

Status E-Call implementation NL

Status E-Call implementation in Nederland Helsinki April 2005

Ministerie van **Binnenlandse Zaken en Koninkrijksrelaties**



BOSCH



Communication Center

logicaCMG

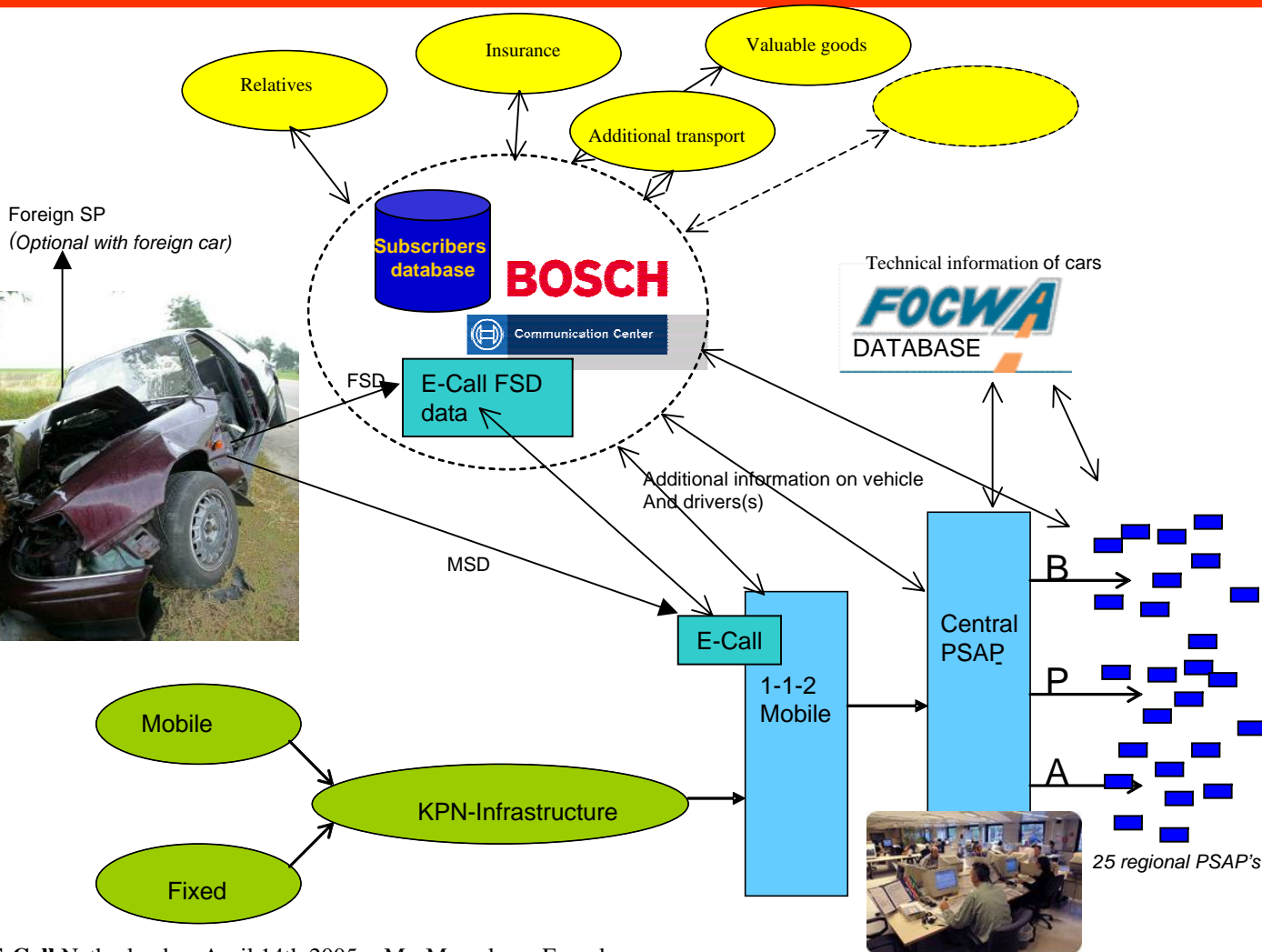
Mission of the project E-MERGE

- *To shorten the delivery time of an accident report to the PSAP*
- *Accurate location of the accident*
- *Improved information for Emergency services; direct from vehicle.*
- *Reporting with singular accident*
- *Improved Service to the car driver*

E-Call status in NL

- *The urgency of E-call has been recognized by Ministry of the Interior*
- *A project has been initiated by the Ministry of the Interior to define the role and value of the SP*
- *The added value of the SP has been recognized by emergency organizations*
- *KLPD (PSAP for mobile calls) will be prepared to receive E112 and eCall in Q4 2005*

Overview



Roles of Organizations (1)

Roles of the SP, PSAP, Control Room and Emergency Organizations have been Established on top level

- *The PSAP, Control Room and Emergency Organizations are primary responsible for all urgent matters around the accident.*
 - ◆ *Setup communications with the SP*

Roles of Organizations (2)

- *De SP takes care of all secondary business*
 - ◆ *Additional information about car owner, passengers, medical information, insurance*
 - ◆ *Informs family and relatives*
 - ◆ *Supports emergency calls from Dutch cars in foreign countries*
 - ◆ *Arranges alternative transport*
 - ◆ *Safe guards valuable belongings from the victims*
 - ◆ *Etc.*

In this way the SP will ease and optimize the task of the Control Room and Emergency Organizations !

Responsibility SP (Specification)

1. SP stores information of the FSD (Full Set of Data)
2. SP reports IVS reception.
3. SP adds information of the car, driver and passengers. Information will be made available to the PSAP, Control Room and Emergency Organizations.

Responsibility SP (Specification)

3. SP will take care of the post-accident services.
4. SP updates information about accident from the PSAP
5. The SP gives language support (conference call) to the PSAP, Control Room and Emergency Organizations.

Next Steps

- Determine the responsibilities in detail (in process)
- Split the primary and secondary emergency services (front- and backoffice)
- Setup standard Service Level Agreements with SP
- Investigation of legal aspects (e.g. telecom law)
- Preparing the technical infrastructure (IVS, SP, PSAP and Control Rooms)
- Investigation cost and benefits services with the industry (in process)

Conclusion

- Netherlands has developed the role of the SP in much more detail
- Infrastructure PSAP for E112 and e-call handling ready Q4 2005
- Infrastructure of the Control Rooms for E112 and e-call handling ready in 2006
- The cost & benefits model for the industry is in development (intervention model)
- However – still a lot to do



Thanks for your attention.