

ANYTOWN AGENCY Emergency Communications Center (ECC) Policy & Procedure	Policy # :
	Effective Date:
	Revised Date:
Policy Name: Roadside Assistance Requests in RapidSOS UNITE	
Reviewed by:	
Approved by:	

1. Purpose

The purpose of this SOP is to establish a consistent process for providing roadside assistance through RapidSOS UNITE. It ensures that Anytown Agency Emergency Communication Center (ECC) can efficiently handle roadside assistance requests while maintaining safety and compliance to established ECC workflows. This SOP outlines the criteria, responsibilities, and procedures for processing roadside assistance requests to improve response times and enhance caller safety.

2. Scope

This procedure applies to all Anytown Agency ECC personnel involved in handling roadside assistance requests through RapidSOS UNITE. It covers requests from both active 911 calls and manual requests without an incoming 911 call.

3. Definitions

- **RapidSOS UNITE:** Web platform through which emergency telecommunicators and field responders can access and share emergency data.
- **Roadside Assistance:** Call for service provided to stranded motorists, including but not limited to towing, battery jump-starts, flat tire changes, fuel delivery, and lock-out assistance.
- **Text-from-911:** A feature in UNITE that allows text communication between Anytown Agency and callers.
- **Drivers Premier:** is a premium roadside assistance program, offering 24/7 coverage for services like towing, lock-out assistance, and flat tire

changes, along with additional benefits like travel discounts and gas rebates.

- **SWOOP:** is Drivers Premier cloud-based dispatch management platform that optimizes roadside assistance by efficiently matching service requests with the best local providers based on factors like location, service type, and performance.

4. Responsibilities

- **Anytown Agency ECC Admins:**

- Role Configuration & Management: Ensure the proper configuration and management of roles for roadside assistance, including permissions, data management, and compliance.
- Training Compliance: Ensure all Anytown Agency ECC personnel complete the Roadside Assistance training within RapidSOS. Provide training on appropriate use cases and workflows for using RapidSOS Roadside Assistance aligned with call-taking policies and procedures.
- Partner Network Management: Ensure that current Anytown Agency roadside assistance providers are included in the Drivers Premier provider network and perform referrals as needed.
- Whitelisting: Coordinate with Anytown Agency IT staff to complete necessary whitelisting to ensure Roadside Assistance functionality operates as expected.
- Compliance & Documentation: Maintain accurate records of roadside assistance requests for compliance purposes, using the RapidSOS UNITE admin menu to retrieve text conversations within 30 days of the incident. Monitor adherence to the SOP and address any issues related to request dispatch and execution.

- **Anytown Agency ECC Agents:**

- **Assess Requests:** Evaluate incoming calls based on the **Request Criteria** outlined below.
- **Initiate Roadside Assistance:** Initiate roadside assistance requests either from active 911 calls or manually without an

incoming call.

- **Communication:** Use **Text-from-911** to send self-service links and assist the caller.
- **Documentation:** Record the request in the **CAD system** and ensure compliance with documentation requirements.
- **Compliance:** Follow the necessary steps for compliance and auditing as outlined in this SOP.

5. Policy

Anytown Agency roadside assistance requests should be processed efficiently, ensuring each call is triaged to determine the appropriate level of service. Non-emergency situations should be handled promptly to minimize delays and reduce the risk of secondary accidents. Agents must follow **Anytown Agency** procedures for documentation and compliance, ensuring that all actions are properly logged and auditable.

6. Procedure

6.1 Roadside Assistance Request Criteria (as defined by the ECC)

Before initiating a roadside assistance request, agents must confirm the following:

- **Safety Advisory Check:** Ensure the vehicle is not blocking the roadway, and the driver is in a safe location (e.g., off the road or in a parking area).
- **Driver Safety:** Confirm the driver is safe and not impaired. If impairment is suspected, escalate to appropriate emergency services.
- **No Accident with Injuries:** Confirm there are no injuries or a crash that requires emergency medical assistance.
- **Driver Consent:** Ensure the driver consents to receiving the self-service link for roadside assistance.

6.3 Sending Roadside Assistance Request

Anytown Agency ECC personnel are authorized to send roadside assistance requests via two methods in **RapidSOS UNITE**: from an incoming 911 call or manually without an incoming 911 call. Both must meet the criteria defined by **Anytown Agency** policies.

6.3.1 Request from an Incoming 911 Call

1. Expand the UNITE Pane – The telecommunicator clicks on the caller's phone number in the 911 queue or activates RapidSOS Call-Taker Mode.
2. Assess the Need for Roadside Assistance – The call-taker evaluates the situation based on the call for service details to determine if self-service roadside assistance is appropriate.
3. Access the Action Bar–The call-taker selects the Tow Truck action item from the UNITE Action Bar to initiate the roadside assistance request.
 - a. UNITE will auto-populate the caller's phone number and SMS message, including the self-service link (SWOOP access).
 - b. Telecommunicators should modify the message to inform the caller that it is being sent by Anytown Agency. However, do not edit the self-service link, as it will render the access to SWOOP invalid.
4. Once the message is ready, select Send. The conversation will move to the Chat Tab.
5. Enter a call for service into the Anytown Agency CAD system to ensure visibility of the incident. Although no field unit is requested, documenting the incident ensures situational awareness, tracks potential escalation, and meets compliance requirements.
 - a. Indicate in the CAD entry that the self-service link was sent.
 - b. The telecommunicator can use the Chat Tab dialog box in UNITE to follow up with the caller as needed.
6. Once roadside assistance has been successfully delivered, the agent may click End Chat and confirm to close the chat with the caller. If the agent does not manually end the chat, UNITE will automatically time out the conversation after 30 minutes of inactivity.

6.3.2 Standalone Request without an Incoming 911 Call

1. Assess the Need for Roadside Assistance – The call-taker evaluates the situation based on the call for service details to determine if self-service roadside assistance is appropriate.

2. Access the Action Bar–The call-taker selects the Tow Truck action item from the UNITE Action Bar to initiate the roadside assistance request.
 - a. Manually enter the caller's phone number and select enter or tab and the standard SMS message including the self-service link (SWOOP access) will draft.
 - b. Telecommunicators should modify the message to inform the caller that it is being sent by Anytown Agency. However, do not edit the self-service links, as it will render access to SWOOP invalid.
3. Once the message is ready, select Send. The conversation will become a standalone incident in the UNITE 911 queue and the conversation will open in the incident's Chat Tab.
4. Enter a call for service into the Anytown Agency CAD system to ensure visibility of the incident. Although no field unit is requested, documenting the incident ensures situational awareness, tracks potential escalation, and meets compliance requirements.
 - a. Indicate in the CAD entry that the self-service link was sent.
 - b. The telecommunicator can use the Chat Tab dialog box in UNITE to follow up with the caller as needed.
5. Once roadside assistance has been successfully delivered, the agent may click End Chat and confirm to close the chat with the caller. If the agent does not manually end the chat, UNITE will automatically time out the conversation after 30 minutes of inactivity.

6.4 Tracking and Managing Requests

All roadside assistance requests must be documented in the **CAD system** for proper tracking and compliance. A unique **incident ID** should be assigned to each request for future reference. Ensure all relevant details are recorded, including request status, follow-up communication, and service completion.

7. Compliance and Documentation

Roadside assistance requests must be accurately tracked and documented in the CAD system. Admins must ensure that all messages and requests are logged for a period of 30 days for auditing and compliance purposes. All actions taken should align with Anytown Agency's policies and be available for internal and external auditing.

8. Training and Quality Assurance

- Training: All agents must complete Roadside Assistance-specific training through the RapidSOS Training Center. Training should cover the entire workflow, from receiving a request to documentation and follow-up. Ongoing training may be necessary to ensure agents remain proficient in current workflows. Anytown Agency admins are responsible for ensuring that ECC staff are up to date with functionality updates.

- Quality Assurance: Admins should regularly review incident logs and messages for accuracy and adherence to policies.
- Monitoring: Ongoing monitoring of agent performance and compliance with SOPs will ensure that roadside assistance requests are handled efficiently.

9. Audits and Compliance

This SOP will be reviewed annually or as necessary to incorporate system updates and best practices. Updates will be communicated to **Anytown Agency** ECC personnel through training sessions and internal bulletins. Admins should conduct periodic audits of roadside assistance requests, reviewing **CAD system** logs and **Text-from-911** communications in the UNITE admin menu for compliance. Non-compliance with this SOP may result in corrective action.