



Project Number: 238940

REACH112

REsponding to All Citizens Needing Help

Deliverable Report

D8.1: Project Website

Deliverable number	D8.1
Deliverable title	Project Website
Version	1.1
Status within consortium	DRAFT: - FOR APPROVAL: - APPROVED: X
Due date of deliverable (month)	MONTH 2 (31/08/2009)
Actual submission date of the deliverable (dd/mm/yyyy)	31/08/2009
Start date of project (dd/mm/yyyy)	01/07/2009
Duration of the project	36 months

Work Package	8 – Dissemination, Exploitation and Business Plan for Sustainability
Task	T8.1 – Dissemination
Leader for this deliverable	EENA
Other contributing partners	E-ISOTIS, OMNITOR, FT, IVES, 4CT, ANNIES, KLPD, SIS
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Project co-funded by the European Commission		
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PU	Public	X
PP	Restricted to other programme participants (including the Commission Services)	
RE	Restricted to a group specified by the consortium (including the Commission Services)	
CO	Confidential, only for members of the consortium (including the Commission Services)	

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1. Introduction

The objective of Work Package 8 is to carry out dissemination activities, collect and collate results and outcomes in participant countries as well as to develop the plans for exploitation and sustainability. A crucial aspect of the sustainability of the project will be the publicity it receives. The actions taken by all partners to increase publicity of the existence of the project and its achievements will be documented and listed on the project web site. For this reason, the development and maintenance of a high-quality website is one of the major activities in the REACH112 project. A first accessible English version of the project website is live since the first day of the project on www.reach112.eu as the project partners were willing to disseminate information on total conversation and accessible emergency services to a maximum number of users (persons with disability and emergency services in particular). The advanced version of the website was actually due 2 months after the start of the project.

Although a majority of standard European projects' websites combine both public and private websites (for management purposes), the REACH112 consortium decided to separate these two activities since the design and functionalities requirements are very different. It was of primary importance to develop a public website that would focus only on external users willing to learn more about the project objectives and achievements. This was reinforced by the fact that users with disabilities should be targeted as a priority while they tend to have difficulties surfing on the web because of traditional lack of web accessibility.

The internal management website is coordinated by IES Solutions and is built on the domain name reach112.org.

The website continues to be maintained by EENA on a daily basis. EENA is responsible for both content and technical management with the help of subcontractor Noctis.

This document intends to provide an overview of the website structure. Its content, design, mailing lists, accessibility, infrastructure, multilingual versions and statistics collection are described in the following paragraphs.



2. Content

The REACH112 website can be accessed at www.reach112.eu. The homepage (see Figure 1) provides an executive summary of the project and highlights recent developments. Several navigation links also appear that are common to all pages. These allow users to quickly access particular sections. A breadcrumb has been added to facilitate the navigation, for instance to get to the current page or parent pages of the current one.

Visitors can also select the website language and search the content using the search tool. On all pages other than the homepage, there are links to take a user directly back to the homepage. On the homepage itself, this link is replaced by a link to a "What's New?" page which highlights the most recently updated information.

The major sections of the website are the following:

- **Project** - This provides more comprehensive information on the objectives and activities of the REACH112 project
- **Consortium** - This lists all the organisations in the REACH112 project consortium, with logos and description of the partners
- **Downloads** – Visitors can use this section to download and view the project presentations, public deliverables, technical publications and other valuable documents.
- **Press corner** - This page contains the publications concerning REACH112
- **Newsletter** - This page allows visitors to register to the REACH112 newsletters and to view them.
- **Events** - This page announces and presents a summary of the REACH112 events
- **Related projects** - This page is updated with the projects related to REACH112
- **Related standards** - This page gathers the standards pertaining to total conversation and emergency services access
- **Related websites** - This section provides links to relevant websites
- **Contact details** - This page enables visitors to contact the project manager and the webmaster.

Through the elements available on the right side of the pages, visitors can also access more information on 112 and accessibility in Europe. The clickable logos of the Competitiveness and Innovation Programme and the ICT-PSP are also displayed. A disclaimer is available as well.

The content manager used by EENA for daily update is Javlo and has been developed by sub-contractor Noctis.

3. Design

The design is based on the REACH112 logo (figure 2). The REACH112 logo reflects the 2 main objectives of the project i.e. to improve communication between people with disabilities and the accessibility of 112. The 4 icons in the yellow square symbolise communications for people with disabilities and the red square is based on the 112 logo developed by EENA for the 112 Foundation (this logo is recognised by emergency services as the European 112 logo). The graphic line for the 112 logo has been kept in order to associate the REACH112 project to the general developments for 112 in the EU. Total conversation has been indicated below the logo to promote this mean of communication, which, at the start of the project, remains largely ignored. The website banner (figure 3) gathers images on both emergency rescue and communications for users with disabilities.



4. Mailing list & Newsletters

Javlo enables the consortium to create mailing lists and user groups than can be targeted by e-mail (figure 4). When citizens subscribe to the REACH112 newsletter through www.reach112.eu, they are automatically added to the mailing database. EENA can also upload contact databases using .csv files. This has enabled the consortium to upload a large number of contacts from European emergency services managers during month 1, following their previous agreement.

The REACH112 newsletters template has been created (figure 5) and mailings can be sent in html format to thousands of contacts in only a few minutes. This tool will allow the consortium to keep interested third-parties informed about the achievements of the project.

5. Standards & Accessibility

The Javlo framework is designed to avoid the use of HTML by the contributors. It therefore generates XHTML 1.0 strict and CSS 2 compliant mark-up code as long as the template in use is compliant as well, which is the case. The WCMS is also designed to generate accessible HTML code.

As long as the contributors provide all necessary meta-data, it will generate mark-up code complying with the WCAG 2.0 specifications. The REACH112 site can therefore follow the WAI recommendations and be validated by the Anysurfer label, reference in Belgium, for instance.

The consortium is also planning to create and upload sign language videos summarising the project.

Since the launch of the website, its accessibility has been evaluated against WCAG 2.0 and several improvements were identified and performed. For example, the website provides text equivalents for non-text elements, pages validate against the XHTML definition used, text resizing works well, foreground and background colour combinations meet the sufficient contrast levels, skip links are used, the content has been semantically marked up including the use of headings and list when appropriate, tables are used for tabular data only and not for layout purposes, while the website is not affected when images are not loaded, an important feature for visually impaired visitors but also visitors accessing the site from a mobile phone or PDA. The website has also been tested and is accessible with a screen reader, specifically Jaws 10 with IE7 and Firefox 3.

6. Infrastructure

The website is hosted in a class A data centre. A 99.9% availability is ensured thanks to duplicate power lines and 100 Mbps backbone links. An incremental backup solution (daily, weekly, monthly) on a distant location is in place.

7. Multilingual versions

In order to reach a maximum number of users, the REACH112 consortium decided during the kick-off meeting to create multilingual versions of the website. This would enable users who are unfamiliar with English to read the website. The website is therefore available in the five pilot countries main language: English, French, Spanish, Dutch and Swedish. The languages can be selected using the scroll down box on the right-hand side.

It should be noted that the consortium decided to keep the English version as the reference in order to be able to update it regularly. The other versions are available with the static content translated, while the dynamic content can be accessed only in English directly from the other versions.



Total Conversation & 112 for all



8. Statistics

The website statistics can be collected in 2 different ways:

- Using Javlo, they provide standard figures such as: number of visits, number of sessions, number of pages viewed, number of pages per session, most viewed page, number of clicks per language, number of visits per days of the week.
- Using Google Analytics, they provide detailed figures such as: number of visits, Absolute Unique Visitors, Page Views, Average Page Views, Time on Site, Bounce Rate, New Visits, referring sites, search keywords, language of visitors, and country of visitors.

Although not relevant for the project, there were 817 visits between July 1st and August 19th.



Total Conversation & 112 for all



Appendix

Figure 1 - Homepage



Total Conversation & 112 for all

REACH 112 - Responding to All Citizens needing Help

> [home](#) > [Project](#) > [What is REACH112?](#)

- Project
- > What is REACH112?
- > Financial Programme
- > Description
- > Total Conversation
- Consortium
- Downloads
- Press Corner
- Newsletter
- Event
- Related Projects
- Related Standards
- Related Websites
- Contact details

What is REACH112?

REACH112 will implement an accessible alternative to traditional voice telephony that will be suitable for all. While people with disabilities find it hard to communicate with the existing solutions, REACH112 will provide modes of communication so that they will find a way to communicate in each situation, may it be with a live real-time text conversation, with sign language, with lip reading, with voice or with any simultaneous combination of these modes described by the concept of Total Conversation. The service will be of benefit for all.

Meanwhile, there is an urgent need to improve access to emergency services for people with disabilities in the EU. REACH112 will implement a 12-month pilot in Sweden, UK, The Netherlands, France and Spain allowing disabled users to communicate at a distance with each other and directly with the emergency services. IP devices will be provided in the homes, workplaces and on the move, connecting the users simultaneously in video, voice and text. Users will be able to connect between countries and different service providers, on mobile and fixed IP networks. The service will be integrated with existing telecommunication platforms and emergency service frameworks. The users will also connect through a third-party service (relay) with voice telephone users. Additionally, a protocol for the exchange of information between emergency services will be made available so that relevant data can be transferred to the most appropriate emergency service.

REACH112 will therefore become a blueprint for the extension of IP-based communications, Total Conversation and emergency services in the EU. It will guide the improvements of communication between all citizens - in particular those with disabilities - as well as the accessibility and call handling of all EU emergency services.

Latest news

[Kick-off meeting held in Diegem, Belgium \(10 July 2009\)](#)

en - English

Search



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This site is maintained by EENA

www.reach112.eu

DISCLAIMER



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Figure 2 – REACH112 Logo



Total Conversation & 112 for all



Total Conversation & 112 for all



Figure 3 – Website banner



Total Conversation & 112 for all





Total Conversation & 112 for all



Figure 4 – Users registrations and mailing lists

Bienvenue gmachado. [il y a 1 administrateur(s) connecté(s).]

contenu utilisateurs admin. statistiques fichiers mes données

www.reach112.eu JAVLO.ORG Log off

en

gestion des utilisateurs

télécharger tous les utilisateurs
remplacer la liste d'utilisateurs (csv) : Parcourir... ok

fusionner une liste d'utilisateurs (csv) : Parcourir... ok

créer un nouvel utilisateur

login :
password :
Envoyer

importer des e-mails en vrac

email :

roles : 112ESSN guest mailing member

Envoyer

édition des rôles

rôles : 112ESSN guest mailing member

effacer créer

filtre télécharger cette liste d'utilisateurs

nom d'utilisateur : courrier électronique : Prénom : Nom : rôles : mailing ok

9 Elements found, all Elements are displayed.
1

nom d'utilisateur	courrier électronique	Prénom	Nom	rôles
btdingle@gmail.com	btdingle@gmail.com	Barry	Dingle	112ESSN guest mailing member
esa.m.eerola@nokia.com	esa.m.eerola@nokia.com	Esa	Eerola	112ESSN guest mailing member
fortiz@cestel.es	fortiz@cestel.es	ORTIZ	FERNANDO	112ESSN guest mailing member
elfinnorama@gmail.com	elfinnorama@gmail.com	Elfinn	Færevåg	112ESSN guest mailing member
juliette.legros@ec.europa.eu	juliette.legros@ec.europa.eu	Juliette	Legros	112ESSN guest mailing member



Total Conversation & 112 for all



Figure 5 – Newsletters template

Bienvenue gmachado. [il y a 1 administrateur(s) connecté(s).]

contenu utilisateurs admin. statistiques fichiers mes données

www.reach112.eu JAVLO.ORG Log off

en annuler mailing

étapes

Choix du template

➤ **Prévisualisation de l'e-mailing**

Confirmation de l'envoi

fin

E-mailing

envoyeur :

sujet :

envoyer un rapport à :


envoyer aux groupes :

112ESSN
guest
mailing
member

ajouter des e-mail en vrac :

mailing de test (pas de stat) :

Prévisualisation de l'e-mailing



Total Conversation & 112 for all

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Latest news

javlo-webapp-1.2-SNAPSHOT [contact administrator]