

CASE STUDY

SeniorCare EMS

200+

Vehicles

1,300+

Employees



samsara



New York City's largest commercial ambulance provider relies on Samsara to prevent accidents, know exactly where their vehicles are at all times, and minimize downtime.

SeniorCare EMS began operating in April 2005 with just a handful of employees and three ambulances. Since then, they have grown to more than 1,300 employees and 200 vehicles, providing hundreds of emergency and non-emergency medical transports every day.

Before Samsara, SeniorCare EMS had dash cams—but they couldn't remotely upload any footage, which made it nearly impossible to monitor and improve driver safety. In addition, they had a separate vendor for GPS tracking, and a third vendor for wireless data. With Samsara, SeniorCare EMS found they could consolidate three vendors into one.

"All the features together put Samsara over the top—with the vehicle tracking, the cameras, and especially the distracted driving feature," said Safety Director Robert Ackerman.



It's just amazing. We're able to coach employees on the road... We have seen many instances where the camera alerts the driver to distracted driving or tailgating, and they're able to avoid an accident.

ROBERT ACKERMAN

Safety Director

Reducing risky driving behavior with AI dash cams

Because SeniorCare EMS' drivers are first and foremost EMTs and healthcare professionals, they are not primarily trained as drivers. For Ackerman and his safety team, a huge focus is decreasing risky behavior like distracted driving, speeding, and tailgating.

"We're not a professional truck driving company. Since we're in New York City, our vehicles are the only vehicles that many of our employees are driving," said Ackerman. "Something that is a real challenge for us—especially with younger drivers driving with lights and sirens on—is risky driving behavior."

That's why SeniorCare EMS chose Samsara's dual-facing AI dash cams, which use advanced AI to analyze the road and cab for high-risk behaviors and offer in-cab alerts for distracted driving and tailgating.

Since all incident footage is auto-uploaded to their Samsara dashboard (and automatically tagged by driver and event type), Ackerman can use his Safety Inbox to identify problem areas and further coach drivers. After just a few months with Samsara, Ackerman said he has seen some employees completely stop using their phone while driving.

"I think it's had a huge impact," said Ackerman. "They're definitely driving a lot better. And anecdotally, my safety team has said they're seeing safety events come down a lot."

In addition to preventing costly accidents, the dash cams have helped deliver ROI for SeniorCare EMS in another way: exoneration from false claims.

"We've had some rear-end collisions where the other party says, 'You reversed into us,'" said Ackerman. "It's no problem. I simply go to Samsara. There's the video. Gone. Exonerated."

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Integrating seamlessly with third-party software via API

At the heart of SeniorCare EMS' operations is a software called Vanguard EMS Anyware, which they use to centralize this data and dispatch vehicles appropriately. Before Samsara, EMS Anyware received "breadcrumb" location data from their vehicles at intervals of 30 seconds to a minute—a long time in an emergency. Now, Samsara pushes real-time GPS data via our open API, which EMS Anyware uses to determine which vehicles are closest to a pickup address.

"We're an emergency service, so if they don't know where the closest unit is, that could be somebody's life," said Ackerman. "It's super important for us to know at all times where every unit is, and Samsara makes it possible for us to see that real-time data in our own system."

Ensuring client satisfaction with trip histories and live ETAs

As part of SeniorCare EMS' business model, they contract with local hospitals to provide inter-hospital transports and discharge pickups. Now, when they receive complaints or inquiries about on-time performance, Ackerman can simply log into Samsara and review any vehicle's trip history. "With Samsara, it's no question. We can show exactly where any vehicle was at any point in time," said Ackerman.

Plus, they can provide customers with live-to-the-second ETAs via a shared URL. "It's so simple. I just say, 'Here's the link to track the vehicle.' I give them two hours time—set it and forget it," said Ackerman. "They love that. It's amazing."



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Safety Director

(Cont'd)



Minimizing downtime with real-time diagnostics and alerts

Beyond client satisfaction and driver safety, SeniorCare EMS relies on Samsara's real-time diagnostics and customizable alerts to ensure their vehicles are always up and running and prepared to respond to an emergency call.

"Because we operate emergency vehicles, we have a ton of stuff draining our batteries—emergency lights, the mobile data terminal, monitors plugged into the back," said Ackerman. "Our fleet manager can get an alert when the battery dips below a certain voltage, so he can tell the crew members to turn on the vehicle to boost the charge. It's a great feature."

SeniorCare EMS also uses Samsara to monitor fault codes, allowing them to keep emergency vehicles that might have a small issue (but don't need immediate service) on the road with confidence.

A partnership built on responsiveness and innovation

Ultimately, Ackerman said Samsara's responsiveness and fast product innovation has been the most rewarding part of our partnership. For example, as a frequent downloader of dash cam footage, Ackerman offered some suggestions for improving Samsara's video retrieval feature. Just a few weeks later, he saw those changes live in his own dashboard.

"It's just so great to see that when we make a suggestion, we see it implemented," said Ackerman. "It's such a good feeling to work with a company that we're really partners with, not just a customer."

Find out how the Samsara platform can help your organization. Email us at sales@samsara.com.

