



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

**INTRACITY CORRESPONDENCE**

**DATE:** April 16, 2025

**TO:** Hon. Reva M. Trammell, Chair  
Richmond City Council Public Safety Standing Committee

**THRU:** Stephen M. Willoughby, Director  
Department of Emergency Communications, Preparedness and Response

**FROM:** Tory Maye, Deputy Director of Operations  
Department of Emergency Communications, Preparedness and Response

**SUBJECT: COMMITTEE REQUEST FOR DATA**

**ISSUE:**

The Department of Emergency Communications, Preparedness and Response (DECPR) received a request for data on Friday, April 4, 2025, from Richmond City Council Staff to provide to the Council’s Public Safety Standing Committee.

**DISCUSSION:**

On Friday, April 4, 2025, DECPR received a request to provide data directly from the International Academies of Emergency Dispatch (IAED) showing our agency’s High Compliance, Compliant, Partial Compliant, Low Compliance and Non-Compliant scores from October 2024 – December 2024 and January 2025 – March 2025. The requested data is provided below, and attachments are available as well:

Agency Performance Threshold			
Selected Discipline: EMD (Emergency Medical Dispatch)			
Date Range: 10/1/2024 – 12/31/2024			
<u>Weight</u>	<u>Compliance</u>	<u>Number of Cases</u>	<u>Number of Cases x Weight</u>
10	High Compliance	61	610
8	Compliant	119	952
5	Partial Compliance	53	265
2	Low Compliance	44	88
1	Non-Compliant	142	142
<b>Total</b>		<b><u>419</u></b>	<b><u>2057</u></b>



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**Agency Performance Threshold**  
Selected Discipline: EMD (Emergency Medical Dispatch)  
Date Range: 1/1/2025 – 3/31/2025

<u>Weight</u>	<u>Compliance</u>	<u>Number of Cases</u>	<u>Number of Cases x Weight</u>
10	High Compliance	96	960
8	Compliant	146	1168
5	Partial Compliance	48	240
2	Low Compliance	26	52
1	Non-Compliant	96	96
	<b>Total</b>	<b><u>412</u></b>	<b><u>2516</u></b>

DECPR contracts with Priority Dispatch to perform independent, third-party, case review, quality assurance, and mentoring feedback that is backed and supported by the International Academies of Emergency Dispatch® (IAED™) using certified Emergency Dispatch Quality Assurance personnel. As shown above, DECPR has been improving in areas of High Compliance and Non-Compliance since implementing the EMD call-taking process in July 2024. Utilizing the case review services of IAED typically results in agencies seeing compliance increase at a steady rate until accreditation levels are met.

Data showing what percentage of 911 calls met or exceeded National Emergency Number Association (NENA) standards was requested as well. Industry standards suggest 90% of the incoming 911 calls should be answered within 20 seconds or less. The below data identifies DECPR call answer time percentages from October 1, 2024, to March 31, 2025.

**Emergency Communications Center Performance**

The DEC operations service statistics from October 1, 2024, to March 31, 2025, are reflected below:

**911 Count**

Total 911 Count	111098
911 Calls Answered	102987
Abandoned 911 Calls	8111
Average Duration	179 seconds



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Answered within 10 seconds	87%
Answered within 15 seconds	89%
Answered within 20 seconds	90%
Answered within 40 seconds	94%
Answered within 60 seconds	97%
Answered within 120 seconds	99%
Answered over 120 seconds	1%

Regarding comparing budgets of DECPR (a city department) and the Richmond Ambulance Authority (independent authority), additional clarification is needed to further analyze and compare agencies with the two disparate core functions (Emergency Communications and Emergency Medical Services).

Regarding upgraded and downgrading of calls, claims have been made that EMS calls have been incorrectly categorized by DECPR. These claims would need to be identified on a case-by-case basis due to the in-depth analysis needed to derive the appropriate determinant code (event type) necessary. However, it has been identified that the Emergency Medical Dispatch protocol system adjusts call priority throughout the call based on responses provided by callers. This has sometimes resulted in the misconception that a call has been incorrectly categorized by a call taker.

### **Attachments**

IAED reports

CC: Hon. Stephanie Lynch, Richmond City Council  
Hon. Sarah Abubaker, Richmond City Council  
Steven Taylor, Richmond City Council Staff  
Sabrina Joy-Hogg, Interim Chief Administrative Officer

Agency Performance Threshold

Selected Discipline: EMD

Agency: Richmond DEC

Date Range: 10/1/2024 ... 12/31/2024

Using Deviation Model 2

Weight	Compliance	Number of Cases	Number of Cases × Weight
10	High Compliance	61	610
8	Compliant	119	952
5	Partial Compliance	53	265
2	Low Compliance	44	88
1	Non-Compliant	142	142
Total		419	2057
Agency Cumulative Performance Value		4.91	
Performance Improvement Plan Threshold		0.80	

Calltaker ID	Performance	Calltaker ID	Performance	Calltaker ID	Performance
2720	1.50	2988	7.00	3122	3.00
3165	8.00	3224	8.00	3374	1.00
3548	2.00	3587	4.75	3756	6.33
8058	7.00	8068	3.80	8080	8.00
8082	5.00	8086	7.25	8126	6.33
8163	4.00	8176	8.00	8181	4.69
8190	5.50	8191	5.67	8194	2.00
8199	6.67	8203	7.00	8204	8.13
8212	8.00	8214	6.60	8216	4.50
8217	6.40	8223	5.33	8224	1.20
8225	10.00	8228	2.25	8229	8.67
8231	3.90	8233	2.56	8234	3.56
8239	4.33	8244	4.67	8246	6.42
8248	5.00	8249	5.55	8250	4.67
8251	3.60	8252	6.31	8253	5.25
8254	5.60	8255	3.80	8262	6.07
8263	5.70	8264	5.00	8265	2.32
8267	8.00	8273	3.35	8275	5.75
8276	6.15	8277	3.93	8278	4.42
8279	2.86				

Agency Performance Threshold

Selected Discipline: EMD

Agency: Richmond DEC

Date Range: 10/1/2024 ... 12/31/2024

Using Deviation Model 2

Calltaker ID	Performance	Calltaker ID	Performance	Calltaker ID	Performance
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Note: The total shown is a sum of each calltaker's cumulative performance value divided by the total number of calltakers. This results in an average (mean) calltaker performance.

Agency Performance Threshold

Selected Discipline: EMD

Agency: Richmond DEC

Date Range: 1/1/2025 ... 3/31/2025

Using Deviation Model 2

Weight	Compliance	Number of Cases	Number of Cases × Weight
10	High Compliance	96	960
8	Compliant	146	1168
5	Partial Compliance	48	240
2	Low Compliance	26	52
1	Non-Compliant	96	96
Total		412	2516
Agency Cumulative Performance Value		6.11	
Performance Improvement Plan Threshold		2.05	

Calltaker ID	Performance	Calltaker ID	Performance	Calltaker ID	Performance
2740	8.00	2988	4.33	3122	6.00
3548	10.00	3756	8.00	8058	8.20
8068	6.00	8080	4.50	8082	10.00
8086	8.88	8126	8.67	8163	3.75
8181	7.00	8190	6.63	8191	2.33
8199	6.00	8203	6.57	8204	9.00
8212	8.00	8214	5.14	8216	5.43
8217	7.00	8223	7.83	8224	4.00
8225	6.71	8229	6.20	8231	4.50
8234	4.71	8239	5.50	8244	3.67
8246	10.00	8248	9.00	8249	5.50
8250	1.00	8251	2.00	8252	8.33
8253	5.17	8254	4.71	8255	5.11
8262	7.07	8263	7.00	8264	9.00
8265	4.67	8267	7.00	8273	3.67
8275	4.25	8277	7.12	8278	6.57
8283	8.80	8284	8.00	8285	7.00
8286	3.67	8287	5.40	8288	6.55
8289	4.43	8290	6.67	8291	7.00
8292	6.45	8293	7.67	8294	7.00
8295	9.33				

Agency Performance Threshold

Selected Discipline: EMD

Agency: Richmond DEC

Date Range: 1/1/2025 ... 3/31/2025

Using Deviation Model 2

Calltaker ID	Performance	Calltaker ID	Performance	Calltaker ID	Performance
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