



eSafety Forum
eCall Driving Group

**Memorandum of Understanding
for
Realisation of Interoperable
In-Vehicle eCall**

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Memorandum of Understanding

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European Memorandum of Understanding for Realisation of Interoperable In-Vehicle eCall

The purpose of this European Memorandum of Understanding (MoU) is to secure the realisation of an interoperable in-vehicle emergency call service (eCall) supplied, introduced and operated across Europe. This MoU does not represent a legally binding agreement; rather, it is an expression of the individual and collective commitment of the signatories to work in partnership in order to realise a shared objective to the benefit of everyone.

1. Preamble

1.1 Rationale

The introduction and use of in-vehicle eCall for deployment of emergency assistance will save lives and reduce social burden by improving the notification of road accidents and speeding up emergency service response. There is an urgent need for a European solution in order to contribute to a reduction of the 39,200¹ people killed, 3.3 million casualties and annual costs in relation to traffic accidents of more than 180 billion Euro. This is why the European Commission-led eSafety Forum adopted eCall as the highest priority amongst the eSafety measures contained in the recent eSafety Communication².

1.2 Definition of In-vehicle eCall

The in-vehicle eCall is an emergency call generated either manually by vehicle occupants or automatically via activation of in-vehicle sensors. When activated, the in-vehicle eCall system will establish a voice connection directly with the relevant PSAP (Public Safety Answering Point), this being either a public or a private eCall centre operating under the regulation and/or authorisation of a public body. At the same time, a minimum set of incident data (MDS)³ will be sent to the eCall operator receiving the voice call.

1.3 Framework

This MoU creates a framework for the introduction of in-vehicle emergency call at all levels in the emergency call chain – including the public sector, the private sector and/or through public-private partnerships. The aim of this MoU is to encourage co-operation between the vehicle makers, Telecom Operators, the EC and the Member States (in particular the emergency agencies, the public PSAPs and the private PSAPs operating under the regulation of a public body) together with other relevant parties such as the insurance industry, automobile clubs and other relevant industrial partners.

¹ ETSC report on Transport Safety Performance in the EU – A statistical overview 2003 (2001 statistics)

² COM(2003) 542 final: COMMUNICATION FROM THE COMMISSION TO THE COUNCIL AND THE EUROPEAN PARLIAMENT “Information and Communications Technologies for Safe and Intelligent Vehicles”

³ See Annex B

2. Involved Parties

Moving forward with implementation of in-vehicle eCall requires parallel commitment and joint effort to work on common, co-ordinated implementation and supporting business plans from all Parties constituting the basic eCall service and value chain.

Such co-ordinated roll-out and business plans need to include optimised technical solutions, quality standards, co-ordinated target dates when emergency calls from in-vehicle systems can be handled by the infrastructure, the incremental investments needed to develop, produce and operate such systems and infrastructure adaptations, a financial model how investments and service costs could be financed and by whom, the possibility of fiscal and financial incentives, the benefits and savings by stakeholder group, etc.

The relevant stakeholder groups with the highest impact on the realisation of a European solution can be divided into two major groups: The Parties directly forming the eCall service chain (2.1 – 2.4) and the other Parties (2.5 – 2.8), which are essential contributors and accelerators of the process. Both groups need to work together to achieve the overall objectives and should be represented in the European Coordination Platform.

2.1 Member States

Member States signing this MoU and in particular those authorities in charge of emergency call services and related finance - e.g. civil protection authorities, Ministry of Interior and Ministry of Finance - agree to contribute to the development and agreement of country specific implementation plans conforming to the principles for pan-European eCall as defined in 1.2 and Annex B. For Member States having one or more Service Providers acting as PSAPs for the 112 services, this MoU requires a special handling. The Member State should, after signing this MoU, ensure that the Service Providers who are operating as PSAPs under their regulation gets a commission to handle in-vehicle eCall services. The agreement between the Member State and the Service Provider should include specification, financing and time plan of the in-vehicle eCall service implementation and operations.

2.3 Telecom operators

Telecom Operators signing this MoU agree to contribute to the development and agreement of feasible implementation and business plans conforming to the principles for pan-European eCall as defined in 1.2 and Annex B.

2.4 Vehicle Manufacturers

Vehicle Manufacturers signing this MoU agree to contribute to the development and agreement of feasible implementation and business plans conforming to the principles for pan-European eCall as defined in 1.2 and Annex B.

2.4 Service Providers operating as PSAPs under the regulation of a public body

Private Service Providers who are operating as PSAPs under the regulation of a public body signing this MoU agree to contribute to the development and agreement of implementation and business plans conforming to the principles for pan-European eCall as defined in Para 1.2 and Annex B.

In addition to the essential Parties constituting the eCall service chain, other players are an important part of the value chain and have an important role in supporting and accelerating market take up e.g. through specific support in the business and implementation planning phase and/or contributing to the overall business and outreach plan. These players have been identified as follows:

2.5 Insurance companies

2.6 Automobile clubs, service providers and other end user focused entities

2.7 European Commission DG Information Society, DG Transport, DG Environment

2.8 Related Industrial partners (equipment manufactures, location technology providers, repair industry etc.)

3. Act

The Parties signing this MoU will actively contribute to the development and agreement of feasible implementation and business plans conforming to the principles for pan-European eCall as defined in 1.2 and Annex B.

The Parties signing this MoU will – within the first 12 months following the signature of this MoU, which is targeted to take place within the first half of 2004 - define an overall European work plan and present their recommendation for decision.

To achieve the objectives each party signing the MoU will delegate minimum one expert as a member to the Driving Group on eCall. The representative should be empowered to take necessary decisions.

4. Process

4.1 European Co-ordination

The Parties signing this MoU will interact through a European Co-ordination Platform to co-ordinate their activities by bringing together all relevant stakeholders. Provided sufficient funds can be made available, the co-ordination platform will include studies on the economics underlying the introduction and the drafting of a road map at European level.

The European Commission is the appropriate body to determine the platform to be used for this European Co-ordination. Currently the Driving Group on eCall within the eSafety Forum is the appropriate platform, but the co-ordination may take another form in subsequent years to support implementers and monitor progress of implementation across Europe. However, such co-ordination should continue to be under the auspices of the eSafety Forum.

4.2 Status of the Memorandum of Understanding

This MoU summarises the current intentions of the different Parties signing this MoU. It will form the basis for action by each of the Parties according to their respective roles. However, nothing in this MoU legally obliges any Party to any other Party. Also, this MoU does not affect the rights (including intellectual property rights) of any Party to material or services supplied by them as part of the in-vehicle eCall chain. This MoU recognises that all Parties carry their own risks and costs in providing, carrying and handling the in-vehicle eCall initiative.

4.3 Review of this MoU

For this MoU to provide an effective framework for co-operation active participation of all sectors concerned is required. Progress on implementation and business planning by all Parties concerned will be reviewed when appropriate. However, first review should take place not later than after 12 months following the signature of the MoU. When appropriate the Parties, will consider the need for improvements in their co-operation and make and introduce suitable proposals for modification or termination to this MoU.

European Memorandum of Understanding for in-vehicle e-call SIGNATURE PAGES

Representative from
(Please tick)

Member State

Telecom
Operator

Vehicle
manufacturer

Service
Provider
operating as
PSAP under
the regulation
of a public
body

Insurance
Company/
Organisation

Automobile
Club

Service
Provider

Related
Industrial
Party

Other

Name

Status

Organisation

Contact Address

Signature

Date

Annex A - Relevant European Resolutions, Conclusions and Decisions

C(2003) 2657 final

COMMISSION RECOMMENDATION of 25/07/2003 on the processing of caller location information in electronic communication networks for the purpose of location-enhanced emergency call services

COM(2003) 542 final:

COMMUNICATION FROM THE COMMISSION TO THE COUNCIL AND THE EUROPEAN PARLIAMENT "Information and Communications Technologies for Safe and Intelligent Vehicles"

Universal Service Directive

(http://europa.eu.int/eur-lex/en/archive/2002/l_10820020424en.html)

Final CGALIES report

(<http://europa.eu.int/comm/environment/civil/index.htm>)

ETSC report

Transport Safety Performance in the EU – A statistical overview 2003 (2001 statistics)
ISBN: 90-76024-154

Annex B - The in-vehicle e-call minimum data set

Minimum Data Set

The parties agree to the following minimum data set that have to be sent directly from the vehicle to the public PSAPs or the private service providers operating as PSAPs under the regulation of a public body, in case of a manual or automatic emergency call initiated from the in-vehicle system.

Mandatory to be included:

- **Time stamp**
- **Precise Location**
- **Vehicle identification**
- **Service Provider Identifier**
- **E-call qualifier** (*as a minimum a indication stating if the eCall has been manually or automatically initiated*)