



---

# PSAP workload



**Rasmus Lindholm**  
eSafety Support

DG eCall meeting  
24 April, Brussels

---

# PSAP workload



- o Potential eCalls per 1.000 cars – PSA
  - 22 eCalls per year
    - ✓ 17 breakdown calls per year
    - ✓ 2 Automatic eCalls per year
  
- o Potential eCalls per 1000 cars – Volvo OnCall
  - 3.2 eCall per year
    - ✓ 0.4 Automatic eCalls per year
  
- o Potential eCalls per 1000 cars – GM OnStar
  - 24 eCalls per year
    - ✓ 7 breakdown calls per year
    - ✓ 1 Automatic eCalls per year

**Including false calls?**

# PSAP workload



- o Potential eCalls per 1.000 cars Europe
  - 170 Million cars in Europe
  - 16.5 eCalls/year
    - ✓ 12 Breakdown calls per year
    - ✓ 1.2 Automatic eCalls per year
  
- o Total potential eCalls in Europe per year
  - 2.805.000 eCalls per year in Europe
    - ✓ 204.000 Automatic eCalls per year

**Including false calls?**