

Report WP3 pilot site

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Summary

- "eCall" operational 1st phase focuses on data transmission chain (MSD) and a good voice communication between the caller and the PSAP operator, to demonstrate the viability of existing eCall standards and potential weak points
- The total number of tests made by pilots during first phase of operation was over 10.000 eCalls

Summary

- The main objectives during WP3:
 - Prepare the eCall operation phase mainly through the training of the dispatchers and the updates in the operating manuals;
 - Run the eCall pilot in different Member States and interoperability testing;
 - Collect and consolidate the pilots' results from the operational point of view.

Tasks and Deliverables

- WP3.1 Organizational assessment and live-operating preparations
 - D3.1 Pilot operation preparation report – Done
- WP3.2 Pan-European eCall solution pilot operational phase
- WP3.3 Data collecting and consolidation
 - D3.2 Operation preliminary results – final draft
 - D3.3 Operation final results – Not started

Task 3.1

Task 3.1: Organizational assessment and live-operating preparations

After the implementation of the technical part of the system the project started trainings of the dispatchers' based on the instructions and solution manuals provided by engineers in the previous phase. The PSAP and the other emergency intervention agencies involved were evaluated from the eCalls handling point of view. An eCall flowchart was realized for each national pilot.

Task 3.1

During this first task of the operations we identified and produced draft working procedures covering:

- eCall identification;
- false/truth eCall;
- manual/automatic eCall;
- processed MSD acknowledgement;
- if possible, incident confirmation with the caller;
- necessary emergency agencies identification;
- emergency agencies alert;
- agency eCall case processing;
- intervention needs.

Task 3.2

Task 3.2: Pan-European eCall solution pilot phase

Task 3.2 coordinated the national project teams to produce and run tests in order to collect operational data as defined in Deliverable 3.1.

Also, each national project teams identified the proper eCall handling and intervention chain.

The following activities were done:

- defining the testing procedures – for every National Pilot
- day by day operation – for every National Pilot
- periodic analysis of results and the necessary corrections to the procedures – for every National Pilot

Task 3.3

Task 3.3: Data collecting and consolidation

During the operational phase a series of data were collected and made them available for the pilots' evaluation and necessary pilot's upgrades.

A second set of data will be available at the end of operation phase 2, for the provision of final evaluation results.

The data collected will also include the statistics needed for pilot evaluation and improvement related to the eCall handling efficiency.

Deliverables

- **D3.1 Pilot operation preparation report**

(eCall flowchart for each national project, draft operation procedures for each national project, draft administrative procedures for each national project, test procedures)

- **D3.2 Preliminary Operation results**

First preliminary results, experienced problems, changes needed for the second phase of the pilot

- **D3.3 Final Operation results**

Summary of operational part of the pilots and major results

Operational data

Country	IVS used	MNO involved	eCall flag	B-number used (112 or other)	Real PSAP environment	Laboratory PSAP environment	Third-party interface	EUCARIS / Local database (LD)
Croatia	Intenso Corp.	Tele 2, VIPNET	Tele 2	112	-	x	-	-
Czech Republic	Sherlog Trace Telematix	Telefónica CZ	-	162	-	x	TMC	LD
Finland	Gecko Indagon	Elisa	Elisa	Other	-	x	-	-
Germany	S1nn Continental	T-Mobile D1 ,Vodafone D2, O2, ePlus	-	Other	-	x	-	LD
Greece	-	Hellenic MNOs	-	-	-	-	-	-
Italy	MagnetiMarelli, Centro Ricerche FIAT	TELECOM ITALIA	TELECOM ITALIA	Other	-	x	-	-
Netherlands	Civitronic, Skymeter/Inten, S1nn	KPN, Vodafone, T-Mobile	-	Other	-	x	TMC	EUCARIS
Romania	R&S Topex Civitronic	Vodafone, Orange, RDS, Cosmote	RDS	112 in RDS, Long number for other MNO	x	-	TMC	EUCARIS
Sweden	VOLVO_ACTIA	Telenor, Telia Sonera	Telenor, Telia Sonera	Other	-	x	-	-

First outcomes of pilot tests

- Training activities and updated operational procedures;
- Laboratory and field tests;
- Interoperability tests between pilots;
- Template for gathering problems during the tests defined;
- Templates for operational data during first phase (according to D3.2 deliverable)

Recommendations

- At least two MNOs to be involved in tests done with eCall flag;
- Updated MSD information on resend function usage;
- Automatic change of MNO after a number of unsuccessful retries;
- Update on tests scenarios after the first operational phase;
- Real environment testing to be used in phase two;
- Analyses upon operational procedures;
- Manually and automatic ecalls should be treaded in the same manner by 112;

Recommendations

- Evaluation of special tests focusing on eCall behaviour in impaired conditions of GSM/GPS signal;
- Possibilities to reduce the MSD transmission time.

Next steps

- Trying to involve all national MNO's in testing ecall with flag;
- Further analyses upon decreasing the voice channel blocking time;
- More drive tests in various areas with low radio signal coverage to clearly identify the behaviour of IVS;
- Interoperability tests with IVS from all pilots should be done;
- Complete test chain should be done in phase 2 in all pilots;
- Consolidated start of phase two of operation.

Thank for the attention