

Subject: RE: Care / GGFD AVL
From: matthewr@careambulance.net
Date: 6/22/2017, 4:27 PM
To: datacove@ci.garden-grove.ca.us

Sender: matthewr@careambulance.net
Subject: RE: Care / GGFD AVL
Message-ID: <E394305402371947AF912A7EC714ABC9C168399F@EXCHANGE.careambulance.net>
To: JOrdaz@anaheim.net
Cc: benb@careambulance.net
Cc: robv@careambulance.net
Cc: EGallegos@anaheim.net
Cc: fniblo@cox.net, Expanded: frederickn@ci.garden-grove.ca.us

— ForwardedMessage.eml —

Subject: RE: Care / GGFD AVL
From: Matthew Reyes <matthewr@careambulance.net>
Date: 6/22/2017, 4:26 PM
To: Juan Ordaz <JOrdaz@anaheim.net>
CC: Ben Baker <benb@careambulance.net>, "frederickn@ci.garden-grove.ca.us" <frederickn@ci.garden-grove.ca.us>, Rob Viera <robv@careambulance.net>, Edward Gallegos <EGallegos@anaheim.net>

Juan,

Sounds good. I'll give you a call at 11AM?

Matthew

From: Juan Ordaz [mailto:JOrdaz@anaheim.net]
Sent: June 22, 2017 4:08 PM
To: Matthew Reyes
Cc: Ben Baker; frederickn@ci.garden-grove.ca.us; Rob Viera; Edward Gallegos
Subject: RE: Care / GGFD AVL

Hi Matthew, can we setup a time tomorrow to go over the configuration parameters for the ambulances? I'm available after 9AM.

Thank you,
Juan Ordaz
Systems Administrator

Metro Cities Fire Authority
Metro Net Fire Dispatch
Anaheim West Tower
201 S. Anaheim Blvd. Suite 302
Anaheim, CA 92805

(714) 765-4076

jordaz@anaheim.net

From: Matthew Reyes [<mailto:matthewr@careambulance.net>]

Sent: Thursday, June 22, 2017 3:29 PM

To: Juan Ordaz <JOrdaz@anaheim.net>

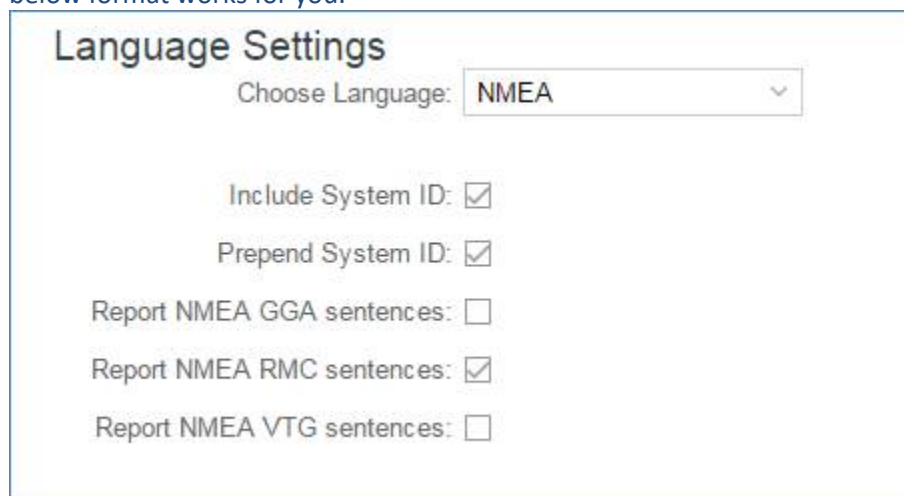
Cc: Ben Baker <benb@careambulance.net>; frederickn@ci.garden-grove.ca.us; Rob Viera <robv@careambulance.net>

Subject: FW: Care / GGFD AVL

Hey Juan,

Long time no talk, hope everything over there is good.

To move forward with sending AVL data to you guys, I would just need the AVL format. Seems like you're familiar with the CradlePoint modem. I took a screenshot of our NMEA sentence format from our CradlePoint. Let me know if the below format works for you.

A screenshot of a 'Language Settings' dialog box. At the top, it says 'Language Settings'. Below that is a label 'Choose Language:' followed by a dropdown menu showing 'NMEA'. Underneath are five checkboxes: 'Include System ID:' (checked), 'Prepend System ID:' (checked), 'Report NMEA GGA sentences:' (unchecked), 'Report NMEA RMC sentences:' (checked), and 'Report NMEA VTG sentences:' (unchecked).

Also, it would seem like we would need a translation table from our identifiers to your identifiers. I could make the translation table over here so that we could send you the correct identifier for your system but I would just need a list of your current identifiers for Garden Grove.

Currently our identifiers for Garden Grove are "GROVE 1", "GROVE 2", "GROVE 3" and "GROVE 4".

Also, I would need the server ip address, port, frequency of AVL data updates and whether or not you are using UDP or TCP for data transport.

Matthew Reyes

Care Ambulance

714.288.3837

From: Fred Niblo [<mailto:frederickn@ci.garden-grove.ca.us>]

Sent: June 22, 2017 2:46 PM

To: Rob Viera

Cc: Marc Jessner; Ben Baker; Paul Whittaker; Bill Weston; Matthew Reyes

Subject: Re: Care / GGFD AVL

Rob

I just spoke with Juan Ordaz, the IT guy at Metro Net, and he said the simplest way to get AVL info to Metro's CAD is via the Cradlepoint, vs. the CAD to CAD software that your CAD is currently running. The CAD-CAD option will require Metro's CAD vendor to write an interface which takes time and money. This is a desirable long term solution, but the quickest and easiest way to get these things up before July 2nd is to have the Cradlepoint in each ambulance send AVL data directly to Metro's CAD. Juan has instructions for configuring the Cradlepoint to speak our CAD's language and will be able to create an AVL ID for each of the 4 ambulances assigned to Grove. Juan can be reached at 714-765-4076 or jordaz@anaheim.net. He is aware of what we're setting out to accomplish

Obviously, this "quick & easy" method presents a problem when an ambulance goes down for service. I'm not sure if the reserve pool of ambulances available for Grove is just a few, or numbers somewhere in the 100s. So it may not be feasible to configure hundreds of Cradlepoints just in case a reserve ambulance is used in Grove for a couple of days. Therefore, the CAD-CAD option will likely be necessary to pursue down the road after everyone at Metro is done with their vacations and can assist with getting the CAD interface written. This option would function much like it does with OCFA AVL data - the custom written interface receives a single data stream containing each OCFA unit designator along with the respective XY coordinates. Those designators can be changed by OCFA with no action needed at Metro Net.

Next...call alerting. Metro Net has pagers available so I'll look into getting some for you. As a backup, or maybe as a preferred method, Metro Net has the ability to send out text messages with call information as the call is dispatched. They will need each ambulance's phone number along with the carrier, and this info will be "married" to the ambulance's profile in CAD. If this text message method isn't utilized, then I'd recommend two pagers per unit for redundancy.

Non-verbal status changes...Juan was unable to give me much info on this...he's more on the network & software side. I know we've used DEK bars recently so I believe CAD still has the ability to receive messages generated by DEK bars. Once an ambulance's radio ID is logged into CAD, a quick test while watching the ambulance's status in CAD will confirm its functionality.

I'm available anytime to assist with coordination, problem solving or to answer any questions that you or your coworkers may have during this transition. Please don't hesitate to call me at

Thanks,
Fred
GGFD

From: "Rob Viera" <robv@careambulance.net>
To: "Frederick Niblo" <frederickn@ci.garden-grove.ca.us>
Cc: "Marc Jessner" <marcj@careambulance.net>, "benb" <benb@careambulance.net>, "Paul Whittaker" <pwhittaker@ci.garden-grove.ca.us>, "Bill Weston" <billw@careambulance.net>, "Matthew Reyes" <matthewr@careambulance.net>
Sent: Wednesday, June 21, 2017 4:55:26 PM
Subject: RE: Care / GGFD AVL

Fred,

Thank you for taking my call.

As discussed, the 4 new Garden Grove Ambulances have an 800 MHz radio programmed to transmit their status. This includes:

- AOR
- AIQ
- ENROUTE
- ARRIVED
- AV-ON-SCENE
- COND-AVAIL
- AV-NO-MEDIC
- AV-MEDIC

We'll be placing 3 of the ambulances in service prior to July 2nd and will have their radio ID logged in with Metro Net when we do. The 4th will be staffed on July 2nd.

Metro Net is responsible for Dispatching the Garden Grove Ambulances as they see fit by AVL or by District. Care Ambulance just provides the AVL data to Metro Net through our CAD to their CAD. Matthew Reyes in our IT would be the person to answer any questions regarding AVL. It is my understanding we currently provide AVL data to Metro Net for our Anaheim and Fullerton ambulances.

- Let me know when the ambulance pagers are available to be picked up. I'll be sure they are distributed to the ambulances.
- We are in the process of updating the phone numbers and phones for the 4 Garden Grove Ambulances prior to July 2nd.
 - I'll forward the phone numbers upon confirmation they have been updated.

Best regards,

Robert Viera, Division Manager
Care Ambulance Service®
Office (714)288-3883

1517 W. Braden Court
Orange CA 92868

From: Ben Baker
Sent: Wednesday, June 21, 2017 2:58 PM
To: 'Fred Niblo'; Matthew Reyes; Marc Jessner; Rob Viera
Cc: Paul Whittaker; Bill Weston
Subject: RE: Care / GGFD AVL

Hello Fred,

Thanks for taking my call this morning.
I have included all parties who would be involved on this.

Matthew Reyes – GPS data sending from Care Ambulance Service to Metro Net (or wherever you like).
Marc Jessner – Status updates vis Radio so that the crews are not talking on the radio.

Rob Viera – Had a question about districts by units & move-ups.

Thank you,
Ben Baker

From: Fred Niblo [<mailto:frederickn@ci.garden-grove.ca.us>]
Sent: Wednesday, June 21, 2017 11:45 AM
To: Ben Baker
Cc: Paul Whittaker
Subject: Care / GGFD AVL

Ben

I'm not seeing any of the Care units in Anaheim or Fullerton on my mapping software, but that may be because your units are not logged into our CAD with a Fire Mobile MDC number. Not a big deal. I just want to make sure that Care units dedicated to Grove will be dispatched via AVL based on the closest unit as determined by our CAD. So if that's how it works in Anaheim & Fullerton, then I think the system you have in place will work perfectly.

I'm sure the data you're currently sending to Metro Net is in the proper format, as I believe all Metro Net units report using the same method. For your reference, I've attached an image of our GPS reporting settings, including address, port number, report type & interval.

When you get a chance, please send me the contact info for your radio tech so we can discuss non-verbal status changes using DEK bars.

Thanks!

Fred Niblo
Fire Captain
GGFD

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