



Harmonised eCall European Pilot



#heero

Danish Pilot site

Minimal implementation and

Dormant issues

HeERO International Conference

27 November 2014

Madrid, Spain



Agenda

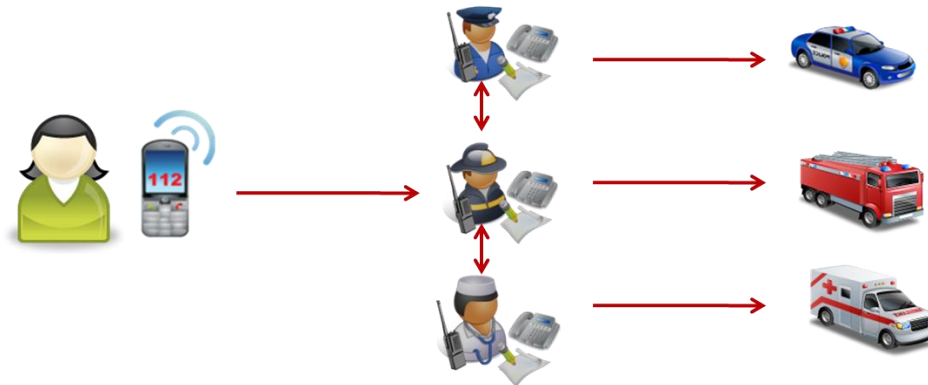
- Brief description of the Danish set-up
- The “minimal change” implementation principle
- What we learned regarding Dormant eCall
- Recommendations

Project Consortium in our country

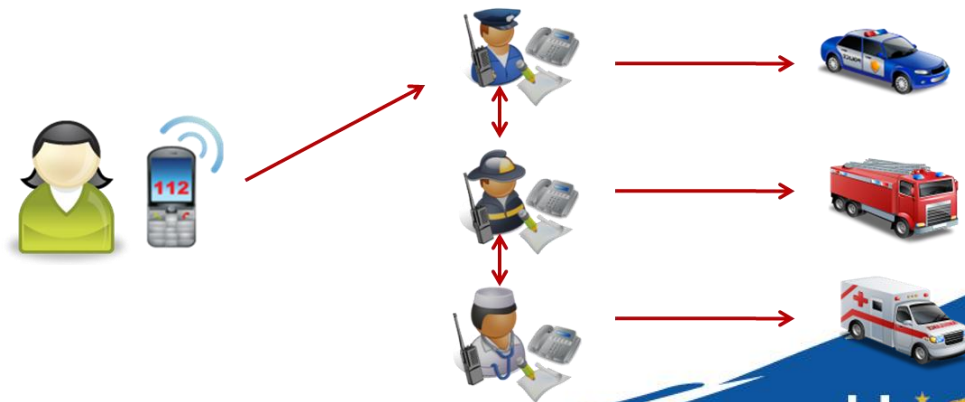
- Organized as a programme from April 2013 to January 2015:
 - Danish Transport Authorities (Chair and responsible for vehicles)
 - Danish Police (PSAP owner)
 - Copenhagen Fire Brigade (PSAP owner)
 - Danish Business Authority (Responsible for tele communication)
- From January 2015 a new organization will take over
- Other direct stakeholders
 - **Devoteam A/S** - Programme manager working for Danish Transport Authorities
 - **FUJITSU-TEN** – delivered 7 prototypes IVS with Dormant capability to the project
 - **GMV** – delivered 2 prototypes IVE with Dormant capability to the project
 - **INIWorld** – delivered 5 SIM-Cards with special profile (Could only call and be called to/from three numbers: 112, test-number and service-number)

Strategy for the e-Call Deployment – current 112 model used in Denmark

For the capital area PSAP is
operated by Copenhagen
Fire Brigade

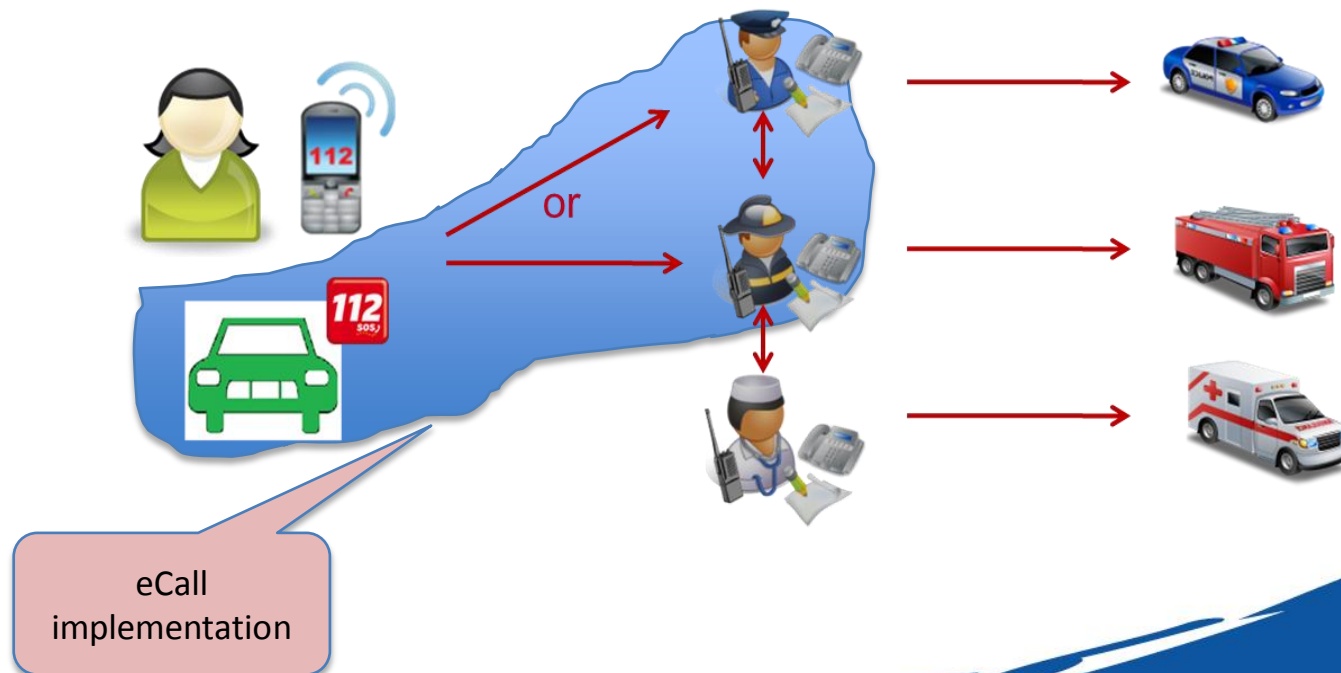


For the rest of Denmark, the
PSAPs are operated by
Danish Police



Strategy for the e-Call Deployment – Planned eCall model for Denmark

- Handle eCalls routed in parallel as 112 calls (model1).
- Leave existing communication between stage 1 PSAP and EROs untouched (no change in systems; no change in procedures).



Minimal change implementation principle

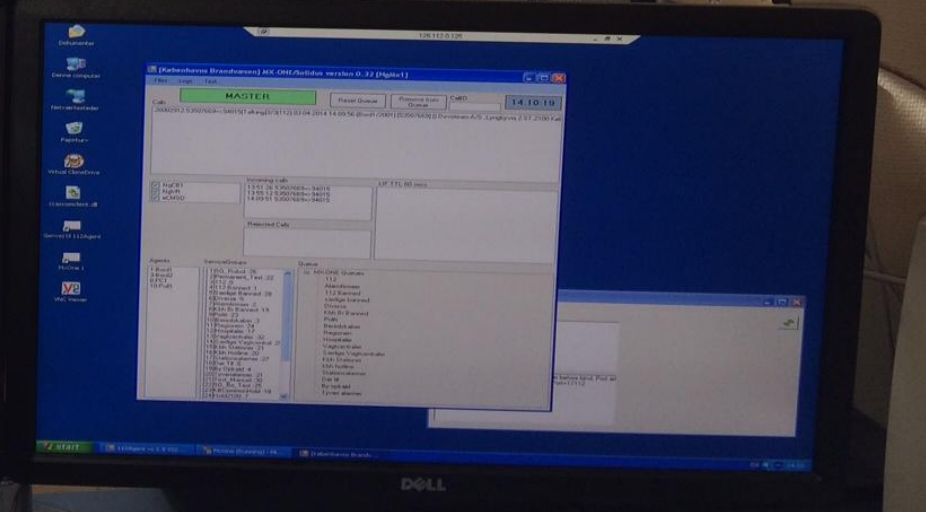
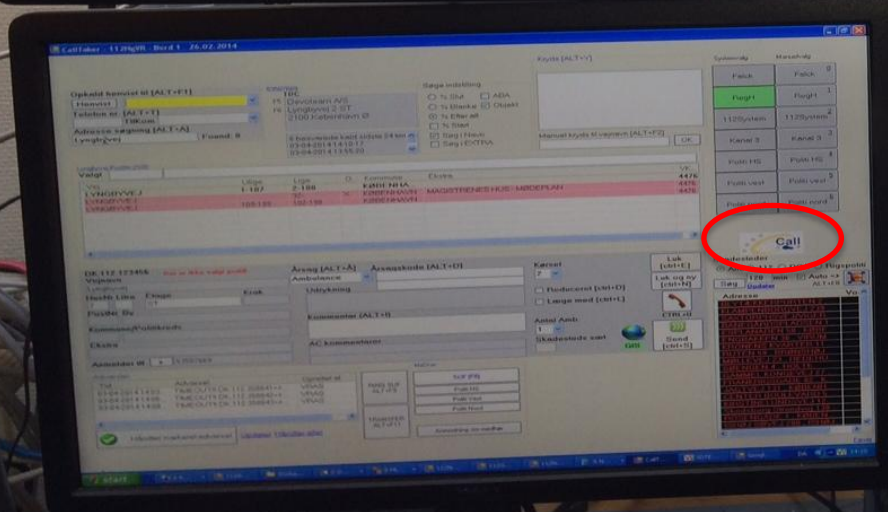
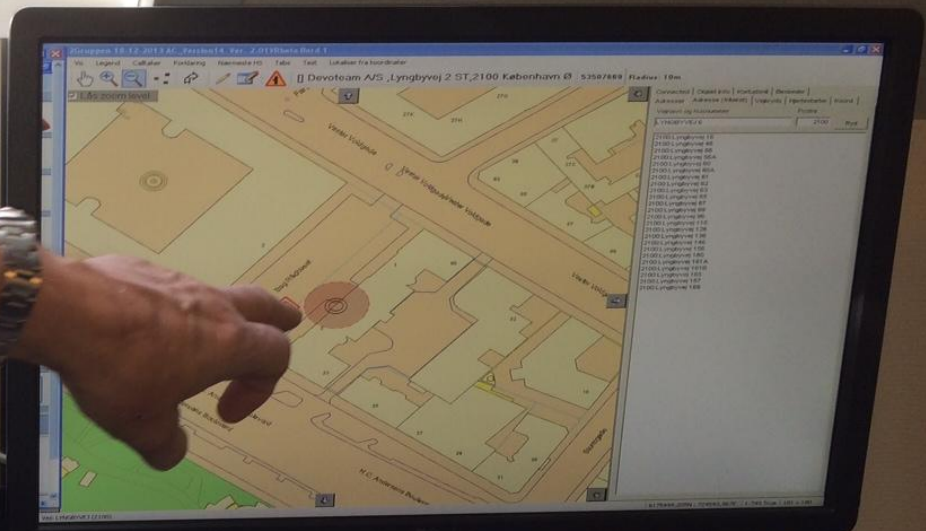
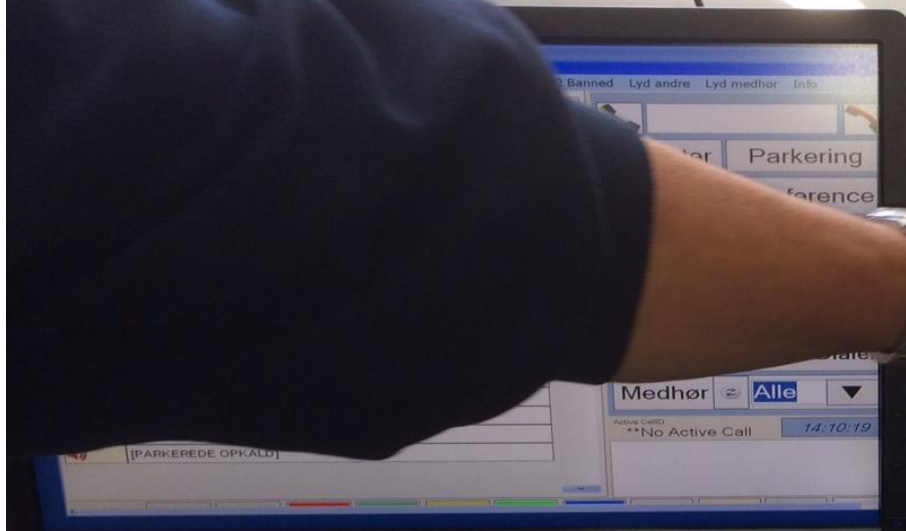
– what we wanted to do

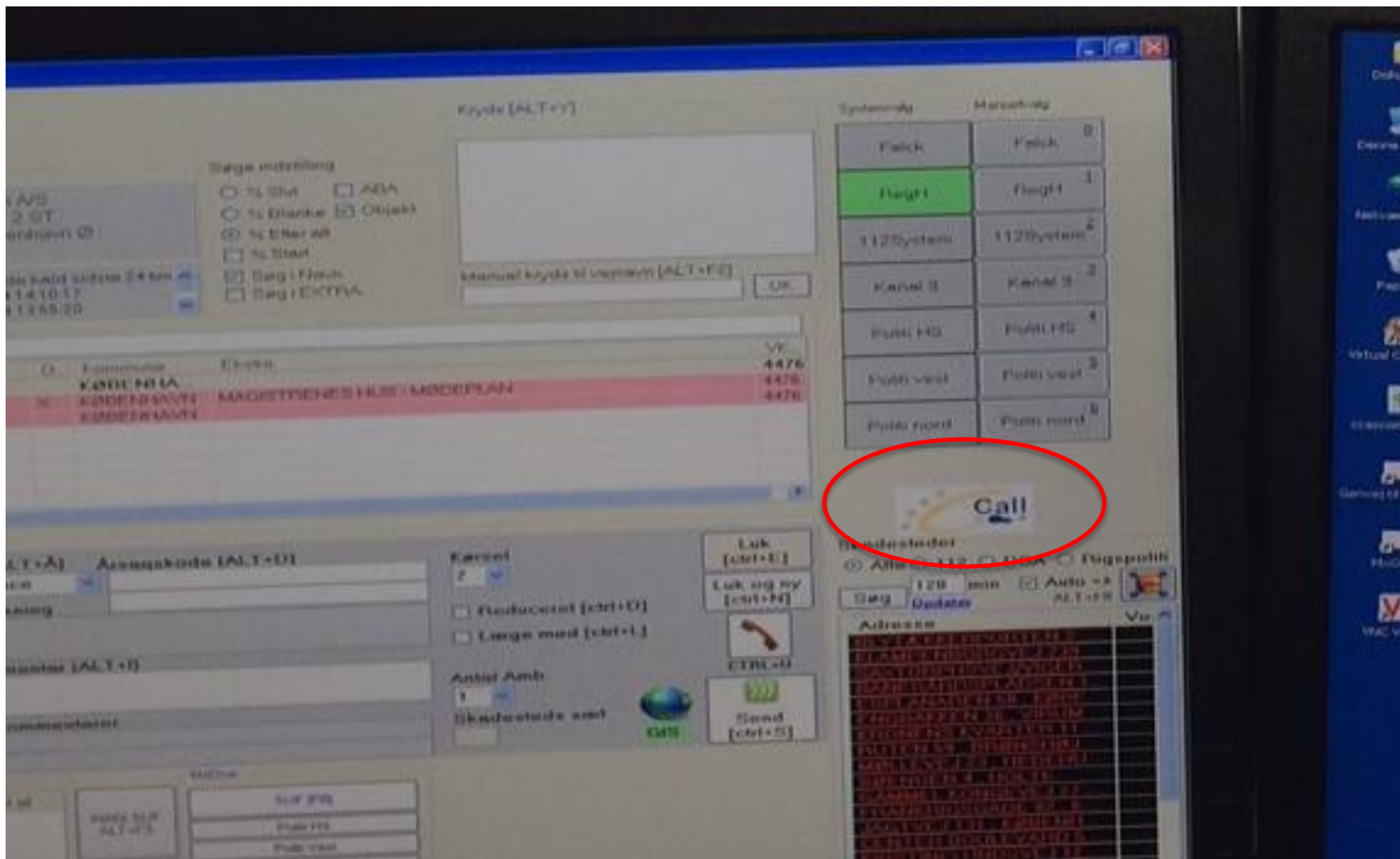
- *Minimal change in PSAP-system*
- *Minimal change in PSAP setup*
 - *Trying to have no change*
- *Minimal change in PSAP workflow*
 - *Trying to have no change*
- *Minimal change in MNO-network*
 - *Trying to have no change = no eCall discriminator*

How minimal was it possible to be?

– what we did and what we learned

- *Minimal change in PSAP-system*
 - *Get MNO to direct eCalls to independent PRI-channel to minimize risk*
 - *Add eCall router to handle MSD*
 - *Add look-up functions regarding VIN*
 - *Change the following in operator screen*
 - *Add eCall logo*
 - *Add textbox*
 - *Add new colour to GIS for position marked in MSD: "Can **not** be trusted"*
 - *Add resend MSD*
 - *Add "direction" to GIS*



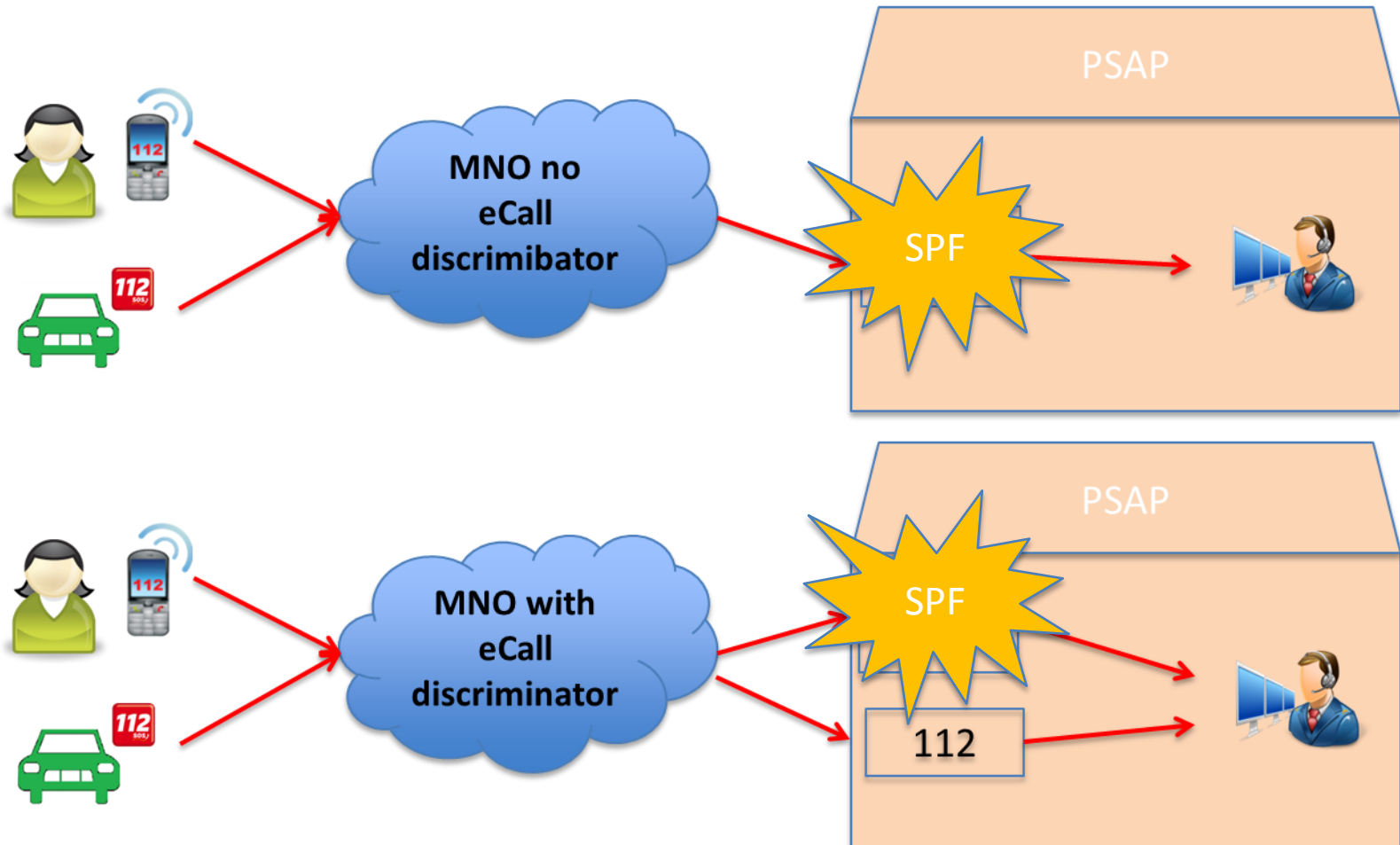


How minimal was it possible to be?

– what we did and what we learned

- *Minimal change in PSAP setup*
 - *Add “eCall server” to existing national interoperability solution, sharing MSD between PSAPs*
- *Minimal change in PSAP workflow*
 - *No (or close to no) change in PSAP workflow*
- *Minimal change in MNO-network*
 - ***Need to implement eCall discriminator, to minimize risks at PSAPs for handling normal 112-calls.***
 - *but routing E112 to PSAPs with the same geographical principles as for 112.*

Why we need the eCall discriminator



Dormant – what we did

- *All tests performed with Dormant IVE*
- *Some tests performed also with SIM card profiles limiting calls to and from the IVE to be from either 112, test-number or service number*

Dormant – what we learned

- *It works and it works fine*
- *But, too many problems with special profile SIM-cards*
 - *Call back did not work properly*
- *RECOMMENDATIONS:*
- *Dormant functionality should only be something we put on the IVE*

Thank you for your attention!

Questions?

Pilot site contact point details:
Rachid El Mousti
rachid.el.mousti@devoteam.com

Martin Hellung-Larsen
mhl@trafikstyrelsen.dk