

Calls for Service in the City of Richmond



Stephen Willoughby

Director of Emergency Communications

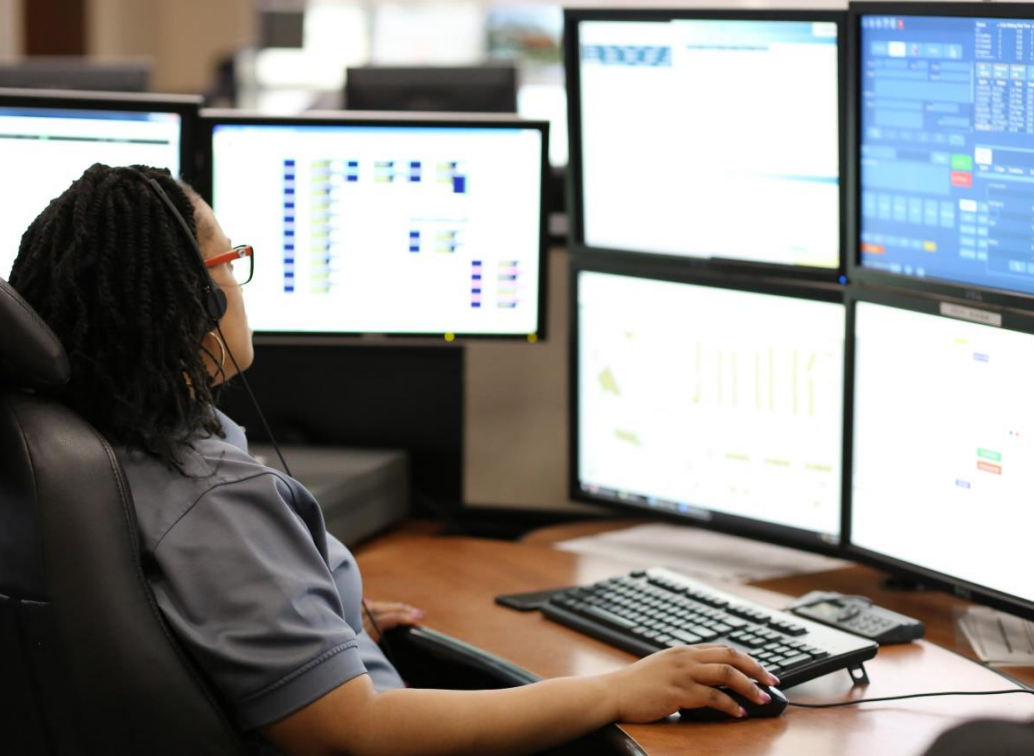
City of Richmond



Richmond Department of Emergency Communications



- ❖ Richmond's primary Public Safety Answering Point (PSAP).
- ❖ Separate department within the City of Richmond.
- ❖ About 117 employees, including about 60 emergency communications officers (ECOs), who answer and dispatch calls.
- ❖ Second-busiest 911 emergency call center in Virginia, and one of only 2 percent that are nationally accredited.



DEC functions

- ❖ Answer all 911 calls within the city of Richmond and some other non-emergency calls for service
- ❖ Dispatch first responders for the Richmond Fire and Emergency Services and Richmond Police Department. Calls for emergency medical services are transferred to Richmond Ambulance Authority.
- ❖ DEC's Technology Division provides and supports public safety infrastructure, including radio systems, computer-assisted dispatch systems (CAD), fire and police alerting systems



Telephone calls received



DEC's Emergency Communications Officers (ECO) assigned as call-takers answer each call received from 911 and the non-emergency number. They question callers to determine the location, type of assistance needed, and other information to assist first responders.

If a response is needed, the call-taker creates a Call for Service (CFS) in the Computer-Aided Dispatch (CAD) system.



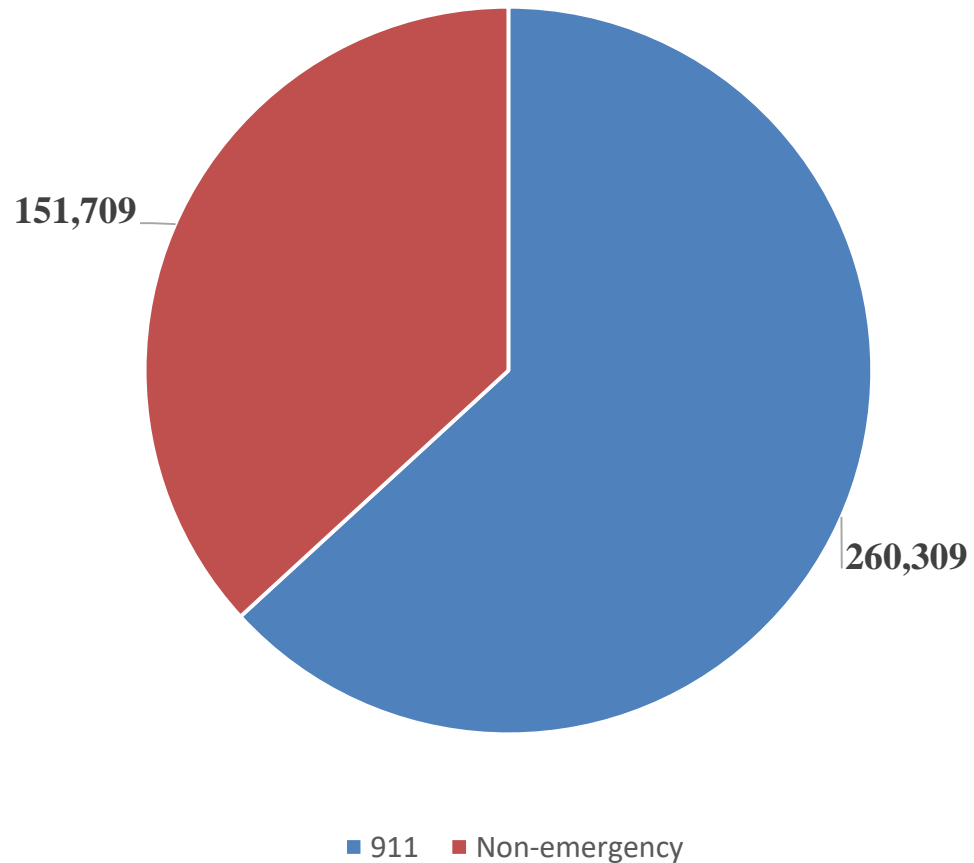
Calls for Service (CFS) dispatched



DEC's Emergency Communications Officers (ECO) assigned as dispatchers use the information in the Computer-Aided Dispatch (CAD) system to dispatch police, fire and other types of response via radio and alarm systems.

FY 2020 (July 1, 2019-June 30, 2020)

Telephone calls received by DEC



316,390

Total number of telephone calls

CFS are divided into call types

Call types determine:

- ❖ Priority of response
- ❖ What agencies respond (Police/Fire/EMS/Other or a combination thereof)
- ❖ What type of unit responds (Precinct unit, type of fire apparatus, etc.)

**DEC records 421 call types.
Of these, 139 call types require
Richmond Police Department (RPD) response.**

DUTY TO ACT

An Emergency Communications Officer's duty to act begins the moment a citizen calls 911 and informs the dispatcher that they need help. Because the government (911) now has a unique knowledge of the caller's predicament, there is an expanded duty to render assistance.



201,907

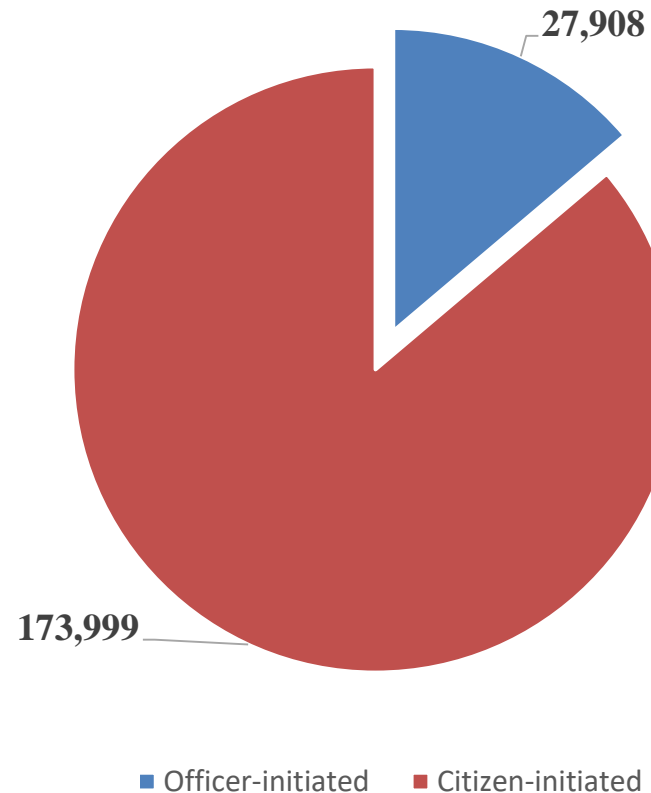
**The number of CFS
the Richmond Police Department (RPD)
responded to FY 2020.**

CFS also can be officer-initiated

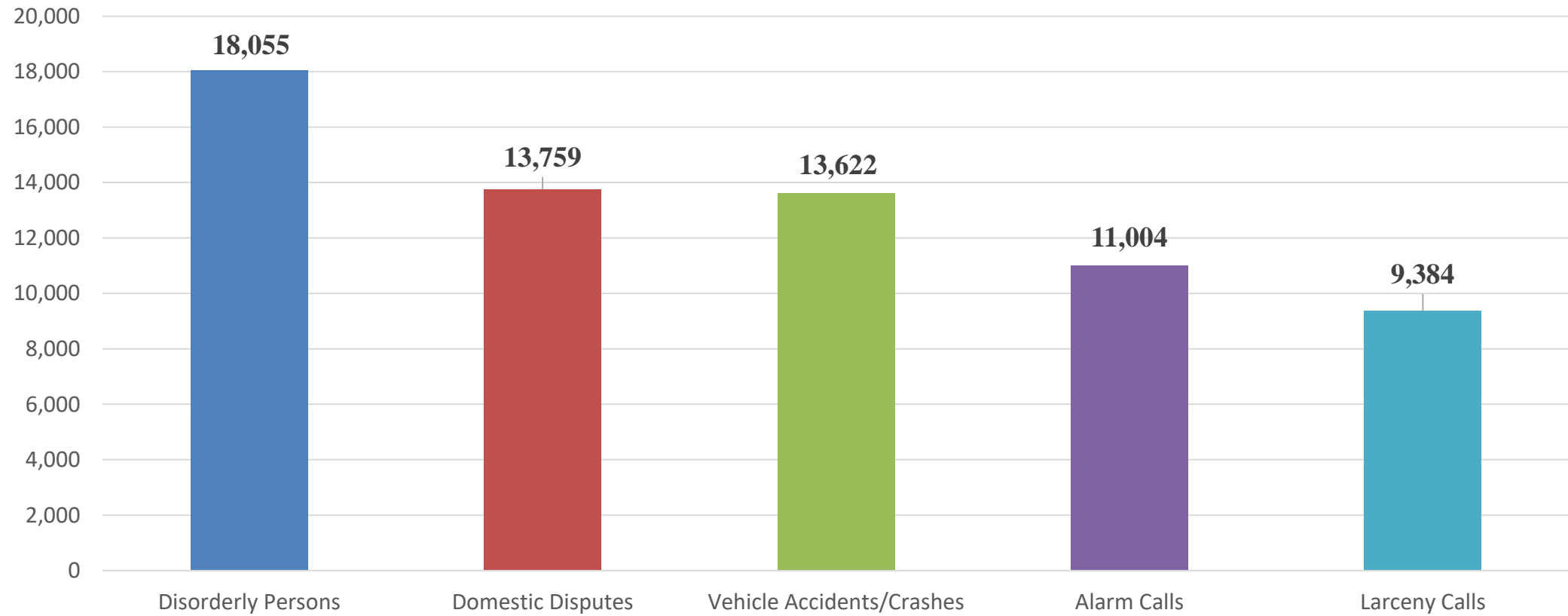
Officer-initiated calls include:

- ❖ Subject stops
- ❖ Subject pursuits
- ❖ Traffic stops
- ❖ Traffic pursuits

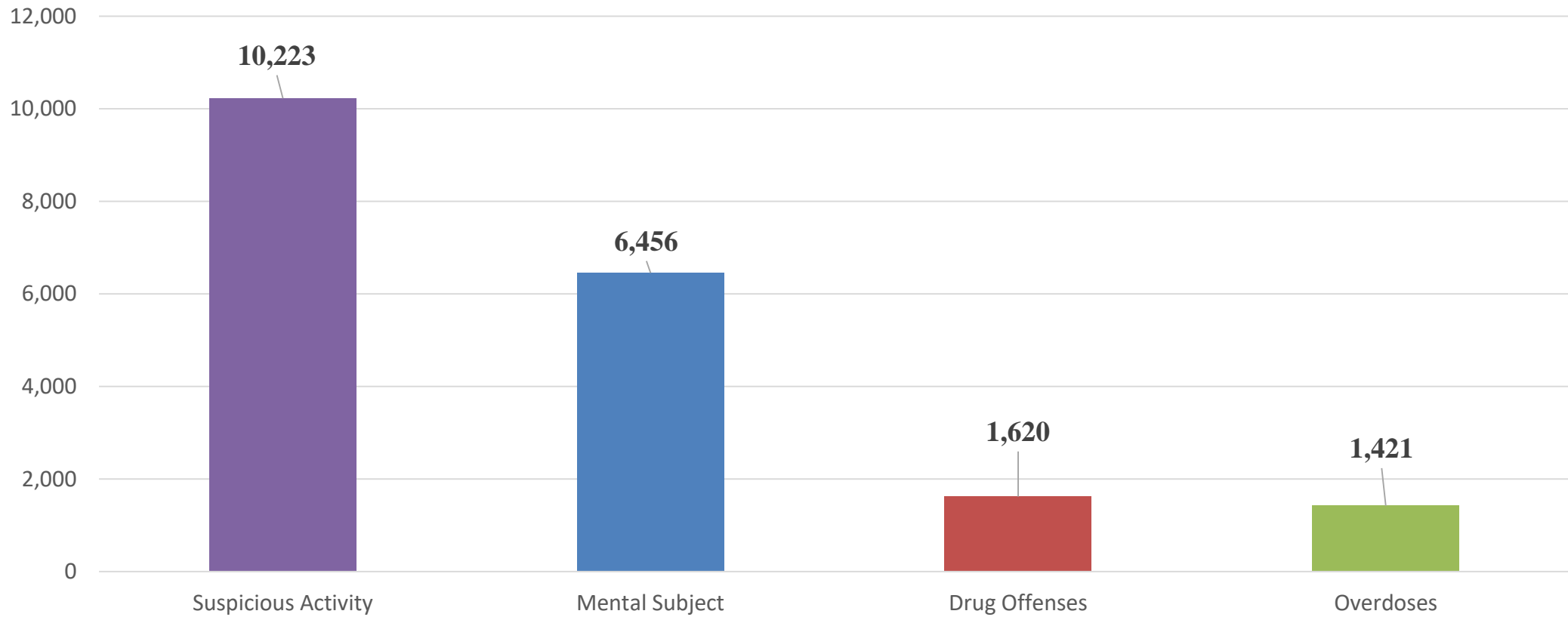
Police CFS in FY 2020



Top 5 RPD CFS in FY 2020



Other RPD CFS in FY 2020





Stephen Willoughby, MPA, ENP

Director of Emergency Communications

stephen.Willoughby@richmondgov.com

(804)646-5142

