International Telecommunication Union

Current Status and Future Plan of HELP

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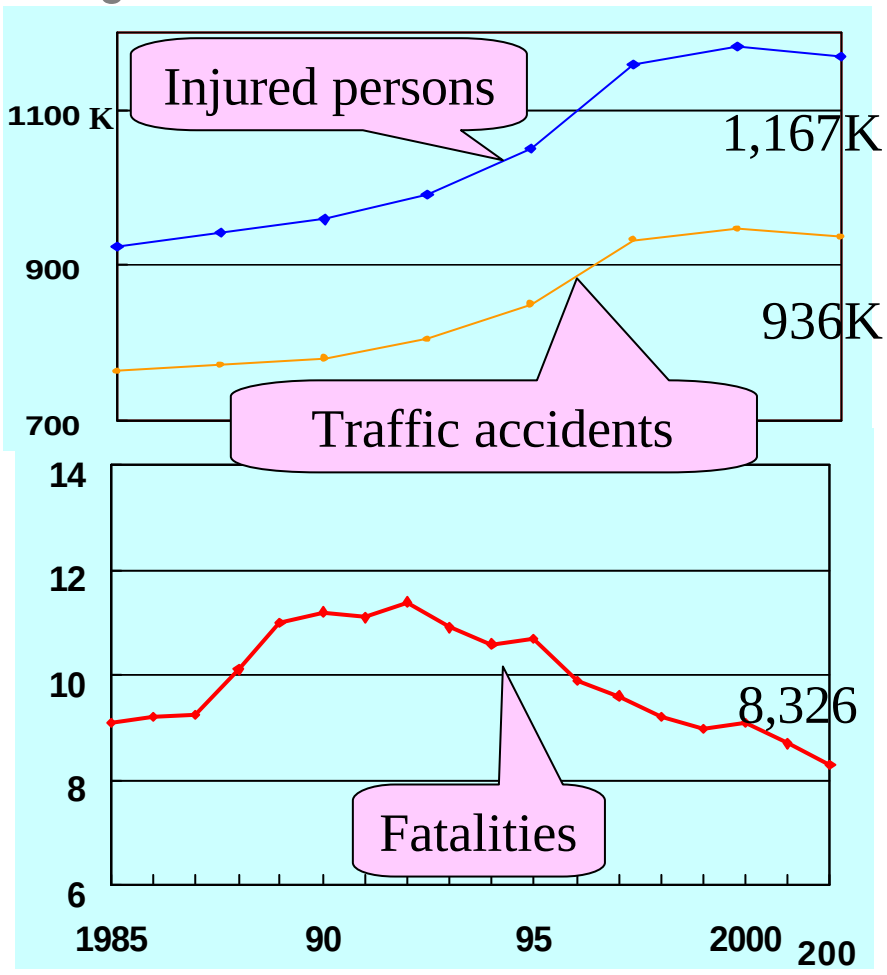
The purpose of the HELP

- Safety traveling for the emergency vehicles
- Smooth traveling for the emergency vehicles

→ Improve the life saving rate

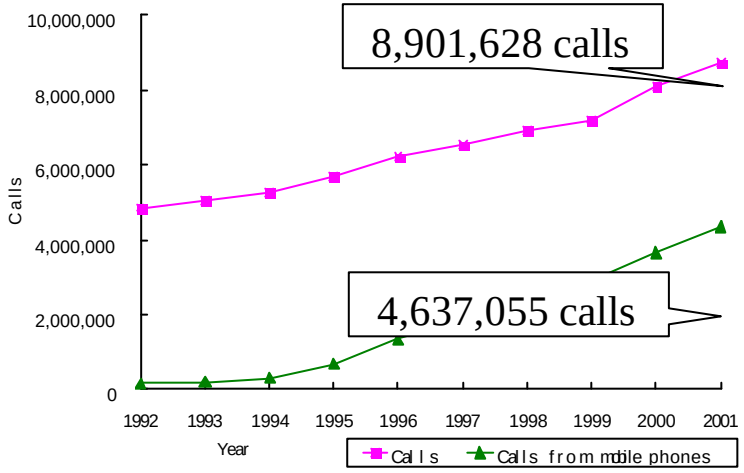
Necessity of the HELP(1)

In Japan, the number of traffic accidents and injured persons is increasing, although the number of fatalities is decreasing.

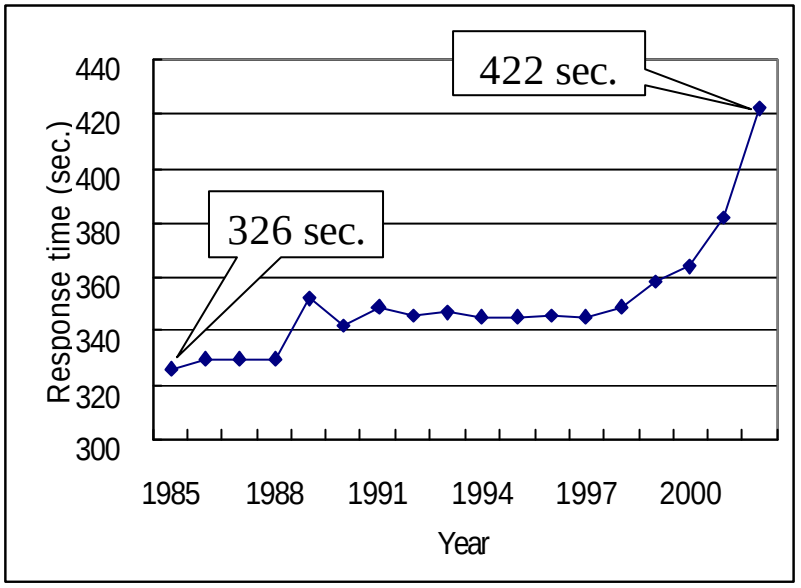


Necessity of the HELP(2)

Number of “110” (police) calls and calls from cell phones



Trends of response time



Prompt response to emergency calls

Need to rescue traffic accident victims quickly and properly

Necessity of HELP to locate the accident site quickly and accurately

The overview of the HELP

Fire department headquarters control room

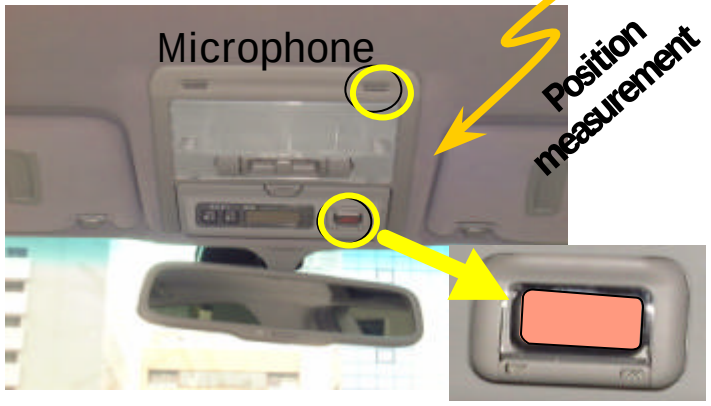
HELP service center (HELPNET center)

Police headquarters control room

Mobile Communications Network

GPS

Emergency call (Position information, vehicle information, etc.)



To the site

To the site

Emergency call button

The history of HELP & HELPNET

ITU-T

1996 | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004

Sept. — *Found-ation*

Sept. — *Start of helpnet for the vehicles*

June — *Start of helpnet for cell-phones*

July — *New system*

July

9 ITS fields by Japanese government

1) Advances in navigation

2)Electronic toll collection

3) Assistance for safe driving

4) Traffic management

5) Road management

6) Public transport

7) Commercial vehicle

8) Support for pedestrians

9) Support for emergency vehicle operations

1998 Sept.

Establishment of "Committee for examination of HELPNET" by the Fire and Disaster Management Agency.

1997 July

Establishment of "Working group for HELP" by National Police Agency and Universal Traffic Management Society of Japan

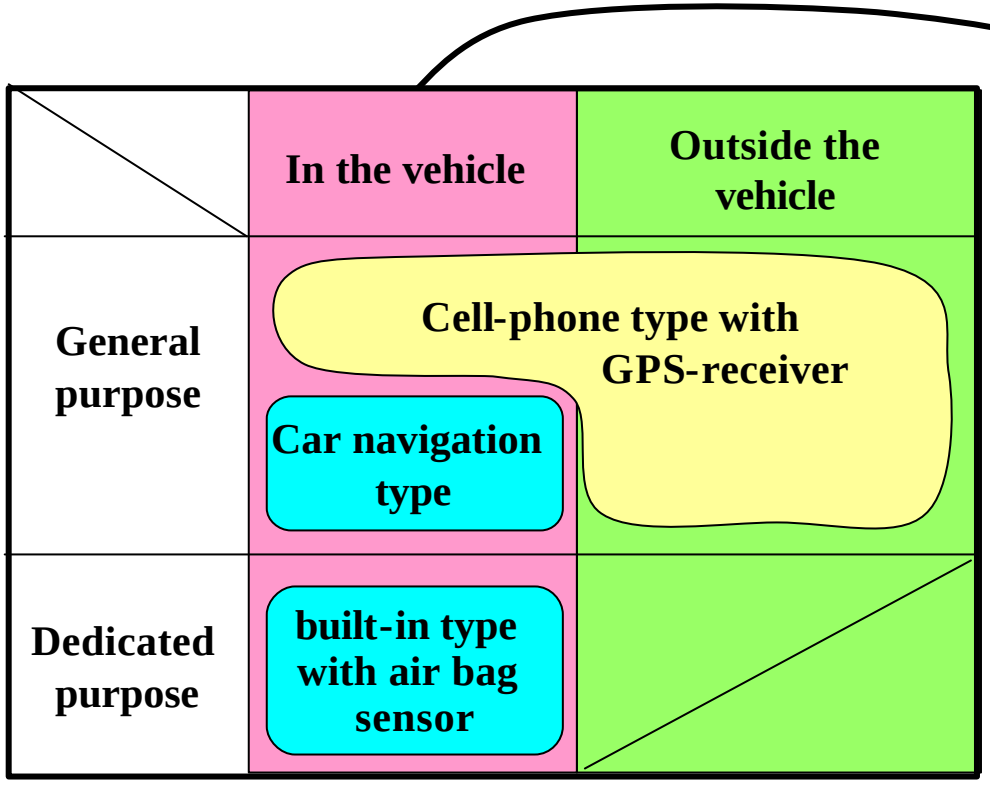
HELPNET

42 Companies
- **8 Car makers**
- **5 Electronics makers**
- **8 Car-navigation makers**
- **6 Telephone companies**
- **8 Insurance companies**
- **3 Banks**
- **1 Security guard company**

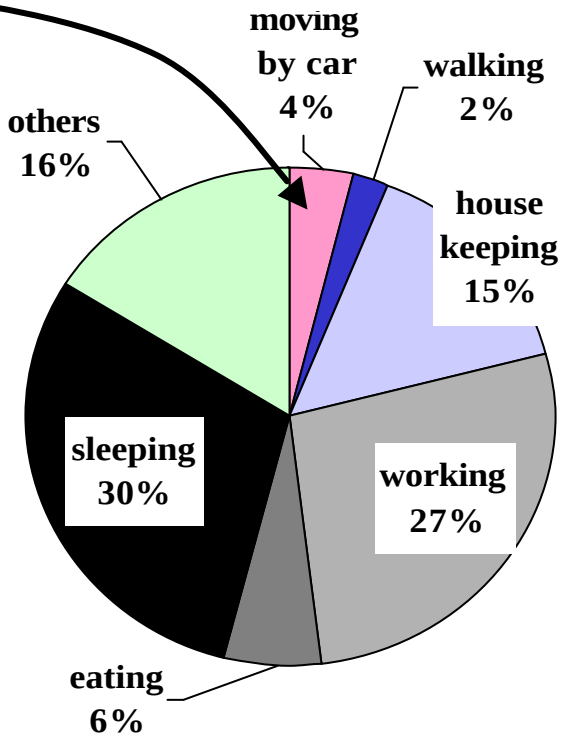
dates

The in-vehicle units and the cell-phones

The traffic of calls from cell phones to HELPNET has been increasing.



Grouping of HELPNET units

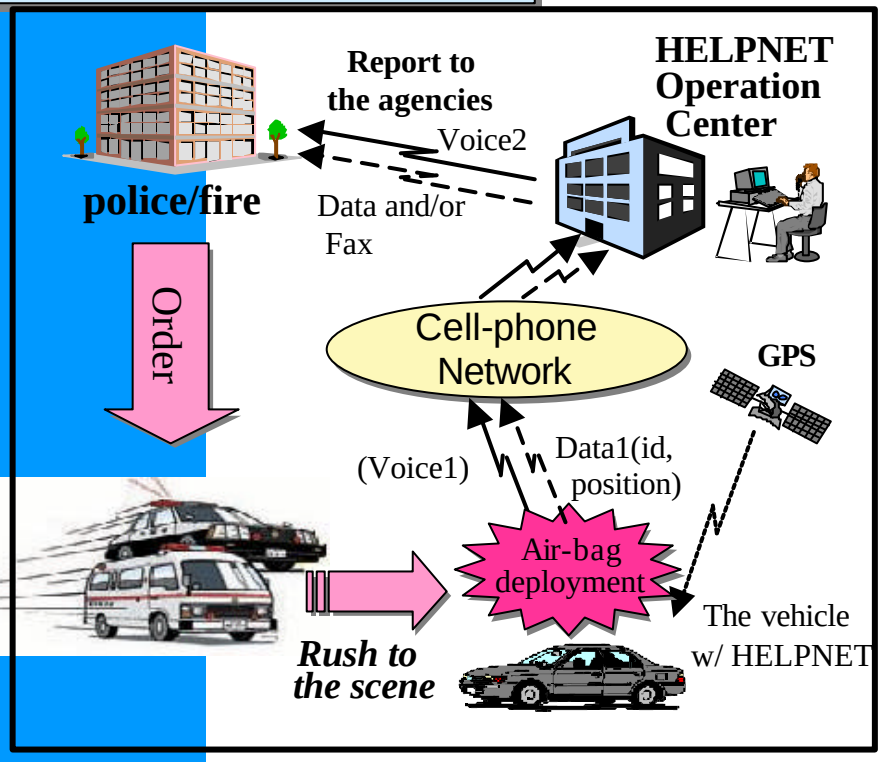


Average lifestyle of the Japanese

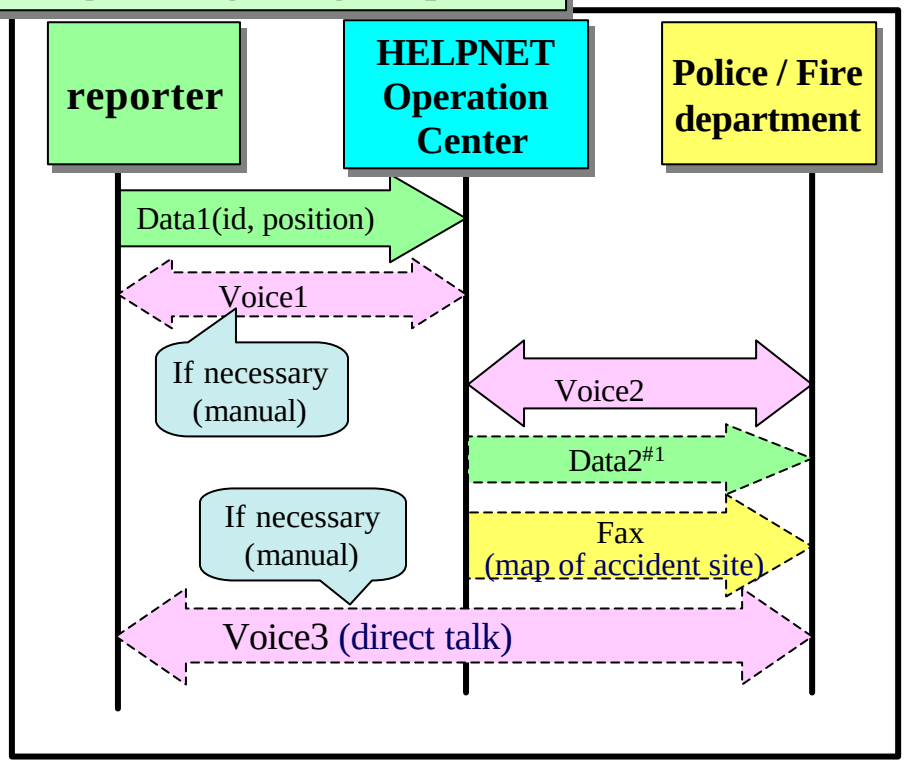
The overview of HELPNET System

The operator can easily select a proper organization based on information from the trouble site.

Mechanism of Helpnet



Sequential flow of Helpnet

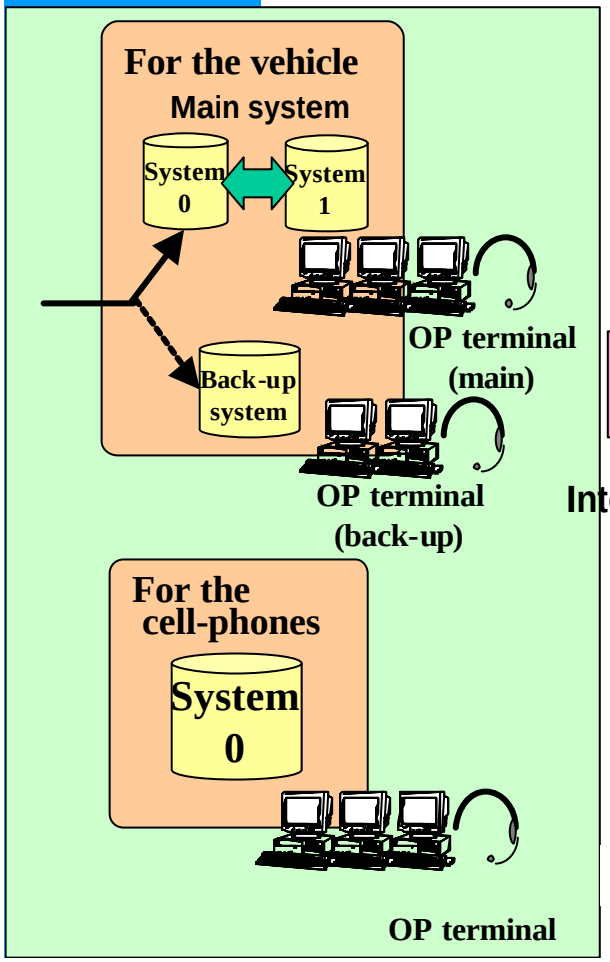


#1:Data Communication: date, location, telephone number, name, vehicle kind, vehicle color, vehicle number, etc.

New system configuration of HELPNET

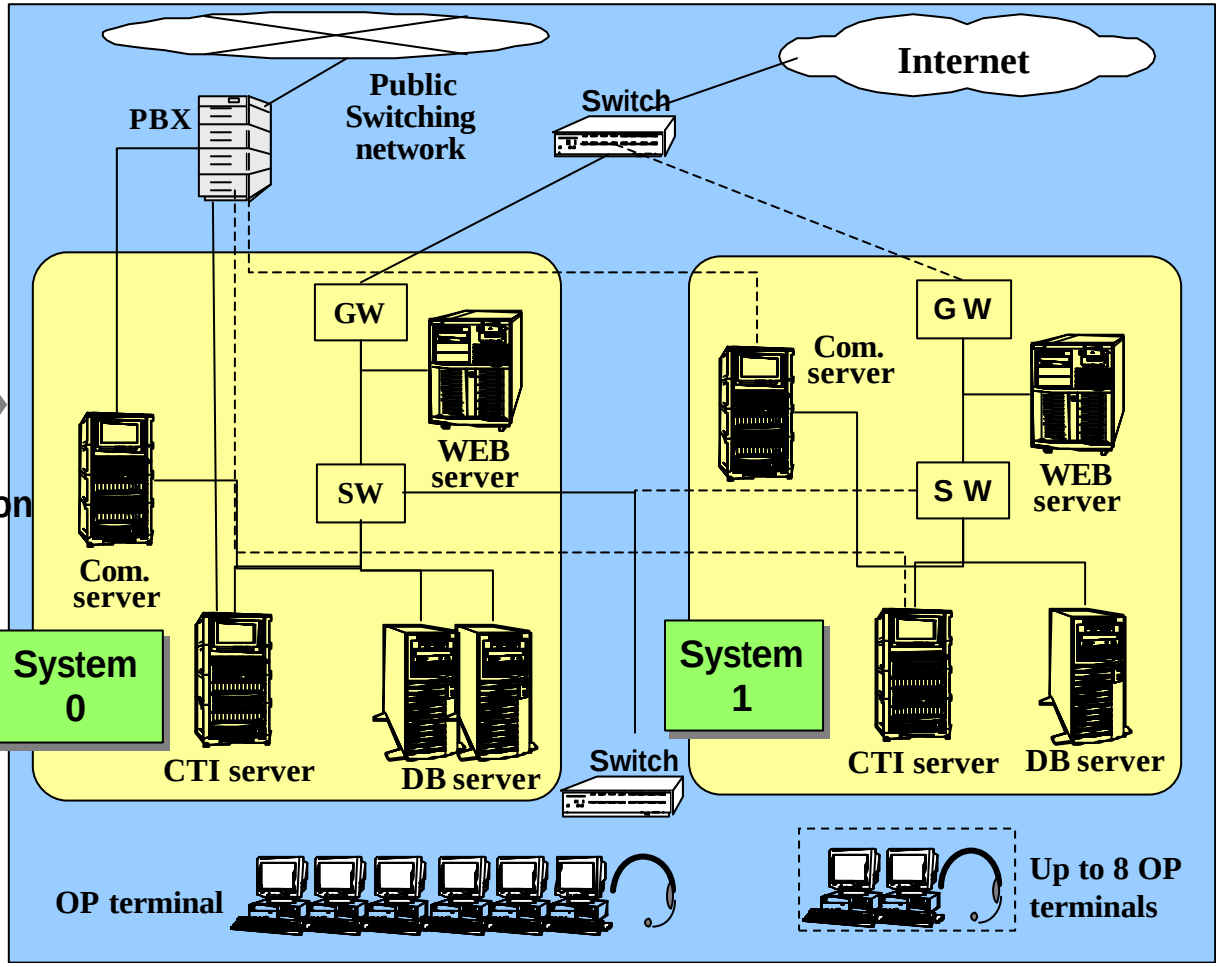
- *New system uses the packet communication with the in-vehicle unit in order to cooperate with the various car-telematics and the Internet for cell-phones.*
- *We are planning to change the business model from "B2C" to "B2B" in 2005.*
- *Cost saving through the system integration*

The old system



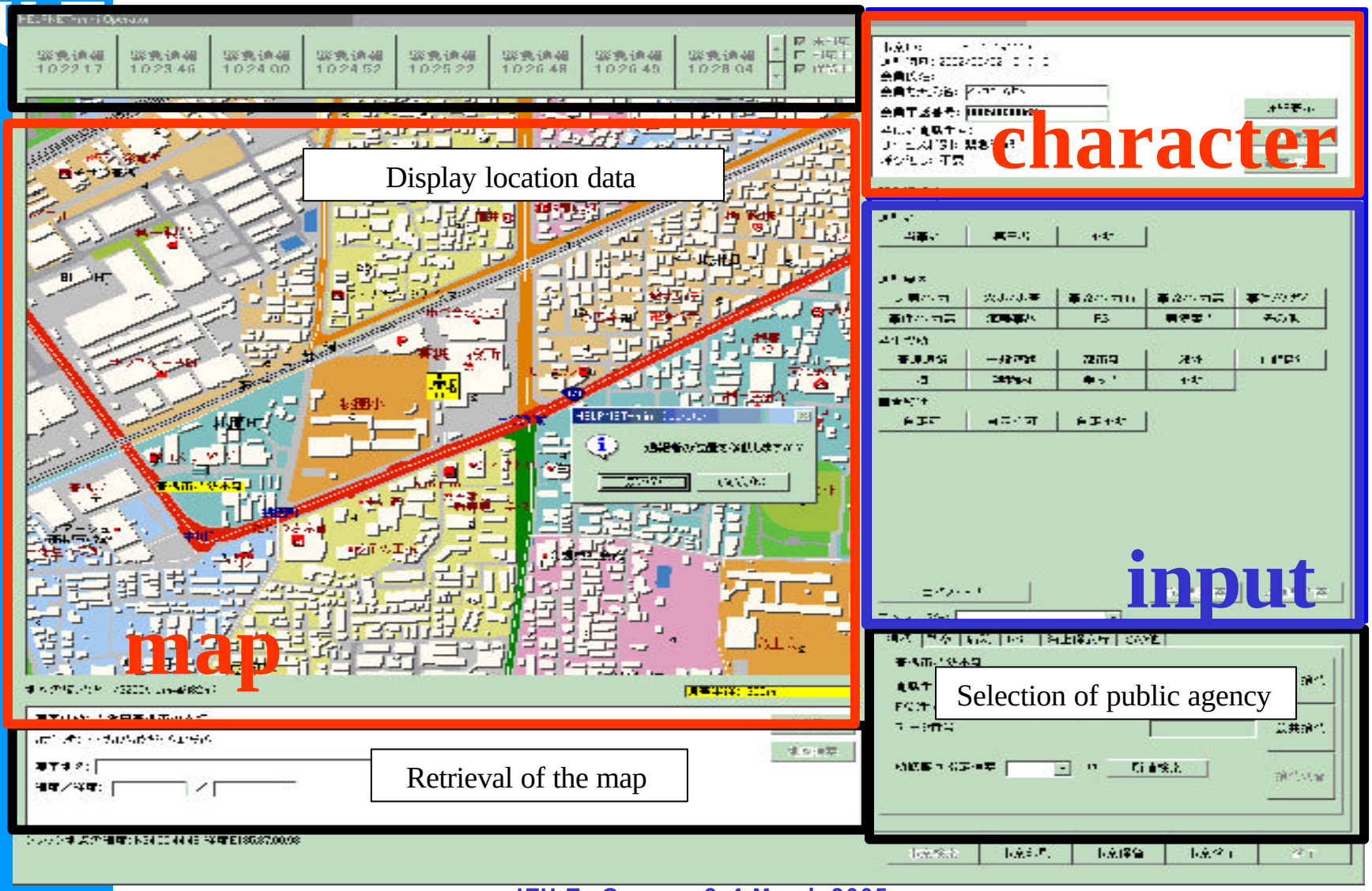
Integration

New system ('04 ~)



The display terminal for the operator

(It provides the most suitable user i/f for receiving the "emergency call".)



Effects of introducing HELPNET

Current Issues

1. Emergency calls from cellular phones have been increasing. (50%/2001)
   - It has become difficult to get names, phone numbers and locations.
2. It is difficult for a reporter to explain the situation after a trouble.

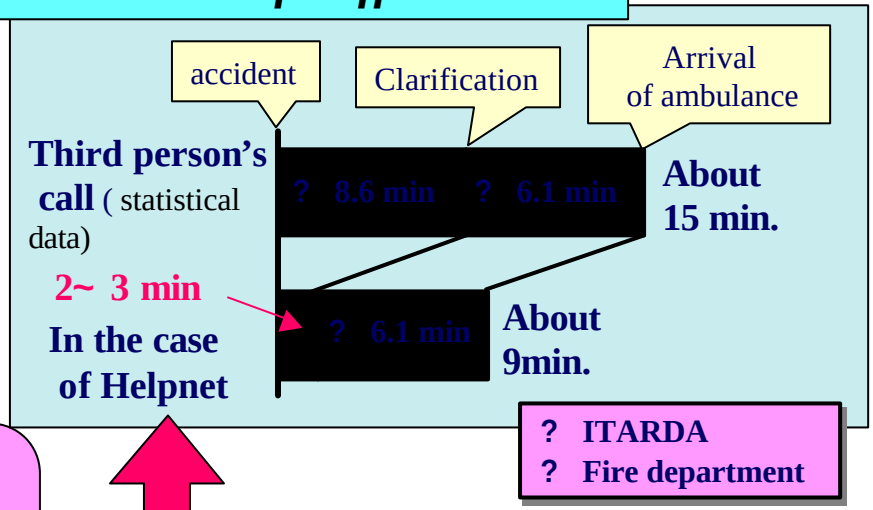
After introduction of HELPNET system

1. Pinpointing location via GPS
2. Automatic designation of a proper fire/police station depending on the location

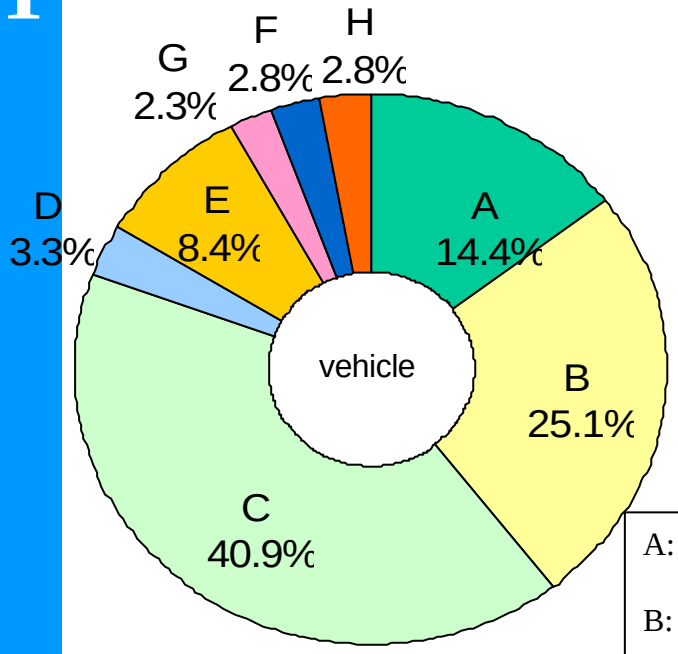
Great advantages

1. Accurate and immediate reporting of an accident situation.
2. The time until the arrival of an ambulance shortened.
3. Reducing traffic congestion after an accident. (in traffic accident)

The instance of traffic accident

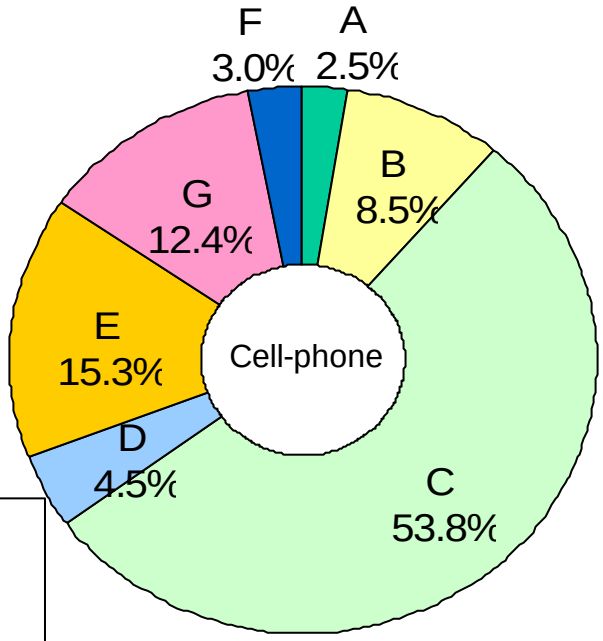


Emergency calls from the HELPNET members



Emergency calls from the vehicle type

A: Traffic accident resulting in injuries or deaths
B: Traffic accident without injuries or deaths
C: Roadside assistance
D: Incident
E: Hospital information
F: Wrong or prank calls
G: Sudden illness
H: Others



Emergency calls for the cell-phone type

As of end of Nov., 2004

Members of the vehicle-type -> 3,100

Members of the cell-phone type-> 57,815

Effects of the HELP

- Shorten notification time
- Grasp the accurate position information
- Shorten arrival time
- Improve the life saving rate
- Prevent secondary disasters

Future

- Increase the number of units (vehicle type and cell-phone type)

- Coordination with other systems (ex. FAST, VICS, DSSS)

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Thank you very much for your kind attention.