
From: Tommy Copeland <tommy.copeland@putnamcountyttn.gov>
Sent: Friday, 18 September 2026 16:34:57
To: Luke J. Hill <lhill@crmchealth.org>
Cc: Darren Ford <dford@putnamcountyttn.gov>; Joseph Smith <joe.smith@putnamcountyttn.gov>
Subject: [EXTERNAL EMAIL] - Times

Mr. Hill,

Per your request, we have reviewed calls that originated in the area of 999 South Willow to determine an approximate "Call received" to "Arrive at Cookeville Regional Medical Center" time. In fairness, there are no similar outpatient procedure clinics in the immediate area. We did review a couple of sites, one residential and one physician office, in the immediate area. Both sites are high utilizers. This review was conducted for a two-year period and times were averaged. In this case, the average time was 31 minutes 14 seconds.

I hope this helps clarify total EMS response and transport time, for this general area. If I may be of further assistance, my contact information is below.

Respectfully,
Tommy Copeland, CCP
Chief, Putnam County EMS

Tommy Copeland, CCP
Chief
Putnam County Emergency Medical Services
Coroner, Putnam County
Direct office [931-525-2103](tel:931-525-2103)
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700 County Services Drive
Cookeville, TN 38501

From: Tommy Copeland <tommy.copeland@putnamcountytn.gov>

Sent: Tuesday, 22 September 2026 18:17:27

To: Debbie Hayes <dhayes@tnheart.com>

Subject: Response time to proposed ASC clinic area

You don't often get email from tommy.copeland@putnamcountytn.gov. [Learn why this is important](#)

Ms. Hayes,

Per your request, we have reviewed historical calls for a response time to your proposed ASC location. In fairness, there are no similar outpatient procedure clinics in the immediate area. We did review a couple of sites, one residential and one physician office, in the immediate area. Both sites are high utilizers. This review was conducted for a two-year period and times were averaged. In this case, the average time to arrive in the proposed area was four minutes and thirty-two seconds (4:32).

I hope this helps clarify the total call dispatched to arrival to the scene time, for this general area. If I may be of further assistance, my contact information is below.

Respectfully,

Tommy Copeland, CCP

Chief, Putnam County EMS



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