

# Richmond Ambulance Authority



PRESENTATION TO CITY COUNCIL'S  
PUBLIC SAFETY STANDING COMMITTEE  
SEPTEMBER 24, 2024

# Staffing

- RAA is seeing improvement in recruitment and retention
- Turnover is **17%** so far this year compared to **43%** in 2023
- Fully funded FY '25 subsidy request has helped with the improvements we've seen in recruitment and retention
- RAA increased salaries, implemented a pay scale to address pay compression and maintain fair market rates for our highly trained staff and the critical services they provide
- Increased activities with Richmond Public Schools with 5 planned career fairs taking place this month



# Revenue Collection

- RAA outsourced a majority of its billing functions effective 4/1/24: **EMS Management & Consultants (EMS/MC)**
- Goal is to increase efficiency and revenue collection and is in line with recommendations made by consultants last year
- Since outsourcing, RAA has seen an **eleven-day decrease** in days in A/R
- Ended FY '24 with **\$2,349,783 in increased collections** compared to FY '23 (partially due to rate increase on 6/1/23 and a slight increase in transports)



# Finances

- Overall, RAA ended the fiscal year favorable to our budget due to the agency's financial discipline regarding expenses
- RAA spent less than was budgeted:
  - FY '24 Total expenses: \$21,061,743 (-13.01%)
  - FY '24 Budget for expenses: \$24,210,444
- FY '24 Gross Billing (-3.52%) and net service revenues (-16.94%) ended unfavorably because actual transports and RAA's collection rate were lower than projected
- FY '24 Transports (emergency and non-emergency)
  - Actual – 40,332
  - Projected – 40,750
- FY '24 Collection Rate between 2-3% lower than projected



# Operations

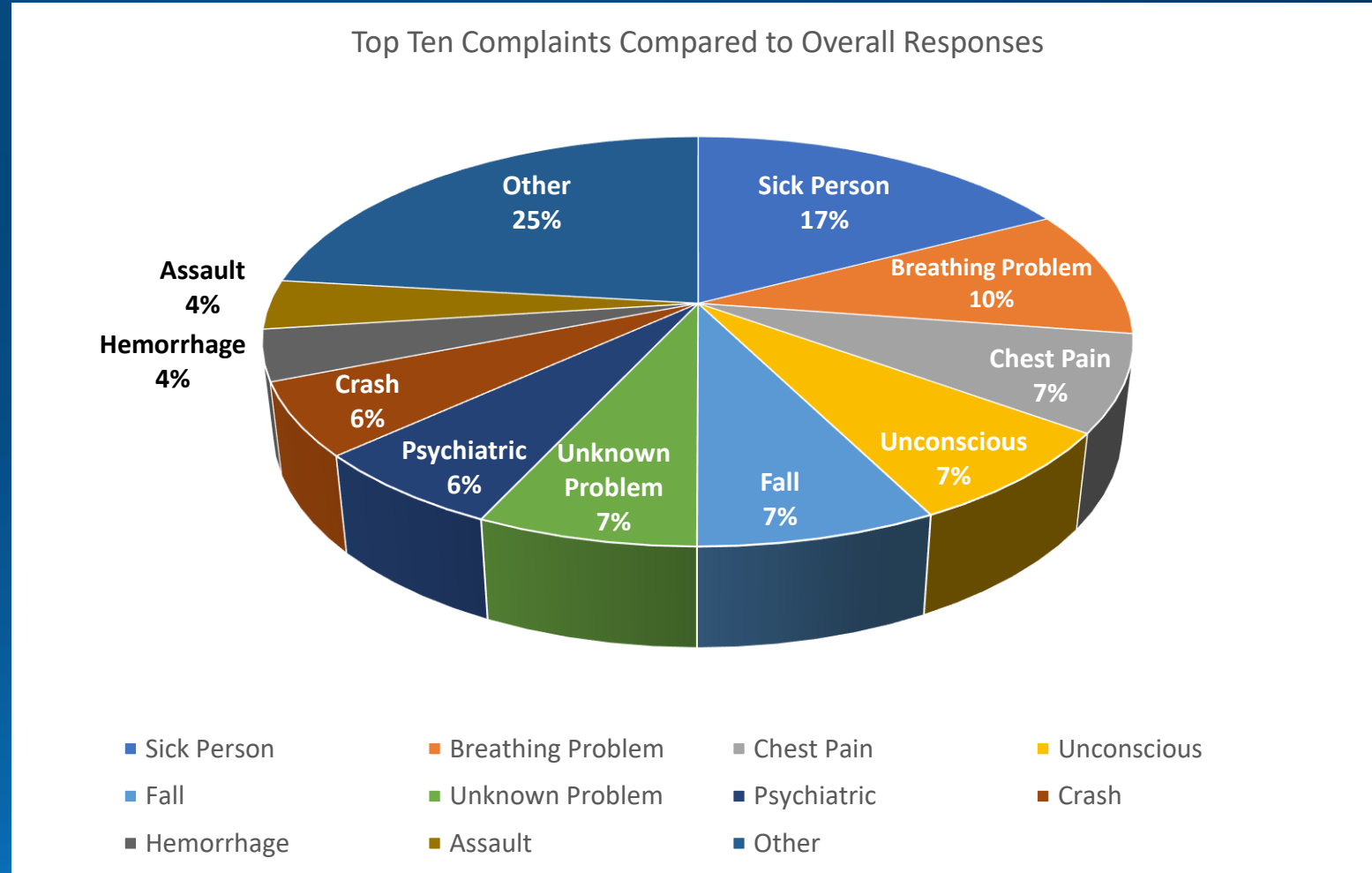
- Overall Patient Satisfaction (Satisfied and Very Satisfied) so far this year (Jan. – Aug.): **98.62%**  
Patient's Very Satisfied: **81.99%**
- RAA Chase Car Program (implemented May 2023) has maximized RAA's Paramedic resources and increased the agency's flexibility in responding to 911 calls
  - In Service 17 hours per day on average
  - 6,400 calls for service
- Time on Task (TOT) has increased
  - TOT so far this year is **1 hour 20 min**
  - 15 min increase over last year



# Top Ten Complaints (Jan. 1, 2024 – present)

Problem	Responses
Sick Person	5560
Breathing Problem	3229
Chest Pain	2439
Unconscious	2422
Fall	2413
Unknown Problem	2208
Psychiatric	2022
Crash	1846
Hemorrhage	1285
Assault	1252

**#12 Overdoses** 872 (3%)



Thank you

Any Questions?