Media release

15 June 2017

Flight Data Monitoring System provides lead indicators to reduce risk in Toll's EMS operations

The Toll Rescue Helicopter Service provides greater aeromedical services to communities of NSW in the Southern Zone. In January 2017, patient rescue, retrieval and treatment services commenced operations from new rescue helicopter bases at Bankstown, Wollongong, Orange and Canberra.

The Toll Rescue Helicopter fleet is made up of eight new purpose-built best in class Agusta Westland 139 (AW139) helicopters, which deliver the latest in performance, safety and innovation – assisting NSW Ambulance helicopter doctors and paramedics to reach patients in remote areas, faster than ever before.

Behind the scenes, Toll partnered with Truth Data Insights to provide Flight Data Monitoring (FDM) services to Toll for the entire fleet to critically identify operational risk and effectively manage human error.

On completion of each mission, flight data is wirelessly transmitted to cloud-based data storage for processing. The data is analysed daily by Truth Data for exceedances in the pre-determined Event Set. The Event Set is established based on operational risk and includes over 40 events such as 'High descent rate below 300ft on approach', 'High bank angle below 300ft on approach', and 'Fuel contents low'.

The analysis also looks for situations and emerging trends that present an increase in risk to the aircraft and occupants. Establishing the limiting values on events – the numbers at which exceedances are triggered – was critical in the initial set-up of the FDM program and was a collaborative approach between Truth Data, Toll's Flight Data Monitoring (FDM) Program Manager, Steve Ballantyne, and Toll's AW139 pilots.

During the first four months of operations, Truth Data have been able to address specific mission related questions within hours of an event occurring. . The analysis has provided dynamic information for Toll that has directly resulted in improvements to training and safety procedures. As data accumulates in the coming months, broader trend analyses across the Toll fleet will inform additional improvements.

"It was really important for Toll to partner with Truth Data to support our mission-critical emergency services," Mark Delany, General Manager of Toll Helicopters, said.

"To have dynamic data captured and used in near real-time ultimately leads to safer operations, with this system representing world's best practice for lead data and proactive risk and safety management."

Media contact

Diane Tremain	Mr Tracy Weterlen
Toll Helicopters	Truth Data
+61 421 589 505	+1 817 268 9155
diane.tremain@tollgroup.com	tracy@truthdata.net