

# ON BOARD

EN ROUTE WITH GEORGIA'S AUTOMATIC VEHICLE LOCATION SYSTEM

No. 3 October 2011

## IN THIS ISSUE

*On Board* is published quarterly to serve you, the Georgia EMS community, with information that will help you maximize the value of your Automated Vehicle Location System.

In this issue, the *AVLS Program Update* highlights completion of Phase Two orientation and equipment deployment in August and plans to complete Phase Three this fall with distribution of an additional one-hundred and fifty AVLS units.

Under *Training Notes*, there is an announcement of upcoming Advanced User (follow-on) Training for Phase Two participants, a request for training discussion topics, and links to newly-available online course evaluation forms.

Our *Feature Article* includes user testimonies about the value added worth of AVLS technology from Medical Center of Central Georgia EMS (MCCG) and the Richmond Ambulance Authority of Richmond, Virginia.

The next newsletter will include an updated forecast of continued federal support for the AVLS program and ways in which Georgia communities might sustain AVLS service if federal funding continues to diminish.

As always, we thank you for your participation and welcome your questions, ideas, and suggestions.

## AVLS Program Update

Phase Two orientation and equipment deployment of the Georgia EMS AVLS program concluded over the summer with the distribution of one-hundred and ninety-seven AVLS units to twenty EMS providers. Table 1 lists the service providers and the number of equipped vehicles per provider.

There were two equipment distribution and orientation meetings. The first took place on Friday, August 5 at the GTRI Conference Center in Atlanta with thirty-seven participants representing fifteen EMS providers. The second meeting took place on Monday, August 8 in Douglas with thirteen participants representing five providers.

In Motion Technology Inc. staff conducted the training portion of the meetings, which was well-received by participants. Likewise, equipment distribution



AVLS orientation and equipment deployment, August 5, 2011, Atlanta

#	Name of Service	# Vehicles
1	Ambucare, Inc.	6
2	Angel Emergency Medical Services	13
3	Camden County Fire Rescue	7
4	Crisp County EMS	5
5	Decatur County EMS	6
6	Douglas County Fire Department	8
7	Gordon EMS	7
8	Hall County Fire Services	22
9	Henry County Fire Department	17
10	Jackson County EMS	9
11	Lee County EMS	8
12	Madison County EMS	7
13	Murray County EMS	6
14	National EMS, Inc.	28
15	Spalding Regional Medical Center	8
16	Thomas County E.M.S.	8
17	Tift County EMS	6
18	Toombs/Montgomery EMS	6
19	Union General EMS	6
20	West Georgia Ambulance, Inc	14
	<b>Total Phase Two AVLS Units</b>	<b>197</b>

Table 1. Phase Two EMS Providers and Units Distributed

(continued on page 2)

*(“Program Update” continued from page 1)*

was smooth and efficient. As of mid-September, two-thirds of the Phase Two units were already installed and online in vehicles for seventy percent of the Phase Two EMS providers. ■

## Phase Three AVLS Deployment Plans

GEMA/HS has approved funding for up to one-hundred and fifty additional AVLS units. Twenty-six EMS providers with a combined total of one-hundred and forty-seven vehicles have been confirmed for Phase Three participation. Table 2 lists the approved Phase Three EMS providers with their respective number of vehicles. Assignments for the remaining AVLS units are pending.

#	Name of Service	# Vehicles
1	Alma-Bacon County Ambulance Service	4
2	Appling County Ambulance Service	4
3	Barrow County Emergency Services	9
4	Berrien County Ambulance Service	4
5	Bryan County Emergency Services	6
6	Bulloch County EMS / Rescue	8
7	Candler County EMS	4
8	Charlton County EMS	3
9	Clay County EMS	2
10	Clinch County EMS	3
11	Colquitt County EMS	5
12	Dougherty County EMS	13
13	Elbert County EMS	5
14	Floyd Medical Center EMS	12
15	Georgetown-Quitman EMS	2
16	Habersham Co. EMS	8
17	Heard County Emergency Services	5
18	Oglethorpe County EMS	4
19	Peachtree City Fire and Rescue	4
20	Pickens County EMS	8
21	Randolph County EMS	3
22	SGMC – South Georgia Medical Center	13
23	Stewart County EMS	2
24	Towns County EMS	5
25	Turner County Emergency Services	4
26	Upson Ambulance Company LLC	7
	<b>Total Phase Three AVLS Units</b>	<b>147</b>

Table 2. Confirmed Phase Three EMS Providers

The Phase Three orientation training and equipment distribution meeting will take place on November 14 at the GTRI Conference Center at 250 14th St., NW in Atlanta and on November 16 at the Crisp County Sheriff’s Office at 197 Highway 300 S in Cordele. ■

## Training Notes: Suggestions Sought for Advanced User Training Topics

As a planned extension of the Georgia EMS AVLS program to meet participants’ training needs, In Motion Technology Inc. will conduct Advanced User (follow-on) Training in November for Phase Two participants:

- November 17, 2011, Crisp County Sheriff’s Office, located at 197 Highway 300 S., Cordele
- November 18, 2011, GTRI Conference Center, 250 14th Street, NW, Atlanta

GTRI mailed invitations for these training sessions to the Phase Two participants in mid-October.

From the Phase One follow-on training conducted last spring, participants indicated that the hands-on discussion of specific issues they were having with their systems was particularly valuable. Other topics of interest during the Phase One training focused on configuring reports, understanding how to interpret data reported from the oMGs, managing vehicle identification and aliases, and Computer Aided Dispatch integration.

Sue French, In Motion technical support specialist for the Georgia EMS AVLS program, will be on hand for the trainings. Through October 31, Phase Two participants are invited and encouraged to share challenges they are running up against with the system or submit other topics that would be helpful to discuss with Ms. French.

Please email suggested topics to Dr. Tim Boone at [timothy.boone@gtri.gatech.edu](mailto:timothy.boone@gtri.gatech.edu).

The July 2011 newsletter highlighted online AVLS training for ambulance crew members, dispatchers, fleet managers, and information technology experts and installers. GEMA/HS is also providing a USB drive loaded with the training files to each EMS provider participating in the AVLS program. Two additional courses with a more in depth explanation of how to use the In Motion onBoard™ Mobility Manager software and to configure and produce useful reports will be available in the next month or two

Since July, the training team has added online course evaluation forms. Learner feedback is essential to make sure that the training courses meet participant needs and that the training improves continually.

The following links lead to evaluations for each of the respective courses:

- Crew Training 1 – How to start up Garmin PND at the start of shift:  
<https://www.surveymonkey.com/s/crewtraining1>
- Crew Training 2 – How to use the Garmin PND during shift:  
<https://www.surveymonkey.com/s/crewtraining2>
- Manager and Dispatch Training 1 – Overview of the onBoard™ Mobility Manager:  
<https://www.surveymonkey.com/s/omm>
- IT – Installer Training for onBoard™ Navigation Preparation for Installation:  
<https://www.surveymonkey.com/s/onboardnavprep>
- IT – onBoard™ Navigation – Addendum to Preparation for Installation:  
<https://www.surveymonkey.com/s/onboardnav2>
- IT – Installer Training for onBoard™ Mobile Gateway Configuration:  
<https://www.surveymonkey.com/s/omgconfiguration>

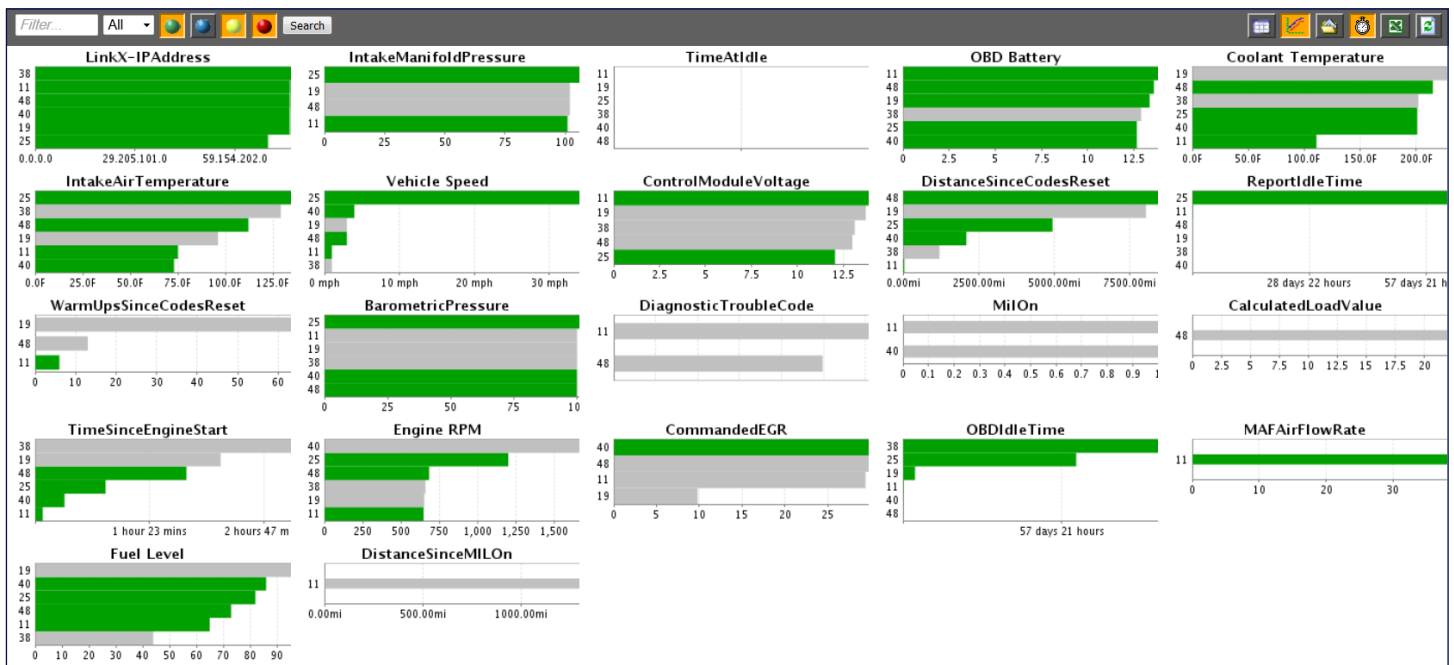
## Feature Article: User Testimonies – Worth It And More

Participants in the Georgia EMS AVLS Program are mindful of the costs they may have to shoulder if federal funding continues to shrink. When evaluating the worth of the AVLS against limited resources, it is important to consider the full range of what the technology can do and how the improved efficiency it affords works in providers' favor and that of the public they serve.

In a recent interview, GTRI's Tim Boone asked Lee Oliver of Medical Center of Central Georgia EMS (MCCG) about the value of the AVLS to Georgia users weighed against the cost of ongoing fees to In Motion Technology Inc. and the cellular provider.

Mr. Oliver cited several examples of benefit over cost. For example, the built-in ability of the AVLS to transmit 12 Lead EKG and other diagnostic data from the field directly to hospitals and physicians saves time, helps avoid mistakes, and ultimately saves lives, as does the ability to use the onboard laptop computer Wi-Fi to securely send Electronic Patient Care Reports to the hospital.

Furthermore, the EMS providers can use the Vehicle Diagnostic Information Telemetry to set and monitor performance parameters for each equipped vehicle,



Examples of onBoard™ Telemetry graphs

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*(“Featured Article” continued from page 3)*

collecting data on engine temperature, speed, RPMs, fuel levels, error codes, etc. Mr. Oliver and other managers at MCGG have configured their system so that they receive both pager and email notification whenever a vehicle begins to operate outside of its set parameters. That allows them to intervene quickly to get the vehicle to maintenance and cover its zone with a replacement vehicle.

A case study provided by In Motion Technology, Inc. describes the success story of another of its clients, the Richmond Ambulance Authority (RAA) of Richmond, Virginia. The RAA was the first of its kind on the east coast to be accredited by the Commission on Accreditation of Ambulance Services (CAAS) and also one of the very few services worldwide to achieve both CAAS and Accredited Center of Excellence (ACE) designations.

Like Georgia, the RAA equipped its ambulances with the onBoard™ Mobile Gateway. Reprinted here with permission from In Motion Technology, Inc. is excerpted testimony of the success of the RAA’s decision:

*“RAA has dramatically improved its communications infrastructure, and greatly reduced the need for end user intervention. With In Motion Technology’s solution in our fleet, we have seen dramatic improvements in overall response times. We now have a communications platform that will allow us to quickly*

*and easily deploy future technology solutions to our EMTs that improve patient outcomes, driver safety, and overall organizational efficiency, without the need for costly and time-consuming upgrades,’ says Jerry Overton, Executive Director of Richmond Ambulance Authority. ‘Our EMTs no longer need to be worrying about IT issues, and can get on with the task of saving lives.’ In addition to data plan savings, customers derive total cost of ownership improvements through reduced training costs, simplified network upgrades, and flexibility in applications. RAA has experienced the benefits of simple, cost-effective, and timely updates which have resulted in workforce productivity gains as well as comprehensive visibility and control of their vehicle fleet through the onBoard™ Mobility Manager. By creating a local area network in each vehicle and sharing the WAN connection among multiple devices, the onBoard Mobile Gateway has reduced mobile data communications costs by 50-90%.”*

It is hard to precisely say how increased capability and efficiency translates into investment justification or savings, but without question, providers are able to do their jobs better now with this technology, and that makes it worth it and more. ■

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#### WEBLINKS

Georgia Emergency Management Agency/  
Homeland Security - [www.gema.state.ga.us](http://www.gema.state.ga.us)

Georgia Association of Emergency Medical Services -  
[www.ga-ems.com](http://www.ga-ems.com)

Georgia Trauma Commission -  
[www.georgiatraumacommission.org](http://www.georgiatraumacommission.org)

Emergency Medical Services - [www.ems.ga.gov](http://www.ems.ga.gov)

Georgia Hospital Association - [www.gha.org](http://www.gha.org)

Georgia Tech Research Institute - [www.gtri.gatech.edu](http://www.gtri.gatech.edu)



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