WP4 Report - Evaluation

HeERO General Assembly
14th November 2012
**Zagreb**

KPIs

#	KPI									
1a	Number of automatically	■	■	■	■			■	■	■
1b	Number of manually	■	■	■	■			■		■
2a	Success rate 112	■						■	■	
2b	Success rate long number	■	■	■						■
3	Success rate of received MSDs	■	■	■	■			■	■	■
4	Success rate of correct MSDs	■	■		■			■	■	■
5	Duration 'til MSD is presented in PSAP		■	■	■			■	■	■
6	Success rate voice transmissions	■	■		■			■	■	■
7a	Duration of voice channel blocking		■		■			■	■	■
7b	Duration of VCB: auto retrans. of MSD									
8	Time for call establishment		■					■		■
9	Accuracy of position									■
10	Number of usable satellites		■							
11	Geometric dilution of precision		■							
12	Time betweenpositioning fixes		■							
13	Success rate of heading information		■					■		■
14	% VIN decoding without EUCARIS	■	■					■		
15	% VIN decoding with EUCARIS									
16	Time for VIN decoding with EUCARIS		■							
17	Dispatch time to rescue forces		■							
18	Time to activate rescue forces									
19	Dispatch time of incident data to TMC		■							■
20	% presented incident data in TMC		■							■
21	Number of successful call-backs							■	■	
22	Success rate of call-backs							■	■	
23	GSM network latency		■					■		
24	112 National network latency							■		
25	112 Operator reaction time							■		
26	Time for acknowl. of emergency serv.									
27	Total response time									
28	Number of cross-border tests									

Legend:
■ tested
☐ not tested

H ERO 112
Harmonised eCall European Pilot

WP4 number of calls
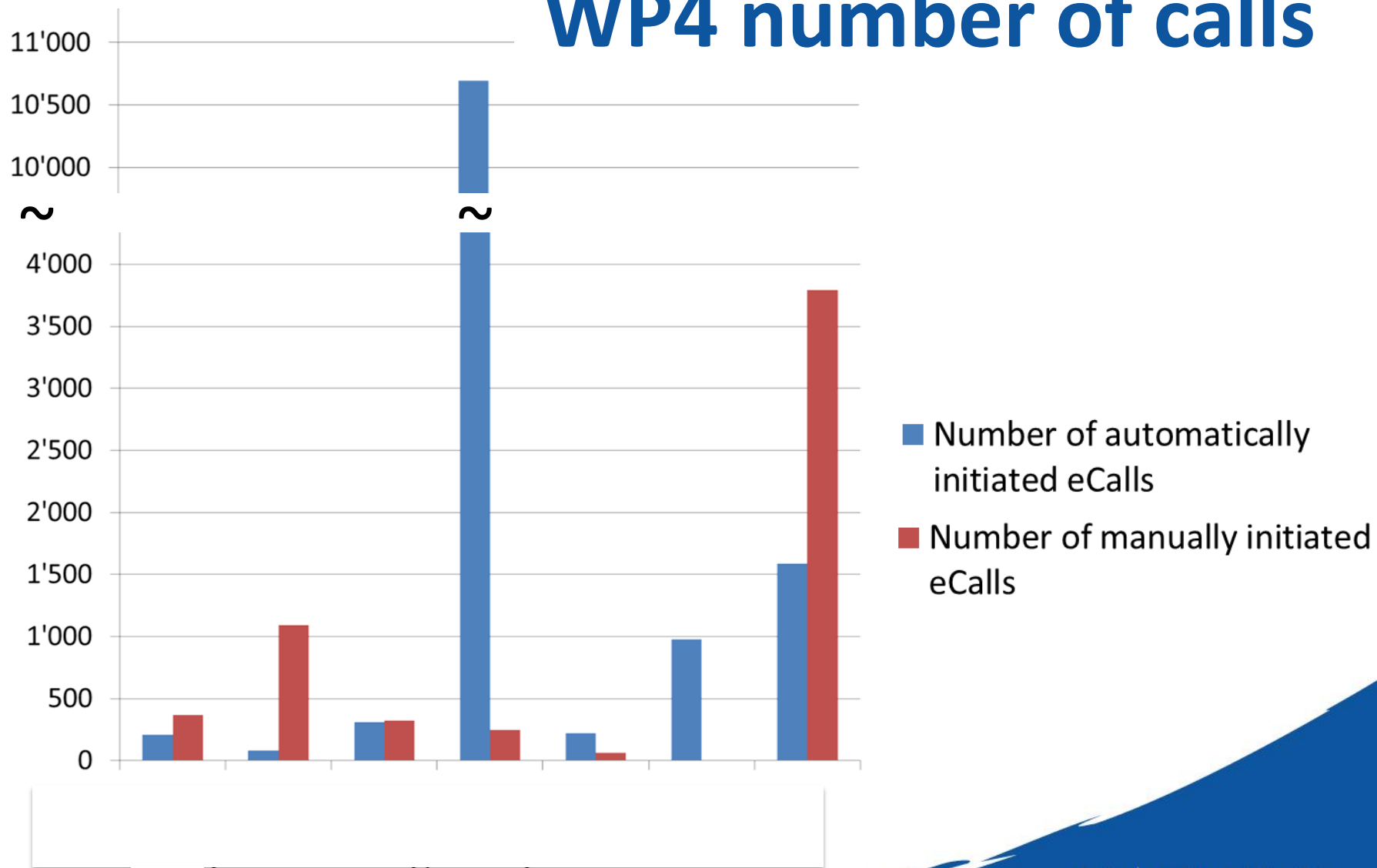
Results

| KPI	Explanation	Mean	Weighted mean	testing countries	Std dev
KPI_001a	Number of automatically initiated eCalls	2011.14		7	3868
KPI_001b	Number of manually initiated eCalls	684.57		7	1378
KPI_002a	% completed eCalls using 112	90.44		3	7.96
KPI_002b	%completed eCalls using long number	65.42		6	32.99
KPI_003	Success rate of received MSDs	88.31		7	12.12
KPI_004	Success rate of correct MSDs	94.17		6	6.96
KPI_005	Duration until MSD is presented in PSAP	16.81	11.38	5	7.39
KPI_006	%of established voice transmissions	92.75		6	6.44
KPI_007a	Duration of voice channel blocking	9.35	10.75	5	4.54
KPI_007b	As above but with retransmission of MSD	0.00		1	0
KPI_008	Time for call establishment	9.40	11.87	3	3.26

Harmonised eCall European Pilot

WP 4 Results KPI 05

Duration until MSD is presented in PSAP [s]
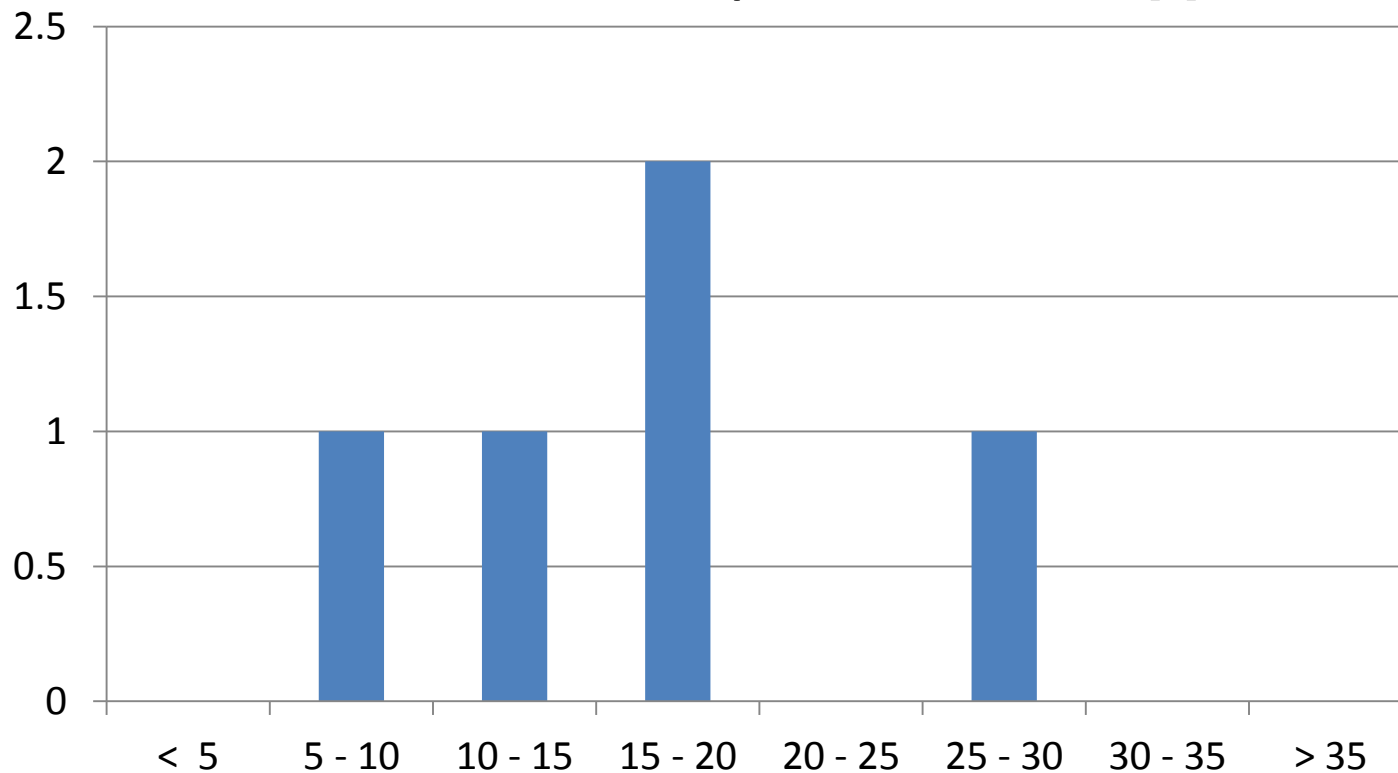
WP 4 Results KPI 07

Duration of voice channel blocking [s]
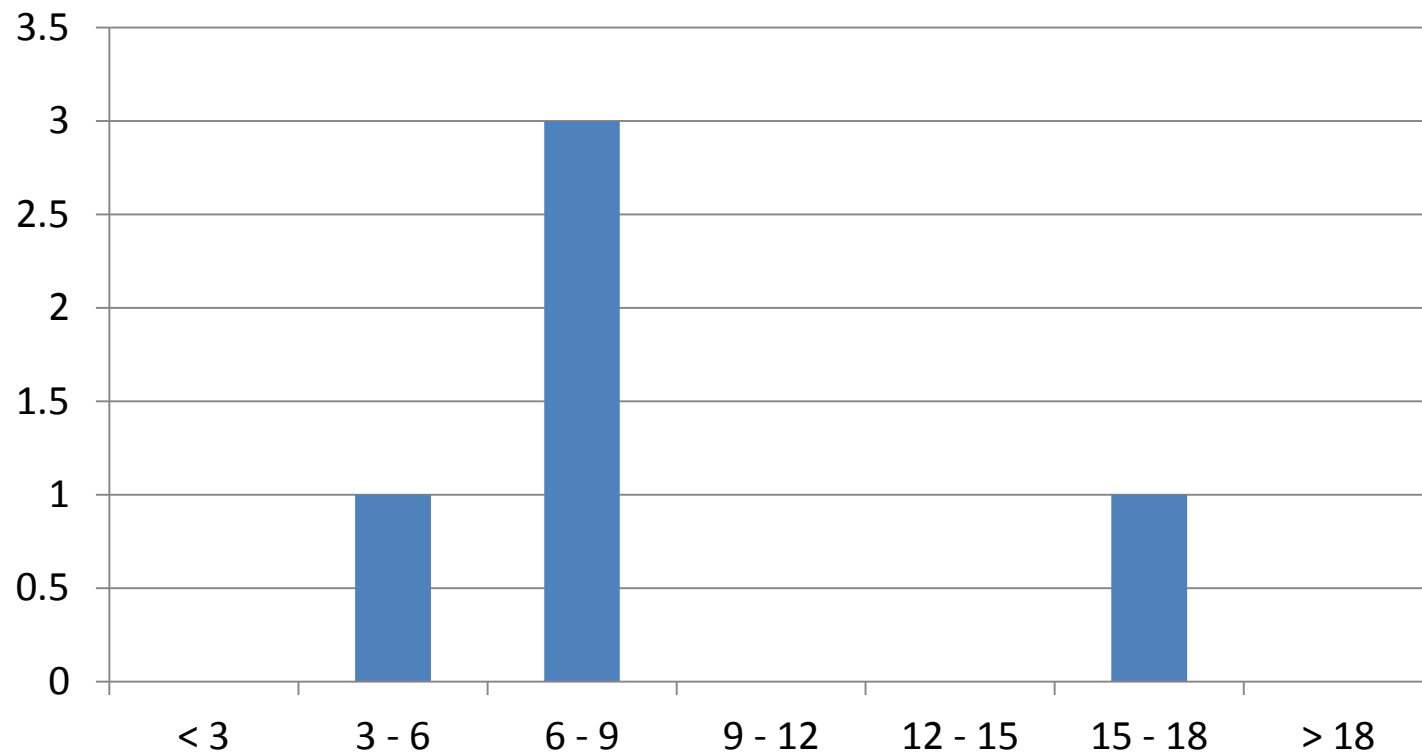
Issues

- (Better) Synchronization of timers between PSAP and IVS
- Analysis of KPI parameter anomalies (both IVS and PSAP related)
- Evaluation of inconsistencies or other problems in encoding of MSD
- Validation that if a busy tone is received, a redial shall be initiated; in no way a hang up should occur
- Discussion on proper content of resent MSD (same as already sent or updated information)
- Validation that, if an eCall session is terminated (with clear down command), a call-back to the IVS is possible
- Test of foreign IVSs (other implementations) roaming to and within pilot sites
- Interoperability testing with Russia
- Analysis of all critical time consuming phases like building MSD to minimize voice channel blocking time
- Evaluation of eCall behavior for dormant IVSs.

Questions ?