



# **APCO Recommended Best Practices For PSAPs When Processing Vehicle Telematics Calls from Telematics Service Providers**

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APCO International

07/17/12

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## **Acknowledgements\***

Cathy McCormick  
OnStar

David Hatton  
Ford

Sherry LeVeque  
OnStar

Chuck McClain  
Hughes Telematics

Stephen Wisely  
APCO International

Gary Wallace  
Agero

Dorothy Williams  
Hughes Telematics

Cynthia Manley  
Agero

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APCO International

## Chapter 1 Introduction

Telematics Service Providers (TSPs) offer a wide variety of programs to vehicle owners, including location-based services and automatic collision notification. While many of these services do not impact public safety, emergency caller situations clearly do. Today, Public Safety Answering Points (PSAPs) receive consumer-initiated requests for emergency assistance which are routed through a TSP.

The TSP will, in most cases, be located far away from the jurisdiction in which the incident occurs. In emergency situations, effective communication between the TSP and the local PSAP is critical. The PSAP telecommunicator and telematics operator must work in concert to provide timely, efficient and effective assistance to the involved party.

This document is intended to provide clear guidelines for PSAP personnel in the handling of vehicle telematics calls from TSPs. It includes four categories of calls and defines the information the telematics operator is expected to provide to a PSAP. It also contains TSP contact information, escalation procedures, requests for information, PSAP experience with TSP calls, and a glossary of relevant terms. It does not define local response procedures or protocols, allowing each agency to establish appropriate dispatch policy.

APCO established a Telematics Task Force, in part, to identify and create best practices that are relevant to the communication of vehicle emergency information from TSPs to public safety agencies and thereby form the basis of both PSAP and TSP training curriculums. These recommendations are based on site visits to Telematics Call Centers (TCCs), input from TSPs and a series of regional PSAP meetings.

### 1.1 Scope

This guideline is designed to identify best practices and necessary operational requirements for PSAPs to receive and process vehicle initiated telematics calls. This document identifies four basic types of vehicle telematics calls that may be received by the PSAP and provides recommendations on information exchange and response. Each public safety agency should apply local policy to ensure a consistent response for its area.

### 1.2 Definitions

**Advanced ACN (AACN):** The automatic transmission of additional enhanced crash-severity data and crash pulse data collected by embedded, in-vehicle crash sensors (See ACN).

**Assistance Requests:** Requests from telematics users to a TCC.

**Automatic Collision or Crash Notification (ACN):** Immediately following a crash when certain thresholds have been exceeded, vehicle location and occupant data can be automatically sent via wireless technology to a TSP's TCC. The system can automatically establish a voice connection between the vehicle and the TCC.

**Calltaker:** The telecommunicator answering the call at a PSAP.

**Computer Aided Dispatch (CAD):** A Computer Aided Dispatch (CAD) system is the principal application used by public safety agencies to manage law enforcement, fire and EMS (Emergency Medical Services) incidents from the initial time an incident is reported to the conclusion of the incident. In addition, CAD is used to track the status and location of resources and for post-incident analysis of the response.

**Conference-In:** A mode of telematics operation where the operator, user and PSAP (dispatcher or other third party) are connected in a bridge configuration through the TSP's switch, which enables all parties to speak and hear each other simultaneously.

**Device Triggered Calls:** Calls which are triggered by embedded vehicle telematics devices.

**Dispatch:** Deployment of public safety response personnel.

**Emergency Medical Dispatch (EMD):** Emergency Medical Dispatch is a systematic program of handling medical calls for assistance. Trained telecommunicators, using approved EMD guide cards, can quickly and properly determine the nature and priority of the call and then give the caller instructions to help treat the patient until emergency responders arrive.

**Geographical Information System (GIS):** A database capable of capturing, storing, analyzing, and displaying geographically referenced information. GIS data is typically displayed via mapping software that has the capability to translate the latitude and longitude of the subscriber vehicle to a specific location on a digital map and can also convert a civic address to a latitude and longitude.

**Global Positioning System (GPS):** A Global Navigation Satellite System (GNSS) which uses a constellation of between 24 and 32 Medium Earth Orbit satellites that transmit precise microwave signals that enable GPS receivers to determine their current location, the time, and their velocity.

**Incident Commander:** The designated public safety officer of the responding agency who is in charge of the incident.

**In-Vehicle Mayday Button or Manual Activation Device:** An embedded, in-vehicle device that allows the user to manually initiate an emergency alarm signal to the (TCC) Telematics Call Center. It may also be referred to as an eCall.

**Latitude:** Latitude is a geographic coordinate that defines a specific point on the Earth that is North or South of the Equator. It is used in conjunction with Longitude to describe a GPS location.

**Longitude:** Longitude is a geographic coordinate that defines a specific point on the Earth that is East or West of the Prime Meridian. It is used in conjunction with Latitude to describe a GPS location.

**NCIC – FBI National Crime Information Center** is a computerized index of criminal justice information (i.e. criminal record history information, fugitives, stolen property, and missing persons). It is available to federal, state and local law enforcement 24 hours a day, 365 days a year.

**Pass Code:** See Password or PIN.

**Password:** A single word, multiple words, alpha-numeric or numeric string, usually provided verbally, to identify a valid vehicle telematics user for certain services, including remote door unlock and stolen vehicle tracking. It may also be referred to as a Personal Identification Number (PIN).

**Public Safety Answering Point (PSAP):** A facility equipped and staffed to receive emergency and non-emergency calls requesting public safety services via telephone and other communication devices. The FCC further defines a primary PSAP as a facility to which 9-1-1 calls are routed directly from the 9-1-1 Central Office. A secondary PSAP is defined as a facility to which 9-1-1 calls are transferred from a primary PSAP.

**Public Safety Call for Service:** An emergency or non-emergency request for assistance made to a public safety agency or PSAP.

**Public Safety Request:** A call, usually made by telephone, from an operator at a vehicle Telematics Call Center (TCC) to a public safety agency, requesting public safety response on behalf of a telematics customer.

**Public Safety Telecommunicator (Telecommunicator):** The individual employed by a public safety agency as the first of the first responders whose primary responsibility is to receive, process, transmit, and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical, and other public safety services via telephone, radio, and other communication devices.

**Remote Ignition Block:** In certain vehicles, if reported stolen, a remote signal can be sent to prevent the stolen vehicle from starting the next time someone attempts to start it.

**Responding Agency:** The public safety agency(s) initially assigned to investigate the report of an emergency or non-emergency call for service.

**Subscriber:** An individual or company who has contracted vehicle telematics services from a telematics service provider and is the owner or operator of a telematics-equipped vehicle.

**Stolen Vehicle Slowdown:** If a vehicle is reported stolen, Stolen Vehicle Assistance service can provide vehicle location to authorities using GPS technology. In certain vehicles, TSPs can further assist authorities by using the Stolen Vehicle Slowdown capability, sending a remote signal to gradually slow down the stolen vehicle.

**Telematics:** A technology that uses two-way wireless communications between a vehicle and a processing center to transmit voice and data information from the vehicle and the driver. Also used to describe the industry that uses this technology to deliver services to consumers (consumer telematics) and to commercial fleet owners and managers (commercial telematics).

**Telematics Call Center (TCC):** A 24 X 7 call center that services both inbound and outbound (land-to-mobile and mobile-to-land) calls from vehicles equipped with telematics devices.

**Telematics Devices:** Devices installed in motor vehicles that activate – either manually by the vehicle owner or automatically upon a collision – and can open up a voice channel and transmit the location and other vehicular data via a wireless connection to a TSP.

**Telematics Operator:** A live agent in a vehicle telematics call center (TCC) who will take inbound and make outbound calls for customers.

**Telematics Service Provider (TSP):** The business entity that owns and operates the voice and data center receiving voice calls and data messages from vehicles with telematics equipment.

**Telematics System:** The interconnection of computer hardware and software, wireless telecommunications, and in-vehicle data generation, including GPS satellite-location data that are aggregated to provide vehicle telematics services to vehicle owners.

**Tracking/Locating a Vehicle:** These terms are synonymous and are related to attempts to determine the present (or continuing) GPS location of any so equipped vehicle.

**User:** An individual accessing, activating or otherwise using the vehicle telematics service within the vehicle.

## Chapter 2 Public Safety Calls For Service

### 2.1 Background Information

Requests for public safety response may be made in appropriate situations when reported through automatic collision notification sensors or manual activation of a dedicated emergency button in a telematics-equipped vehicle where an attempt to verify the situation has been made, or, where the incident is confirmed by the user.

### 2.2 Vehicle Telematics Call Types

There are three general types of calls that PSAPs may receive from vehicle telematics service providers:

#### 2.2.1 Emergency Key Press

- 2.2.1.1 In-Vehicle Emergencies
- 2.2.1.2 Good Samaritan Calls

#### 2.2.2 Automatic Crash Notification Calls

#### 2.2.3 Vehicle Location Assistance

- 2.2.3.1 Stolen Vehicles
- 2.2.3.2 Slow-down Assistance
- 2.2.3.3 Missing Persons

## Chapter 3 Guidelines-Emergency Call with Voice

### 3.1 TSP/TCC Call Processing

This type of call may involve a manually activated alert from the vehicle and may or may not include automatic collision notification signals. Signals may indicate conditions such as an airbag deployment



and/or activation of emergency seat-harness tensioning restraints. The telematics call center may have voice contact with the vehicle occupant(s) and will attempt to verify the existence of an emergency or clarify the request for service and obtain the location of the vehicle. (e.g.: Motor vehicle accident with injuries, sudden medical emergency, Good Samaritan call to report an emergency event/condition).

## 3.2 Telematics Operator Actions

- 3.2.1** TCC operator will attempt to verify emergency event, location and obtain basic information prior to contacting the PSAP. (*See Section 11*)
- 3.2.2** Based on information received, the TCC may provide EMD simultaneously or after contacting the PSAP.
- 3.2.3** TCC operator will call the PSAP and request service. Based on availability of information, the TCC will normally provide the following information to the PSAP, but if not provided, the PSAP should not hesitate to ask for the information (*See Section 11 for a full description of information*):
  - 3.2.3.1** TCC name
  - 3.2.3.2** TCC operator name and identification number
  - 3.2.3.3** Type of call
  - 3.2.3.4** Location with nearest cross street, city/state or county/state name or latitude/longitude
  - 3.2.3.5** Vehicle description, if appropriate
  - 3.2.3.6** Vehicle Identification Number
  - 3.2.3.7** Movement data, or vehicle heading, if appropriate
  - 3.2.3.8** Other information, relevant to appropriate emergency response determination
  - 3.2.3.9** TCC reference number
  - 3.2.3.10** TCC callback number
  - 3.2.3.11** Emergency contact information of the vehicle owner/subscriber
  - 3.2.3.12** Status of Emergency Medical Dispatch instructions

## 3.3 PSAP Telecommunicator Actions:

- 3.3.1** Immediately confirm that the call is within the PSAP jurisdiction and if necessary redirect the call to the appropriate PSAP/jurisdiction if known.
- 3.3.2** If the caller reporting the emergency is not immediately on the line, request that the TCC operator allow him/her to “conference in” with the caller reporting the emergency.
- 3.3.3** Confirm with the vehicle operator/occupants the essential information provided by the TCC operator.
- 3.3.4** Conduct the PSAP-defined standard call-processing interview. assessing call type and priority.

- 3.3.5** Record the TCC reference number and callback number to expedite subsequent contact regarding the call.
- 3.3.6** Advise the TCC operator of the action to be taken on the call. The TCC operator may elect to remain on the line with the caller pending arrival of emergency service personnel.

## **Chapter 4 Guidelines - ACN/AACN Activation, No Voice**

### **4.1 TSP/TCC Call Processing**

This type of call is received from the vehicle's telemetry equipment, which indicates there has been an airbag deployment or other indications of a crash. The data may include information on force of crash or rollover. The TCC operator in this case has no voice contact with the occupant of the vehicle. The TCC operator may be monitoring the voice connection in the vehicle for sounds or voices. There is a high probability that a serious emergency condition exists.

### **4.2 Telematics Operator Actions:**

- 4.2.1** Attempt to verify the emergency event and location prior to contacting the PSAP.
- 4.2.2** Call the PSAP and request service. The TCC will normally provide the following information to the PSAP (See Section 11 for a full description of information):
  - 4.2.2.1** TCC name
  - 4.2.2.2** TCC operator name and identification number
  - 4.2.2.3** Type of call
  - 4.2.2.4** Indication if AACN Crash Sensors indicate likelihood of severe injury
  - 4.2.2.5** Location with nearest cross street, city/state or county/state name latitude/longitude
  - 4.2.2.6** Vehicle description, if appropriate
  - 4.2.2.7** Indication of other AACN data: rollover, direction of impact, number of impacts
  - 4.2.2.8** Movement data, if appropriate
  - 4.2.2.9** Whether no-voice/voice contact with occupants has been established. other information, relevant to appropriate emergency-response determination.
  - 4.2.2.10** Number of occupants if known
  - 4.2.2.11** TCC reference number
  - 4.2.2.12** TCC callback number
  - 4.2.2.13** Emergency contact information of the vehicle owner/subscriber.

### **4.3 PSAP Telecommunicator Actions:**

- 4.3.1** Immediately confirm that the call is within the PSAP jurisdiction and if necessary redirect the call to appropriate PSAP/jurisdiction, if known.

- 4.3.2** If a conference call has not already been established, request that the TCC operator allow him/her to “conference in” to monitor the vehicle and attempt to establish voice contact.
- 4.3.3** Confirm with the TCC operator all the relevant information concerning the location and any specific telematics data.
- 4.3.4** Process the call for service consistent with local policy/procedures and inform the TCC operator of the action to be taken.
- 4.3.5** Record the TCC reference number and callback number to expedite subsequent contact regarding the call.
- 4.3.6** The TCC operator may elect to continue to monitor the connection, even when the PSAP leaves the conference. In all cases, make a clear request that the TCC operator immediately recall the PSAP with any additional information, (i.e., voice contact is established, determination of injuries etc.).

## **Chapter 5 Guidelines - Emergency Button Activation, No Voice**

### **5.1 TSP/TCC Call Processing**

This type of call involves activation of the in-vehicle emergency button, but no voice contact can be made with the vehicle occupants. In addition, there is no telemetry information indicating a crash. (e.g. sudden medical emergency and loss of consciousness after depressing button. occupants depress button during a valid emergency and then leave the vehicle. an accidental button activation.)

### **5.2 Telematics Operator Actions:**

- 5.2.1** The TCC operator will seek to verify the existence of the emergency or service request arising from calls of this type. In an attempt to reduce the incidence of false alarms, several attempts, including the assessment of movement, will be made to verify the existence of an emergency prior to a conference of these calls with the PSAP. (*Vehicle information and location data is available.*)
- 5.2.2** The TCC operator will contact the PSAP and provide the following information: (See Section 11)
  - 5.2.2.1** TCC operator name and identification number
  - 5.2.2.2** Type of call
  - 5.2.2.3** Explanation of verification steps attempted by TCC
  - 5.2.2.4** Location with nearest cross street, city or county name or latitude/longitude
  - 5.2.2.5** Vehicle description, if appropriate
  - 5.2.2.6** Movement data, if appropriate
  - 5.2.2.7** No voice contact has been established and any other information, relevant to appropriate emergency response determination
  - 5.2.2.8** TCC reference number

- 5.2.2.9** TCC callback number
- 5.2.2.10** Name of vehicle owner/subscriber
- 5.2.2.11** Emergency contact information of the vehicle owner/subscriber

### **5.3 PSAP Telecommunicator Action:**

- 5.3.1** Immediately confirm that the call is within the PSAP jurisdiction and if necessary redirect the call to appropriate PSAP/jurisdiction, if known.
- 5.3.2** If a conference call with the vehicle is possible, request that the TCC operator promptly allow him/her to “conference in” to the vehicle to verify no voice contact.
- 5.3.3** Confirm with the TCC operator all the relevant information concerning the location and any specific telematics data.
- 5.3.4** Record the TCC reference number and callback number to expedite subsequent contact regarding the caller/call.
- 5.3.5** Advise the TCC operator of the action to be taken on the call, (i.e. confirm whether a public safety unit will respond, whether the call will be an informational broadcast or other non-response action). This call is similar to a 9-1-1 open-line call, for which local agencies have response policies/procedures.
- 5.3.6** The TCC operator may continue to monitor the open connection for additional information or until the arrival of a public safety unit.

## **Chapter 6 Guidelines - Vehicle Location (Stolen Vehicle Events)**

### **6.1 TSP/TCC Call Processing**

Telematics call centers can effectively locate vehicles. This ability provides enhanced services to vehicle telematics subscribers involved in emergency situations where locating their vehicle has life-safety implications. (E.g. Carjacking/hostage-taking, emotionally distraught, endangered, suicidal, at-risk subject, as well as stolen vehicles.)

### **6.2 Telematics Operator Actions -Vehicle Telematics Service Subscriber Reports Stolen Vehicle Directly to the TCC**

- 6.2.1** The TCC operator will verify vehicle ownership by using a pre-registered password/PIN provided by the telematics service subscriber.
- 6.2.2** If the subscriber requests law enforcement assistance the TCC operator will connect or direct the subscriber to the appropriate law enforcement agency to file a report, which is required prior to any tracking.

- 6.2.3** Once the subscriber has filed a report and obtained a law enforcement agency case number, he/she will re-contact the TCC to request vehicle tracking/location assistance.
- 6.2.4** The TCC must verify that a stolen-vehicle report has been filed with the appropriate law enforcement agency and will request the file-control number of the NCIC computer entry for the stolen vehicle.
- 6.2.5** Upon verification that a stolen vehicle report has been processed by a law enforcement agency, the TCC operator will coordinate vehicle location/tracking activities with the PSAP or the law enforcement officer handling the case.

### **6.3 Telematics Operator Actions -Vehicle Telematics Service Subscriber Reports Stolen Vehicle Directly to a Law Enforcement Agency**

- 6.3.1** The subscriber should advise the law enforcement agency that his/her vehicle has telematics tracking capability.
- 6.3.2** The law enforcement agency should complete the stolen vehicle report and direct the subscriber to contact his/her TSP and request stolen vehicle tracking/location assistance. The subscriber will need the law enforcement agency's case number.
- 6.3.3** Upon receiving a valid request from the subscriber, the TCC will contact the law enforcement agency to confirm the vehicle is being treated as stolen. The TCC operator will request the file-control number of the NCIC computer entry for the stolen vehicle. If not available, this will not delay or prevent location attempts.
- 6.3.4** Upon verification that a stolen vehicle report has been processed by a law enforcement agency, the TCC operator will coordinate vehicle location/tracking activities with the PSAP or the law enforcement officer handling the case.

### **6.4 PSAP Telecommunicator Actions:**

- 6.4.1** The PSAP may also initiate contact with the TCC, on behalf of law enforcement, requesting assistance in locating a vehicle. The TCC may need the subscriber's pre-registered password prior to providing location information. In the case of an in-progress crime where there is an immediate life threat (i.e., car-jacking where subscriber is incapacitated or taken hostage), the PSAP supervisor will coordinate with the on-duty TSP supervisor.
- 6.4.2** PSAPs and law enforcement agencies should consider augmenting the incident record and/or stolen vehicle report to include specific information about whether GPS equipment/services exist in the vehicle.

## **Chapter 7 – Guidelines Report of Recovered Stolen Vehicle**

## **7.1 TSP/TCC Call Processing**

A stolen vehicle may be located by the owner of the vehicle or by a law enforcement agency. There are multiple methods by which recovered stolen vehicles are reported. The vehicle in question may be moving or it may be stationary.

## **7.2 Telematics Operator Actions-Recovery by Owner Who Notifies the TCC**

- 7.2.1** TCC must notify the PSAP in the jurisdiction in which the stolen vehicle has been located.
- 7.2.2** TCC may conference the PSAP in with the owner of the vehicle.
- 7.2.3** TCC operator will take appropriate action to remove vehicle from stolen vehicle status which will stop the vehicle from sending current location reports to the TSP (remove vehicle from tracking).

## **7.3 Telematics Operator Actions-Recovery by Law Enforcement who Notifies Owner**

- 7.3.1** Owner should advise TSP of notification of vehicle recovery.
- 7.3.2** TCC may confirm stolen vehicle recovery with the law enforcement agency that initiated the original stolen vehicle report.
- 7.3.3** TCC operator will take appropriate action to remove vehicle from stolen vehicle status which will stop the vehicle from sending current location reports to the TSP (remove vehicle from tracking).

## **7.4 Telematics Operator Actions-Notification from PSAP or Law Enforcement**

- 7.4.1** The TCC operator may be advised by a PSAP or by a law enforcement agency that a stolen vehicle has been recovered.
- 7.4.2** The TCC may notify the vehicle owner that the vehicle has been found and that the appropriate law enforcement agency has been notified. The TCC will not notify the owner of the location of their vehicle. The owner will be referred to the law enforcement agency that took the original stolen vehicle report to answer any questions.

## **7.5 PSAP Telecommunicator Actions**

- 7.5.1** In all the cases mentioned in section 7 above, the PSAP will follow established local policy in locating and recovering a stolen vehicle. The PSAP telecommunicator must notify the appropriate TSP of relevant action to be taken.

## **Chapter 8 – Guidelines Stolen Vehicle Slow-Down**

### **8.1 TSP/TCC Call Processing**

Vehicle slowdown capability is a limited service which has been introduced on some vehicles. It was developed as a tool to reduce the risk of high speed pursuits. There is a five-pronged approach to verifying subscriber consent to assure that the correct vehicle is slowed down.

### **8.2 Telematics Operator Actions**

- 8.2.1** A subscriber files a stolen vehicle report with law enforcement and requests assistance from the TCC to assist law enforcement in locating their vehicle.
- 8.2.2** TCC will work with local law enforcement to locate the vehicle using GPS Technology.
- 8.2.3** Law Enforcement Officials at the scene should confirm the location, make, model and color of the vehicle to assure the correct vehicle will be slowed down. The TCC can also flash the hazard lights as added verification.
- 8.2.4** Law Enforcement at the scene should confirm that conditions are safe and request that the TCC initiate a slowdown of the vehicle. The TCC will then send a signal to the subscriber's stolen vehicle to remotely remove engine power which will slow the vehicle down gradually.

## **Chapter 9 – Guidelines Vehicle Tracking Missing/Endangered Persons**

### **9.1 TSP/TCC Call Processing**

These calls may involve a report of a missing/endangered person or may involve a suicidal subject in a telematics equipped vehicle. The incident may come directly to a TCC or may be reported to the TCC by a PSAP.

### **9.2 Telematics Operator Actions-Initiation by TCC**

- 9.2.1** If the incident is initiated by the TCC, they will notify the PSAP of incident information and whether the vehicle is being tracked.
- 9.2.2** In a reported life- threatening situation vehicle-tracking may occur at the time of the call to the TCC.
- 9.2.3** TCC may request the file-control number of the NCIC missing/endangered person entry as confirmation that this call is being treated as a valid incident by the PSAP.

### **9.3 PSAP Telecommunicator Actions-Initiation by TCC**

- 9.3.1** PSAP will follow established protocol for missing/endangered persons.

## **9.4 Telematics Operator Actions-Initiation by PSAP**

- 9.4.1** The PSAP may call the TCC to request vehicle location assistance for a missing/endangered person.
- 9.4.2** The TCC will provide immediate tracking in a reported life threatening situation or will request additional information/certification from the PSAP or agency representative.
- 9.4.3** TCC may request the file-control number of the NCIC missing/endangered person entry as confirmation that this call is being treated as a valid incident by the PSAP.

## **Chapter 10 - Protocol for Conference Calls**

### **10.1 TSP/TCC Call Processing**

The telematics operator will attempt to obtain certain pieces of information (such as those listed below) during their call process to validate the presence of an emergency call, prior to contacting the PSAP:

- 10.1.1** Establish voice contact with vehicle occupants.
- 10.1.2** Verify that emergency condition exists.
- 10.1.3** Verify location of incident.
- 10.1.4** Telemetry information (activation of airbag, vehicle roll over, etc.).
- 10.1.5** Assess the situation, such as:
  - 10.1.5.1** Number of injuries (occupants)
  - 10.1.5.2** Severity of injuries (occupants)
  - 10.1.5.3** Number of people involved (all vehicles)
  - 10.1.5.4** Number of vehicles involved
  - 10.1.5.5** Whether the vehicle is blocking traffic
  - 10.1.5.6** In rural areas, any identifiable landmarks nearby
  - 10.1.5.7** Notify vehicle occupants that 9-1-1 will be contacted

### **10.2 Telematics Operator Actions**

- 10.2.1** The TCC may initially contact the PSAP and brief the calltaker while the subscriber/driver remains off line.
- 10.2.2** The vehicle occupant may be placed in conference with the PSAP calltaker and the telematics operator.
- 10.2.3** When the PSAP operator has completed the call, the TCC operator may remain on the line with the subscriber/driver until emergency responders arrive at the scene.
- 10.2.4** The TCC operator may offer to notify designated personal emergency contacts.



**10.2.5** If the telematics operator becomes aware of any significant change in the emergency situation he or she will immediately notify the PSAP.

**10.2.6** If, at any time the need for public safety response ceases, the telematics operator will notify the PSAP for appropriate action.

## **Chapter 11 – Guidelines for Relaying Information**

### **11.1 General Call Processing**

Plain language should always be used to reduce confusion and misinformation. PSAP and TCC personnel should not use acronyms during the relay of information and calls for service. A phonetic alphabet should be used whenever necessary to ensure accurate relay of information, including proper names (occupant information, location information, VINs, etc.).

### **11.2 TSP/TCC Call Processing**

Telematics service providers typically relay information to the PSAP via telephone. It is critically important that the TCC operator be able to access a PSAP quickly, via use of existing emergency access lines which PSAPs maintain for operator assisted emergency calls, agency-to-agency emergency calls, or for 9-1-1 failures.

Typically done via telephony (9-1-1 trunk lines) TSPs are sending an automatic data flow to the PSAP, via 9-1-1 lines, via dedicated circuits and via the Internet. TSP information may be sent to the PSAP automatically using the static ALI display with the X/Y coordinates of the vehicle location. With the implementation of NG 9-1-1, additional data may be available.

#### **11.2.1** Typical information given by the TCC to the PSAP:

- 11.2.1.1** Telematics company name
- 11.2.1.2** Telematics Operator name and identification number
- 11.2.1.3** Reason for/request for dispatch
- 11.2.1.4** Time of incident
- 11.2.1.5** Location (street address with nearest cross-street, city/state or county/state)
- 11.2.1.6** Vehicle description, if appropriate
- 11.2.1.7** License plate and VIN (vehicle identification number) if available
- 11.2.1.8** Movement data, if appropriate
- 11.2.1.9** Other key event data, especially first responder safety information, if appropriate
- 11.2.1.10** Subscriber or vehicle owner's name
- 11.2.1.11** Telematics center voice callback number
- 11.2.1.12** Telematics center incident number for this call

Data information may also be available. The availability and type of crash data depends on the make, model and year of the vehicle involved. The telematics operator may be able to provide the following information:

- 11.2.1.13 Whether airbags were activated
- 11.2.1.14 Whether vehicle rolled over
- 11.2.1.15 Whether vehicle suffered multiple impacts (car vs. car, then car struck a tree)
- 11.2.1.16 Relative velocity-force indication, called "Delta V," which describes how fast a vehicle went from moving to a full stop over time. (Delta V can be an indication of the severity of the crash)
- 11.2.1.17 Injury Severity Prediction (ISP) to indicate a (high) probability of severe injuries
- 11.2.1.18 Status of Emergency Medical Dispatch instructions

## Chapter 12 – General Guidelines for Escalation of Calls

In any situation where the telematics operator believes the PSAP telecommunicator does not fully understand the details or urgency of an incident (i.e. refusing to accept an emergency call in their jurisdiction), the telematics operator should request that the call be escalated to the on-duty PSAP Supervisor.

In any situation where the PSAP telecommunicator believes that the telematics operator does not fully understand the urgency of the situation, (i.e. the Telematics operator is refusing to provide critical information needed), the PSAP operator should request that the call be escalated to the on-duty Telematics Supervisor.

## Chapter 13 – General Guidelines for Callback Related to Response

The TCC will treat a request for information that includes the telematics incident number as a valid request for assistance from the public safety agency. The PSAP telecommunicator should provide the name and call-back number of the PSAP and his/her name and badge number for further validation of the request. During certain "in progress" emergency situations, the PSAP supervisor may contact the telematics provider and request to speak with a Telematics supervisor in order to discuss coordination and special assistance.

## Chapter 14 – General Guidelines for Investigative Purposes

Supervisor-to-supervisor interaction may be necessary to obtain critical life-safety information when there is not sufficient time to formally process a request for information through normal channels (i.e., subpoena). Life Safety information is only applicable to vehicle location information. The **TCC may be restricted in providing any other additional customer information without the request being processed through normal channels such as via judicial subpoena.**

## Chapter 15 – Guidelines for Coordinated Response to Events

## 15.1 General Call Processing

The PSAP telecommunicator and the telematics operator must work as a team to assist customers in need. It is essential that the PSAP maintain communication with the TCC and, to the extent possible, share information with the telematics operator.

### 15.1.1 Typical information shared between PSAP and the TCC:

- 15.1.1.1** Calltaker/dispatcher identification (name and/or badge-ID number)
- 15.1.1.2** Agency event/incident number assigned to the call
- 15.1.1.3** Preferred phone number for PSAP/agency contact

The TCC should share the following information with the PSAP calltaker, if requested:

- 15.1.1.4** Update on location of vehicle
- 15.1.1.5** Capability of sounding the horn or flashing the headlights to help guide responders to exact location
- 15.1.1.6** Other capabilities, procedures or actions that might assist in response or resolution of the call

## Chapter 16 – Copies of PSAP or TSP Records

### 16.1 TSP/TCC Processing

The TCC may find it necessary to contact the public safety agency at a later date and request a copy of an agency's dispatch record, or other official documentation related to the event for internal record keeping purposes.

All requests for agency-generated and maintained records, including offense reports, call-for-service records, pictures, voice and/or data recordings, and other documentation related to an incident shall be made in writing, on company letterhead, signed by an executive-level representative, and include the following information:

- 16.1.1** Date and time of incident.
- 16.1.2** Agency event/incident number.
- 16.1.3** Customer name or vehicle information.
- 16.1.4** Other information that may help in the processing of the request (i.e., PSAP case number).

The TSP shall be advised in writing of any customary costs related to the reproduction of PSAP agency records, if any. It is further understood that each agency is governed by local, state and federal rules

that regulate the release of public records. In some cases, the telematics provider may have to provide a "records release" form signed by the customer.

## **16.2 PSAP/Public Safety Processing**

It is equally recognized that the PSAP or other involved public safety agency may submit a written request for information to the telematics call center on official agency letterhead. In some instances, the requesting public safety agency may need to provide a judicial subpoena before the TSP is able to release a customer's confidential information.

### **16.2.1 Possible customer data from the telematics provider:**

- 16.2.1.1** Vehicle owner name
- 16.2.1.2** Pertinent phone number(s) for contacting owner or user
- 16.2.1.3** Vehicle owner address
- 16.2.1.4** Personal Emergency Contact Numbers
- 16.2.1.5** Vehicle Identification Number (VIN)
- 16.2.1.6** Vehicle Make
- 16.2.1.7** Vehicle Model
- 16.2.1.8** Vehicle Year
- 16.2.1.9** Vehicle Color
- 6.2.1.10** License plate number

## **Chapter 17 – TSP Mapping and Jurisdiction Identification**

There is no nationwide directory for PSAPs and agency boundaries. Each telematics provider maintains its own GIS system that will plot the location of the incident and will also locate the closest known public safety agency in proximity to the scene. The GIS system typically will convert latitude and longitude data for a geographic point into a street name, with a range of addresses and the two nearest cross streets.

On occasion, the Telematics Operator will reach a PSAP that does not have jurisdiction for the emergency call. In the interest of public safety and service, each PSAP should attempt to assist the Telematics Operator in identifying the correct PSAP and either transfer the TCC to the correct PSAP or provide contact information for that PSAP.

The telematics provider maintains information on each known PSAP, or works with a 9-1-1 service provider that maintains information on the name and contact numbers of each known PSAP as well as the jurisdictional boundaries for the agencies dispatched by the PSAP.

## **APPENDIX A: TELEMATICS CONTACT INFORMATION:**

### **Hughes Telematics, Inc**

2002 Summit Boulevard  
Suite 1800  
Atlanta, Georgia 30319  
[www.hughstelematics.com](http://www.hughstelematics.com)  
Phone: 404-573-5800

### **AAA Roadwise**

8773155176 (General AAA service)  
877-657-9551 (PSAP/Emergency Services - US)

2002 Summit Boulevard  
Suite 1800  
Atlanta, Georgia 30319  
[www.hughstelematics.com](http://www.hughstelematics.com)

### **Mercedes Benz mbrace**

877-648-6785 (General mbrace service)  
877-657-9551 (PSAP/Emergency Services - US)  
877-661-6938 (PSAP/Emergency Services-Canada)

2002 Summit Boulevard  
Suite 1800  
Atlanta, Georgia 30319  
[www.hughstelematics.com](http://www.hughstelematics.com)

### **State Farm In-Drive**

888-270-0267 (General State Farm – In-Drive service)  
877-657-9551 (PSAP/Emergency Services - US)

2002 Summit Boulevard  
Suite 1800  
Atlanta, Georgia 30319  
[www.hughstelematics.com](http://www.hughstelematics.com)

## OnStar

1-888-4OnStar (General Subscriber Number)

PSAP/Emergency Services: 866-866-5006

[emergencyservices@onstar.com](mailto:emergencyservices@onstar.com) (Non-emergency communication, business hours only: 8am-5pm EST)

[www.onstar.com/publicsafety](http://www.onstar.com/publicsafety)

## Agero

8550 Freeport Parkway

Irving, TX 75063

Hyundai Blue Link: **1-877-730-2899**

Toyota Safety Connect/Lexus Enform **1-800-294-3055**

BMW Assist 1-866-895-4322

Rolls-Royce Assist **1-888-427-4814**

Infiniti Connection **1-855-892-7416**

Connected Vehicle Services (formerly Mercedes-Benz Tele Aid)

**US 1-888-417-0182** CANADA: 1-888-932-8367

General 24-hour ATX number: **1-972-753-6344**

General Email: <mailto:dais@atxg.com>

## Zoombak

909 Third Avenue

28th Floor

New York, NY 10022

Phone: 877-857-FIND

Email: [info@zoombakgpsrecovery.com](mailto:info@zoombakgpsrecovery.com)