



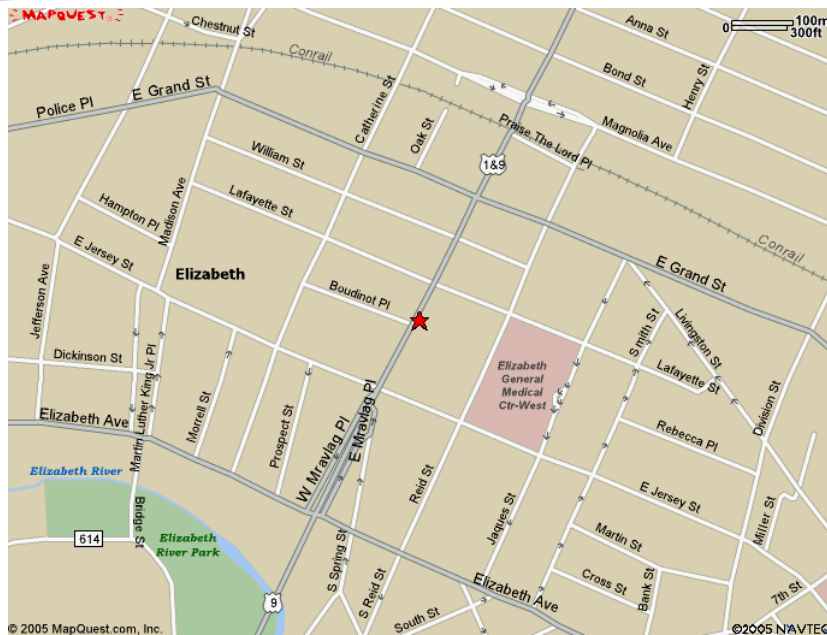
New Jersey

Office of Emergency Telecommunications Services

July 2009

How Automatic Crash Notification Will Effect PSAPs

Beginning in 2009 “OnStar”, Hughes Telematics and ATX/CCAS Telematics will be delivering calls directly to PSAPs in New Jersey.



For each of these services the call will be placed from the vehicle to the respective “call center”. These call centers will determine the nature of the call and, if it is an emergency, will route the caller to the proper PSAP based on the location information (latitude and longitude) provided by the vehicle. To facilitate this process OETS has arranged with Verizon to provide an “ESRD” for each municipality in New Jersey. These “ESRD’s” are linked to the municipality’s default ESN number so only the basic information

for Police, Fire and EMS will appear. Even if there are multiple ESN's for the municipality only the default ESN will be displayed.

```

*VOIP VPC CALL*
866-866-5006 08:24:34 11-26-08
ONSTAR TELEMATICS CALL CENTER
0000000

ELIZABETH NJ
+040.663633 -074.20611
UNC:0000100 95% VOIP

ESRD # 732-211-3282 ESN 0115
ELIZABETH POLICE
ELIZABETH POLICE 908 558-2083
ELIZABETH FIRE 908 558-2083
ELIZABETH AMBLSVC 908 558-2083
LEC TCS
    
```

When the call center transfers the caller this way, it will appear at the PSAP as a “VoIP call”. This allows the call center to pass the vehicle location information, the latitude and longitude, to the PSAP and have it appear on the ALI screen. Only the latitude and longitude will appear, not an address. The address field will remain blank or display an “incident ID number”. This is the number the call center may assign to this call for their record keeping.

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*VOIP VPC CALL*
866-866-5006 08:24:34 11-26-08
ATX/CCAS TELEMATICS CALL CENTER
0000000 ID#

ELIZABETH NJ
+040.663633 -074.20611
UNC:0000100 95% VOIP

ESRD # 732-211-3282 ESN 0115
ELIZABETH POLICE
ELIZABETH POLICE 908 558-2083
ELIZABETH FIRE 908 558-2083
ELIZABETH AMBLSVC 908 558-2083
LEC TCS
    
```

```

*VOIP VPC CALL*
866-555-5006 08:24:34 11-26-08
HUGHES TELEMATICS CALL CENTER
000000 ID#

ELIZABETH NJ
+040.663633 -074.20611
UNC: % VOIP

ESRD # 732-211-3282 ESN 0115
ELIZABETH POLICE
ELIZABETH POLICE 908 558-2083
ELIZABETH FIRE 908 558-2083
ELIZABETH AMBLSVC 908 558-2083
LEC TRDO
    
```

The phone number at the top is the call back number for the telematics call center, not the vehicle.

The PSAP will be able to speak directly with the occupant(s) of the vehicle as well as the call center operator.

Sensors in the vehicle can allow the call center to see if the vehicle has been involved in a collision. They may indicate if the airbag has deployed, impact to the vehicle, vehicle roll-over, deceleration, number of occupants, etc. For a stolen vehicle, the location of the vehicle and the ability to slow down or stop the vehicle may be offered. These services vary among the providers of this service.

Another type of service available through Ford Motor Company is “SYNC, 9-1-1 Assist”. This system does not have a staffed call center. It relies on the vehicle’s on-board telematics system to function.



When the sensors detect a collision the system will announce to the occupant(s) of the vehicle that it has detected a collision and will make a 9-1-1 call. The occupant has time to cancel the call if necessary. If the call is not canceled the vehicle will use the occupant’s cell phone to place the 9-1-1 call. (For this to work the vehicle must be “synced” with the cell phone before the collision).

```
*WRLS PH2*
908-788-2345 09:32:32 02-08-05
VERIZON WIRELESS
0000000079 BEAVER RD SW
RADIUS 01 MILES
CLINTON TWP XX
+040.629544 -074.895167
UNC:0000100 90% WPH2
ESRD # 908-511-0065 ESN 5451
HUNTERDON COUNTY
F1=NJSP FLEMINGTON 908 235-1000
F2=NJSP PERRYVILLE 732 933-0555
F3=PENNSYLVANIA SP 215 969-3128
LEC VRZN
```

The PSAP will receive the call in the same manner as a typical wireless call. The latitude and longitude on the ALI screen are received from the cell phone service provider. Location accuracy will depend on the technology , network or GPS, used by the wireless provider.

A voice from the on board system will prompt the PSAP to connect directly to the vehicle to speak to the occupant. The system may also offer location (from the vehicles on board system), impact and other information if available.

OnStar and Ford SYNC have made CDs explaining how their systems work. These are available to PSAPs through their websites. In addition, OETS has prepared a powerpoint presentation explaining how this will work in New Jersey. The program is available through our office.

For more information go to:

OnStar http://www.onstar.com/us_english/jsp/index.jsp

Ford <http://www.syncmyride.com>

ATX <http://www.atxg.com/>

Hughes Telematics (HTI) <http://hughestelematics.com/>