



DEPARTMENT OF
**EMERGENCY
COMMUNICATIONS,
PREPAREDNESS
AND RESPONSE**

Briefing to the Richmond City Council
Public Safety Standing Committee
September 26, 2023



Who we are

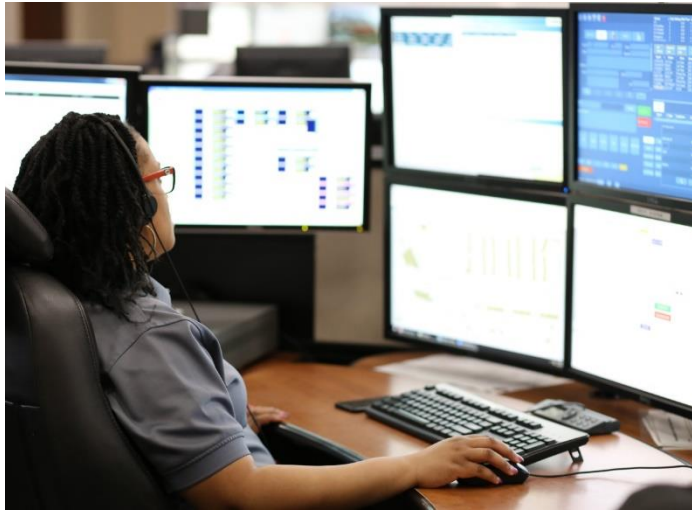


- ❖ Second-busiest 911 emergency call center in the Commonwealth and one of the busiest per capita in the United States.
- ❖ We are accredited by CALEA (Commission on Accreditation of Law Enforcement Agencies.) Only 2 percent of all emergency communications centers in the U.S. are accredited by CALEA.

DECPR Operations Division

Emergency Communications Center

- ❖ Answer all 911 calls and some other non-emergency calls
- ❖ Dispatch for the Richmond Fire & Emergency Services, Richmond Police Department and Animal Care & Control
- ❖ After-Hours contact for Public Works and Public Utility
- ❖ Administrators/Operators of the Virginia Criminal Information System
- ❖ Staffing -



	Jan-23	Current
Authorized	85	87
Filled	56.5	78.5
Vacant	28.5	8.5

DECPR Technology Division



- ❖ New radio system
- ❖ Radio Shop
- ❖ Critical Building Mapping
- ❖ Camera Administration
- ❖ 911 Efficiencies using Technology

Office of Emergency Management



- ❖ Certified Storm Ready Community
- ❖ Designated Ready Nation Weather Ambassadors
- ❖ Community Emergency Response Team (CERT)
- ❖ Emergency Operations Center
- ❖ Emergency Management Planning



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QUESTIONS?