



**COMPANY NAME:** Guardian EMS

**LOCATION:** Columbus, Texas

**INDUSTRY:** Emergency Medical Response

**FLEET SIZE:** 48

Established in 2000, Guardian EMS specializes in providing quality Emergency Medical Services to rural communities across the state of Texas. Guardian EMS is dedicated to providing excellent patient care, customer service, and customer satisfaction. We presently provide services to hospitals, skilled nursing facilities, medical centers, as well as private residents for all ambulance transports. Being the only 911 EMS provider to over 275,000 people throughout the state of Texas, Guardian EMS responds to over 30,000 requests annually.

## BUSINESS CHALLENGE

The company's dedication to provide reliable customer service and patient care is the cornerstone to their success. As Guardian EMS expanded, they wanted to consolidate their five local dispatch centers to one regional dispatch center for their fleet of 48 vehicles. In addition, they wanted to decrease their response times and provide the best possible customer service. Guardian EMS knew they needed a more efficient way to dispatch, route, and track their vehicles to accomplish their objectives. The major challenges the company faced included:

- Response Times:** Without having accurate location addresses, drivers were spending an inadequate amount of time off-route, on the phone with dispatch or using a map to find directions to a patient's location. While their response times were adequate, Guardian EMS wanted to improve in their dispatching and routing significantly.
- Inefficient Dispatching:** Consolidating the dispatch centers decreased the number of dispatchers needed for Guardian EMS's ambulance fleet. However the company was concerned with the increased dispatcher workload without having the ability to know the exact location of the ambulances at all times.
- Unknown Ambulance Locations:** Without being able to visibly track their ambulances, Guardian EMS



had to rely on their drivers to provide accurate ambulance locations. The dispatch team was wasting too much time trying to locate the closest vehicle to a patient's location.

- Limited Communications Coverage:** Guardian's two-way radio system coverage was unable to keep pace with their expanding Emergency Response coverage in rural areas.

Guardian EMS knew that they needed GPS vehicle tracking and in-vehicle navigation to improve their overall dispatch and routing efficiency. The company's management also knew they needed a system that would seamlessly integrate with their current Computer Aided Dispatching (CAD) system, Medical Response Emergency Software (MRES.)

## SOLUTION

Guardian EMS evaluated many GPS tracking solutions before deciding to purchase StreetEagle integrated with Garmin Personal Navigation Devices (PND's). This system gave Guardian EMS the ability to track, route, and navigate their fleet in an all-in-one package. Using StreetEagle with Garmin Nuvi 350's allowed the company to:

- Track and Locate Vehicles:** StreetEagle's real-time tracking ability allows the dispatch team to track and locate the closest available vehicle to the

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patient location. With the company's growing emergency response coverage area, finding the closest ambulance to the patient location is critical. Dispatchers now have accurate, real-time location information at their fingertips for more efficient dispatching and in turn, optimal response times.

- **Navigate Drivers:** The integrated StreetEagle / in-vehicle Garmin PND solution allows dispatchers to push response locations directly to the drivers from the MRES CAD software. Drivers no longer have to fumble for maps to find exact directions or spend time on the radio with dispatch. An accurate address is entered into the StreetEagle Software, validated and corrected by the dispatcher as required, and sent directly to the in-vehicle Garmin PND to navigate the drivers along the fastest route to an emergency response location.
- **Communicate with Drivers:** Dispatchers are able to send messages directly to drivers on the in-vehicle Garmin PND, allowing Guardian EMS to provide their drivers with important information about their patients using a private messaging system instead of sending a message over a radio frequency. This allows the dispatchers to practice patient confidentiality and provide crew safety.

The decision to purchase StreetEagle GPS with Garmin PND's proved to be the right one for Guardian EMS. They have improved their dispatching and response times significantly. Allowing dispatch to locate the closest vehicle to the scene/patient and push exact directions to the in-vehicle Garmin navigation device, drivers have the quickest route to the location.

The system not only provided the dispatch team with the valuable information they needed to improve customer service, but Guardian EMS is now able to monitor driving behavior to improve driver safety, reduce vehicle idling to lower fuel costs, and improve overall workforce efficiency with many other added features that the StreetEagle GPS Tracking system offers.

*"Deploying StreetEagle GPS Tracking with the integrated Garmin Nuvi 350's was a very smart decision. This has allowed us to consolidate our dispatching and reduce the dispatchers' workload, all while reducing emergency response times and improving customer service. Reducing fleet operating costs by improving driver behavior was an unexpected benefit that will more than pay for the system this year."*

*Ricky Powell  
CEO, Guardian EMS*

#### About InSight USA

Founded in 1998, InSight USA was among the first companies to pioneer GPS Tracking, transforming it into the technology that it is today. With thousands of installations worldwide, InSight's StreetEagle product has become recognized as one of the most capable GPS Tracking solutions on the market. StreetEagle provides effective management oversight to any company with a mobile workforce, providing specific information needed to cut operating costs, improve productivity, and increase profitability.

InSight USA is headquartered in the Washington DC metropolitan area, with dealers located throughout the USA. InSight USA is a privately owned company committed to the success of customers, employees, partners, and suppliers. For more information, visit [www.mds-inc.com](http://www.mds-inc.com).