



# THE RICHMOND AMBULANCE AUTHORITY

*-World Class EMS-*



# ANNUAL REPORT 2024



RICHMOND AMBULANCE  
AUTHORITY

*W O R L D C L A S S E M S*



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# BOARD OF DIRECTORS' REPORT

Our Board of Directors includes volunteers from an array of diverse professional backgrounds who share the core mission that has remained constant since the Authority's creation back in 1991 – providing oversight and guidance to the RAA staff for the consistent delivery of excellent patient care while maintaining our commitment to economic efficiency to the Richmond community.

RAA continues to be a good steward of the City funding we receive as well as assuring proper financial management of our organization. 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 2024 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). This same opinion was also issued for two, separate audits performed by the City of Richmond's Office of the City Auditor.

Last year, RAA implemented new outcome-based response time targets for 911 calls for service to better align RAA with the national EMS industry standards. RAA continually reviews patient outcomes and evaluates 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 (P1) response time target has improved by 12% and continues to rise. This success can be attributed to increased staffing levels along with a significant decrease in turnover due to an overall improvement in employee satisfaction.

In January, RAA learned about significant changes to the State's Regional Medication Kit Exchange Program affecting all licensed EMS agencies in Virginia. For decades, the program was facilitated through a cooperative effort of the State's Regional EMS Councils and the regional hospital systems. Both the Drug Enforcement Administration (DEA) and the Food & Drug Administration (FDA) raised concerns about the current program. Beginning in 2025, RAA will be required to maintain its own, in-house medication exchange program. All EMS agencies are required to obtain a Controlled Substance Registration (CSR) as well as a DEA license; both of which RAA holds and has for quite some time. RAA currently meets all necessary regulatory requirements

to have and sustain a field medication program and we stand ready to roll out the program without any interruption to patient care.

RAA ended 2024 having received an Old Dominion EMS Alliance (ODEMSA) Regional EMS Council award for “Outstanding Contribution to EMS Health and Safety.” RAA was selected for our initiatives prioritizing the physical and mental well-being of EMS providers, including resiliency training, our Paws for Paramedics program which helps providers relieve stress through regular interaction with pets in need of adoptions, and our bystander support initiative which connects bystanders who may have experienced trauma with available resources in the area. The award automatically enters RAA in the same category for the Governor's EMS Awards.

An organization's success lies with the dedication and commitment to hard work by everyone involved. This includes the oversight and guidance of a committed Board of Directors, the leadership and determination of our CEO, Chip Decker, the clinical expertise of our Operational Medical Director, Dr. Joseph Ornato, the support from Richmond City Council and City Administration and, last but undoubtedly not least, the hard work and compassion to prehospital patient care delivered by the very best in the business – the RAA staff.

## WEET BALDWIN CHAIRMAN OF THE BOARD

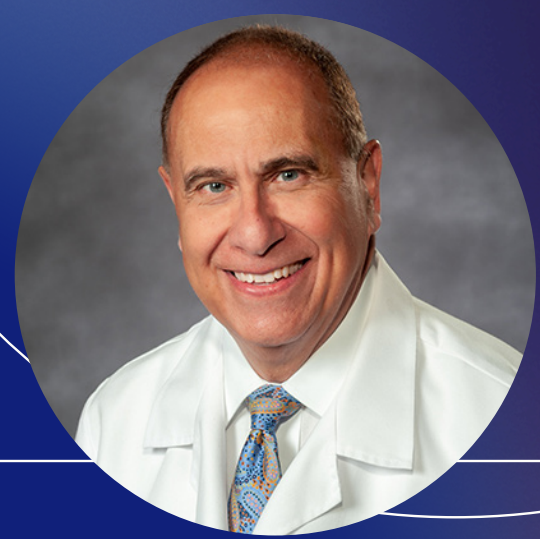
### The 2024 Richmond Ambulance Authority Board of Directors:

- DeWitt (“Weet”) Baldwin, Chairman
- Julia Hammond, Vice Chairperson
- Kirk Roberts, Treasurer
- Marilyn West, Secretary
- Mark Hickman
- Carlos Hopkins
- Katherine Jordan
- Lincoln Saunders
- Joseph (“Joey”) Trapani
- Andrew (“Drew”) Walker
- Sheila White





# OPERATIONAL MEDICAL DIRECTOR'S REPORT



We added twelve paramedics to our EMS system in 2024. Each went through our normal orientation/evaluation process supervised by our Field Training Officers (FTOs). Once approved by the FTOs, the paramedics met with Dr. Ornato each calendar quarter in groups of three for an extensive multi-hour evaluation and orientation session. All met our high standards and were cleared to provide clinical care as paramedics in our EMS system.

Our Clinical Services Committee members met with Dr. Ornato and clinical leadership staff every quarter. They discussed updates and changes in intravenous solutions, medications, equipment, and protocols (several of which were updated based on evolving evidence-based science and national/international guidelines). For example, one of our modifications was to increase POCUS (Point Of Care Ultrasound) use in cardiac arrest (Protocol 10-34) by our Supervisors and Chase Medics after successfully completing training. This non-invasive procedure does not delay care and allows our rescuers to see the heart's response to resuscitation medications, improving the likelihood of restoring the patient's normal heart function. This procedure is standard in emergency departments and state-of-the-art EMS systems throughout the United States.

We made several evidence-based equipment changes during 2024. For example, our intraosseous insertion device ("EZ IO") was brought back into service after short-term supply chain issues were resolved. The King LSTD was replaced with a Supraglottic airway called the AirQ. The advantage of the AirQ is that it comes in a wider variety of sizes, allowing our providers to use it on a more extensive range of patients (<2 to >80 kilograms) compared to devices available on the market previously. We replaced our prior suction with a newer HID Big Tip Suction model. We had extensive discussions on the evolving science regarding the potential use of blood, and TXA in the field for a small number of major trauma victims. Our area medical helicopter services are carrying both. We opted to continue our practice of rapid transport to our three trauma centers since the short ground transport time from anywhere in the city does not significantly delay the use of these treatments upon Emergency Department arrival.

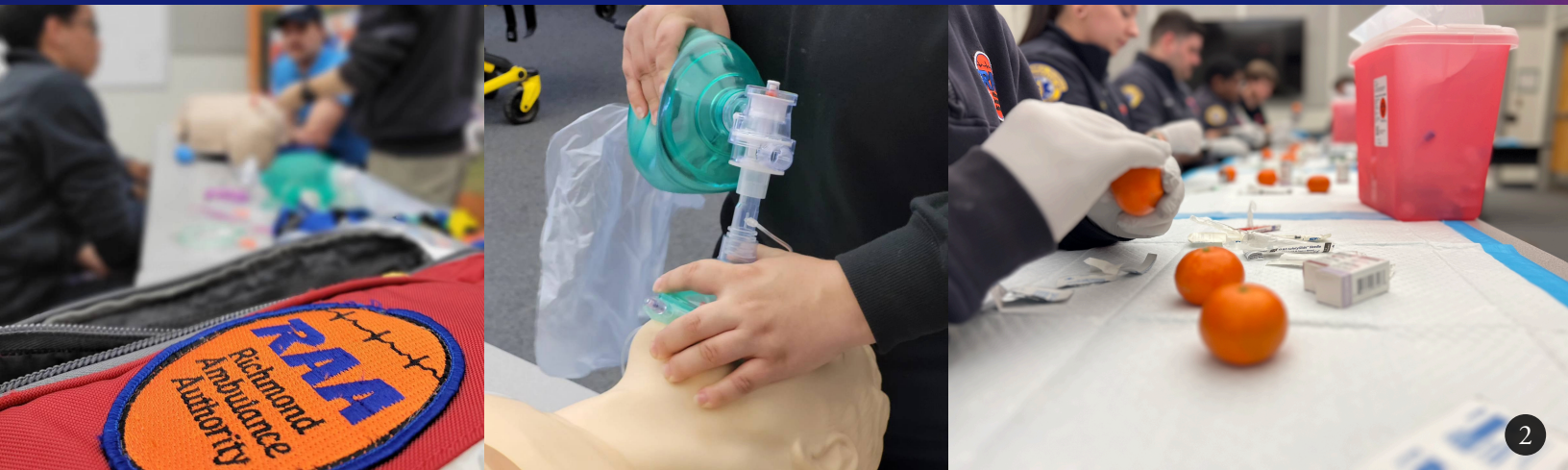
Brian Mann was chosen as our 2024 RAA Paramedic of the Year.

The national opioid crisis continues. Despite a modest decrease in overdose deaths throughout the United States since 2022, there were >71,000 overdose deaths

nationally in 2024. Our team continues to move forward with a long-range plan to deliver naloxone spray to bystanders by drone while fire first responders and RAA providers are enroute to the scene of an opioid overdose. We equipped Richmond Fire personnel with naloxone spray almost 3 years ago, which has reduced the median time interval from 9-1-1 call receipt to naloxone administration from 11 to 8 minutes. But it will take naloxone spray delivered to the bystander by drone to reduce this further with a goal of bystander naloxone spray administration in <5 minutes from 9-1-1 call receipt. We also continue to lose >300,000 lives per year from out-of-hospital cardiac arrest. Many lives might be saved if the bystander 9-1-1 caller at the scene could apply a nearby automated external defibrillator (AED), which can restart the heart in many cases (if applied within a few minutes). Unfortunately, <3% of cases nationally have an AED applied by a bystander because they are only available in a small percentage of mainly public locations, and >80% of cardiac arrests occur in the home. A potential, cost-effective solution is to set up a public safety (police/fire/EMD) system to launch a drone to the scene that can deliver an AED and naloxone to the bystander in <2-3 mins. Trained 9-1-1 operators could then direct the bystander to retrieve the medical device and guide its use.

In 2023, the Federal Aviation Administration (FAA) passed a final rule establishing a "Drone as First Responder (DFR)" program, allowing law enforcement agencies a regulatory framework to provide such service. Shortly thereafter, Dr. Ornato (VCU) and Dr. Monique Starks (Duke), the only physicians nationally who the National Institutes of Health have funded to develop drone delivery of emergency supplies such as AEDs and naloxone to bystanders, received a VCU/Duke joint \$4M American Heart Association (AHA) national grant to implement and test the nation's first drone-delivered AED (and likely naloxone) programs. The AHA grant had a specific requirement to implement our project in suburban/rural locations, so our project is underway in Forsyth County, NC, and James City County, VA. Each now has an FAA-approved DFR program with eight certified drone pilots. We expect to begin AED delivery service in Forsyth within a month and in James City County several months later. The Richmond Police Department is actively looking at the DFR program requirements, and we are fully engaged in helping them evaluate whether Richmond might set up such a program.

**DR. JOSEPH ORNATO**  
OPERATIONAL MEDICAL DIRECTOR





# CHIEF EXECUTIVE OFFICER'S REPORT



2024 proved to be yet another good year for the Richmond Ambulance Authority (RAA) as we continue to deliver clinical excellence to the citizens and visitors to the City of Richmond. The RAA staff and Board of Directors have always made it a priority to explore new ideas and ways to optimize our operational and financial performance and 2024 was no different.

While staffing shortages are ongoing in the EMS industry, RAA saw the benefits of implementing new and innovative ways to overcome staffing challenges. Earlier this year, we partnered with Brightpoint Community College to provide an opportunity to our current providers interested in obtaining their Paramedic certification. Ten of RAA's very own successfully completed the program and became Paramedics in the 911 system. Back in 2021, RAA implemented a program for individuals looking to start a career in EMS called the EMS Placement Program (referred to as "Cadets"). Cadets may have little to no EMS experience and are provided the training and the opportunity to secure their EMT certification in this "learn while you earn" program. We continue to see great success with the program, with eleven Cadets completing RAA's EMT class this year, becoming EMT's with RAA. A long-standing partnership with Richmond Public Schools (RPS) brought RAA the opportunity to market the program on RPS' website. RAA currently has a waitlist of people interested in enrolling in the program.

We developed and implemented an Operations Pay Plan which included an overhaul of the current compensation practices for operational employees to help further promote accountability, fairness and equity, pay compression and sustainability for the long-term health of RAA. RAA's turnover rate was down 17.4% this year over last year, which we attribute to a different approach to recruitment and retention.

In April, RAA "went live" with outsourcing the majority of our in-house billing functions. The goal is to increase efficiency and revenue collection which also aligns with the recommendations made by outside consultants engaged by the City of Richmond to look into RAA's overall performance back in 2022. Since outsourcing, RAA has seen a decrease in the days in Account Receivables. RAA ended FY2024 with an increase in collections over the prior fiscal year (partially

due to the service rate increases that went into effect on June 1, 2023 along with a slight increase in transports. While the consultants found RAA operates within the top 25% of EMS operations nationally, they recommended significant increases to RAA's service rates to better reflect current market rates and help generate additional revenue.

RAA's response ("chase") car program was implemented in 2023 to help maximize ALS resources in the City when fewer Paramedics are available within the EMS system. Chase paramedics respond to approximately 6,600 calls for service each year; the majority of which are the most critically ill and injured patients. Chase Paramedics upgraded the transporting unit's capability from BLS to ALS on approximately 1,400 calls for service. This program continues to demonstrate significant success in getting the right level of medical care to the maximum number of potential patients, quickly and safely. RAA intends to add six additional chase cars to the program and expand scheduling opportunities for the existing chase team to further improve response time targets and ALS care accessibility to the public.

The unfortunate reality of the opioid epidemic, along with its adverse consequences, is that a definitive solution has yet to be found. With our field staff at the forefront of emergency patient care, RAA has seen first-hand the effects of this growing crisis. For many years now, RAA has remained an active member on both City and regional task forces designed to help combat this epidemic by providing insight from the frontline. In December, our EMS providers joined the First Lady of Virginia, along with the Secretary of Health and Human Resources, and shared RAA's frontline experiences with fentanyl overdoses in the City of Richmond as part of the First Lady's "It Only Takes One" initiative.

RAA continues to maintain our reputation both nationally and internationally for our consistent level of service, use of cutting-edge technology and data analyses, research initiatives for the improvement of patient outcomes, and impactful public education programs. With the continued hard work and dedication of our most important asset, our employees, leadership and oversight of our Board of Directors, the clinical expertise of our Operational Medical Director, Dr. Joseph Ornato, and the support of City Administration and City Council, I am confident 2025 will prove to be yet another successful year for the Richmond Ambulance Authority.

**CHIP DECKER**  
CHIEF EXECUTIVE OFFICER





# NEWS AND EVENTS

## JANUARY

Richmond Marathon runner and Sudden Cardiac Arrest Survivor, David Griffin, reunited with the bystanders and first responders who saved his life including the Richmond Ambulance Authority (RAA) crew who continued CPR and transported him to the hospital. The event was organized by the Sports Backers and **helped promote the importance of Hands-Only CPR** when someone suddenly collapses or is found unconscious and not breathing. Thanks to the quick thinking and actions of all involved, David survived.



## FEBRUARY

RAA welcomed students from Albert Hill Middle School in partnership with Richmond Public Schools (RPS) as part of RPS Job Shadow Day. Students got a tour of headquarters and learned about the different positions and departments involved with providing emergency medical services to the community.

RAA Paramedic Tiffany Hirsch donated an old collection of Beanie Babies discovered by her parents as they were doing some spring cleaning. The Hirsch family believed they **could be used to help comfort some of our pediatric patients**. We were delighted to accept the thoughtful donation and use them to comfort our younger patients.

## MARCH

RAA welcomed students from Taiwan's Kaohsiung Medical University (KMU). Each year students visit the agency as part of Virginia Commonwealth University's Lecture Tour. Students get a presentation detailing how our agency operates, a tour of our facility and what roles each department fills in providing service to the City of Richmond.

In March, RAA in partnership with Richmond and Henrico Health Districts launched a Bystander Support Program to help bystanders who may have experienced trauma. Support cards list resources available for those who may have gone through a traumatic experience but did not need transportation to the hospital.



Richmond Ambulance Authority  
World Class EMS®  
2400 Hemlock Road  
Richmond, Virginia  
804.254.1250  
www.raaems.org

**Bystander Support**

The Richmond Ambulance Authority and Henrico Health Districts understand that all accidents can be traumatic. Bystanders who are not regularly exposed to traumatic incidents may experience a traumatic event. First responders have programs in place to help those who are not regularly exposed to trauma may be impacted by what they're experiencing or where to go for help.

It's natural to feel afraid, nervous, and/or angry. Most people will recover from these symptoms and their reactions will lessen over time. Those who continue to experience symptoms may be suffering from post-traumatic stress disorder (PTSD) or anxiety. You need to speak to someone to help put things into perspective.

These symptoms are normal and there are many resources available. The QR code located on the back of this card will link you to some of the resources available to you. If you or someone you know is struggling, do not hesitate to contact someone.

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www.raaems.org



## APRIL

RAA joined Richmond Police and our public safety partners for a community walk in Whitcomb Court. The community walks are organized by Richmond Police and take place in different communities throughout the City of Richmond. The walks provide us with an important opportunity to connect with residents, listen to their concerns, and provide helpful healthcare information including how to perform Hands-Only CPR and recognize a stroke.

On Monday, April 8 2024, Richmond experienced a partial solar eclipse. The moon covered 83% of the sun at 1518 hours. The eclipse started around 1400 and lasted until about 1600 hours. Some our staff were able to watch the solar eclipse with safety glasses made for the celestial event.



# NEWS AND EVENTS

## MAY



Each May we celebrate our frontline employees as part of **National EMS Week**. The week was packed with fun-filled activities and delicious food for staff as we recognized and thanked them for their hard work and all that they do.

May is Motorcycle Safety Awareness Month. RAA joined regional and state agencies to **promote motorcycle and bicycle safety and our award-winning Rider Alert motorcycle safety program**.

With temperatures rising as summer approached, RAA joined our partners to **sound the alarm about the dangers of leaving children unattended in hot cars**.

## JUNE

The first week of June is CPR and AED Awareness Week. The Richmond Ambulance Authority (RAA) teamed up with the American Heart Association (AHA) to **raise Hands-Only CPR Awareness across Richmond, including a live demonstration with a cardiac arrest survivor at the Richmond Flying Squirrels' Superhero Night**.

The Virginia Department of Health reported a spike in heat related illnesses. RAA helped raise awareness and **spoke about what symptoms to look out for and what members of the public could do to protect themselves**.



## JULY

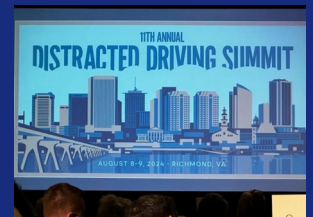
The National EMS Memorial **Moving Honors Procession, which honors emergency medical services heroes who died in the line of duty, stopped at the Richmond Ambulance Authority headquarters**. A specially decorated ambulance housed the Tree of Life memorial, which carries the names of new honorees. It allows friends, family and communities to recognize fallen EMS professionals and raise awareness about the vital role EMS plays.

RAA joined our public safety partners for an **emergency exercise hosted by Virginia Commonwealth University (VCU)** as a hazmat spill and response were simulated.

## AUGUST

RAA joined Richmond Police and our partners for one of our favorite nights of the year as we connected with community members at events across the City of Richmond for National Night Out. We also **gave out free Hands-Only CPR training kits courtesy of our friends at the American Heart Association** so community members could spread the lifesaving knowledge.

RAA attended Drive Smart Virginia's **11th Annual Distracted Driving Summit**. It was also the first year where an EMS breakout track was held with sessions dedicated to preventing roadside deaths and protecting first responders.





# NEWS AND EVENTS

## SEPTEMBER

We were proud to have some of our staff participate in the honor guard for **the commemoration of the 10th Anniversary of the Virginia Public Safety Foundation's Commonwealth Public Safety Memorial**. RAA was also one of the sponsors for the event. Each of the nearly 1,000 names of fallen police officers, firefighters, deputy sheriffs, corrections officers, emergency medical services providers and Virginia Air National Guard were read aloud during the ceremony.

DRIVE SMART Virginia released a Public Safety Announcement (PSA) featuring RAA to raise seat belt safety awareness. Lt. Xavier Smith spoke about his positive and negative experiences dealing with buckled and unbuckled passengers.



## OCTOBER

Paramedic Tamara Moss helped Senior Girl Scout Troop #21 work toward their **healthcare badge**. She taught them what to do in case someone suffers a sudden cardiac arrest. Call 911, then push hard and fast at the center of the chest until help arrives. Perfect timing as October was Sudden Cardiac Arrest Awareness Month.

RAA held our **annual Employee Appreciation Event** where we recognized our service award winners for the year and their incredible work. The event's theme was dress like your favorite decade.

RAA partnered with AAA Mid-Atlantic and the Richmond Flying Squirrels and participated in **Squirreloween** as we handed out candy and provided safety tips to community members.

## NOVEMBER

RAA, AAA Mid-Atlantic, DRIVE SMART Virginia and our regional partners held a **two-day Thanksgiving Safety Fair** featuring fun activities, safety information and **Child Safety Seat Inspections** ahead of Thanksgiving. 39% of children killed in car crashes in 2022 were unrestrained. Using age and size appropriate car seats and installing them correctly are the best ways to reduce serious injury and death. RAA's certified child passenger safety seat technicians walked caretakers through the proper installation of seats.



## DECEMBER

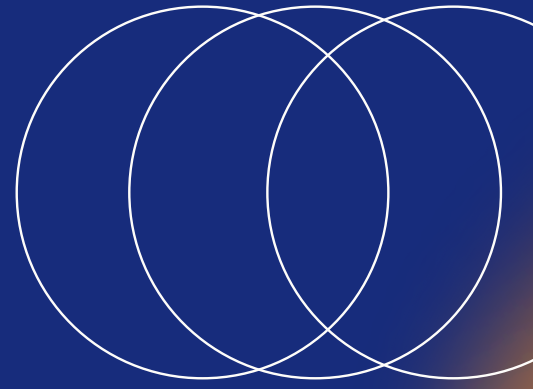
Virginia's First Lady Suzanne S. Youngkin and Secretary of Health and Human Resources Janet Kelly visited Richmond Ambulance Authority (RAA) to hear paramedics share their frontline experiences with **fenfentanyl overdoses** in the Richmond region. The visit is part of the First Lady's "It Only Takes One" initiative, which emphasizes that while one pill laced with fentanyl can kill, just one conversation – or one connection to recovery support – can save a life.

The Richmond Ambulance Authority was honored to be in attendance at **Valor RVA's Valor Awards** with first responders from across the Richmond area. The award ceremony is dedicated to honoring those who put their lives at risk in order to preserve the safety of the community.





# MEMORABLE MOMENTS



10th Annual "For the Love of Our Seniors" Luncheon and Resource Fair



Richmond SPCA Paws for Paramedics visit with 3 year-old Mildred



KMU Students Tour Supervisor Vehicle and Ambulance



RAA recognizes graduates of the agency sponsored Paramedic Program



Dr. Belay Melese from Hawassa, Ethiopia pins the map while visiting RAA



RAA attends Richmond Police Department Officers Memorial Service



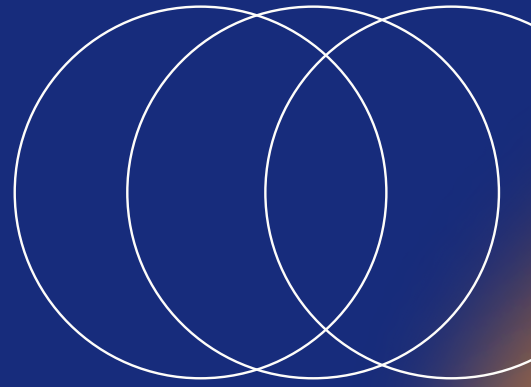
8th District Resource Fair



Chippenham Hospital recognizes survivors and first responders on National Trauma Survivors Day



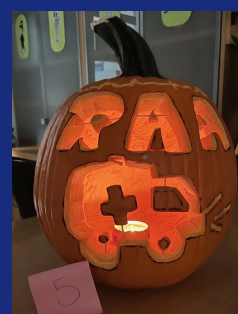
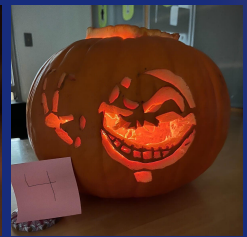
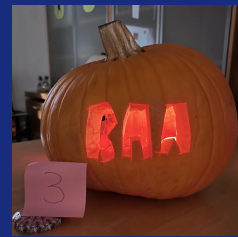
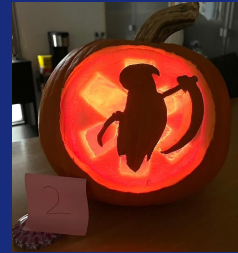
# MEMORABLE MOMENTS



4th of July Celebration at Dogwood Dell



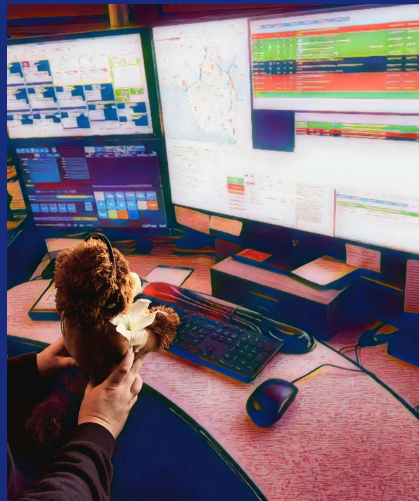
Family of late RAA EMT Kate Bush drop off "Kate's Komfort Dolls" for pediatric patients



RAA's 2nd Annual Pumpkin Carving Contest



Dropping off coats for Puritan Cleaners Coats for Kids Campaign



Bearly Christmas and Happy Holidays!



Promoting Holiday Safety Tips



"It Only Takes One" Roundtable with First Lady of Virginia



Thanksgiving Meal at RAA



# PATIENT SATISFACTION

# 98.5% Satisfaction

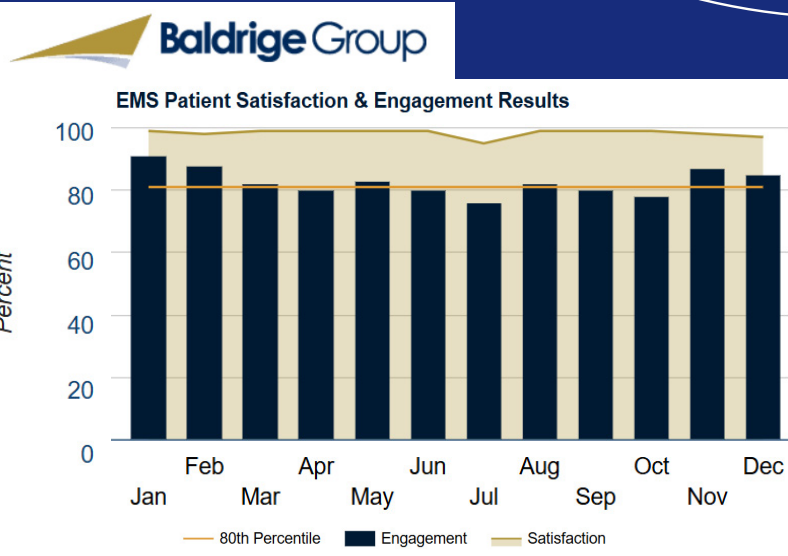
RAA's overall 2024 patient satisfaction with 82% patient engagement.

## 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 2024, the agency averaged 98.5% patient satisfaction, peaking in January with a score of 99.75%.

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 measureable clinical and operational excellence with efficiency, outstanding customer service, and employee engagement.



Month	Patient Satisfaction %
January	99.75%
February	98.49%
March	99.5%
April	99.52%
May	98.73%
June	99.06%
July	94.79%
August	99%
September	99.24%
October	98.72%
November	98.47%
December	96.96%

# OPERATIONAL OVERVIEW

53k+ responses  
39k+ transports

Figure A.

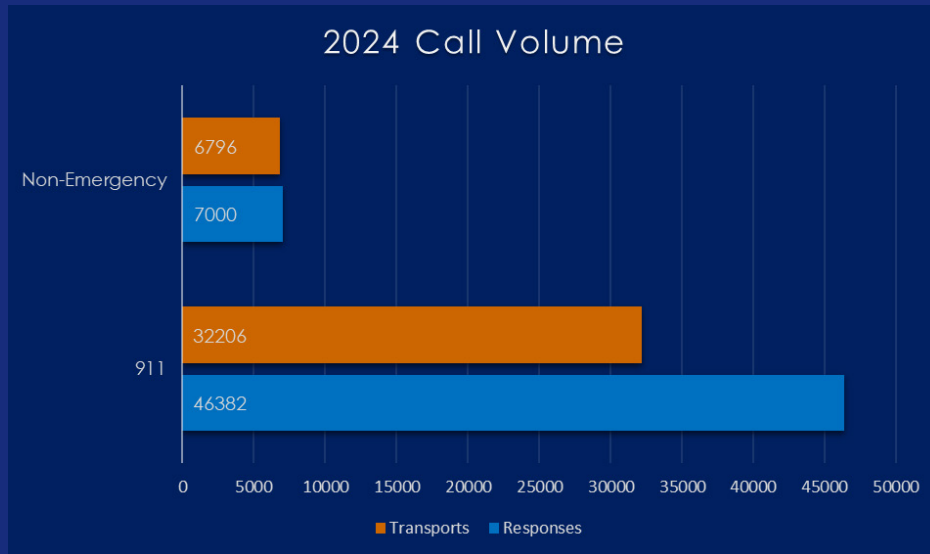


Figure B.





# OPERATIONAL OVERVIEW

Figure C.

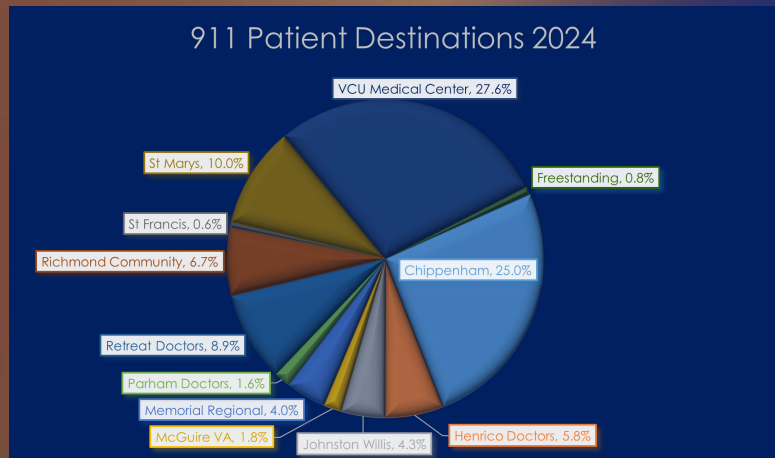


Figure D.

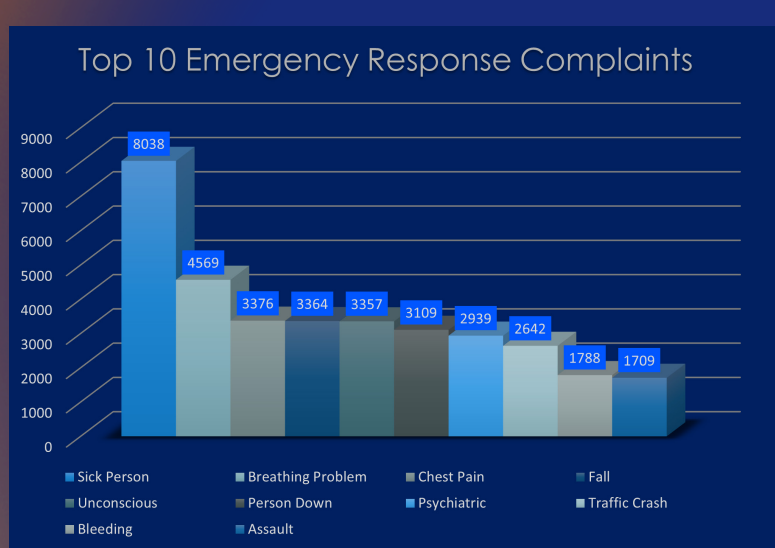
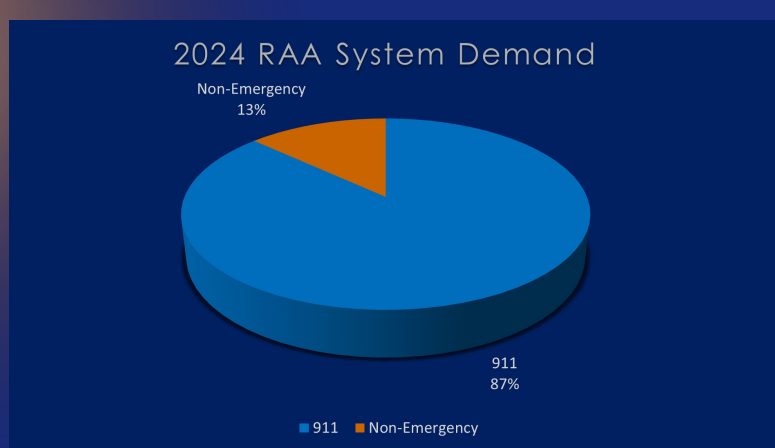


Figure E.



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:

- 30** Type III gasoline chassis ambulances
- 2** Type II gasoline van style ambulances
- 1** Critical Care Transport
- 7** QRV Utility vehicles
- 3** Support vehicles
- 3** Trailers

In 2024,

RAA trucks traveled **880,300** miles.

That's the equivalent of:

**81,472** trips around Richmond.

**35.35** trips around the world.

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

# RAA FINANCIALS

## Statement of Net Position

	2024	2023
<b>ASSETS</b>		
Current Assets:		
	\$67,484	\$97,971
Short-Term Investments	2,500,000	3,000,000
Total Cash and Short-Term Investments	2,567,484	3,097,971
Receivables:		
Service Accounts Receivable, Net of Allowance for Contractual Adjustments and Doubtful Accounts	4,990,252	4,585,359
Reusable Supplies	242,199	246,452
Other Current Assets	653,530	469,677
Total Current Assets	8,453,465	8,399,459
<b>LONG TERM INVESTMENTS</b>		
Capital Assets, Net:		
Vehicles and Ambulances	4,903,904	6,040,845
Buildings and Improvements	687,482	687,482
Communications Center	351,390	351,390
Communications Equipment	544,783	730,183
Medical Equipment	2,237,810	2,441,466
Office Furniture and Equipment	834,848	766,807
Shop Equipment	81,275	81,275
Less: Accumulated Depreciation	-8,008,768	-8,492,103
Total Capital Assets, Net	1,632,724	2,607,345
Right-to-Use Assets	1,394,167	1,538,782
Less: Accumulated Amortization	-351,695	-330,713
Total Right-to-Use Assets, Net	1,042,472	1,208,069
Total Assets	11,128,661	12,214,873
<b>CURRENT LIABILITIES</b>		
Accounts Payable and Accrued Expenses	764,336	1,143,881
Accrued Payroll	336,229	208,380
Unearned Revenue	7,417	7,013
Current Installments of Lease and SBITA Liabilities	206,156	205,287
Total Current Liabilities	1,314,138	1,564,561
<b>NONCURRENT LIABILITIES</b>		
Lease and SBITA Liabilities	758,623	874,804
Total Liabilities	2,072,761	2,439,365
<b>NET POSITION</b>		
Net Investment in Capital Assets	1,710,417	2,366,066
Unrestricted	7,345,483	7,409,442
Total Net Position	\$9,055,900	\$9,775,508

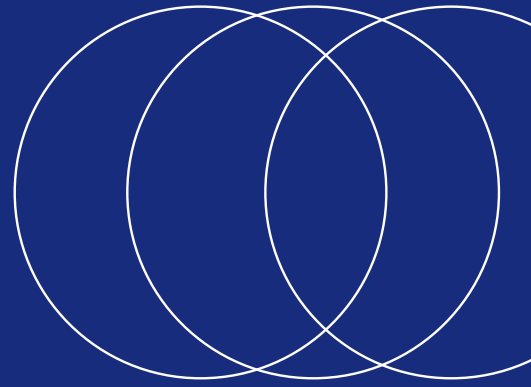
# RAA FINANCIALS

## Statements of Revenues, Expenses, and Changes in Net Position Years Ended June 30, 2024 and 2023

	2024	2023
<b>OPERATING REVENUES</b>		
Service Revenues	35,448,415	\$27,435,205
Provision for Contractual Adjustments and Doubtful Accounts	-20,793,186	-14,356,760
Subtotal	14,655,229	13,078,445
Grant Revenues	31,089	232,397
<b>Total Operating Revenues</b>	<b>14,686,318</b>	<b>13,310,842</b>
<b>OPERATING EXPENSES</b>		
Salaries and Related Benefits	13,907,973	13,542,769
Health Insurance	1,743,131	1,545,564
Worker's Compensation	240,707	445,795
Depreciation and Amortization	1,332,367	1,412,854
Professional Services	621,713	495,339
Collection Expenses	3,415	
Marketing and Advertising	5,471	
Office Expenses and Communications	469,250	487,257
Telephone	162,521	166,993
Public Information	18,100	
Postage and Shipping	18,210	
Occupancy	201,272	213,701
Other	97,550	
Insurance	376,816	336,842
Printing and Artwork	2,882	
Travel	40,383	
Medical Supplies and Equipment	726,914	739,564
Recruiting and Background Investigations	65,373	
Vehicle Fuel and Tolls	576,577	541,907
Vehicle Repairs and Maintenance	466,643	455,190
Uniforms and Laundry	74,558	101,951
<b>Total Operating Expenses</b>	<b>21,151,826</b>	<b>20,785,286</b>
<b>OPERATING LOSS</b>	<b>-6,465,508</b>	<b>-7,474,444</b>
<b>NONOPERATING REVENUES (EXPENSES)</b>		
City of Richmond Subsidy	5,400,000	4,000,000
Federal Grant Revenue -Provider Relief Funds	-	1,011,079
Interest Income	143,795	126,804
Interest Expense	-1,133	
Gain on Disposal of Capital Assets	186,655	222,497
Miscellaneous Revenues, Net	16,583	
<b>Total Nonoperating Revenues, Net</b>	<b>5,745,900</b>	<b>5,343,060</b>
<b>CHANGE IN NET POSITION</b>	<b>-719,608</b>	<b>-2,131,384</b>
Net Position -Beginning of Year	9,775,508	11,906,892
<b>NET POSITION -END OF YEAR</b>	<b>\$9,055,900</b>	<b>\$9,775,508</b>



# AWARDS & RECOGNITION



## RAA Annual Employee Awards

**Paramedic of the Year** - Brian Mann

**EMT of the Year** - Gavin Jordan

**Employee of the Year** - Stephen Cowardin



## Old Dominion EMS Alliance 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."



## Sons of the American Revolution Public Safety Awards

**EMT/Paramedic** - Christy Pritt

**Heroism** - Matt Louria, Matt Chapman

**Life Saver** - Brittany Buckler-Hoffmaster, Hunter Custalow



## American Red Cross Community Partner Award

The American Red cross presented the Richmond Ambulance Authority (RAA) with a "Community Partner Award" at the organization's Community Appreciation Night at the John Randolph Foundation. RAA joined first responders and organizations from across the region who have supported the American Red Cross and its mission to prevent and alleviate human suffering in the face of emergencies.

# AGENCY INFORMATION

## 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 the highest call volume per capita in the United States, RAA has gained a national and international reputation as a premier, high-performing EMS system. RAA is one of only 14 systems in the United States that has received accreditation from both the National Commission on Accreditation of Ambulance Services (CAAS) and the International Academies of Emergency Dispatch (IAED). These accreditations are considered the "gold standard" for ambulance services, certifying distinction for quality patient care and ambulance operations.







# RICHMOND AMBULANCE AUTHORITY

WORLD CLASS EMS

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