



**THE RICHMOND AMBULANCE AUTHORITY**  
*-World Class EMS-*



# *2025* **ANNUAL REPORT**

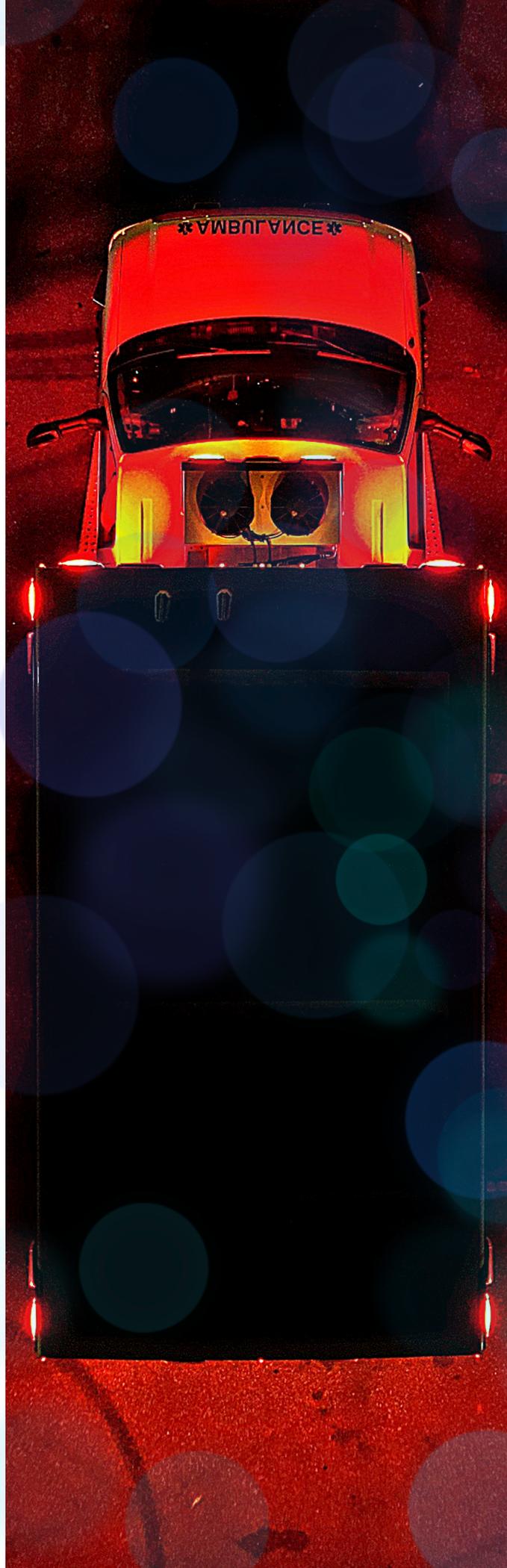
RICHMOND  
AMBULANCE

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# BOARD OF DIRECTORS' REPORT

The Board of Directors is a proud part of the Richmond Ambulance Authority (RAA), providing oversight to our agency's ongoing commitment to the community we serve. While 2025 came with its share of challenges, our organization is fortunate to have experienced some success stories and implementation of some key initiatives along the way. The Board is made up of eleven individuals from a variety of professional backgrounds with one core mission which has remained unchanged for over three decades now - to oversee and support the RAA team for the consistent delivery of exceptional patient care while maintaining our commitment to economic efficiency and accountability to our City. This year, we had the pleasure of welcoming three, new members to the RAA Board, all of whom serve in a capacity with the City of Richmond: In January, we welcomed long-standing 8th District Councilmember, Reva Trammell, and this summer, both Odie Donald, II and Letitia Shelton joined our Board. Mr. Donald serves as the City's Chief Administrative Officer and Ms. Shelton is the City's Director of Finance.

The Richmond Ambulance Authority continues to demonstrate an ongoing commitment to the prudent use of City funds and the highest standards of financial management. We are proud to report RAA received yet another unmodified ("clean") opinion from our outside auditors who completed their external audit of RAA's fiscal year 2025 financials in November. Since RAA's creation back in 1991, each annual audit has been conducted by a third-party vendor who has consistently issued an opinion of "no significant audit findings reported" ("clean" audit).

In 2023, RAA introduced the response ("Chase") car program to maximize

Paramedic coverage during periods when only a limited number of Paramedics were available in the system. Since its launch, the program has enabled RAA to deliver Paramedic-level care to higher-acuity calls while also supporting EMT-Basic and Advanced EMT ambulances. As of 2025, RAA has consistently staffed at least one chase unit each day, responding to approximately 5,200 calls for service. The most frequent call types include difficulty breathing, chest pain, and unconscious patients, with nearly 100 cardiac arrest responses recorded. The presence of a chase unit has directly improved response performance, with about 10% of calls meeting response time targets that otherwise would not have been achieved by the responding ambulance alone. Additionally, chase Paramedics continue patient care during transport roughly 130 times per month, ensuring Paramedic-level care is available on ambulances that would not have otherwise been staffed at that level. RAA is prepared to expand the chase car program in 2026 with the addition of six new vehicles by the end of 2025.

Earlier this year, the State's Regional Medication Kit Exchange Program officially transitioned to in-house programs at the EMS agencies. For decades, the program was facilitated through a cooperative effort of the state's Regional EMS Councils and all regional hospital systems, which stocked the medications in the kits. When a medication is needed for patient treatment on an EMS call, the seal on the medication box is broken and the EMS field provider returns the kit to the hospital for replenishment. The Drug Enforcement Administration (DEA) and the Food & Drug Administration (FDA) raised concerns about these practices. In response to these changes, RAA launched its internal medication kit exchange

program. This initiative required significant upgrades to RAA's tracking systems and security infrastructure to ensure full compliance. The project was extensive, taking several months to develop and implement. Since going live, the program has operated smoothly, resulting in a more efficient system. Notably, crews now spend significantly less time out of service during medication kit exchanges compared to the previous program.

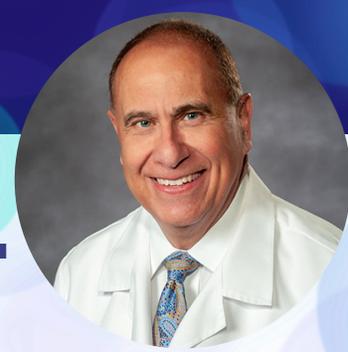
2025 proved to be a busy and challenging year, but nonetheless, a rewarding one. Upholding RAA's reputation as a leading EMS agency is the direct result of a team effort; specifically attributed to the dedication and commitment demonstrated by our CEO, Chip Decker, our Operational Medical Director, Dr. Joseph Ornato, our Board of Directors, and the continued support we receive from both Richmond City Council and City Administration. Together, we can look forward to another great year in 2026.

*Weet Baldwin*

**WEET BALDWIN**  
CHAIRMAN OF THE BOARD

**The 2025 Richmond Ambulance Authority Board of Directors:**

- DeWitt ("Weet") Baldwin, Chairman
- Julia Hammond, Vice Chairperson
- Kirk Roberts, Treasurer
- Marilyn West, Secretary
- Odie Donald, II
- Mark Hickman
- Carlos Hopkins
- Letitia Shelton
- Reva Trammell
- Joseph ("Joey") Trapani
- Andrew ("Drew") Walker



# OPERATIONAL MEDICAL DIRECTOR'S REPORT

The Richmond Ambulance Authority (RAA) continues to deliver high-reliability, evidence-based prehospital medical care to the citizens and visitors of the City of Richmond. As Operational Medical Director, I remain deeply engaged in the clinical oversight, education, protocol development, and quality improvement activities that define our system's commitment to excellence. Our 2025–2026 initiatives emphasize workforce development, clinical competency, and rapid incorporation of evolving national and international standards of care.

In 2025, fourteen new paramedics were added to the RAA EMS system. Each completed our rigorous orientation and evaluation process under the supervision of Field Training Officers. Following FTO clearance, these paramedics met with me quarterly in small groups for multi-hour clinical orientation and evaluation sessions focused on decision-making, protocol application, and system expectations. All met RAA's high clinical standards and were cleared for independent practice.

RAA conducted two in-house EMT-Basic training programs during the year. While following the Commonwealth of Virginia's standard curriculum, RAA enhanced training by placing students on operational shifts to emphasize hands-on skills, clinical judgment, and critical thinking. Twenty-three students successfully graduated and achieved Virginia EMT-Basic certification.

The RAA Clinical Services Committee met quarterly with me and senior clinical leadership to review medications, intravenous fluids, equipment, and protocols. With discontinuation of hospital medication exchange programs, RAA undertook a comprehensive review

and approval process to independently stock and manage medication kits, ensuring safety, regulatory compliance, and uninterrupted patient care.

RAA continues to lead the region in stroke care. In collaboration with the American Stroke Association, the University of Miami Gordon Center for Simulation and Innovation, and Laerdal Medical, RAA implemented International Essential Stroke Life Support (ESLS) training for all paramedics, Advanced EMTs, and EMTs. RAA is the first EMS agency in Virginia to provide ESLS training agency-wide, reinforcing our commitment to rapid stroke recognition and evidence-based treatment.

In 2025, the American Heart Association released updated Guidelines for Resuscitation and Emergency Cardiovascular Care. I again served as a coauthor of these national guidelines, continuing my involvement in every AHA resuscitation guideline cycle since 1990. These guidelines reflect the latest science in cardiac arrest care, post-resuscitation management, and systems of care, and serve as the foundation for resuscitation practice nationwide.

Following release of the new AHA Guidelines, RAA initiated a comprehensive revision of the Clinical Protocols, with implementation planned for 2026. These updates incorporate changes in resuscitation science as well as aligned recommendations from other national organizations addressing major trauma, burns, pediatric emergencies, toxicology, and medical emergencies. Protocol revisions emphasize high-quality CPR, early defibrillation, physiologic-guided resuscitation, trauma system integration, and pediatric-specific

decision-making, ensuring RAA providers practice at the highest national standard.

Quality improvement and education remain central to our mission. In support of airway management training and QA/QI, RAA has purchased six recording video laryngoscopes for deployment on Chase Medic units in 2026. These devices will enhance provider education, skills review, and system-wide performance improvement.

RAA recognizes excellence in clinical care and professionalism. Blake Vanderkolk was named the 2025 RAA Paramedic of the Year in recognition of outstanding performance, leadership, and commitment to patient care.

I am exceptionally proud of the dedication, professionalism, and clinical excellence demonstrated by RAA's EMTs, paramedics, supervisors, educators, and leadership. RAA continues to lead in setting the national standard for urban EMS systems through innovation, evidence-based practice, and an unwavering focus on patient outcomes.

*Dr. Joseph Ornato*

**DR. JOSEPH ORNATO**  
OPERATIONAL MEDICAL DIRECTOR

# CHIEF EXECUTIVE OFFICER'S REPORT



The Richmond Ambulance Authority (RAA) has seen its share of successes and accomplishments over the years, and 2025 proved to be no different. As Chief Executive Officer, I am fortunate to be leading such a unique group of individuals who pride themselves on delivering the highest quality EMS to the Richmond community.

In May, RAA was honored to receive the 2025 Governor's EMS Award for Outstanding Contribution to Health & Safety. The Annual Governor's EMS Awards Program began in 1986 and has been endorsed by each Governor to recognize the outstanding contributions of individuals, agencies, community organizations and businesses that provide or help support emergency medical care in Virginia. RAA was automatically entered to receive this prestigious award after receiving the Old Dominion EMS Alliance (ODEMSA) Regional Award back in December 2024.

2025 marked a turning point for staffing at RAA, bringing renewed strength and stability to our EMS workforce. After years of industrywide challenges stemming from the pandemic and a strained recruitment pipeline, RAA has made significant strides in building our internal capacity. This year, 17 EMTs successfully transitioned from EMT-Basic to AEMT (Advanced EMT) or Paramedic roles—an achievement that highlights our commitment to promoting from within and investing in our team's growth. Through RAA's ongoing commitment to competitive compensation, comprehensive benefits, and a culture of engagement, we saw a solid retention rate of 96.41% in 2025. In addition, RAA continues to see decreases in turnover from 17% in 2024 to 14.23% in 2025.

Back in 2023, RAA implemented new outcome-based response time targets for 911 calls for service to better align our agency with the national EMS industry standards. We continually review patient outcomes and evaluate any potential need(s) for adjustments in response priorities while assuring an appropriate response based on the severity of the patient's condition. Over the past year, compliance within the Priority One (life threatening emergency) response time target has improved by 15% and continues to rise. This success can be attributed to increased staffing levels along with a decrease in turnover due to an overall improvement in employee satisfaction.

This year, RAA demonstrated strong performance in our grant funding efforts having secured over \$250,000 to help support critical initiatives such as medication, kits and locks for the recently transitioned in-house medication kit exchange program, a Peer Recovery Specialist program and the funding needed for our Electronic Patient Care Reporting (ePCR) system. These investments strengthen our clinical readiness, operational efficiency and community support services.

RAA remains deeply committed to serving not only through emergency medical response, but also through proactive engagement with the community we serve. Throughout the year, we have focused on strengthening our outreach and public awareness initiatives by continuing to educate our residents on emergency preparedness, promoting health and safety, and building lasting partnerships with local organizations and schools. In 2025, we proudly participated in a number of events and trained our community in the life-saving skill of hands-only CPR, the proper use of an

AED, proper child car seat installation and safety as well as having joined a number of organizations from across our area for the 8th Annual Ultimate Backpack Supply Drive. By investing in community education and engagement, we empower individuals with the knowledge and confidence to respond effectively in times of need. This ongoing commitment reflects RAA's belief that a safer, healthier community begins with awareness, collaboration, and trust.

We have a solid team that makes up our dedicated workforce, a Board of Directors who unselfishly volunteer their time, and an Operational Medical Director who provides excellent direction to our field staff. Together, along with the support of Richmond City Council and City Administration, we can all be very proud of our accomplishments in 2025 as we prepare for yet another successful year in 2026.

*Chip Decker*  
**CHIP DECKER**  
**CHIEF EXECUTIVE OFFICER**

# NEWS AND EVENTS

## January

The Richmond Ambulance Authority (RAA) **helped deliver water to water distribution centers** around the City of Richmond.

RAA held our first Paws for Paramedics visit of the year. The visits **help first responders relieve stress while highlighting pets in need of adoption** from the Richmond SPCA.



## February

RAA participated in Councilmember Cynthia Newbille's **11th Annual "For the Love of Our Seniors" event** and provided helpful information to attendees.

RAA partnered with the American Heart Association **to raise Hands-Only CPR awareness** at City Hall.



## March

RAA **welcomed Taiwan's Kaohsiung Medical University (KMU) students** back for their annual visit to the agency as part of VCU's Lecture Tour.

The **family of late RAA EMT Kate Bush stopped by to drop off "Kate's Komfort Dolls"** for our pediatric patients.



## April

RAA **joined Richmond Police for a community pop-up event** in the Southwood Community.

RAA **recognizes our Communication Center staff** as part of National Public Safety Telecommunicators Week (NPSTW).



# NEWS AND EVENTS

## May

RAA was **recognized with the Governor's EMS Award** for Outstanding Contribution to EMS Health and Safety.

RAA held events throughout the week to recognize staff during **Naitonal EMS Week**.

RAA **held our first CPR Save Pin ceremony** recognizing staff who saved a life using CPR.



## June

RAA **raised awareness with the American Heart Association for National CPR and AED Awareness Week**, wrapping the week with a CPR demo at the Richmond Kickers game with local pediatric heart survivor Finn.

RAA **partnered with the American Red Cross to offer heat safety tips** on CBS6.

RAA **hosted the State Office of EMS and the Old Dominion EMS Alliance** as they toured different agencies.



## July

Members of RAA's **staff graduated from the nationally recognized Struggle Well training program** to help military veterans and their families struggling with depression and other problems.

RAA **hosted preschoolers** and gave them a tour of an ambulance.



## August

RAA joined our public safety and community partners at **events across the City of Richmond for National Night Out**.

RAA participated in the **Ultimate Backpack and Oak Grove Neighborhood Association back to school supply drives**.



# NEWS AND EVENTS

## September

RAA's Honor Guard participated in the **11th Annual Commonwealth Public Safety Memorial** ceremony.

RAA joined the American Heart Association for the **launch of Virginia's first CPR kiosk** at The Market at 25th.



## October

RAA hosted Jacob's Chance, a **non-profit serving special needs youth, teens and adults**.

RAA held our second CPR Save Pin ceremony during Sudden Cardiac Arrest Awareness month for providers who **saved a life after performing CPR**.

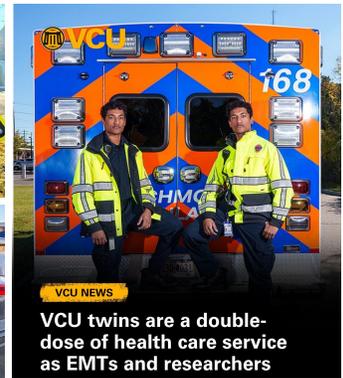
RAA joined local organizations to **provide helpful information at Councilmember Reva Trammell's 8th District Senior Resource Fair**.



## November

RAA joined AAA Mid-Atlantic, DRIVE SMART Va and other partners for a **Thanksgiving Safety Fair featuring child car seat inspections**.

**RAA EMTs and twins are featured in VCU News** for their work as first responders and researchers at the university.



## December

RAA recognized employees at our final **CPR Save Pin ceremony** of the year.

RAA participated in the **Dominion Energy Christmas Parade**.



# MEMORABLE MOMENTS



RAA is invited by Capitol Police to present to House staff how they can help us respond to medical emergencies at the Capitol.

RAA teamed up with the American Heart Association to teach Hands-Only CPR at the Richmond Health and Wellness Fair.



RAA's lead Child Passenger Safety Seat Technician, Captain Veronica Ruffin, speaks with CBS6 News Reporter Caroline Coleburn about the importance of installing child seats correctly.



RAA EMT Thomas takes advantage of what is left from a recent snow storm.



RAA's Peer Support Team took a trip to Harbor of Grace, a recovery and wellness center for first responders.



RAA Lieutenant Christy Pritt speaks to 8News Reporter Jamal Williams about winter safety ahead of an incoming winter storm.



RAA holds our third annual chili cook off contest.



# MEMORABLE MOMENTS



HCA Retreat Doctors' Hospital brings breakfast to RAA headquarters for our crews.



RAA held a patient reunion with former patient Shawn Moore and the first responders and VCU healthcare staff who saved his life.



RAA connects with the community during a Richmond Police Department pop-up event in the Randolph Village neighborhood.



RAA joined public safety partners from across the region for the Faces of Heroes bowling tournament supporting the children of first responders.



RAA's employees were recognized at a Paramedic Pinning Ceremony at Brightpoint Community College after successfully graduating from the school's Paramedic Program.



RAA joined the American Red Cross and the Virginia Department of Emergency Management for a Hurricane PSA.



RAA partners with the American Heart Association and the Richmond Flying Squirrels to perform a Hands-Only CPR demonstration on First Responders Night at The Diamond.



RAA staff graduate from the National Honor Guard Academy.



RAA welcomed members of the California Ambulance Association and AIMHI in an educational exchange between EMS leaders.



RAA presented new ALS providers with certificates recognizing their accomplishment.



RAA staff enjoys Thanksgiving dinner at headquarters.

# PATIENT SATISFACTION

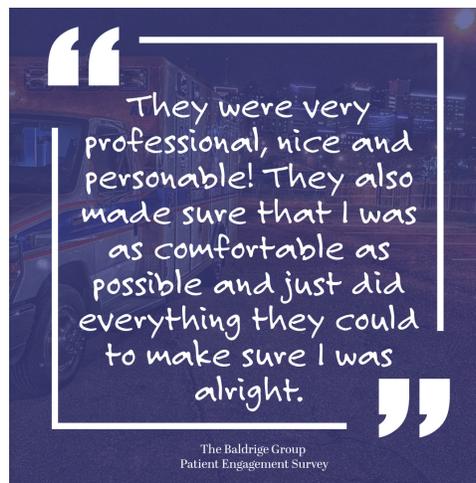


# 98.5% SATISFACTION

RAA's overall 2025 patient satisfaction with 85% patient engagement.

The patient satisfaction surveys not only provide important data points regarding RAA's service but patient testimonials as well.

Each month RAA releases the agency's overall patient satisfaction as well as some of what our patients are saying about us. These are just some of the comments from RAA's patients throughout 2025.



## HISTORY

Since 2017, the Richmond Ambulance Authority (RAA) has used the Baldrige Group as a third-party vendor to conduct patient satisfaction surveys of our emergency responses.

Monthly reports summarize patient satisfaction with the services RAA provided in response to their emergency. Since 2017, RAA has consistently provided emergency responses with over 90% patient satisfaction. In 2025, the agency averaged 98.5% patient satisfaction,

For the first time since conducting these surveys, RAA achieved a **100% patient satisfaction rating in October**. The data continues to be a useful tool for our agency as we strive to provide the best service possible to the patients we serve. The feedback provided by our patients is invaluable and helps the agency in our mission to deliver patient-centered care through measurable clinical and operational excellence with efficiency, outstanding customer service, and employee engagement.

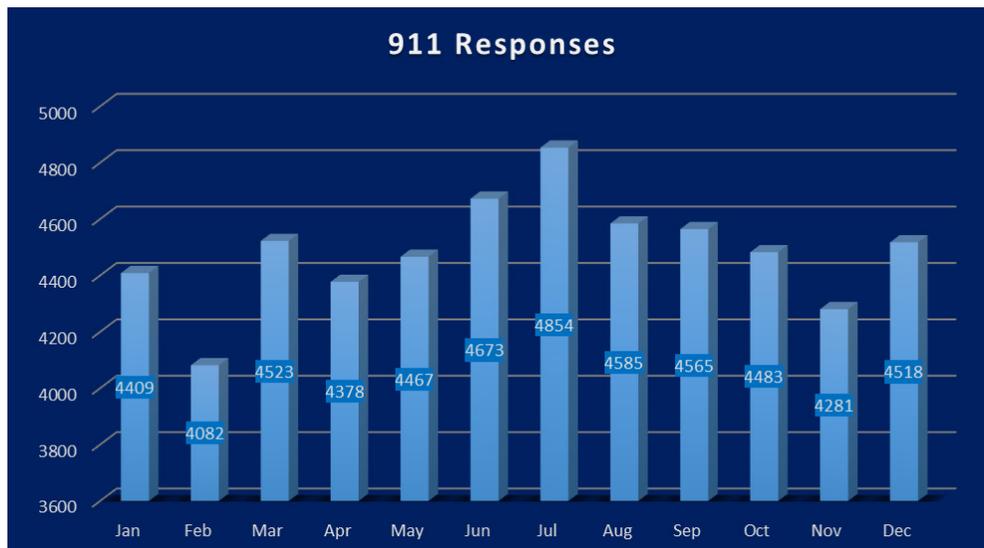
# OPERATIONAL OVERVIEW

**61K+** RESPONSES  
**43K+** TRANSPORTS

Figure A.



Figure B.



# OPERATIONAL OVERVIEW

Figure C.

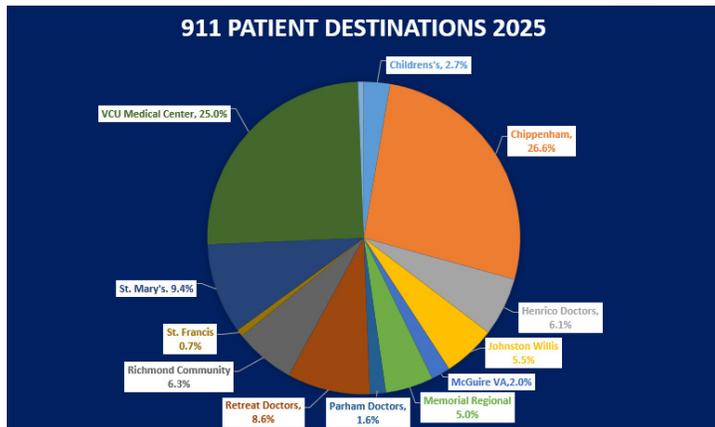


Figure D.

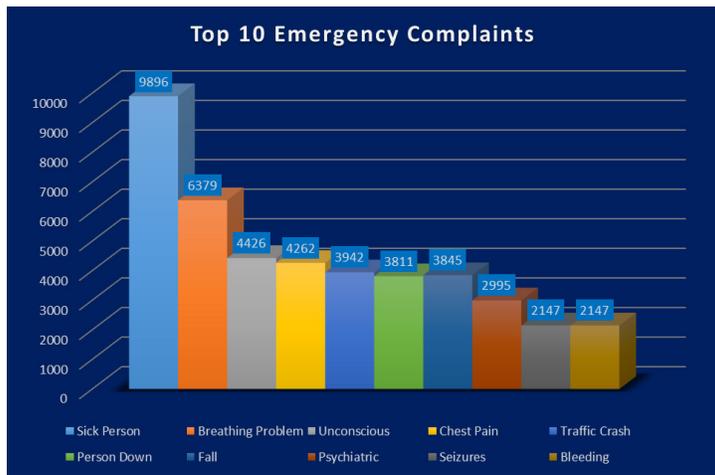
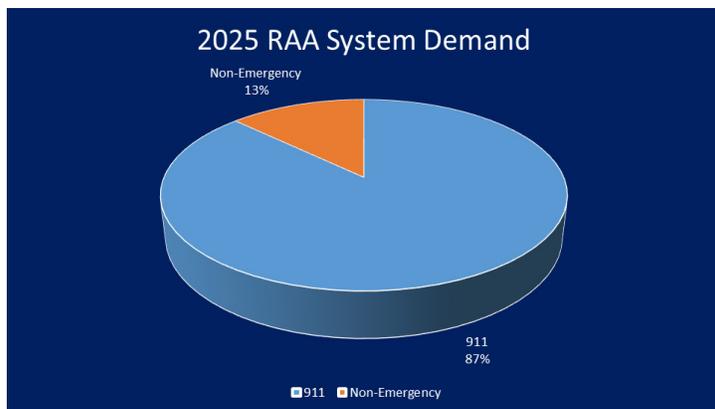


Figure E.



The Richmond Ambulance Authority (RAA) responds to nearly 150 calls per day and more than 50,000 calls each year. RAA has historically been one of the busiest EMS systems per capita in the country.

RAA continues to work with its healthcare partners in the region to provide quality clinical care to our patients and the community we serve. RAA is primarily a provider of emergency care and transportation for the residents of Richmond, but in addition to emergency responses, the agency provides services including non-emergency transportation, public health and safety education, medical standbys and participates in community events throughout the year.

The agency continues to develop partnerships and programs as we aim to promote a healthier and safer community.

# FLEET COMPOSITION

## OUR FLEET:

- 29** TYPE III GASOLINE CHASSIS AMBULANCES
- 1** CRITICAL CARE TRANSPORT
- 7** QRV UTILITY VEHICLES
- 3** SUPPORT VEHICLES
- 2** TRAILERS

**In 2025,**

RAA trucks traveled **1,026,557** miles.

That's the equivalent of: **95,008.55** trips around Richmond (in square miles).

**41.22** trips around the world.

**2.15** trips to the moon and back.

# RAA FINANCIALS

## Statement of Net Position

	2025	2024
<b>ASSETS</b>		
Current Assets:		
Cash	\$354	\$67,484
Short-Term Investments	3,773,543	2,500,000
Total Cash and Short-Term Investments	3,773,897	2,567,484
Receivables:		
Service Accounts Receivable, Net of Allowance for Contractual Adjustments and Doubtful Accounts	5,849,336	4,990,252
Reusable Supplies	282,309	242,199
Other Current Assets	770,297	653,530
<b>Total Current Assets</b>	<b>10,675,839</b>	<b>8,453,465</b>
<b>LONG TERM INVESTMENTS</b>		
Capital Assets, Net:		
Vehicles and Ambulances	4,921,356	4,903,904
Buildings and Improvements	687,482	687,482
Communications Center	351,390	351,390
Communications Equipment	544,783	544,783
Medical Equipment	664,702	2,237,810
Office Furniture and Equipment	802,829	834,848
Shop Equipment	81,275	81,275
Less: Accumulated Depreciation	(7,296,113)	(8,008,768)
Total Capital Assets, Net	757,704	1,632,724
Right-to-Use Assets	4,466,390	1,394,167
Less: Accumulated Amortization	(913,015)	(351,695)
Total Right-to-Use Assets, Net	3,553,375	1,042,472
<b>Total Assets</b>	<b>14,986,918</b>	<b>11,128,661</b>
<b>CURRENT LIABILITIES</b>		
Current Liabilities:		
Accounts Payable and Accrued Expenses	1,691,073	764,336
Accrued Payroll	361,091	336,229
Unearned Revenue	6,062	7,417
Current Installments of Lease and SBITA Liabilities	855,095	206,156
Total Current Liabilities	2,913,321	1,314,138
<b>NONCURRENT LIABILITIES</b>		
Lease and SBITA Liabilities	2,513,825	758,623
<b>Total Liabilities</b>	<b>5,427,146</b>	<b>2,072,761</b>
<b>NET POSITION</b>		
Net Investment in Capital Assets	942,159	1,710,417
Unrestricted	8,617,613	7,345,483
<b>Total Net Position</b>	<b>\$ 9,559,772</b>	<b>\$ 9,055,900</b>

# RAA FINANCIALS

## Statement of Revenues, Expenses, and Changes in Net Position Years Ended June 30, 2025 and 2024

	2025	2024
<b>OPERATING REVENUES</b>		
Service Revenues	*\$71,274,935	\$35,448,415
Provision for Contractual Adjustments and Doubtful Accounts	(54,218,236)	(20,793,186)
Subtotal	17,056,699	14,655,229
Grant Revenues	116,527	31,089
<b>Total Operating Revenues</b>	<b>17,173,226</b>	<b>14,686,318</b>
<b>OPERATING EXPENSES</b>		
Salaries and Related Benefits	15,767,480	13,907,973
Health Insurance	2,196,612	1,743,131
Worker's Compensation	173,804	240,707
Depreciation and Amortization	1,416,391	1,332,367
Professional Services	1,225,241	621,713
Collection Expenses	5,072	3,415
Marketing and Advertising	19,466	5,471
Office Expenses and Communications	433,152	469,250
Telephone	163,876	162,521
Public Information	18,536	18,100
Postage and Shipping	10,301	18,210
Occupancy	199,741	201,272
Other	70,851	97,550
Insurance	397,995	376,816
Printing and Artwork	5,053	2,882
Travel	19,370	40,383
Medical Supplies and Equipment	682,613	726,914
Recruiting and Background Investigations	63,491	65,373
Vehicle Fuel and Tolls	426,093	576,577
Vehicle Repairs and Maintenance	396,296	466,643
Uniforms and Laundry	176,265	74,558
<b>Total Operating Expenses</b>	<b>23,867,699</b>	<b>21,151,826</b>
<b>OPERATING LOSS</b>	<b>(6,694,473)</b>	<b>(6,465,508)</b>
<b>NONOPERATING REVENUES (EXPENSES)</b>		
City of Richmond Subsidy	7,139,121	5,400,000
Interest Income	136,823	143,795
Interest Expense	(8,755)	(1,133)
Gain (Loss) on Disposal of Capital Assets	(94,784)	186,655
Miscellaneous Revenues, Net	25,940	16,583
<b>Total Nonoperating Revenues, Net</b>	<b>7,198,345</b>	<b>5,745,900</b>
<b>CHANGE IN NET POSITION</b>	<b>503,872</b>	<b>(719,608)</b>
Net Position -Beginning of Year	9,055,900	9,775,508
<b>NET POSITION -END OF YEAR</b>	<b>\$9,559,772</b>	<b>\$9,055,900</b>

\*The significant increase in Service Revenues for FY25 reflects an increase in service rates approved by RAA's Board of Directors following recommendations made by third-party consultants contracted by the City of Richmond.

# AWARDS & RECOGNITION

## RAA Annual Employee Awards



**Paramedic of the Year** - Blake Vanderkolk



**EMT of the Year** - Mouy Lay



**Employee of the Year** - Bobby Insley

## Governor's EMS Awards



### Outstanding Contribution to EMS Health and Safety

"The Richmond Ambulance Authority (RAA) has demonstrated exceptional leadership in fostering a safe, supportive environment for its EMS providers and the community. RAA's initiatives include comprehensive resiliency training for new employees, a peer support program, and wellness fairs that promote mental and physical well-being. Their innovative "Paws for Paramedics" program, in partnership with the Richmond SPCA, provides stress relief through animal interaction. In contrast, their Critical Incident Stress Management (CISM) and bystander support programs ensure trauma support is accessible to both EMS personnel and the public. RAA's commitment to health and safety sets a benchmark in the EMS field, making them a standout recipient of this award."

### Virginia Sons of the American Revolution Public Safety Award



**Emergency Medical Service Award** - Christy Pritt

### AIMHI Excellence in Healthcare Integration Awards



**Leadership in Integrated Healthcare** - Chip Decker

# AGENCY INFORMATION

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## Our Mission

To deliver patient-centered care through measurable clinical and operational excellence with efficiency, outstanding customer service and employee engagement.

## Our Vision

The Richmond Ambulance Authority is an industry leader, providing world-class mobile integrated healthcare.

## History

In 1990, The Richmond City Council and the city manager recognized they needed to make drastic changes to the city's EMS system in order to ensure all city residents received the best and most effective care. On March 20, 1991, the Virginia General Assembly created the Richmond Ambulance Authority (RAA) and on September 23, 1991, the City of Richmond granted the franchise to RAA to provide EMS services to the City of Richmond.

Since its creation, the goal of the Richmond Ambulance Authority (RAA) has been to provide its community with clinical excellence, while ensuring response time reliability and fiscal responsibility. Although it has one of the highest call volumes per capita in the United States, RAA has gained a national and international reputation as a premier, high-performing EMS system. In addition to receiving national accreditations, RAA has been recognized as operating within the top 25% of EMS agencies nationwide following a third-party review of the agency.



# RICHMOND AMBULANCE AUTHORITY

WORLD CLASS EMS

2400 Hermitage Road  
Richmond, VA 23220  
804-254-1150

<https://raaems.org/>

