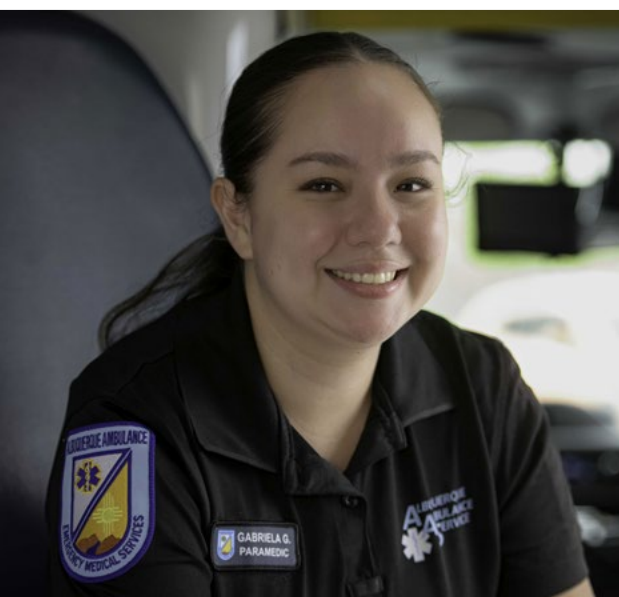


**BIGGER
THAN JUST
ALBUQUERQUE,
MORE THAN JUST
AMBULANCE.**



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COMMUNITY REPORT 2024

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We responded to **118,118** requests for service

74,730 responses with Albuquerque Fire Rescue

17,578 responses with the Bernalillo County Fire Department

709 responses with the Corrales Fire Department

272 responses with the Kirtland Air Force Base (KAFB) Fire Department

23,677 inter-facility transfers

AAS performed **88,832** transports

64,722 9-1-1 transports

54,189 in Albuquerque

9,545 in Bernalillo County

478 in Corrales

143 on KAFB

22,810 Inter-facility transports

1,072 transports in Santa Fe / Northern New Mexico

920 Critical Care transports

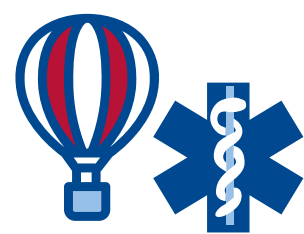


OPERATIONS UPDATE:



Albuquerque Ambulance Service Operations Department employs approximately 300 highly talented and clinically diverse EMTs and Paramedics. AAS provides both emergency and non-emergency transportation for the citizens of Albuquerque and Bernalillo County. Our staff also provides interfacility transportation for all our local hospitals, clinics, long-term living facilities, and rehabilitation facilities. We also respond statewide to more distant medical and health facilities to transport patients into Albuquerque for higher level of care and specialized services not available at those locations. Our staff is supported by 9 Commanders and 19 Captains, who provide education and clinical support for our field crews.

SPECIAL EVENTS/ COMMUNITY OUTREACH UPDATE:



Albuquerque Ambulance Service provides Medical Standby services for many local events including the Albuquerque International Balloon Fiesta, which draws thousands of visitors to our state each year. The Albuquerque Ambulance Service bike team provides standby services for many of our community events. Albuquerque Ambulance Service participated in multiple PR events and educational opportunities at many local schools. Albuquerque Ambulance Service is proud to be partnering with New Mexico United Football Club in 2025 as the team's dedicated EMS and transport provider. Albuquerque Ambulance Service worked collaboratively with multiple local EDs to decrease EMS patient drop off times. These efforts resulted in quicker patient turnovers and assessments by hospital medical staff and less time spent in the EDs for our patients.

QUALITY IMPROVEMENT:



Albuquerque Ambulance Service is committed to providing excellent clinical care to our community. The Quality Department oversees the review of hundreds of patients encounters monthly, tracking the quality of care on a variety of patient types with dedicated measures for sepsis, stroke, heart attack, trauma, and airway management.

ITEM ON 911 CALLS	COUNT
CPAP	512
Cricothyroidotomy	2
Needle Decompression	92
Advanced Airways (Intubation, LMA, etc.)	544
Tourniquet	120
Nebulizer Treatments	2551
Naloxone Administrations	834
STEMIs	310
Strokes	1387
Septic Shock	673
Critical Trauma	554
Cardiac Arrest	640

CCT UPDATE



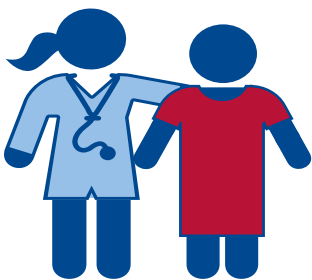
Albuquerque Ambulance Service provides critical care ground transport between facilities—such as hospital-to-hospital or hospital-to-long-term acute care—throughout New Mexico. Critical Care Transport (CCT) is available 24/7 statewide for critically ill or injured patients. CCT ensures continuity of care for New Mexico’s sickest patients, helping to close the gap where ICU-level resources may not be immediately available.

Our CCT team consists of two critical care-certified Paramedics and an EMT Basic or Intermediate. Functioning as the ground-based equivalent of a medical flight crew, this team delivers ICU-level care with much of the same advanced equipment—often at a significantly lower cost to patients and their insurers.

In 2024, our team continued to expand its role in high acuity interfacility transports, especially in partnership with the Presbyterian NICU and Newborn Transport Team. We’ve supported an increasing number of neonatal and pediatric transports, stepping in to provide critical support traditionally covered by Respiratory Therapy—further highlighting the versatility and capability of our clinicians.

Additionally, we’ve laid the groundwork for expanding Critical Care services into the northern region of the state. Several Paramedics based in Santa Fe have completed their Flight Paramedic (FP-C) credentialing, enhancing readiness, and extending our reach to better serve outlying communities. These clinicians will continue clinical training with targeted deployment in 2025.

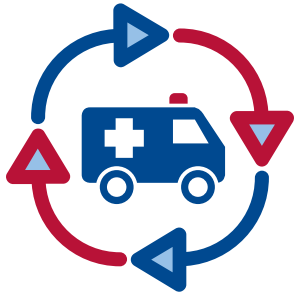
MIH UPDATE



Albuquerque Ambulance Service (AAS) has a robust Mobile Integrated Healthcare (MIH) program, working in partnership with healthcare systems and insurance providers, to improve access, care for high-risk populations, reduce emergency department and acute care utilization, and support patients in achieving their best health. Our team consists of four MIH paramedics, a licensed social worker, and a Commander. AAS MIH paramedics provide management of patients with complex and high-risk clinical needs. This includes specialized training developed with clinical specialists, special skills to expand the traditional scope of New Mexico paramedics, and clinical shifts to ensure competency and build collaborative partnerships.

During 911 or interfacility calls, AAS providers who identify patients with unmet social needs can refer patients, through our electronic charting system, to our community health specialist and social worker. With consent, our team assesses the patient and connects them with services in the community. Our team was awarded the 2021 ACCC Innovator award for our partnership with an Oncology group, providing rehydration, lab draws, PICC line access, and PICC line dressing changes in patient homes. The AAS MIH team exist to improve the health of our whole community by helping prevent emergencies before they happen, as well as helping make healthcare more available and affordable for everyone.

LOGISTICS UPDATE:



Our ambulance logistics team of 20 employees exists to provide the highest quality, fully stocked, clean/disinfected and mechanically sound ambulances possible, keeping vehicle/equipment failures to a minimum. They do this by cleaning, disinfecting, stocking and tracking all equipment and supplies on the ambulance. They are responsible for assigning, maintaining and tracking all equipment and supplies including pharmaceuticals. Ambulances are prepped, inspected, staged and ready for the EMTs and paramedics when they arrive for a shift.

In 2024, our ambulance logistics team processed 13,675 fully washed and re-stocked ambulances.

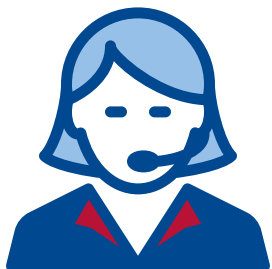
SYSTEM IMPROVEMENT TEAM UPDATE:



The Albuquerque Ambulance System Improvement Team focuses on both education and quality assurance. The quality assurance team reviews clinical performance and tracks specific measures related to heart attacks, strokes, sepsis, trauma, and airway management. This team is involved in process improvement and helps to guide ongoing education. The education team works hard to onboard new hires and train providers both locally and regionally. In 2024 this team hosted six new-hire orientation classes, onboarding over 90 new employees. 2024 saw the coordination and delivery of 2 Continuing Education Mini

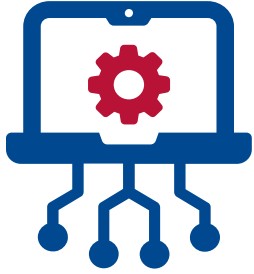
Conferences, where in-house experts and community partners provided training on topics including trauma, pediatric care, and mental health. The Mini Conferences were free to attend, and over 150 providers from more than four different states and two countries attended. The education team offered over 80 live and online classes covering a wide range of topics, including specialized airway training and carded courses like ACLS, BLS, and PALS.

COMMUNICATIONS CENTER UPDATE:



AAS primarily triages and responds to calls for emergent, urgent and non-emergent patients throughout Albuquerque, Bernalillo County, Santa Fe and central New Mexico. AAS made a significant upgrade at the end of 2024 to state-of-the-art Computer Aided Dispatch (CAD) software that utilizes predictive analytics to ensure that our ambulances are dispatched as efficiently as possible to both 911 calls and interfacility transports. Our dispatch team is comprised of 25 licensed Emergency Medical Dispatchers who take great pride in serving our community.

INFORMATION TECHNOLOGY UPDATE:



In 2024, AAS IT helped implement Logis, our new Computer Aided Dispatch (CAD) system. This required a significant amount of time and engagement while building out the environment to meet our community's needs. 100 new tablets have been programmed and added to our fleet to be utilized as navigation devices and are now fully supported by our in-house IT professionals. This was a huge undertaking in addition to the continued support of our existing technological infrastructure throughout our base, ambulances and remote stations including our iPad charting devices and on-site workstations. Our team was also able to create and help implement a new tracking program for our Logistics Department!

FLEET DEPARTMENT UPDATE:

Fleet Department AAS has an advanced seven-bay vehicle maintenance shop and employs some of the best ambulance mechanics in the country. In 2024 our mechanics in the fleet department supported more than 3 MILLION miles driven in 65 ambulances and 10 staff vehicles. They performed:



- 852 oil changes and monthly inspections
- 75 DOT inspections
- 3,452 completed work orders, including five engine replacements and four transmission replacements.
- The Fleet department performed an overnight change and rewiring of 75 navigation mounting stations in support of the new CAD implementation.

This Department employs Six full-time mechanics who all have received Ford Factory training as well as specialized training to maintain, diagnose, and perform repairs our ambulances. All our units have a Stryker Power-LOAD gurney lift system, which greatly reduces the risk of injury to our staff and patients.

All this hard work equates to extremely safe and reliable vehicles and is a testament to the dedication and expertise of our fleet department.

AAS participated in a self-assessment for the National Prehospital Pediatric Readiness Project (PPRP), an initiative to improve prehospital care for children. To formalize our commitment to excellent pediatric care, AAS appointed a dedicated pediatric emergency care coordinator (PECC) to ensure that special thought is considered for this unique population.



In 2024, Albuquerque Ambulance was honored with a Lighthouse Award from the American Excess Insurance Exchange for work toward improving the safety of ketorolac administrations. The work involved a partial automation of quality assurance monitoring and coaching to field crews. This novel approach has resulted in sustained improved performance and safer care for our community. Due to the promising results of this specific project, we will be looking to replicate this process with other clinical items in the future.

Additionally, Albuquerque Ambulance became the first EMS agency in New Mexico to join the National EMS Quality Alliance (NEMSQA). The alliance looks to improve EMS care through development and benchmarking of quality measures. As a member of this alliance, AAS



is participating in a national quality improvement collaborative focused on airway and respiratory care, conducted in local partnership with Albuquerque Fire Rescue and Bernalillo County Fire Rescue.

Albuquerque Ambulance remains honored to provide EMS in our patients and consistently works to provide the best care possible. In 2025, we will build upon our foundations highlighted here and we look forward to continuing our mission in our community.



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