



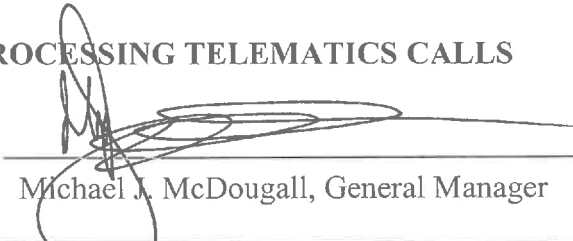
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**9-1-1** FIRE  
 POLICE  
 MEDICAL

**COMMUNICATIONS OPERATIONS  
 LAW ENFORCEMENT POLICY**

<b>Policy No.</b> 7485	Date Issued: June 6, 2007
Section: 7400 – Telephone Procedures	Date Revised:
Accreditation Standards:	
<b>SUBJECT: PROCESSING TELEMATICS CALLS</b>	
APPROVED:	
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**1.0 Policy**

Public safety communications are increasingly affected by new technologies and services. Telematics is a technology that may initiate requests for emergency services. It is the Authority’s intent to provide guidelines for the consistent and appropriate processing of calls from telematics service providers (TSP), i.e., OnStar, ATX, Cross Country, etc.

**2.0 Telematics Defined**

- 2.1 Telematics is 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 driver.
- 2.2 Telematics Service Provider’s (TSP) Communication Center may be located far away from the jurisdiction in which the incident occurs.
- 2.3 There are four (4) general types of calls that may be received from a telematics service provider:
  - Emergency call with voice
  - Airbag/Automatic Collision Notification (ACN) activation with no voice
    - Information received via the vehicles telemetry equipment indicating a force that might constitute a crash or rollover, but no voice contact can be established.
  - Emergency button activation with no voice.

- Examples: Sudden medical emergency and loss of consciousness after depressing button; occupant(s) depress the button during a valid emergency and then leave the vehicle, or accidental button activation.
- Vehicle location (stolen vehicle location, recovery or missing/ endangered person location)
  - Examples: Third party call reporting a person missing or endangered or a suicidal subject speaking to a TSP operator.

### **3.0 Procedure**

- 3.1 When contacting a PSAP, the TSP operators will provide their service company name, operator name and identification number, type of call, and location with nearest cross street or latitude and longitude of the incident.
- 3.2 Dispatchers receiving these calls should immediately confirm that the call is within our jurisdiction.
  - 3.2.1 If the call is not within our jurisdiction, redirect the TSP operator to the most appropriate agency if known.
  - 3.2.2 Create a CAD incident with the initial information in accordance with Policy No. 3005 (Creating and Dispatching a CAD System Incident).
- 3.3 Request the TSP operator allow him/her to “conference in” with the caller reporting the emergency and confirm with the vehicle occupants the type of emergency and location.
  - 3.3.1 The dispatcher will question the caller in a manner appropriate to the type of call.
  - 3.3.2 If there is no voice contact, the dispatcher should make an attempt to establish voice contact and/or verify there is no voice contact.
  - 3.3.3 The dispatcher should also listen for sounds of duress. Sounds of duress may include, but are not limited to, sounds of a struggle, screaming, arguing, or callers who speak softly because they do not want others to know they are reporting an emergency.
- 3.4 Obtain additional information appropriate to the type of call, i.e., accident – description of vehicles involved, is the roadway blocked, etc.
- 3.5 Record the TSP Communication Center’s reference number and callback number to expedite any follow up contact.
- 3.6 Advise the TSP operator that should the situation change to call back immediately. This may include, but is not limited to, establishing voice contact when there was none before, determination of injuries, escalation of a situation or conditions worsening.

3.6.1 The TSP operator may elect to continue to monitor the connection, even after the dispatcher has disconnected, for additional information or until the arrival of a public safety responder.

#### **4.0 TSP Communication Center Callbacks**

- 4.1 To establish the agency is making a valid request for assistance and to expedite the request, the TSP Communications Center will require:
- The telematics incident number provided with the initial call, and
  - The dispatchers name and ID number.
- 4.2 If coordination or special assistance is required of the TSP, the dispatcher should immediately request to speak to a telematics supervisor.