

Workshop with local stakeholders

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Work Package Title	JOINT EVALUATION OF THE PILOTS WITH DEFINING TRANSFERABILITY OPTIONS & FOLLOW-UP INTERVENTIONS
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Activity Title	World cafe/workshop with local stakeholders
Partner in Charge	Consorzio Punto Europa (PP2)
Partners involved	Consorzio Punto Europa (PP2)
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Purpose of the activity

The activity aimed to systematically assess and document the outcomes of the pilot project deployment, with a focus on its impact on predefined indicators and the broader resilience of the involved territories.

Short description of the activity

The workshop organized by PP2-COPE in January 2022 has been a crucial step in communicating and fine-tuning the methodologies and impact of the pilot project focused on community support to Civil Protection operators.

The primary goal of the workshop was to engage with local stakeholders who are involved in Civil Protection management. This includes representatives from the Volunteers Association of the Teramo province and key decision makers. The objective was to communicate the methodologies and impact of the pilot project actions being developed by COPE in the field of community support for Civil Protection operations.

During the workshop, COPE likely provided an overview of the pilot project, explaining its goals, objectives, and the innovative tools being developed.

Apart from the assessment of the activated advanced training course which included more than 60 Civil protection volunteers belonging to all the associations at province level, a specific focus was reserved to the tool implemented as pilot project to involve citizens and Civil protection operators in the risk interventions, namely the Telegram App channel with Bot designed to bidirectionally acquire and share reports of risks.

COPE had initiated the development of a channel on the Telegram App, designed to facilitate the reporting of risks. This channel serves as a platform for individuals within the community to report potential risks. It also supports geolocalization of risks, which can be vital for effective Civil Protection responses.

The workshop likely involved a discussion with the local stakeholders, including the Volunteers Association, about the functionalities and benefits of the Telegram App channel. COPE have showcased how this innovative tool transforms community members into "active sensors" who can contribute to disaster management rather than just being potential victims. This shift in role empowers the community and enhances the overall effectiveness of Civil Protection efforts.

As part of the workshop, various stakeholders had the opportunity to provide feedbacks on the tool's implementation, also on the basis of the expertise acquired during the first info days with practical exercises carried out with operators and schoolchildren of Peano Rosa and in the view of

a specific drill with earthquake simulation and intervention, that will be organized in the following months involving citizens and all province associations belonging to the Civil Protection Corp. Civil Protection Operators, in particular, shared their insights on how the tool could be better implemented and utilized and any necessary improvements that they identified standing to their experience and needs.

Based on the feedback received from the workshop participants, COPE likely gained valuable insights into areas that needed improvement. This feedback would have been crucial for fine-tuning the tool and making it more effective in supporting Civil Protection operations.

The feedback from stakeholders and Civil Protection volunteers were indeed invaluable, especially in the context of fine-tuning the Telegram App and the connected Database platform which collects and organizes reports from the Firespill Telegram App under many several aspects:

- a) User perspective: Civil Protection volunteers are likely among the primary users of the system. Their feedback provided insights into the tool's usability, effectiveness, and its alignment with their needs and workflows.
- b) Real-World experience: Volunteers often have real-world experience in responding to emergencies and risks, so they effectively provided practical input on how the tools can be optimized to better support their response efforts.
- c) Identifying weak points: Volunteers were in a unique position to identify any weak points or challenges they encounter when using the tool. These insights helped in addressing issues and streamlining the user experience.
- d) Feature prioritization: volunteers helped prioritize which features or functionalities are most critical for their operations. This ensured that development efforts are focused on aspects that have the greatest impact on improving response efficiency.
- e) Enhancement suggestions: stakeholders and volunteers added innovative ideas or suggestions for enhancing the tool's capabilities. Their feedback drove improvements and new features that might not have been considered otherwise.
- f) Training and support needs: feedback from volunteers highlighted any training or support needs. It informed the development of training materials and resources to ensure that users could maximize the tools' benefits.
- g) Feedback on reporting: volunteers provided feedback on the reports generated by the tool. This included the format of reports, the information included, and how well it aligns with their operational requirements.
- h) Integration with workflows: Civil Protection volunteers have established workflows for responding to incidents. Their feedback helped ensuring that the App and the connected Database tools seamlessly integrated with these workflows, minimizing disruptions and enhancing efficiency.
- i) Continuous improvement: in an evolving emergency response environment, continuous

improvement is essential. Volunteers' ongoing feedback allows for iterative enhancements to the tool, making it more responsive to changing needs and emerging challenges.

- j) User adoption: If volunteers find the tool user-friendly and effective, they are more likely to adopt it enthusiastically. Their endorsement and satisfaction with the level of innovation of the tool, which is quite a unique instrument in the Civil protection sphere, encouraged broader adoption within the community.

Photographs



Attachments

Firespill Telegram Channel and Bot Manuals ameliorated and finetuned after workshop assessment
https://drive.google.com/file/d/1gdGKt3PgMWrHXf7RVztHBwK0uVNlyVu_/view?usp=sharing

Repository for telegram bot data ameliorated and finetuned after workshop assessment
<https://www.consorziopuntoeuropa.it/telegram/index.php>