

# ON BOARD

EN ROUTE WITH GEORGIA'S AUTOMATIC VEHICLE LOCATION SYSTEM

No. 2 July 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.

This and future editions of the *On Board* newsletter will contain standard features that EMS providers have asked for:

- program updates
- practical how-to hints and tips
- training notes
- testimonial reports from the field
- web links to other resources that you might find helpful

To provide additional value to our readers, we will feature articles on two broader topics that are of interest to the EMS community:

- ways to sustain the program if federal funding continues to diminish
- best practices and applications of the AVLS discovered by AVLS users themselves.

In this issue, the program update highlights the completion of the AVLS pilot. You can read about the pilot and the multiple phases of the program as well as upcoming events.

In preparation for AVLS deployment meetings in August, we include other articles that describe training materials, alert you to a free map upgrade for your Garmin PND, and tips on how to use your Tracker map to find a street location and the closest EMS vehicle.

In the future we will feature articles by or about you, the EMS community engaged in the AVLS program. If you have an idea for article or a specific how-to question, please send an email to Erik Oliver at [erik.oliver@gtri.gatech.edu](mailto:erik.oliver@gtri.gatech.edu).

As always, we welcome your feedback, questions, and ideas.

## AVLS Program Update

**Phase One** of the Georgia EMS AVLS program consisted of a pilot deployment to 194 vehicles across 26 agencies in EMS Regions 5 and 6.

Approximately one year after distributing the first AVLS units, 90% of the primary 911 zone EMS providers in Regions 5 and 6 are participating in the program, and 95% of their EMS vehicles are online.



*The AVLS equipment for Phase Two will be distributed at deployment meetings on August 5 and 8.*

**Phase Two** of the AVLS program kicked off in June. It involves deployment of AVLS equipment statewide to primary 911 zone EMS providers that have responded to the Georgia Association of Emergency Medical Services (GAEMS) Resource Requirements Survey in the past and that expressed interest in the AVLS program through an online survey conducted by the AVLS Working Group in February 2011. Eligible EMS providers received electronic invitation packages in June. GTRI will distribute approximately 200 AVLS Phase Two units on August 5 and 8 to providers who responded to the invitation. The meeting on August 5 will be at GTRI in Atlanta, and the meeting on August 8 will be in Douglas, GA. For more information about these events, contact Kirk Pennywitt at (404) 407-6248.

**Phase Three** deployment, beginning in the fall of 2011, will distribute another 200 units.

Some facts regarding AVLS program events:

- Fifty-seven EMS agencies, with a combined total of 405 vehicles, are currently identified to receive Phase Two or Phase Three AVLS equipment.
- To participate in the program, invited providers must send the information and signed documents, requested in the AVLS invitation email of June 16, 2011, to [kirk.pennywitt@gtri.gatech.edu](mailto:kirk.pennywitt@gtri.gatech.edu).

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- GEMA/HS will pay all equipment, installation, and airtime service costs through June 30, 2012.
- After June 30, 2012, the \$55 monthly service cost per vehicle may become the responsibility of the individual EMS provider.
- Providers participating in Phase Two must attend one of the Phase Two deployment meetings on August 5 and 8 to obtain their equipment and receive initial orientation and training.
- Providers will receive more detailed on-site and web-based training once they have installed the AVLS units in their vehicles. ■

## AVLS Training Now Available

Training materials are now available from the In Motion Technology Inc. online Knowledge Base for ambulance crew members, dispatchers, fleet managers, and information technology experts and installers. GEMA/HS will provide a USB drive loaded with the training files (pdf and PowerPoint) to each EMS provider participating in the AVLS program.

The USB drives will arrive by mail for Phase One participants in EMS Regions 5 and 6. Phase Two participants will receive their USB drives with their equipment at the Phase Two deployment meetings on August 5 and 8.

The training materials cover the following subjects:

- Crew Training 1 - How to start up Garmin PND at the start of shift
- Crew Training 2 - How to use the Garmin PND during shift
- Manager and Dispatch Training 1 - Overview of the onBoard™ Mobility Manager
- Manager and Dispatch Training 2 - Navigating the onBoard™ Mobility Manager (Available Oct 2011)
- Manager and Dispatch Training 3 - Accessing onBoard™ Mobility Manager Core Reports
- Mobile Vehicle Area Networks - Whitepaper
- IT - Installer Training for onBoard™ Navigation Preparation for Installation
- IT - onBoard™ Navigation - Addendum to Preparation for Installation

- IT - Installer Training for onBoard™ Mobile Gateway Configuration
- onBoard™ Mobile Gateway Operation Guide ■

## Hints & Tips: Using the Tracker Map to Find a Street Location

Twenty-six EMS agencies currently participate in the Georgia EMS AVLS Program. That number likely will triple during the upcoming Phase Two and Phase Three deployments. As the number of participants grows, the range of possible scenarios for using the AVLS equipment will expand as well.

Some agencies that already had dispatch systems now use the AVLS position data to display real time vehicle locations on their dispatch system maps. Other agencies that had dispatch systems without maps now supplement their system with the mapping feature of the In Motion onBoard™ Mobility Manager (oMM) software. Agencies that had no automated dispatch system at all now use the oMM as a complete standalone dispatch system.

One particularly useful and common oMM function is the ability to locate an address on the map and find the closest EMS vehicle to that location. To do this, log in to your oMM account and pull up a map using the Tracker tab at the upper left of the screen (Figure 2, at the top of the next page shows the Tracker map with several Medical Center of Central Georgia vehicles marked on it by the green highlighted bars).

Suppose you receive a request to respond to an incident at 1610 7th Street in Macon. Here is how you could quickly find that location and the nearest EMS vehicle on your map:

- Look on the upper center of your Tracker map. You will find three buttons at the top of

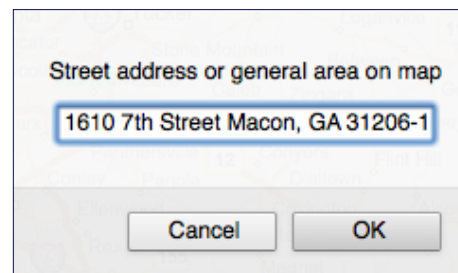


Figure 1. Find Location Dialog Box

the screen respectively labeled Autocenter, Traffic, and Find. Click on the Find button and enter the desired address in the dialog box that opens (Figure 1).

Use the Tracker tab

Click the Find button

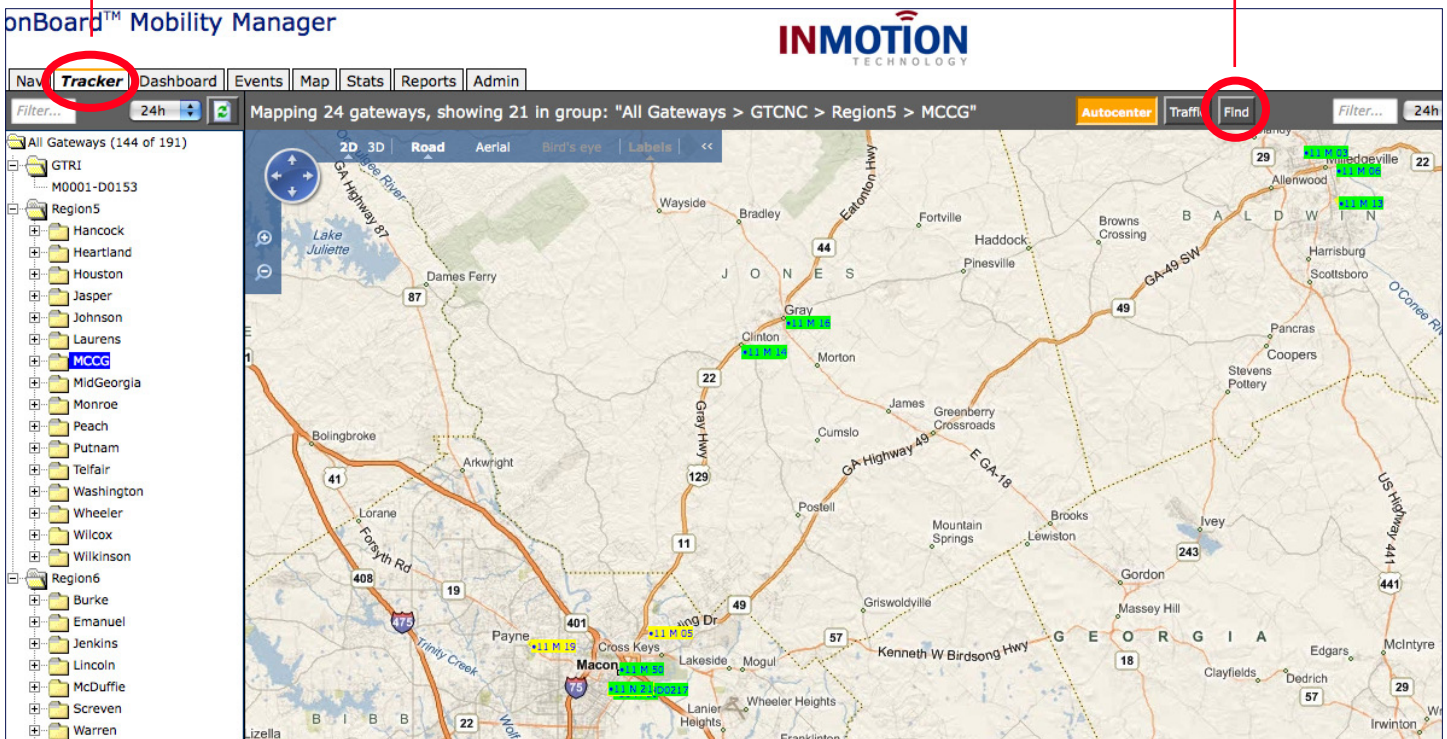


Figure 2. Tracker map and the Find button

- When you click the OK button on the dialog box, the map will center and zoom in on the selected address. (Note: The target address is not marked by a flag or crosshair. However, the location will be in the center of the map.)
- Zoom out until you locate the closest ambulance to the selected location.

You can enter place names as well as street addresses into the Find box. Entering either will serve as a quick way to jump to another area of the map. For example, entering “Savannah” will immediately shift the map view to the Savannah area.

Finally, if you ever need to provide latitude and longitude coordinates to another vehicle (e.g., a helicopter) you can hold down the Shift key and click on the Tracker map to get a display of the coordinates of the selected point (Figure 3).

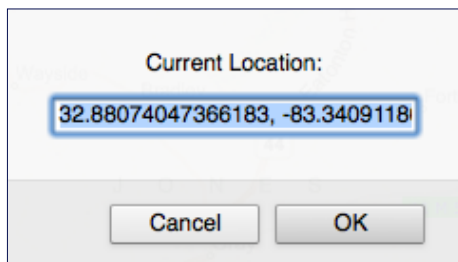


Figure 3. Latitude / Longitude Coordinate Display using Shift-Click

## Register Your Garmin PND

If you have a problem with the Garmin GPS Personal Navigation Device (PND) in your AVLS, call Garmin Product Support for warranty service (1-800-800-1020). The Garmin PND has a one-year warranty. One of the first things the Garmin representative will ask for is the purchase date. Tell the representative that In Motion Technology Inc. and GTRI purchased the PNDs for the Georgia EMS AVLS program in bulk, so the individual EMS agencies participating in the AVLS Program do not have a dated sales receipt for their separate Garmin units.

If you have a problem receiving warranty support from Garmin, please call Kirk Pennywitt at GTRI 404-407-6248, and he will be happy to resolve any questions with Garmin on your behalf.

You can avoid any potential issues regarding the date and proof of purchase of your Garmin device by registering it on the Garmin website at the time you configure and activate your AVLS.

To register your Garmin PND, go to:  
<https://my.garmin.com/mygarmin/marketing/register.htm>

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Choose the Automotive product category, and then log into your Garmin account. If you do not have a Garmin account, you will first need to create one. After you have created your account and logged in, the website will prompt you to connect your Garmin device to your computer using a USB cable. Once connected, a plug-in will automatically load to allow communication between your browser and the Garmin device. The plug-in will detect the serial number of your Garmin device and register it to your account automatically. Note that you will need to provide your own USB cable to connect the Garmin device to a computer. The USB power cord included with the Garmin will not work for this purpose.

As a bonus for registering on the Garmin website, you will receive a one-time free map update for your PND. The free map updates are only available for a limited time after first activating the Garmin device. Note: To ensure that you receive the update, you must download or request it when you *first* activate your PND. The map update is approximately 2GB in size. You may also choose to receive the update on a DVD for a \$10 fee with a 4-6 week delivery time.

### Reporting Errors on Your GPS Maps

The Garmin GPS Personal Navigation Device (PND) included with the AVLS is useful technology. While the maps from NAVTEQ and the directions from Garmin that



Updating Garmin maps and software using the Garmin website

are used in the PND are usually accurate, sometimes the database of roads is not current, and other times it is simply in error.

If you find a mapping error, there are two websites where you can report incorrect information.

Garmin site:

<https://my.garmin.com/mapErrors/report.faces>

NAVTEQ site:

<http://mapreporter.navteq.com/>

Garmin will forward the information to NAVTEQ, but it is helpful to let both resources know. ■

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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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