



eCall eNewsletter: No. 1 – 6 July 2006

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. More information can be found on the **eCall Toolbox**.

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eCall successfully demonstrated in Paris on 8-12 June

Creation date: 19 June 2006



GST Partner Orange was present at the “Challenge Bibendum” event in Paris on 8-12 June with its concept-car, demonstrating a variety of in-vehicle mobile services, developed in the framework of the Global System for Telematics (GST) project. These included services targeted

to the driver, such as traffic information and navigation, as well as the passenger, such as music and videos. Demonstrations focused particularly on the automotive emergency call eCall.

The Challenge Bibendum is an international event that aims to make opinion leaders, the media and decision-makers aware of how the current state of science and technology can pave the way towards the development of appropriate forms of mobility. By highlighting the most significant advances in the three fields energy, road mobility and road safety, it helps the audience understand, via demonstrations, the different technological solutions that exists.

More than 500 international journalists attended the event as well as more than 3000 visitors.

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

Work on eCall standardisation requirements one step nearer to completion

Creation date: 19 June 2006



Meeting in ERTICO headquarters in Brussels on 16-17 May, members of the Mobile Standards Group of the European Telecommunication Standardisation Institute (ETSI-MSG) and other transport and telecommunications stakeholders made good progress in the work to define specifications for eCall – the pan-European in-vehicle emergency call.

Generated either manually by a vehicle occupant or automatically via activation of in-vehicle sensors, an eCall will establish voice contact with the nearest emergency centre (Public Service Answering Point - PSAP) and automatically transmit a minimum set of data about the accident.

The development of the standardisation requirements that will enable the transmission of such in-vehicle voice and data to the PSAP will be the responsibility of the 3rd Generation Partnership Project (3GPP), a collaboration effort between Europe, Japan, China, North America and South Korea, aimed at defining a globally applicable third generation (3G) mobile phone system specification. ETSI_MSG will provide recommendations on the path that 3GPP should follow.

One clear recommendation emanating from the meeting was to use in-band modems for transmitting the minimum set of data about the accident to the emergency centre.

Debating whether or not SIM cards should be required for eCalls, ERTICO Project and Development Manager Rasmus Lindholm pointed out that the **eCall Driving Group** has not put forth a firm requirement for the PSAP to be able to call back the vehicle, eliminating one justification for the use of SIM cards. The ability to identify the calling number has been another argument used to justify the need for SIM cards. However, as the minimum set of data transmitted to the PSAP includes the vehicle identification number - an alternative and equally good means of identification - this justification has been weakened. A report assessing the pros and cons of requiring SIM cards for eCalls will be published shortly by a group of network operators.

Discussing the timeline for work on the eCall standard, there was agreement that March 2007 should be the target date for completion.

For further information, please visit the **eCall Toolbox** or contact **eCall@esafetysupport.org**.

Road cleared for pan-European implementation of eCall

Creation date: 19 June 2006



On 24-25 April the **eCall Driving Group** (DG) held its final meeting, aiming to pave the way for the introduction of the pan-European in-vehicle emergency call system in 2010. The different sub-working groups under the eCall DG presented the results of their activities, and a final set of recommendations for the introduction of eCall was agreed.

Participants discussed a series of potential obstacles to full-scale rollout of the pan-European in-vehicle emergency call. When activated, eCall will automatically transmit a minimum set of data (MSD) containing information about the vehicle involved in the accident to the nearest emergency centre (Public Service Answering Point). The participants discussed what should be included in this MSD and reached an agreement. However, a final study is needed in order to get an overview of whether the PSAPs have access to a Vehicle Identification Number (VIN) database to identify the vehicle, or whether e.g. vehicle make and model should be included as mandatory information in the MSD.



As the eCall DG remains technology neutral the definition of the performance criteria for the public eCall service was discussed. An agreement on both the

overall performance criteria and the different domains in the eCall service chain was drafted, agreed and adopted by the participants.

Finally, the participants updated the rollout plan for the introduction of eCall by including different milestones, the first being that ALL involved stakeholders, including the Member States, have to show their commitment by signing the eCall Memorandum of Understanding by the end of 2006.

More information about this meeting can be found [here](#).

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

Norway signs up to eCall

Creation date: 16 June 2006



On the occasion of the Transport, Telecommunications and Energy Council in Luxemburg on 8 June, Norway signed the eCall Memorandum of Understanding (MoU). Norway is the first non-EU country to sign the Memorandum. The move gives a significant boost to the service, which aims to substantially reduce the time needed for emergency services to respond to road accidents.

Viviane Reding, the European Commissioner responsible for Information Society and Media, congratulated Norway for joining Finland, Sweden, Greece, Italy, Lithuania, Slovenia, Cyprus and Switzerland in the signature of the MoU. "This is an important step towards the implementation of the pan-European eCall service. As the European Parliament stressed in its recently approved report, it is important that all Member States sign the MoU as soon as possible, in order to demonstrate a clear commitment to the implementation of eCall to other stakeholders. I would like to encourage all the Member States to join Norway and the other European countries that already signed the eCall MoU. eCall is for the benefit of the European citizens," she said.



Generated either manually by a vehicle occupant or automatically via activation of in-vehicle sensors, an eCall will establish voice contact with the nearest emergency centre and automatically transmit key data about the accident, including the accurate location. This will enable emergency personnel to reach the scene of the accident faster, thereby increasing victims' chances of survival.

'We firmly believe that the system will save lives and reduce the social burden by improving the notification of road accidents and speeding up emergency service response. Norway supports the ambition of introducing the system by 2009, and will actively contribute to the development and agreement of implementation plans conforming to the principles of a pan-European eCall service,' said Norwegian State Secretary, Steinulf Tungesvik.

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

eSafety Forum endorses recommendations for eCall Implementation

Creation date: 19 May 2006

Meeting in Brussels on 2-3 May 2006, the eSafety Forum launched a series of new activities aimed at supporting the development and implementation of smarter, safer and cleaner vehicles.

As a joint platform bringing together over 150 active members representing all road safety stakeholders, the eSafety Forum is largely recognised by both Member States and the larger international community as the driving force in promoting intelligent vehicle safety systems - eSafety - in Europe.

Several high level speakers contributed to the Forum's May meeting, including Fabio Colasanti, Director General of the Commission's Information Society and Media DG; Arnold van Zyl, CEO of ERTICO; Ivan Hodac, Secretary General of ACEA; Monica Sundström from the Swedish Road Administration; Dr Csaba Csapodi from the Permanent Representation of Hungary to the EU; MEPs Malcolm Harbour and Ari Vatanen, as well as numerous Industry representatives.



A broad agenda

The Forum reviewed the eSafety Initiative's progress to date, adopting the recommendations of numerous eSafety Working Groups, including those of the Communication, Implementation Road Map and Heavy Duty Working Groups. Particular attention was devoted to the recommendations of the eCall and User Outreach Working Groups.

eCall is an in-vehicle emergency call that can be launched either manually or automatically via sensors after an accident has occurred. Forum members endorsed the eCall Driving Group's recommendations, encouraging all stakeholders to work together to complete the last remaining open issues, with a particular focus on developing a business case for eCall and exploring the use of incentives to encourage the speedy implementation of the service. Member States were urged to sign the eCall Memorandum of Understanding, launched by ERTICO, ACEA and the Commission in 2004. A proposal was also made to initiate an analysis of an eCall system designed for two-wheelers.

The User Outreach Working Group's recommendation to establish an eSafety Communication Platform was positively received and endorsed by the Forum members. Focusing on three main pillars – media work, marketing and political work, the Platform will work closely with communication and campaign managers, media and marketing experts. The FIA Foundation will take the leading role in the establishment of the Platform, but Forum members emphasised the need for the broad involvement of all relevant stakeholders. As its first task, the Communication Platform will explore the possibility of launching a promotion campaign for Electronic Stability Control (ESC).

Further broadening the work of the eSafety Forum, participants approved the creation of two new Working Groups: "ICT for Clean Mobility" and "Services-Oriented Architecture".

For more information about the 5th eSafety Forum Plenary Session, please click [here](#) or contact info@esafetysupport.org.

The EP adopts road map for eCall

Creation date: 09 May 2006



The European Parliament adopted on 27 April, by a large majority, the report by British MEP Gary Titley on the introduction of eCall as a public service. The report recommends that all European authorities include information on the in-vehicle emergency call within their public road safety campaigns and points out that "the large-scale-roll-out of eCall by 2009 is a priority of the eSafety initiative". Presenting eCall to the MEPs, the Commissioner for Information Society and Media, Viviane Reding, reiterated the importance of full community support and commitment from all stakeholders if the target to install eCall in all new vehicles by 2009 is to be achieved.

The discussion that followed showed that most of the MEPs fully support the European Commission initiative. This sends a positive message to the industry, which has worked hard on developing the road map for eCall implementation and on defining the eCall architecture. If implemented in all

new vehicles and all Member States, the system could save up to 2,500 lives annually on Europe's roads. The positive feedback from the European Parliament is important for pushing this process forward.

MEPs, however, voiced concern over Member States' limited involvement in the preparations for European-wide implementation of the system by 2009, pointing out that some Member States have also been reluctant to promote 112 as the single emergency number in Europe. eCall is based on the use of 112.

National efforts to prepare emergency services for handling eCalls were also deemed to be insufficient, and the report recommends that further efforts and resources be allocated for language training and an upgrade of identification and call handling services.

MEPs stressed the importance of all Member States signing the eCall Memorandum of Understanding, a memorandum produced by the **eCall Driving Group** - the group set up to produce a framework architecture and a business model for eCall.

The European Parliament also invited stakeholders to pursue more detailed cost-efficiency analysis of the actions to be undertaken to implement eCall and called on all stakeholders to work together to define incentives to speed up the introduction of the service.

Commissioner Reding expressed her gratitude towards the European Parliament for adopting the report supporting the Commission's efforts in making eCall a reality in Europe. However, she also voiced her disappointment regarding some stakeholders' lack of involvement in eCall implementation efforts, such as the insurance industry. Referring to a recent letter from the insurers where they point out that there is a complete lack of evidence to support the view that insurers will derive benefit from eCall, she said: "The Commissioner finds this position totally unacceptable. I would like to remind all of you that eCall is not about making money to somebody's pocket, but about saving lives".

For more information, please visit the **eCall Toolbox**.

eCall experts agree on priority actions

Creation date: 31 March 2006



Meeting in Budapest on 23 March, eCall experts discussed a series of potential obstacles to full-scale roll out of the pan-European in-vehicle emergency call. Generated either manually by a vehicle occupant or automatically via activation of in-vehicle sensors, an

eCall will establish voice contact with the nearest emergency centre (Public Service Answering Point) and automatically transmit a minimum set of data about the accident.

Participants discussed what should be included in this minimum set of data, comparing two proposals developed by ACEA and GST RESCUE. The issue of data protection was examined, and it was agreed that a meeting would be organised at a later stage to discuss the subject further once the data protection officers had finalised their recommendations.

Delegates also discussed the additional workload that eCall will create for the Public Service Answering Points (PSAPs), including the risk of generating false emergency calls. More statistics are however needed on similar systems currently on the market triggering alarm calls to service centres.



Finally, participants looked into the costs associated with implementing eCall. PSAPs will need to upgrade their emergency response services so that they can deal with so called E112 calls – emergency calls from mobile phones with location information. Additionally they will have to invest in language training for staff. The **eCall Driving Group** agreed to produce a template for estimating such costs.

The Driving Group will meet on 24 and 25 April to finalise the recommendations for eCall deployment, which will be presented at the eSafety Forum plenary meeting on 2 and 3 May.

For more information please visit the **eCall Toolbox**.

Cross-sectoral conference on road safety highlights importance of eCall

Creation date: 31 March 2006



Organised by the Irish National Roads Authority, the conference “An Integrated Approach to Road Safety” gathered stakeholders from enforcement agencies and government departments, as well as legislators, educators and health care workers in Dublin on 7 and 8

March.

Giving an overview of current best practice in the field of road safety, the event featured speakers from Sweden, UK, USA, Denmark, Australia and Ireland. Rasmus Lindholm, from the **eCall Driving Group**, made a presentation on the road map for implementation of eCall, the pan-European in-vehicle emergency call.

Generated either manually by a vehicle occupant or automatically via activation of in-vehicle sensors, such a call will establish voice contact with the nearest emergency centre (Public Service Answering Point) and automatically transmit key data about the accident.

Mr Lindholm said that significant progress had been made towards the full-scale roll out of eCall, but that challenges still remained. If national and regional governments do not invest in the necessary infrastructure, he warned, eCall will not be available by the 2009 deadline. He went on to list a series of actions that Member States must implement if eCall is to succeed:

- Sign the Memorandum of Understanding on eCall
- Promote the single European emergency number 112 and so called E112 - 112 calls from mobile phones with location information. eCall technology will be based on E112 and it is therefore crucial that this is implemented Europe-wide.
- Prepare the Public Service Answering Points (PSAPs) for handling eCalls, allocating resources for language training and upgrading identification and call handling services.

The eCall Driving Group's final recommendations will be published end April 2006.

For more information please visit the **eCall Toolbox**.

Emergency Centre representatives meet on 16 March to discuss eCall

Creation date: 30 March 2006



Emergency Centre representatives met in Madrid on 16 March 2006 to discuss **eCall** - the pan-European in-vehicle emergency call. Generated either manually by a vehicle occupant or automatically via activation of in-vehicle sensors, such a call will establish voice contact with the nearest emergency centre (Public Service Answering Point) and automatically transmit key data about the accident.

During the event in the Spanish capital, Michael Nielsen from the **eCall Driving Group** and Emilio Davila Gonzalez from the European Commission presented the current status of the eCall initiative. Mr Alvarez from the

organization 112 Asturias then went on to introduce the Spanish position on eCall. Spain supports the eCall initiative in general and wants to continue its involvement. Its main concern, however, is the possibility that false emergency calls could be generated through the eCall system once it is implemented in 2009.

The eCall Driving Group will now investigate further Spain's concerns and issue a study on false calls. The study will look into similar systems currently on the market triggering alarm calls to service centres. In addition, the Madrid Public Service Answering Point has agreed to make available the information about an automatic distress call system implemented in 3000 taxis in Madrid. Spanish experiences from implementing and running this system could potentially be used to minimise the probability for false alarms resulting from eCall implementation.

Should the study conclude that there is a real risk of a substantial increase in false calls, Spain has suggested that an intermediary centre between the vehicle and the 112 Emergency Centres be established. Such a solution would however require that the emergency authorities introduce quality control mechanisms and that the intermediate operator work under the control of the local, regional or national emergency authorities.



Visit to the Emergency Centre in Madrid

Thanks to the Centro Emergencias 112 de la Comunidad de Madrid the event was a success and included a visit to the Emergency Centre's facilities for the participants.



More than 50 participants followed the discussion on eCall

More information about this meeting can be found [here](#).

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

First public demonstration of a new innovative solution for eCall

Creation date: 07 March 2006

Orange successfully demonstrated a new solution for European emergency call (eCall) system in their Orange Sequana concept car at the i2010 Intelligent Car launch event organised by the European Commission at the Autoworld Museum in Brussels on 23 February.

The eCall system installed by Orange on board of the Orange Sequana concept car is based on the specifications developed by the EC-supported GST subproject RESCUE. RESCUE aims to optimise the initialisation of the in-vehicle eCall via an expert system as well as optimise the eCall service chain by ensuring that in-vehicle data first reaches the emergency centres and then the emergency vehicles. The new innovative solution, specifically proposed and developed by Orange for application within the GST context, will be tested and validated in the next few months by GST partners in different European RESCUE test sites.

During the launch event, EU Commissioner Mrs Viviane Reding and Head of Unit Mr Andre Vits showed great interest in the eCall demonstration and the Orange Sequana concept car.

What is eCall?

The in-vehicle eCall is an emergency call generated either manually by vehicle occupants or automatically via activation of in-vehicle sensors after an accident. When activated, the in-vehicle eCall system will send data and establish an emergency call with the nearest emergency services.

For more information, please visit the [GST RESCUE website](#) or contact [Michel Fond](#).



EU Commissioner Mrs Viviane Reding



Michel Fond (Orange) and André Vits (European Commission)
in the Orange Sequana concept car

Autoliv signs eCall MoU

Creation date: 15 February 2006

On 2 February 2006 Mr Lars Westerberg, CEO of Autoliv AB, signed the Memorandum of Understanding (MoU) that aims at realising the interoperable, pan-European in-vehicle emergency call system, eCall. Autoliv handed over the official document at the last meeting of eCall Driving Group's Sub-Working Group Performance Criteria on 13 February. By signing the MoU, Autoliv, a provider for automotive safety, recognises the importance of eCall along with a long list of other stakeholders (download the list [here](#)).

eCall is an in-vehicle emergency call that may be triggered manually by pushing a button in the vehicle or automatically when a vehicle senses that a crash has occurred. In the event of an accident, eCall technology will call the emergency services (Public Safety Answering Point – PSAP) and transmit a so-called minimum set of data (MSD). This enables emergency personnel to obtain details about the accident and their response time can be reduced up to 50%.

The MoU, which was created in May 2004, provides a solid basis for the partners to actively contribute to the development and implementation of eCall in potentially all new vehicles sold in Europe by 2009.

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

GST RESCUE on the move

Creation date: 16 January 2006



The EC-supported GST subproject RESCUE is contributing to making Europe's roads safer by developing applications that will ensure emergency services use the information provided by eCall in the most efficient way.

eCall – in-vehicle Emergency Call system – will automatically send crucial information to the necessary services in the event of an accident. RESCUE has played an important part in the development of this technology by contributing proposals and strategies to the eCall technical standardisation process. Additionally, RESCUE has developed specifications for telematics applications that ensure emergency services reach the incident scene as fast and safe as possible.

With the help of suppliers and vehicle manufactures, RESCUE has developed a strategy for an automatic triggering of eCall. The strategy, along with a proposal for the thresholds before an eCall is triggered, has been forwarded to the Driving Group eCall where the different stakeholders are evaluating it.

Currently, RESCUE is in the process of developing implementation references for the different components and applications based on specifications finalised in September 2005. In the ongoing phase, software development is the focus of efforts. The software will in turn be handed over to the developers at the different test-sites within the GST (Global System for Telematics) project for implementation. The components and applications developed in RESCUE will be implemented in these GST test-sites:

- Turin, Italy
- Aachen/Russelsheim, Germany/Netherlands
- Munich, Germany
- Gothenburg, Sweden
- London, United Kingdom

The UK test-site is the main site, dedicated to a full rescue chain implementation. All components and applications developed in RESCUE will be implemented there. The other test-sites will only implement smaller parts of the RESCUE components and applications.

RESCUE's overriding objective is to look at how the information provided by eCall can be used within the emergency service vehicle itself so that it will reach the incident scene as fast and safe as possible. Focus has therefore been on the development of four different applications: two to be used by the emergency service vehicle when driving to the incident scene and two to be used when the emergency service vehicle has arrived at the incident scene.

The two most important facts for emergency service vehicle when driving to a scene of an incident are to know where to go and how to get there. Furthermore, it is essential to let other road users know that an emergency service vehicle is approaching their route. The requirements for a route guidance system for emergency service vehicles are higher than for a navigation system for a private vehicle. Issues like reliability, turn-by-turn speed and traffic conditions are very important. System development must also be adapted to the fact that only one person will be operating the emergency service vehicle. Another important consideration is that the environment in an emergency service vehicle is hostile due to noise from the radio and sirens.

The second application is a "virtual blue light" transmitted directly from the emergency service vehicle to road users on its route, warning them through their navigation system that an emergency service vehicle is approaching. This application will be particularly useful where two or more emergency service vehicles are travelling together. In such cases, the road is always safer for the vehicle in front. Road users usually see the first vehicle passing by and then start driving again before the second vehicle has had the chance to pass. The virtual blue wave will alleviate this problem by informing the road user of the number of vehicles approaching, prompting the driver to wait until all vehicles have passed.

The last two applications are being developed to secure the incident scene and thereby protect the emergency service personnel and allow them to communicate with either the dispatching centre or the hospital. Today the only security the emergency services have at an incident scene are flashing lights and orange cones placed on the road. Imagine that these cones are made "virtual" and displayed in the road users vehicle in the same way as the virtual blue wave. They would then be informed before they approach the incident scene and thereby already have reduced their speed.

The secure communication link between the emergency service personnel at the incident scene and a third trusted party would provide e.g. the hospital with more information about what happened in the incident. Moreover it will give the emergency service personnel the opportunity to report remotely to the dispatch centre, allowing them to take on a new assignment directly, without losing valuable time by driving back to the dispatching centre to file a report.

All components and applications developed in RESCUE have one goal - to provide the emergency services with detailed information so more lives can be saved. At the end of the day all that matters is that European roads are

made safer and if incidents do happen that the right help can get there as fast and safe as possible.

So far, RESCUE has developed the specifications for components and telematics applications. Now, the focus is the development of software and components for the different GST test-sites. A three-month period has been set for this development and RESCUE expects that all components and telematics applications will be ready for testing in May 2006.

For any additional information please visit the **GST RESCUE website**.
