

*Third Party Services supporting eCall :
CEN standardisation*

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CEN Standardisation

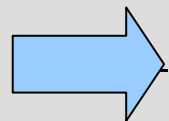
- CEN : European Committee for standardisation
 - Make standards on request of the Industry or European Institutions (through mandates)
 - Organised in « Technical Committees (TC) »
- TC278 : standardisation for the ITS
 - Submitted to CEN rules (<http://www.cen.eu/boss/boss.htm>)
 - 2 meetings a year (last : 25th Sept in Paris), 15 working groups
 - Usually 10 countries participate, max 3 delegates / CEN Members
- Working Group 15 : eSafety
 - Editing group for Third Party Services supporting eCall

Present situation

- Existing services for the emergency calls from vehicles :
 - **Car manufacturers** : VOLVO, PSA, BMW, FIAT soon, ...
 - **Insurance companies** with an aftermarket implementation : IMA, Europe Assistance, Mondial Assistance, ...
- Total equipped cars estimated at 800 000
- Working in 14 countries (Volvo and/or PSA)
- Existing national regulations for emergency calls

The need for a standard

- Satisfying different national regulations is difficult for car manufacturers or insurance companies
- Managing the emergency calls is a **State mission**



allocating it to a private organisation needs that the requirements precise a good **level of quality** to be fulfilled by the Service Provider

- The transmission of an alert to the relevant emergency service needs harmonisation

Terminology

- Clarified during the last WG15 meeting (15/16 th Sept)
 - « eCall » alone , also « paneuropean eCall » designates the PanEuropean eCall
 - « Third Party Services supporting eCall » or « TPS eCall » designates the private services that handle emergency calls, and alert the public emergency services whenever needed.
 - « Third Party emergency services » designates additionnal services such as the access to VIN signification or owner's medical file

TPS editing group work

- Three meetings, one day each
- 15 to 20 participants
- Progress on SP part, thanks to SPs contributions (IMA, ATX, Allianz, ADAC, ...)
- Presentation of Bjorn Steiger Stiftung service
- Progress on the transmission to PSAPs

Transmission from SP to PSAP

- Important working item : standardisation of the transmission of a relevant alert to a PSAP
- Aim at avoiding multiple ways (possibly incoherent) to transmit the alerts to PSAPs
- The eSafetyForum « Service Provider Group » has made an interesting report on the subject which is an input to the group

Transmission from SP to PSAP

- Inputs from SPs (IMA, ATX, Allianz, ADAC)
 - Voice calls used 98 % of case
 - In addition, some seldom fax, or some mails for equipped Psaps
 - Each SP has standardised its own presentation of the information:
 - 1 What? (kind of accident)
 - 2 Where? (location adress)
 - 3 Who? (number of involved people, age, ...)
 - 4 How severe?
 - ...

Transmission from SP to PSAP

- Difficult thing is to ensure that relevant PSAP get the information safely and quickly
- Push or Pull protocol?
- How to confirm that the information has been received (Psap Ack)?
- Minimize investment costs for PSAPs, therefore only a browser should be necessary

Any suggestion:

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Thank you for your attention!