

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: G. Paramedic Services	Effective Date: April 30, 2019
Topic: 5. Vehicles, Equipment & Facilities	Replaces: May 30, 2010
Subject: 20. Use of AVL Monitoring Devices	
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PURPOSE

To ensure that all Manitoulin-Sudbury DSB Paramedic Services personnel are aware of the expectations regarding automatic vehicle location performance and vehicle operator Behaviour

APPLICATION

Paramedics, Paramedic Superintendents, Senior Managers

PROCEDURE

Paramedic Services has contracted an AVL and Wi-Fi system that utilizes advanced vehicle informatics to provide constant, real-time, data and control for a wide range of metrics, including vehicle status, location, speed, warning system use, driver behaviour with event status and duration, engine status, idling time, and fuel consumption. The system includes a full featured, web-based reporting interface. Paramedic Services utilizes this information to monitor system performance, driver behaviours, as well as manage the fleet.

Vehicle identification and location data are provided in real-time to the Central Ambulance Communications Centre (CACC) to assist the Ambulance Communications Officer (ACO) in assigning response to the most appropriate asset, and for managing vehicle deployment in accordance with the Deployment Plan.

The service has installed secure Wi-Fi modems in all vehicles. The modems provide wireless connectivity to service laptops, to allow for collection and transmission authorized service data only. Interdev i-MEDIC and Zoll monitor data are two of these data sources. No personal electronic devices are permitted to connect to the vehicle Wi-Fi system. Wi-Fi system passwords are considered confidential and shall not be shared without authorization by a Deputy Chief.

The Deputy Chiefs are to be considered the AVL system administrators and are responsible to coordinate the system as it pertains to quality assurance, operator feedback and system validation/troubleshooting.

Operational Directives

- Each Paramedic Service employee is issued with an MSDSB ID Card that identifies them when operating a fleet vehicle. The Paramedic Superintendent shall be notified should that card be misplaced or left

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offsite.

- The MSDSB ID shall not be shared with any other person.
- Employees are responsible for all driving activity when their ID is in use.
- Should the AVL system not function properly, vehicle deployment status must be confirmed by the Paramedic Superintendent.
- AVL hardware or software issues shall be reported to the Paramedic Superintendent.
- Any unauthorized use or manipulation of the AVL system or Wi-Fi network will be managed through established progressive discipline.
- In the event of a collision involving a paramedic services vehicle, movement of the vehicle will be restricted until Paramedic Superintendent approval is received. Patient safety will be the only exception.

REFERENCE

MSDSB Paramedic Services Deployment Plan