Richmond Ambulance Authority

PRESENTATION TO CITY COUNCIL'S PUBLIC SAFETY STANDING COMMITTEE
MARCH 25, 2025

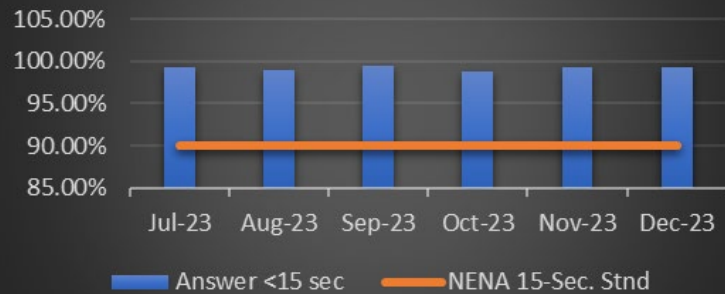# National Emergency Number Association (NENA)

- 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

- RAA consistently exceeded NENA 9-1-1 answer time standards and our internal agency standards, which are stricter than NENA
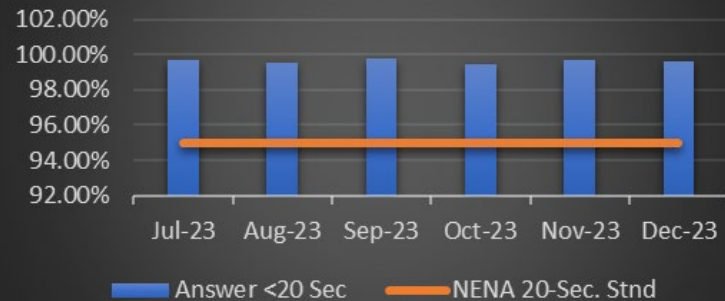
RAA 911 Answer Data July '23 – December '23

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 has been accredited eight consecutive times and is one of 17 agencies worldwide that has achieved this

What IAED Measures

- High Compliance/Compliant – meeting or exceeding expectation standards

- Partial Compliance/Low Compliance – minor mistakes in the call taking process, near expectation standards

- Non-Compliant – major mistakes in the call taking process that do not meet or come close to meeting expectation standards

- IAED accreditation is dependent on Partial/Low Compliance/Non-Compliant data, **NOT** High Compliance/Compliant data

What IAED Measures

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

RAA EMD Performance						
Month	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
High Compliance	70%	66%	80%	78%	76%	77%
Compliant	17%	23%	15%	10%	13%	15%
Partial Compliance	4%	4%	1%	5%	2%	3%
Low Compliance	2%	3%	1%	1%	2%	1%
Non-Compliant	7%	4%	3%	6%	7%	4%

Patient Impact

- Emergency medical calls are categorized based on the condition of the patient

- Calls are categorized as "Priority 1, 2, 3" with Priority 1 calls being the most serious (heart attacks, cardiac arrests, etc.)

- The more serious the condition, the quicker RAA will try to get to the patient with the appropriate resources

- 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**"
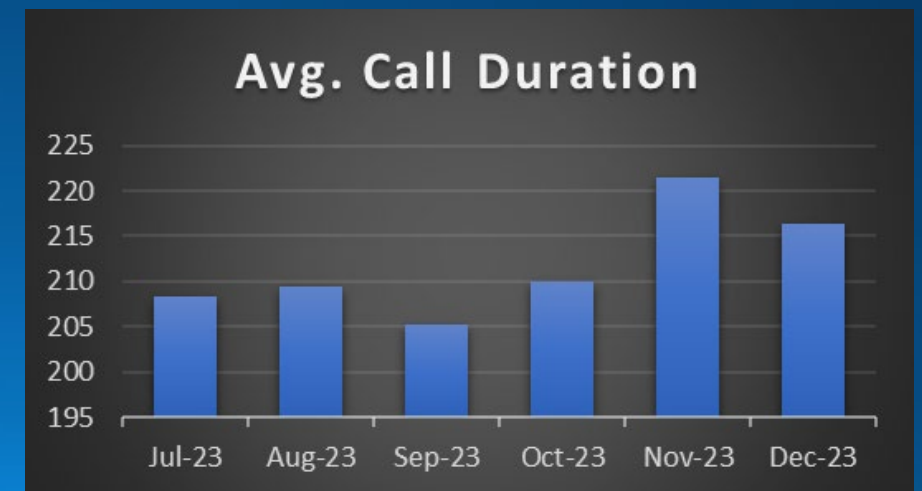
Patient Impact

- 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

- Compared to the same time period the year before, there has been an increase in the number of calls RAA has upgraded

- In some cases, calls were incorrectly categorized during the call taking process, leading to delayed responses

- RAA's Communications Center is staffed with Paramedics and EMTs, which is beneficial for callers as their medical background can help in correctly categorizing a call and getting the right resources at the right time to the patient

	Upgrades		Upgrades
Jul-23	11	Jul-24	37
Aug-23	21	Aug-24	43
Sep-23	16	Sep-24	33
Oct-23	17	Oct-24	36
Nov-23	13	Nov-24	31
Dec-23	7	Dec-24	29

Emergency Medical Calls

- Between July '23 and Dec. '23, RAA answered 22,211 emergency medical calls transferred from DEC

- The average duration for an emergency medical call during this time was about 3.5 minutes

- Assuming each call took 3.5 minutes, emergency medical calls took up 77,738 minutes or 1,295 hours of time between July '23 and Dec. '23

Thank you

Any Questions?