How OnStar assists public safety…

18 Years of Working together in the US, Canada, China, Mexico and Europe in 2015!

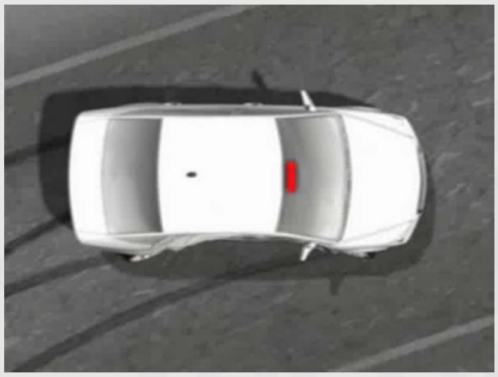
WORKING TOGETHER TO HELP YOU SAVE LIVES

What is OnStar?

- Simple system
  - Automatic Crash Notification
  - Plus 3 buttons, Red (Emergencies), Blue (Non-Emergencies) and White (Privacy)
  - Plus toll free number (unlocks, Stolen Vehicle Assistance)

HOW IT WORKS...

In order to operate, OnStar needs an active subscription, cellular connectivity and battery power.



TIME OF ALERT: 20:04:39

AUTOMATIC CRASH RESPONSE DATA[2]

Air Bag Status	Air Bag Deployed
Maximum Reported Delta V	45 KPH From the Left
Direction of Impact	Left Side
Multiple Impacts	No
Rollover	No

VEHICLE INFORMATION

Owner's Name	Jens Braun
Make	Opel
Model	Zafira Tourer
Manuf. Year	2016
Color	White
Emergency Contact	Annett Braun
Emergency Contact Phone Number	+49 0000 0 00000
Fuel Type	Compressed Natural Gas

LOCATION

Brussels, Belgium

Rue du Moulin	Rue Potagère
Latitude 50° 51' 17.7" N	Longitude 4° 22' 23.5" W

Emergency Services as a Partner

- Input on design of technology used in emergency services in US/Canada (Automatic Crash Notification, Stolen Vehicle Assistance…)
- Assist in development of advisor process - exactly what is needed as efficiently as possible
- Maintain continuous dialogue to ensure all needs are being met
- Participate in emergency services conferences – stay visible and available for feedback

Interaction with PSAP

Get the **right** help the **right** place with the **right** priority

Service	How it Helps
• Confirm location of incident	• Correct location = Correct PSAP jurisdiction • Sound horn and flash lights to help emergency services locate vehicle (i.e. vehicle off the road).
• Filter and triage the call	• Determine if emergency services needed, don't call PSAP for non-emergencies/accidental button presses
• Begin to place call - System determines if call made to that PSAP in last 10 minutes and displays to advisor	• Don't call PSAP for repeated Good Samaritan calls unless additional details about incident available

Interaction with PSAP

Get the **right** help the **right** place with the **right** priority

Service	How it Helps
• Provide key incident description with caller on hold.	• Provided in calm, objective manner to facilitate quick information exchange. • Vehicle description can include make, model, color, crash details and alternate fuel propulsion systems (i.e. hybrid/high voltage)
• If emergency services desires, conference in with caller	• Emergency services can make determination based on current call volume and available resources within the center.
• Offer to stay on the line with caller until help arrives and provide additional offers of assistance as situationally appropriate (i.e. call loved one)	• This frees up Emergency Services resources for other calls while allowing the advisor to monitor the situation and re-contact the PSAP should the need arise.

How OnStar Helps

- Filter/Triage Calls
  - Unnecessary Keypress - **90% of Emergency Button Press calls are accidental keypresses and do not result in PSAP contact**.
    - Located at dealerships/repair facilities - Contact facility to ensure no emergency
    - Vehicle is stationary at home address - Contact home to ensure no emergency
    - Moving vehicle /No Response from Occupant - Reconnect to vehicle (tones in vehicle) to obtain response. If no response and no sounds of distress, disclaimer scripting read and no PSAP contact made
  - Unnecessary Crash Signals
    - Crash Damage – Can cause malfunction and continuous repeated crash calls which are filtered by Advisors
    - Crash Testing - Vehicles being crash tested can generate unnecessary calls – filtered by advisor

Stolen Vehicle Assistance

- Requires Legal Authority/ Confirmation
- Services
  - Vehicle location
  - Remote Ignition Block

Stolen Vehicle Assistance

Two Typical Scenarios

1 **Customer Contacts OnStar**

OnStar Contacts Police

OnStar Locates Vehicle Using GPS

Advisor Can Send A Remote Ignition Block

Restore Services

2 **Police Contact OnStar**

OnStar Verifies Report

Emergency Services Ongoing Outreach

- Relationships with Emergency Services are ongoing and longstanding
  - Supported locally and at corporate headquarters by dedicated team with Emergency Services background
  - Valued partnerships with all components of the emergency services system

Emergency Service Relationships

Starting in 2015!

OnStar services will be added to select Opel/Vauxhall vehicles

OnStar®

Partnering with PSAPs in Europe

Preparing for Launch of Emergency Services

- Build relationships with Emergency Services community in Europe.
- Build OnStar PSAP database – long phone numbers and geographic jurisdictional boundaries.
- Test and validate long numbers.

Thank you for your time, continued support and partnership!

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