



european emergency number association

DEPLOYMENT OF IN-VEHICLE EMERGENCY CALL - eCALL - IN EUROPE

Answer to the public consultation published by the European Commission

This contribution will be taken into consideration in line with the European Union's legal framework, which states that "the Commission should [...] consult widely before proposing legislation and, wherever appropriate, publish consultation documents".

The results of this public consultation will be published on the website www.ec.europa.eu/ecall by 08/10/2010.

Online consultation published by the European Commission:
<http://ec.europa.eu/yourvoice/ipm/forms/dispatch?form=eCall>

WHAT IS eCALL?

In case of a severe crash, an eCall-equipped vehicle will automatically call 112, the EU's single emergency number. Even if no passenger is able to speak, e.g. due to injuries, a minimum set of data with information about the accident is sent automatically. The minimum set of data includes the exact geographic location of the crash site. eCall can also be activated manually. eCall has the potential to reduce the time that emergency services will need to arrive at the accident scene. This will contribute to reducing the number of people killed in road accidents, as well as the severity of injuries.

OBJECTIVE OF THIS PUBLIC CONSULTATION

The European Commission is carrying out an impact assessment of the eCall deployment. The assessment considers various policy options (no intervention, voluntary approach or mandatory implementation of eCall) to implement the eCall system in Europe.

The main objective of this public consultation is to collect the opinions of stakeholders and EU citizens on the issue and therefore ensure the transparency of the decision making process.

"The Commission seeks the views of civil society groups and other interest parties because of the constituencies they represent, rather than because of the expertise they possess" (COM(2002) 713)

I find the eCall system useful



agree strongly



agree



undecided



disagree



disagree strongly

The eCall system will contribute to reduce death and injuries figures on Europe's roads. For the EU-27¹, injuries amount for 252 000 fatalities (of which 50 530 or 20% are due to road traffic accidents), 7 000 000 hospital admissions (of which 1 000 000 or 14% are due to road traffic accidents) and 3 000 000 permanent disabilities every year. Injuries are the fourth most common cause of death in the EU, while in children, adolescents and young adults, injuries due to accidents and violence are the leading cause of death. All the above require the use of emergency medical services (as well as the Police and fire-fighters in some cases) available by calling 112. According to the eCall factsheet (July 2010)², in 2009, about 35 000 people were killed and 1.5 million injured in about 1.15 million traffic accidents on the EU's road network alone. Getting an immediate alert in the event of an accident and knowing the exact location of the crash site cuts emergency

¹ https://webgate.ec.europa.eu/idb/documents/2009-IDB-Report_screen.pdf.

² http://ec.europa.eu/information_society/doc/factsheets/049-ecall_july10_en.pdf



services' response time by 50% in rural and 40% in urban areas. Thanks to this gain in time, eCalls to 112 are expected to save up to 2 500 lives in the European Union each year, and to mitigate the severity of tens of thousands of injuries. eCall will also result in faster treatment of injured people, thereby giving accident victims better recovery prospects. Arriving at the accident scene sooner will also allow faster clearance of crash sites, thus reducing the risk of secondary accidents, decreasing congestion times, cutting fuel waste and lowering CO2 emissions. Moreover, by using the European Emergency number 112, the eCall system makes sure that emergency calls will be responded in the best possible way (caller location accuracy for instance), as provided for in the Universal Service Directive (2009/136/EC)³. If all cars were equipped with the eCall system, up to €20 billion could be saved annually.

However, the quality of the general 112 and emergency service should still be improved to ensure a successful eCall system. The current implementation of 112 is still very uneven. 19 years after the introduction of 112, there are at the time no quality standards pertaining to the whole 112 chain⁴ (knowledge, devices, networks, call-taking aspects, interoperability, intervention, etc...) and citizens may not enjoy the same level of service on the territory of the Union.

I would like to have my vehicle equipped with the eCall system

agree strongly agree undecided disagree disagree strongly

No comment

I would like the eCall system to work all over Europe and across all automotive brands

agree strongly agree undecided disagree disagree strongly

The right to access emergency services is indirectly invoked in the Charter of Fundamental Rights of the European Union especially on the basis of articles 2 (Right to life), 3 (Right to the integrity of the person), 6 (Right to liberty and security), 26 (Integration of persons with disabilities), 35 (Right to health care). While the EENA believes that the emergency services organisation should remain under the national competence, it is obvious that the existence of 112 should enable the EU authorities to ensure that the 112 services' outcomes, and especially the eCall system, are similar all over the EU. The eCall system should equip all cars so that each citizen could get benefits of this system, whatever his financial condition.

The deployment of an interoperable EU-wide eCall can be achieved through private-led initiatives

agree strongly agree undecided disagree disagree strongly

Private-led initiatives are important for innovation and the EU-wide eCall should be implemented on the basis of international and European standards⁵ already developed by different entities. However, considering that the whole eCall system chain includes PSAPs, Emergency Dispatch and Management Centres, Mobile Network Operators, Fleet owners, Public and Private Road Operators, OEMs (Original Equipment Manufacturing Companies), the deployment of a sustainable and interoperable EU-wide eCall should be achieved through close cooperation between national authorities and private companies.

³ <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:337:0011:0036:En:PDF>

⁴ http://www.eena.org/ressource/static/files/112models_Machado2.pdf

⁵ http://ec.europa.eu/information_society/activities/esafety/doc/ecall/annex_standard.pdf



Since 20 EU Member States have signed the eCall Memorandum of Understanding* to promote the voluntary deployment of eCall, there is no need for legislative measures.

*** The eCall Memorandum of Understanding is an expression of commitment of the signatories to work for the implementation of eCall, but it is not a legally binding agreement. It has been signed by 20 Member States, 3 Associated States and more than 100 organisations.**

agree strongly agree undecided disagree disagree strongly

Citizens can dial 112 to reach emergency services everywhere in the EU: EU-wide availability is the core principle of 112 and citizens will expect the same service from eCall, as it will use the European Emergency number. Citizens will hardly understand why they cannot get the benefits of the eCall in all EU countries, especially in countries enjoying large tourism activities. In order to get an EU-wide and interoperable service, it is crucial to get close cooperation between all EU countries. Binding measures would make sure that the eCall system will work everywhere in the EU and ensure simultaneous deployment across all Member States irrespective of the 112 systems deployed locally.

eCall should not be optional, but mandatory in all vehicles

agree strongly agree undecided disagree disagree strongly

eCall should be mandatory in all vehicles in the same way as several other security features (e.g. mirrors, brakes, seat belts, airbags).

eCall should be introduced in the following categories of vehicles? (you may tick more than one box)

cars motorcycles light trucks heavy duty trucks buses none of them

In the same way that other security related components (e.g. mirrors, brakes, seat belts, airbags) are mandatory in all the categories of vehicles.

I would prefer that the voice call and data generated by the eCall system be handled by a private service provider rather than by a public emergency call centre (112 centre)

agree strongly agree undecided disagree disagree strongly

The role of PSAPs is crucial in handling emergency calls so it is obvious that they should be responsible in managing eCalls. This role should be reinforced through the adoption of standards about the level of the service provided (i.e. response and intervention times). However, if public authorities in charge of Emergency Services decide, under their sole responsibility vis à vis the end-users, that the service to citizens could be provided for the established level of service through a private contractor, they should be able to use such arrangement.

How much would you, as vehicle owner, be willing to pay for having eCall in your next vehicle?

less than 150 € between 150 to 300 € more than 300 €



The eCall service should be as cheap as possible. Considering it would enable providers to develop extra services (to be paid by users), the eCall service should even be free, thus leveraging the capability of the market to get quickly to a high take rate.

If the price of all new vehicles goes up by ~ 200€ because it includes the eCall system, this would affect my choice when buying a new vehicle

- Yes, I would change vehicles less frequently or buy cheaper vehicle models. No, it would not affect my choice.

Increasing of cars' price should not affect citizens' choice to buy a vehicle. Safety equipment is an important criterion for citizens and, such as airbags system, the eCall should not prevent them to buy a new vehicle. If however the eCall system is part of the mandatory safety features of all cars (like mirrors, seat belts, airbags etc.) this cost will be integrated into the cost of the vehicle.

By providing the basic components for connecting the car to the telecommunications network, the in-vehicle eCall system could also be used to offer optional private or public telematic services, such as pay as your drive insurance schemes, dangerous goods tracking, dynamic navigation, breakdown calls, car localisation in case of theft. The availability of such services would provide me with more of an incentive to equip my next vehicle with eCall.

- agree strongly agree undecided disagree disagree strongly

By enabling providers to develop extra services (to be paid by users), the eCall service could be free. Therefore, when buying a new car, citizens would be more than affected in their choice to order equipment of their car with the eCall system.

The mandatory introduction of eCall will contribute to speed up the deployment of other telematics services in Europe.

- agree strongly agree undecided disagree disagree strongly

It is evident that if eCall is part of the mandatory safety requirements for all cars in the same way as mirrors, seat belts, airbags etc. this will ensure speedy deployment. Mandatory introduction should include the stimulation of the deployment of innovative telematics services in Europe too.

Other comments and/or contributions in relation to eCall

The eCall system is also a major opportunity for the European Commission to enable emergency services to benefit from innovative technologies and more data as well as to put innovation at the service of EU citizens (and taxpayers). Finally, EENA expects the Commission to start considering 112 issues as not only a telecommunications issue but also from a security, internal affairs, health, civil protection (etc...) point of view and therefore to widen the approach, with respect to the national cultures and emergency services organisations. The necessary processes to be engaged by the Commission on this last topic will certainly ensure a better protection of EU citizens from



accidents and disasters, without compromising the distribution of competences and in strict compliance with the principle of subsidiarity.

The eCall system should enable the establishment of a minimum set of requirements in the framework of handling of calls to the 112 number: caller location, data sharing, multilingual calls, call takers protocols...

About the EENA:

The EENA - European Emergency Number Association - was set up in 1999 as a non-profit association registered in Belgium to serve as a neutral discussion platform for emergency services, industry and informed citizens with the aim of getting efficient, interoperable and harmonised emergency telecommunications in accordance with citizens' requirements. EENA has been advocating to authorities the issues related to the 112 as there are more and more EU citizens travelling for business or leisure. EENA is also promoting the establishment of a general, pan-European, multilingual, simplified and efficient system for alerting citizens about imminent or developing emergencies. The EENA memberships include more than 400 emergency services representatives from 38 European countries, 24 solution providers, 9 international associations/organisations as well as 20 Members of the European Parliament.