

# WHEN EVERY SECOND COUNTS

Benefits of Eliminating 911 Call Transfers



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

DECPR is fully trained and certified



# WHEN **EVERY** SECOND COUNTS

Law went into effect on January 1, 2024, requiring all 911 Public Safety Answering Points to provide EMD.

The Department of Emergency Communications, Preparedness and Response is fully trained and certified to provide Emergency Medical Dispatch instructions to every caller. **By not transferring callers, life-saving pre-arrival instructions can begin sooner.**

CODE OF VIRGINIA § 56-484.16:1

*By January 1, 2024, each operator of a PSAP shall implement a requirement that each of its dispatchers shall by July 1, 2024, have completed **an Emergency Medical Dispatch education program** that complies with minimum standards established by the Office of Emergency Medical Services. The Office shall ensure that every dispatcher who has satisfactorily completed an Emergency Medical Dispatch education program and his employing PSAP receive a certificate of completion of the required education program. Following completion of the initial Emergency Medical Dispatch education program, each dispatcher's training shall be updated or supplemented in order to reflect updates to the education program.*

# Proven Benefits

*WHEN EVERY SECOND COUNTS*



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# WHEN **EVERY** SECOND COUNTS

By centralizing 911 call-taking and not transferring callers, Richmond has seen an **average 1-minute reduction** in call entry to call coding type.



WHEN EVERY SECOND COUNTS...

**600**  
**seconds**

...CAN SAVE A LIFE

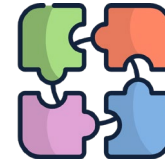
# More Benefits and Planned Improvements



Not transferring callers in crisis **saves time** and **reduces caller frustration** by not having to answer the same questions multiple times and getting pre-arrival instructions faster.



No matter the situation, Fire, EMS, and Police can all be handled by a **single call taker**.



Pursue long term solutions to collocate and consolidate **all city dispatch services**.



We use the **International Academy of Emergency Dispatch** to perform all third-party quality assurance.

# Dispatch Response Statistics

## DECPR

PERIOD: NOV. 1, 2024 – JAN. 31, 2025

Total calls: **8,768**

Average time to determinant: **2:14**

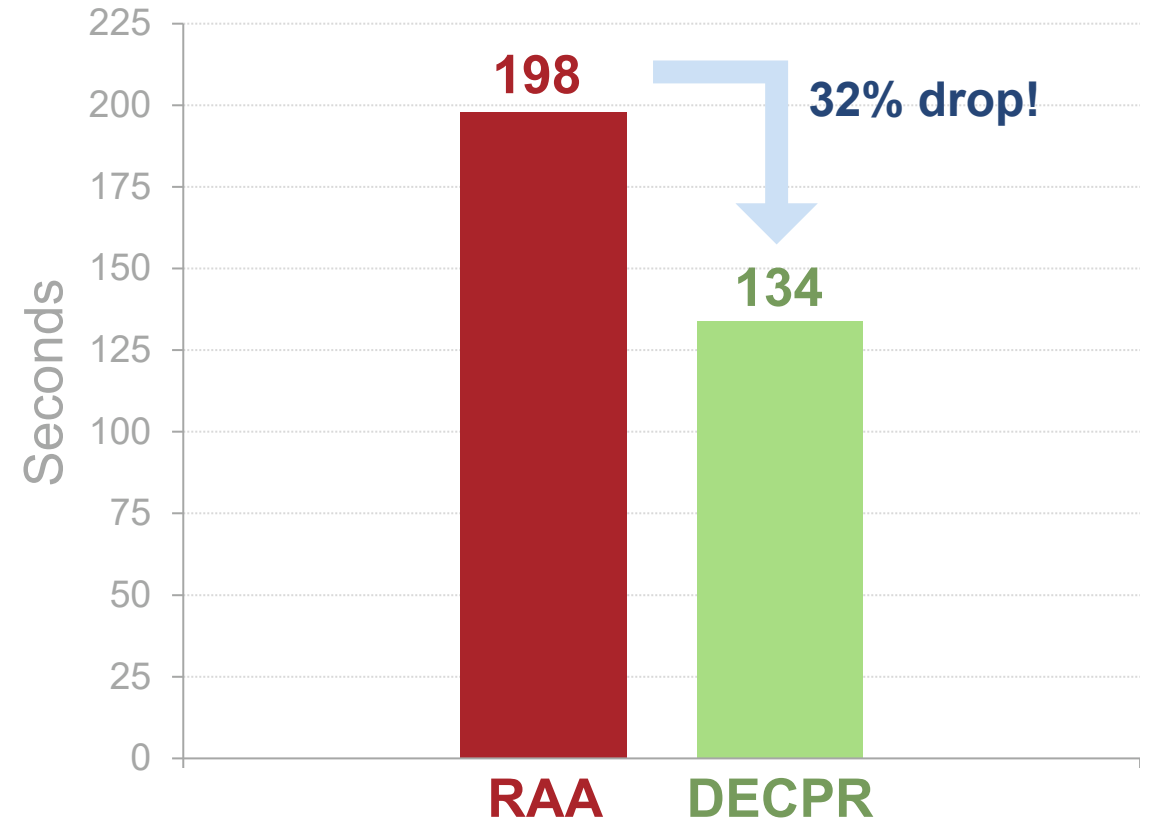
## RAA

PERIOD: APRIL 1, 2024 – JUNE 30, 2024

Total calls: **7,832**

Average time to determinant: **3:18**

### Average Time To Determinant





## WHEN *EVERY* SECOND COUNTS

### Processing calls faster.

When calls are transferred to secondary PSAPs, valuable seconds are lost, which can be critical in life-threatening situations. Handling calls in a primary PSAP eliminates this delay. Today, **calls are processed an average of 1-minute faster** than transferring callers to a secondary PSAP.

### Saving money, too.

The City has made a substantial investment in a Protocol System, the identical system that RAA had been using, and has now expanded to Police and Fire calls. Duplicated software costs have now been eliminated.

# IN SUMMARY

Eliminating the transfer of 911 callers to RAA has proven to **reduce call processing on average 1-minute**, when every second counts. The changes enacted by DECPR have optimized our 911 system, ensuring that call processing is performed in a timely and effective manner, using industry best practices and following the Code of Virginia.

