



# Year-End Operational Report 2025

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## Executive Summary

In 2025, Minquas EMS continued to deliver high-quality, rapid, and reliable emergency medical services to our community, even amid growing demand. Over the year, our team responded to **6,275 calls**, a 9% increase over 2024, while maintaining strong staffing levels, completing extensive training, and advancing operational efficiency through strategic initiatives.

Despite rising call volumes and the inherent pressures that accompany higher service demand, **average response times improved to 7 minutes and 44 seconds**, reflecting the professionalism, dedication, and expertise of our personnel. These results underscore Minquas EMS's ability to **grow with our community's needs while maintaining the highest standard of care**.

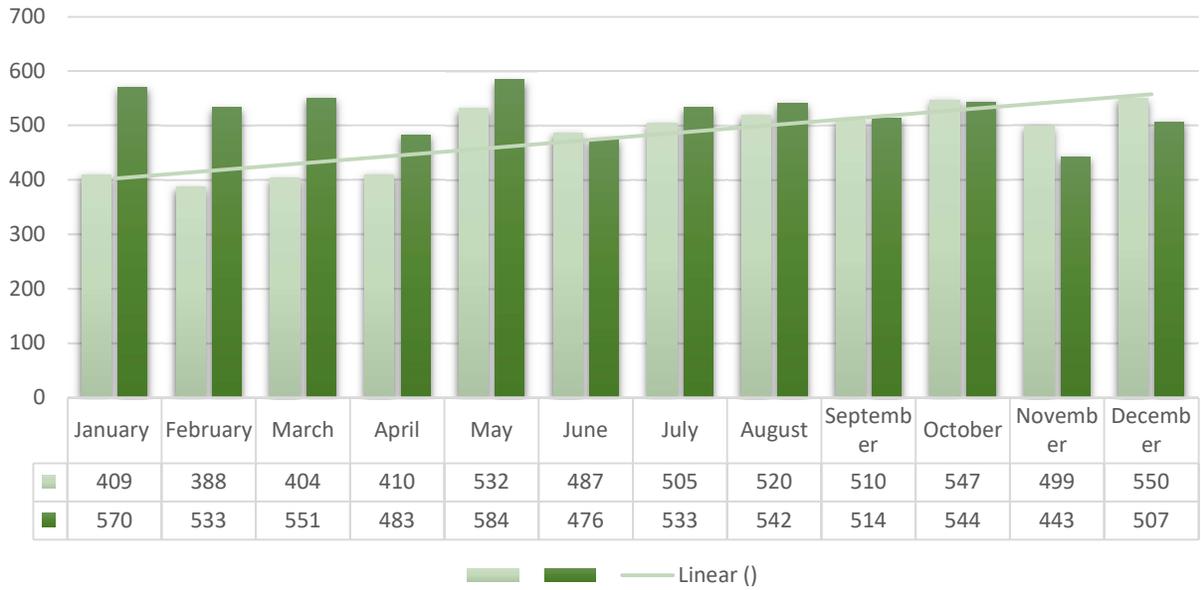
## Key Operational Metrics

Metric	2025 Total	2024 Total	Trend & Analysis
Total EMS Calls	6,275	5,760	9% increase year-over-year; reflects population growth and heightened community reliance on EMS services.
EMS Transports	3,766	3,581	Steady growth in transports indicates consistent demand for patient care services.
Average Response Time	7 min 44 sec	8 min 19 sec	A meaningful improvement, demonstrating operational efficiency despite higher call volume.
Mutual Aid Calls	691	515	Expanded support for neighboring districts, strengthening regional emergency coverage and inter-agency collaboration.
Community Events / Outreach	25	20	Increased engagement through CPR training, school visits, and public health initiatives, reinforcing our community-centered mission.

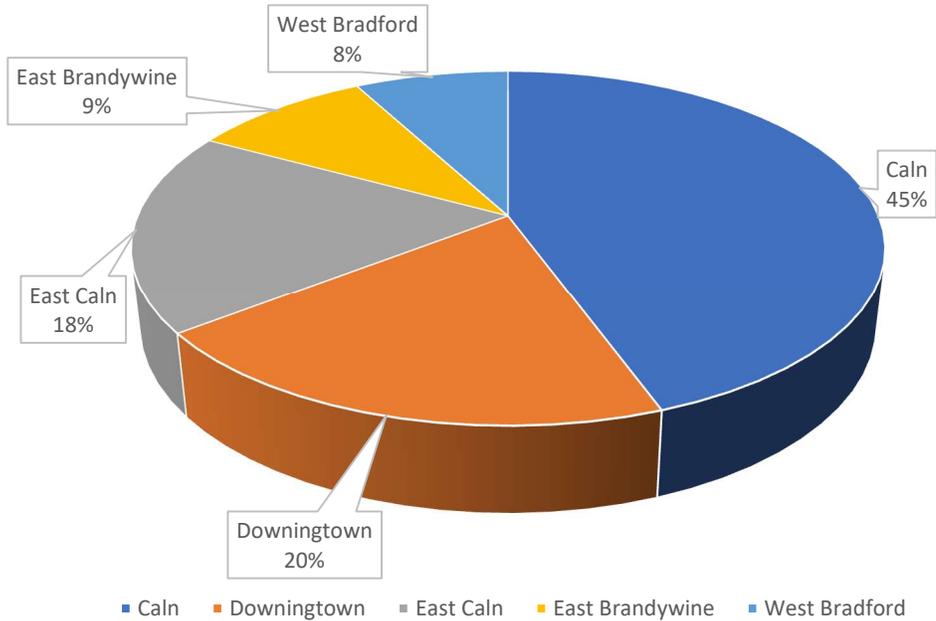
## Trend Analysis:

The data clearly shows that **call volume is increasing**, yet our operational performance is not only keeping pace but improving. Response times have decreased by **35 seconds on average**, a significant achievement given the volume and complexity of calls. Mutual aid activity is up nearly **34%**, reflecting Minquas EMS's growing role as a regional support partner. Community outreach continues to expand, highlighting our dual focus on emergency response and proactive public health engagement.

### Call Volume by Year



### 2025 Total Calls by First Due



## Training & Certifications

- **Total Continuing Education Hours:** 1,200
- **Certifications Achieved:** ACLS, PALS, CPR Instructor Course
- **Operational Coverage:** Staff maintained 24/7 readiness throughout the year, even with increased call volume.
- High retention rates and cross-training across personnel roles contributed to **sustained service reliability and operational resilience.**

## Analysis:

Our investment in training ensures that Minquas EMS personnel remain **highly skilled, versatile, and capable of delivering advanced patient care.** This focus on continuous professional development directly supports our ability to meet rising demand without compromising quality.

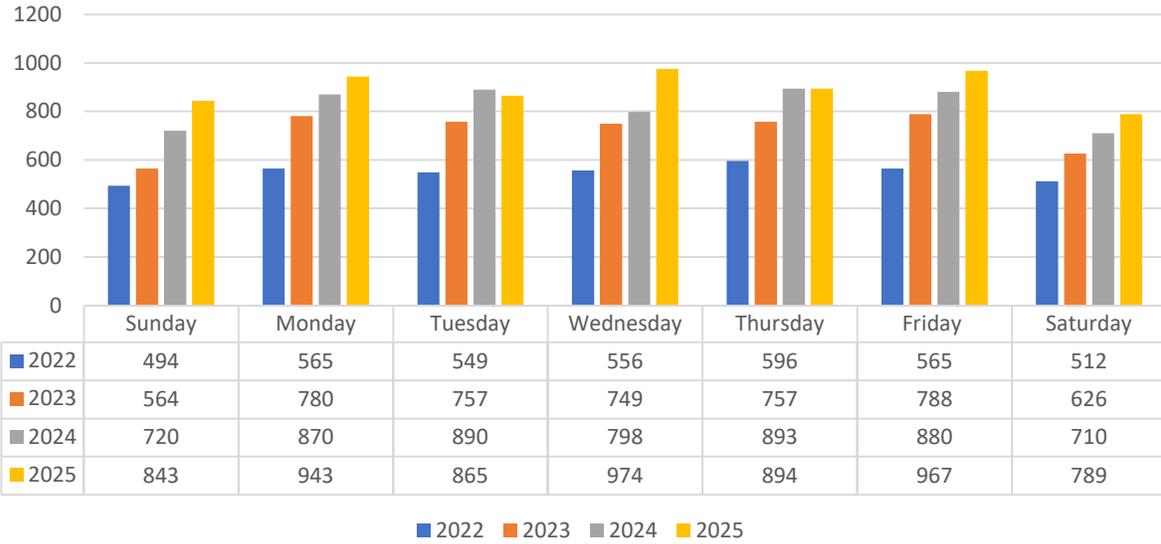
## Operational Highlights

- **Equipment & Technology:** Implemented a digital patient care reporting system, enhancing data accuracy, documentation, and handoff efficiency with partner agencies.
- **Protocols & Safety:** Updated response protocols for high-risk calls, strengthening both staff and patient safety.
- **Community Engagement:** Delivered 25 outreach events, including CPR classes, school programs, and public health awareness campaigns.
- **Mutual Aid:** Provided support on 691 calls in neighboring districts, reinforcing regional collaboration and operational readiness.
- **Critical Incident Management:** Successfully managed multiple high-acuity incidents with no operational failures, demonstrating skill and preparedness under pressure.
- **Call Coverage:** Maintained **8% of calls proactively covered**, ensuring high availability during peak periods.

## Interpretation:

These highlights illustrate **not only the growth in operational demand but also the effectiveness of our strategic initiatives.** By combining technology, protocol updates, community engagement, and regional partnerships, Minquas EMS is positioned to **handle growth while sustaining high-quality patient care.**

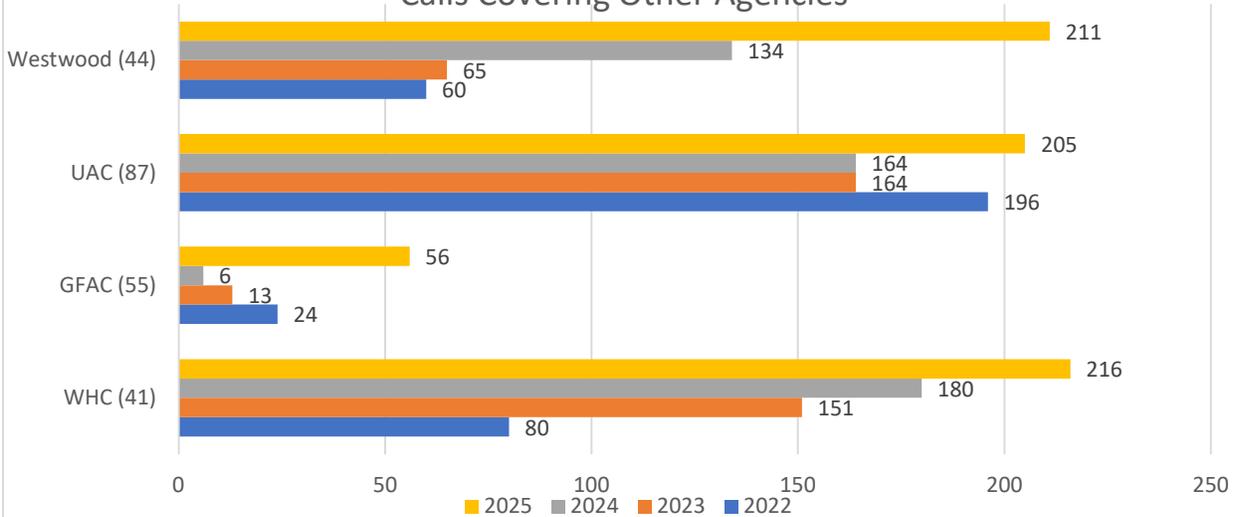
### Call Volume by Day of the Week



### ALS vs BLS Call Volume



### Calls Covering Other Agencies



## Conclusion

The 2025 operational results show that Minquas EMS is **growing alongside the community**—more calls, more transports, and more regional support—but doing so without compromising **response times, safety, or quality of care**. Our team’s professionalism, training, and dedication remain the driving force behind this performance.

Looking ahead to 2026, we plan to **continue refining operational efficiency, expand staff capabilities, and further strengthen community engagement**, ensuring Minquas EMS remains a reliable and high-performing emergency medical service provider for years to come