

APCO ANS 1.114.1-2017

APCO Recommended Best Practices for PSAPs When Processing Vehicle Telematics Calls from Telematics Service Providers



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APCO International
351 N Williamson Blvd
Daytona Beach, FL 32114

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Abstract: This guideline is designed to identify best practices and necessary operational requirements for PSAPs to receive and process vehicle initiated telematics calls.

Keywords: Telematics, PSAP, Crash Notification, Best Practices

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APCO International

351 N. Williamson Blvd

Daytona Beach, FL 32114 USA

standards@apcointl.org

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Karen Allen
9-1-1 Emerging Technologies Chair
State of Arizona

Gary Bates
Howard County Sheriff's Dept, IN

Dave Dixon, ENP
Milford Fire Department, CT

Pete Eggimann
Metropolitan Emergency Services Board, MN

Bob Ehrlich
Central Islip/Hauppauge Vac, NH

Alice Johnson
I-Com 9-1-1, WA

Chris Kapel
Westerville Communications Division, OH

Jaime Leyerle
OnStar, MI

Thomas J. Margetta, ENP
GroupCare Technologies, LLC, FL

Kathy McMahon
Mission Critical Partners Inc, TX

Gary Wallace
SiriusXM, TX

Dave Diamond
Barnstable County Sheriff's Office, MA

Steve Leese
APCO International

Crystal McDuffie, RPL, ENP
APCO International

Bill Petrea
APCO International

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Chris Fischer, Past APCO International President
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AVAYA

James Leyerle
OnStar

Nathan McClure, Past APCO International President
AECOM

Michael Romano
NexGen Global Technologies

Bradford S. Smith
Framingham Fire Department, Massachusetts

Bud Hicks
Grundy County, Illinois

Jackie Pace
Redwood City, California

Tracy Ertl
TitleTown Publishing

Rick Thomas
Apex, North Carolina

Nicki Tidey
Orange County Emergency Communications Center

Crystal McDuffie, RPL, ENP
Standards Secretary, APCO International

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*Executive Summary**

On behalf of public safety communications professionals across the nation, the 9-1-1 Emerging Technologies Committee reviewed and updated the APCO Recommended Best Practices for PSAPs When Processing Vehicle Telematics Calls from Telematics Service Providers document, originally created by the APCO Telematics Task Force.

APCO previously established a Telematics Task Force, in part, to identify and create best practices that were relevant to the communication of vehicle emergency information from Telematics Call Centers to public safety agencies and thereby form the basis of both PSAP and Telematics Call Center training curriculums. The original recommendations were based on site visits to Telematics Call Centers, input from Telematics Service Providers and a series of regional PSAP meetings.

The 9-1-1 Emerging Technologies Committee, comprised of PSAP personnel, commercial members and Telematics Service Providers combined their expertise and experience to create a standard to guide the interactions between Telematics Call Center Operators and PSAP Telecommunicators. Telematics data provides an opportunity for public safety agencies to dispatch more efficiently, based on crash notification elements and specific crash data. Law enforcement agencies, working in correlation with Telematics Call Centers, are able to work together to assist in the location of missing people, recovery of stolen vehicles and vehicle slow down to stop vehicles involved in criminal activity. In emergency situations, effective communication between the Telematics Call Center and the local PSAP is critical.

By providing the information included in this standard, the PSAP Telecommunicator and Telematics Operator working in concert, will be able to provide timely, efficient and effective assistance to the involved party.

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*Acronyms and Abbreviations**

AACN	Advanced Automatic Crash Notification	GNSS	Global Navigation Satellite System
ACN	Automatic Crash Notification	GPS	Global Positioning Systems
ALI	Automatic Location Information	ID	Identification
ALS	Advanced Life Support	IP	Internet Protocol
ANS	American National Standards	ISP	Injury Severity Prediction
ANSI	American National Standards Institute	ISS	Injury Severity Score
APCO	Association of Public Safety Officials	NCIC	National Crime Information Center
CAD	Computer Aided Dispatch	NG911	Next Generation 9-1-1
EMD	Emergency Medical Dispatch	PSAP	Public Safety Answering Point
EMS	Emergency Medical Services	SDC	Standards Development Committee
FBI	Federal Bureau of Investigations	TLMA	Telematics Class of Service
FCC	Federal Communications Commission	TSP	Telematics Service Providers
GIS	Geographic Information Systems	VIN	Vehicle Identification Number

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Chapter 1 Introduction

Telematics Service Providers (TSPs) offer a wide variety of programs to subscribing 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 Telematics Call Center.

The Telematics Call Center will, in most cases, be located far away from the jurisdiction in which the incident occurs. In emergency situations, effective communication between the Telematics Call Center and the local PSAP is critical. The PSAP Telecommunicator and Telematics Operator shall work in concert to provide timely, efficient and effective assistance to the involved party. As with any call for service, it is imperative that calls are dispatched to first responders in an expeditious manner to ensure prompt service.

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 three basic types of automatic crash notifications that may be received by the PSAP; advanced automatic crash notification (ACN + crash severity), in-vehicle eCall, and stolen vehicle location request. It also provides recommendations on information exchange and response. Each public safety agency should apply local policy to ensure a consistent response for its area. Each situation encountered is different and the recommended actions to be taken may not be in the same order depending on the situation.

Definitions

Advanced ACN (AACN): The automatic transmission to a Telematics Call Center of additional enhanced crash-severity data collected by embedded, in-vehicle crash sensors (See ACN). (Data available may vary among makes and models).

Assistance Requests: Requests from telematics users to a Telematics Call Center.

Automatic Collision or Crash Notification (ACN): Immediately following a crash when certain crash thresholds have been exceeded, the vehicle's location and vehicle data is automatically sent via wireless technology to a Telematics Call Center. The system automatically establishes a voice connection between the vehicle and the Telematics Call Center.

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 Telematics Operator, vehicle occupant and PSAP Telecommunicator or other third party are connected in a bridge configuration through the Telematics Call Center'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 or software, 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. Some Telematics Call Centers are trained to use an EMD system to help handle calls for assistance and support vehicle occupants.

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.

Good Samaritan Calls – Calls received by someone that is not involved in the incident, but is a passer-by. A citizen may call into the Telematics Call Center requesting the incident be relayed to the 9-1-1 PSAP.

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

In Vehicle Emergency Button (MayDay or SOS)– Configured as part of the vehicle as a designated button or screen tab to summon emergency assistance. When manually activated by a vehicle occupant, the call and vehicle location is relayed to the Telematics Call Center for processing or in some cases routed directly to the 9-1-1 PSAP where it is delivered with automated voice prompts and information. Also known, particularly outside the U.S., 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.

Lost, Missing or Missing/Endangered Persons –

Lost Person - A person (Or persons) who is temporarily disoriented and / or incapacitated who desires to be found, e.g., a hiker that does not know exactly where they are, a stranded motorist, a climber who has fallen and broken a leg, etc.

Missing Person – A person who is voluntarily missing, has control over their actions, and who has decided upon a course of action, e.g., wishes to leave home due to abuse or desires to commit suicide OR a person who is influenced by a third party and has gone missing against their will, e.g., abduction or murder victim.

Missing/Endangered Person – A person whose whereabouts are unknown and who is: physically or mentally disabled to the degree that the person is dependent upon an agency or other individual; missing under

circumstances indicating that the missing person's safety may be in danger or missing under involuntary or unknown circumstances.

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 Pass Code or 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 a PSAP.

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

Public Safety Telecommunicator (PSAP 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 Location and Slowdown: If a vehicle is reported stolen, this service can provide the vehicle's location to authorities using GPS technology. In certain vehicles, Telematics Call Centers can further assist authorities by using the Stolen Vehicle Slowdown capability, remotely sending a signal to gradually slow down the stolen vehicle. This capability can be used for not only stolen vehicle slowdowns, but also stuck accelerators.

Telematics: A technology that uses two-way wireless communications between a vehicle and a processing center to transmit voice and data information (usually location coordinates) 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: 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 occupant 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 Telematics Call Center.

Telematics Operator: A live agent in a vehicle Telematics Call Center who takes inbound and makes 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.

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.

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

Vehicle Description – details should be provided using the CYMBLS mechanism – Color, Year, Make, Model, Body Style, License Plate and State, as well as VIN and Power Train (eg. Electric vehicle, hybrid electric, compressed natural gas, hydrogen fuel cell).

Chapter 2 Public Safety Calls for Service

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.

Vehicle Telematics Call Types

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

Emergency Button Activation

- In-Vehicle Emergencies
- Good Samaritan Calls

Automatic Crash Notification Calls

Advanced Automatic Crash Notification (ACN + crash severity)

Vehicle Location Assistance

Stolen Vehicles
Slowdown Assistance
Lost or Missing Persons

Chapter 3 Overview of AACN Activations

Use of Additional Data in PSAPs and the Local Emergency Response System

As Next Generation 9-1-1 and IP based emergency communications systems become reality there is increasing expectation that various forms of crash-related data shall be integrated into emergency response decision schemas. An important consideration for additional data is whether or not the receiving public safety entities can easily and logically process the information and produce an actionable and meaningful result. Additional data can be provided verbally or via electronic methods depending on the involved technologies.

The focus of this implementation plan is the use of Advanced Automatic Crash Notification (AACN) data that is relayed verbally to a PSAP by a Telematics Call Center such as SiriusXM Connected Vehicle Services or OnStar. These calls are typically delivered to PSAPs via their native E9-1-1 lines and display with a class of service of “VoIP” or “TLMA.” The TLMA (telematics) class of service assists in quickly identifying the incoming call as originating from a Telematics Call Center.

Telematics providers, PSAPs, police, fire, EMS and hospital personnel all play a critical role in the chain of survival for victims of a severe crash. The use of AACN data will differ depending on the role that the public safety agency/field responder has during an incident.

Calls delivered from Telematics Call Centers over native 9-1-1 trunk lines are not delivered via the same method as a wireless 9-1-1 call. Telematics Call Center calls are routed to PSAPs based on the geographic location of the vehicle involved in the crash; they are not routed by cell tower as is done for traditional wireless 9-1-1 calls. Calls delivered via native 9-1-1 trunk lines are routed to the designated primary PSAP for VoIP. Some calls may route via a 10-digit telephone line when the vehicle is located in an area where direct routing is not supported.

Background on AACN

The goal of EMS field triage is to get the right patient to the right place at the right time. Research has shown that a severely injured patient has a 25% greater¹ chance of survival if they are transported to a Level 1 trauma center. Level 1 trauma centers however are a limited resource. The expert panel included new language in its 2011 recommendations to allow States, regions and localities to define the parameters of their trauma systems

¹ MacKenzie EJ, Rivara FP, Jurkovich GJ, Nathens AB, et al. A national evaluation of the effect of trauma-center care on mortality, *New England Journal of Medicine* 2006

including what constitutes the highest level of care. Patients who meet specific criteria may be well served if treated at a lower level trauma center depending on the defined trauma system.

The 2011 revision to the Guidelines for the Field Triage of Injured Patients² take the following criteria into account when triaging an injured patient:

1. Physiologic criteria (vital signs and level of consciousness)
2. Anatomic criteria (anatomy/type of injury)
3. Mechanism of Injury (evidence of high energy impact)
High Risk Auto Crash considerations:
 - Intrusion, including roof: >12 inches occupant site
 - 18 inches any site
 - Ejection (partial or complete) from vehicle)
 - Death in same passenger compartment
 - Vehicle telemetry data consistent with high risk of injury
4. Special Considerations (i.e. age, gender burns, >20 week pregnancy etc.)

In the past, vehicle telemetry only consisted of whether or not an airbag had been deployed. Much has changed in this regard and newer technologies are now able to transmit multiple other points of data such as principal direction of force, change of velocity, multiple impacts and seat belt use. This information, in conjunction with the vehicle type, is used to calculate an Injury Severity Score (ISS). There is a high likelihood of severe injury if the ISS score is 15 or greater. The National Expert Panel has recommended that injury prediction algorithms consider a 20% risk of ISS 15 or greater as the threshold to identify a crash with high risk of severe injury to the occupant(s).

Discussion has taken place with regard to whether or not there is an expectation for PSAPs, field responders, or hospital personnel to “act differently” when AACN data indicates a likelihood of severe injury. The answer to this question is a “qualified yes”. It is acknowledged that the roles of the involved emergency service providers and the geographic morphology of the region have an impact on how differently PSAPs are expected to act. A rural area without ready access to advanced life support (ALS) resources or to a trauma center may require significant alteration to current methodologies, whereas an urban environment may require only subtle modifications. As PSAPs consider implementing AACN protocols, the difference in morphologies will need to be incorporated into the deployment strategy. The critical first step is to assure that PSAPs understand AACN injury prediction and that they use this information appropriately when prioritizing incidents for dispatch.

Telematics calls may not be instantaneous – you may receive other calls from passers-by prior to receiving a call from a Telematics Call Center. The Telematics Operator will usually be able to provide additional crash notification data with the request for public safety response. This subsequent information shall be incorporated into any existing incident to ensure proper response.

PSAP Call Handling General Information

All AACN telematics information shall be relayed verbally to the PSAP.

- Calls delivered via native 9-1-1 trunk lines shall usually appear on the PSAP ALI screen with a

² <http://www.cdc.gov/mmwr/pdf/rr/rr6101.pdf>

VoIP or TLMA Class of Service.

- SiriusXM CVS Telematics Call Center, Verizon or OnStar shall display in the caller's name field on the ALI screen.
- The callback telephone number of the Telematics Call Center shall display on the ALI screen in the callback field.
- A Telematics Incident ID may appear in the location field on the ALI screen; this number can be used as a reference if callback to the Telematics Call Center is required.
- PSAPs using a formal medical protocol system may only require subtle changes to existing procedures.
- All information provided from the Telematics Operator shall be provided to local responders to assist in making response determinations.

Telematics Operator Actions

The Telematics Operator shall attempt to verify the emergency event and location prior to contacting the PSAP.

After contacting the PSAP, the Telematics Operator shall normally provide the following information:

- Telematics Call Center name & Operator name and identification number
- Type of call
- Location with nearest cross street based on the latitude/longitude of the vehicle
- If vehicle crash data indicates a likelihood of severe injury
- Indication of other ACN data if available (e.g. rollover, airbag deployment)
- Movement data, if appropriate
- Whether voice contact with occupants has been established
- Number of occupants if known
- Vehicle description, if appropriate
- Other information relevant to appropriate emergency response

PSAP Telecommunicator Actions

- Follow internal policy and medical protocol for confirming location, ALI information and type of incident
- Confirm with the Telematics Operator all relevant information on specific telematics data.
- If vehicle crash data indicates a high likelihood of severe injury, process the call according to local procedures for an accident with high likelihood of severe injury. Processing shall assure that incident entry shall generate a response appropriate for potential severe injury. The PSAP Telecommunicator shall inform responders that the Telematics provider advises there is a high likelihood of severe injury along with any other call specifics.
- It is understood that in cases where the Telematics Operator has contact with the occupants of the vehicle, there may be additional factors to take into account when choosing the appropriate incident code from the protocol system.
- In cases where the Telematics Operator has no voice contact or no response from occupants of the vehicle, the PSAP should establish an internal policy to override to an incident code that shall generate the appropriate response for potential severe injury described above. The PSAP Telecommunicator shall make a note in the incident creation screen (typically CAD) that vehicle crash data indicates a high likelihood of severe injury. It is understood that PSAPs shall enter

incident notes as quickly and succinctly as possible (i.e. “veh data=sev injy” for the notation).

- Continue to follow internal policy for processing an accident with potential severe injury.
- When transferring a call or relaying incident information to another PSAP/dispatch agency it is very important to make sure that the other agency is aware that the call originated from a Telematics Call Center and that vehicle crash data indicates a high likelihood of severe injury.

Dispatcher Actions (any PSAP or agency):

- Follow internal policy for dispatching Law, Fire and EMS resources for an accident involving high likelihood of severe injury.
- Announce to field responders (or assure they are aware via internal procedure) that vehicle crash data indicates a high likelihood of severe injury.

Field Responder Awareness / Patient Triage and Transport

EMS/Fire-Rescue

EMS and rescue personnel shall be better prepared for on-scene triage, treatment and patient care decisions if they incorporate AACN data into their established routine. In metropolitan areas with well-established trauma systems, EMS personnel may not be expected to handle a significant crash differently than what is done today. If notified that vehicle crash data indicates a high likelihood of severe injury, responding EMS units shall be better positioned to address potential traumatic injuries and to consider transportation to an appropriate trauma center.

The emergency response system in suburban, rural or remote areas may operate with trauma triage protocols that are significantly different than what is seen in an urban setting. In these cases consideration should be given to modifying the initial emergency response to assure that patients are provided the appropriate treatment as soon as possible. Modifications may include early notification of medevac, additional paramedics or heavy rescue and consideration of patient transport to a trauma center. In addition, responders shall receive information associated with a specific vehicle within a multi-vehicle situation.

Based on the information provided by the telematics, local response protocols shall be followed (e.g. unconfirmed level of injury - no voice in vehicle to Telematics Operator; information from vehicle occupant relating to specific injury, hazardous condition or situation requiring specialized rescue like entrapment, over embankment, etc.). Telematics information provides an opportunity to slow down responders based on the details that are received and internal policy.

Police

It is important to transmit AACN information to responding police units to raise their awareness of potential injury severity that may not be obvious when they first arrive on scene. It is recommended that a briefing or training memo be issued to police agencies to familiarize them with injury severity terminology and the importance of its use in the pre-hospital setting. If notified that vehicle crash data indicates a high likelihood of severe injury, police agencies shall be better prepared to manage the incident scene and control traffic flow.

Based on the information provided by the telematics, local response protocols shall be followed (e.g. unconfirmed level of injury - no voice in vehicle to telematics operator; information from vehicle occupant relating to specific injury, hazardous condition or situation requiring specialized rescue like entrapment, over

embankment, etc.). Telematics information provides an opportunity to slow down responders based on the details that are received and internal policy.

Chapter 4 Guidelines - Emergency Call or ACN with Voice

Telematics Call Center Processing

This type of call may involve a manually or automatically 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 Operator may have voice contact with the vehicle occupant(s) and shall 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). A civic location and latitude/longitude is the preferred method of delivery. If it is received via data transfer or via recording, it is preferred to receive both civic location and latitude/longitude. Latitude/longitude should not be the primary method of providing an address to the PSAP since not all PSAPs have the ability to interpret latitude/longitude.

Telematics Operator Actions

This section includes the minimum elements of data that the Telematics Operator shall gather when a request is received. It does not prescribe the order the information shall be gathered in all circumstances.

- Telematics Operator shall attempt to verify the emergency event, location and obtain basic information prior to contacting the PSAP. (See Section 11)
- Based on information received, the Telematics Operator may provide EMD simultaneously or after contacting the PSAP, when trained.
- In the event of a criminal incident or suspicious response where a subject is in the vehicle when the Telematics Operator follows up, the Telematics Operator should not engage the subject. The Telematics Operator shall continue to monitor what is happening in the vehicle without responding and pass the information onto the local law enforcement agency.
- It is recommended that a separate call notifying the PSAP of suspicious activity occurring in the vehicle should be made before the conference call is connected, when possible.
- The Telematics Operator shall notify the PSAP Telecommunicator, when possible, that they are going to be conferenced to the vehicle prior to the actual conference call being established.
- The Telematics Operator shall call the PSAP and request service. Based on availability of information, the Telematics Operator shall 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):
 - Telematics Call Center name and location (when there are multiple call centers)
 - Telematics Operator name and identification number
 - Type of call
 - Location with nearest cross street, city/state or county/state name or latitude/longitude
 - Vehicle description, if appropriate
 - Vehicle Identification Number
 - Movement data, or vehicle heading, if appropriate
 - Other information, relevant to appropriate emergency response determination

- Telematics Call Center reference number
- Telematics Call Center callback number
- Emergency contact information of the vehicle owner/subscriber
- Status of Emergency Medical Dispatch instructions

PSAP Telecommunicator Actions:

- Immediately confirm that the call is within the PSAP jurisdiction and, if necessary redirect the call to the appropriate PSAP/jurisdiction if known
- If the caller reporting the emergency is not immediately on the line, request that the Telematics Operator allow him/her to “conference in” with the caller reporting the emergency
- Confirm with the vehicle occupants the essential information provided by the Telematics Operator
- Conduct the PSAP-defined standard call-processing interview, assessing call type and priority
- Record the Telematics Call Center reference number and callback number to expedite subsequent contact regarding the call
- Advise the Telematics Operator of the action to be taken on the call. The Telematics Operator may elect to remain on the line with the caller pending arrival of emergency service personnel

Chapter 5 Guidelines - ACN/AACN Activation, No Voice

Telematics Call Center 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 Telematics Operator in this case has no voice contact with the occupant of the vehicle. The Telematics 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.

Telematics Operator Actions:

- Attempt to verify the emergency event and location prior to contacting the PSAP.
- Call the PSAP and request service. The Telematics Operator shall normally provide the following information to the PSAP (See Section 11 for a full description of information):
 - Telematics Call Center name
 - Telematics Operator name and identification number
 - Type of call
 - Indication if AACN Crash Sensors indicates likelihood of severe injury
 - Location with nearest cross street, city/state or county/state name latitude/longitude
 - Vehicle description, if appropriate
 - Indication of other AACN data: rollover, direction of impact, number of impacts
 - Movement data, if appropriate
 - Whether no-voice or voice contact with occupants has been established, other information, relevant to appropriate emergency-response determination
 - Number of occupants if known
 - Telematics Call Center reference number
 - Telematics Call Center callback number

- Emergency contact information of the vehicle owner/subscriber

PSAP Telecommunicator Actions:

- Immediately confirm that the call is within the PSAPs jurisdiction and, if necessary redirect the call to appropriate PSAP/jurisdiction, if known.
- If a conference call has not already been established, request that the Telematics Operator allow him/her to “conference in” to monitor the vehicle and attempt to establish voice contact.
- Confirm with the Telematics Operator all the relevant information concerning the location and any specific telematics data.
- Process the call for service consistent with local policy/procedures and inform the Telematics Operator of the action to be taken.
- Record the Telematics Call Center reference number and callback number to expedite subsequent contact regarding the call.
- The Telematics 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 Telematics Operator immediately recall the PSAP with any additional information, (i.e., voice contact is established, determination of injuries etc.).

Chapter 6 Guidelines - Emergency Button Activation, No Voice

Telematics Call Center 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. Examples of this situation include sudden medical emergency and loss of consciousness after depressing button, vehicle occupants depress button during a valid emergency and then leave the vehicle, accidental button activation.

Telematics Operator Actions:

- The Telematics Operator shall 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, shall 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.)
- The Telematics Operator shall contact the PSAP and provide the following information:
 - Telematics Operator name and identification number
 - Type of call
 - Explanation of verification steps attempted by Telematics Operator
 - Location with nearest cross street, city or county name or latitude/longitude
 - Vehicle description
 - Movement data
 - No voice contact has been established and any other information, relevant to appropriate emergency response determination
 - Telematics Call Center reference number
 - Telematics Call Center callback number
 - Name of vehicle owner/subscriber

- Emergency contact information of the vehicle owner/subscriber

PSAP Telecommunicator Action:

- Immediately confirm that the call is within the PSAP jurisdiction and if necessary redirect the call to appropriate PSAP/jurisdiction, if known.
- If a conference call with the vehicle is possible, request that the Telematics Operator promptly allow him/her to “conference in” to the vehicle to verify no voice contact. The Telematics Operator shall notify the PSAP when they are going to set up the conference call.
- Confirm with the Telematics Operator all the relevant information concerning the location and any specific telematics data.
- Record the Telematics Call Center reference number and callback number to expedite subsequent contact regarding the caller/call.
- Advise the Telematics Operator of the action to be taken on the call, (i.e. confirm whether a public safety unit shall respond, whether the call shall 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.
- The Telematics Operator may continue to monitor the open connection for additional information or until the arrival of a public safety unit.

Chapter 7 Guidelines - Vehicle Location (Stolen Vehicle Events)

Telematics Call Center 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. (i.e. Carjacking/hostage-taking, emotionally distraught, endangered, suicidal, at-risk subject, as well as stolen vehicles.)

Telematics Operator Actions - Vehicle Telematics Service Subscriber Reports Stolen Vehicle Directly to the Telematics Call Center

- The Telematics Operator shall verify vehicle ownership by using a pre-registered password/PIN provided by the telematics subscriber.
- If the subscriber requests law enforcement assistance the Telematics Operator shall connect or direct the subscriber to the appropriate law enforcement agency or PSAP to file a report, which is required prior to any tracking.
- Once the subscriber has filed a report and obtained a law enforcement agency case number, he/she shall re-contact the Telematics Call Center to request vehicle tracking/location assistance.
- The Telematics Operator shall verify that a stolen-vehicle report has been filed with the appropriate law enforcement agency and shall request the file-control number of the NCIC computer entry for the stolen vehicle.
- Upon verification that a stolen vehicle report has been processed by a law enforcement agency, the Telematics Operator shall coordinate vehicle location/tracking activities with the PSAP or the law enforcement officer handling the case.

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

- The subscriber should advise the law enforcement agency that his/her vehicle has telematics tracking capability. 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 shall provide the law enforcement agency's case number and NCIC number to the Telematics Operator.
- Upon receiving a valid request from the subscriber, the Telematics Operator shall contact the law enforcement agency to confirm the vehicle is being treated as stolen. The Telematics Operator shall request the file-control number of the NCIC computer entry for the stolen vehicle. If not available, this shall not delay or prevent location attempts.
- Upon verification that a stolen vehicle report has been processed by a law enforcement agency, the Telematics Operator shall coordinate vehicle location/tracking activities with the PSAP Telecommunicator or the law enforcement officer handling the case.

PSAP Telecommunicator Actions:

- The PSAP Telecommunicator may also initiate contact with the Telematics Call Center, on behalf of law enforcement, requesting assistance in locating a vehicle. The Telematics Operator shall verify who reported the vehicle as stolen and verify the reporting party is a valid user of the vehicle 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 authorized PSAP personnel shall coordinate with the on-duty Telematics Call Center supervisor.
- PSAPs and law enforcement agencies shall consider augmenting the incident record and/or stolen vehicle report to include specific information about whether the vehicle includes GPS equipment or other telematics services.

Chapter 8 – Guidelines - Report of Recovered Stolen Vehicle

Telematics Call Center 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.

Telematics Operator Actions - Recovery by Owner Who Notifies the Telematics Call Center

- The Telematics Operator shall notify the PSAP in the jurisdiction in which the stolen vehicle has been located.
- The Telematics Operator should verify with the owner that the vehicle was reported recovered to the jurisdiction in which it was located. If not, the Telematics Operator should conference the PSAP Telecommunicator in with the owner of the vehicle.
- The Telematics Operator shall take appropriate action to remove the vehicle from stolen vehicle status which shall stop the vehicle from sending current location reports to the Telematics Call Center (remove vehicle from tracking) and restore normal operation.

Telematics Operator Actions - Recovery by Law Enforcement

- The owner shall advise the Telematics Call Center of notification of vehicle recovery.
- When notified by the vehicle owner, the Telematics Operator may confirm stolen vehicle recovery with the law enforcement agency that initiated the original stolen vehicle report.
- When notified by law enforcement, the Telematics Operator may notify the vehicle owner that the vehicle has been found and that the appropriate law enforcement agency has been notified.
 - The Telematics Operator shall not notify the owner of the location of their vehicle.
 - The owner shall be referred to the law enforcement agency that took the original stolen vehicle report to answer any questions.
- The Telematics Operator shall take appropriate action to remove the vehicle from stolen vehicle status which shall stop the vehicle from sending current location reports to the TSP (remove vehicle from tracking) and restore normal operation.

PSAP Telecommunicator Actions

- In all the cases mentioned in this chapter, the PSAP Telecommunicator shall follow established local policy in locating and recovering a stolen vehicle. The PSAP Telecommunicator shall notify the appropriate Telematics Call Center to return the vehicle to normal operations.

Chapter 9 – Guidelines - Stolen Vehicle Slow-Down

Telematics Call Center 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 four-pronged approach to verifying subscriber's identity to assure that the correct vehicle is slowed down.

Telematics Operator / PSAP Telecommunicator Actions

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

Chapter 10 – Guidelines - Vehicle Tracking Missing/Endangered Persons

Telematics Call Center 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 Telematics Call Center or may be reported to the Telematics Call Center by a PSAP.

Telematics Operator - Actions-Initiation by Telematics Call Center

- If the incident is initiated by the Telematics Call Center, the Telematics Operator shall notify the PSAP Telecommunicator of incident information and whether the vehicle has been located.
- In a reported life-threatening situation vehicle-tracking may occur at the time of the call to the Telematics Call Center.
- The Telematics Operator shall 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.

Telematics Operator - Actions-Initiation by PSAP

- The PSAP Telecommunicator may call the Telematics Call Center to request vehicle location assistance for a missing/endangered person.
- The Telematics Operator shall provide immediate tracking in a reported life threatening situation or shall request additional information/certification from the PSAP Telecommunicator or agency representative.
- Telematics Operators shall 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.

PSAP Telecommunicator Actions-Initiation by Telematics Call Center

- PSAP Telecommunicator shall follow agency established protocols for missing/endangered persons.

Chapter 11 - Protocol for Conference Calls

Telematics Call Center Call Processing

The Telematics Operator shall 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:

- Establish voice contact with vehicle occupants.
- Verify that emergency condition exists.
- Verify location of incident.
- Telemetry information (activation of airbag, vehicle roll over, etc.).
- Assess the situation:
 - Number of injuries (occupants)
 - Severity of injuries (occupants)
 - Number of people involved (all vehicles)
 - Number of vehicles involved
 - Whether the vehicle is blocking traffic
 - In rural areas, any identifiable landmarks nearby
 - Notify vehicle occupants that 9-1-1 shall be contacted

Telematics Operator Actions

- The Telematics Operator may initially contact the PSAP and brief the PSAP Telecommunicator while the vehicle occupant remains off line.
- The vehicle occupant may be placed in conference with the PSAP Telecommunicator and the Telematics Operator.

- When the PSAP Telecommunicator has completed the call, the Telematics Operator may remain on the line with the vehicle occupant until emergency responders arrive at the scene.
- The Telematics Operator may offer to notify designated personal emergency contacts.
- If the Telematics Operator becomes aware of any significant change in the emergency situation he or she shall immediately notify the PSAP Telecommunicator.
- If, at any time the need for public safety response ceases, the Telematics Operator shall notify the PSAP Telecommunicator for appropriate action.

Chapter 12 – Guidelines for Relaying Information

General Call Processing

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

Telematics Call Center Call Processing

Telematics Call Centers typically relay information to the PSAP via telephone. It is critically important that the Telematics 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), Telematics Call Centers are sending an automatic data flow to the PSAP, via 9-1-1 lines, via dedicated circuits and via the Internet. Telematics Call Center 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 NG911, additional data may be available.

Telematics Operator Actions

- Typical information given by the Telematics Operator to the PSAP:
 - Telematics company name
 - Telematics Operator name and identification number
 - Reason for/request for dispatch
 - Time of incident
 - Location (street address with nearest cross-street, lat/long, city/state or county/state)
 - Vehicle description, if appropriate
 - License plate and VIN (vehicle identification number) if available
 - Movement data, if appropriate
 - Other key event data, especially first responder safety information, if appropriate
 - Subscriber or vehicle owner's name
 - Telematics center voice callback number
 - 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 and the telematics provider. The Telematics Operator may be able to provide the following information:

- Whether airbags were activated
- Whether the vehicle rolled over
- Whether the vehicle suffered multiple impacts (car vs. car, then car struck a tree)
- 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)
- Injury Severity Prediction (ISP) to indicate a (high) probability of severe injuries
- Status of Emergency Medical Dispatch instructions, if available

Chapter 13 – 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 shall 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 Telecommunicator shall request that the call be escalated to the on-duty Telematics Supervisor.

Chapter 14 – General Guidelines for Callback Related to Response

The Telematics Call Center shall 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 shall 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 15 – 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 Telematics Call Center may be restricted in providing any other additional customer information without the request being processed through normal channels such as via judicial subpoena.

Chapter 16 – Guidelines for Coordinated Response to Events

General Call Processing

The PSAP Telecommunicator and the Telematics Operator shall work as a team to assist customers in need. It is essential that the PSAP Telecommunicator maintain communication with the Telematics Operator and, to the extent possible, share information with the Telematics Operator.

Telematics Operator / PSAP Telecommunicator Information Sharing

Typical information shared between the PSAP and the Telematics Call Center:

- PSAP Telecommunicator and Telematics Operator identification (name and/or badge-ID number)
- Agency event/incident number assigned to the call
- Preferred phone number for PSAP/agency contact
- Update on location of vehicle
- Capability of sounding the horn or flashing the headlights to help guide responders to exact location
- Other capabilities, procedures or actions that might assist in response or resolution of the call

Chapter 17 – Copies of PSAP or Telematics Call Center Records

Telematics Call Center Processing

The Telematics Call Center 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:

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

The Telematics Call Center 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 Call Center may have to provide a "records release" form signed by the customer.

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 Telematics Call Center is able to release a customer's confidential information.

Possible customer data from the Telematics Call Center:

- Vehicle owner name
- Pertinent phone number(s) for contacting owner or user
- Vehicle owner address
- Personal Emergency Contact Numbers
- Vehicle Identification Number (VIN)
- Vehicle Make
- Vehicle Model

- Vehicle Year
- Vehicle Color
- License plate number

Chapter 18 - Telematics Call Center Mapping and Jurisdiction Identification

There is no nationwide directory for PSAPs and agency boundaries. The Telematics Call Center 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. Each Telematics Call Center or its 9-1-1 service 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 Telecommunicator shall attempt to assist the Telematics Operator in identifying the correct PSAP and either transfer the Telematics Operator to the correct PSAP or provide contact information for that PSAP.

Notes



Leaders in Public Safety Communications™

351 N. Williamson Blvd.

Daytona Beach, FL 32114 USA

