



Mobile Applications for  
Emergency Response and  
Support

MAPPERS



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## Interview report – 08.12.2014

This report is only meant for internal use. The data collected are to be solely used for the purpose of research and for the definition of future project actions in the area of intervention of FHFRS.

Interviewer: *Simone Frigerio, CNR*

Interviewee: *Kim Lintrup, FHFRS*

Aim of the interview: definition of pilot groups, identification of outreach capacity, identification of relevant incentives for the context of piloting

### 1) Pilot area: what risks for Frederikssund? What is the sector for which the proposed application could be of relevance?

Floods are a serious reason of disaster in Frederikssund and Halsnæs area. Sea level in last years improves frequently during severe storms, providing huge damages. The evidence of a serious climate change is visible in Denmark. Danish Emergency Management Agency improved effort on defence and prevention techniques at national and local level. Authorities like FHFRS are now first actors in this issue, and responsibilities require direct field actions on prevention, support and awareness, including local inhabitants. MAppERS can enter as important solution filling the gap between territorial activities and population.

Piloting can be tested in both cases of prevention and emergency, in pre-alarm and alarm periods. The pilot area could be all Frederikssund area (tested in a smaller scenario), with over 382 square kilometres and 130 km cost line. Several difficulties are often involving family too far from central command office or local command post. The lack could be covered with new tools for dissemination and active participation.

### 2) Pilot groups: what is your outreach capacity both in terms of volunteers and citizens?

The area includes approximately 76.000 inhabitants, well spread around the area. FHFRS is the central command for emergency. A new administrative re-arrangement will probably merge agencies, but FHFRS will be again the local command for the territory. The government Fire and Rescue depending by Danish Emergency Management Agency has 5 places for management spread in the territory, but are at upper level in a top-up structure, so not directly available. The municipal Fire & Rescue Service depends on FHFRS with 332 places with full time, part time and volunteers. In detail 15 full-time employees, 100 part-time firefighters and 100 volunteer firefighters are located in the area. FHFRS has a central role, and they are directly linked with civil

population. The Fire Plans involved population, so a direct link can be easy-to-set and FHFRS has the central role (by specific internal office) to manage communication, publicity and sharing information with local communities.

\*(note of the interviewer: important nevertheless to draft an agreement between lead partner and FHFRS, in which FHFRS takes responsibility for the misuse of the phone and/or of the app that might be done by volunteers. Alternatively, if FHFRS does not agree, individual agreements have to be signed between lead partner and each volunteer participating in the pilot).

For what concerns citizens, there is a possibility to involve university students. Their incentive could be the possibility to be involved in the research and maybe use it as a case study for their research/thesis, or to have this activity recognized by their department as a “credit” for their course. FHFRS has already different students who make own bachelor, thesis or secondment period within the institute. That link is useful to involve several other components within the group.

3) University students only is a very selected and not representative sample of the population. It could be good to have 5-10 students maybe, but also to expand the sample by involving other target groups (families, retired people, schools, etc.). How could we best reach these groups in Frederikssund?

Families can be reached easily by asking neighbours, friends etc. (starting the snowball from the FHFRS personnel). Besides presenting their regular activities FHFRS could also present MAppERS and gather the contact of people potentially interested in training and testing of the app (especially with own internal communication office).

4) What incentives do you deem relevant for this context? How do you think citizens of Frederikssund could be encouraged to participate and also to commit for the whole time of the piloting?

They are local communities. The idea to involve them actively has to be presented as a specific and important role in their territory. The area is large, and distances with central command points can enlarge their interest to collaborate on FHFRS and improving their own preparedness. Smartphone can be presented as significantly improvement for dissemination.

\*(note of the interviewer: important to draft individual agreements that have to be signed between lead partner and each person participating in the pilot. This agreement should include responsibility clauses and conditions for use. E.g.: the tester can use the phone if : 1. It participates to preliminary training on the use of app; 2. Sends at least (n) information every (n) days; 3. Agrees to participate to a focus group or to fill in an evaluation questionnaire or to respond to an interview to give feedback to the lead partner ... etc. )