Automotive Safety - In-Vehicle Emergency Call System Leveraging IoT
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Objective

This use case deals with providing an infrastructure and a corresponding process/infrastructure to auto call an emergency number in case of any untoward scenario or accident.

Current Practice

One of the existing implementation, FORD has implemented in its Ecosports version of SUV. The system, according to Ford, is a vehicle-based, no-cost, non-subscription call-for-help system that delivers a voice message directly to emergency operators, indicating that a vehicle has been involved in an accident in which the airbags have been deployed or fuel pump shut-off triggered and opens the line for hands-free communication.

The Emergency Assistance system works via Ford’s Sync system, which is a voice-activated, hands-free communications and entertainment package for mobile phones and digital media players that allows the driver to make and receive calls and play music.

The Sync system uses the driver’s own mobile phone via Bluetooth and activates the moment the driver enters the car. In case an accident occurs, the Sync system uses its hands-free phone capabilities to connect the driver directly with India’s emergency service number – 108.

Before initiating the emergency call, the Sync system will provide a 10 second window to allow the driver or passenger to decide whether to cancel the call. If not manually cancelled within the 10 second window, Sync will place the emergency call.

The call flow for the same is as follows:

1. In event of accident the vehicle location is determined by GPS
2. SYNC audibly announces to the cabin that it is placing an emergency call
3. Dials “112”-emergency number for all emergency services across Europe/Any country
4. Automatically plays a message which informs the operator that a crash has occurred in a Ford vehicle and the location of that vehicle using the most
5. SYNC audibly confirms that the emergency assistance call has been
6. The user can cancel the call anytime by pressing the hangup button
Every year the number of vehicle accidents and death injuries are increasing exponentially. Had it been that a quality service is deployed at the accident site in time, number of such tragedies could have been avoided.

Some of the factors affecting such quality service are
1. Delayed alerts at the emergency center
2. Delayed arrival of emergency services at the accident scene
3. Insufficient information during rescue
4. Inefficient traffic management

This requires an automated system in the vehicle that can detect and react in case of an accident or any untoward accident.
### Actors

<table>
<thead>
<tr>
<th>Actor Name</th>
<th>Actor Type (person, organization, device, system)</th>
<th>Role Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>eCall System</td>
<td>Device</td>
<td>Device responsible for identifying and initiating the rescue operation</td>
</tr>
<tr>
<td>Service Provider</td>
<td>System</td>
<td>System responsible for 1. Deploying the necessary services at the site of accident 2. Arrive at best route for the service vehicle 3. To Communicate the accident details to all the traffic signals to make way for service vehicles</td>
</tr>
<tr>
<td>V2V Communication Unit</td>
<td>Device</td>
<td>Device responsible for vehicle to vehicle communication</td>
</tr>
<tr>
<td>V2I Communication Unit</td>
<td>Device</td>
<td>Device responsible for vehicle to Infrastructure communication</td>
</tr>
<tr>
<td>Service Vehicle</td>
<td>System</td>
<td>Vehicle carrying the necessary equipment</td>
</tr>
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### Contextual Illustration – (as applicable)

![Contextual Illustration Diagram](image-url)

### Pre-requisites (Assumptions)

1. An infrastructure (person/service) is expected to route and receive the Emergency Calls.
2. A system is expected to be in place to act upon the Emergency Calls

### Triggers (if any)

Any Vehicle Accident or an untoward accident may activate the vehicle Emergency Call System
Scenario description

Normal Scenario (as applicable)

Following information is sent over SMS, for the service provider to identify the nearest emergency service that needs to be deployed at the incident site as early as possible

- Voice call is initiated – If at all driver is in a situation to speak, can provide additional information to assistant provider to help better
- Communication over Vehicle to Vehicle (V2V) network is established to communicate accident information with the nearing vehicles to avoid secondary accidents and traffic congestion in case of Highway driving
- Nearing Vehicle to alert the driver about such an incident and in turn communicate the same to other vehicles in its vicinity
- V2I network can also be planned to have information flow over a wider range to cover more vehicles
- Emergency Service Providers to identify the emergency service that needs to be deployed based on the received set of data
- Emergency Service Providers to arrive at best route for the service vehicle to take at that instance of time in the day to reach the destination as early as possible
- Emergency Service Provider to communicate the same to all the traffic signals in the route to make way for the service vehicles through the city

Use Case process Flow diagram

1. Emergency Call
   An emergency call (eCall) is made automatically by the car as soon as on-board sensors (e.g. the airbag sensors) register a serious accident. By pushing a dedicated button in the car, any car occupant can also make an eCall manually.

2. Provisioning
   Via Satellite positioning and mobile telephony caller location, the accurate position of the accident scene is fixed and then transmitted by the eCall to the nearest emergency call centre. More information is given in the eCall, e.g. the direction of travel and the vehicle type.

3. Emergency Call Centre
   The eCall’s urgency is recognized, the accident’s location can be seen on a screen. A trained operator tries to talk with the vehicle’s occupants to get more information. If there is no reaction, emergency services are sent off without delay.

4. Quicker Help
   Due to the exact knowledge of the accident’s location, the emergency services (e.g. ambulance, fire fighters, police) arrive much quicker at the crash site. Time saved translates into lives saved.
1. eCall System shall be able to receive GPS data from GPS
2. eCall System shall be able to send data over GSM/CDMA module
3. eCall System shall be able to send data over Short Range Communication interface to nearing vehicle or nearby infrastructure module.
4. Service provider shall be able to receive data over GSM/CDMA
5. Service Vehicle shall be able to forward the data to nearby infrastructure unit

Performance Criteria

• Vehicle data as described above to be transmitted at the instance of accident from eCall system to Service provider.
• Latency: Ideally data to reach the service provider with minimum delay to service the situation in time.
• Volume: About 100 bytes of data (Geo Co-ordinates, VIN and OBD Data) to be transmitted from vehicle over GSM network at the time of accident to service provider.
• Service provider to dispatch this information to service vehicle with the problem description upon reception of data from the accident met vehicle.
• Also V2V and V2l system to send vehicle data over vehicular network (DSRC) at the time of accident
• Vehicle data transfer is of highest priority and is the only data transmitted at the time of accident. In case of network failure, Vehicle data sent over SMS shall be buffered at network provider and shall be available to end unit as soon as it gets connected back to network.
**User Interface**

An UI shall be required at service provider and also at service vehicle to view the vehicle data. No such UI is required at the eCall System itself.

**Communication Infrastructure**

eCall System shall use GSM network and V2V network for communication with outside world.

**Deployment Considerations**

eCall System to be deployed in the region of car which is very less likely to be damaged upon an accident. The device must be very rugged/heat resistant to withstand the impact of the accident e.g the ruggedness and durability must be similar to that of a Black Box in Aeroplanes.

**Geographical Considerations**

Infrastructure units must be placed within few hundred meters of distance from each other.

**Security**

There are no potential data security threats because no critical data is transmitted. However, the reliability of the system and the authenticity of the data is a matter of concern.

**Startup Shutdown process**

eCall System to be battery powered. Once the system is up and running, device to be in sleep state until accident event occurs thereby avoiding battery draining during normal operation of the vehicle.

**Potential market growth**

Safety systems in cars will be the key growth drivers for the Indian automotive electronics market in the next few years as it attains a compound annual growth rate (CAGR) of 21.8 per cent, as per research report. It is estimated that the accelerating growth in embedded in-car telematics over the next 15 years will lead to cars representing over 5% of all connected devices by 2025, compared with just 0.1% today. The automotive embedded telematics market will grow at CAGR of 24.6% over the next 15 years to reach €20 billion by 2025.
India specific Challenges

Some of the Challenges anticipated are
- No single Indian Emergency Service Provider
- Interoperability of different emergency service provider
- Detection of Fraudulent Calls
- Detection of False Alarms
- Back Up procedure to make the call in case of primary call system fails

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- Cities

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- Telematics

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- Manufacturing
- Healthcare
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About the Author

Aditya is a certified Business Analyst, who holds the Vice Chair position for the IoT work group at TSDSI -TEC, a IoT specific standard development organization working with One M2M & ETSI.ITIL v3, Business Continuity Management and Business Process Framework Professional. He has a rich experience in technology R&D, business development and Solution Offerings with special focus on Internet of Things domain. Aditya holds a MBA degree from Symbiosis International University with a Bachelors’ degree in Computer Science Engineering.
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