

# Civil Protection Adoption Plan

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STATE OFFICE FOR EUROPEAN INTEGRATION  
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AGRR



GRAD BERGOVINE  
CITY OF BERGOVINE

<b>Project Acronym</b>	E-CITIJENS
<b>Project ID Number</b>	10044361
<b>Project Title</b>	Civil Protection Emergency DSS based on CITIzen Journalism to ENhance Safety of Adriatic Basin
<b>Priority Axis</b>	2
<b>Specific objective</b>	2.2
<b>Work Package Number</b>	5.3.
<b>Work Package Title</b>	Release of EDSS Platform and Transfer of Emergency Services Regulatory Framework
<b>Activity Number</b>	3
<b>Activity Title</b>	Development of adoption plan of EDSS Platform & related Civil Protection legislation
<b>Partner in Charge</b>	PP1 – Split-Dalmatia County
<b>Partners involved</b>	LP, PP1, PP2, PP6, PP8 & PP10
<b>Status</b>	Final
<b>Distribution</b>	Public

## Summary

1. Introduction.....	3
2. Emergency Service Regulatory Framework.....	4
3. Partners suggestions for implementation.....	6
4. Conclusion.....	9

## 1. Introduction

Civil protection system that are established in Croatia and Italy at national, regional and local level, is primarily based on risks such as earthquakes, forest fires, floods, landslides. In Croatia and in Italy, civil protection authorities such as the national government, counties, cities, and municipalities are responsible for establishing a civil protection system within their jurisdiction and for establishing and operating a civil protection headquarters in case of emergency. Each headquarter must make strategic decisions about the mobilization of response forces (firefighters, medical teams, police, mountain rescue, civil protection units) in the first hours of the emergency response and therefore needs information from the emergency area to determine priorities and the number of resources needed to save lives, protect property, and the environment. At the regional level, this information is usually collected by operations centres such as the 112 centre or the fire brigade centre and forwarded to the respective civil protection headquarter. Considering the new technology available in the EDSS platform, the civil protection system needs to be flexible to ensure the implementation of EDSS in the system.

### 1.1. Project Info

In last year's much had been done to increase safety and resilience of Croatian and Italian Adriatic Basin, in other words, to decrease exposure of coastal and internal ecosystems and population to the impact of hazards and increase their ability to resist, absorb, accommodate to and recover from their effects in a timely and efficient manner. But evidence show that both countries' safety and resilience level remain below expectation and only a more effective crossborder cooperation between both regional and national administrations in enhancing monitoring and civil protection measures shall increase resilience. E-CITIJENS approaches the above challenges and opportunities by making available to civil protection operational forces (firefighters, Red Cross, coast guard, police, mountain rescue, etc.) an efficient system to protect people and their properties, coordinate the emergency interventions, activate communication channels between institutions and citizens to integrate emergency data with those supplied by citizens via social media. E-CITIJENS objective is to increase the safety of the Croatian and Italian Adriatic basin natural and man-made disaster by the improvement of monitoring and civil protection measures, harnessing the characteristics of the social media network to significantly enhance Civil Protection's capacity in reducing disaster risk. The main goal of the E-CITIJENS project is to develop an innovative transnational decision support system (EDSS) able to integrate, in case of emergency, the data already available from traditional early warning systems with data provided by citizens through social media.

### 1.2. EDSS platform info

The EDSS platform will add new value to civil protection decision makers by collecting primary information from people near the emergency site with general information about the scale and impact of the emergency. EDSS will process input data from social media together with data from institutional sources to obtain as output an assessment/alert that can support civil protection authorities in coping with emergencies. EDSS platform is able to select relevant information primarily from social media,

validate it and effectively use it in the emergency management process. Main output will be to effectively use relevant information retrieved from social media for emergency management. Data from institutional sources will be collected and processed continuously by civil protection and competent authorities according to the protocols and risk grading scaled defined in Italy and Croatia. Both countries have well-structured criteria to define risk scenarios for civil protection system, and they have adopted indicators and parameters to define emergency severity scales to activate civil protection prevention, warning and rescue measures where EDSS will support decision making process in case of emergency. The EDSS platform primarily aims to identify and analyze relevant social media posts that can provide to civil protection authorities additional real-time data regarding potential or ongoing emergencies in a selected geographical area.

### 1.3. Purpose and objectives of Civil Protection Adoption Plan

The Civil Protection Adoption Plan aims 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. This document is not binding for project partners but can facilitate the inclusion of the EDSS platform as one of the tools in support of decision-making process in emergency situations. It is also necessary to keep in mind education programs for citizens, as active sensors, and present proposals on how to improve the use of social networks to raise awareness of clarity about the proactive exchange of information in major accidents and disasters.

## 2. Emergency Service Regulatory Framework

The ESR Framework emphasized the importance of involving citizens in the function of "active sensors" in gathering information about the emergency event by using social networks. This proactivity of citizens and the recognition of information about the emergency event itself, which includes photos or videos with GPS data using social networks that can be selectively collected through the EDSS platform to support decision-making in emergency situations. Such a possibility that citizens in the function of "active sensors" can contribute to more successful management of emergencies should be recognized by the citizens themselves as one of the possibilities of using social networks to provide additional general information about the emergency in real time.

Also, no less important, more such information about the threat or event is a broader basis that allows a more active role of civil protection headquarters at all levels for coordination of responding to an emergency event through more efficient use of operational civil protection forces. Although very generic, this can be an incentive for citizens to participate in collecting and sharing general information on the scale and consequences of such emergency events with the use of social networks and the possibility of their selective use through the EDSS platform, especially:

- encouraging citizens to actively use social networks in collecting and providing general information (location of the emergency event - GPS data, date and time, photo and/or video) about emergencies or threats
- establishment of the EDSS platform as a tool and an integral part of the information system in the operational-communication centers of emergency services in order to use (receive and process) information sent by citizens to social networks in order to support decision-making process in emergencies
- ensuring the visibility and importance of this specific use of social networks by sending appropriate promotional messages to the interested public in order to raise awareness and importance of their participation and contribution through the use of social networks as support in the decision-making system
- continuous education or training of the younger population (school-age children) for the use of social networks by recognizing the importance of posting credible information about possible threats or emergencies on social networks
- linking emergency operations communication centers and early warning systems at the regional (and local) level to support the decision-making process and their better coordination in operational actions to eliminate threats or consequences
- providing initiative for enhancing cross-border cooperation between Italy and Croatia through the exchange of important information on threats and disasters at the regional/national level and consequently increasing the impact on mitigation.

In order to successfully implement the objectives of this project, recognizing its importance by citizens as well as by decision makers in emergency situations, the implementation of further activities and tasks should be focused on the amendments to planning documents in the segment of defining proposals related to the role of operational and communication centers with the establishment of protocols for receiving and exchanging information between the Republic of Croatia and the Italian Republic, putting in place agreements between the two countries on cooperation in the field of civil protection, through the section of the EDSS platform that allows you to cooperate and exchange information, share scenarios for remote support, as a Crossborder Functional Center would do.

### 3. Partners suggestions for implementation

Emergency Services Regulatory Framework identified the current situation regarding the civil protection system and provided recommendations and guidelines for the inclusion of EDSS in the civil protection system of the project partners. ESR Framework included basic requirements, a strategic review, an analysis of the current situation at partner level, as well as recommendations in six key areas (legislation, plans and procedures, operational centers, early warning systems, training and exercises and a cross-border functional center). E-CITIJENS was implemented by 10 project partners where each of those 6 partners are administrative units in Italy and Croatia dealing with civil protection activities. Every of those 6 partners identified guidelines and proposals for implementation of EDSS platform as the main project outcome:

#### 3.1. Molise Region

- Training of Operations Room Operators for the advanced use of the EDSS Platform.
- Updating of the Operating Procedures of the Operations Room with the inclusion of the EDSS platform for the creation of the event scenario thanks to adoption of Molise Region regional council.
- Protocol of collaboration with the Regional School Office of Molise for the training of the new generations in the conscious use of social media and creation of the network of Security Ambassadors, students who with their posts addressed to the platform #EDSS can collaborate in the creation of the event scenario.

#### 3.2. Veneto Region

- Civil Protection Planning - Veneto Region Civil Protection would spread the deliverable of this project to Politicians and Stakeholders, indicating the EDSS Platform as an additional operational resource during emergency events.
- Inclusion in the civil protection education program - to raise people awareness in their role of active sensors during an emergency is an important goal of our training program. People often do not know how to write correct messages on their social profile, and they often risk to create more panic. In our education program we desire to give people the right tools on how to write a correct post. The booklet we have realized thanks to this project, titled "Communication in Emergency" will be shared between students, civil protection associations and volunteers to learn how to write an efficient post. If people are responsible and aware of the importance of their role, they surely can give their contribution to the decision-making process during an emergency event.

#### 3.3. Pescara Municipality

- Civil Protection Planning- The Emergency Plan of the municipality of Pescara should be revised in the implementation of measures and activities for collecting real information from the field through the inclusion of the EDSS platform as one of the sources of information.

- Identification of operational centers for EDSS implementation - Create conditions for the upgrade of existing information systems in operational and communication centers in both the Abruzzo Region and the municipality of Pescara for the establishment of the EDSS platform. In the light of the current legislative framework (specifically, Regional Law No. 46/2019), the Abruzzo Functional Center and the Regional Operations Room might equip themselves with the EDSS platform in order to integrate and process data from institutional sources with data collected from citizens through social media.
- Implementation of citizen participation through legislation - Pursuant to Article 31 of the Legislative Decree no. 1/2018 ("Civil protection code"), the Abruzzo Region may regulate additional forms of participation of citizens on an occasional basis in rescue activities. Considering that in Abruzzo a new regional law on civil protection will be drafted in the following months, this new law may provide a valuable opportunity to incorporate additional forms of occasional participation of citizens in civil protection, such as that directly related to the E-Citizens project.
- Inclusion in the civil protection education program - Education programs should be primarily aimed at employees of operational and communication centers as users of the platform and citizens as "active sensors" in emergency events with an emphasis on children of primary and high school age. Continuous education of all participants in the civil protection system and raising awareness of citizens about their contribution to the decision-making process will certainly contribute to increasing their security and putting citizens in the function of "active sensors".

#### 3.4. Zadar County

- Civil Protection Planning - The Civil Protection Operational Plan of the Zadar County should include EDSS platform as one of the sources of information. Civil Protection Operational Plan of the Zadar County should be revised to include EDSS platform.
- Operational centers for EDSS implementation - Operational and communication centers in the Zadar County where EDSS platform could have practical implementation are Police Operational-Communication Center (192), the County Fire Operational Center (193), the Emergency Medical Aid Operational-Communication Center (194) and the County Center 112, as well as the Port Authorities of Zadar.
- EDSS platform can be useful tool that could facilitate the work of emergency services.

#### 3.5. City of Dubrovnik

- Civil Protection Planning – The Civil Protection Operational Plan of the City of Dubrovnik should be revised in the implementation of measures and activities for collecting real information from the field through the inclusion of the EDSS platform as one of the sources of information.
- Identification of operational centers for EDSS implementation - The City of Dubrovnik uses a video surveillance system of forest and other fires as well as surveillance services in times of greatest danger for fires and seismographs to measure important data related to the earthquake. It also has a traffic camera traffic monitoring system. The goal is to integrate every feature into the EDSS platform.



- Identification of early warning systems to be available in the EDSS - First of all, through the planning documentation of the civil protection system of the City of Dubrovnik, it is necessary to introduce the option of introducing the EDSS platform and, after achieving administrative and technical conditions, implement it in the information system of the Civil Protection Civil Forces of the City of Dubrovnik.
- Inclusion in the civil protection education program - The goal is to inform and educate the entire population about what the City of Dubrovnik is doing through the Major Accident Risk Assessment, the Civil Protection Action Plan, and public publications. Expand citizens' awareness by introducing opportunities such as the EDSS platform.

### 3.6. Split-Dalmatia County

- Civil Protection Planning- The Civil Protection Operational Plan of the Split-Dalmatia County should be revised in the implementation of measures and activities for collecting real information from the field through the inclusion of the EDSS platform as one of the sources of information.
- Identification of operational centers for EDSS implementation - Create conditions for the upgrade of existing information systems in operational and communication centers in the Split-Dalmatia County for the establishment of the EDSS platform. This applies to the Police Operational-Communication Center (192), the County Fire Operational Center (193), the Emergency Medical Aid Operational-Communication Center (194) and the County Center 112, as well as the Port Authorities of Split.
- Identification of early warning systems to be available in the EDSS (connection proposal) - Existing early warning systems for monitoring the level of water in watercourses (floods risk), video surveillance system of forest areas (open space fire), maritime traffic surveillance system, traffic camera monitoring system and other events in major urban areas and the system monitoring the meteorological situation (weather forecast).
- Inclusion in the civil protection education program - Education programs should be primarily aimed at employees of operational and communication centers as users of the platform and citizens as "active sensors" in emergency events with an emphasis on children of primary and high school age. Continuous education of all participants in the civil protection system and raising awareness of citizens about their contribution to the decision-making process will certainly contribute to increasing their security and putting citizens in the function of "active sensors".

## 4. Conclusion

It is necessary to emphasize the obligation to create optimal conditions for the use of general information thus obtained and shared by citizens on social networks regarding the development of protocols (procedures) for processing and subsequent sharing of information collected and their use in decision-making by relevant headquarters.


Early warning systems are one of the components of civil protection action plans so that all information related to a possible threat, or the initial stage of an emergency is an important factor in activating the civil protection system and responding to a threat or emergency resulting in mitigation, shortening the response time of operational forces of the civil protection system which ultimately results in savings in terms of financial resources.

EDSS platform could provide relevant information to operational centre in order to have better understanding on the emergency situation and in this respect to make better decisions to activate appropriate civil protection operation forces to save life, property and environment.

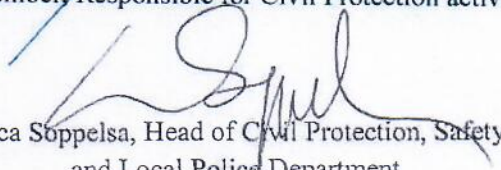
Project E-CITIJENS provided a platform for cooperation among project partners to complete all project activities and it is necessary to continue to use project results in their further activities in the civil protection system.

*Signatories*


Molise Region

  
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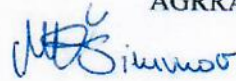
  
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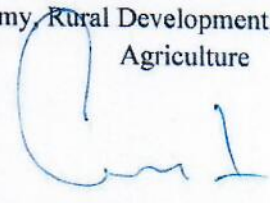
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