



Harmonised eCall European Pilot



#heero

Belgian Pilot site Filtering instance Cross Border situations

HeERO International Conference

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Madrid, Spain

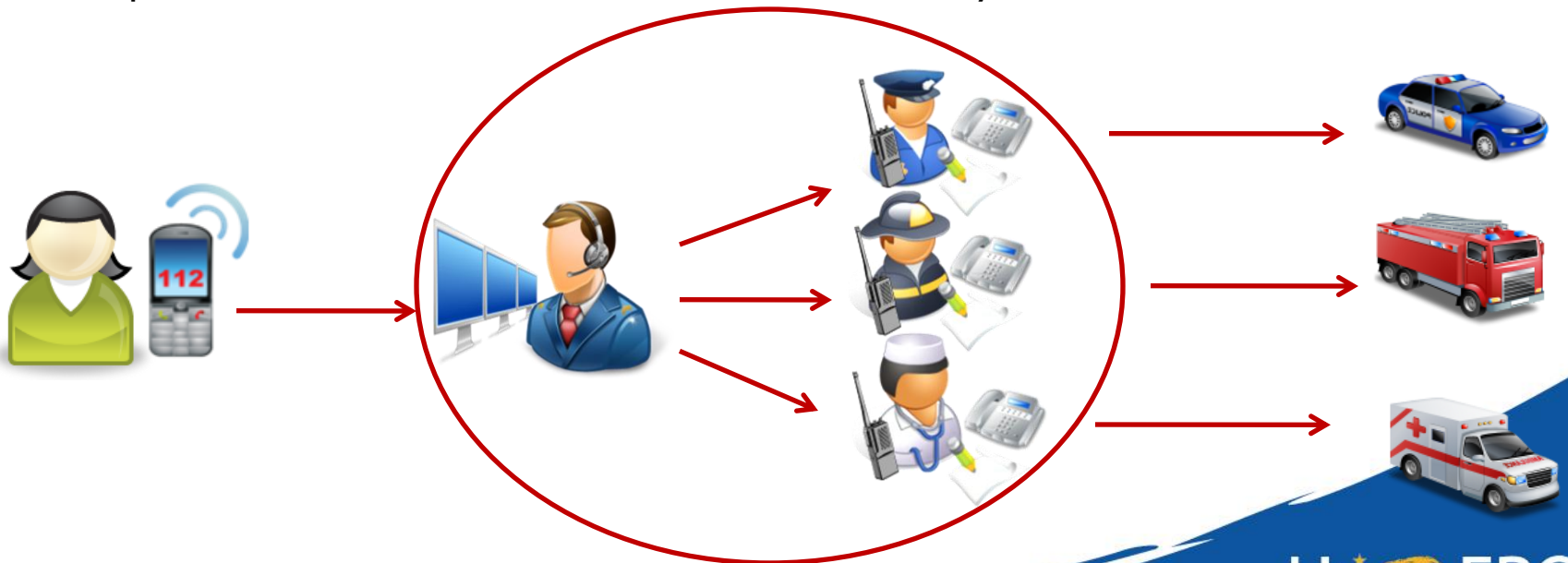


Agenda

- Models used in Belgium
- Belgian Pilot site consortium
- Filtering concept explained
- Lessons learnt – Filtering instance General
- Lessons learnt – Filtering instance Data-related
- Lessons learnt - Cross border situations

« Data gathering by stage 1 PSAP, resource dispatching by stage 2 in an integrated 112 control room » Model

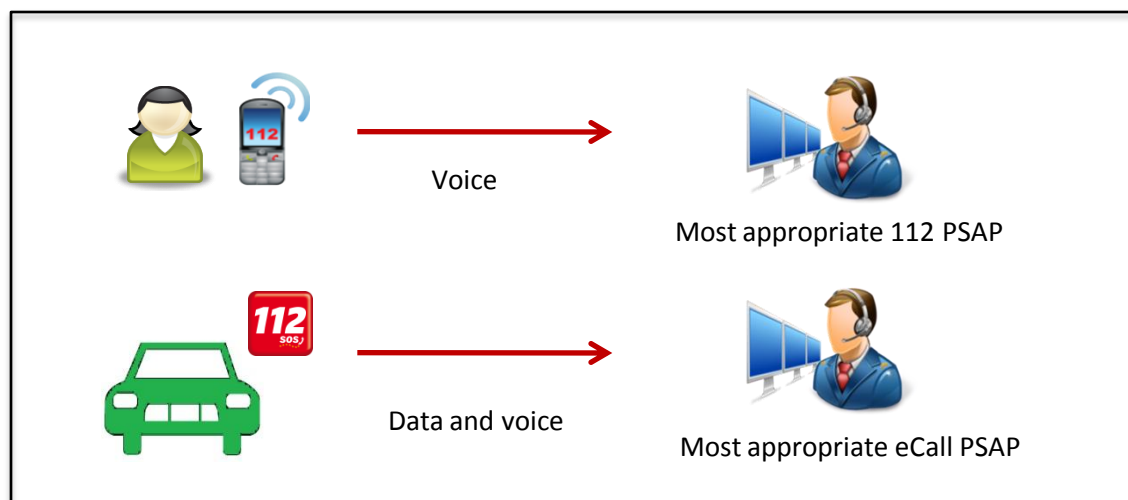
- Also in two levels but civilian call-takers and EROs are in the same location.
- Civilian call-takers are in charge of classifying the call and makes a parallel dispatch of the calls to the most appropriate EROs if needed. In some cases, EROs' specialists are available to support call-takers.
- Dispatch of the intervention resources done by EROs.



e.g. Some regions in Spain, Belgium and Turkey

Receive eCalls

MODEL 2: all types of eCalls are routed to a PSAP only dedicated to eCalls. 112 calls continue to be routed to the 112 PSAP.



NB:

- An eCall is identified in the network thanks to the « eCall flag » so that it can be routed accordingly by mobile network operators
- The eCall PSAP can be a private call centre operating under public mandate

Project Consortium

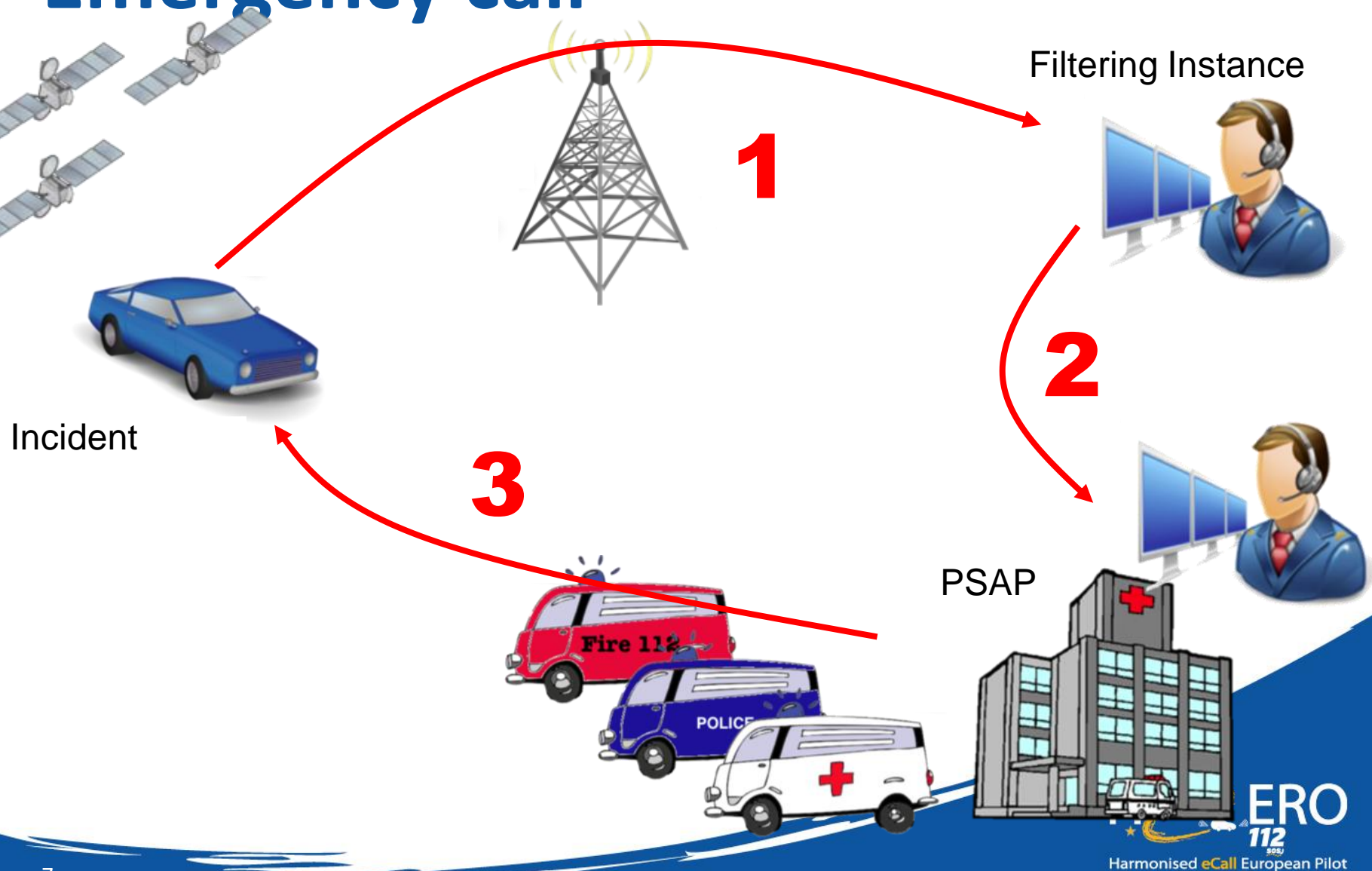
Private sector	Public sector (represented by FPS Home affairs)
Astrid: PSAP service provider	FPS Home Affairs
BIVV/IBSR: Belgian Institute for Road Safety	FPS Public Health
Mobistar: Mobile Network Provider	FPS Mobility and Transport
NXP [S1NN]: IVS-provider -> transferred to Telit	Belgian Institute for Postal services and Telecommunications
Touring: Filtering Instance	Federal Police
Testronic Labs: Test and Certification Centre	
ITS.be: Member State Leader	

FPS = Federal Public Service

Reception of eCall



Emergency call



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Lessons learnt - General

- Audio routing:
 - Through PBX of Filtering instance
 - Extra load on PBX of Filtering instance
 - In the switching network
 - No follow-up possible by the Filtering instance
- Caller-ID needs to be transferred to PSAP

Lessons learnt - General

- Operator Procedures at Filtering Instance in sync with PSAP
 - Avoid double questions
 - Ask the right questions
- The Filtering instance decides the exact emergency service to which the call is to be transferred (police, firemen, ambulance)

Lessons learnt - Data-related

- Link between the audio-call and the MSD eg. Unique number
- Enrichment of the MSD at both Filtering side and PSAP-side
- Retransmission of MSD when forwarded to PSAP; also modem at PSAP-side?
- EN16102 needs to be updated with more robust synch-protocol

Lessons learnt - Cross border situations

- On-border: connection to Base Station in neighbouring country. Issue already exists with GSM today.
- Routing of 112-calls to the right Filtering instance becomes extra complicated when roaming SIMs

Thank you for your attention!

Questions?

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