

# Operational Best Practices for NEAA – FleetEyes

## *Background:*

The North East Air Alliance (NEAA) was formed in 1989 as a joint venture to facilitate information exchange. Current members include Boston MedFlight, UMASS LifeFlight, Hartford Hospital LIFE STAR, LifeFlight of Maine, Dartmouth-Hitchcock and LifeNet of New York.

The mission of NEAA is to share information, discuss experiences, and encourage communications among the programs to maintain a safe and high quality regional air-medical partnership. According to that mission, the Alliance members agree to provide and share resources, facilities and to render services to each other when assistance is required.

## *Purpose:*

Standardization for the use of Fleeteyes while operating in identified coverage areas of the NEAA Air-Medical Programs.

## *Scope:*

All NEAA Programs.

## *Operational Plan:*

This is a safety tool designed to enhance the Communication Center and its situational awareness while monitoring vehicle movement under existing standard operating procedures. The goal is to augment existing monitoring procedures of all air medical vehicles within primary service areas or when transporting within another programs primary service area:

- The Communication Center completing any Flight Following (F/F) procedures will utilize FleetEyes as a redundant tool to monitor all NEAA vehicles.
- The Communication Centers will monitor movement on the FleetEyes monitor for awareness of assets moving towards or in another program's area of operation.
  - If a Communication Center observes another programs asset operating near or in its area of operations without prior notification, the Communication Specialist will confirm operations with the assets Communication Center and assist as requested.
  - Concerns or clarifications that do not impact current mission safety shall be directed to the appropriate Director of Communications for further follow-up.

*FleetEyes is a collaborative tool designed to further enhance the safety of our critical care transport system:*

This tool was not designed to:

- Replace the present NEAA Best Operational Practice agreement for Flight Following (F/F) and Mission Notifications to the Primary Communication Center (PCC). NEAA Communication Centers have historically fostered constant communications between Communication Centers and should continue to do so.
- Replace the NEAA Best Operational Practice agreement for Mutual Aid or confirming of the closest ETA. Confirmation by telephone between the Communication Centers will continue to be the standard.
- Replace routine informational communications between the Communication Centers.
- Monitor, compare or justify what transports any NEAA organizations are performing. The data gained from the FleetEyes flight following tool is proprietary to an individual program and should not be shared with program personnel or outside agencies without explicit written permission.
- Maintenance or system issues with FleetEyes should be brought to the attention of the appropriate FleetEyes contacts:

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