

HeERO 2 evaluation results

HeERO International Conference
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Madrid, Spain

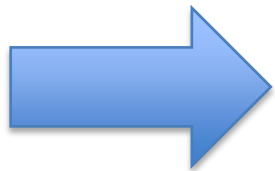


Agenda

- Key Performance Indicators KPI
- Qualitative Analysis
- Recommendations
- Conclusions

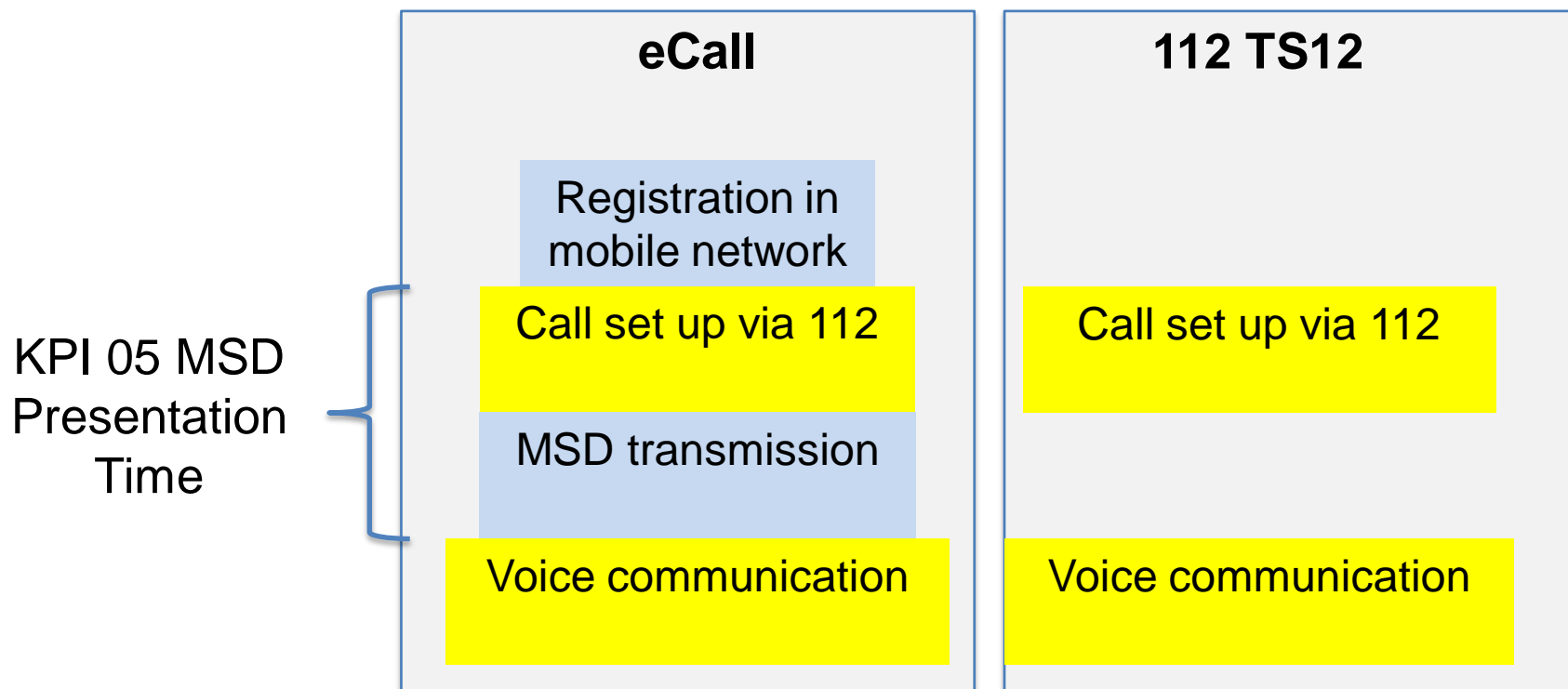
Main challenge regarding eCall deployment

- *Improve acceptance by end users optimizing timing of overall process chain*
- *Maturity of underlying technologies like standards*
- *Interoperability to allow correct connection between every IVS to all eCall enabled PSAPs in all member states*

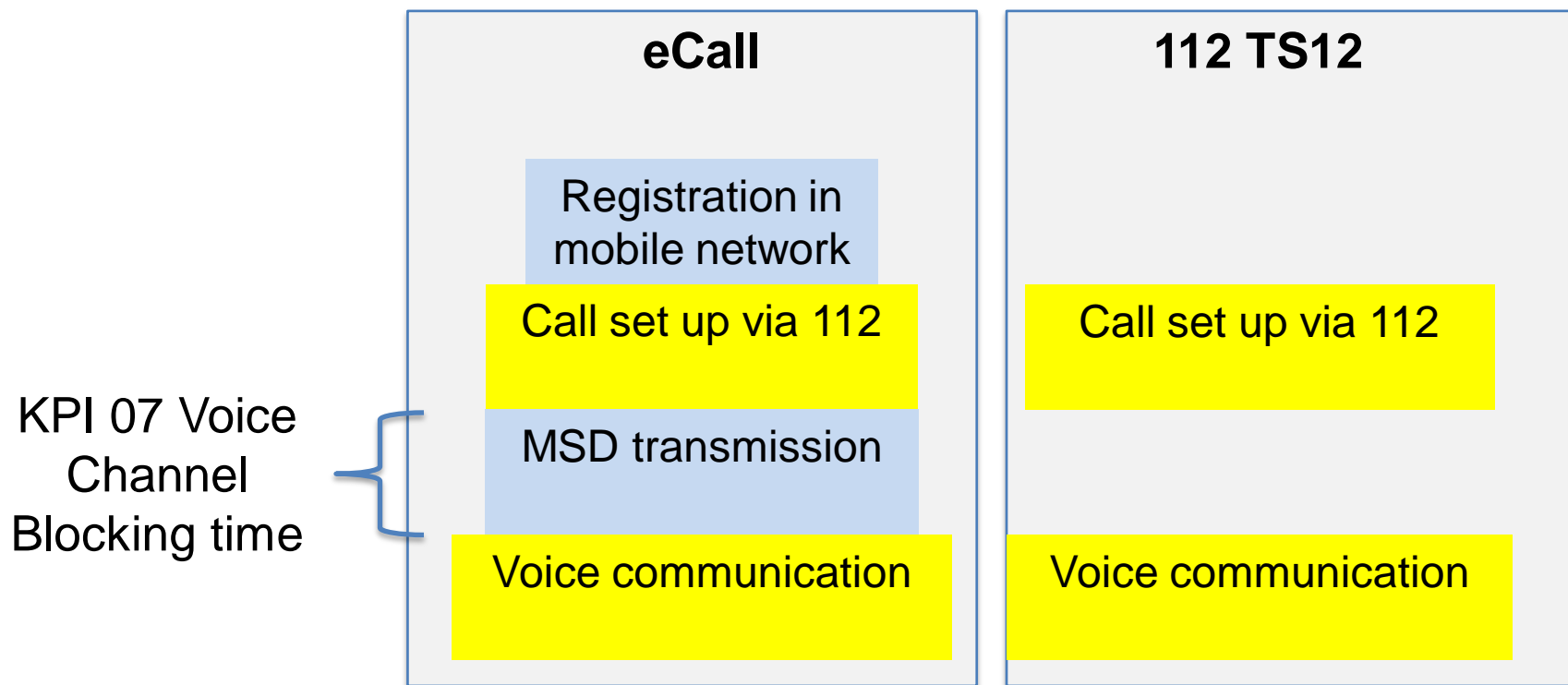


Define, measure and evaluate appropriate KPIs

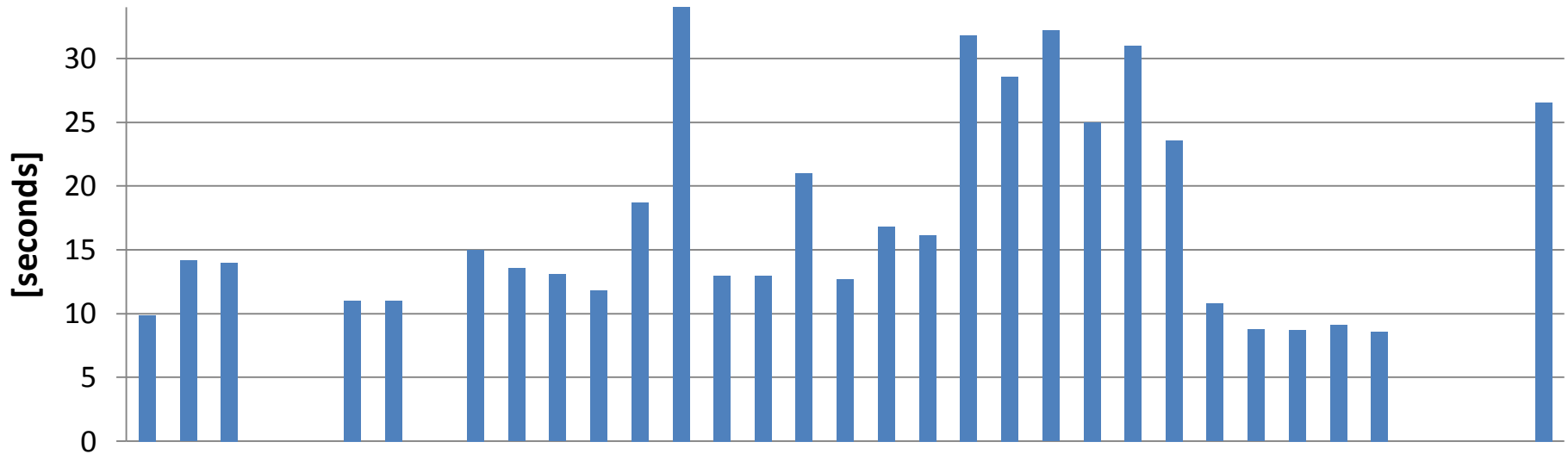
KPI definition



KPI definition

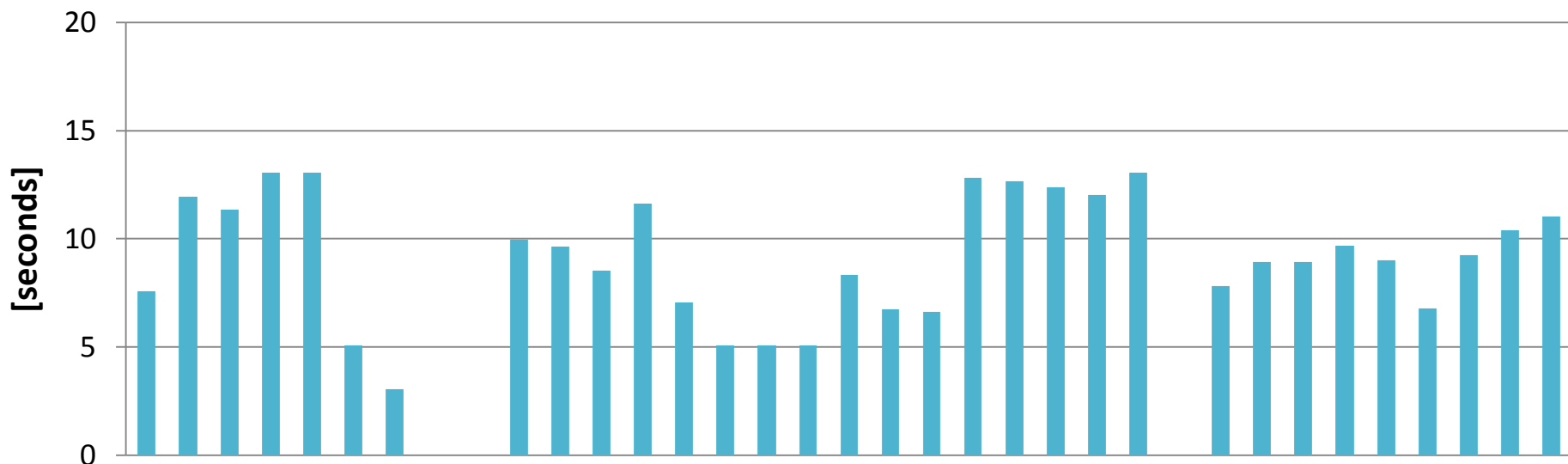


KPI 05 MSD Presentation Time



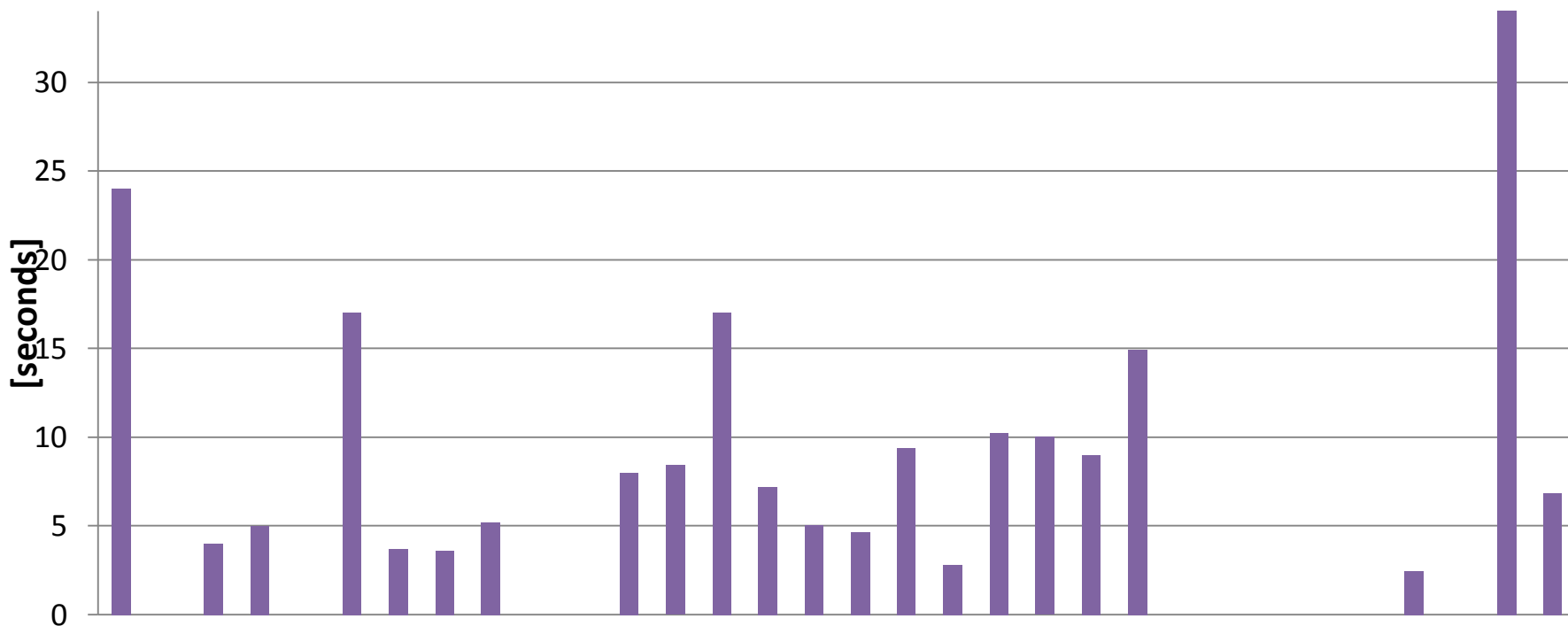
- A few outliers with values more than doubled
- mean value is 12.9 seconds
- standard deviation of 3.3 seconds

KPI 07 Voice channel blocking time



- Best practice is about 5 seconds
- mean value of 9.1 seconds
- standard deviation of 2.8 seconds

KPI 08 call establishment time



- The time for call establishment differs very much
- No differentiation between eCalls with long numbers and TS12 call set up
- Average between 5 to 15 seconds

Qualitative Analysis

- Questionnaires to manufacturers, association, bikers etc. of P2W
- Questionnaires to freight forwarded, chemical industry etc. of dangerous goods
- Very high return rate for P2W
- Important stakeholders provided feed back for transport of dangerous goods

Dangerous goods



- very important providing type of the dangerous goods (UN-number) and the danger code with quantity
- central database to provide information
- damage of the container should be communicated
- Privacy / data protection very important – no information on speed or sender/receiver of goods to be shared



P2W

- large majority like to have eCall
- willing to change helmet for full functionality



Performance Requirements

- KPI05, MSD presentation time around 8 seconds
- KPI07, the voice blocking time around 4 seconds

Recommendations (1)

- The heading information is given to the PSAP as required by EN 16072, direction of travel in pre-crash not direction of vehicle post-crash
- Update the MSD content according to EN16072 when retransmitting the MSD
- Type approval performance requirements like KPIs but also for audio should be defined and evaluated by the technical services

Recommendations (2)

PSAPs will be strongly affected by

- Cross border communication between and within member states
- Integration of P2W into eCall
- Expanding eCall to transport of dangerous goods
- Next generation of emergency calls



Study to analyze in detail and provide guidance on data integration

Conclusions

- ✓ **The outcome of the tests confirm that the pan-European eCall is working according to expectations**
- **however there is still room for improvement in the implementation by the suppliers**
 - **One open issue is the still missing implementation of the eCall flag**

Thank you for your attention!
Questions?

Contact details: