



12th January 2008

NTSB Safety of Helicopter Emergency Medical Services (HEMS) Hearings Submission
ATTN: Ms. Lorenda Ward
Hearing Officer
490 L'Enfant Plaza East, SW
Washington, DC 20594

Dear Ms. Ward,

I am respectfully submitting information for inclusion in the February 3-6, 2009 hearings on HEMS.

Our firm has created software called 365 Safety AMRM™ (Air Medical Resource Management) that is used by HEMS clients each day during each shift brief. We created this to improve our daily commitment to safety and AMRM.

Although only a small fraction of the industry is presently using our software – we want to make it known that those that are – to date – have never had a crash. Of course we cannot guarantee this will always be the case – however – our clients are using our software because we created it to be standardized, habituated, documented and iterated – thus fortifying a safety culture – daily – each brief.

Traditionally – HEMS providers may conduct one day annual “Safety Stand Downs” to spend a single day on training. Some may provide training quarterly. However – very few engage in Safety and AMRM training each day – each shift – year round. We realized this many years ago and made the investment to create our 365 Safety AMRM software.

I believe it is important to note that several leading HEMS providers are using this as proof of their commitment – daily – to be safer and more focused on Safety and AMRM.

Many are advocating aircraft technologies as the primary solutions to decrease crashes. Although these can help – we contend that human factors are the primary cause and the primary focus needs to be on improving human habits, behaviors and training.

Please feel free to be in touch for more information about our commitment since 2004 to improve safety and AMRM for HEMS with daily use software. We can provide you data on our clients that use it.

I am also attaching an exhibit that shows computer screen captures of our 365 Safety AMRM software.

Best Regards;

Richard M. Obertots, MBA, NREMT-P (ret.), CEO

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