ANYTOWN AGENCY-SAMPLE POLICY **Emergency Communications Center** **Policy & Procedure**	Policy # : 12345-678
	Effective : Immediately
	Revised : XXXXXX

Policy Name : **RapidSOS and SiriusXM Connected Vehicle Services data share**	
Reviewed by :	
Approved by :	

Objective: **To consistently recognize and utilize location and supplemental information provided by SiriusXM Connected Vehicles Services within the RapidSOS Portal.**

Definition: SiriusXM Connected Vehicle Services (SXMCV) provides subscribers with 24/7 emergency support for vehicle accidents, stolen vehicle tracking and roadside assistance (including medical SOS requests). Vehicles that have a SXMCV enabled vehicle have the ability to automatically transmit crash event data to RapidSOS Ready ECC's.

The vehicle location information provided by SXMCV in the RapidSOS portal is sensor-based; therefore, it meets this agency's address verification policy. ECC personnel are expected to verify that the location information presented in the RapidSOS portal falls within this agency's jurisdiction.

Policy:
All authorized ECC personnel will log into the RapidSOS Portal at the beginning of their shift, per policy # 87654-321.
- *Authorized ECC personnel are identified as those who have completed the appropriate agency training to understand and utilize the data presented in the RapidSOS Portal, per policy #45678-910.*

ECC personnel will process incoming 911 calls as dictated by the agency's standard answering practice.

All authorized ECC personnel will actively monitor, recognize and process location and supplemental information provided in the RapidSOS portal in a timely manner.

Procedure:
In an emergency involving a vehicle connected to SXMCV notification will be made to the SXMCV call center. Once an emergency request has been validated, the SXMCV call center will notify the AHJ, based on the vehicle's location, by phone. Available data from the vehicle sensors and subscriber information will be delivered simultaneously via the RapidSOS portal and partner integrations.

Available data may include, but is not limited to
- Activation information
  - Unique ID, date/time
- Location information
  - Direction and speed
- Vehicle information
  - Color, year make/model
  - VIN
- Additional information
  - Seat specifics
  - Airbag deployment
- Impact specifics
  - On-scene information provided by vehicle occupants upon initial contact with response center.
- Contact information
  - Name, phone number, additional notes provided in subscriber record.

The ECC will verify the location of occurrence is within the agency's jurisdiction by
- Viewing the pin drop on the map within the RapidSOS portal.
  - If the authorized ECC is unable to see the location and supplemental information provided by SXMCV through the RapidSOS portal, the ECC will click on the incident within the portal to see the data push.

The ECC will enter a call for service using the appropriate nature code/call type and will include all pertinent information into the narrative of the call. This information may include, but is not limited to
- Medical data
- Emergency Contact information
- Automatic Crash Notification
- Alarm activations

The ECC or their designee will make the proper notifications for additional resources, as appropriate.

When Event is Outside of AHJ
If the location information is determined to be outside this agency's jurisdiction, the ECC will
- Advise the SXMCV agent that the event is not within the agency's jurisdictional boundaries.
- Advise the SXMCV agent which agency is responsible for the area where assistance has been requested and provide the contact information for the new AHJ.
  - *Use the RapidSOS Agency Share and Chat feature, share the data from the portal to the appropriate agency for response.*

When Information is not Visible

If the ECC is unable to view any supplemental information provided by SXMCV after clicking on the incident within the RapidSOS Portal, the ECC will make the appropriate supervisory notification so that trouble-shooting steps can be taken to verify the system is working properly.