

**1.0 PURPOSE:**

To establish guidelines for processing incidents reported by a telematics call center.

**2.0 POLICY:**

It shall be the policy of the Communications Center to process incidents reported by a telematics call center based on information that is available through technology and/or citizens, the ability to communicate with the occupants of a vehicle, and in accordance with standard call processing procedures.

**3.0 PROCEDURE:****3.1 Telematics:**

Telematics is the technology that allows communication between a vehicle and a call center to transmit information from the vehicle and to the driver. The term also describes the industry that uses the technology. The call receiver must respond to calls from the telematics call center by determining what information is available, how the information was obtained, and request to be conferenced to the vehicle occupant(s) when appropriate and possible.

**3.2 Screening Telematics Calls:**

When answering calls from a telematics call center there will be no ANI/ALI available. The telematics call center will determine location through a GPS device located in the customer's vehicle. It will be necessary to verify the location as being within the The Com service area, and if not refer/transfer the telematics call center to the appropriate agency.

**3.3 Processing Telematics Calls:**

The information relayed by the telematics call center will be based on the services available for the specific customer. Each call should be interviewed according to

call processing procedures with additional questioning for information that may be available through ACN (Automatic Crash Notification), manual alerts, or other methods.

### **3.3.1 Emergency Call With Voice:**

The vehicle owner may manually activate an alert indicating a personal emergency. Some alerts may be automatic, such as roll-over sensors, crash sensors, emergency seat harness tensioning restraints, and airbag deployment. There will be voice contact between the telematics call center and the vehicle occupant(s). A request should be made of the telematics call center to conference the subscriber to the call receiver in order to allow direct interviewing whenever possible and appropriate for the emergency.

### **3.3.2 Telemetry Activation Without Voice:**

Telemetry is equipment that monitors the vehicle and reports problems to the call center. The information most likely reported as an emergency would be from an accident, such as air-bag deployment or other details that would be a result of an accident. The data may or may not include force of crash or rollover information. In this situation, the telematics call center operator has no voice contact with the occupant(s) of the vehicle, or may be able to monitor the connection with the vehicle for sounds or voices. There is a higher probability that a serious emergency exists.

### **3.3.3 Emergency Button Activation Without Voice:**

This is when an emergency button in the vehicle has been pressed/activated and there is no voice contact with the vehicle occupants. There is also no telemetry information indicating an accident. This could be a medical emergency, a duress situation, or the occupant may have left the vehicle after activating the button. To avoid reporting false alarms, the telematics call center will attempt to verify an emergency prior to

reporting to a PSAP. There will be little information available to the call receiver other than vehicle and location information. The call will be taken following the call processing guidelines for a vehicle panic alarm, indicating all details that are available including what efforts the telematics call center has made in attempts to verify an emergency. A request should be made of the telematics call center to monitor the open line while asking for updated location information from the call center if they are able to provide such detail.

### **3.3.4 Vehicle Tracking Requests:**

Telematics call centers are able to track vehicles during incidents such as a carjacking; hostage takings; emotionally distraught, endangered, suicidal and at risk persons; and stolen vehicles. If a vehicle is being reported as stolen and has the ability for tracking, it is essential that the text of the incident includes this information. A stolen vehicle report **must** be taken and an entry made into NCIC prior to any tracking taking place.

If the incident is one involving the life safety of any occupant an incident is to be initiated following the appropriate call processing guidelines for that type of incident. If the ability is present to conference in the vehicle for monitoring, do not automatically do so when there is the potential to jeopardize the safety of the occupant(s). The field commander should be consulted prior to requesting to monitor any type of call where the occupant may be in danger due to the actions of another passenger.

### **3.3.5 Recovery of Stolen Vehicle via Tracking:**

The telematics call center may locate a stolen vehicle and notify the PSAP that the vehicle is mobile or stationary. The call will be taken following the call processing guidelines for recovery of stolen vehicles.

**3.3.6 Vehicle Tracking at Request of The Com/VC Police Department:**

There may be an instance when a report is received of a missing/endangered person or a suicidal person in a telematics equipped vehicle that is filed by a third party. It is necessary for the on-duty supervisor to make the initial contact with the on-duty telematics supervisor to make a request for tracking. Information on the owner of the vehicle should be available for the telematics call center. If the situation is life threatening the telematics call center may provide immediate tracking, or they may request additional information or certification from an agency representative. If there is a request for the file control number of the NCIC entry as confirmation that this call is valid it may be necessary for the police agency to enter the missing/endangered person into NCIC prior to tracking being possible. Some call centers may require a written request on official agency letterhead or a formal subpoena.

**3.4 Communications With the Telematics Call Center:**

Contact information for the telematics call centers can be found in the CAD Info File Phones/Telematics. Plain language should be used when communicating with a telematics call center, avoiding acronyms while relaying information. The phonetic alphabet will be recognized and necessary to insure accuracy. All times will be indicated in local time. Obtain the telematics call center operator number as well as their reference number and record those in the incident. Advise the call center/subscriber of the action that will be taken. Remain on the line until field units arrive if the situation would normally dictate such action.

**3.4.1** If communication with the telematics call center operator is not producing the desired result, notify the on-duty supervisor who can escalate the incident to a call center supervisor.