

**APCO, International**  
*Telematics Committee*

Across the Nation, Public Safety Answering Points (PSAPs) are adjusting to new ways that requests for emergency services arrive at the PSAP. Telematics is one such new delivery system. In addition to the traditional voice message, Public Safety and the Telematic Service Providers, through the APCO Telematics Committee are working to improve service even more with the use of enhanced data transmission and exchange; to be shared via the PSAP with public health, public works and others in the public service spectrum. The Third Party Call Center Standards adopted by APCO, International in 2003 was the first of many steps to maximize the benefit of these services to and between the caller in crisis and the public safety answering point.

The APCO Telematics Committee will take a leadership role in monitoring the impact of the telematics industry on public safety communications and will help establish formal communications channels between various public safety agencies, private industry telematics operators, and various other regulatory and interest groups.

The APCO Telematics Committee, will strive through the next APCO year to:

1. Create list of Telematics Service Providers to insure effective dissemination of information and information sharing between APCO and the provider groups.
2. Create internal communications process for information to committee members and commercial/vendor parties.
3. Finalize distribution of Telematics Operational Guidelines to PSAP's & TSP's:
4. Create formal location for Telematics information, posting of guidelines, posing of questions, etc., establishing a "one stop shop" for persons seeking information:
5. Create series of "White Papers" for Board of Officers and Executive Council on telematics issues for further consideration:(date to be determined by issue)\
  - 5.1 Operational Guidelines for PSAPs (done)
  - 5.2 EPAD, Emergency Public Safety Access Directory project
  - 5.3 Technical Standards/Data Transfer Issues (911 trunks vs web vs. VoIP)
    - 5.3.1 Monitor ONSTAR pilot project
    - 5.3.2 Monitor Cross Country Group pilot project
  - 5.4 Proposed and emerging regulatory standards
  - 5.5 Telematics impact, current events, challenges
  - 5.6 Assess common issues with Alarm Industry
  - 5.7 Monitor emergence of private vehicle safety/tracking systems
  - 5.8 Impact of commercial vehicle tracking/safety/accident issues