eCall in Bulgaria

Implementation of eCall in Bulgaria

29-th DDPI SEE meeting
Sarajevo, Bosna and Hercegovina, 18-19 November 2014
eCall deployment - Legislative framework

The entire pilot service eCall chain in Bulgaria is being implemented according to the available at present EU Legislation and Standards

EU Legislation

- **DIRECTIVE 2010/40/EU OF THE EP AND OF THE COUNCIL** of 7 July 2010 on the framework for the deployment of ITS in the field of road transport
- **DECISION No 585/2014/EU OF THE EP AND OF THE COUNCIL** of 15 May 2014 on the deployment of the interoperable EU-wide eCall service
- **COMMISSION DELEGATED REGULATION (EU) No 305/2013** of 26 November 2012 with regard to the harmonised provision for an interoperable EU-wide eCall
- **COMMISSION RECOMMENDATION of 8.9.2011** on support for an EU-wide eCall service in electronic communication networks for the transmission of in-vehicle emergency calls based on 112 (‘eCalls’)

**Bulgaria** transposed **DIRECTIVE 2010/40/EU** in the following legislation:

- **ORDINANCE OF THE TERMS AND CONDITIONS FOR deployment of Intelligent Transport Systems in the field of road transport and for interfaces with other transport modes**, **Into force from 29.01.2013**
- **COMMISSION DELEGATED REGULATION (EU) No 305/2013**, **of 26 November 2012**
Bulgarian Project Consortium

To work on HeERO 2 project and deployment of eCall pilot in Bulgaria, there was established a consortium of stakeholders.

Bulgarian Pilot site consortium covers the whole eCall chain:

- Monthly meetings
- Technical experts teams meetings
- Management of tests performing etc.
e-Call– E112 model (1)

The eCall service architecture follows the system organizational model and is fully integrated in the existing E112

2 national PSAPs – main in Sofia and redundant in Russe and 4 regional 112 centers, interconnected (voice, using common DB and technology) via VPN cloud. If no call-taker is available, the call is redirected to another 112 center.
The territorial structure of National System 112 in Bulgaria is based on the organization of the country into six economic regions, one Center 112 per economic region.
Advantages of Integrated E112 – eCall system (1)

Receive eCalls - eCalls to be treated and routed as regular 112 calls:

The system dispatches eCall data (MSD) and eCall voice to the operator, following the same logic and workflow as for regular calls to 112.
Advantages of Integrated E112 – eCall system (2)

• If there is no free call-takers in one centre, the eCall data (MSD) and voice will be redirected to available call-taker in another centre.
• If there is a failure in one center, all calls will be accepted and served by the other centers.
• Serving of multilingual eCalls the same way like regular foreign language calls.
• Integrated solution (using the same GIS (maps) with caller/eCall localization, integrated call/eCall case leading screen forms etc.) doesn’t require a lot of efforts for training the operators to handle eCalls.
Integrated E 112 call/eCall case leading operator’s screen form
Integrated E 112 call/eCall case leading operator’s screen form
Tests

- All tests were done in eCall test environment using test client in PSAP Sofia. During the first implementation stage, both IVS types were tested in on-road tests all over the country. During the second implementation stage, there were performed tests using eCall flag with both types of IVS for KPIs measurement.

Interoperability tests

- Interoperability tests using long number, were performed between PSAP Sofia and 2 Belgian IVS, Croatia IVS, 2 Romanian IVSs and Luxembourg‘ one.
- Interoperability tests between IVS devices of TU and ICOM and Romanian PSAP have been done successfully during the HeERO conference in Bucharest. TU made successful interoperability tests with Greek and Croatian PSAPs. ICOM made interoperability tests with Croatian PSAP.

Cross border tests

- Tests were performed between Sofia PSAP test environment and Romanian IVSs R&D Software Solutions.
Tested solutions - results (2)

Connection to VIN Data Base

• The pilot site is connected with the national tests VIN database (Traffic Police Bulgarian National Vehicle Register) and tests are done, using the developed web services according to the EUCARIS specification.
• Developed software services allow to add join VIN database to EUCARIS eCall data base. We received access to NL test database and tests are planned.

Operators training

• Manual for operators training was prepared
• PSAP Sofia VIP Operators passed training course on serving of eCalls

eCall flag

• The 2 of the 3 Bulgarian MNO already implemented the eCall flag. The third one will implement it till the end of 2014.
Thank you for your attention!

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