



## GPS Frequently Asked Questions

### Data Request:

1. Who do I contact to request GPS data for an employee and/or for a vehicle?
  - a. This action requires Employee Relations approval. Fill out the GPS Device Data Request Form located on the ADOTnet and submit following the instructions on the form.
2. What is the response time after submitting a GPS data request?
  - a. Please allow up to three to five business days for the data request to be processed.
3. Who do I contact if I currently have access to LB Telematics but experiencing issues with pulling GPS reports or data?
  - a. Send an email to the [EQSGPS@AZDOT.GOV](mailto:EQSGPS@AZDOT.GOV) stating issues including date(s), vehicle(s), time if applicable and the type of report or data needed.

### Alerts

1. How is a speeding alert notification validated for GPS?
  - a. Using satellite information, all speeding alerts are validated by the miles per hour and the amount of time spent driving over the speed limit. Any vehicle traveling over 85+ mph for longer than a period of 1 consecutive minute will result in a valid speed alert.
2. How is a seatbelt alert violation validated?
  - a. All seatbelt alerts are validated by the miles per hour and the amount of time spent driving over a certain speed. Any vehicle traveling over 20 mph for longer than a period of 1 consecutive minute will result in a valid alert.
3. Who do I contact to discuss concerns regarding a valid speeding or seatbelt alert violation?

- a. All questions regarding valid alert violations should be sent to Employee Relations. Please do not contact Equipment Services. Employee Relations will reach out to Equipment Services if further direction is necessary.
- 4. Why am I receiving emails in regards to the GPS Device not reporting?
  - a. On the 14th day of a GPS device not reporting, the GPS Specialist will contact the customer to assist in bringing the GPS device back online. If the vehicle is not driven or started frequently, these notifications will be more frequent.
  - b. Starting vehicles that are not used frequently will provide charge to the battery life, reducing the likelihood of the battery losing power causing the GPS device to go offline.
- 5. Why am I receiving a seatbelt alert notification for false alerts?
  - c. The GPS Specialist will send notification of the false alert after receiving the alert, reviewing the data, and verifying that there are issues with the seatbelt data. The customer will be asked to schedule an assessment of the seatbelt with the Equipment Services Get Ready GPS Team and the nearest equipment shop.

#### **LB Telematics Access:**

- 1. Who do I contact to request access to LB Telematics?
  - a. To get access to LB Telematics, fill out the GPS Device Data Request Form located on the ADOTnet and submit the request to [EQSGPS@AZDOT.GOV](mailto:EQSGPS@AZDOT.GOV). Once approved, an account will be created and log in credentials will be sent via email to the requestor.
- 2. Which account do I use to access my unit's vehicle in LB Telematics?
  - a. To log in under the ADOT account sign into account Lbt-5686.
  - b. To log in under the ASDB account sign into account Lbt-5853.
    - i. Please note, an ADOT employee will not be able to access the ASDB account and an ASDB employee will not be able to access the ADOT account.
- 3. If I already have an account with LB Telematics, who do I contact to get access to additional units and vehicles?
  - a. Fill out the GPS Device Data Request Form located on the ADOTnet and submit the request to [EQSGPS@AZDOT.GOV](mailto:EQSGPS@AZDOT.GOV).
- 4. Who do I contact if I get locked out of my account and am experiencing issues with resetting password?
  - a. Submit a FMIS ticket on the FMIS Ticket Submission Form requesting your account to be reset. Notifications of updates or ticket status will be sent via email.

FMIS Ticket Submission Form:

<https://app.smartsheet.com/b/form/0192c4858e6d77d4819055efe433a459>

### **LB Telematics Questions**

1. How do I review my units' equipment past and current locations?
  - a. Located on the ADOTnet, under the Statewide GPS Program is the LB Telematics Guide that provides a walkthrough of the site including vehicle mapping, route replay, and the last day the GPS device reported.  
<https://adotnet.az.gov/our-agency/administrative-services/equipment-services/business-support-operations>
  - b. If the guide cannot answer your question, please send an email to [EQSGPS@azdot.gov](mailto:EQSGPS@azdot.gov) for further assistance.
2. What if I cannot see one of the unit's vehicles in the group mapping tab?
  - a. Please send an email to [EQSGPS@azdot.gov](mailto:EQSGPS@azdot.gov) for further assistance.