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TECHNOLOGY DRIVEN BY PEOPLE

Safeguarding those who protect us: Telematics innovations optimize and secure emergency response

By **Elinor Dilon**

Security forces, as well as emergency medical response services, are crucial in safeguarding every aspect of our daily lives. These forces rely heavily on their fleets to perform a wide range of critical tasks, from logistically intensive operations to high-risk field activities.

Among the many challenges these forces meet, the following are the main ones:

Challenge #1: The ability to reach the scene quickly

In cases of medical emergencies or urgent situations, it is crucial that skilled teams promptly reach the scene, equipped with the necessary tools to effectively manage the situation, which is why knowing the exact location of each vehicle and its equipped resources is critical.

Challenge #2: Safe driving

Safe driving is vital despite the need to reach the scene quickly. It is important to maintain a balance between rapid response and safety by promoting responsible driving habits and prioritizing the well-being of personnel and the public during critical missions.

Challenge #3: Ensuring vehicles are properly maintained to perform their functions

Keeping vehicles in optimal condition is essential for the efficiency of emergency response fleets. Monitoring maintenance schedules, timely servicing, and repairs are necessary to prevent breakdowns and ensure that every vehicle is ready for action at any time.

Challenge #4: Efficient fleet management

Ensuring that the fleet runs smoothly and efficiently. At the same time, it is important to streamline and optimize operation expenses.

Ituran, a leading company in advanced vehicle telematics, plays a significant role in providing solutions to address these challenges:

Fleet Management Solution

For fleet management, crucial tracking and monitoring data empower fleet managers with the ability to effectively manage driving and resting times. A feature that is particularly beneficial for addressing fatigue risks during nighttime driving is the setting of alerts for planned resting intervals and specifying durations for driving and resting periods.

Locating the vehicles closest to the scene (with the proper equipment)

The system's real-time data enables accessing location-specific information instantly, automatically allowing emergency response teams to dispatch the closest relevant vehicle to the scene, and allowing coordination with other emergency services arriving at the scene or waiting to receive patients.

Driver Behavior & Safety

Designed to assist fleet managers in identifying dangerous driving behaviors, the Driver Behavior & Safety solution addresses these critical concerns, by employing its strategic features.

Ituran's web-based reporting provides fleet managers with comprehensive insights, allowing a bird's-eye view of real-time driver performance in critical situations. This feature proves essential in identifying areas for improvement and optimizing post-emergency analysis.

By combining features from Ituran's flagship safety solutions, we developed a Driver Assistant system that allows fleet managers to remotely identify the driver and track his driving behavior in real time while following the vehicle's location at any given moment. All while maintaining the highest level of communication security as required in operational organization.

The System components

Driver ID

Requires driver identification before ignition so that data is collected on each driver, and the officer is notified if the driver is not identified. However, in case of scenarios demanding swift deployment, like emergencies with limited time for identification, the system retains operational flexibility, without affecting the operational capabilities.

G-force sensors

Aid security forces by monitoring driving behavior and instantly alerting predefined recipients in case of accidents happening to emergency forces fleets.They provide real-time data on the location and severity of the incident, enabling rapid response and evidence collection for investigations, enhancing the overall safety and efficiency of emergency operations.

GPS & modem

Provide the exact location of the vehicle in real-time.

Panic button

Triggered in a dangerous and life-threatening situation, pressing the button sends an immediate alert to the officer.

Physical shutdown key

An extra layer of security that allows complete paralyzation of vehicle systems, including GPS & modem signals so that they cannot be monitored.

Decrease in vehicle rollover

Preventing vehicle overturning, especially with heavy vehicles used by armed and security forces, is crucial for safety. This is achieved with the following:

- Ituran's solutions employ stability control technologies, which aim to enhance vehicle control and reduce the risk of rollovers, ensuring safer and more effective operations.
- The safety system detects sharp turns and unsafe behavior, which affects the driver's score. As soon as the driver improves his behavior, the chance of an accident due to turns decreases. The goal is for the driver to be "educated" and know how to enter the turns correctly and mainly slower, that way there will be a low chance of an accident or overturning in sharp turns.

Fuel Management and Monitoring

Ituran's fuel management solution contributes to substantial fuel savings, which promotes a more sustainable and cost-effective emergency response operation. This ensures that emergency vehicles are fueled for maximum efficiency, and ready to navigate through traffic or reach remote locations without unnecessary delays.

Maintenance management

Better-maintained vehicles are better prepared in times of emergency. With Ituran's maintenance solution, vehicles stay in prime condition, minimizing breakdown risks during emergencies. This enhances vehicle reliability but also the fleet's ability to respond swiftly and effectively, improving overall emergency readiness.

In the dynamic realm of emergency response, Ituran's innovative solutions are vital for enhancing efficiency, safety, and even the reputation of security and defense fleets.

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About the author

Elinor Dilon is an International Operation Manager at Ituran. She joined the company over 20 years ago and deals with both technical and business-related aspects of implementing Ituran's systems at global client sites. Elinor is the expert when it comes to maximizing the value of an Ituran product for any client.

Read more about Ituran's fleet management solutions right here.