Emergency Data Broker
Telematics

Modern vehicles can detect everything from minor fender-benders to high-impact crashes — but connected cars need equally intelligent emergency response technology. After a crash, vehicle occupants may be unable to call for help or communicate clearly. While vehicle sensors capture valuable crash data, delivering that data quickly and in a usable format is critical for saving lives.

Intrado's Emergency Data Broker ensures crash notifications and vehicle sensor data get to 911 centers immediately and in a format telecommunicators can act upon — bridging the gap between the connected vehicle and the emergency response ecosystem.

Multiple studies have shown consumers overwhelmingly prioritize vehicle safety features. Emergency Data Broker helps automakers exceed expectations by delivering advanced crash data directly into 911 systems, enabling faster and more effective emergency responses.

Built for 911, Trusted by Public Safety

Emergency Data Broker is purpose-built for public safety by 911 experts with deep knowledge in public safety systems. The platform leverages telematics data to:

- **Correlate crash data** from multiple sources into a unified emergency event
- **Add critical context** to help responders assess severity and dispatch the right help
- **Deliver real-time situational awareness** directly to first responders
- **Streamline call flow** to reduce delays and improve decision-making

How It Works

While a connected vehicle can trigger a crash notification, Emergency Data Broker uses a Request for Assistance (RFA) to initiate communication with the appropriate public safety answering point (PSAP) using emergency lines, bypassing slower administrative routes.

- Calls are routed via voice or text through the same API
- Faster PSAP routing using the vehicle's precise location eliminates misroutes and call transfers
- Built-in redundancy and nationwide PSAP access mean faster, more reliable emergency handling

Key Benefits

- **Faster Response Times:** Emergency Data Broker routes emergency calls to the correct PSAP using live vehicle location, eliminating intermediaries and call transfers.

- **Comprehensive Crash Insights:** Emergency Data Broker delivers standardized Vehicle Emergency Data Set (VEDS) — including Automatic Crash Notification (ACN) and Advanced Automatic Crash Notification (AACN) data — directly to the telecommunicator's screen with the call. Data can include speed, occupancy, seatbelt usage, rollover status, orientation, airbag deployment, and more.

- **Rich, Actionable Data:** Emergency Data Broker supports the delivery of multimedia, including photo or video, for enhanced situational awareness.

- **Seamless Integration:** One simple API supports both XML and JSON-based data input.

- **Unmatched Coverage:** Voice calls route to over 6,000 PSAPs across the U.S., Puerto Rico, and the U.S. Virgin Islands while text requests are routable to all 4,700+ PSAPs that have adopted text-to-911.

- **Easy Public Safety Adoption:** Multiple implementation methods ensure PSAPs can easily access the full spectrum of supplemental data. Unlike over-the-top (OTT) solutions, RFAs delivered by Emergency Data Broker are natively connected to the 911 ecosystem for faster, more reliable emergency data delivery.

Get In Touch!

To learn more about Emergency Data Broker for Telematics, reach out to your Intrado account manager.

About Intrado

Intrado is the essential partner for those committed to saving lives and protecting communities anywhere in the world. As a leading global provider of trusted emergency response solutions, Intrado improves public safety outcomes by connecting help to those in need. The company blends legacy intelligence, modern technology, and passionately dedicated people to create end-to-end solutions that are innovative, resilient, intuitive, and insightful. For more information, visit www.intrado.com.