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**El Paso County  
Agenda Item Details**

**Item Title:** Life Ambulance Quarterly Report

**Submitted By:** Rachel B. Harracksingh

**Department:** Life Ambulance Service Inc.

**Department Phone Number:** 915-772-1642

**Subject:** Accept the quarterly report for Life Ambulance Service.

**Background:**

**Fiscal Impact:** Fiscal Impact Historical

Fiscal Impact Projected

Long Account Number: Amount:

Long Account Number: Amount:

**Budget or Unbudgeted Match:**

**Recommendation:**

**Prior Action:**

**Strategic Plan:** Goal:

null

Objective:

**Strategic Plan Information:**

**Estimated Time Needed  
For This Item:**

April 7, 2025

El Paso County Judge  
 El Paso County Commissioners

This report provides an overview of the County of El Paso emergency call responses from January 1, 2025 to March 15, 2025.

### Executive Summary: Station Unit Responses

| Calls and Times | Current # of Calls | Average Times |
|-----------------|--------------------|---------------|
| County Wide:    | 1966               | 8:48          |

Patient refusal and cancellation account for 30% to 37% of monthly call volume. Due to duplicates and data issues, we continue to work with the 911 interface. Approximately 6% are duplicates.

| CALLS AND TIMES | CURRENT # OF CALLS | AVERAGE TIMES |
|-----------------|--------------------|---------------|
| Vinton          | 319                | 8:07          |
| Socorro         | 206                | 10:16         |
| Fabens          | 371                | 8:48          |
| Horizon         | 835                | 8:53          |
| Montana Vista   | 184                | 8:46          |
| City Responses  | 51                 | 10:30         |

### Location of Stations

- Station 1: Vinton - 7670 Doniphan Dr. Vinton, TX 79821
- Station 2: Socorro-131 Passmore Rd. Socorro, TX 79927
- Station 3: Fabens -217 West Main St. Fabens, TX 79838
- Station 4: City - 5720 Trowbridge Dr. El Paso, TX 79925
- Station 5: Horizon- 100 Ellsworth Dr. Horizon, TX 79928
- Station 6: Montana Vista- 14636 Montana Ave. El Paso, TX 79938

Our mission is to provide the citizens of El Paso County, Texas, with the best possible high-performance pre-hospital care within the constraints of the funds available and the large area to be serviced. We aim to create consistency in our purpose to improve care, service, and patient care standards.



"Serving El Paso County Since 1984"



|  |    |                  |
|--|----|------------------|
| Calls for the period   |    | <b>1966</b>      |
| Subsidy for the Period   | \$ | 84,255.39        |
| Last known Subsidies for Socorro – October 2000<br>& Horizon City – March 2020 | =  | <u>42,188.72</u> |
| Total Subsidy  | \$ | 42,066.67        |
| Subsidy Cost/Call  | \$ | 21.39            |

**Report Period 01-01-2025 TO 03-15-2025**

|                    | <u>Unincorporated</u> |                                  | <u>Incorporated</u> |                                  | <u>Total</u>          | <u>Subsidy</u> | <u>Subsidy</u>        |
|--------------------|-----------------------|----------------------------------|---------------------|----------------------------------|-----------------------|----------------|-----------------------|
|                    | Calls                 | Cancelled<br>Calls &<br>Refusals | Calls               | Cancelled<br>Calls &<br>Refusals | Incorporated<br>Calls | Cost per Call  | Dollars for<br>Period |
| ANTHONY            | 0                     | 0                                | 42                  |                                  | 43                    | 85 \$ 21.39    | \$ 1,818.15           |
| CLINT              | 74                    | 36                               | 18                  |                                  | 18                    | 36 \$ 21.39    | \$ 770.04             |
| SAN                |                       |                                  |                     |                                  |                       |                |                       |
| ELIZARIO           | 0                     | 0                                | 142                 |                                  | 64                    | 206 \$ 21.39   | \$ 4,406.34           |
| VINTON/<br>WESTWAY | 78                    | 31                               | 12                  |                                  | 9                     | 21 \$ 21.39    | \$ 449.19             |

Respectfully,



Cynthia Roscoe-Carlos  
for Rachel B. Harracksingh, President

Attachments

## Trip Count of Call Type by Patient Age

Date IS BETWEEN 01/01/2025 AND 03/15/2025; AND Call Types IS ALS OR ALS2 OR BLS ER; AND Transporting Priority IS (Disabled) ER - (Immediate Response) OR ER (Immediate Response)

### Life Ambulance Service Inc.

|                   | ALS          | ALS2      | BLS ER     | Total        |
|-------------------|--------------|-----------|------------|--------------|
| 0 to 10 years     | 42           | 0         | 25         | 67           |
| 11 to 20 years    | 60           | 0         | 14         | 74           |
| 21 to 30 years    | 94           | 0         | 22         | 116          |
| 31 to 40 years    | 104          | 4         | 29         | 137          |
| 41 to 50 years    | 103          | 2         | 21         | 126          |
| 51 to 60 years    | 108          | 2         | 39         | 149          |
| 61 to 70 years    | 158          | 6         | 27         | 191          |
| 70 years or older | 259          | 3         | 56         | 318          |
| DOB not Recorded  | 1312         | 0         | 0          | 1,312        |
| <b>Total</b>      | <b>2,240</b> | <b>17</b> | <b>233</b> | <b>2,490</b> |

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# Demand Analysis by Call Type

April 7, 2025

Attachment 2

Date IS BETWEEN 01/01/2025 AND 03/15/2025; AND Dispatch Priority IS (Disabled) Facility ER OR ER (Immediate Response)

## Life Ambulance Service Inc.

Pick Up Time

Starting Hours

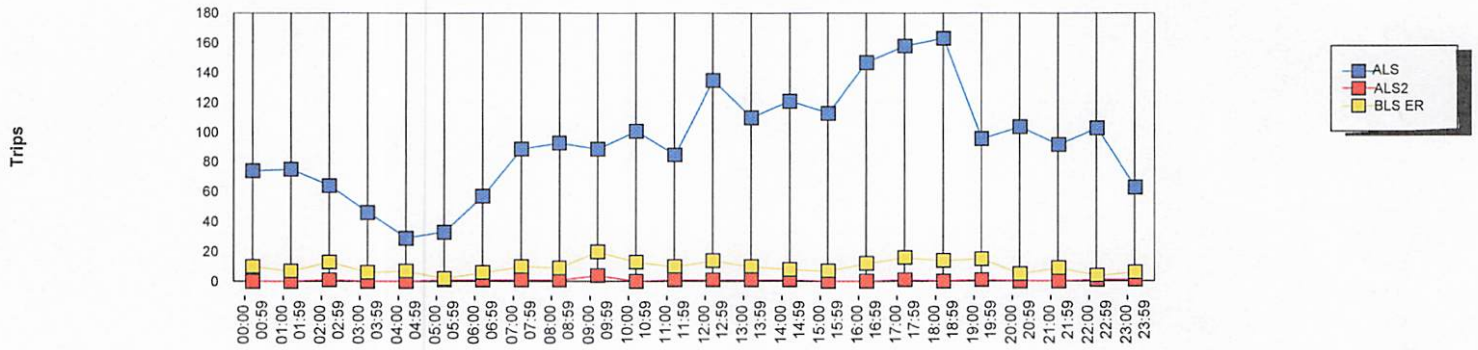
|               | <u>ALS</u> | <u>ALS2</u> | <u>BLS ER</u> | <u>Total</u> |
|---------------|------------|-------------|---------------|--------------|
| 00:00 - 00:59 | 74         | 0           | 10            | 84           |
| 01:00 - 01:59 | 75         | 0           | 7             | 82           |
| 02:00 - 02:59 | 64         | 1           | 13            | 78           |
| 03:00 - 03:59 | 46         | 0           | 6             | 52           |
| 04:00 - 04:59 | 29         | 0           | 7             | 36           |
| 05:00 - 05:59 | 33         | 1           | 2             | 36           |
| 06:00 - 06:59 | 57         | 1           | 6             | 64           |
| 07:00 - 07:59 | 89         | 1           | 10            | 100          |
| 08:00 - 08:59 | 93         | 1           | 9             | 103          |
| 09:00 - 09:59 | 89         | 4           | 20            | 113          |
| 10:00 - 10:59 | 101        | 0           | 13            | 114          |
| 11:00 - 11:59 | 85         | 1           | 10            | 96           |
| 12:00 - 12:59 | 135        | 1           | 14            | 150          |
| 13:00 - 13:59 | 110        | 1           | 10            | 121          |
| 14:00 - 14:59 | 121        | 1           | 8             | 130          |
| 15:00 - 15:59 | 113        | 0           | 7             | 120          |
| 16:00 - 16:59 | 147        | 0           | 12            | 159          |
| 17:00 - 17:59 | 158        | 1           | 16            | 175          |
| 18:00 - 18:59 | 163        | 0           | 14            | 177          |
| 19:00 - 19:59 | 96         | 1           | 15            | 112          |
| 20:00 - 20:59 | 104        | 0           | 5             | 109          |
| 21:00 - 21:59 | 92         | 0           | 9             | 101          |
| 22:00 - 22:59 | 103        | 1           | 4             | 108          |
| 23:00 - 23:59 | 63         | 1           | 6             | 70           |
| Total         | 2,240      | 17          | 233           | 2,490        |

# Demand Analysis by Call Type

Date IS BETWEEN 01/01/2025 AND 03/15/2025; AND Dispatch Priority IS (Disabled) Facility ER OR ER (Immediate Response)

April 7, 2025  
Attachment 3

Life Ambulance Service Inc.





## Trip Count by Destination Facility

Date IS BETWEEN 01/01/2025 AND 03/15/2025; AND Dispatch Priority IS (Disabled) ER - (Immediate Response) OR ER (Immediate Response)

|                             | <u>ALS</u>   | <u>ALS2</u> | <u>BLS ER</u> | <u>Total</u> |
|-----------------------------|--------------|-------------|---------------|--------------|
| <No Facility>               | 1,347        | 0           | 0             | 1,347        |
| DSMC                        | 268          | 7           | 47            | 322          |
| EASTLAKE OFF CAMPUS         | 6            | 0           | 9             | 15           |
| EL PASO CHILDREN'S HOSPITAL | 31           | 0           | 18            | 49           |
| HORIZON CAMPUS              | 18           | 0           | 17            | 35           |
| LPMC                        | 7            | 0           | 5             | 12           |
| PMH                         | 11           | 0           | 2             | 13           |
| SMC HP                      | 5            | 0           | 1             | 6            |
| SP EAST                     | 349          | 10          | 73            | 432          |
| TMC                         | 118          | 0           | 40            | 158          |
| UNIVERSITY MEDICAL CTR      | 65           | 0           | 20            | 85           |
| WBAMC - 2                   | 15           | 0           | 1             | 16           |
| <b>Total</b>                | <b>2,240</b> | <b>17</b>   | <b>233</b>    | <b>2,490</b> |





| DESTINATION FACILITY JANUARY 1 THROUGH MARCH 15, 2025 |            |            |            |                    |
|---|------------|------------|------------|--------------------|
| Destination   | JAN 2025   | FEB 2025   | MAR 2025   | Total per Facility |
| DSMC  | 142        | 114        | 66         | 322                |
| EASTLAKE OFF CAMPUS                                   | 6          | 8          | 1          | 15                 |
| EL PASO CHILDREN'S HOSPITAL                           | 22         | 22         | 5          | 49                 |
| HORIZON CAMPUS  | 11         | 17         | 7          | 35                 |
| LPMC  | 5          | 5          | 2          | 12                 |
| PMH   | 6          | 2          | 5          | 13                 |
| SMC   | 3          | 2          | 1          | 6                  |
| SP EAST   | 177        | 176        | 79         | 432                |
| TMC   | 61         | 69         | 28         | 158                |
| UNIVERSITY MEDICAL CENTER                             | 39         | 29         | 17         | 85                 |
| WBAMC 2   | 8          | 5          | 3          | 16                 |
| <b>TOTAL</b>  | <b>480</b> | <b>449</b> | <b>214</b> | <b>1143</b>        |

The top 10 Types of Calls for January 1 through March 15, 2025 are as follows:

Weakness-M1  
Injury Unspec-M1,TMHP  
Seizure Disorder-M1/TMHP  
Injury other Unspec Body Region-M1,TMPH  
Abdominal Pain unspecified-M1/TMHP  
Pain Unspecified-M1,2/TMHP  
Chest Pain Unspec-M1/TMHP  
Altered Mental Status (Disorientation unspec)-M1  
Other Symptoms/Signs Circulatory/Resp,M1,TMHP  
Syncope (fainting)-M1,TMHP