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eCall Year in Review 2007

ECALL MoU STATUS UPDATE 2007

The eCall Memorandum of Understanding (MoU) is an expression of the individual and collective commitment of the signatories to work in partnership in order to realise the shared objective of eCall development and deployment.

In 2007, 6 Member States signed the eCall MoU:

- **Germany** (June)
- **Austria** (June)
- **Portugal** (September)
- **Spain** (September)
- **Czech Republic** (September)
- **The Netherlands** (November)

These 6 join the 10 other previous signatory countries: Greece, Italy, Cyprus, Lithuania, Slovenia, Finland, Sweden, Switzerland, Norway and Iceland. See related articles regarding the 2007 signature events on the following pages.

9 organisations added their commitment in 2007:

- **Continental AG** (March) – global automotive supplier
- **UAMK** (April) – automobile club of the Czech Republic
- **Enfora Inc** (July) – developer of intelligent wireless solutions for asset management, remote monitoring and control, and location-based services
- **General Tekom Co. Ltd** (July) – GSM virtual operator and solution provider for transport safety
- **Delphi Delco Electronics Europe GmbH** (August) – supplier of mobile electronics and transportation components and systems technology
- **LG Electronics** (August) – global manufacturer of electronics products
- **Deutscher Verkehrssicherheitsrat, DVR** (September) – non-profit organisation supporting road safety
- **ITS Romania** (September) – national association promoting intelligent transport systems and services
- **iMETRIK** (December) – provider of Wireless M2M platform for end services

As of 31 December 2007, there were a total of 68 signatories.

eCall motors on: The Netherlands signs eCall MoU

The Netherlands signed the eCall Memorandum of Understanding (MoU) to actively support the timely implementation of eCall, the automatic emergency call system for cars.

At the 8 November signature event in Brussels, Mrs Guusje ter Horst, Dutch Minister of the Interior and Kingdom Relations stated: "It is very important to reduce the response time of emergency services, [eCall] will save lives and also reduce the severity of injuries caused."



Dutch Minister of the Interior and Kingdom Relations Mrs Guusje ter Horst (left) and EC Commissioner Mrs Viviane Reding during the signing

Commissioner Viviane Reding congratulated The Netherlands for joining the countries having committed to the pan-European implementation of the eCall service. "I welcome the commitment of The Netherlands, shown not only by signing the MoU, but also by having an implementation plan which reflects the Dutch Emergency Response Services' ability to receive eCalls by 2008. This is an important step and paves the way for other European countries to advance towards the full deployment of eCall."



eSafety issues besides eCall were also discussed

eCall's global developments highlighted at Beijing Congress Special Session

The status of eCall and emergency services in the three regions of Japan, the US and Europe was the focus of a Special Session at the Beijing ITS World Congress, held 9 - 13 October 2007. The 10 October session demonstrated that while the problems surrounding eCall are similar in the regions, the approach to solutions is different.

In his presentation, Mr Juhani Jääskeläinen of European Commission DG INFSO explained that in Europe, the focus is still in the "first generation" emergency calling. There are problems in the service quality of the single European emergency number 112, and E112, the location-enhanced emergency call, is not available in 11 Member States; the EC has started infringement procedures against these Member States. He noted that the European Commission aims at full deployment of the eCall service in 2010, but this requires solving the remaining issues such as the standard for the data bearer and encouraging the missing Member States to sign the eCall MoU. In addition, mobile network operators need to agree, and the vehicle manufacturers have to equip vehicles with the eCall device starting from 2010.

From the US perspective, the E911 emergency number is still an issue. Thus, the National Highway Traffic Safety Administration is in the process of establishing an independent agency for emergency calling to act as a single point of contact. However, work on solving the next generation issues such as VoIP, multi-media, SMS and

access for the disabled is underway.

Japan's HELPNET is a commercial service that has 160,000 subscribers. In 2006, there were 1000 manual activations, 59 automatic activations and 9 cases without a reply. A study showed that emergency services can be dispatched 60% faster with HELPNET. Although positive, it is still unclear why there is not a larger HELPNET customer base in Japan.

The Q&A period which followed the speakers addressed issues such as the role of nomadic devices, SIM, and cost of implementation.



The drive for eCall accelerates: Czech Republic, Portugal and Spain sign eCall Memorandum of Understanding

Three more EU Member States — the Czech Republic, Portugal and Spain — signed on 18 September 2007 in Versailles, France the eCall Memorandum of Understanding (MoU) initiated by the European Commission. With their signature, they commit themselves to actively support the timely implementation of the pan-European in-vehicle emergency call system for road accidents that could save 2,500 lives annually when fully deployed in Europe.

Mrs Viviane Reding, European Commissioner for the Information Society and Media, noted: “This is an important contribution from these countries to making European roads safer. Against this background of growing momentum of the eCall initiative, the Commission will soon start negotiations with car manufacturers from Europe, Japan and Korea to equip all new cars in Europe with eCall by 2010. But let’s make no mistake: important EU countries are still not responding to eCall. If this does not change quickly, it could endanger both Europe’s competitiveness and – more important – the lives of European citizens. I therefore urge the remaining EU countries to join the eCall initiative in the months to come. Otherwise, intervention with an eCall Directive is an option that I will seriously take into consideration.”

At the Versailles event, Commissioner Reding also presented the new Commission Communication on the Intelligent Car, which among other priorities, promotes the full scale deployment of eCall by supporting work on standardisation, field tests and public awareness campaigns.



The 18 September 2007 eCall MoU Signing Event included (from left) Mr Martin Pichl, from the Czech Republic Ministry of Transport, representing Maj. General Štěpán from Ministry of Interior; Portuguese Minister of Public Works, Transport and Communications Mr Mario Lino; Mrs Viviane Reding, Member of the European Commission, Responsible for the Information Society and Media; Mr Francisco Javier Velazquez Lopez, Director General of Civil Protection, Spanish Ministry of Interior; and Mr Tjerk Terpstra of the Dutch Ministry of Interior

2007: eCALL PSAPs EXPERT GROUP

The eCall PSAPs Expert Group had two fruitful meetings in 2007 which progressed eCall activities key to Public Safety Answering Points (PSAPs). The Group was established to find common positions from the European PSAP representatives on the operational requirements of eCall, as well as solutions to achieve efficient implementation.

In April, in a meeting with automotive manufacturers and the eCall Driving Group, the PSAP experts reached consensus on the contents of the Minimum Set of Data to feed the standardisation procedure at CEN. The Group also agreed on the importance of a harmonised Vehicle Identification Number (VIN) structure in Europe, and the necessity of a VIN decoder to extract the necessary information from the VIN.

The Group also discussed the possible increase of the PSAPs workload due to eCalls. Bearing in mind that the percentage of calls which don’t require emergency assistance is important, based on the estimations from existing private services in Europe and the US, the number of eCalls does not seem unmanageable by

the PSAPs. In any case, the introduction of the eCall discriminator allows the possibility of including dedicated filtering PSAP1, if desired.

The second PSAP Working Group meeting in November focused on the discussion of the draft operational requirements produced by CEN. The Group achieved consensus on relevant issues, such as the necessity of having call-back functionality. PSAPs experts agreed that they prefer an embedded solution, as they have no confidence in a solution based on nomadic devices. They also agreed that standardisation should progress as soon as possible in order to start the upgrade of their systems. The meeting also included a position paper from the French delegation that was presented and discussed.

The eCall PSAPs Expert Group has shown its usefulness to address problems related to PSAPs and achieve consensus. It welcomes further participation, so Member States are encouraged to nominate representatives to this Group to keep the momentum going into 2008 and beyond.



eSafety Support releases new eCall video

The eSafety Support project released a new, 3-minute video that targets the stakeholders and general public on the benefits and implementation of eCall. It was world-premiered at the eCall Memorandum of Understanding Signatory Event with Commissioner Viviane Reding prior to the 8th eSafety Forum Plenary Meeting in Versailles, France, 18 September 2007.

The video has been disseminated at meetings across Europe in order to raise awareness about eCall and further its deployment. It explains:

- why eCall is important to saving lives
- what needs to be done by all parties to make eCall a reality

It can be viewed on the eSafety Support website, www.esafetysupport.org. Additional copies can be requested from eSafety Support.



Germany and Austria sign the eCall MoU

With their 5 June 2007 signatures at the German Presidency eSafety Conference in Berlin, Austria and Germany have committed themselves to actively support the timely implementation of eCall.

"I welcome that with the support of the German Presidency, two more Member States are now joining our eCall initiative, bringing the total number of countries to 12," said Mrs Viviane Reding, European Commissioner for the Information Society and

Media. "We have clearly achieved critical mass today. I now urge industry to keep to the timetable for equipping all new cars with eCall by 2010. I furthermore sincerely hope that at the European Commission's next public event on the Intelligent Car in Versailles on 18 September 2007, other Member States will join eCall. When the safety of our citizens is at stake, neither industry nor public administrations should shy away from their responsibilities."



At the Berlin eSafety Conference, German Federal Minister of Transport, Building and Urban Affairs Mr Wolfgang Tiefensee gives his country's commitment to eCall



Mr Peter Franzmayr of the Austrian Federal Ministry of Transport, Innovation and Technology signs the eCall MoU



2007: ECALL SERVICE PROVIDERS WORKING GROUP

The eCall Service Providers (SP) Working Group held three meetings over the course of 2007.

The group gathers around 15 service providers of telematics services (emergency assistance, eCall, etc.) from different European countries.

Its major objective to identify the roles and responsibilities of service providers and PSAPs (public safety answering points) in the eCall service chain, looking into issues such as:

- what additional value-added services can service providers offer?
- what kind of data must be included in the eCall Full Set of Data (FSD)?
- what are the procedures and interfaces required to provide the PSAP with this additional data?

The working meetings in February, July and October were devoted to discussions around the content of the Full Set of Data, the need for an interface for the SP and PSAP, as well as the possible business models for eCall which include the SP role.

The major result of these efforts was finalisation of a draft document which proposes possible SP/PSAP interfaces and possible content for the Full Set of Data. It will be submitted to the PSAP Working Group for its feedback.

The next step for the SP Working Group is to build a closer co-operation with the PSAP Expert Group, in order to progress the overall work of eCall deployment.

JUNE

Cross-border pilot on eCall shows system success

ADAC has demonstrated that the pan-European eCall system, as recommended by the eCall Driving Group and supported by the European Parliament, successfully works. Mr Volker Knapp, Managing Director of ADAC and Mr Charles Capelleman of ARC Transistance presented the final results to the European Commission at a 26 June 2007 meeting with EC DG INFSO Director General Mr Fabio Colasanti. ADAC also presented results of the test at the 5-6 June 2007 Berlin eSafety Conference, hosted by the German Federal Ministry for Transport, Building and Urban Affairs.

eCall is feasible

The conclusions of a feasibility test ADAC conducted in April in cooperation with Automobile Club d'Italia (ACI Global Spa), Adam Opel AG, Airbiquity, Continental Automotive Systems GmbH, Österreichischer Automobil-, Motorrad- und Touring Club (ÖAMTC), and T-Mobile Deutschland GmbH, showed that eCall is feasible and operates across borders.

ADAC notes that this was the first field test of the European eCall concept. Nine vehicles were on the road in Austria, Germany and Italy and drivers placed over 900 test calls from 450 pre-set locations.

The Opel Vectra vehicles were equipped with eCall units, GPS/GSM antennae, an eCall button and capability to measure mobile network coverage. Simulated PSAPs operated by ÖAMTC, ACI and ADAC in their respective countries received the emergency calls. The ADAC Technical Centre in Landsberg, Germany then analysed and evaluated the data.

"The results of this first cross-border feasibility trial are excellent; they prove that the pan-European in-vehicle emergency call service eCall are viable. As automobile clubs, we are looking forward to supporting the implementation of the eCall service across Europe as soon as possible for the benefits of all road users," ADAC Managing Director Volker Knapp pointed out during the 26 June meeting with the EC.



(From left) Mr Volker Knapp, Managing Director of ADAC meets Mr Fabio Colasanti, EC DG INFSO Director



ADAC, also presented an update of its eCall-related activities at the ERTICO - ITS Europe Partner Session in Genval, Belgium on 4 May, represented by Mr Johann Grill (left) and Mr Bernfried Coldewey



Intelligent vehicle safety systems, eCall encouraged by European Parliament

In its mid-term review of the European Road Safety Action Programme, the European Parliament's Committee on Transport and Tourism has encouraged the use of intelligent vehicle safety systems and eCall as means to improve European road safety.

The mid-term review highlights the progress which has been made in tackling the problem of the number of deaths and injuries on EU roads. It takes into consideration the EC's White Paper "European transport policy for 2010: time to decide" (COM(2001)0370) and Communication "Information and Communications Technologies for Safe and Intelligent Vehicles" (COM(2003)0542) among other sources.

In the review, the Parliament notes that the opportunity offered by telematics to reduce the number of fatal accidents in the long term must be considered and large-scale research investment is required.

eCall ASAP

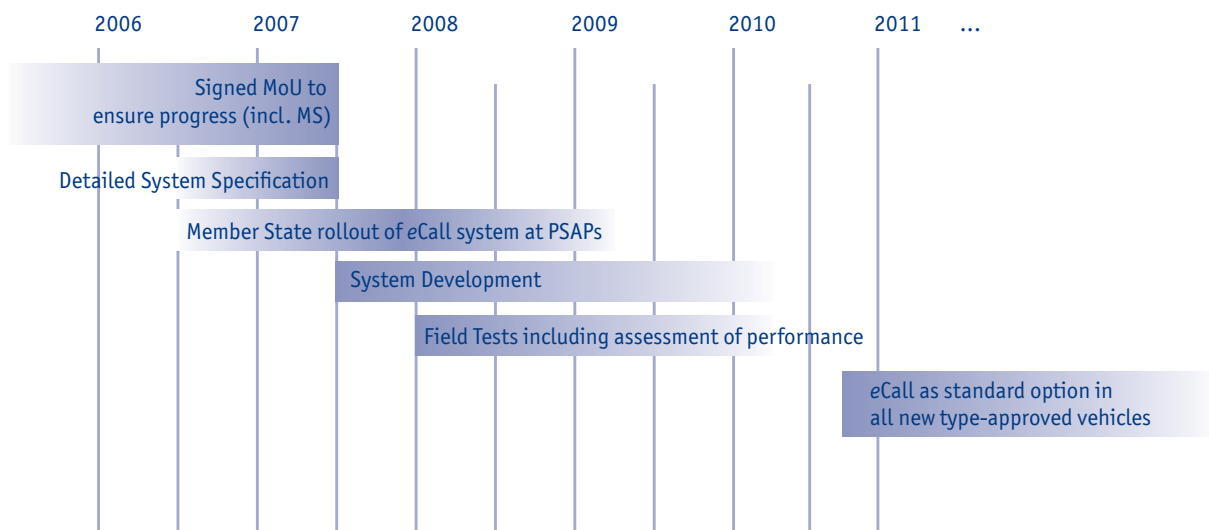
The Parliament also noted the importance of telematics and eSafety systems and considers that telematics offers the possibility of eliminating fatal accidents to a very large extent. It calls for intensive research and co-operation between all stakeholders in order to promote the speedy introduction of the most promising technologies. One of these technologies is eCall, which received additional mention in the review. The Parliament called for Member States to sign the joint statement of intent [eCall Memorandum of Understanding] concerning the eCall system by June 2007. It also stresses that the eCall system has the potential to reduce the accident response time by about 40% in urban areas and about 50% in rural areas and calls on all the Member States to promote its implementation as soon as possible. The Parliament also invites

the EC and the Member States to propose measures based on an evaluation of the awareness of the single European emergency call number 112 and implementation of E112 by all Member States in order to improve the situation in the EU.



eSafety systems – including eCall – are important, says the European Parliament

eCall Deployment plan (Road map)



2007 eCALL STANDARDISATION REPORT

Work in defining eCall standards progressed over the course of 2007 in several areas. In the standardisation of the transmission the eCall minimum set of data (MSD) from the in-vehicle system to the PSAP, ETSI MSG analysed the SMS solution and the in-band modem existing in the standard, the Cellular Text Modem (CTM). It concluded that none of the solutions complied with the eCall requirements, noting that SMS with standard routing cannot guarantee timely delivery of the data. Although it is being used successfully by private services in Europe, commercial agreements with third parties are needed. In its opinion, CTM was too slow to satisfy the time requirements. Therefore, 3GPP will start the analysis of the other in-band modem not included in the standard. It will compare their performances to assess the compliance to the requirements, and expects to finish this process by summer 2008.

A proposal has been made in ETSI on how to implement the eCall discriminator that allows the differentiation between 112 calls from mobile phones and 112 eCalls.

CEN TC 278 Working Group 15 achieved consensus on the minimum set of data content and the draft standard CEN 15722 was sent for ballot for vote/comment by national committees. The voting period was set to end on 11 January 2008. CEN has also made advances in the eCall operational requirements of the pan-European eCall service. The experts of the Working Group 15 started the discussion of a draft document based on the recommendations of the eCall Driving Group. A new working item has been proposed on third parties supporting eCall, which will deal with private services. The input of the Service Providers Working Group (see page 5) will be valuable for this new item. CEN's next meeting is scheduled to take place in Brussels on 5-6 February 2008.

On the policy front, the European Parliament stressed its support to the eCall initiative in its mid-term review of the European Road Safety Action Programme, and called Member States to sign the eCall Memorandum of Understanding (see page 6). 16 European countries and several relevant private organisations signed the eCall MoU in 2007, with more to come in 2008. (See page 1 for info on the 2007 eCall MoU signees).

The Commission adopted a new Intelligent Car Initiative on September 2007, with five concrete actions on eCall, including the start of negotiations with automobile manufacturers associations (ACEA, JAMA and KAMA). Depending on the progress, new regulatory actions on the implementation of eCall may be envisaged in 2008.

Finally, the eSafety Steering Group has proposed the creation of a European Implementation Platform to unite eCall MoU signatories and representatives of the main stakeholder associations and Member States to follow up the implementation plan and address the last open issues. The Platform should start its activities in the beginning of 2008.

The "eCall Toolbox" on the eSafety Support website provides information regarding all aspects of the pan-European eCall initiative and contains all relevant documents and studies related to this issue.

Visit the eCall Toolbox for more information at:
www.esafetysupport.org/eCalltoolbox

or contact

eCall@esafetysupport.org



What is eCall and how does it work?

The in-vehicle eCall is an emergency call generated either manually by the vehicle occupants or automatically via activation of in-vehicle sensors after an accident. When activated, the in-vehicle eCall device will establish an emergency call carrying both voice and data directly to the nearest emergency services (normally the nearest 112 Public Safety Answering Point, PSAP). The voice call enables the vehicle occupants to communicate with the trained eCall operator. At the same time, a minimum set of data will be sent to the eCall operator receiving the voice call.

The minimum set of data contains information about the incident, including time, precise location, the direction the vehicle was travelling and vehicle identification. The pan-European eCall service aims to be operative for all vehicles travelling within Europe, irrespective of their country of origin.



