



Saving lives with eCall

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What is EENA?

The European Emergency Number Association (EENA)

Discussion platform and best practices sharing for emergency services, public authorities, researchers, solution providers and all other actors of the public safety sector.

Brussels-based organisation set up in **1999**

EENA Annual Report (year 2019) can be found [here](#)



OUR MISSION is to improve the safety and security of the people.

How can citizens get the best help possible if they find themselves in an emergency? At EENA, this is the question we continuously try to answer.

More information (creation of EENA, our vision, our values, our finances) can be found [here](#) on our website.

Connecting people

EENA's worldwide community



1600+ public safety officials

From **80+** countries worldwide

100+* solution/services providers

View the most up to date list of companies [here](#).

Read more about each company [here](#).

eCall

Concept

- In case of severe accident, the vehicle launches automatically an eCall (equivalent to a 112 emergency call)
- The eCall can be also launched manually by the occupants of the vehicle
- The “Minimum set of Data” (MSD) is sent during the call (in-band modem technology)

eCall

Concept

- eCalls are routed to the most appropriate Public Safety Answering Point (PSAP)
- The most appropriate PSAP can be the same PSAP handling “normal” 112 calls or a dedicated PSAP only for eCalls

eCall

Legal framework

- Delegated regulation No 305/2013
- PSAPs needed to be ready by October 2017
- Plans to update the delegated regulation

eCall

Implementation

- First time PSAPs were receiving data – change of mindset
- Diversity of costs, in some countries there is only one PSAP receiving and handling eCalls, in others more than 200

eCall

Challenges

- “False” eCalls, i.e. eCalls received by the PSAP without an emergency situation behind
- Obsolescence of the technology (in-band modem)
- Shutdown of 2G networks

eCall

Next steps

- Migration to IMS-based eCall: many stakeholders involved
- Revision of Commission Delegated Regulation (EU) No 305/2013 with regard to the harmonised provision for an interoperable EU-wide eCall



Any question?

CONTACT

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EMERGENCY CALL



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