Case Study

NexTraq™

Lifeguard Ambulance Service Increases Productivity by 10 Percent with NexTraq's Fleet Dispatch

Full-Service Ambulance Company is Able to Safely Rescue Storm Victims and Provide Emergency Service during Hurricane Irene and after the Devastating Tornados in Alabama

"While it's our business to respond to an emergency situation as quickly as possible, driver safety, as well as public safety, is a top concern. With the Speed Alert functionality within the NexTraq platform, we can monitor drivers that exceed posted speed limits within a certain area or set our own user-defined speed limits."

Jeff Waid, director of communication and quality improvement for Lifeguard Ambulance Service

Challenge:

With rapid growth, the Lifeguard Ambulance Service was looking for a way to efficiently and easily track its emergency vehicles, due to the life or death nature of their operations.

Solution Results:

- Increase in fleet productivity by 10 percent
- Quick response times to patients and emergency victims
- Monitor driver safety during dangerous evacuations

Fleet Size:

86 vehicles

LIFEGUARD AMBULANCE SERVICE

About Lifeguard Ambulance Services

Established in 1998, Lifeguard Ambulance Service provides full-service ground operations throughout the southeast region of the U.S., as well as Costa Rica. At every location, Lifeguard continually strives to give its clients and patients compassionate care partnered with exceptional customer service. For more information, please visit http://www.lifeguardambulance.com/.

Challenge:

Established in 1998, Lifeguard Ambulance Service provides full service ground operations throughout the southeast region of the U.S., as well as Costa Rica. Due to rapid growth and the nature of their operations, the company was looking for a way to efficiently and easily track its emergency vehicles. Brett Jovanovich, chief operating officer for Lifeguard Ambulance Service, says, "It's a life or death business; there is no room for error." Paramount to the organization's mission is patient safety and responding as quickly as possible in emergency situations.

Solution:

Jeff Waid, director of communication and quality improvement for Lifeguard Ambulance Service, selected the NexTraq™ Fleet Tracking platform and the Fleet Dispatch application to rollout to 86 emergency vehicles across its marketplace. Key among the reasons for selecting the NexTraq platform was the ability to provide driver accountability and dispatch the closest vehicle to an emergency call, ultimately improving fleet productivity by 10 percent.

Results:

Waid said, "While it's our business to respond to an emergency situation as quickly as possible, driver safety, as well as public safety, is a top concern. With the Speed Alert functionality within the NexTraq platform, we can monitor drivers that exceed posted speed limits within a certain area or set our own user-defined speed limits."

Additionally, NexTraq's Fleet Dispatch application enables their ambulance crews to take the shortest or most direct route to a call or a hospital. Due to its expansive region, Fleet Dispatch also helps drivers on out-of-town trips when they are transporting patients in unfamiliar areas. Waid said, "The dispatch functionality gives our drivers and employees peace of mind."

Jovanovich stated that with a national contract with the federal government, the NexTraq Fleet Tracking platform is essential when responding to emergency situations. In one such instance, Lifeguard Ambulance Service was part of a collective effort to evacuate more than 7,000 patients from the Coney Island area to a New York area hospital in a mission that took more than 80 hours of manpower.

Waid also relates their story about sending vehicles in to the aftermath of tornadoes that affected Birmingham and Tuscaloosa, saying, "With the incredible damage done to the cities, road signs and points of references had been decimated. The NexTraq Fleet Tracking platform enabled our team to navigate to emergency situations to provide life-saving care."

It's clear that Lifeguard Ambulance Service cares for the community and its patients, but they also take care of their employees. Waid said, "The drivers are aware that we can pinpoint their location within the NexTraq application in case a situation arises."

That kind of service to its patients, clients and employees, as well as the community, ensures that Lifeguard Ambulance Service will be around for a long time to come helping people in emergency situations.

For more information on NexTraq, please visit:
http://www.nextraq.com/