

# French National Relay Center 114



+ D'INFOS

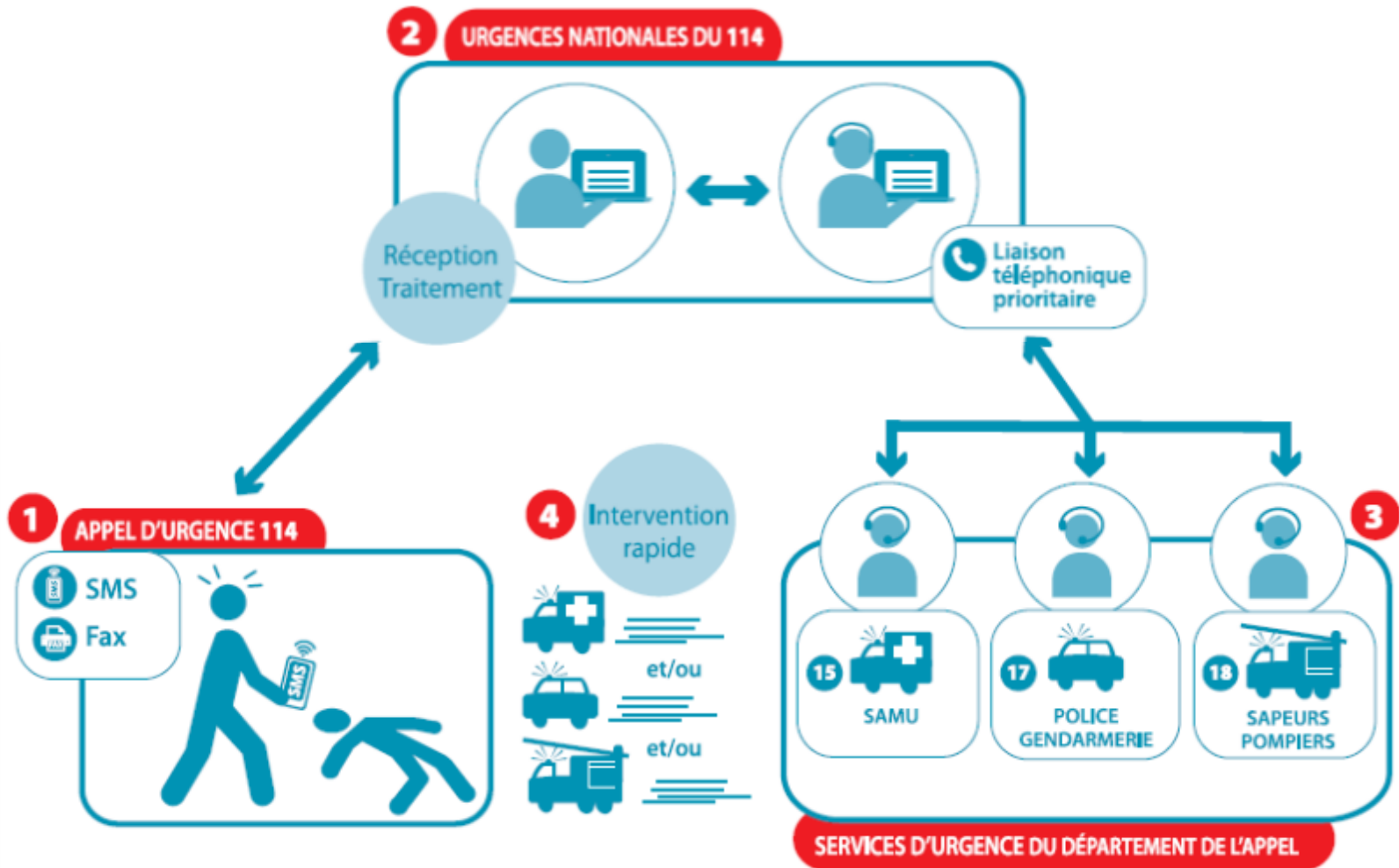
[www.urgence114.fr](http://www.urgence114.fr)



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# 114, how does it work ?



# Processes 114 / PSAPs

- **Immediate action**

- Shared National Process Firebrigade / SAMU

- **RAMSES**

- 114 is connected to Police Direct Alert System

- **114 is linked to each PSAP (400):**

- Using the usual PSAP connexion way: téléphone
- Shortcut phone numbers

- **NF 399**

- Information Systems Interoperability Standard
- National Workshop

# 114, who handles calls?

**Based on French Care Units for the Deaf model:**

- Deaf and hearing professionals
- Language requirement transfer

- Deaf agents  
(high Sign language skills)

- Hearing Agents  
(all trained to Sign Language)



# 114 and emergency services organization

- **Feb 2005 law: Citizenship and participation for people being in disability situation**
- **REACH 112** (European program, 2009 to 2012)
- **114 stakeholders:**
  - Ministry of Interior: Police, Gendarmerie, Firebrigade
  - Ministry of Health: SAMU
- **Implementation:** CHU Grenoble-Alpes
- **Steering Comitee:** Stakeholders and Users (Deaf, Hard of Hearing, aphasiacs)



Total Conversation & 112 for all



# 114 today

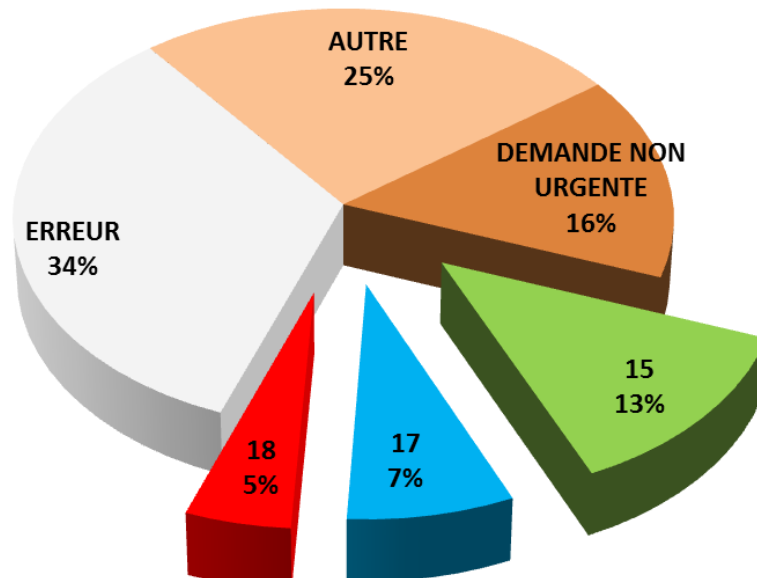
Fax



SMS



Opened to the public  
Since 09/2011



# 114 soon

■ Fax



■ SMS



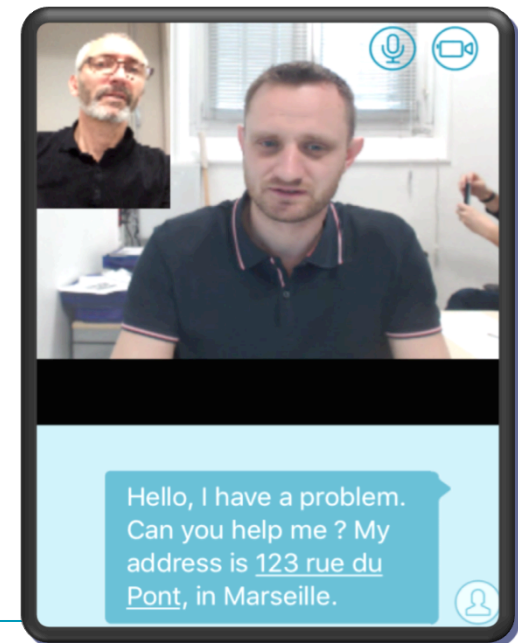
■ Total Conversation

- ❑ Vidéo
- ❑ Voice
- ❑ Real Time Text

■ @Mail



Opening scheduled  
End of 2016



# 114, for who?

## ■ Based on the accessibility model for the deaf and hard of hearing

- Initially demanded by the deaf and hard of hearing users
- Citizenship and equal rights

## ■ Specific needs

- Sign language locutors ———> Vidéo (LSF)
- Deafened and Hard of hearing ———> Voice calling, text response
- Deaf and Blind ———> Video or text calling, text / Braille response
- Aphasiacs, dysphasiacs ———> Images, text

## ■ Service accessible for general population

- No pre-registration
- Free public service
- Can be used by anyone if needed : Temporary inability to phone call (suffocation, noisy environment...)
- New uses: quiet call, young generations (SMS), and... ?

# 114, what added value ?

## For the users:

- Acces to emergency calls for those who have speaking or hearing difficulties
- Enhanced response?

## For the emergency services:

- Geolocation (smartphone GPS device)
- Added value of viewing?

## For the institutions:

- Multiservice Emergency Call Handling (112 model)
- One center location
- Laboratory to experiment new uses of media and data communication

# 114, the challenges

## ■ Technological :

- Reliability
- New medias in public services

## ■ Human:

- New Trade: 114 call handler.
- New Training (multiservice skills Police, Gendarmerie, Firebrigade, SAMU)

## ■ Call Handling Processes

- Unusual media
- Multiservice Call Handling
- Position of 114 in the Emergency Call Processing System (Relay, direct. No processing)

## ■ National Communications Plan

- Information to professionals (PSAPs, prescribers)
- Information to public (target audience, general public)

# 114, recommandations

- **Take into account linguistic and cultural specific aspects**
  - Adapt to uses
  - Adapt to languages (i.e. french, sign language)
  - Adapt the use of languages (specific uses of written french, Braille...)
- **Specific skills**
  - Team: hearing and deaf professionals
- **Close collaboration with users**
  - Steering, follow up, evaluation
  - Communication tools and strategy
- **Free acces for general public**
  - No pre-registration
  - Easy access (interface, process...)
- **Accessibility is not creating parallel services**
  - 114 makes existing services accessible to people, and people accessible to existing services

# 114, Contacts



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