

# Richmond Ambulance Authority



PRESENTATION TO CITY COUNCIL'S  
PUBLIC SAFETY STANDING COMMITTEE  
APRIL 22, 2025

# International Academies of Emergency Dispatch (IAED)

- IAED is the standard setting organization for emergency dispatch and response services worldwide
- IAED recognizes public safety agencies for excellence in public safety communications through a rigorous, measurable set of globally recognized best practices
- Agencies that complete 20 points of accreditation are recognized as an **“Accredited Center of Excellence”**



# RAA IAED Compliance Scores Oct. '23 – Mar. '24

## IAED Accreditation Standards

Partial Compliance Standard	Cannot > 10%
Low Compliance Standard	Cannot > 10%
Non-Compliant Standard	Cannot > 7%

## RAA EMD Performance

Month	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
High Compliance	78%	76%	77%	70%	65%	70%
Compliant	10%	13%	15%	17%	25%	17%
Partial Compliance	5%	2%	3%	4%	4%	6%
Low Compliance	1%	2%	1%	2%	2%	2%
Non-Compliant	6%	7%	4%	7%	4%	5%

# National Emergency Number Association (NENA)

- NENA ensures that 9-1-1 is prepared to meet the needs of anyone requesting emergency assistance by developing the standards that make the 9-1-1 system work



## ABOUT NENA

**NENA: The 9-1-1 Association** empowers its members and the greater 9-1-1 community to provide the best possible emergency response through standards development, training, thought leadership, outreach, and advocacy. Our vision is a public made safer by 9-1-1 services delivered by highly-trained emergency-communications professionals and powered by the latest technologies.

# RAA 911 Answer Data Oct. '23 – March '24

NENA Standards	
Answer within 15 sec or less	90%
Answer within 20 sec or less	95%

RAA Answer Data						
Month	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Total 911 Calls	3682	3539	3927	3705	3545	3729
<b>*Answer within 10 sec or less</b>	96.74%	96.50%	97.12%	95.76%	95.77%	96.35%
Answer within 15 sec or less	98.86%	99.24%	99.31%	98.97%	98.67%	99.14%
Answer within 20 sec or less	99.48%	99.69%	99.64%	99.70%	99.29%	99.68%

\*RAA's Internal Standard

# Upgraded EMD Calls Comparison

- Calls are categorized as “Priority 1, 2, 3” with Priority 1 calls being the most serious (heart attacks, cardiac arrests, etc.)
- RAA will call back every 15 minutes for all priority calls to determine if the patient’s condition has changed and if a lower priority call should be “upgraded”
- Calls can also be “upgraded” if RAA, RFD, or RPD arrive on scene and find the patient’s condition is more serious than initially categorized

	Upgrades		Upgrades
Oct-23	17	Oct-24	36
Nov-23	13	Nov-24	31
Dec-23	7	Dec-24	29
Jan-24	12	Jan-25	37
Feb-24	17	Feb-25	34
Mar-24	17	Mar-25	22

# FY'25 RAA Budget Breakdown

- RAA FY'25 Overall Budget (Total Expenses) – **\$26,404,930**
- City subsidy - **\$7,139,121**
- City vehicle purchase (Ordinance for six chase cars) - **\$977,721**
- RAA Communications Center - **\$1,918,360**





Thank you

Any Questions?