

Capacity Building training lessons and manuals

Final Version of 30/May/2022

Deliverable Number D.5.2.1.



Project Acronym	E-CITIJENS
Project ID Number	10044361
Project Title	Civil Protection Emergency DSS based on CITIzen Journalism to ENhance Safety of Adriatic Basin
Priority Axis	2
Specific objective	2.2
Work Package Number	5.2.
Work Package Title	Release of EDSS Platform and Transfer of Emergency Services Regulatory Framework
Activity Number	2
Activity Title	Development and implementation of capacity building actions
Partner in Charge	PP5 – ALMA MATER STUDIORUM – UNIVERSITY OF BOLOGNA
Partners involved	PP1, PP3, & PP5
Status	Final
Distribution	Public

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Introduction

The Capacity Building Intervention main aim is to spread and make the knowledge acquired during the course of the project accessible to policymakers (local and regional elected members and public officials).

The key exploitable result is EDSS platform, which enables inclusion of citizens through social media, as well as institutional and sensors data into Civil Protection (CP) decision making processes (see deliverables 3.3). The capacity building training aims to enhance partners capacity to use citizens as active actors before and during disasters, as well as sensors and institutional data. The project's solution provides the opportunity to improve actual Italian capacity to use social media to communicate with citizens and to significantly raise capacity for Croatian CPs in that sense. Likewise, another aim of the project's solution is to raise capacity for using other data coming from sensors, probes and institutions.

The two-day training lessons will be implemented and held in six regions/counties by the following partners: PP1 (Split and Dalmatia County), LP (Molise Region), PP2 (Veneto Region, Directorate for Civil Protection and Local Police), PP6 (Pescara Municipality), PP8 (Zadar County Rural Development Agency) and PP10 (Dubrovnik Municipality). These are the same PPs responsible for the pilot tests in their area of competence.

Agenda and contents

The training lesson agenda is proposed in this document. The idea is to concentrate the illustration of the topics to address in three main frontal presentations and to proactively involve the audience in a simulation of citizens' involvement in CP decision making, usage of sensors and institutional data, mediated discussions, and a survey specifically designed for the occasion. The survey will be evaluated and analysed by local authorities providing the training. It may serve for the improvement of cross-border cooperation, existing policies, legislation and other good practices which are related to the involvement of citizens in emergency management through social media. These improvements will be envisaged as follow-up activities beyond the project life-time. The lectures need to be performed in the native language of each PP (Italian or Croatian), and they should be carried out by a minimum of one person involved in the project and one local Civil Protection member (they could be the same CP members already engaged in the pilot tests). It is to stress that the latter's involvement is advised to complement the contents discussed.

Day 1

Morning

9.30 a.m. – 11 a.m.

- Participant registration (15 min)
- Institutional greetings (5 min)
- Training lesson agenda illustration (10 min)
- *“The E-CITIJENS Project idea - Inclusion of citizens as well as institutional and sensors' data in CP decision making processes”* (1 hour) - This section (supported by a PowerPoint presentation) has to illustrate the idea beyond the project, starting from needs and advantages of inclusion of citizens, as well as institutional and sensors' data in CP decision making processes, its innovative element, and its main goal which is the development of an Emergency Decision Support System (EDSS).

11.30 a.m. – 1 a.m.

- *“The Italian and Croatian legislative frameworks -status and challenges”* (1 hour) - This section (supported by a template PowerPoint presentation that will be integrated by the PP implementing it) has to compare the existing legislative frameworks, proposing an insight into the country and region/county where the workshop is given. Moreover, it should include the policy recommendations to enhance CP legislations and emergency operational rules individuated during the project (according to the deliverable “Emergency Services Regulatory draft” of activity 5.1).
- Q&A and discussion (30 min) – After answering the audience's questions, the lecturers mediate the debate. The main aim must be to collect feedback from the audience to integrate the ESR framework.

Afternoon

2.30 p.m. – 4 p.m.

- *“The EDSS platform – tasks and pilot tests”* (1 hour and 15 min) - The first part of this section consists of the EDSS platform description (PowerPoint presentation, 30 min). This illustration needs to take into consideration the audience addressed; therefore, excessive technicalities are to avoid. It is anyway fundamental to present the EDSS main features and to describe its functioning. After this part, one person actively involved in the project, with the help of a minimum of one local Civil Protection member, describes the pilot test carried out in his/her area of competence, showing a selection of the available multimedia materials (e.g. photos, videos) and presenting the results obtained (45 minutes) according also to the deliverables of activity 4.4. The pilot tests carried out in the other partnership territories could also be briefly described. In general, the results obtained during WP4 pilot tests can be used to illustrate this second part.
- Q&A and discussion (15 min) – The lecturers answer the audience's questions and collect the eventual feedback.

Day 2

Morning

9.30 a.m. – 11.00 a.m.

- EDSS platform real-time simulation (1 hour) - The idea is to perform a small-scale pilot test with the audience to allow the participants to experience directly how the platform works. A simulated emergency is proposed, and the participants are asked to report it writing dedicated posts as they were everyday citizens on social media. The platform processes the posts in real-time; the outputs are then displayed and discussed.
- Survey (30 min) - A questionnaire is proposed to collect the audience feedback on the various macro-topics illustrated during the training. It has to be taken using an online system (Google Forms is recognised as a suitable option) and it can be accessed directly with a QRcode.

11.30 a.m. – 12.30 a.m.

- Press conference and/or presentation of WP2 available materials - A press conference could be organized to conclude the two-day training lessons. In alternative or in addition, it would be interesting to present a selection of the project promotional materials produced during WP2.

The agenda is summarized in the following tables (one per training lesson day).

DAY 1	
9.30 a.m. – 11 a.m.	<ul style="list-style-type: none"> • Participant registration (15 min) • Institutional greetings (5 min) • Agenda presentation (10 min) • <i>“The E-CITIJENS project idea - Inclusion of citizens as well as institutional and sensors’ data in CP decision making processes”</i> (1 hour)
11.00 a.m. – 11.30 a.m.	Coffee break
11.30 a.m. – 1 p.m.	<ul style="list-style-type: none"> • <i>“The Italian and Croatian legislative frameworks, status and challenges”</i> (1 hour) • Q&A and discussion (30 min)
1.00 a.m. – 2.30 a.m.	Lunch break
2.30 p.m. – 4 p.m.	<ul style="list-style-type: none"> • <i>“EDSS platform presentation: tasks, pilot tests”</i> (1hour and 15 min) • Q&A and discussion (15 min)

DAY 2	
9.30 a.m. – 11 a.m.	<ul style="list-style-type: none"> • EDSS platform real-time simulation (1hour) • Survey (30 min)
11.00 a.m. – 11.30 a.m.	Coffee break
11.30 a.m. – 12.30 p.m.	<ul style="list-style-type: none"> • Press conference and/or presentation of WP2 materials

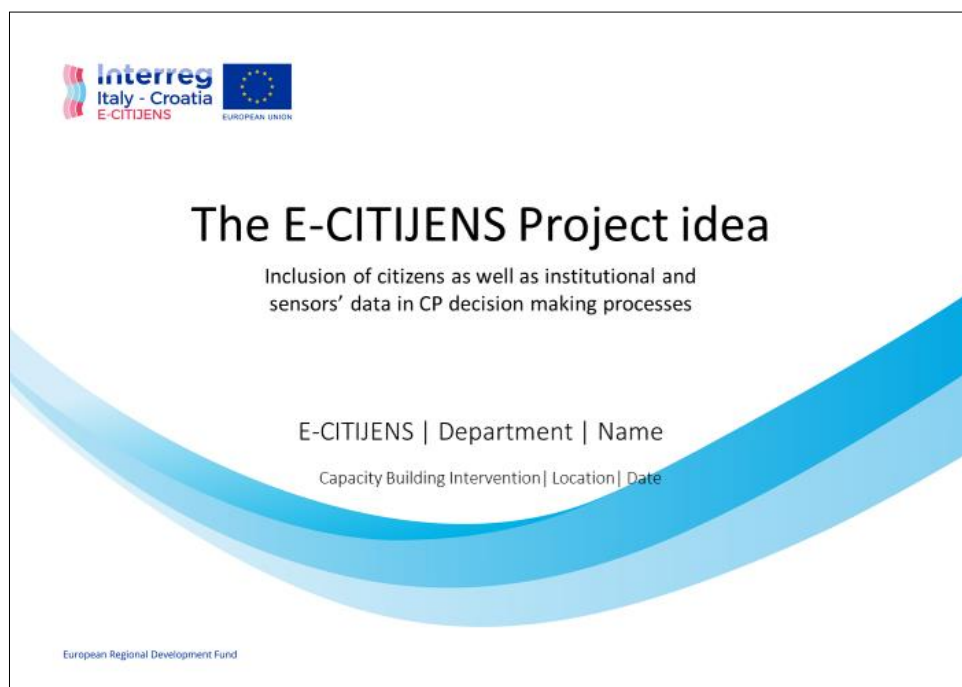
Conclusions

This document together with all the materials prepared for the lessons forms the set of Capacity Building training lessons and manuals as for the application form (deliverables of activity 5.2). The set also include deliverables of activities 4.4 and 5.1.

The supporting materials available for the lessons are:

- *“The E-CITIJENS Project idea - Inclusion of citizens as well as institutional and sensors’ data in CP decision making processes”* PowerPoint presentation (English version of the presentation is reported in Appendix 1);
- *“The Italian and Croatian legislative frameworks - status and challenges”* PowerPoint presentation (first part and template to be integrated by local PPs) including the results presented in the deliverable of activity 5.1 (English version of the presentation is reported in Appendix 2);
- *“The EDSS platform – tasks and pilot tests”* PowerPoint presentation (first 15 minutes); the remaining part will be prepared and presented by the local person involved in the project, including the results reported in the deliverables of activity 4.4 (English version of the presentation is reported in Appendix 3);
- Online survey (presented in the Appendix 4).

Appendix 1 - “The E-CITIJENS Project idea - Inclusion of citizens as well as institutional and sensors’ data in CP decision making processes” PowerPoint presentation



The E-CITIJENS project



2014 - 2020 Interreg V-A
Italy - Croatia CBC Programme
Call for proposal 2017 Standard

Priority Axis: Safety and resilience
Specific objective: Increase the safety of the
Programme area from natural and man-made
disasters

Start date: 01.01.2019
End date: 30.06.2022

INCREASING SAFETY
THROUGH SOCIAL MEDIA BASED TOOLS



2

Partnership

Project coordinator

Molise Region – Civil Protection Service (Italy)

Partnership

Split-Dalmatia County (Croatia)
Veneto Region - Civil Protection and Local Police Department (Italy)
University of Split - Faculty of Civil Engineering, Architecture and Geodesy (Croatia)
EIGG Eurelations (Italy)
University of Bologna – CIRI FRAME (Italy)
Municipality of Pescara (Italy)
Adriatic Ionian Euroregion (Croatia)
Zadar County Rural Development Agency – AGRRA (Croatia)
Dubrovnik Municipality (Croatia)



3

Project goals

- increase the safety of the Croatian and Italian Adriatic basin decreasing exposure of coastal and internal ecosystems and population to the impact of natural disasters, in particular floods, forest fires and earthquakes
- promote cross-border cooperation between both regional and national administrations of Italy and Croatia in enhancing monitoring and emergency management measures
- implement a raising awareness intervention on citizens to act as "active sensor" of emergencies via social media



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Project pillars

- The participatory process of citizens - change citizens' role from traditional "vulnerable element" to "active sensor"
- Innovation – design an innovative Emergency Decision Support System (EDSS), a semantically enriched web-enabled platform able to integrate heterogeneous data from institutional and social media sources
- Governance – enhance the existing Civil Protection Regulatory Systems in Italy and Croatia improving their level of uniformity and similarity to make available to National and Regional Authorities a uniform cross-border emergency legislative basis



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The participatory process of citizens

From “vulnerable elements” to “active sensors”



6

Social media and emergency management



The use of social media is recognized as a channel for communication during emergencies (SMEM, Social Media Emergency Management) by the Sendai Framework for Disaster Risk Reduction 2015 – 2030 approved by the United Nations General Assembly



Social media are essential for emergency management to

- convey communication between institutions and citizens in a bidirectional way
- coordinate the forces in action



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The E-CITIJENS Awareness Campaign

- An Awareness Campaign has been designed and deployed within the project in order to activate the participatory process of citizens in emergency management activities and to promote a proper behaviour thorough knowledge of risk issues during hazardous occurrences
- In all involved territories the Campaign has been implemented realizing Works Cafès, Info Days, activation or attendance to social media "virtual" communities to develop training activities for citizens on civil protection and disaster safety

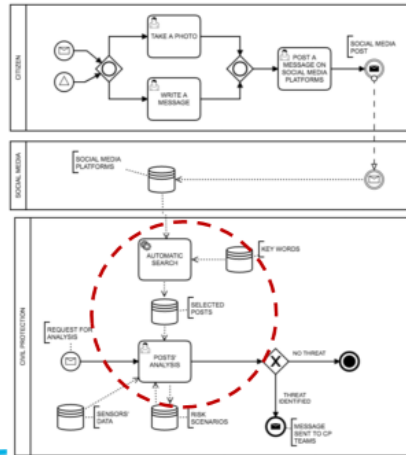


Innovation

The Emergency Decision Support System (EDSS)

The idea beyond the EDSS

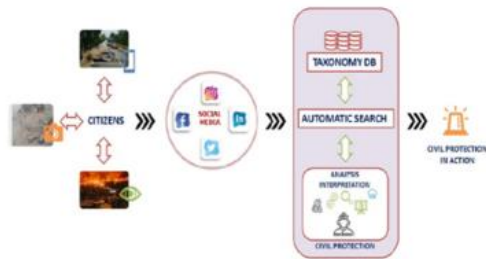
The main innovation of the EDSS developed during the project is the integration of the information provided by citizens through social media in the emergency management process



The EDSS functions

The EDSS system allows Civil Protection authorities to

- activate real-time communication channels between institutions and citizens
- integrate emergency data with those voluntary supplied by citizens via social media
- predict geophysical factors influencing people and their properties
- coordinate emergency interventions



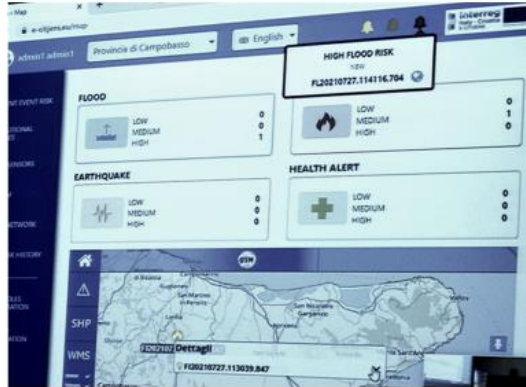
The EDSS outputs

The designed platform is able to provide to the CP operators additional alerts based on the information collected through social media

The system also allows the user to see each of the post that have contributed to the alert generation



This information is to be compared with institutional data



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The EDSS pilot deployment

The EDSS has been tested during the project on a specially designed web page to

- register the communicative choices of distinct population segments in response to a crisis using social media
- collect elements to evaluate the overall performance of the EDSS system



Project partners involved: Molise Region, Split and Dalmatia County, Veneto Region, Pescara Municipality, Zadar County Rural Development Agency, City of Dubrovnik



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Governance

Enhancing the existing Civil Protection Regulatory Systems

The importance of cross-border cooperation

- Civil Protection can be defined generally as the package of measures that aim to prevent natural and technological disasters and minimize their impacts in order to ensure the protection of citizens and their environment



- The Treaty of Lisbon, in force since 2009, states that “the Union shall have competence to carry out supporting, coordinating or complementary action” in the area of Civil Protection and that “the Union have to encourage cooperation between Member States in order to improve the effectiveness of systems for preventing and protecting against natural or man-made disasters”

The Italian and Croatian Civil Protection regulatory frameworks

- During the project, the Italian and Croatian Civil Protection Regulatory Frameworks have been studied and revised considering transnational, national, regional and local levels
- The aim has been to understand their level of similarity and how they can be enhanced to favour cross-border cooperation between Italy and Croatia







- The results of this investigation are capitalised in the **Emergency Services Regulatory (ESR) Framework** document

Thanks for your attention
Grazie per l'attenzione
Hvala na pažnji

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Appendix 2 - “The Italian and Croatian legislative frameworks - status and challenges” PowerPoint presentation (to be completed)



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The Civil Protection legislative frameworks in Italy and Croatia

Overview



Civil Protection national legislations

The Civil Protection systems in Italy and Croatia are based on the same principle of subsidiarity and there is a common multilevel governance of emergencies

Italy	Croatia
<p>The Civil Protection System was established in 1992 (L. 225/1992, <i>Istituzione del Servizio Nazionale di protezione civile</i>). This law distinguishes, for the purposes of civil protection activities, three types of events:</p> <ul style="list-style-type: none"> • national and international level • provincial and regional level • local level <p>The national reference standard is Legislative Decree 1/2018, Civil Protection Code (<i>Codice di Protezione Civile</i>)</p>	<p>The <i>Protection and Rescue Act (NN 174/04, 79/07, 38/09, 127/10, Zakon o zaštiti i spašavanju)</i> is the first systematic law in the country addressing protection and rescue activities. It introduced three levels in the Croatian Civil Protection organization:</p> <ul style="list-style-type: none"> • central level, • county level • town or municipality level <p>This act was substituted by the Law on Civil Protection System (NN 82/2015 and 118/18, <i>Zakon o Sustavu Civilne Zaštite</i>), the actual national reference standard</p>



PPx Civil Protection legislation features and peculiarities

Most significant aspects of Civil Protection legislation and organization

- xxx

Flood risk

- Among natural hazards, flooding is the one that affects more people around the globe. Due to the intensification of flood phenomena and the increase in their severity, ascribable to the continuous demographic and economic development but also to climate change, their impacts on people, infrastructure and on the environment can be highly significant
- In EU, Directive 2007/60/EC of the European Parliament and of the Council of 23 October 2007 on the assessment and management of flood risks (Flood Directive) establishes a framework for the assessment and management of flood risks



Flood risk national legislations

- In Italy, the Legislative Decree 49/ 2010 (*Attuazione della direttiva 2007/60/CE relative alla valutazione e alla gestione dei rischi di alluvione*) implements the Flood Directive into national legislation
- In Croatia, the Law on Meteorological and Hydrological Activity (*NN 66/2019, Zakon o meteorološkoj i hidrološkoj djelatnosti*) and the Water Act (*NN 66/19 Zakon o vodama*) are the reference laws concerning flood risk



PPx Civil Protection legislation features and peculiarities concerning flood risk

Main reference laws

- xxx

Most significant aspects of Civil Protection legislation and organization

- xxx



Forest fire risk

- Forest fires are recurrent phenomena in the EU, and they can impact tremendously human health, the environment, infrastructure and the economy causing large damages also due to cascading effects. Because of this, they are considered by national emergency authorities, even for non-Mediterranean countries, a substantial disaster risk
- At European Union level, the Forest Strategy 2014-2020 provides a framework for national forestry and forest related policies promoting the concept of sustainable forest management and identifying the protection of forests from different threats, including fires, as a priority



Forest fire risk national legislations

- In Italy, the Framework Law on forest fires (*L.353/2000, Legge-quadro in materia di incendi boschivi*) is the reference law concerning forest fire risk
- In Croatia, the Law on fire protection (*NN 92/10, Zakon o zaštiti od požara*) is the reference law concerning forest fire risk while the document *Regulations on the protection of forests against fire (NN BR. 26/2003, Ravilnik o zaštiti šuma od požara – važeci tekst)* is the reference document concerning wildfire surveillance



PPx Civil Protection legislation features and peculiarities concerning forest fire risk

Main reference laws

- xxx

Most significant aspects of Civil Protection legislation and organization

- xxx



Seismic risk

- Earthquakes are geological phenomena that occur without warning with consequences that can be highly dramatic. Seismic risk is particularly significant in Southern Europe countries and in general at plate boundaries where more than 90% of earthquakes take place
- The reference document for seismic prevention concerning the vulnerability of buildings in EU is Eurocode 8 (EN 1998: "Design of structures for earthquake resistance")



Seismic risk national legislations

- In Italy, the Directive of the President of the Council of Ministers of 3 December 2008 "Operational guidelines for emergency management" (*Indirizzi operativi per la gestione delle emergenze*) is the main operating document for what concerns the management of the emergency in case of seismic event
- In Croatia, the Ministry of Constructions (*Ministarstvo Graditeljstva*) is the main body when it comes to seismic risk



PPx Civil Protection legislation features and peculiarities concerning forest fire risk

Main reference laws

- xxx

Most significant aspects of Civil Protection legislation and organization

- xxx



Enhancing the existing CP legislations and emergency operational rules

The Emergency Services Regulatory framework



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The Emergency Services Regulatory Framework (ESRF)

This document identifies the main challenges to address to ensure the implementation of EDSS in the Italian and Croatian Civil Protection Systems

- The basic preconditions for involving citizens in the process of responding to possible threats or emergencies are to be created
- The Italian and Croatian Civil Protection legislation needs to be updated, especially for what concerns Information management, Strategic contingency planning, Crisis communication, Search and rescue operations (land and sea), Firefighting activities, Maritime pollution, etc.



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ESRF final guidelines

- Encouraging the competent civil protection bodies of the states/regions (counties) of project partners in raising the awareness of citizens about the need to collect information on threats and emergencies and their transmission using social networks
- Improving the management of natural risks in the area of competence of project partners while encouraging the improvement of regional cooperation of partner countries in the area of improving procedures for responding to threats, extraordinary events in the area of competence
- Development of IT platform and upgrades with applications to support the reception of information using social networks and their transmission to end users

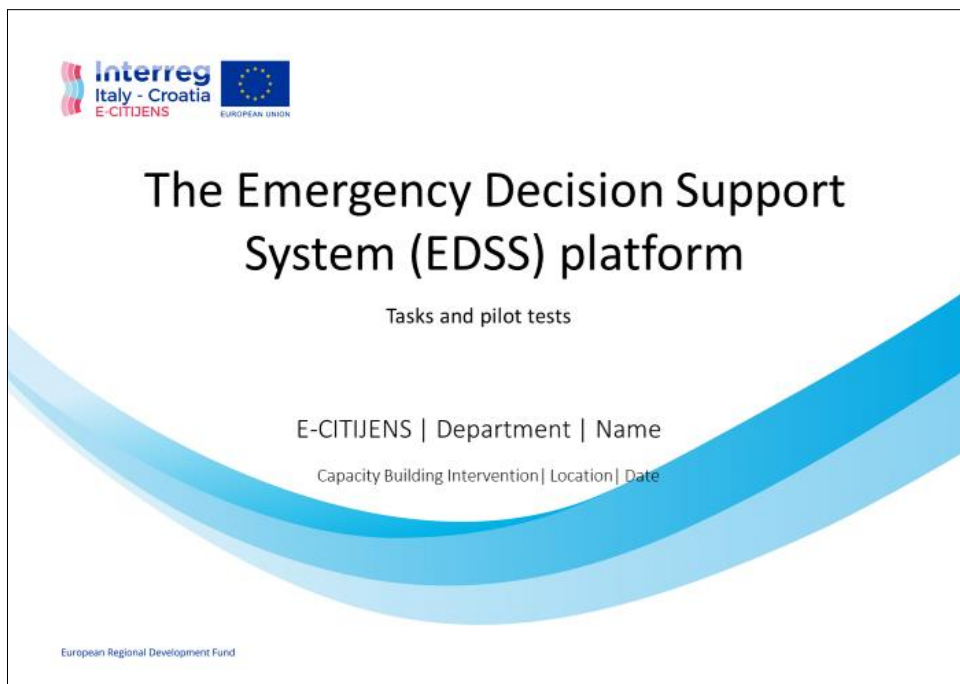
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Appendix 3 - “The EDSS platform – tasks and pilot tests” PowerPoint presentation (to be completed)



The Emergency Decision Support System

Essential features

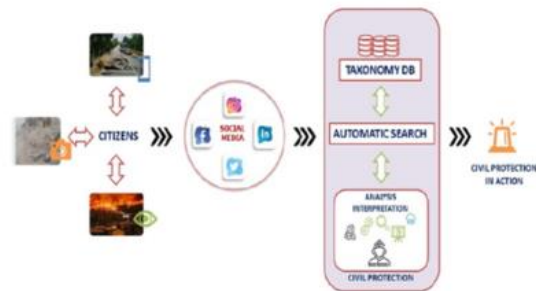


2

The EDSS functions

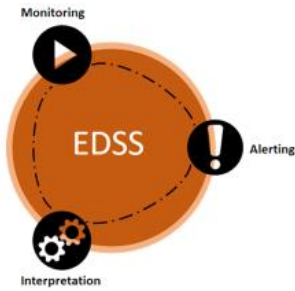
The EDSS system allows Civil Protection authorities to

- activate real-time communication channels between institutions and citizens
- integrate emergency data with those voluntarily supplied by citizens via social media
- predict geophysical factors influencing people and their properties
- coordinate emergency interventions



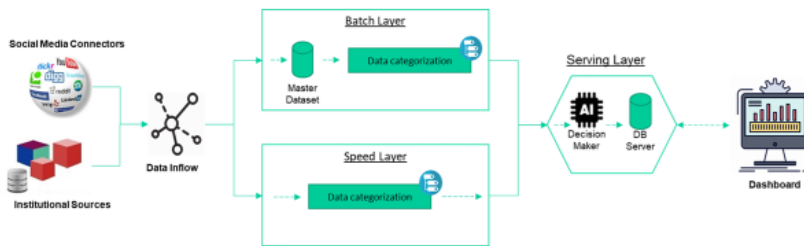
3

The EDSS requirements



- **Monitoring:** real-time tools analyze data coming from institutional sources and extracted from social networks
- **Interpretation:** the extracted data are normalized and analyzed to identify the actions to be performed to handle the critical event
- **Alerting:** the engine outputs analysis results in a reasonable time to make immediate the initiatives that must be undertaken

The EDSS infrastructure - overview

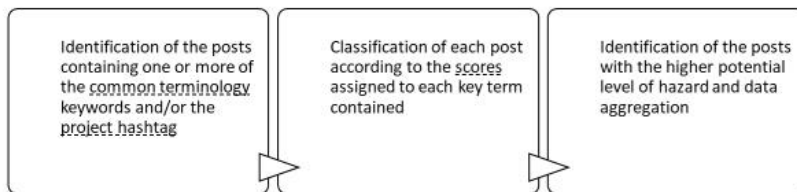


Main features

- Real-time data processing system for data extraction, normalization and analysis
- DB Server to store and access data relevant for the emergency processed
- Application server to host the monitoring dashboard with cartographic support

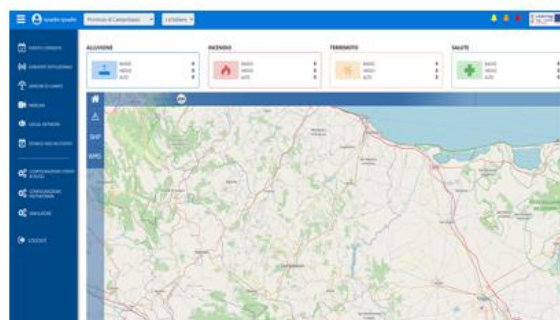
The Civil Protection model beyond the EDSS

The main steps required to allow the EDSS platform to select and analyse relevant social media posts that can provide additional real-time data regarding potential or ongoing emergencies are here briefly summarised



The platform usage

The EDSS developed will be easily accessible by the Civil Protection users through the dashboard



The “social media” alerts

The designed platform is able to provide to the CP operators additional alerts based on the information collected through social media

The system also allows the user to see each of the post that have contributed to the alert generation



This information is to be compared with institutional data



Pilot tests

Deployment and results

The EDSS pilot deployment

- Pilot deployment aims at carrying out a period of parallel running of the platform at to ensure its right functionality with practical feedback
- The EDSS has been tested in the partner territories on a specially designed web page aiming at proactively involve a total of n° 1200 children and school-age youths and 3600 adult citizens per each territory
- The common approach followed takes into account diversification of pilot sites and proposes common capitalised solutions

Project partners involved: Molise Region, Split and Dalmatia County, Veneto Region, Pescara Municipality, Zadar County Rural Development Agency, City of Dubrovnik



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The pilot test step by step

1) The pilot participants were asked to insert in the system their sex, age and role in society

2) The description of a simulated emergency event was assigned and presented by the system to each participant



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The pilot test step by step

3) The participants were asked to select the social media platform they would use in case of emergency



4) Each participant was asked to react to the description of the simulated event writing a social media post



The simulated emergency events

- Each project partner participating in the simulation had designed three event scenarios per risk typology representing three different levels of severity (low, medium, high)
- The description of a random simulated emergency event was proposed to each participant

Example of an event description (seismic risk, high severity):

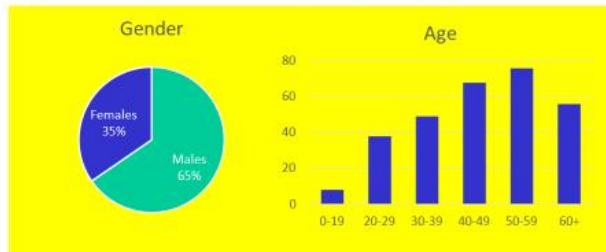
"What is going on? I feel a strong tremor on the floor, the lamp moves and some small vases fall from a bookcase. In my house, a modern building, a crack runs all over the wall, parallel to the ceiling.

Where am I? I am at home, on the first floor of a modern building of five floors.

What can I see/hear? When the earth tremor stops, I go out in the street, where there are many people. Some chimneys are on the ground. People are scared in the middle of the street, avoiding staying close to the houses. A cloud of dust is scattering, and I can see a collapsed wall of the abandoned house, down the street."

Pilot test deployed by PPx

- Testing period: xxx
- Number of simulations: xxx
- General information on the sample of participants



To be taken from deliverables of activity 4.4!

Left-click on each graph, select "Edit Data" and insert the numbers regarding your simulations

The scenarios proposed - PPx

Description of the scenarios designed

- xxx

Example

xxx

To be taken from deliverables of activity 4.4!

PPx pilot deployment - Conclusions





- **xxx** Report here all the final considerations regarding your tests

To be taken from deliverables of activity 4.4!

Thanks for your attention
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CONTACTS

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Appendix 4 - Online survey structure

Title: Survey – Project E-CITIJENS

Section 1

Title: Personal information

Description: In this first part of the survey, we ask you to provide information about yourself and your role (only for statistical purposes)

- 1) How long have you been working in emergency management field?
- 2) How would you describe your computer and social media skills? (poor, good, excellent).
- 3) Indicate in which of the project areas you are currently operating (Molise Region, Split and Dalmatia County, Veneto Region, Pescara Municipality, Zadar County, City of Dubrovnik).
- 4) Specify your affiliation.
- 5) Specify your role and briefly describe your involvement with Civil Protection activities.

Section 2

Title: Social media and emergency management

- 1) Do you consider social media a trustworthy source of data for emergency management? (Yes/No/ I do not know).
- 2) Please articulate your personal opinion on using social media data for emergency management.
- 3) In your region, are social media already used for Civil Protection purposes? (Yes/No/ I do not know)
- 4) If present, can you list projects and activities in your area aimed at improving communication in case of emergencies?

Section 3

Title: The Project E-CITIJENS

- 1) Do you think that the results obtained during the project can improve the overall capacity of Civil Protection to cope with emergencies in your area? (Yes/No/ I do not know)
- 2) In your opinion, which are the strongest points of the project? Please, articulate.
- 3) In your opinion, which are the weaker points of the project? Please, articulate.
- 4) In your opinion, which risk typologies that were not addressed during the project are worth to be added?

Section 4

Title: The Emergency Decision Support System (EDSS) platform

- 1) Do you see the EDSS platform designed during the project as an innovative tool? (Yes/No, I do not know)
- 2) Do you think the platform has a clear structure and is straightforward to use? (Yes/No, I do not know)
- 3) In your opinion, which platform elements could be further implemented? Please, articulate.

Section 5

Title: CP legislation

- 4) Concerning the CP legislation in your country, which are in your opinion the main aspects that need to be enhanced? Please, articulate.
- 5) Concerning the CP legislation in your region, which are in your opinion the main aspects that need to be enhanced? Please, articulate.
- 6) Which are in your opinion the principal elements to be revised in order to favour an effective cross-border cooperation between Italy and Croatia? Please, articulate.

Section 6

Title: Final comments

- 1) You can leave here your comments and suggestions regarding the project results and their possible applications

The QR code to access the English version of the survey is reported in Figure 1.



Figure 1