



EUROPEAN COMMISSION

PRESS RELEASE

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Transport: Commission helping to deploy 112 eCall for emergency services

The European Commission has adopted a measure to ensure that by 2015 your car can call emergency services for you in case of a crash. The Commission wants the life-saving eCall system to be fitted to all new models of cars and light vehicles from 2015. eCall automatically dials Europe's single emergency number 112 in the event of a serious accident and communicates the vehicle's location to the emergency services. According to some estimates, eCall could speed emergency response times by 40% in urban areas and 50% in the countryside, and save up to 2500 lives a year. The measure adopted on 26 November 2012 establish the conditions under which the emergency call response centres will be capable of properly receiving and handling of 112 eCalls.

Commission Vice-President Siim Kallas, responsible for transport, said: *"These measures are the first adopted under the Intelligent Transport Systems Directive. They address the upgrading of emergency call response centres, to receive and process 112 eCalls, including calls from vehicles registered in any EU country. Together with my colleagues responsible for Digital Agenda and Industry Vice Presidents Neelie Kroes and Antonio Tajani, I will pursue our joint efforts to ensure that by 2015 the introduction of the eCall service in the whole European Union will be effective."*

The Commission's aim is for a fully functional eCall service to be in place all over the European Union (as well as Croatia, Iceland, Norway and Switzerland) by 2015.

The common measures for emergency call response centres (also known as Public Safety Answering Points) will ensure the proper handling of 112 eCalls and the EU-wide interoperability and continuity of the service.

A legislative proposal will follow on the deployment of these measures as well as a proposal for a Regulation to require eCall devices to be fitted to all new models of passenger cars and light vehicles from 2015 in order to obtain EU-wide type approval.

Background

eCall is activated automatically as soon as in-vehicle sensors detect a serious crash. Once set off, the system dials the European emergency number 112, establishes a telephone link to the appropriate emergency call centre and sends details of the accident to the rescue services, including the time of incident, the accurate position of the crashed vehicle and the direction of travel (most important on motorways and in tunnels). An eCall can also be triggered manually by pushing a button in the car, for example by a witness to a serious accident.

Contacts :

[Helen Kearns](#) (+32 2 298 76 38)

[Dale Kidd](#) (+32 2 295 74 61)

The eCall system is estimated to cost less than €100 per new car to install. To rule out privacy concerns, the eCall system does not allow the tracking of vehicles because it 'sleeps' and does not send any signals until it is activated by a crash.

Currently, only 0.7 % of all passenger vehicles in the EU are equipped with automatic emergency call systems, with numbers barely rising. These proprietary systems do not offer EU-wide interoperability or continuity.

The Commission has decided to take legislative action to introduce eCall because voluntary deployment has been insufficient. The Commission had called for eCall to be rolled out voluntarily across Europe by 2009 ([IP/09/1245](#)) but adoption has been very slow.