French Views on Deployment of eCall

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(based on presentation made by Bernard FLURY-HERARD)
French Views on deployment of panEuropean-eCall

- The technical issues
  - The reliability
- Organisational issues
  - By nature, eCall answering is essentially out of the PSAPs missions
  - Silent ecalls
- Economical issues
  - Cost/benefits is controversial
- Road safety issues
  - Controlling On board telephony
- Conclusions
Reliability and sustainability

• In-band modem has been proven less reliable than SMS
  – Russian choice to back-up the ibm by SMS
  – Responsibility in a place where SMS is successful, and ibm not transmitting?

• Sustainability of ibm is questionable:
  – no garantee for LTE( 2020)
  – Some equipement providers say it is blocking for mobile network evolution
The results of an enquiry of French Ministry of Interior

- In 2009 and 2010, the Service Providers received **7 897 ecalls** (excluding tests calls)

- These 6.8% to PSAP include real emergencies and silent ecalls

- Inter Mutuelles Assistance
- Mondial Assistance

- 7 897 calls
- 6 809 86.2%
- 551 7.0%
- 537 6.8%
Silent ecalls issue: what is a silent eCall?

- « Silent eCall » is the case where, after having received the location data and the MSD, the operator cannot speak with the driver.

GSM

Telephonic network

Allo, allo, please answer…

No answer

Intervention required from PSAP
Silent ecalls: why?

- Multiple reasons, being analysed.
- Already identified reasons:
  - **Airbag effect,**
    - Airbag explosion makes staying in the car uncomfortable.
    - For slight accidents, the user goes out immediately.
  - **Erroneous manual trigger,**
    - but driver don’t want to be recognised faulty, prefers staying silent
537 calls to PSAPs: Proportion of Silent ecalls

- 537 ecalls transmitted to the PSAPs, split as:
  - 280 with a voice contact between occupants and service provider
  - 257 where silent.

Silent ecalls represent 47% of ecalls transmitted to PSAP for intervention.
330 reliable files to PSAPs

- When silent, an ecall may reflect a need for emergency (9%)
- Global rate of unjustified interventions: 175/330 = 53% of unjustified interventions
  - 155 interventions were found justified
- 80% of the unjustified interventions are coming from the silent ecalls
Assistance is out of the PSAPs mission

• In France, PSAPs mission is restricted to emergency rescue (fixed by law)

• Therefore, managing the 90 % of calls that are not real emergencies is outside the scope of their missions

• Delegation of the filtering job: they cannot pay a private actor for the filtering work, as it is not their mission

• Who pays for the filtering?
Cost/benefits is controversial

- No consensus on cost benefits analysis
  - UK and France estimate the cost analysis is not in favor of such an expensive equipement
  - France confirms a number of saved fatalities around 20/year
  - Other safety equipment can save 10 times this number
Controlling on board Telephony

• Phoning/texting when driving are among factors of about 10 % of accidents

• Ecall built-in handfree telephony capability may result in an increase of accidents and fatalities
  – can cancel any positive effect of ecall, or even worse, result in an increased number of road fatalities

• eCall MUST be accompanied by telephony control measures
Conclusions

• Need to review technical choices (telephony…)
• Give priority to more efficient safety equipments
• For other projects, need to identify first the requirements (and to verify regularly what are the real use and wishes of the users) before standardization mandates
Thank You

Questions?