

# EMS Profile: Schertz EMS

**Number of personnel and service area:** Schertz EMS has 46 employees, including 23 full-time paramedics, one full-time EMT-Intermediate, 12 part-time paramedics, three field supervisors and a billing and administrative team of seven. We are a third-service municipal EMS agency that provides MICU-level care and transport for more than 220 square miles of service area just outside the northeast side of San Antonio. We provide service to eight cities (Schertz, Universal City, Live Oak, Selma, Cibolo, Garden Ridge, Santa Clara, and Marion) as well as Comal County ESD #6, a small portion of Bexar County and the entire Guadalupe County. To accomplish appropriate response times in Guadalupe County, we sub-contract two-thirds of the county to Seguin Fire/Rescue, San Marcos/Hayes County EMS and Luling EMS.

**Years of service, number of units and number of calls:** Our first volunteer organization, known as the Schertz Area Facility for Emergency Services began operations on April 1, 1974, providing ambulance services to Schertz and the surrounding area. This organization grew, matured and eventually became a full-time, paid department within the city and was renamed to Schertz EMS on October 1, 2000. Today, the fleet includes six MICU ambulances, four of which operate 24 hours a day, seven days a week. We have three staff vehicles and a supervisor response vehicle. The four on-duty MICUs are stationed across our area with one at EMS headquarters, one in the Universal City Fire Department station, one shared with Schertz Fire Rescue and one stationed in a temporary facility in Marion. Two of our front-line units are equipped with a combination hydraulic rescue tool and a 20 gallon compressed air foam fire extinguisher system. These units are equipped to deal with a vehicle fire that involves a trapped patient if a fire department vehicle is not yet on scene. This level of equipment and staffing allowed Schertz EMS to respond to approximately 7,200 calls this year



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and manage a 10 percent increase in call volume annually since 2002.

**Current activities:** In addition to providing EMS transport services, we are working to further develop our service area into an EMS system. We work with eight fire department first responders (Schertz Fire Rescue, Universal City Fire Department, Live Oak FD, Selma FD, Bracken VFD, Cibolo VFD, Marion VFD and Lake Dunlap VFD) to provide medical direction, a single set of protocols, monthly CE to accomplish DSHS and National Registry recertification for everyone in the system and patient care supply replacement.

We provide an education and training academy that conducts EMT-Basic initial education classes, ACLS, PEPP, AMLS, PHTLS, CPR, first aid, AED and a variety of other community education events. The EMT program has consistently had a

greater than 90 percent NREMT overall pass rate. And our public access AED program has deployed more than 90 AEDs across our service area and the city of San Antonio.

Schertz EMS is also heavily involved in disaster response activities. Six of our personnel are trained as ambulance strike team leaders, and we were involved in all four of Texas' hurricane responses in 2008. The management team provided additional assistance during hurricane responses through the Regional Medical Operations Center in San Antonio.

We plan to continue to grow to meet the needs of our service area, including staffing a fifth ambulance, expanding our resuscitation protocols to include hypothermia and continuing to work clinically to make evidence-based improvements in patient care.