

Work Cafes

EVENTS' REPORTS



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Molise Region (IT)

Molise Region involves firefighters in the first E-CITIJENS Work Cafe

On 31 March 2022 April, the Molise Region organised a Work Cafe targeting both regional Civil Protection and the Fire Brigade Regional Directorate. The event was attended by 10 staff of the regional fire brigade and in particular firefighters specialized in Rescue Techniques in the presence of snow and ice were involved in a simulation. The Work Cafe was part of a longer event, which took place between 28 March and 1 April 2022 in Molise's second province of Isernia, at the Fire Brigade headquarters, and in Campitello Matese (province of Campobasso), where the practical part took place. and which blended theoretical and practical seminars. The theoretical part was a useful insight into aspects of the study of snowfall and related phenomenon, as well as forecast models. Also, the sensors used in the Civil Protection Functional Center of Molise were presented together with the alert system and event evolution management models. In the practical part, some techniques relating to recognition of avalanche sites and rescue techniques in implementation of the avalanche directive were evaluated to be able to quickly evaluate the as well as put into practice the.

In this context, **Mr. Adolfo COLAGIOVANNI** Project Manager at the Molise region, supported by **Mr. Antonio CARDILLO** Officer at the Civil Protection Service, presented the E-CITIJENS project and introduced the EDSS platform's applications and functionalities.



Seismic emergency discussed with 60 technicians in visual verification of buildings



On 3 May 2022, the E-CITIJENS project was hence part of the AeDES training program, with a presentation and test of the EDSS platform based on the creation of an event scenario. The Molise Region in collaboration with the National Department of Civil Protection and the National Technical Structure as well as the regional Civil Protection Service organised a Work Cafe targeting technicians to qualify in visual verification of building hit by earthquakes.

The event was part of a training course including a final examination for providing qualifications to operate within the Italian protocol for conducting usability and damage assessment of building affected by seismic emergencies (AeDES - Agibilità e Danno nell'Emergenza Sismica). "The activity – explained the Civil Protection – represents a fundamental element for the management and

overcoming of seismic emergencies. 60 among members of professional orders such as architects, engineers, surveyors, geologists and agricultural experts as well as regional officials of the Civil Protection Service participated to the event. The event saw the participation of political representatives and decision-makers of the Molise Region.

Mr. Adolfo COLAGIOVANNI Project Manager at the Molise region introduced the project in terms of partnership, activities, goals and general scope of the platform. **Mr. Antonio CARDILLO**, Officer at the Civil Protection Service Molise Region, navigated the participants in experiencing the platform. Also, a special focus was put on the innovation brought about by the E-CITIJENS EDSS which consists in involving citizens as “active sensors” of emergencies. Mr. Cardillo explained how the EDSS platform is a decision support IT platform (DSS) that allows creating event scenarios also through an artificial intelligence component and is based on information collected from different sources, including social media.



A video of the event is available on the project’s official YouTube channel at the following link: <https://www.youtube.com/watch?v=F7E8hc9z2Co>

The event was publicised across the media:

- <https://www.isnews.it/2022/05/02/emergenza-sismica-verifica-visiva-degli-immobili-esame-finale-per-60-tecnici-molisani/>
- <https://it.geosnews.com/news/molise/emergenza-sismica-verifica-visiva-degli-immobili-esame-finale-per-60-tecnici-molisani-kvcj>



dalla Protezione Civile per i professionisti agibilitatori

CAMPOBASSO. Dal 3 al 6 maggio, a Campobasso, presso l'hotel Rinascimento si svolgeranno le fasi finali del corso per i professionisti agibilitatori ed i relativi esami. Il corso è stato promosso dal Dipartimento Nazionale di Protezione Civile e la Struttura Tecnica Nazionale, con la collaborazione del Servizio di Protezione Civile della Regione Molise, che partecipa con un funzionario valutatore.

"L'attività - spiega la Protezione Civile - rappresenta un tassello fondamentale per la gestione ed il superamento delle emergenze sismiche.

Saranno impegnati circa 60 tecnici fra iscritti agli ordini e collegi professionali degli architetti, ingegneri, geometri, geologi e periti agrari e funzionari regionali del Servizio di Protezione Civile che intendono ottenere l'abilitazione a operare con il protocollo AeDES (Agibilità e Danno nell'Emergenza Sismica) per la verifica visiva degli immobili colpiti dal terremoto.

Si inserisce nel programma di formazione AeDES anche il work café del progetto E-Citijens, dedicato alla fase di testing e presentazione della piattaforma EDSS e creazione dello scenario di evento.

La piattaforma EDSS è una piattaforma informatica di supporto alle decisioni (DSS) che consente di creare lo scenario d'evento, anche attraverso una componente di intelligenza artificiale ed è basato su informazioni provenienti da fonti istituzionali, ma anche dai social media, per cui il cittadino social diventa un sensore mobile in caso di evento calamitoso, ed in particolare quello di tipo sismico".

Emergenza sismica, verifica visiva degli immobili: esame finale per 60 tecnici molisani

isNews 02 Maggio - 09:59 Home > Regione Molise



Si terrà a Campobasso l'ultima fase del corso promosso dalla Protezione Civile per i professionisti agilitatori CAMPOBASSO. Dal 3 al 6 maggio, a Campobasso, presso l'hotel Rinascimento si svolgeranno le fasi finali del corso per i professionisti agilitatori ed i relativi esami. Il corso è stato promosso dal Dipartimento Nazionale di Protezione Civile e la [...]

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Regione Molise

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Molise Network Un Giorno Fa

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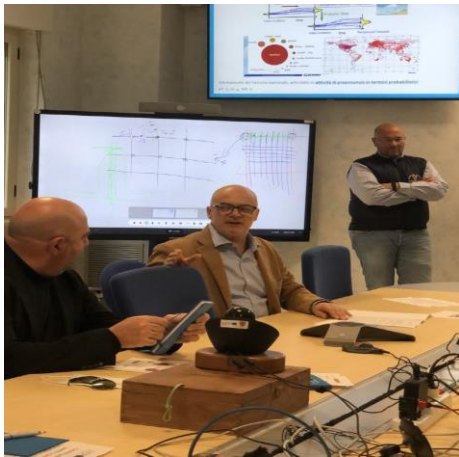
Molise Region engages journalists into discussing emergencies communication

A day dedicated to the presentation of the E-CITIJENS platform and emergency communication systems: these were the topics that were addressed during the on Saturday 7 May in Campochiaro (CB), at the Civil Protection Decentralized Functional Center of Molise. The Work Cafe, organised by the Civil Protection Service in collaboration with the Order of Journalists of Molise, aimed at informing 12 participating journalists about the media communication in emergencies. During the event, the Italian Civil Protection Systems, both national and regional, were presented, as well as their tasks and functions of competence. Also, reference was made to the role of communication strategies in easing crisis management and emergency decision.



The EDSS platform was presented as a decision support IT platform that allows to create event scenarios, also thanks to an artificial intelligence component and is based on information from institutional sources, but also from social media, making of citizens a mobile sensor in the event of a calamity. A special focus was put on the innovation brought about by the E-CITIJENS EDSS which consists in involving citizens as "active sensors" of emergencies. Journalists are particularly sensitive to this topic

and were stimulated to think about the role of citizens journalism during emergencies. The EDSS allows every citizen using a mobile phone to be part of the emergency communication. By activating their GPS locator and by using the hashtag #EDSS, citizens can be located by the platform, which by accessing to located citizens' social media posting will collect information about the ongoing crisis. They were also informed about of the newly born "Security Ambassadors" Network promoted by the Molise Region within the E-CITIJENS project and created by means of a technical protocol between the regional Civil Protection Service and the Regional School Office. The event was attended by the President of the Molise Region, **Mr. Donato TOMA**, who explained the commitment of the Molise Region (LP) in implementing the E-CITIJENS project and in creating synergies with all the civil protection stakeholders, journalists included, in achieving the goal of creating and launching an effective and efficient EDSS platform.



Media clipping of the event:

- https://colibrimagazine.it/eventi/workshop-creazione-dello-scenario-evento-social-media-communication-emergenza/?fbclid=IwAR0Z_wUfoG25IEhXKTKTniZ3HypM_2LwvkqdG9fwkyYkJjpf40-98yeimyo
- https://t-info.it/post/isernia/evento-workshop-della-protezione-civile-e-dell-ordine-dei-giornalisti-del-molise-sul-progetto-e-citijens-sabato-7-maggio-a-campochiaro_nD2TjJ25
- <https://www.molisenetwork.net/2022/05/04/workshop-protezione-civile-ordine-dei-giornalisti-del-molise-e-citijens-campochiaro/>
- <https://www.isnews.it/2022/05/04/calamita-naturali-e-comunicazione-sabato-workshop-a-campochiaro/>
- https://www.odgmolise.it/wp-content/uploads/2022/04/Agenda-Workshop-ODG_7.5.2022_provvisoria.pdf

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Di redazione - 4 MAGGIO 2022

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Creazione dello scenario di evento e la Social Media Communication in Emergenza

una giornata in Protezione Civile con l'Ordine dei Giornalisti del Molise

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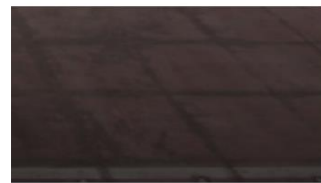


Calamità naturali e comunicazione, sabato workshop a Campochiaro

4 Maggio 2022 1 min.



Protezione Civile e Ordine dei Giornalisti del Molise in campo per il progetto E-Citizens: l'emergenza e le strategie per social media. Appuntamento presso il Centro Funzionale Decentrato.




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 il Quotidiano del Molise 38 Minuti Fa

Ferrovie: lavori ultimati, riattivata la linea Campobasso-Termini - Riattivata oggi, nel rispetto dei tempi previsti, la linea Campobasso-Termini, chiusa dal 1 agosto per i lavori di...
 l'Eco dell'Alto Molise e Alto Vastese 39 Minuti Fa

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L'appuntamento riguarderà le amministrazioni ammessi a finanziamento nell'ambito del bando del Gal 'Molise verso il 2000' CAMPOBASSO. Dopo i workshop dedicati alla presentazione della piattaforma #EDSS realizzata nell'ambito del progetto di cooperazione internazionale E-CITIJENS, finanziato dal programma INTERREG Italy-Croatia VA, mercoledì 25 maggio alle 10, presso la sede COC del Comune di Civit (...)

Leggi la notizia integrale su: [isNews](#)

Split and Dalmatia County (HR)

First Work Café with Firefighters organised by Split-Dalmatia County

On 14 June 2021, took place the first local Work Café organized by Split-Dalmatia County (PP1) in collaboration with the Faculty of Civil Engineering, Architecture and Geodesy University of Split (PP3) has presented the project activities to 11 participants among representatives of Civil Protection units, fire-fighters and different specialized rescue units involved as first responders in case of natural or man-made disasters. The focus of the event was on further development of the EDSS platform, usability and potential integration with existing tools

Mr. Ognjen ČAVAR from the Administrative Department of Economy, EU Funds and Agriculture SDŽ presented the project objectives and scope as well as the many activities that will lead to the finalisation of the EDSS platform, while **Prof. Martina BAUCIC** stressed the innovative aspect brought about by the EDSS platform, namely the integration of social media data with institutionally sourced data. Many more topics were discussed during the meeting such as organizing public activities including info days and work café as a part of Citizens Awareness Raising Campaign, as well as live exercises and pilot deployment organization. The focus of the meeting was the EDSS platform developed as a main output of the project. During the meeting a discussion was made regarding usability of the EDSS platform in conjunction with the existing solutions and how to integrate all of them together thus



further improving efficiency. Important aspect to consider is to simplify the use of the EDSS platform to civil protection operators instead of committing additional resources needed for its operation. Fine tuning the platform to represent relevant data will be a challenge on its own but everyone expressed interest to contribute to this activity.



E-CITIJENS Work Cafe held in Split on 02 March 2022

E-CITIJENS project was presented at the ceremonial session of the Civil Protection Headquarters of Split-Dalmatia County - SDŽ on 02 March 2022 in Split. On the occasion of marking the International Day of Civil Protection and the Day of Civil Protection of the Republic of Croatia, a formal session was held last week where, among other things, the E-CITIJENS project was presented. 15 participants attended representing Civil Protection units, fire-fighters and different specialized rescue units of the SDC.

After the introductory presentation of the partners in the project and the general and specific goals, Project Manager **Mr. Ognjen ČAVAR** from the Administrative Department of Economy, EU Funds and Agriculture SDŽ, and civil protection experts **Mr. Igor MILIĆ** and **Mr. Petar VITAS** from the Civil Protection Network, presented the results and the activities carried out so far. As expected, the innovative EDSS system for decision support in the management of emergency situations for the needs of civil protection, based on citizen journalism through the use of social networks, with the aim of improving security in the



Adriatic area, aroused the greatest interest.

The ceremonial session was attended mostly by key stakeholders of the project, who had the opportunity to learn about the main characteristics of the platform and advanced software, and to get an insight into the unified display of information on the map that is collected from citizens through social networks, sensors (e.g. meteorological data, cameras...) and creating scenarios for the development of crisis situations with potential risks.

The importance of this presentation is most expressed in relation to the WP5 E- CITIJENS project, i.e. the launch of the EDSS platform (a system to support emergency decision-making based on social media) and the transfer of the regulatory framework for emergency services, whose highest representatives were participants of the session. In addition to the head of SCZ – **Mr. Damir GABRIĆ** and his associates, the session and the presentation of the project were attended by the highest representatives of the SDŽ Institute for Emergency Medical Assistance, the SDŽ Police Department, HGSS Split, NZJZ, Split Port Authority, the director of the SDŽ Health Center, the head of the rescue service of the Red Cross, commander of the Split-Dalmatia County Fire Brigade and representative of the regional development agency RERA SDŽ.



With this event the main CP stakeholders of the Split-Dalmatia County learned about the EDSS platform and gave their feedback for the transfer of the regulatory framework for emergency services.

E-CITIJENS Work Cafe organised at the Split University

The Split and Dalmatia County organised a Work Cafe on 12 May 2022 by during Open days of the University of Split in the premises of the University Library. The event was attended by 19 representatives of the participants and operational forces of the civil protection system in Split-Dalmatia County.



The main objective of the Work Cafe was to present the current state of project implementation (project activities, deliverable, outcome and how the project will improve civil protection system in the project partner territories). During Work Café Civil protection system was presented with special emphasis on the EDSS platform, as main project deliverable, on how to integrate EDSS in the civil protection system of Split-Dalmatia County. It was concluded that is necessary to encourage competent civil protection bodies of the state // region (county) of project partners in strengthening citizens' awareness of the need to collect information about threats and extraordinary events and their transmission using social networks. Also, it is necessary to improve the management of natural risks in the Split-Dalmatia by improving the procedures for responding to threats and extraordinary events.

Conclusions of the event

Legislative framework that regulates the civil protection system in the Republic of Croatia, both at the national and regional levels, it can be concluded that the tasks and obligations of citizens in the civil protection system are very principled. Thus, Article 43, paragraph 1 of the Law on the Civil Protection System stipulates that every citizen is obliged to take care of his personal safety and protection, implement personal and mutual protection measures, and participate in the activities of the civil protection system, while Article 48, paragraph 1, indent 2. prescribed that



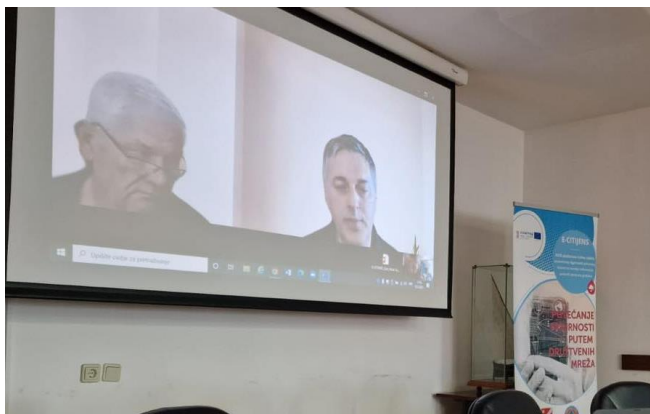
preventive activities in the civil protection system include strengthening the awareness of citizens, vulnerable and special targeted social groups about dangers and measures for protection and use of the 112 emergency number.

Although very principled, the above can represent an incentive for citizen participation in all civil protection activities, which includes the collection and distribution of information about threats and extraordinary events with the use of social networks through the EDSS platform, with the creation or amendment of Standard Operating Procedures to enable the use of such data and information by operational communication centers and with the understanding of the existence of certain limitations, but certainly also a good basis for initiating the implementation of such activities by citizens in emergency situations.

Work Cafe of 19 May 2022

Another Work Cafe was organized by the Split-Dalmatia County with main objective to present and discuss the final draft of Emergency Service Regulatory (ESR) Framework within WP5 of the E-CITIJENS project, as well as steps towards drafting of Civil Protection Adaption Plan within WP5.3. The meeting was attended by 17 representatives of stakeholders from civil protection system in the Split-Dalmatia County (participants list attached).

The ESR framework, as one of primary outcomes of WP5, identified the existing situation with regards to civil protection system and listed recommendations and guidelines to include EDSS in the civil protection system of Split-Dalmatia County. ESR Framework included basic requirements, strategic overview, current state analysis on partners level, as well as recommendations in six key areas (legislation, plans and procedures, operational centres, early warning systems, training and exercises, and cross-border functional centre).



During the meeting recommendations for the ESR Framework were discussed and partners identified IT technologies currently used and possibilities to connect them to EDSS platform. It was stated the importance of testing the platform during the training that will be organized under WP 5.2 in Split. All participants agreed that topic of using social networks in the emergency situations should be part of awareness training for population, especial for children in schools.

At the end of the meeting, it was discussed about Civil Protection Adaption plan (section related to Split- Dalmatia County) and all participants agreed that this document in the format of non-binding guidelines could serve as an opportunity for improvement for stakeholders in the civil protection system in Split- Dalmatia County. In terms of connection between existing early warning systems (EWS) and EDSS platform it was agreed that

Memorandum of Understanding between the entity responsible for EWS and Split-Dalmatia County responsible for EDSS, could provide integration of information from EWS to be displayed in the EDSS that will be available in the operational centres of the civil protection stakeholders.



Split-Dalmatia County organizes the last Work Cafe

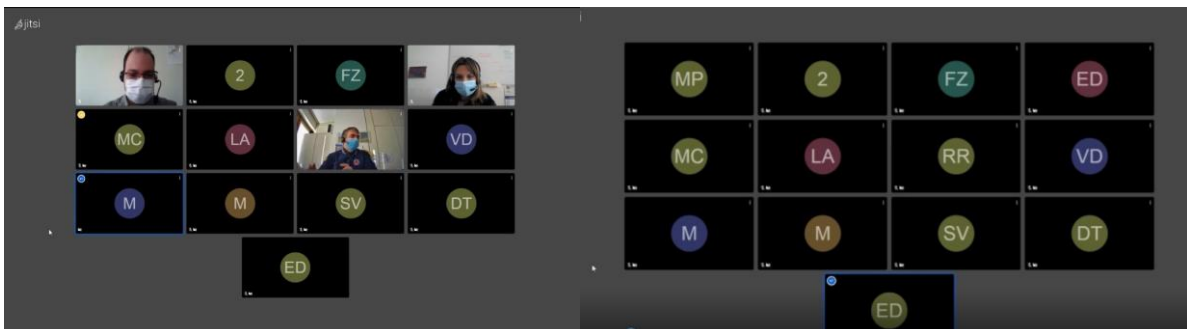
A last Work Cafe was organized on 16 June 2022 by the Split-Dalmatia County with main objective to present and discuss the final activities of the project with emphasis on the organization of two field exercises for Civil Protection forces regarding marine incidents and oil spills and earthquake. The meeting was attended by 19 representatives of stakeholders from civil protection system in the Split-Dalmatia County and Port Authority.

After an introduction to E-CITIJENS project by and results achieved so far **Mr. Ognjen ČAVAR**, Project Manager, presented planned activities regarding WP4 (training of civil protection operators in use of EDSS platform and organization of two field exercises) & WP5 (two-day workshop regarding integration of EDSS platform for policy makers) and extended invitation to both events. The main subject of the meeting was the organization of two field exercises intended to test the EDSS platform and thematic equipment procured during the project implementation. First exercise was to test the Boat Sv. Jeronim and underwater scooter in field exercise which simulated marine incident involving fishing boat and tourist boat which lead to fire, oil spill and extraction of victims from the sea. Second exercise was to test ICT and radio-communication equipment by simulating earthquake/fire scenario with search and rescue operation involving search dogs, securing and extraction of victims from ruins, and extinguishing fire caused by severed electric installations. The Work Café, attended by 20 participants from civil protection stakeholder organisations, was successfully concluded by agreeing on dates for training and workshop, as well as producing elaborate feedback for both field exercises.

Veneto Region (IT)

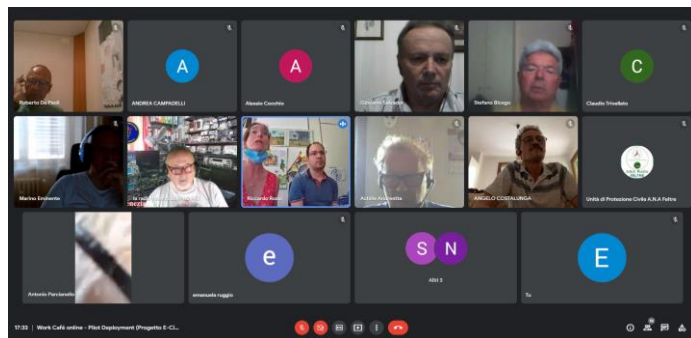
E-CITIJENS Citizens Awareness Raising Campaign takes another step forward

The first E-CITIJENS online Work Café organised by the Veneto Region Civil Protection Department within the framework of the E-CITIJENS Citizens Awareness Campaign was successfully held on Tuesday 24 November 2020. The event saw the participation of different specialists, including Civil Protection personnel, IT specialists and emergency management experts, who discussed the role and effectiveness of social media based technological tools to collect information on critical events and natural risks and compared good practices from similar regional projects with a view to helping the fine-tuning of the E-CITIJENS EDSS platform. 18 people attended in total. The specialists highlighted the possibility to integrate the platform with data collected under other regional projects or by the local weather radar infrastructure as well as to include other categories of risks (e.g. snow in the plains, icy fog) in the alert management of the E-CITIJENS platform. Consensus was found as attains the importance of empowering citizens into providing “objective” reports in order to facilitate Civil Protection bodies in the management of significant data. Also, participants agreed upon the need to focus communication on the importance of referring to official sources/channels of information, even in the context of small civil protection emergencies. Following the presentations, a debate took place and focused on the technological tools to efficiently receive information on natural and man-made disasters and risks as well as good practices and identification of their strengths and weaknesses.



Work Café successfully delivered on 24 June 2021 by Veneto Region

Protezione Civile Veneto organised another Work café in the framework of the Citizens Awareness Raising Campaign, this time with a focus on pilot deployment activities that will take place later this year. The event was organised online and hosted representatives of volunteering organisations of the Veneto area with a view to collecting their feedback on the E-



CITIJENS EDSS platform as well as to involve them in the forthcoming pilot deployments that will help the Civil Protection assess the functionality of the platform and its applicability at local level. Protezione Civile Veneto presented the way in which the deployments will work: by means of the Serious Game approach, an emergency situation will be simulated to see the EDSS platform work. Citizens will be key actors in the simulation through a dedicated web page that replicated the EDSS platform, as they will be invited to participate and provide information and alerts during the simulated event. All in all representatives of 21 volunteering associations participated in the event.

Work Café on emergencies and social networks successfully delivered in Venice

On 14 October 2021 the Veneto Region organised the Work Café on "Emergencies and Social Networks". The event took place in Venice, at the Restaurant & Bistrot "Molo di Venezia", between 10 am and 12 am.

The event was part of the Citizens Awareness Raising Campaign and focused on the use of social media during emergencies. The topic was addressed in relation to the influence of social media at the workplace, how to fight fake news and how involved Civil Protection operators can build a shared information. The workshop was useful to the creation of a publication about emergency communication, which is available in three languages!



The event saw the participation of 28 representatives of organisations such as the regional agency for environment (ARPA FVG), postal police, universities and volunteering associations.

Work Café on emergency communication organised by Veneto Region



On 12 March 2022 the Veneto Region organised the Work Café on "Emergency Communication". The event took place in Venice, at the "Agriturismo Casa di Anna" between 10 am and 1 pm. The event was attended by 21 participants including representatives of civil protection and volunteering associations. The event had the two-fold aim to train 22 emergency volunteers on emergency communication with a focus on the use of social media as well as to favour the exchange of experiences among participants.

In particular, participants were informed about how to communicate effectively without creating panic can make the difference during an emergency.



The role of citizens as "active sensors" of emergencies was pointed out as also the importance of using social media for communicating in a responsible manner. The workshop was an occasion to present a publication developed by **Ms. Francesca ANZALONE**, communication and digital expert as well as expert in emergency communication.

Ms. Anzalone highlighted critical issues and opportunities of including citizens in the flow of communication around a critical event. She also explained the crucial role of technology in facilitating this process. For citizens to be given the same opportunity as institutional actors to contribute to the construction of clear, effective and functional communication for the communities who are caught by a calamitous occurrence, it is necessary to focus attention on how to provide correct first-hand information. Semantics plays a fundamental role in preventing misunderstandings or misuse of keywords that can mislead decision-makers. It needs to be seen as a common code through which to build effective messages, also when shared through the social media. The E-CITIJENS EDSS platform was developed exactly with a view to reaching this goal. A semantically enriched web platform, it will integrate institutionally-sourced data as well as real-time updates voluntarily provided by citizens via the social media (citizen journalism), with a view to enhance the effectiveness and promptness of emergency decision-making.

The publication "Tips for Emergency Communication to be shared on social networks" is available in three languages (IT-HR-EN) at the library section the project's webpage <https://www.italy-croatia.eu/web/e-citijens>.



Work Café on civil protection regulations in Italy and Croatia

Veneto Region (PP2) organised the Work Café "A journey into the Civil Protection legislation between Italy and Croatia: comparison and sharing in the context of cross-border cooperation". The event was attended by 19 participants representing the regional administration as well as municipalities of the Venice area. The event focused around a presentation by **Ms. Francesca RIGHETTO**, Civil Protection and E-CITIJENS Communication Manager, who explained the main features and points of synergy between the civil



protection regulations in Italy and Croatia as well as the role of the E-CITIJENS EDSS platform in providing a common solution for enhancing the effectiveness and promptness of emergency decision-making by including social-media based information. The work café was quite productive in giving local administrators the possibility to share their difficulties when it comes to sharing communication about emergencies to the local communities via the social media. According to the Italian law, mayors are the local civil protection authority and so responsible for transmitting alerts to the population. Also, emergency or risk communication is a mutual process of understanding the risk among different stakeholders, who, in their own jurisdiction, must enact the relevant measures to prevent, mitigate, and deal with risks, also by integrating knowledge from other levels of government. Emergency communication is hence to be seen as a means to reduce risk, especially with a view to reducing people's exposure. But how should the information be conveyed to the population and with what communication medium should be issued? How to deal with false alarms or the lack of personnel in charge of risk communication? What can be the role of social media (and their limits) in easing communication? On the one hand, these questions helped stress the importance of coordination and communication and the role that the E-CITIJENS EDSS platform can have. On the other, they made clear that local level administrators need training on how to define and coordinate suitable content, shape and medium for warning messages toward the population.



The event was livestreamed on the E-CITIJENS project's YouTube channel and can be rewatched at the following links:

- <https://www.youtube.com/watch?v=NK9p2f7x5Ks>
- <https://www.youtube.com/watch?v=OtZrCxx2DsA>.

Municipality of Pescara (IT)

The Municipality of Pescara organizes a series of online Work Cafes

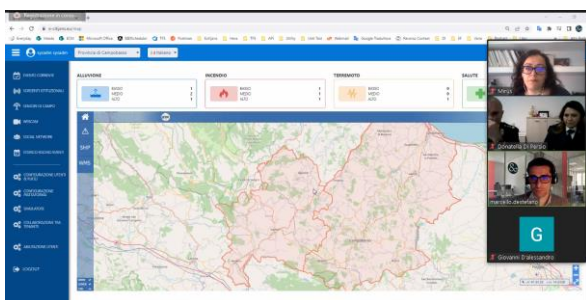
The Municipality of Pescara (PP6) organised a series of online events to present the E-CITIJENS scope, activities and tools to various civil protection stakeholders including citizens and students.



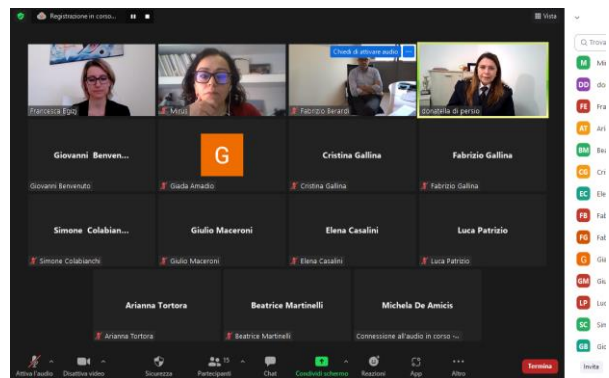
attend the EDSS pilot deployment.

On 14 April 2022, the online work cafe targeted 21 students in the Pescara area and saw the participation of **Ms. Donatella DI PERSIO** and **Ms. Cristina BRANDIMARTE** from the municipal police. The presentations were provided by **Ms. Francesca EGIZI**, who explained the main goals and scope of the E-CITIJENS project, the cross-border partnership as well as the EDSS platform. Students were invited to take part to the EDSS pilot deployment.

On 19 April 2022 took place the third online work cafe

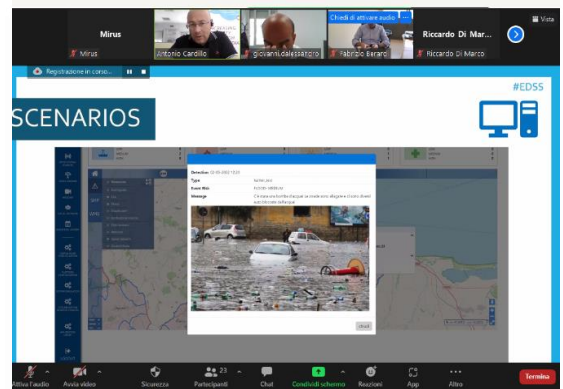
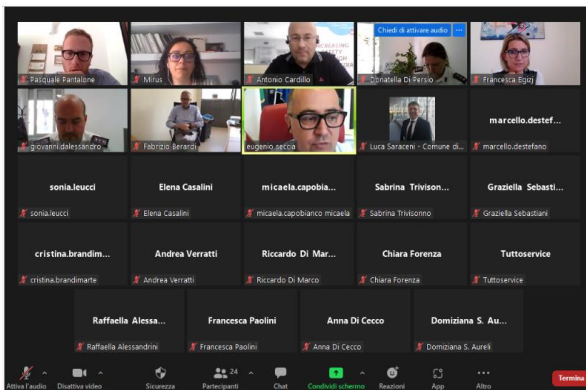
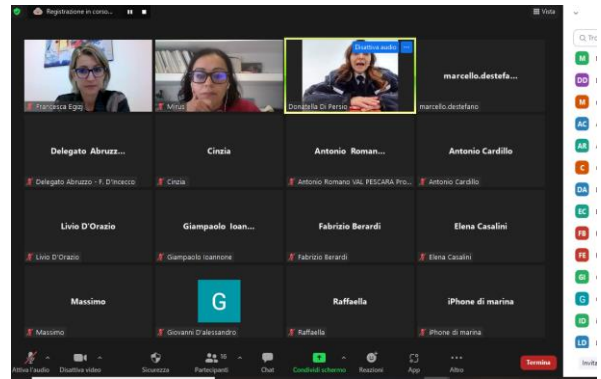


The first work cafe took place on 13 April 2022 and involved 15 citizens. The event was aimed at presenting the E-CITIJENS project to the general population, by focusing specifically on the role, scope and functioning of the social-media based EDSS platform. Citizens received information about their possible contribution to the emergency decision-making via the use of their social-media profiles and were invited and trained on how to



this time involving 12 staff of the civil protection control room of the Pescara municipality. The staff of the control room was navigated into the EDSS platform by the experts that developed it under the coordination of the Molise Region (LP). Both **Mr. Antonio CARDILLO**, Officer of the Civil Protection Molise Region, and **Mr. Marcello DE STEFANO**, Software Engineer, contributed to the event explaining the general scope and the technical application of the EDSS at local level.

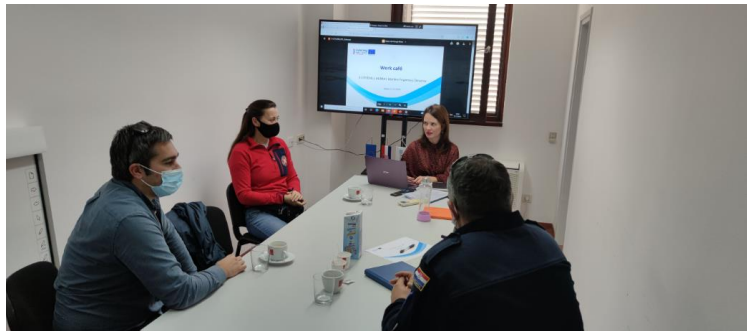
On 21 April, the Pescara Municipality organised another online work cafe this time targeting 16 volunteering associations that collaborate with the municipal civil protection. Civil protection volunteering associations represent a key player in emergency management in both Italy and Croatia, providing different kinds of professional and operational capacities to civil protection operations. In Italy, civil protection volunteering organisations were established as a consequence of the great emergencies that hit the country during the 60s/80s: the Florence floods of 1966 and the Friuli and Irpinia earthquakes of 1976 and 1980 respectively. Since then, they became an organised, coordinated, trained and prepared entities that, in case of major events, work in direct connection with the Civil Protection Department. Their role as potential contributors to the EDSS platform is hence crucial.



Zadar County Rural Development Agency (AGGRA)

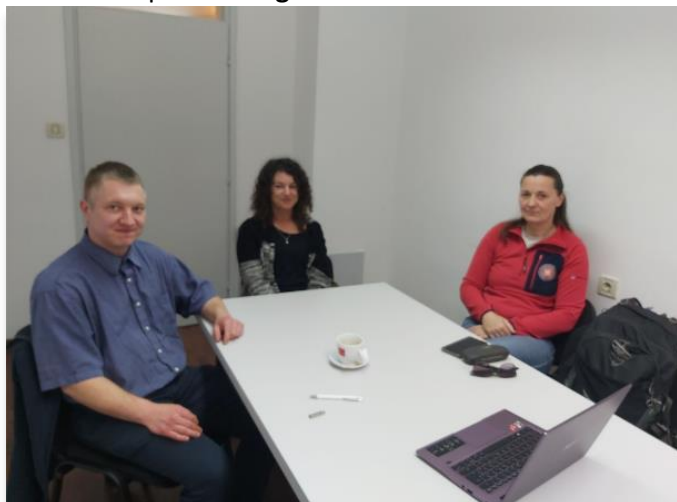
AGGRA presents the EDSS platform to civil protection stakeholders

On 11 April 2021, The Zadar County Rural Development Agency (AGGRA) organised the first Work Café to present the project to Civil Protection stakeholders including public firefighter brigade, Croatian mountain rescue service and Zadar County. This was the first of many other work cafes and was aimed at introducing the project idea, the role of the Zadar County in the project as well as the future activities that the Agency will carry out with a view to assess and implement the social-media based EDSS platform. On behalf of the Zadar Country, AGGRA will in fact not only organise more work cafes and two info days, but it will organise field exercises aimed at testing some equipment purchased under the E-CITIJENS project as well as some EDSS pilot deployments that will be useful to testing and assessing the functionalities of the platform. In total there were 5 participants.



E-CITIJENS Work Cafe successfully organised in Zadar on April 26th 2022

On 26th April Zadar County Rural Development Agency (AGGRA) organised a work cafe. 3 participants were registered, representing the Croatian association for crisis management and Croatian mountain rescue service. During the meeting, AGGRA's external expert **Mr. Igor MAGDALENIĆ** from Croatian Association of Crisis Management presented the results from the Pilot Deployment which has been implemented from 26th December 2021 until the end of February 2022. Total number of messages received during the Pilot Deployment Drill is 1958. Participants copied their standard social media posts regarding various events and tested the platform in a short message on different platforms sometimes using similar hashtags for alerts. There is not yet a standardized procedure for using EDSS platform (#edss hashtag used for severe events could be useful for data scraping on social networks). Participants used various platforms to test the platform in a Pilot activity that cannot fully represent actual percentage of used social platforms in



their real life. Most of the messages were short alerts using basic hashtags for earthquake/fire/flooding events in a way that platform could interpretate their location and alert emergency services with a message and location.

Civil Protection operators and experts are familiar with the need of the relevant and clear information concerning the incidents.

Third E-CITIJENS Work Cafe successfully organised in Zadar on 2nd June 2022

On 2nd of June, Zadar County Rural Development Agency (AGGRA) organised a third Work Cafe. Three people participated both in person and online. Main topic of the discussion was the Civil Protection Adoption plan, one of the project's deliverables. These represented the Croatian association for crisis management, the Croatian mountain rescue service and public firefighter brigade. The main purpose of the CP Adoption plan is to offer guidance at the level of project partners on ways and procedures to adjust the civil protection system for the integration of the EDSS platform as the main output of the E-CITIJENS project. Each of the project partners operates within the regional/local levels of the civil protection system in Italy and Croatia, and the operations of the operational forces is defined by planning documents and standard operating procedures. At the level of each of the partners, there are operational and communication centers (center 112, firefighting center, police, ambulance, search and rescue at sea) to receive reports of emergencies and activate operational forces to operate in the field. This plan aims to present guidelines on how to integrate the EDSS platform into operational and communication centers at the level of each project partner as one of the tools for collecting information from active sensors.

At the beginning of the Work Cafe, Project Manager **Ms. Martina FRIGANOVIĆ ŠIMUNOV** briefly presented the current state of the art of the project's activities and also presented the Adoption plan.

Participants agreed that one of the main tasks in the following period is drafting of *Civil Protection Operational Plan of the Zadar County*. This document should be in accordance with *Civil Protection Operational Plan of the City of Zadar*. It is also very important to update the existing Civil Protection Operational Plan of the City of Zadar with the new information, especially having in main natural and man cause disasters occurred in Zadar County, as well as global pandemic of COVID-19.

It was also discussed the possibility to include Civil Protection in the education programmes and school curriculums, but the participants concluded that this question should be addressed to the Ministry of education since they are in charge of this matter.

At the end of the meeting, it was concluded that the EDSS platform can be a useful tool that could facilitate the work of emergency services.

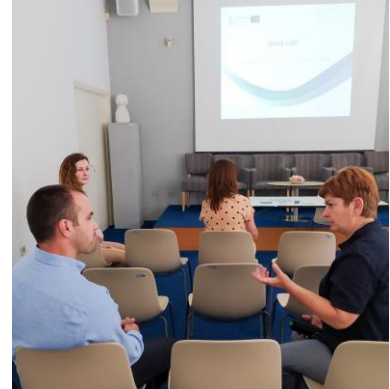
AGGRA organizes E-CITIJENS Work Cafes in Zadar on June 20th and 21st 2022

On 20th of June, Zadar Country Rural Development Agency (AGGRA) organised the fourth Work Café as part of a capacity building action aimed at presenting the functioning and scope of the EDSS platform. In the Work Café 6 representatives of different institutions participated: Directorate of Civil Protection, Croatian Mountain rescue service, AGGRA and IN KONZALTING d.o.o. At the beginning of the Work

Cafe, Project Manager **Ms. Martina FRIGANOVIĆ ŠIMUNOV** and **Ms. Ranka BRDAR**, External Expert from IN KONZALTING d.o.o., briefly presented the current state of the art of the project's activities and also presented the EDSS platform. At the end of the meeting, it is concluded that the EDSS platform can be useful tool that could facilitate the work of emergency services.



On 21st June, the fifth and last work café was organised, again in the framework of the capacity building action. This time 12



people participated in representation of the Directorate of Civil Protection, Croatian Mountain rescue service, the public firefighter brigade, the Zadar County, the City of Zadar, the City of Nin and KONZALTING d.o.o. After a real-time simulation of the EDSS platform that had been presented in its functionalities the day before, participants discussed about

the possibility to include Civil Protection topics in the education programmes and school curricula, but the participants concluded that the Ministry of education should address the question. Also, participants agreed that the tourism sector should be part of the awareness raising campaign so this is one of the recommendations for the future projects and collaborations.

The events were web-streamed on YouTube at:

- <https://www.youtube.com/watch?v=zcDOA2E2QEY>
- <https://www.youtube.com/watch?v=Uu8zVvfn3ug>

City of Dubrovnik (IT)

E-CITIJENS Work Café at the Civil Protection Headquarters in Dubrovnik

On 26 October 2021 the City of Dubrovnik organised the Work Café “Preparing Pilot activities” to present the E-CITIJENS project with special attention to the upcoming simulation exercise to take place on the Elafiti island. 14 were the participants, who were officials from Police Department Dubrovnik, Dubrovnik Hospital, Fire Department Dubrovnik, HEP ODS (Electric utility company), Libertas Dubrovnik d.o.o. (public transport company), Croatian Mountain Rescue Service Dubrovnik, Red Cross Dubrovnik, Vodovod Dubrovnik (water supply and communal hydrotechnics company), Volunteer Fire Department Lopud. The event was the occasion to present the project partnership, objectives and activities as well as the EDSS platform, its scope and general objective as well.



Work Cafe organised by City of Dubrovnik on 10.11.2021

On 10 November 2021 the City of Dubrovnik organised a Work Café as a framework for the operation exercise “Open Fire” to take place on the Elafiti island on the same day. 10 participants representing City of Dubrovnik, Croatian Mountain Rescue Service Dubrovnik, Police Department Dubrovnik, Fire Department Dubrovnik, Civil protection Unit, Red Cross Dubrovnik actively contributed to the event by discussing the details of the exercise. The exercise foresaw the engagement and coordination of civil protection operational forces in case of open space fires and other natural threats in the area of the City of Dubrovnik and specifically on the Elafiti island. In particular firefighting forces and experts of search for missing persons, evacuation and care of the endangered population were deployed.

During the exercise the civil protection forces equipment procured through the E-CITIJENS project of was used and demonstrated. These included a vibraphone with camera for rescue from ruins and three tents that are now at the disposal of Dubrovnik’s Civil Protection and Firefighting Brigade.



City of Dubrovnik to boost implementation of pilot activities

On 10 May 2022, the City of Dubrovnik presented to local civil protection stakeholders the ongoing pilot activities. City of Dubrovnik civil protection headquarters representatives and other members of civil protection and emergency services participated to a work café. In particular, 16 participants represented City of Dubrovnik, Society of Friends of Dubrovnik Antiques, Libertas Dubrovnik d.o.o. (public transport company), Croatian Mountain Rescue Service Dubrovnik, Tourist Guides Association Dubrovnik, HEP ODS (Electric utility company), Hospital Dubrovnik, Dubrovnik Fire Department, Tourist board Dubrovnik, Civil protection Dubrovnik, Public institution Lokrum reserve, Sport objects Dubrovnik. The attention was putted on the ongoing pilot deployment activities. Moreover, it was discussed the further involvement of all emergency forces but also general public in participation to the ongoing pilot testing.

Presentations were made by **Ms. Tera CVJETKOVIĆ**, from the Administrative Department for European funds, regional and international cooperation of the City of Dubrovnik.



Local media:

<https://www.dubrovniknet.hr/stozer-civilne-zastite-grada-dubrovnika-odrzao-sastanak-uoci-nadolazece-turisticke-sezone-i-provedbe-aktivnosti-europskog-projekta-e-citijens/>

Stožer civilne zaštite Grada Dubrovnika održao sastanak uoči nadolazeće turističke sezone i provedbe aktivnosti europskog projekta E-CITIJENS

Dubrovnik Net 10. svibnja 2022.



Kod za 5% popust: SNAJVE

DANAS OBLIJEŽIMO

- Medicinska škola poziva građane na mjerenje krvnog tlaka i kontrolu šećera u krvi 10. svibnja 2022.
- Nove cijene na benzinskim stanicama: Benzin skuplji za 62, 10. svibnja 2022.
- 17 županijski zaduženih 26 novih službenih vozila, oporavak od 34 10. svibnja 2022.
- LINDI MENGA Besplatne volonterske posrednice za studente na Sveučilištu u Dubrovniku 10. svibnja 2022.