
APCO

Recommended Best Practices

PSAPs/Telematics Call Processing

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EXECUTIVE OVERVIEW

Telematics Service Providers (TSP) offer a wide variety of programs to vehicle owners, including location-based services and automatic collision notification. While many of these services do not affect 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 may 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 calltaker 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 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 standards that are relevant to the communication of 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 Telematic Call Centers (TCCs), input from TSPs and a series of regional PSAP meetings.

1. Scope

This guideline is designed to identify necessary operational requirements for PSAPs to receive and process telematics calls. This document identifies four basic types of 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.

2. Glossary

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 Notification (ACN): Immediately following a crash or when seatbelt pretensioners have been exceeded, critical vehicle and occupant data is automatically sent via wireless technology to a TCP's TCC. After transfer of all crash-related data, the system will automatically establish a voice connection between the vehicle and the TCC.

Calltaker: The person answering the call at a PSAP.

Computer Aided Dispatch (CAD): A computer based system used in PSAPs to assist in dispatch and record keeping.

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 ACN devices.

Dispatch: Deployment of public safety response personnel.

Geographical Information System (GIS): Mapping software that can translate the latitude and longitude of the subscriber vehicle to a specific location (street address) on a digital map and can also convert a street address back 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.

Mayday Button or Manual Activation Device: An embedded, in-vehicle device that allows the user to manually initiate an emergency alarm signal to the Telematics Call Center.

Passcode: See Password. Or PIN

Password: A single word, multiple words or a numeric string, usually provided verbally, to identify a valid telematics user for certain services, including remote door unlock and stolen vehicle tracking.

PIN: See Password

Public Safety Answering Point (PSAP): A facility equipped and staffed on a 24-hour, 7-days-a-week basis to receive and process 9-1-1 and other emergency calls for service for a defined area.

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

Public Safety Request: A call, usually made by telephone, from an operator at a telematics call center to a public safety agency, requesting public safety response on behalf of a telematics customer.

Responding Agency: The public safety agency initially assigned by the calltaker at the PSAP to investigate the report of an emergency or non-emergency call for service.

Subscriber: An individual or company who has contracted 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 select newer 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 24X7 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 telematics call center 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 telematics services to vehicle owners.

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

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

3. Public Safety Calls for Service

3.1 Requests for public safety response shall only be made in appropriate situations 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.

3.2 There are three general types of calls that PSAPs will receive from telematics service providers:

3.2.1 Emergency Keypress

3.2.1.1 In-Vehicle Emergencies

3.2.1.2 Good Samaritan Calls

3.2.2 Automatic Crash Notification Calls

3.2.3 Vehicle Location Assistance

3.2.3.1 Stolen Vehicles

3.2.3.2 Slow-down Assistance

3.2.3.3 Missing Persons

4. Emergency Call With Voice

4.1 TSP Call-Processing Guidelines:

4.1.1 May involve a manually activated alert from the vehicle, may or may not include automatic collision notification signals indicating an airbag deployment and/or activation of emergency seat-harness tensioning restraints, airbag deployment, etc.

4.1.2 The telematics call center will have voice contact with the vehicle occupant(s) and will verify the existence of the emergency or service request.

(Examples: Motor vehicle accident with injuries, sudden medical emergency, Good Samaritan call to report an emergency event/condition.)

4.2 Telematics Operator Actions:

4.2.1 TCC operator will verify emergency event and location and obtain basic information prior to contacting the PSAP. *(See Section 11)*

4.2.2 TCC operator will call 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 Location with nearest cross street, city/state or county/state name or latitude/longitude

4.2.2.5 Vehicle description, if appropriate

4.2.2.6 Vehicle Identification Number

4.2.2.7 Movement data, or vehicle heading, if appropriate

4.2.2.8 Other information, relevant to appropriate emergency-response determination

4.2.2.9 TCC reference number

4.2.2.10 TCC callback number

4.2.2.11 Name of vehicle owner/subscriber

4.2.2.12 Emergency contact information of the vehicle owner/subscriber

4.3 PSAP Operator Action:

4.3.1 The PSAP calltaker shall immediately confirm that the call is within the PSAP jurisdiction and if necessary redirect the call to the appropriate PSAP/jurisdiction if known;

4.3.2 Request that the TCC operator allow him/her to “conference in” with the caller reporting the emergency;

4.3.3 Confirm with the vehicle operator/occupants the essential information provided by the TCC operator;

4.3.4 Conduct the PSAP-defined standard call-processing interview; assessing call type and priority;

4.3.5 Record the TCC reference number and callback number to expedite subsequent contact regarding the call;

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- 4.3.6 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.

5. ACN/AACN Activation, No Voice

- 5.1 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. *(Example: Data may include force of crash or rollover information. The TCC operator 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.)*

5.2 Telematics Operator Actions:

- 5.2.1 TCC operator will attempt to verify emergency event and location prior to contacting the PSAP. TCC should verify that location of no-

- 5.2.2 TCC operator will call PSAP and request service. The TCC will normally provide the following information to the PSAP:
(See Section 11 for a full description of information)

- 5.2.1.1 TCC name
- 5.2.1.2 TCC operator name and identification number
- 5.2.1.3 Type of call
- 5.2.1.4 Location with nearest cross street, city/state or county/state name latitude/longitude
- 5.2.1.5 Vehicle description, if appropriate
- 5.2.1.6 Movement data, if appropriate
- 5.2.1.7 Other information, relevant to appropriate emergency-response determination
- 5.2.1.8 TCC reference number
- 5.2.1.9 TCC callback number
- 5.2.1.10 Name of vehicle owner/subscriber
- 5.2.1.11 Emergency contact information of the vehicle owner/subscriber.

5.3 PSAP Operator Action:

- 5.3.1 The PSAP operator shall 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 Request the TCC operator allow him/her to "conference in" to monitor the vehicle and attempt to establish voice contact;
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- 5.3.3 Confirm with the TCC operator all the relevant information concerning the location and any specific telematics data;
 - 5.3.4 Process call for service consistent with local policy/procedures and inform the TCC operator of the action to be taken;
 - 5.3.5 Record the TCC reference number and callback number to expedite subsequent contact regarding the call;
 - 5.3.6 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.), pending arrival of emergency service personnel.)

6. Emergency Button Activation, No Voice

- 6.1 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. *(Examples: sudden medical emergency and loss of consciousness after depressing button; occupants depress button during a valid emergency and then leave the vehicle; and accidental button activation.)*
 - 6.2 Telematics Operator Actions:
 - 6.2.1 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 the transfer of these calls to the PSAP. *(Vehicle information and location data is available.)*
 - 6.2.2 The TCC operator will contact the PSAP and provide the following information: (See Section 11)
 - 6.2.2.1 TCC operator name and identification number
 - 6.2.2.2 Type of call
 - 6.2.2.3 Explanation of verification steps attempted by TCC
 - 6.2.2.4 Location with nearest cross street, city or county name or latitude/longitude
 - 6.2.2.5 Vehicle description, if appropriate
 - 6.2.2.6 Movement data, if appropriate
 - 6.2.2.7 Other information, relevant to appropriate emergency response determination
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- 6.2.2.8 TCC reference number
 - 6.2.2.9 TCC callback number
 - 6.2.2.10 Name of vehicle owner/subscriber
 - 6.2.2.11 Emergency contact information of the vehicle owner/subscriber.

6.3 PSAP Operator Action:

- 6.3.1 The PSAP call taker shall immediately confirm that the call is within the PSAP jurisdiction and if necessary redirect the call to appropriate PSAP/jurisdiction, if known;
- 6.3.2 Request that the TCC operator promptly allow him/her to “conference in” to the vehicle to verify no voice contact;
- 6.3.3 Confirm with the TCC operator all the relevant information concerning the location and any specific telematics data;
- 6.3.4 Record the TCC reference number and callback number to expedite subsequent contact regarding the caller/call;
- 6.3.5 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 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;
- 6.3.6 The TCC operator may continue to monitor the open connection for additional information or until the arrival of a public safety unit.

7. **Vehicle Location (Stolen Vehicle Events)**

Telematics call centers can effectively locate vehicles. This ability provides enhanced services to telematics subscribers involved in emergency situations where locating their vehicle has life-safety implications.

(Example: Carjacking/hostage-taking, emotionally distraught, endangered, suicidal, at-risk people, as well as stolen vehicles.)

7.1 Special Questions/Conditions may apply to particular subcategories of this call type.

- 7.1.1 Stolen vehicles: If the Telematics Service subscriber reports the vehicle stolen to the TCC directly, and verifies vehicle ownership by using a pre-registered password and requests law enforcement assistance:

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- 7.1.1.1 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.
 - 7.1.1.2 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.
 - 7.1.1.3 The TCC must verify that a stolen-vehicle report has been filed with the appropriate law enforcement agency. The TCC operator will typically request the file-control number of the NCIC crime computer entry for the stolen vehicle.
- 7.1.2 Stolen Vehicles: If the telematics subscriber reports the stolen vehicle stolen directly to a law enforcement agency:
- 7.1.2.1 The subscriber should report that his/her vehicle has telematics tracking capability.
 - 7.1.2.2 The law enforcement agency should complete the stolen vehicle report and direct the subscriber to contact his/her TSP and request vehicle location. The subscriber will need the law enforcement agency's case number.
 - 7.1.2.3 Upon receiving a valid request from the subscriber, the TCC will contact the law enforcement agency to confirm that a stolen vehicle report has been processed. The TCC operator will typically request the file-control number of the NCIC crime computer entry for the stolen vehicle (NIC number).
- 7.2 Upon verification that a stolen vehicle report has been processed by a law enforcement agency, the TCC operator will coordinate vehicle- location activities with the PSAP or the law enforcement officer handling the case.
- 7.3 The PSAP may also initiate contact with the TCC, on behalf of law enforcement, requesting assistance in locating a vehicle. Typically, the TCC must be given the subscribers 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 TSP on-duty supervisor.
- 7.4 Law enforcement agencies should consider restructuring the existing complaint record for stolen vehicles to include specific information about whether GPS equipment/services exist in the vehicle.
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8. Vehicle Location (Vehicle - Tracking - Recovered Stolen Vehicle)

- 8.1 A stolen vehicle may be located by the owner of the vehicle or by a law enforcement agency:
 - 8.1.1 TCC will first notify PSAP in the jurisdiction in which the stolen vehicle has been located.
 - 8.1.2 TCC may also notify the agency which initiated the original stolen vehicle report.
 - 8.1.3 The vehicle may be moving or may be stationary.
 - 8.1.4 PSAP will follow established local policy in locating and recovering a stolen vehicle. PSAP operator must notify TCC operator of action to be taken (i.e., broadcast of mobile stolen vehicle, response to stationary stolen vehicle, etc.).
 - 8.1.5 TCC operator will take appropriate action to remove vehicle from the TSP list of stolen vehicles.
 - 8.2 Recovered by owner who notifies TCC:
 - 8.2.1 TCC will notify PSAP in the jurisdiction in which the stolen vehicle has been located.
 - 8.2.2 TCC will conference in the owner of the vehicle.
 - 8.2.3 PSAP will follow established local policy in locating and recovering a stolen vehicle. PSAP operator must notify TCC operator and vehicle owner of action to be taken.
 - 8.2.4 TCC will take appropriate action to remove vehicle from the TSP list of stolen vehicles.
 - 8.3 Recovered by law enforcement who notifies owner:
 - 8.3.1 Owner will notify TCC of notification of vehicle recovery.
 - 8.3.2 TCC will confirm stolen vehicle recovery with the law enforcement agency that initiated the original stolen vehicle report.
 - 8.3.3 TCC will take appropriate action to remove vehicle from the TSP list of stolen vehicles.
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- 8.4 The vehicle owner may have located and/or recovered his/her own vehicle.
 - 8.5 PSAP will follow established local policy in locating and recovering a stolen vehicle. PSAP operator must notify TCC operator of action to be taken (i.e., broadcast of mobile stolen vehicle, response to stationary stolen vehicle, etc.).
 - 8.6 TCC will 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.

9. Stolen Vehicle (Stolen Vehicle Slow-down)

This is a limited service which has recently 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 and that the correct vehicle is slowed down.

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

NOTE: It may be possible for vehicle owners to opt out of this service making it impossible for the TCC to execute the slowdown.

10. Stolen Vehicle (Vehicle-Tracking - Missing/Endangered Persons)

These calls may involve a report of a missing/endangered person being filed by a third party or may involve a suicidal subject in a telematics-equipped vehicle who is speaking to the TCC.

10.1 Incident initiated by TCC:

10.1.1 TCC will notify PSAP of incident information and whether the vehicle is being tracked.

10.1.2 PSAP will follow established protocol for missing/endangered persons.

10.1.3 Vehicle-tracking may occur at time of call, in a reported life-threatening situation, or

10.1.4 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.

10.2 Incident initiated by PSAP:

10.2.1 PSAP will call TCC and provide appropriate owner-password authorization information on the vehicle and will request the vehicle be located.

10.2.2 TCC will provide immediate tracking in a reported life threatening situation or will request additional information/certification from the PSAP or agency representative.

10.2.3 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.

11. Protocol for Conference Call

11.1 The telematics operator will obtain certain pieces of information during their process to validate the presence of an emergency call, prior to contacting the PSAP.

11.1.1 Establish voice contact with vehicle occupants;

11.1.2 Verify that emergency condition exists;

11.1.3 Verify location of incident;

11.1.4 Confirm telemetry information (activation of airbag, vehicle roll over, etc.);

11.1.5 Identify driver and determine situation, including:

11.1.5.1 Number of injuries (occupants);

11.1.5.2 Severity of injuries (occupants);

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- 11.1.5.3 Number of people involved (all vehicles);
 - 11.1.5.4 Number of vehicles involved;
 - 11.1.5.5 Whether the vehicle is blocking traffic;
 - 11.1.5.6 In rural areas, any identifiable landmarks nearby;
 - 11.1.5.7 Notify vehicle occupants that 9-1-1 will be contacted;
 - 11.1.5.8 Remind driver that the Telematics Operator will stay on line for assistance.

11.2 The TCC shall initially contact the PSAP and brief the calltaker while the subscriber/driver remains off line.

11.3 The subscriber/driver/customer shall be conferenced in with the 9-1-1 PSAP calltaker and the telematics operator only at the direction of the 9-1-1 calltaker.

11.4 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.

11.5 The TCC operator may offer to notify designated personal emergency contacts.

11.6 The telematics operator will immediately notify the PSAP of any significant change in the emergency situation (i.e., any additional information that the responders may find useful or change the response).

11.7 If, at any time the need for public safety response ceases, the telematics operator will notify the PSAP for appropriate action based on local protocol.

12. Information to the PSAP

12.1 Relay of information to PSAP:

12.1.1 Telematics service providers typically relay information to the PSAP via telephone.

12.1.2 It is critically important that the TCC operator be able to access a PSAP calltaker quickly, via use of existing ten-digit emergency access line which PSAPs maintain for operator assisted emergency calls, agency-to-agency emergency calls, or for 911 failure.

12.1.3 TSPs are also conducting field trials on automatic data flow to the PSAP, via 9-1-1 lines, via dedicated circuits and via the Internet. In the future, most TSP information may be sent to the PSAP automatically.

12.2 Voice Information (The following information is typically given by the telematics operator to the PSAP):

- 12.2.1 Telematics center name;
- 12.2.2 Telematics Operator name and identification number;
- 12.2.3 Reason for/request for dispatch;
- 12.2.4 Time of incident;
- 12.2.5 Location (street address with nearest cross-street, city/state or county/state);
- 12.2.6 Vehicle description, if appropriate;
- 12.2.7 License plate and VIN (vehicle identification number) if available;
- 12.2.8 Movement data, if appropriate;
- 12.2.9 Other key event data, especially first responder safety information, if appropriate;
- 12.2.10 Subscriber or vehicle owner's name;
- 12.2.11 Telematics center voice callback number;
- 12.2.12 Telematics center incident number for this call.

12.3 Data information, if 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):

- 12.3.1 Whether airbags were activated;
- 12.3.2 Whether vehicle rolled over;
- 12.3.3 Final resting position of the vehicle (i.e., upright or on its side);
- 12.3.4 Whether vehicle suffered multiple serious impacts (car vs. car, then car struck a tree);
- 12.3.5 Relative velocity-force indication, called "Delta V," which describes how fast a vehicle went from moving to a full stop. (Delta V is an indication of the severity of the crash).

13. Escalation of Calls

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

13.2 In any situation where the PSAP operator believes that the Telematics Operator does not fully understand the urgency of the situation, (i.e., where 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.

14. **Protocol for Callback**

- 14.1 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.
- 14.3 The PSAP operator should provide the name and call-back number of the PSAP.
- 14.3 The PSAP operator should provide his/her name and badge number for further validation of the request.
- 14.4 In certain "in progress" emergency situations, the PSAP supervisor should contact the telematics provider and request to speak with a telematics supervisor in order to discuss coordination and special assistance.
- 14.5 The supervisor-to-supervisor interaction is also necessary to obtain critical life-safety information when there is not sufficient time to process the request through formal channels (i.e., subpoena).

15. **Information Relay**

- 15.1 Plain language exchange - To reduce confusion and misinformation, PSAP and TCC personnel should not use acronyms during the relay of information and calls for service.
- 15.2 Phonetic alphabet – The Phonetic alphabet should be used whenever necessary to ensure accurate relay of information, including proper names (occupant information, location information, VINs, etc.).

16. **Coordinated Response to Event**

- 16.1 The PSAP calltaker/dispatcher and the telematics operator shall work as a team in assisting the customer in need. As such, it is essential that the PSAP calltaker/dispatcher maintain communications with the telematics operator and, to the extent possible, share information with the telematics operator, including the following:
 - 16.1.1 Calltaker/dispatcher identification (name and/or badge-ID number);
 - 16.1.2 Agency event/incident number assigned to the call;
 - 16.1.3 Preferred phone number for PSAP/agency contact.
 - 16.2 The telematics operator should share the following information with the PSAP calltaker, if requested:
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- 16.2.1 Update on location of vehicle;
 - 16.2.2 Capability of honking horn or flashing headlights (if capability exists) to help guide responders to exact location;
 - 16.2.3 Other capabilities, procedures or actions that might assist in response or resolution of the call.

17. Copies of PSAP Records

- 17.1 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 record - related to the event for internal record-keeping purposes.
- 17.2 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:
 - 17.2.1 Date and time of incident;
 - 17.2.2 Agency event/incident number;
 - 17.2.3 Customer name or vehicle information;
 - 17.2.4 Any other information that may help in the processing of the request (i.e., PSAP case number).
- 17.3 The telematics requestor shall be advised in writing of any customary costs related to the reproduction of PSAP agency records, if any.
 - 17.3.1 It is further understood that each agency is governed by local, state and federal rules that regulate the release of public records information.
 - 17.3.2 In some cases, the telematics provider may have to provide a "records release" form signed by the customer.
- 17.4 It is equally recognized that the PSAP or other involved public safety entity may submit a written request to the telematics call center on official agency letterhead. In some instances, a formal subpoena may be necessary for the release of customer's confidential information.

18. Data Maintenance

- 18.1 To ensure that accurate information is provided to PSAPs during a Request For Response (RFR), the following information shall be maintained by the TSP Call Center. The information may reside in an
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appropriate database structure, as best suits the monitoring center, and shall contain appropriate pointers between databases to cross reference data, according to the structure of the database employed.

- 18.2 To ensure that information gathered during a crime in progress is able to be retrieved quickly when requested by an incident commander, the data should be searchable by responding agency Computer Aided Dispatch (CAD) incident number (if any) and name of jurisdiction.

19. Customer Information

- 19.1 The following customer data may be available from the telematics provider:

19.1.1 Vehicle owner data

- 19.1.1.1 Name
- 19.1.1.2 Pertinent phone number(s) for contacting owner or user
- 19.1.1.3 Address
- 19.1.1.4 Personal Emergency Contact Numbers

19.1.2 Vehicle data:

- 19.1.2.1 Vehicle Identification Number (VIN)
- 19.1.2.2 Make
- 19.1.2.3 Model
- 19.1.2.4 Year
- 19.1.2.5 Color
- 19.1.2.6 License plate number
- 19.1.2.7 Distinguishing features

20. Mapping and Jurisdiction

- 20.1 It should be noted that 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 to the scene. The map database 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.
- 20.2 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 to identify the correct PSAP and providing contact information for that PSAP.
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20.3 The telematics provider maintains information on each known PSAP, to include:

20.3.1 Type of PSAP: law enforcement, fire/rescue, EMS;

20.3.2 Agencies served: identification on which agencies are dispatched by this PSAP;

20.3.3 Telephone numbers: preferred contact numbers that allow the telematics operator to reach the PSAP rapidly, preferably via a ten-digit emergency line;

20.3.4 Boundaries: jurisdictional boundaries for the agencies dispatched by the PSAP.

TELEMATICS CONTACT INFORMATION:

OnStar

1-888-4OnStar (General Subscriber Number)
PSAP/Emergency Services: 866-866-5006
emergencyservices@onstar.com (Non-emergency communication, traditional
business hours only: 8am-5pm EST)

ATX

8550 Freeport Parkway
Irving, TX 75063
BMW ASSIST Callback: 866-895-4322
Mercedes-Benz Tele Aid Callback: 888-417-0182
Others: 866-895-4320
General Email: dais@atxg.com

Zoombak

909 Third Avenue
28th Floor
New York, NY 10022
Phone: 877-857-FIND
Email: info@zoombakgpsrecovery.com
