to service. She plays a vital role in supporting field operations and ensuring teams are equipped for success. Kathy's leadership and professionalism help maintain the smooth daily function of the agency, making her a trusted presence throughout the organization.



**PHILLIP TURNER**  
OPERATIONS  
MANAGER



**WILL MONTOLBON**  
COMPLIANCE &  
SUPPORT MANAGER



**TRAVIS BURNS**  
TRAINING  
MANAGER



**KRISTY COX**  
BILLING  
MANAGER



**JEFF CRISWELL**  
QA/QI  
MANAGER



**CRYSTAL SUTTON**  
ADMINISTRATIVE  
ASSISTANT

# Professional Staff

## FEILD STAFF

Our frontline staff includes **83 licensed EMS providers**, delivering care-24 hours a day, 365 days a year. Our commitment ensures every ambulance is always staffed with a **Paramedic**, the highest level of care to meet the needs of our citizens

- **Paramedics:** 52
- **Advanced EMTs (AEMT):** 14
- **Emergency Medical Technicians (EMT):** 17



## COMMUNICATIONS STAFF

Staffed by **14 Professional Communicators**, each certified in both **Emergency Medical Dispatch (EMD)** and **Emergency Fire Dispatch (EFD)**. These highly trained communicators are responsible for managing all 911 calls for medical and fire emergencies throughout Mobile County. They dispatch

- **Mobile County Ambulances:** 15
- **Volunteer Fire Departments:** 16
- **Municipal Paid Fire Departments:** 6

## OPERATIONS & SUPPORT STAFF

Behind the scenes, a skilled operations team of **6 personnel** ensures our ambulances and equipment remain mission-ready. This includes **Fleet Mechanics** and **Logistics Staff**



# Fleet Overview

Mobile County EMS maintains a modern, diverse fleet of **24 Ambulances** and **3 Rapid Response** vehicles, deployed strategically across the county to ensure timely and reliable emergency care. In service to the citizens of Mobile County the fleet covered: **1,134,000 Miles**

## FLEET COMPOSITION

- **Ambulance Units:** Combination of Type I and Type III vehicles, including Chevrolet and Ford E-450 models
- **Year Range:** Vehicles range from **2014** to **2023** models



- **Daily vs. Reserve Status:**
  - Majority of units are active daily-duty ambulances
  - Several older units remain in reserve status, used as backups during maintenance or surge response
- **Mileage Monitoring:** All vehicles are tracked with current mileage and projected use through 2027 to guide replacement planning
- **Average Miles Traveled:** 54,000 per truck

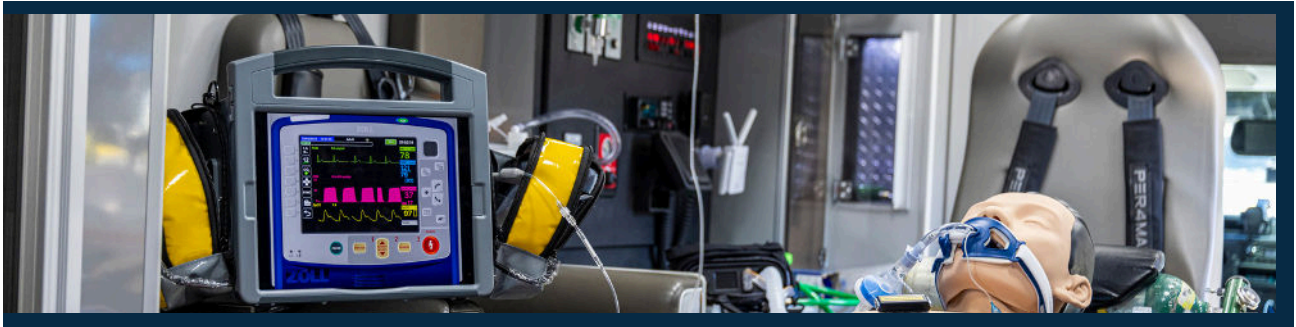
## FLEET READINESS

- **Fully Certified Team:** All maintenance staff hold Master Certified Emergency Vehicle Technician and ASE
- **24/7 Operational Readiness**
- **Preventive Maintenance Program**
  - Scheduled service based on mileage and usage patterns
  - Oil changes, tire rotations, brake inspections, and fluid checks
  - Testing of life-saving systems (oxygen, suction, electrical)
  - Regular safety inspections and compliance checks
  - Quarterly and annual full-system reviews



# Training

At Mobile County EMS, training isn't an obligation—**it's a commitment to excellence**. Our in-house education program ensures that every provider remains at the top of their clinical game, prepared to handle any emergency with confidence, skill, and compassion.



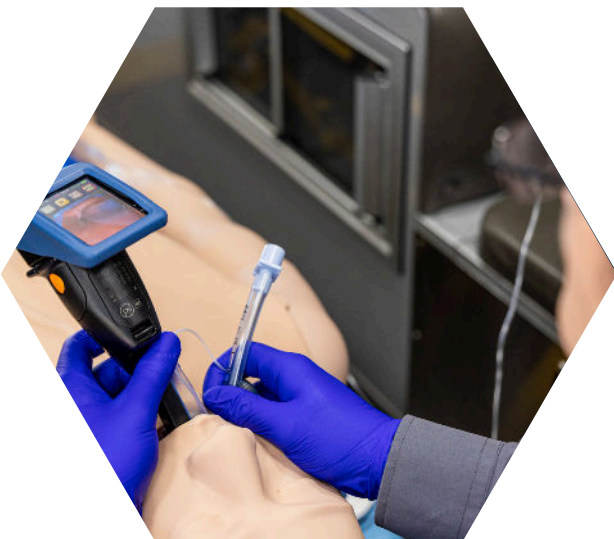
## TRAINING OVERVIEW

Over **5,398** training hours provided to ensure MCEMSS professional staff are ready to serve in any emergency.

## SPECIAL TRAINING PROGRAMS

In addition to core continuing education, Mobile County EMS provides advanced training on specialized equipment and critical care protocols. Highlights include:

- **IV Infusion Pumps:** to support system-wide deployment of IV pumps, enabling **hospital-level medication delivery** in the field
- **Ventilator Operations:** Instruction on portable transport ventilators for advanced airway management
- **Critical Care Certification:** MCEMS is the state pilot program for ground based critical care certification



# Critical Care Leaders

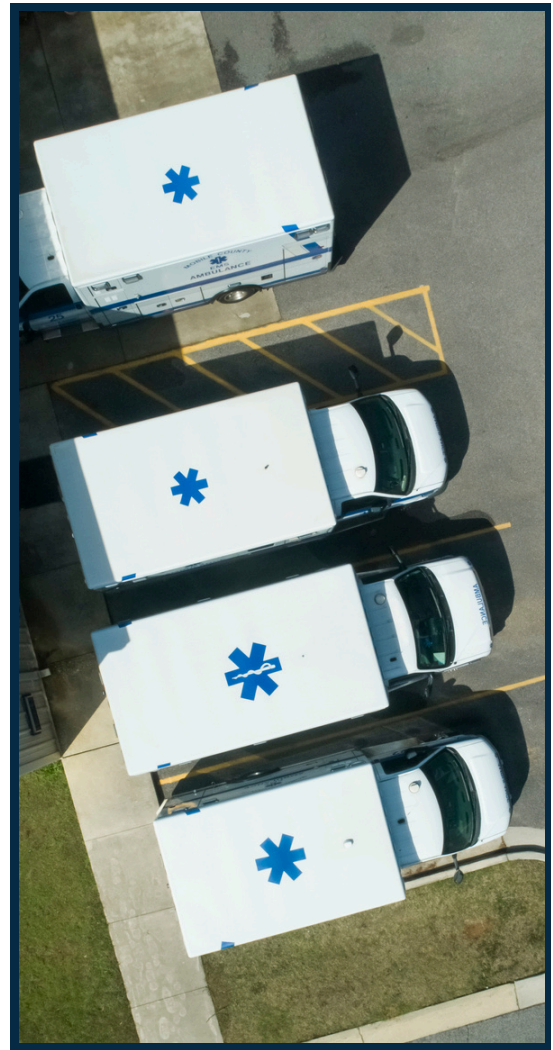
In October 2024, Mobile County EMS launched its **Critical Care Paramedic (CCPs) Program**, officially approved by the Alabama Office of EMS. This positioned us as the **state leader** in ground-based critical care, delivering high-acuity interventions previously limited to flight paramedics.

## CRITICAL CARE PARAMEDICS SKILLS

CCPs are trained and credentialed to perform complex, lifesaving procedures in the field, including:

- **Mechanical ventilation** using advanced transport ventilators
- **Hospital-only medications** for cardiac, respiratory, and trauma care
- **Rapid Sequence Intubation (RSI)**
- **Surgical airway access** (e.g., finger thoracostomy, cricothyrotomy)

These capabilities allow MCEMS to stabilize critically ill or injured patients with the same tools used in hospitals without waiting for a helicopter.



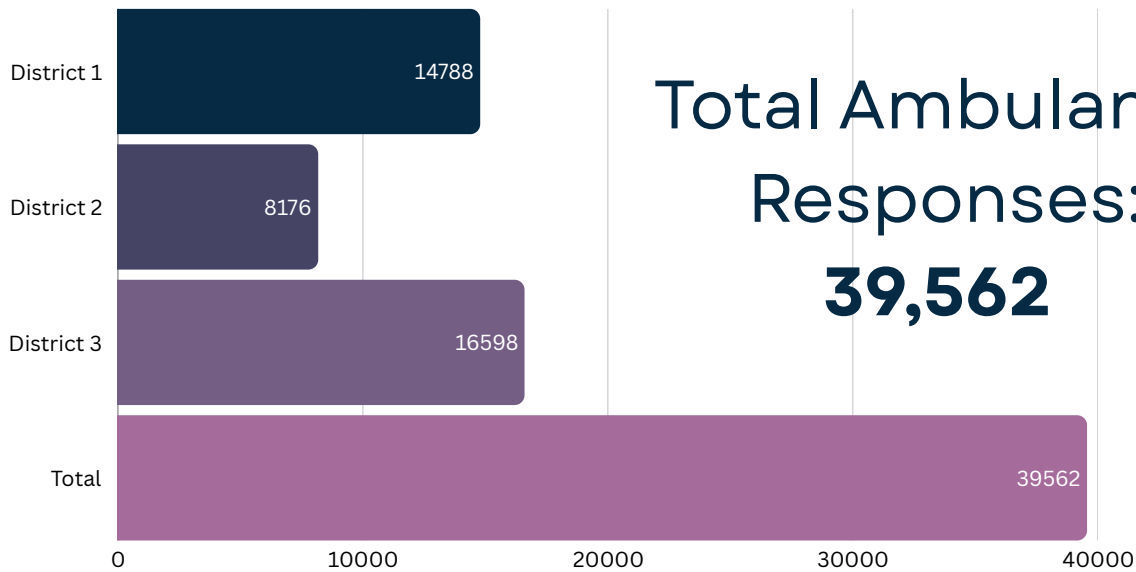
## PROGRAM PERFORMANCE

- 21 critical care procedures performed, including:
  - 6 Rapid Sequence Intubations
  - 4 Finger Thoracostomies
  - 11 Ventilator deployments
- First administration of IV Nitroglycerin in agency history



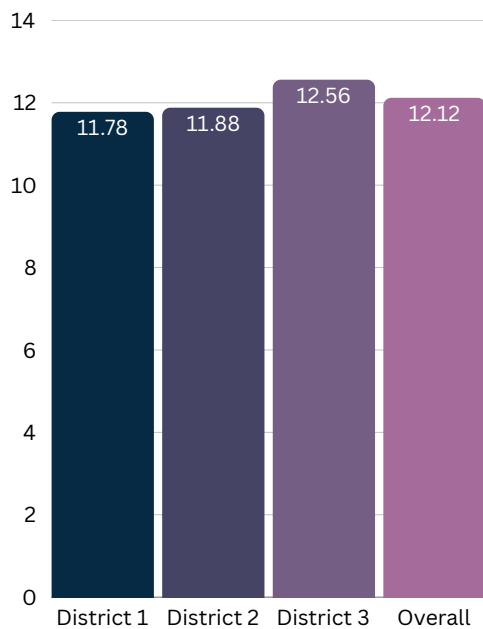
# Ambulance Responses

## Total Call Volume

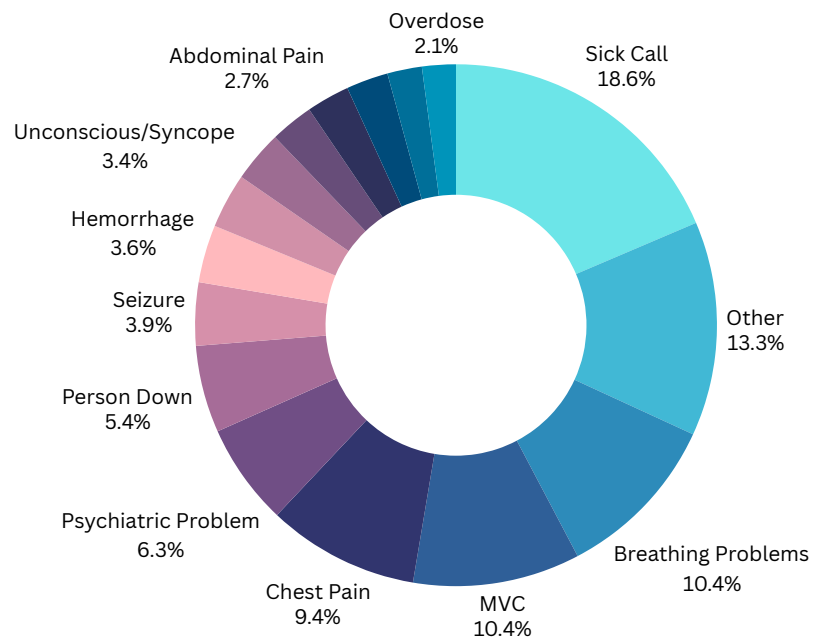


Total Ambulance Responses:  
**39,562**

## Response Time



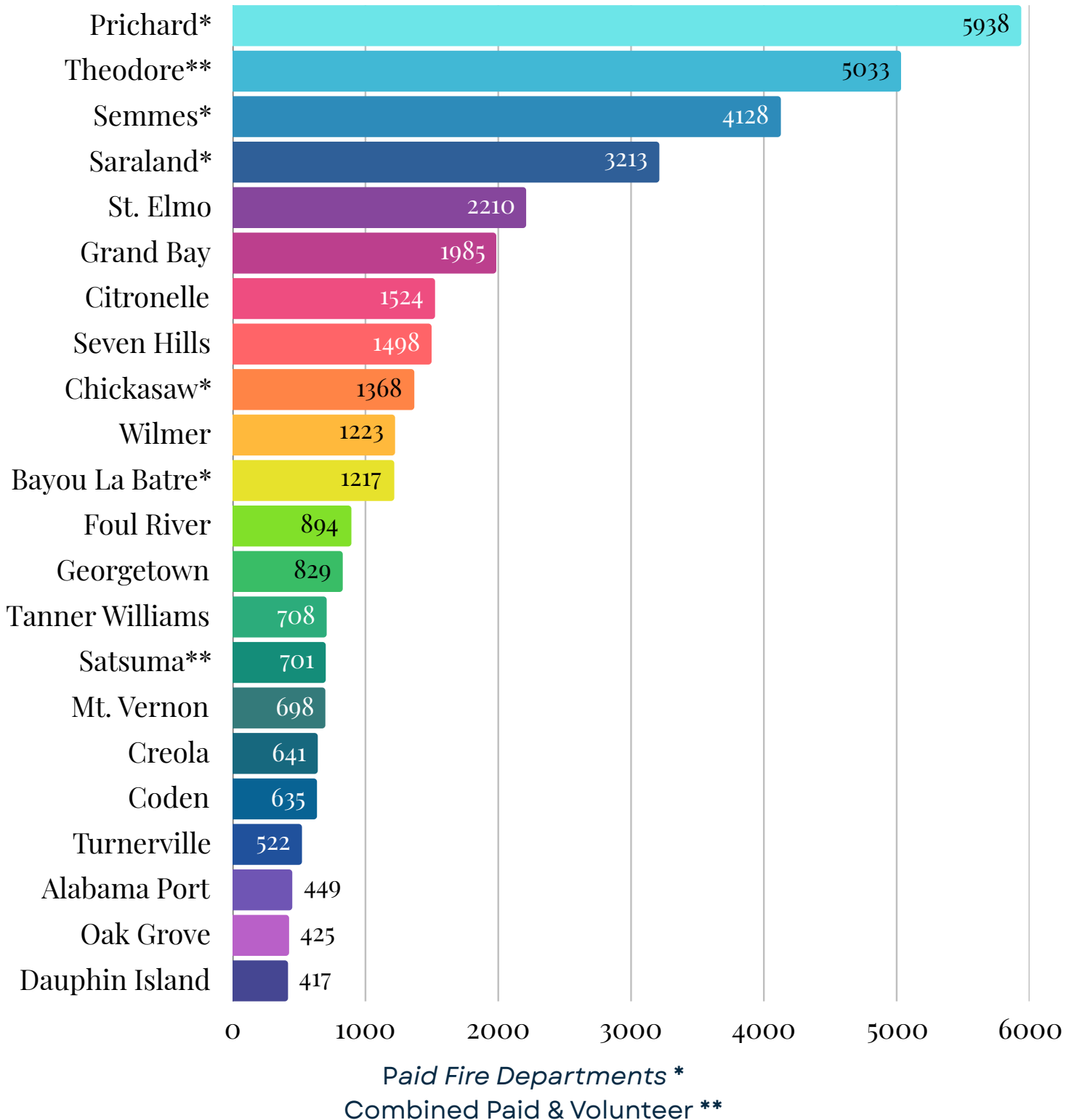
## Emergency Types



*Data presented includes 100% of all MCEMS responses*

# 911 Dispatch Responses

In 2024, our 14 EMD/EFD-certified dispatchers handled more than **75,912 emergency calls**—coordinating response for every ambulance and 22 fire departments in Mobile County.

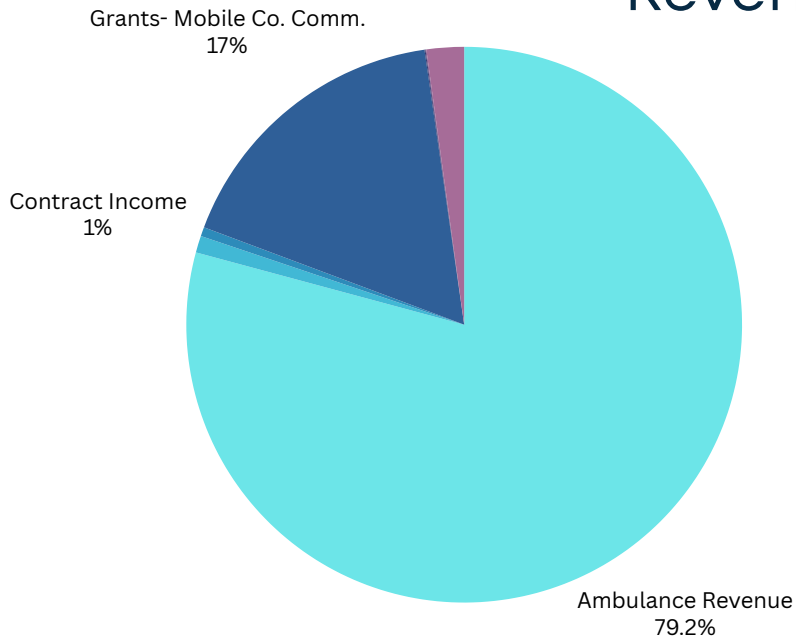


# Financials

## Efficient. Accountable. Mission-driven.

Despite rising costs and uncompensated care, Mobile County EMS continues to deliver high-quality service through responsible stewardship of public and private funds.

## Revenue



### Total Budget:

- Total Revenue: \$12.1M

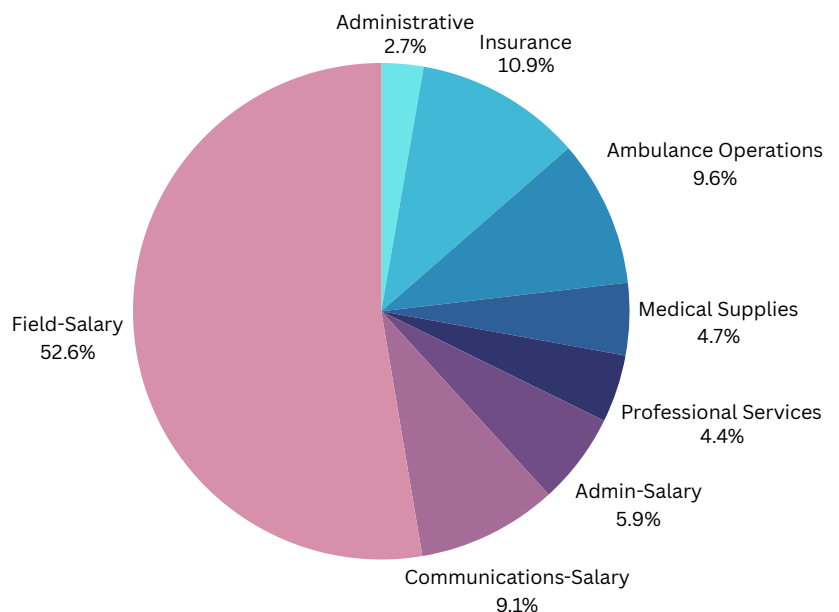
### Revenue Breakdown:

- 81.5% from ambulance billing
- 17.5% from County funding
- Remainder from grants, training, and contracts

## Expenses

### Total Expenses:

- 85%+ support frontline EMS operations
- 1 in 4 calls = no billable transport
- Expenses reflect what matters most: Patients, People & Response



# Summary



## A Year of Impact, Excellence, and Resolve

In 2024, **Mobile County EMS served 75,912** emergencies—including **39,562** EMS responses and **36,350** fire dispatches—across 1,100 square miles of Mobile County. Every call was handled by a local team of **highly trained paramedics, EMTs, and certified dispatchers**, delivering care with skill, speed, and compassion.

We maintained **100% ALS coverage** staffed by **87 professional** pre-hospital providers, deployed state-of-the-art IV pump systems, expanded our rapid response fleet, became the state leader in **ground-based Critical Care**, and delivered over **5,400 hours of in-house training**.

Our fleet of **24 frontline ambulances** and **3 rapid response units** is deployed through a data-driven dynamic deployment model, allowing us to maximize coverage and reduce response times in both high-density and rural zones.

Our communications division, staffed by **14 EMD/EFD-certified professionals**, remains the central hub for all EMS and fire calls in the county, **operating 24/7** to keep every corner of Mobile County connected to emergency care.

Financially, we **operated with discipline and purpose**:

- \$12.1M in revenue, with over 85% of spending directly supporting field operations
- Public funding from the County accounted for just 17.5% of our budget—down from 56% a decade ago

We remain **committed** to getting better every year. Because this isn't just our job—**it's our county, our neighbors, our people.**

**We care. We will be there.**

