

LEON COUNTY E.M.S.

Standard Operating Guideline

Title: Automated Vehicle Location Policy (AVL)
Effective: June 6, 2006
Revised: June 2008, December 2012
Revisions: 3
Pages: 2

I. STATEMENT:

To ensure appropriate use and operation of the Automated Vehicle Location (AVL) system utilized by LCEMS.

II. GUIDELINE:

Leon County EMS will maintain an AVL system that will track and assist EMS field units and the Controller in dispatch.

III. PROCEDURE:

- Dispatch Operations
 - System Controllers will at the beginning of each shift and as each field unit checks on, ensure that the AVL for each unit is operational and working properly.
 - If an AVL unit is not working properly, the Crew will notify the LCEMS / MIS person or the on-duty supervisor immediately by phone or email if during the day or by email after normal business hours.
 - While AVL should automate many dispatch functions such as unit arrivals and availability, Controllers should monitor the system at all times to be sure the system is functioning correctly and recording properly.
 - If an AVL unit is not functional or is not reporting in the CAD, The Controller will consider moving the field crew to a functional unit or will need to dispatch the unit only by radio and pager.
 - Controllers must remember that AVL is a tool to be used to enhance unit selection and overall EMS system control, however if common sense and experience warrant an override of the system recommendations at any time, then the Controller is expected to make the correct decision based on their knowledge and experience at the time.

- With AVL, Controllers should be cognizant of the locations of all EMS units at all times and this should enhance their ability to send the closest unit to an emergency and to reduce or eliminate unnecessary post to post moves.
- Field Operations
 - At the beginning of each shift, field crews should check on by logging on to the AVL computer in the vehicle.
 - The crew on each unit must verify that the AVL unit is operational and functioning properly.
 - If an AVL unit is not working properly, the Field crew will notify the LCEMS / MIS person by phone or email immediately if during the day or by email after normal business hours.
 - If an AVL unit is not functional, then field crews should consider moving to another unit if one is available or working the shift by radio and pager only.
 - All movements of the vehicle to and from calls should be called in using the radio. The AVL computer is there to assist crews with navigation and should not replace radio traffic.
 - Attempting to disable or damage an AVL unit will result in severe disciplinary action up to, and including, termination.