



Results of the questionnaire on eCall

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eSafety Support
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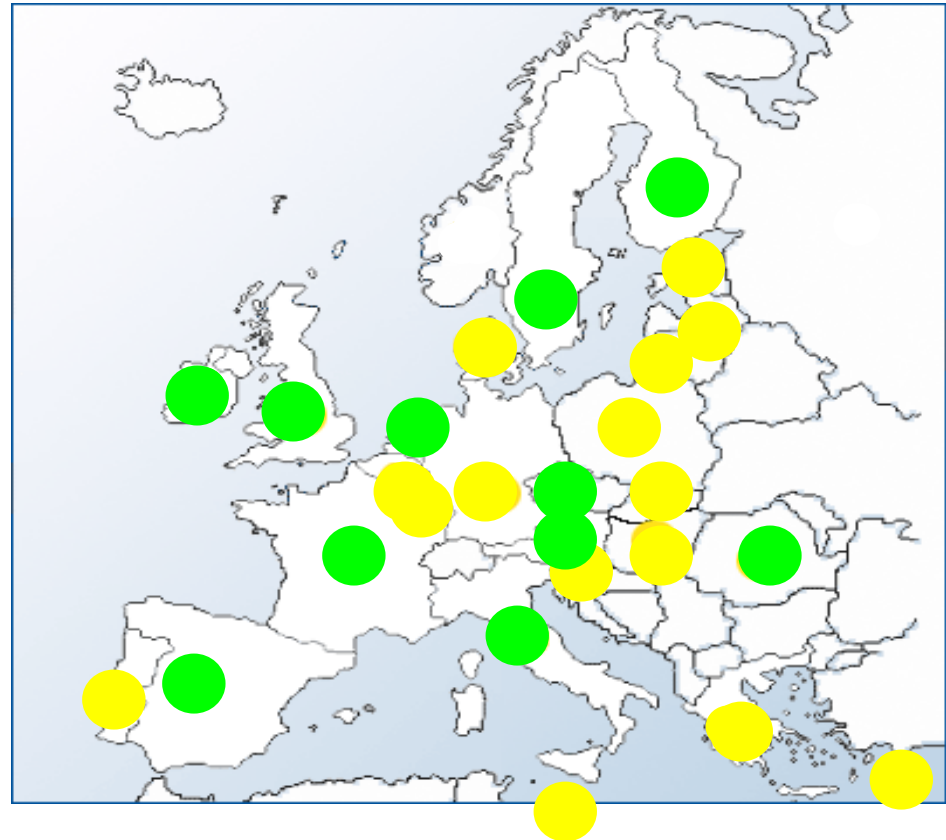
Response to the Survey

Answered the questionnaire

- ✓ Austria
- ✓ Czech Republic
- ✓ Finland
- ✓ France
- ✓ Ireland
- ✓ Italy
- ✓ The Netherlands
- ✓ Romania
- ✓ Spain
- ✓ Sweden
- ✓ United Kingdom

Did not answer the questionnaire

- ✓ Belgium
- ✓ Cyprus
- ✓ Denmark
- ✓ Estonia
- ✓ Germany
- ✓ Greece
- ✓ Hungary
- ✓ Latvia
- ✓ Lithuania
- ✓ Luxembourg
- ✓ Malta
- ✓ Poland
- ✓ Portugal
- ✓ Slovakia
- ✓ Slovenia



Is the single European emergency call number -112- well known and used in your country?

Country	112 Status
Austria	It is known and used.
Czech Republic	Yes. Still active other national emergency numbers. 150 – fire brigade, 155 – ambulance, 156 – metropolitan police and 158 – state police.
Finland	Yes. At present, no other emergency numbers are used in Finland. Over 90 % of people knew in 2005, what the emergency number is.
Ireland	Reasonably known but a campaign would be needed to bring it to full attention. Most people use 999 for emergencies.
France	Not very well known from the public.

Country	112 Status
Italy	No. A EuroTest Survey (2005) showed that less than 20% of people would call the 1-1-2 number, in case of a car accident. Several organisations are answering to emergency calls, in Italy: 112 – Carabinieri; 113 – Polizia; 115 – Fire Brigades/Rescue; 118 – medical emergency.
The Netherlands	Yes, it is the only emergency number in use for all emergency services from Police, Ambulance and Fire brigade.
Romania	Yes. At this moment is the unique number for emergency situation.
Spain	Yes.
Sweden	Yes, almost all of the adult people in Sweden know about 112 emergency call number.
UK	E112 is available and the UK emergency services are well geared up to support it. Public knowledge of E112 is limited.

How are the PSAP organised in your country?

Country	PSAP organisation
Austria	Public PSAPs, regionally organised regionally in the 9 regions (Bundesländer)
Czech Republic	<ul style="list-style-type: none"> • The Fire Rescue Service has responsibility and competency for PSAP. The PSAPs are located in the each region (county). PSAP Staff is composed by fire brigade (FB), ambulance (A) and police persons. Rescue services are organized by FB officers, policemen and nurses/doctors (i.e. Prague) in one room, or individual sub-PSAPs are inter connected. • Public PSAPs. • 14 PSAPs,(in each county) accepting 112.
Finland	<ul style="list-style-type: none"> • PSAPs are a part of the Emergency Response Centre Administration, managed and directed by the Ministry of the Interior in co-operation with the Ministry of Social Affairs and Health. • Only public PSAPs. The Finnish Emergency Response Centre service operating model is unique, according to global standards, in its centralisation of the handling of urgent emergency calls for the police, rescue, health and social services within joint state-run ERCs. • 15 PSAPs. PSAPs are able to take each others tasks if needed.
Ireland	<ul style="list-style-type: none"> • There are 26 counties in Republic of Ireland and there are 3 PSAP centres to cover this areas. • There is only one level of PSAP.
France	<ul style="list-style-type: none"> • Centralized organisation and by competence. • PSAPs are interconnected to provide the most appropriated assistance. • There are currently 3 nation wide PSAPs : <ul style="list-style-type: none"> – Call number 18 for Firemens (CTA) – Call number 15 for Medical emergencies (SAMU) – Call number 17 for Police • Calls to number 112 are forwarded either to 18 or to 15 according administrative departments

How are the PSAP organised in your country?

Country	PSAP organisation
Italy	<ul style="list-style-type: none"> • The medical emergency PSAP (answering to the 1-1-8 number) is a decentralised organisation on regional base (21 different organisations managed with national guidelines). • Public PSAPs directly receiving the emergency calls.
The Netherlands	<ul style="list-style-type: none"> • Regional at the Police regions and central for all GSM 112 calls at the National Police Agency. • Public PSAPs, by law assigned to the Police • 24 regional and 1 national PSAP for all GSM 112 calls
Romania	<ul style="list-style-type: none"> • Decentralised. There is a PSAP for every county in Romania. Romania is administrative split in 41 counties (40 + Bucharest) • There is only public operator for PSAP (It is an entity Special Telecommunication Service under Ministry of Administration and Interior)
Spain	<ul style="list-style-type: none"> • Decentralised organisation, regional competence. One PSAP per autonomous region • Public PSAPs
Sweden	<ul style="list-style-type: none"> • Centralised organisation, with 18 regional (24/7) PSAPs • PSAP in Sweden are receiving emergency call and perform the primary interview with the 112 caller, and call out appropriate resources, and only matters needed police attention are dispatched. • 18 PSAPs
UK	<ul style="list-style-type: none"> • Centralised organisation at national level • In the UK, PSAP1s already exist (operated by BT999 and Cable & Wireless). They pass information to the many emergency service control rooms dispatching emergency services (PSAP2s). • 2 contractors who are PSAP1s. Multiple PSAP2s

E112: Is caller location transmitted from the Mobile Network Operators into the PSAPs for calls from mobile phones?

Country	Caller Location transmission status
Austria	No.
Czech Republic	There is agreement between FB (Ministry of Interior) and telecommunication operators.
Finland	The PSAP can obtain the location information from the MNO, if needed. Both calls via fixed line and wireless calls can be located when needed.
Ireland	National Forum being set up to look at E112 and eCall.
France	Yes, by regulation since August 2005. Regulation applies to both fix and mobile communications.
Italy	No. There's a plan to locate the mobile calls, coordinated by the Innovation Technology Ministry.
The Netherlands	Not yet.
Romania	Not yet.
Spain	Pushed by mobile operators.
Sweden	No, not today, but the location will be transmitted from beginning of 2007.
UK	Yes via PUSH, this is a requirement of the established 999/112 Protocol.

Are emergency calls answered in several languages, other than the official ones?

Country	Language
Austria	Generally speaking in German language only, even if most operators speak English as well.
Czech Republic	Yes: obligatory Czech, English and German language. In some places French, Spanish and Polish and Russian too.
Finland	Emergency calls are answered in both national languages Finnish and Swedish as well as in English.
Ireland	Calls presently answered in Irish and English.
France	No.
Italy	Only depending on the operator's skills (not mandatory)
The Netherlands	Yes, at least in English (mandatory). Some operators are able to respond in German and French too but this is not mandatory.
Romania	There are several counties with a large minority population, where there is possibility to communicate in Hungarian, for instance. At national level it is possible to speak in English with 112 operator.
Spain	Yes, services are also provided in English, French, German and Arab (depends on regional PSAPs)
Sweden	Yes, English.
UK	PSAP1s do have translation services, but the primary language is English.

Question 5 (Part I)

Are there plans to upgrade the 112/E112 infrastructure? If yes, are there plans to apply for EU funding? (i.e., structural funds?)

Country	Upgrading 112.E112 structure
Austria	A detailed analysis of the infrastructure needs is done at the moment. The respective plans will be elaborated based on the findings of this analysis.
Czech Republic	Yes, infrastructure has been partly updated. The next update will use financial support by EU. Further funds: cohesive fund and fund for trans-European traffic network as support for eCall deployment
Finland	The Finnish PSAP system has been developed during the last ten years. Just now there is no urgent need to upgrade the infrastructure. eCall will be implemented in the system before the end of 2008 following the decision by the Finnish Government. The potential sources for financing will be investigated before the project will be started.
Ireland	National Forum being set up to look at E112 and eCall.
France	Missing data.
Italy	The Innovation Technology Ministry is engaged in coordinating all the institutional emergency organisations, in order to upgrade the 112/E112 infrastructures. Applying to EU funding may be needed.

Question 5 (Part II)

Are there plans to upgrade the 112/E112 infrastructure? If yes, are there plans to apply for EU funding? (i.e., structural funds?)

Country	Upgrading 112/E112 structure
The Netherlands	Yes, 1st quarter of 2007
Romania	The operator of 112 system is going to extend the capabilities of the systems in future, to improve the quality of service as european level
Spain	The regional governments make their own decisions on the matter. Regional PSAPs are looking forward using new technologies, if they prove to be useful, reliable and don't represent additional work for service operators.
Sweden	The process is ongoing for a new centralised platform to be finished during next year.
UK	Much of the UK infrastructure is already able to accommodate E112 but some further upgrading is underway.

In case not done yet, is your country (or a local government) planning to sign the eCall MoU, or to commit to the implementation of eCall without an official signature of the MoU?

Country	Signature of MoU
Austria	Planning to sign the eCall MoU.
Czech Republic	Procedural difficulties connected to the signature of the MoU (what to do in case that Government or Parliament would require amendments?). Proposal for public sector to bring this matter to the relevant Council Working Group (in the form of legal provision) ensuring the Pan-European approach. Nevertheless the Czech Republic intends to continue in implementing of eCall.
Finland	MoU signed.
Ireland	National Forum being set up to look at E112 and eCall.
France	eCall organisation in France is conducted under the Ministry of Interior responsibility for establishing procedures in partnership with car manufacturers and public emergency services.
Italy	MoU signed on October 2005. The implementation of the eCall will follow the e112 upgrading.

Country	Signature of MoU
The Netherlands	The Ministry of Interior has not signed the MoU but is committed to implement eCall. The National Police Agency KLPD has signed the MoU and is committed to implement eCall as well in close cooperation with the Ministry of Interior.
Romania	A proposal to ease the signature of the MoU by the Member State is to have the MoU signed by several entities (NGOs, companies, etc.) beforehand.
Spain	Not yet. It is difficult to find a national perspective, as PSAPs are autonomous at regional level.
Sweden	MoU signed on June 2005.
UK	The UK Parliament has requested further information on UK costs and benefits before deciding whether or not to sign the MoU. Research is currently underway to provide this information.

Question 7 (Part I)

- Are there in your country vehicles equipped with eCall-like emergency systems?
- Percentage of new cars sold in your country in the last years with these systems?
- Organisation of these services?
- Any campaigns/user awareness activities for eCall-like systems?

Country	eCall-like emergency systems
Austria	<ul style="list-style-type: none"> •There has been an eCall trial project were selected drivers tested the communication to PSAP and back, for details look at www.e-call.at. •For the pilot project a service provider approach has been selected to have a quick response and a complete information delivered to PSAPs. •The mentioned pilot project regarding E-call was proposed by the a drivers association, and the participating drivers were found within a few days only. .
Czech Republic	<ul style="list-style-type: none"> •There are not information concerning eCall equipment. •eCall is not in operation in the Czech republic. •eCall is relatively widely discussed in technical magazines and also public TV presented document describing importance of eCall. A special section was oriented to eCall at NAVAGE conference (March 2006, Prague) and this problems are regularly presented at next conferences and seminars. eCall is described in the ITS lessons at Faculty of Transportation Sciences in detail.
Finland	<ul style="list-style-type: none"> •No statistics available to quantify the percentage of cars with eCall-like systems. •There are some companies in Finland which might be interested to maintain eCall-like services. •No campaigns have been carried out.
Ireland	National Forum being set up to look at E112 and eCall.

Question 7 (Part II)

Are there in your country vehicles equipped with eCall-like emergency systems?

Percentage of new cars sold in your country in the last years with these systems?

Organisation of these services?

Any campaigns/user awareness activities for eCall-like systems?

Country	eCall-like emergency systems
France	<ul style="list-style-type: none"> •PSA has developed a proprietary platform for « high standard” cars which is operational in France, Italy. The percentage of sales of new car equipped with such systems is probably very low •On-board telematic platform with GPS and GSM modules sending automatically a SMS in case of choc detected by airbag or seat belt. Back office is operated by an Insurance Company. •No campaigns.
Italy	<ul style="list-style-type: none"> •In general, some top level cars can be equipped with eCall devices related to a Private Service Provider, supplying road assistance and forwarding the emergency call to a PSAP, in case of need. •No campaigns.
The Netherlands	<ul style="list-style-type: none"> •Peugeot and Volvo developed an eCall like emergency system. •Their emergency system is privately operated by services/call centres. •No campaigns.
Romania	<ul style="list-style-type: none"> •No eCall-like systems. •There were local campaigns organized by ITS Romania and eSafety Forum and several research project on e-Call.

Question 7 (Part III)

Are there in your country vehicles equipped with eCall-like emergency systems?

Percentage of new cars sold in your country in the last years with these systems?

Organisation of these services?

Any campaigns/user awareness activities for eCall-like systems?

Country	eCall-like emergency systems
Spain	<ul style="list-style-type: none"> •Currently, there are new manufactured vehicles that are equipped with eCall technology. •No campaigns.
Sweden	<ul style="list-style-type: none"> •“Volvo’s On Call” system is running. There are about 2000 cars equipped with it. •The service is not build on eCall standardisation requirements and Volvo cars are using their own phone number, and own call centres. •A campaign took place for “Volvo on Call”, both marketing and sale activities.
UK	<ul style="list-style-type: none"> •Both BMW and Volvo have eCall-like systems. Less than 5% of new BMWs and Volvos sold in the UK have this fitted. •BMW and Volvo had to implement a number of UK-specific design changes in order to comply with the UK’s eCall handling procedure. This states that the voice call from the vehicle must be routed directly to the PSAP1 whilst the data set is routed via a third party service provider before being delivered to the same PSAP1. •There have been no National eCall campaigns, not even any manufacturer-specific campaigns.

Question 8 (Part I)

What activities have been carried out in your country during the last years 2004-2006 to accelerate the deployment of the eCall systems in vehicles?

Country	Activities
Austria	Data missing.
Czech Republic	<p>The Ministry of Transport in the connection with Ministry of Interior supported an R&D project on eCall. The topic of the project is to describe and test the functionality of PSAP centers. The next activities are:</p> <ul style="list-style-type: none"> •elaboration of process model of eCall (take into account ITS national architecture); •preparing of test platforms for pilot project: installation of two TCTV nodes; •connectivity to the public telephone network; •putting into service telephone number for eCall testing.
Finland	<p>In 2006 the needs and views of the involved authorities concerning the implementation of eCall were clarified and matched. In addition, the changes and development action required were determined. The aim of the study was to create a national eCall authority framework to which the operational authorities can commit.</p> <p>In 2005 the study to estimate the impacts of an automatic emergency call system (eCall) on accident consequences in Finland. [</p> <p>In 2004 the definition of a national implementation of eCall (the report only in Finnish); a test bench for data communication was implemented. The discussion paper to promote the Pan-European ecall was written (and uodated later).</p>

Question 8 (Part II)

What activities have been carried out in your country during the last years 2004-2006 to accelerate the deployment of the eCall systems in vehicles?

Country	Activities
Ireland	National Forum being set up to look at E112 and eCall.
France	Participation to e Safety forum : eCall performance criteria
Italy	<ul style="list-style-type: none"> •MoU signature •TTS Italia established a Working Group aimed to push for the MoU commitments.
The Netherlands	<ul style="list-style-type: none"> •The institution of the automotive platform ADI in The Netherlands with the mission to institute one eCall platform in which public authorities (PSAPs and Ministry of Interior), Service Providers, and automotive branch at large are represented. There will be a Service Level Agreement with this platform and the Ministry of Interior on how to operate eCall in The Netherlands in triangular organisational concept of emergency call – PSAP – Service provider. •One major element will be the institution of a central database with all automotive data on make – model – model year and technical details, accessible on line via eCall to provide all necessary data on handling all types of vehicles in emergency service operation.
Romania	Data Missing
Spain	Data Missing
Sweden	<ul style="list-style-type: none"> •MoU signature. •The Swedish department of transport was made aware of implementation plans of eCall. •Project plans for the eCall pilot and for development and implementing eCall service 2009.
UK	No activities.

Question 9 (Part I)

Which are the main bottlenecks in your country for the implementation of eCall?

Country	Bottlenecks
Austria	<ul style="list-style-type: none"> •The investments needed in the public PSAP infrastructure are not yet clearly defined. •The organisational structure and related competences are complex. •The incomplete standardisation for the technical elements of ecall. (MSD content)
Czech Republic	<ul style="list-style-type: none"> •The project eCall was stopped by the end of 2005 by cause of missing decision from ETSI. The decision would set transmission protocol between OBU and PSAP. In July 2006 the commission has decided the protocol type but not standards of the transmission. 3GPP group has been authorized to set definition of the standards. This has not been decided till now. •Technical commission TC278 of CEN established a new working group (WG15) for elaboration of eCall standards at Sevilla meeting this year. •Therefore works within the project are aimed at preparing of the environment where the final product will be tested.
Finland	European/international standards are not yet available.
France	<ul style="list-style-type: none"> •People in France are not very sensitive to the advantages of an eCall system. •An economic model has to be proposed to develop the market
Ireland	Data missing.
Italy	<ul style="list-style-type: none"> •Several Emergency numbers (112, 113, 115, 118, ...),also deputed to general utility calls (regulatory issue: conflicting with the privacy issues and with the localisation needs); •Upgrading costs for the PSAPs; •Lack of pilot projects. A pilot project on eCall was stopped because of lack of financial resources. In 2001 a feasibility study was activated by the Ministry of Transports and by the Ministry of Public Works; a proposal for a project plan was elaborated by a group of Italian organizations.

Question 9 (Part II)

Which are the main bottlenecks in your country for the implementation of eCall?

Country	Bottlenecks
The Netherlands	Legal and institutional bottlenecks.
Romania	<ul style="list-style-type: none"> •Lack of information for government authorities (to enforce the implementation of this system) •Lack of public information.
Spain	<ul style="list-style-type: none"> •The consequences of a great number of false/fake emergency calls would be a decreased ability of the system to manage the true ones correctly. •The decentralisation of the E112 service. •The budget allocation for acquisition of equipment and infrastructures for the E112. •The lack of user demand (associated to the lack of promotion and advertising of the service and technology).
Sweden	For the moment the finance of development and running of the service problem has not been solved. Hopefully this issue will be solved during this year.
UK	<ul style="list-style-type: none"> •Doubts as to the UK Plc business case •Concerns from some major stakeholders, including the telecoms industry •It is for these reasons that we are carrying out further research.

Question 10 (Part I)

Do you have any comments on how to accelerate the roll-out and deployment of eCall in your country?

Country	Comments
Austria	<ul style="list-style-type: none"> •People not only in Austria should have the possibility to make “practical experiences” with eCall functionality and services and can than be convinced about the benefits it has on a wider socio economic scale. •For this purpose a fast conclusion of basic standardisation in the core functions is needed. •A series of pilot projects, probably on a regional scale with a large number of persons and different languages involved should be started (based on after market equipment for the vehicles involved) with the scope of testing user acceptance and reactions and also organisational models in the PSAP area. •In the mean time the manufacturer could integrate the functionalities in their vehicles and offer it as an integrated option to the customers which have accepted the system.
Czech Republic	<ul style="list-style-type: none"> •eCall belongs to telematics applications for which the preparedness of the public sector to use them or to share them with various public institutions or with the private entities is inevitable. The co-sharing of applications provides in this way the end user with an integrated service. Otherwise there is a danger that due to the unprepared public sector infrastructure the services will be provided to a limited extent only, if at all. •In order to EU-widely implement and use the eCall system would be helpful to create a EU financial instrument or to use existing instrument which could serve as a EU support and stimulate individual Member States to introduce eCall, resp. to upgrade PSAPs for eCall system. •It is also not quite clear who is responsible for standardization (TC278/ETSI).
Finland	<ul style="list-style-type: none"> •The European/international standards should be available soon and they should refer and guide to apply the existing technology.

Question 10 (Part II)

Do you have any comments on how to accelerate the roll-out and deployment of eCall in your country?

Country	Comments
France	<ul style="list-style-type: none"> •Step 1: Set-up a MOU between actors •Step 2: Promote E-call as a service provided by entities involved in road assistance (insurance companies)
Ireland	National Forum being set up to look at E112 and eCall.
Italy	<ul style="list-style-type: none"> •The roll-out and deployment of eCall can be accelerated side by side to the 112 and E112 development. •An eCall trial project could help. •Some initial informal discussions started recently among interested organizations: TTS Italia, ACI, ISMB, Autostrade per l' Italia, Telecom Italia, and French companies of the 06 district. •It seems to be considerable the consensus for a trial oriented to verify: <ul style="list-style-type: none"> –The availability, consistency, completeness,... of the needed standards (agreed at European level) and corresponding technical solutions; –The interoperability across borders; –The interoperability across telematic applications (eCall, ETC, Navigational Systems,...). •A proposal for funding could be submitted to FP7.

Question 10 (Part III)

Do you have any comments on how to accelerate the roll-out and deployment of eCall in your country?

Country	Comments
The Netherlands	<ul style="list-style-type: none">•Mobilise awareness campaigns, either with the automobile clubs and service providers or in a joint venture between the Ministry of Interior and the Ministry of Traffic and Transportation and Water management.•KLPD has become a member of the eSafety Communication platform where other ideas and awareness campaigns will be developed as well.
Romania	<ul style="list-style-type: none">•Campaigns for public information.•To sign MoU on eCall with much more entities, not only government entities.•Events oriented on eCall.
Spain	<ul style="list-style-type: none">• More communication and advertising about the eSafety technologies in general, and this includes the eCall system.• Planning and implementing demonstrators in every country, so that we all could know about the real status of the technology and the real consequences of using eSafety-like systems.•There is a need for a political decision on pushing this systems and services, at national (central government) and regional scope in Spain. Responsibility of pushing them should be shared by different ministries and regional governments, and this is difficult to get.

Question 10 (Part IV)

Do you have any comments on how to accelerate the roll-out and deployment of eCall in your country?

Country	Comments
Sweden	<ul style="list-style-type: none">•The FSD (Full Set of Data) might have significant importance, especially in relation to possible business cases. To create a genuine business interest from companies with a safety focus the promotion of only MSD might seem somewhat limited. The inclination of this is that we think it is important to include the definition of the standardised interface between PSAP and Service Provider in the final recommendation.•A pilot project can contribute to:<ul style="list-style-type: none">–create awareness for the general public, emergency organisations and vehicles manufactures.–learn more about the technique and get experiences before the introduction of eCall 2009.–Necessary information to determine estimation of costs.•Six star in Euro CAP.•To speed up the implementation of eCall, EU can finance a testpilot in each country.
UK	No appropriate comments before the additional research has been completed.

*Thank you
for your attention*

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