

Richmond Ambulance Authority



PRESENTATION TO CITY COUNCIL'S
ORGANIZATIONAL DEVELOPMENT STANDING COMMITTEE
JULY 6, 2026

Transition of Emergency Medical Call Services to Richmond Ambulance Authority

Call Volume Analysis

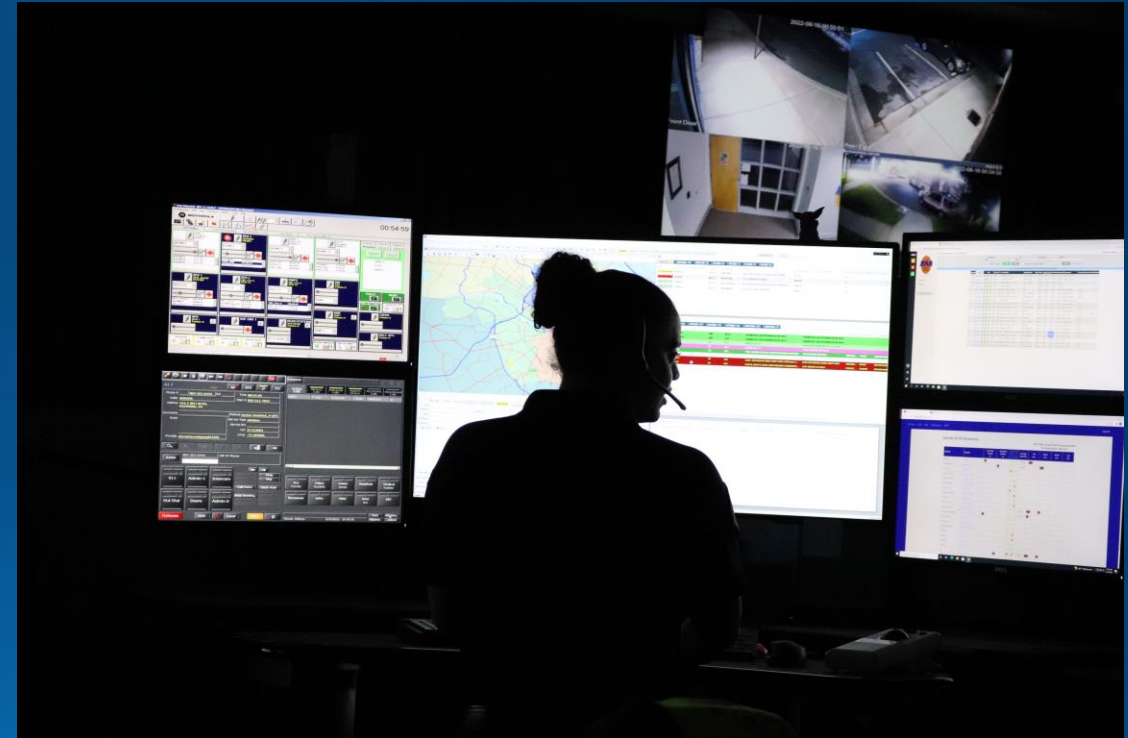
- RAA analyzed the historical amount of emergency medical calls transferred to our agency to forecast call volume expectations upon the return of Emergency Medical Dispatch (EMD) to our Communications Center
- The forecast allows us to adjust staffing schedules accordingly so emergency medical calls are answered promptly and processed accurately



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Staffing

- RAA is assigning additional staff and scheduling the agency's more seasoned and veteran call takers across all shifts to help with the initial transition
- This will help ensure all staff members are knowledgeable and successful in meeting National Emergency Number (NENA) and International Academies of Emergency Dispatch (IAED) standards



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Training

- All EMD certified staff have completed an “EMD Refresher” course taught by RAA’s in-house IAED certified EMD instructor
- RAA’s Communications Center is using IAED’s Artificial Intelligence (AI) Skills Lab to replicate real world call taking scenarios
- All in-house certified Quality Assurance administrators will maintain availability for one on one training with call takers and to answer questions



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Implementation

- RAA is prepared to receive emergency medical calls
 - Assigning additional staff
 - Continuous training
- RAA is now relying on DECPR to transfer emergency calls as they did prior to July 2024
- We will assist in any way possible to facilitate the transfer of EMD calls to RAA



Thank you

Any Questions?