Pre-deployment pilot project of EU-wide e112 eCall

HeERO prepares, coordinates and carries-out the pre-deployment of the necessary harmonised infrastructure for making the pan-European in-vehicle emergency call service eCall a reality in Europe.

During the project the nine European countries forming the HeERO consortium will prepare the local e112 eCall infrastructure necessary for the provision of a sustainable eCall service for the European citizens and share their experiences with the other EU Members and Associated States.

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HeERO
Harmonised eCall European Pilot

Participants

Harmonised eCall European Pilot
eCall saves lives
What is eCall?

eCall is a 112 emergency call trigger that can be activated automatically by in-vehicle sensors detecting the impact of a serious accident. When activated, eCall establishes a voice connection with the relevant Public Safety Answering Point (PSAP), a public or private emergency call centre operating under public delegation.

Using the vehicle location, a Minimum Set of Data (MSD) is sent to the PSAP operator. Knowing the coordinates of the crash site enables the rescue services to arrive much faster at the accident scene and to treat the victims much quicker. This translates into lives saved and less severe injuries.

**HeERo objectives**

01. Define
   - Operational and functional requirements
   - Potential value-added services
   - Training material for eCall operators
   - European eCall standards
   - Relevant infrastructure upgrades
   - Identified value-added services
   - eCall emergency procedures

02. Implement & Test
   - HeERo, vehicle manufacturers, emergency service providers, and end-users
   - eCall full value-chain
   - Certifications for the eCall service
   - Interoperability and continuity of harmonised EU-wide eCall service
   - Pilot results
   - Best practices
   - Recommendations and guidelines for future pre-deployment and deployment activities

03. Promote
   - HeERo objectives, improvements, and achievements

04. Evaluate
   - eCall implementation platform
   - European standardisation organisation

Want to know more?

Please visit us at: www.heero-pilot.eu