Pilot Deployment

Final Version of 26/September/2022

Deliverable Number D.4.3.1.

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	4
Work Package Title	Development, testing and release of "Social media based" Emergency Decision Support System platform
Activity Number	4.3.
Activity Title	Pilot Projects deployment
Partner in Charge	PP 2 Veneto Region
Partners involved	LP, PP1, PP2, PP6, PP8, PP10;
Status	Final
Distribution	Public

Summary

List of abbreviations and terms

(if applicable)

LP Lead Partner

PP Project Partner

AF Application Form

WP Work Package

Description of the activity 4.3

Pilot deployment aims at carrying out a period of parallel running of the platform at both CFCs and CP chain of command regional and local sites to ensure its right functionality with practical feedback. To this end, LP, PP1, PP2, PP6, PP8 and PP9 will activate a Training Campaign to train CP operators and volunteers in operating the EDSS platform and an Awareness Raise campaign (WP2) to citizens to point out their role as "active sensor" of emergencies. Pilot deployment will test the platform and the degree of compatibility of its operational modes with in use at present ones, running it in parallel with in use emergency systems and performing exercises/simulations related to emergency event scenarios (such as flood, earthquake, fire, oil spill, industrial and marine incidents, etc..) to which the citizens, along with volunteer CPs and operators, will actively participate. Periodic feedbacks will be used to tune the EDSS Platform's functionality and to correct prospective bugs.

Activity deliverables

n° 6 Pilot Deployment. It will drive n° 6 pilot deployments in the partner territories, aiming at directly proactively involving a total of n° 400 Children and school-age youths and 1200 Adult citizens per each territory (territory as a synonymous of Country). The common approach followed takes into account diversification of pilot sites and proposes common capitalized solutions

How the Pilot works: a short example of the online activity
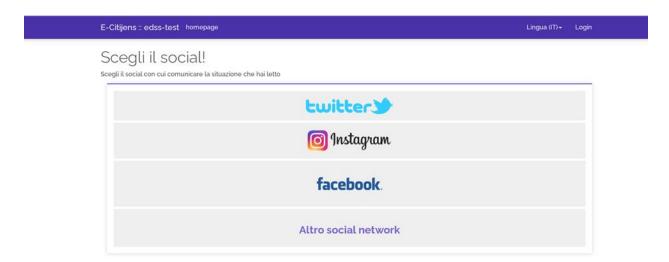
www.edss-test.com/veneto

In the first page please insert your data: sex, age group, role.

Your data will not be disclosed and they will be treated in a totally anonymous way.
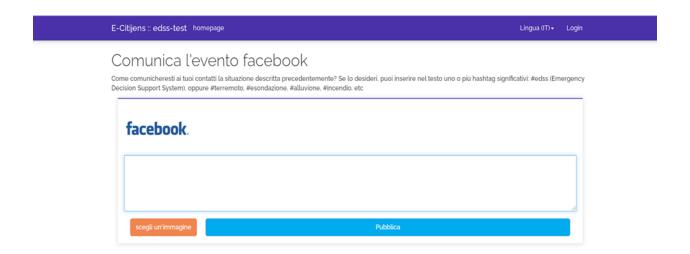

In this page you are assigned to a use case where an emergency is simulated. There is a clear explanation of what is happening, what you see and where you are.
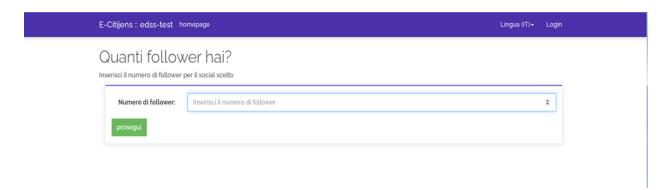
Here you can choose the Social media you would use to report the emergency. You will press the last bottom if you use another Social network.
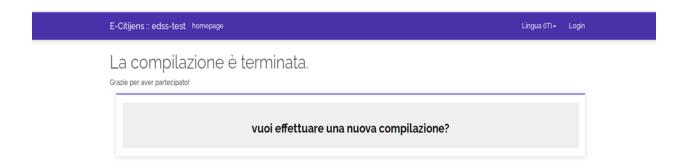

In this page you have to image how you'd write a post during an emergency. It is just a simulation and this post will not published in your real Social profile

In this page you have to write the number of your followers.

Test is finished and you can choose to do it again.

Test's duration

The test phase started in November 2021 and ended in May 2022. Some PPs finished before, when they joined the target number indicated by the AF.
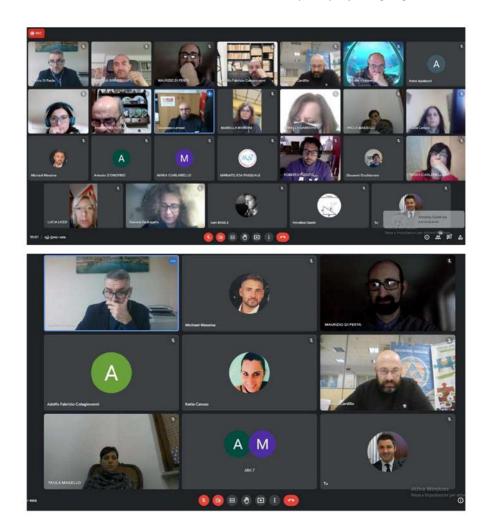
Partners' activities

The experience of Molise Region, Veneto Region, Split and Dalmatia County, Pescara Municipality and City of Dubrovnik.

LP MOLISE REGION

LP has created an agreement with the regional school office (USR MOLISE) to spread the culture of civil protection in schools and to stimulate the conscious use of social media.

The first activity carried out with the signing of the agreement with the USR Molise was the training of about 50 teachers for the dissemination of the pilot project (google meet - 1.2.2022)

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It also sent a description of the pilot activity to the entire regional civil protection system and tried to involve as many people as possible, young people and adults, according to the target number decided during an SC with the other Partners.

The letter was sent to:

-        Municipalities of the Region

- Public bodies of the Region

- Voluntary Associations of Civil Protection

- National Department of Civil Protection

- All the Staff of the Civil Protection Service of the Molise Region

PP1 SPIT AND DALMATIA COUNTY

Pilot deployment activity was interesting feature that focused on two objectives. First was raising awareness for people to use social networks to share info on emergency and second was to test EDSS platform. A lot of work has been done in sharing invitation to focus groups (schools, emergency services, NGO's, general public) that needed continuous reminder to end users. Precise instructions were provided that facilitated fulfillment of scenarios.

PP1 suggests to use more scenario that are typical for this region that attract attention of people to share info on social media that are of relevance to emergency services like maritime accident, heavy rainfalls, etc.

PP1 suggest, also, that for future similar pilot deployment to use education material (like short video to educate people how to use social media in emergencies).

The invitation to participate to this Pilot phase was sent to:

- All the Students of the County;

- Volunteers of the voluntary Associations of the County;

- Volunteers to all the Associations related to Civil Protection;

PP2 VENETO REGION

PP2 realized a brochure to promote this activity and it tried to involve as many people, young and adult as possible, according to the target number decided during a SC with the other Partners.

The brochure was sent to:

- All the Students of Veneto Region, thanks to a collaboration with the Regional School Office for Veneto;

- Students of the IUAV University;

-        Students of Catholic University of Sacred Heart;

-        Volunteers of the voluntary Associations of the whole Region;

-        All the Staff of the Civil Protection Department of Veneto Region;

-        Friends;

PP6 PESCARA MUNICIPALITY

During on line events as work café and info-days to promote and disseminate E-Citijens activities, PP6 presented the Pilot, in particular showing each step of the participatory process and sharing the dedicated web page link.

During each event participants as citizens, students, volunteers and civil protection operators were invited to click directly on the link to take part of the testing activities.

PP8 AGGRA

In order to achieve target numbers within this activity, AGRRA collaborated actively with an external expert. Pilot deployment had two main objectives – first one is to raise awareness, especially targeting group in the age from 10-19 years, and the second is to test EDSS platform and its functionalities. Dissemination activities related to the pilot deployment were mostly related to sending invitation and concise instructions to the end users that needed to be involved. Also, AGRRA presented the Pilot deployment during Work Cafe organized in November, 2021 and it was also an opportunity to present the EDSS platfrom as well.

Invitations to participate in Pilot Deployment and to test EDSS platform were sent to:

-        Elementary schools,

-        High schools;

-        Universities;

-        Firefighter brigades;

-        NGOs;

-        Civil protection department of City of Zadar;

-        Croatian mountain rescue service;

- Friends.

Finally, AGRRA managed to achieve the target numbers involving around 1958 participants. However, suggestion for future similar pilot deployment is to be realistic with the numbers (they should be in correlation with the number of habitants) and to carry out this kind of activity over a longer period of time.

PP10 CITY OF DUBROVNIK

PP10 send invitation to 8 high schools, University of Dubrovnik and to all civil protection units. Also, civil protection units were in charge to send invitation to all staff members, friends and citizens to participate in this activity and it tried to involve 400 school kids and 1200 adults.

The entire process of filling out this anonymous survey was explained in 5 steps and survey didn't take no more than two minutes.

Five steps:

1. Sex, age, and role of the applicant.

2. Reading the description of the situation (fire, earthquake, flood)

3. Choosing a social network: Twitter, Instagram, Facebook or other.

4. Post – text description + hashtag + picture that best represents the read situation.

5. Enter the approximate number of followers on the selected social network.

6. The end (with the possibility of repetition with another situation)

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. Still, social networks as Facebook, Twitter and Instagram were stated as used the most during the Pilot. 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. It was seen that civil protection experts and are more familiar with the need for clear and detailed information concerning the incidents and added value. On the other hand, students used or simple, one hashtag or very long messages describing the situation that was happening during their case in the Pilot. Generally positive feedback from the participants. At the beginning all wanted to know if the publications on the social media would be really published or if it is just a test and everything is ˝a game˝.

Pilot Deployment Beginning: 9/12/2021 End: 24/3/2022

Partner's simulations and drills

PP6 MUNICIPALITY OF PESCARA

The municipality of Pescara organised a fire simulation during the two-days workshop (23-24 June 2022), during which evidence was given of the timely functioning of the platform and related devices.

The thermal imaging camera promptly detected the fire start and generated the alert on the platform, as shown in the following images:
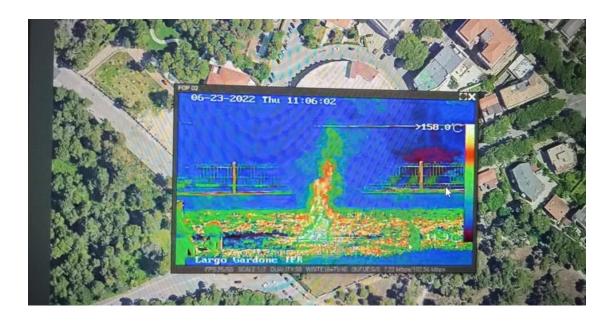
Firemen preparatory activities
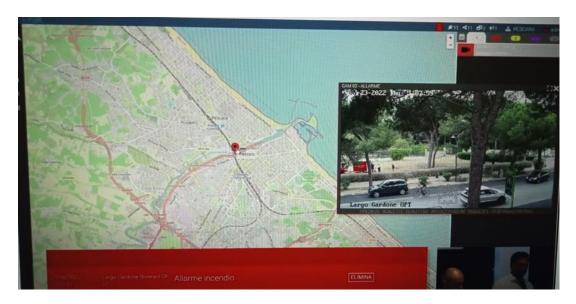
Thermal optical camera:

Real time simulation processing:

Real time evidence on the EDSS Platform:

PP1 SPLIT AND DALMATIA COUNTY

Evacuation exercise Primary - School 'Kamen-Šine Split', 12.05.2022

Earthquake of magnitude 6.1 - Trilj 23rd June 2022

PP10 CITY OF DUBROVNIK

Field rescue Exercise at sea, 21.6.2022

Finally, a dam was made to keep the oil from spilling out, and so we completed all those scenarios in one exercise.

Simulation on Lopus Island 11.11.2021

Training campaign for operators and volunteers

Within the E-Citijens project, three separate sessions aimed at illustrating the platform's behaviour and training its operators.

1.   FIRST SESSION – NOVEMBER 2021

The first training session was aimed at all project partners and involved the use of the EDSS system by Beta 80. It was delivered in two editions, one in Italian and one in English.

The editions took place respectively on 2021/11/24 09-30 12-30 (morning) and 14.30 - 17.00 (afternoon) in Italian and 2021/11/25 09-30 12-30 (morning) and 14.30 - 17.00 (afternoon) in English.

In both editions the training was provided remotely with the help of Microsoft Teams and was used the environment accessible at https://e-citijens.eu/account/login on which the tenant of the province of Campobasso was used.

The training was organized in four stages organized as follows:

• Stage 1 – The possible uses of social media in the context of emergency

The training provided a historical overview of the use of social media and the possibilities that technology can offer.

• Stage 2 –EDSS Overview

The training provided a theoretical overview of the functioning of the EDSS system focusing on the classification algorithm used. The platform was then illustrated and the operating mode of use explained. The training also had a practical part in which participants had the opportunity to access the system and become familiar with the system.

• Stage 3 – Simulation

The training was dedicated to verifying the functioning of the message classification algorithm and the introduction of the simulation concept. Some simulations were presented and the results verified. The training also had a practical part in which participants had the opportunity to access the system and enter their simulations.

• Stage 4 – Mass simulation

The formative moment was dedicated to verify the criteria of aggregation of messages and the need to make massive simulations. Examples of massive loading were presented. There was also a hands-on session where users did massive simulations to see how the system reacted and how messages were classified.

2. SECOND SESSION – JUNE 2022

The second training session aimed at all project partners and related to the use of the EDSS system was provided jointly by Beta 80 and GoInfoTeam. Also in this case two editions were held, one in Italian and one in English.

The editions were held on 2022/06/09 09-15 12-45 in Italian and 2022/06/09 14-00 17-30 in English.

In both editions the training was provided remotely with the help of Microsoft Teams and was used the environment accessible at https://e-citijens.eu/account/login on which the tenant of the province of Campobasso was used.

The formation was divided into four formative moments organized as follows:

• Stage 1 – System Overview

The training provided an overview of the system, retracing its main features.

• Stage 2 – Practical Tests with social media

The training was dedicated to illustrate and verify the functioning of the components that collect data from social channels illustrating the principles of operation.

The formative moment also had a practical part in which messages were posted on social channels twitter and facebook and it was followed by the processing by the system.

• Stage 3 – Connection of institutional sources

The training was dedicated to illustrate and verify the functioning of the components that collect data from institutional sources (INGV) illustrating the principles of operation and to follow the processing by the system.

• Stage 4 – Other tools

The training moment was dedicated to illustrate the behavior of the additional features released such as the collaborative mode between tenants, the chat between tenants, the configuration of the connectors, the configuration of the data aggregation algorithm.

3. THIRD SESSION – JUNE 2022

The third training session aimed at the Civil Protection lead partner of the Molise region and related to the use of the EDSS system as a whole was provided by Beta 80. In this case it was a single session in Italian held on 2022/06/27 09:00-14:00.

The training was provided remotely with the help of Microsoft Teams and was used the environment accessible at https://e-citijens.eu/account/login on which the tenant of the province of Campobasso was used.

• Stage 1 – System Overview

The training provided an overview of the system, retracing its main features.

•   Stage 2 – Data sources

The training was dedicated to illustrate and verify the functioning of the components that collect data from various sources, be they social channels or traditional sensors illustrating the principles of operation.

•   Stage 3 – Simulation

The training was dedicated to illustrate and verify the functioning of the components that collect and analyze the data taken from the various sources. To this end, sample messages have been posted on social twitter and facebook. We also focused on the analysis of the results obtained and their representation within the system.

•   Stage 4 – Other tools

The training moment was dedicated to illustrate the behavior of the additional features released such as the simulator, the collaborative mode and the chat between tenants, the configuration of the data aggregation algorithm.

Conclusions

The activity 4.3 has been usefull for the project's aim because thanks to this pilot phase, the Consortium has had the possibility to test the platform and the degree of compatibility of its operational modes.

Pilot test helped to fix the platform's function and it has been extremely important even to test the citizent's awareness on their active role during an emergency thorugh their post in the Social Channels.

From a sociological analysis of the people's post, it is clear that people must be educated on how to write effective post during an emergency. The need to educate citizens and students in the conscious use of social media during emergencies is emerged. The messages produced are in most cases ineffective or even alarming. In general, there are very few effective messages.

Although there is an attempt to construct useful information, even with the inclusion of #hashtags, the key elements such as place and time are still missing and this underlines a further lack of awareness of the media reach of social networks.

In other words it is important a digital and civic-minded education and Civic protection Organization should organize courses to train our community.