



## eCall eNewsletter No.4 - 20 December 2007

The eCall eNewsletter gives you regular update on eCall activities and events, as well as news from stakeholders. If you would like to comment on this service, please send your feedback to [eCall@esafetysupport.org](mailto:eCall@esafetysupport.org).

More information can be found on the [eCall Toolbox](#).

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## 2007 eCall standardisation report



Creation date: 20 December 2007

*eCall standardisation activities and policy issues report progress and development.*

Work in defining eCall standards has 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. And although it is being used successfully by private services in Europe, commercial agreements with third parties are needed. It also saw CTM as 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 the way 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 will 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](#) will be valuable for this new item. CEN's next meeting is scheduled to take place in Brussels on 5-6 February 2007.

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. 16 European countries and several relevant private organisations signed the eCall MoU in 2007, with more to come in 2008. 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 activities beginning 2008.

For more information, please visit the [eCall Toolbox](#) or contact [info@esafetysupport.org](mailto:info@esafetysupport.org)

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## ADAC, German Ministry of Transport winners of eSafety Deployment Award



Creation date: 20 November 2007

*Mr Volker Knapp (ADAC) and Mr Wolfgang Hahn (German Ministry) receive distinctions at ceremony in Brussels, 14 November 2007.*

Mr Volker Knapp and team of ADAC and Mr Wolfgang Hahn and his team at the German Ministry of Transport, Building and Urban Affairs have been honoured as the first recipients of the eSafety Deployment Awards. They received the distinction at the [eSafety Forum's Deployment Workshop](#), which took place 14 November 2007 at the Diamant Centre in Brussels. The awards, in the categories of Industry & Technology and Administration & Policy, were presented by ACEA Secretary General Ivan Hodac.

#### ADAC

ADAC is well-known for its recent activities promoting eCall, the pan-European emergency call system. They include a [study which showed that eCall is indeed feasible](#) and can operate across borders, which was presented during the German Presidency's eSafety Conference in June 2007 in Berlin. ADAC has also contributed to eCall end user awareness, thanks to eCall features in its club magazine and website. The ADAC has been active in a number of other areas relating to the eSafety initiative, including ESC and Real Time Traffic Information. It has also tested various eSafety systems, including lane departure warning systems and navigation systems, including crash tests.

#### German Ministry of Transport, Building and Urban Affairs

The German Ministry of Transport, Building and Urban Affairs participates in a number of eSafety Forum Working Groups, such as the Implementation Road Map, Communications and Real Time Traffic and Travel Information, as well as being an enthusiastic member of the eSafety Steering Group.

The Ministry hosted the successful [eSafety Conference in Berlin in June](#) that focused on the development perspectives of eSafety and intelligent mobility. At the event, Germany pledged itself to eCall deployment by signing the eCall Memorandum of Understanding.

The Ministry has also carried out data protection studies to clarify the legal situation of eCall and other eSafety applications.

The awards, to be held on an annual basis, were granted based on nominations received from the eSafety community at large. Over 15 different individuals and organizations were nominated.

For more information, please contact [eSafety Support](#)

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## eCall motors on: The Netherlands signs eCall MoU



Creation date: 08 November 2007

*The Netherlands becomes the 16th country to pledge commitment to eCall.*

The Netherlands has signed the eCall Memorandum of Understanding (MoU) to actively support the timely implementation of eCall, the automatic emergency call system for cars. It is the 16th country to pledge official commitment to eCall deployment, joining Member States Austria, Cyprus, Czech Republic, Finland, Germany, Greece, Italy, Lithuania, Portugal, Slovenia, Spain, Sweden, as well as Norway, Iceland and Switzerland.

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, this will save lives and also reduce the severity of injuries caused."



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."

In its September 2007 Communication on the Intelligent Car, the Commission called on Member States to reinforce their efforts and to mobilise all stakeholders to make eCall a reality soon. The Commission is also negotiating with the automotive industry to

install eCall equipment in cars by 2010. In addition it promotes eCall deployment by supporting standardisation, field tests and public awareness campaigns.

For more information, visit

[http://ec.europa.eu/information\\_society/newsroom/cf/itemlongdetail.cfm?item\\_id=3719](http://ec.europa.eu/information_society/newsroom/cf/itemlongdetail.cfm?item_id=3719) or the [eCall Toolbox](#)

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## eCall PSAPs Expert Group achieves consensus and results



Creation date: 20 December 2007

*Group meets twice in 2007 to pursue common positions.*

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.

The Group met twice this year. 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 unbearable by the PSAPs. In any case, the introduction of the eCall discriminator allows the possibility of including dedicated filtering PSAP1, if desired.

The second meeting 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 on 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.

For more information, please visit the [eCall Toolbox](#) or contact [info@esafetysupport.org](mailto:info@esafetysupport.org)

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## eCall Service Providers working group - recap 2007

Creation date: 20 December 2007

*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 (FSD), 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 the first draft of a 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.

For more information, please contact eSafety Support, [info@esafetysupport.org](mailto:info@esafetysupport.org)

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## eCall's global developments highlighted at Beijing Congress Special Session



Creation date: 05 November 2007

*10 October session shows different regional approaches to similar eCall issues.*

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The status of emergency call (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. The 10 October session demonstrated that while the problems surrounding eCall are similar in the regions, the approach to solutions is different. It was moderated by Ms Sheryl Wilkerson, Vice President Government Affairs and Regulatory Policy, Ygomi Inc. Speakers included Ms Shelley Row, Director of the Joint ITS Office, US DoT, Mr Juhani Jääskeläinen of European Commission DG INFSO, and Mr Koji Ukena of Panasonic Automotive Systems.

In his presentation, Mr Jääskeläinen explained that in Europe, the focus is still in the "first generation" emergency calling. There are still problems in the service quality of the single European emergency number 112, and E112, the location-enhanced emergency call, is still not available in 11 Member States; the EC has started infringement procedures against these Member States. He noted that the EC aims at full deployment of the service in 2010, but this requires solving the remaining issues such as the standard for the data bearer and getting 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 a problem. Thus, the National Highway Traffic Safety Administration (NHTSA) 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 to 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 conducted showed that emergency services can be dispatched 60% faster with HELPNET. This is a positive result, but it is 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 issue, and cost of implementation.

For more information, please contact [info@esafetysupport.org](mailto:info@esafetysupport.org) or visit the [eCall Toolbox](#)

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## General Tekom Corporation joins list of eCall MoU signatories



Creation date: 08 August 2007

Warsaw-based General Tekom Corporation has become the 58th signer of the eCall Memorandum of Understand (MoU). By doing so, it actively supports the timely implementation of eCall, the automatic notification system for road accidents that could save 2,500 lives annually when fully deployed in Europe.

The MoU was signed by General Tekom's President Jacek Teofil Zaloga on 17 July 2007. The company is a GSM virtual operator and solution-provider for transport safety in Poland. It notes that it has developed vehicle devices which meet eCall requirements, including the MSD (minimum set of data) protocol and contents. It aims to become a major player in eCall systems in Poland.

For more information about General Tekom, please visit [www.gtcorp.pl](http://www.gtcorp.pl)

For more information about eCall, please visit the [eCall Toolbox](#)

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# The drive for eCall accelerates: Cz. Republic, Portugal and Spain sign eCall MoU

Creation date: 20 September 2007

3 more EU Member States, the Czech Republic, Portugal and Spain signed on 18 September 2007 the eCall Memorandum of Understanding initiated by the European Commission, while the Netherlands has announced its willingness to sign shortly. 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. This brings to 12 the number of EU Member States that have committed themselves to eCall. Non-EU countries such as Switzerland, Norway and Iceland have also signed.

"I welcome these additional signatures of the Czech Republic, Portugal and Spain, which today join the European eCall initiative," said Viviane Reding, European Commissioner for the Information Society and Media. "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."

In November 2006 the Commission called on Member States that had not signed the eCall Memorandum by then (see [IP/06/1720](#)), to reinforce their efforts and to mobilise all stakeholders to make eCall a reality sooner rather than later. Industry was also asked to renew its commitment to eCall and to set 2010 as the target date for fitting eCall devices to all new cars in Europe.

Commissioner Reding is presenting today a new Commission Communication on the Intelligent Car to industry in Versailles/France. This Communication promotes the full scale deployment of eCall by supporting work on standardisation, and through field tests and public awareness campaigns (see [IP/07/621](#) and [IP/06/1271](#)). An exhibition and demonstrations of intelligent cars also takes place until Thursday (see [IP/07/1342](#)).

## Background:

eCall is an automatic emergency call system for road accidents, based on the single European emergency number 112 (see [IP/05/1239](#)). In the event of a serious accident anywhere in Europe, the cars equipped with e-Call automatically call the nearest emergency centre using 112. Basic information about the crash, including the exact location of the accident scene, is communicated via this call, even when no passenger is capable to communicate. The availability of the location information reduces rescue services' reaction time by 50% in rural and 40% in urban areas. Estimates suggest that this could save up to 2,500 lives in Europe each year, and lead to less severe injuries in 15% of all non-fatal cases.

The countries that had previously signed the eCall Memorandum of Understanding are: Austria, Cyprus, Finland, Germany, Greece, Italy, Lithuania, Slovenia, Sweden as well as Norway, Iceland and Switzerland. Today's announcement brings the total to 15 of which 12 in the EU.

Statements made today indicate that the Netherlands will be the next country to sign up to the eCall initiative.

For an updated list of signatories see:

[http://ec.europa.eu/information\\_society/activities/esafety/doc/esafety\\_library/mou/list\\_of\\_signatures\\_mou.pdf](http://ec.europa.eu/information_society/activities/esafety/doc/esafety_library/mou/list_of_signatures_mou.pdf)

## For more information:

Press pack available on:

[http://ec.europa.eu/information\\_society/newsroom/cf/itemlongdetail.cfm?item\\_id=3602](http://ec.europa.eu/information_society/newsroom/cf/itemlongdetail.cfm?item_id=3602)

On the event in Versailles see:

[http://ec.europa.eu/information\\_society/activities/intelligentcar/press/index\\_en.htm](http://ec.europa.eu/information_society/activities/intelligentcar/press/index_en.htm)

On the 'Intelligent Car' Initiative, see

[IP/06/191](#) [IP/06/1271](#), [IP/07/1342](#) and [MEMO/07/358](#)

On eSafety:

[http://ec.europa.eu/information\\_society/programmes/esafety/](http://ec.europa.eu/information_society/programmes/esafety/)

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