



**Mid-Term Meeting, Gorizia, April 8<sup>th</sup>, 2015**

**Date:** 09/04/2015

## MAppERS – Communication Strategy

Client : European Commission, DG-ECHO  
Contract number : ECHO/SUB/2013/661013  
Issue : 1.0  
Issue date : April 2015  
Status : Draft  
Control :  
Report Type : Report  
Project number : ECHO/SUB/2013/661013  
Document reference : Mid-Term Meeting  
Filename : MAppERS\_Report\_Template.docx  
Project manager : Simone Frigerio (CNR)

Distribution : *Name* *Organisation*  
EC, DG-ECHO

Prepared by : Alessandra Scruzzi (ISIG)

Reviewed by : Chiara Bianchizza (ISIG)

Approved by :

Authorised by :

## DOCUMENT STATUS SHEET

ISSUED BY:	CNR			DATE		09/04/2015
CONTRACTUAL:	YES ()	NO ()	CUSTOMER:	DG ECHO A/5	GRANT AGREEMENT N°:	ECHO/SUB/20 13/661013
DELIVERABLE NUMBER:						
:						
AUTHOR'S ABSTRACT:						
<p>The document reports all the activities planned and performed in the mid-term meeting in Gorizia between the Lead partner and project partners (The Research Team). The meeting revolved around the presentation of the smartphone Application developed within the Project, the Partners feedback on the latter and the engagement of coordinator and partners in a dialogue about the next steps to be taken.</p>						
Total Number of pages :		10		Number of Annexes:		0
Disk/File Identification :		MAppERS_Report_Midterm_Meeting.docx				
DISTRIBUTION						KEY WORDS
Internal			External			
Company	N.° Cop.	Name	Company	N.° Cop.	Name	
CNR	1	Simone Frigerio	EC	1	Hans Das	
			ISIG	1	Daniele Del Bianco	
			HELLB	1	Timo Hellenberg	
			EASS	1	Tarmo Kull	
			FHFRS	1	Kim Lintrup	
			HCRD	1	Simo Wecksten	

## Change Record

Issue	Revision	Date	Change Status	Origin
1	0		Consolidated draft awaiting for approval by Coordinator	
1	1		Updated for all comments	
1	2		Note and comments	

# TABLE OF CONTENTS

---

## Summary

<b>MAPPERS – COMMUNICATION STRATEGY .....</b>	<b>2</b>
<b>DOCUMENT STATUS SHEET .....</b>	<b>3</b>
<b>1. INTRODUCTION .....</b>	<b>8</b>
1.1 Participants .....	8
1.2 Agenda .....	8
<b>2. SESSION I – MAPPERS APPLICATION .....</b>	<b>9</b>
2.1 MAppERS Environment – The App framework .....	9
2.2 MAppERS Wireframes .....	10
2.2.1 Mappers-C .....	10
2.2.2 Mappers-V .....	11
2.3 Feedback on the MAppERS App .....	12
2.3.1 Feedback on Mappers-C .....	12
Table 1 – Feedback on C-Module .....	12
2.3.2 Feedback on Mappers-V .....	14
Table 2 – Feedback on V-Module .....	14
<b>3. SESSION II – PILOTING ORGANIZATION .....</b>	<b>15</b>
3.1 Organization of the Piloting .....	15
3.2 Privacy and ethical issues .....	16
<b>4. SESSION III – DISCUSSION FOR NEXT STEPS .....</b>	<b>17</b>
4.1 The EAB role and composition .....	17
4.2 The EAB involvement and the communication steps ahead .....	18
4.3 The Budget Reporting .....	19
<b>5. SESSION IV – CONCLUDING REMARKS AND FINAL ISSUES .....</b>	<b>20</b>
5.1 The Partner Area .....	20

<b>ANNEX 1: REGISTRATION SHEET .....</b>	<b>21</b>
<b>ANNEX 2: AGENDA OF THE MID-TERM MEETING .....</b>	<b>22</b>
<b>ANNEX 3: DRAFT OF THE CONSENT FORM.....</b>	<b>26</b>

## List of tables

---

Table 1 – Feedback on C-Module .....	12
Table 2 – Feedback on V-Module .....	14

## 1. Introduction

This report records and summarizes all the activities (presentations, feedback, testing and debates) of the MAppERS project Mid-Term Meeting, held in Gorizia (Italy) on April 8<sup>th</sup> 2015. The meeting was held at Institute of International Sociology of Gorizia (ISIG)'s premises, Via Mazzini 13, 34170, Gorizia (Italy).

CNR (the Coordinator) with ISIG support organized the meeting with all the other partners involved in the Project in order to present the MAppERS smartphone Application, organize the piloting and receive a preliminary feedback on the functioning and structure of the app from the members of the Research team and end users. All the partners managed to attend the meeting as displayed by the following list:

- (CO): Consiglio Nazionale Delle Ricerche (CNR)
- (AB1): Institute Of International Sociology Gorizia (ISIG)
- (AB2): Hellenberg International Oy (HELLB)
- (AB3): Estonian Academia Of Security Sciences (EASS)
- (AB4): Frederikssund-Halsnæs Fire - & Rescue Service (FHFRS)
- (AB5): Helsinki City Rescue Department (HCRD)

### 1.1 Participants

The meeting was attended by fourteen participants as listed below (please see Annex 1 for the complete and signed registration sheet):

- Alessandra Scruzzi, ISIG
- Barbara Zanucco, CNR
- Chiara Bianchizza, ISIG,
- Daniele Del Bianco, ISIG,
- Kim Lintrup, FHFRS,
- Luca Schenato, CNR,
- Luciana Cominotto, ISIG,
- Mara Bragagnolo, ISIG,
- Ronaldo Rosa, ISIG,
- Simone Frigerio, CNR,
- Tarmo Kull, EASS,
- Thomas Danholm, FHFRS,
- Timo Hellenberg, HI,
- Ville Estlander, HCRD,

### 1.2 Agenda

The meeting was mainly focused on the presentation by CNR of the MAppERs Application (from now on "MP-APP") and on the delivery by CNR and ISIG of information on piloting structure and privacy policy issues, technical structuring of the piloting groups, pilot deadlines and financial reporting. The main aims of the meeting were to ensure all partners had the chance to actively participating in shaping the next steps that need to be taken and share their thoughts on the on-going project. The meeting served also to ensure the Research Team was able to provide preliminary feedback on the MP-APP and was trained in downloading, so that each partner is to become independent in managing the piloting groups for testing.

The meeting was structured in four main sessions.

The first Session was dedicated to the presentation of the MP-APP and to the provision of feedback on its two Modules: the Citizens and the Volunteers Module by the members of the Research team attending the meeting.

The Second Session focused on piloting organization, privacy issues related to App testing and financial reporting from partners to the European Commission (EC).



The third Session focused on the next steps ahead and mainly regarded the role of the End Users Advisory Board (EAB), MAppERS Communication management and financial reporting of the project to the EC.

A fourth and final Session was held in order to discuss other issues that the participating partners might have needed to bring to the attention of the coordinator and was mainly dedicated to reporting (for the complete and updated Agenda of the Mid-Term Meeting please refer to Annex 2). This report follows the structure of the Agenda, therefore each paragraph corresponds to one of the main sessions of the Mid-term Meeting. All the materials used and presented during the meeting are accessible from the official website of the Project at the following address: <http://mappers.isig.it/mid-term-meeting/> in the Mid-Term Meeting section of the webpage.

## 2. Session I – MAppERS Application

This first part of the Session was dedicated to a brief overview of the MAppERS environment followed by CNR's presentation of the MAppERS Wireframes explaining the structure and functioning of the MP-APP in order to provide partners with a technical and methodological description of what was done in relation to the App development. This first part served to give participants the necessary knowledge in order to enable them to provide feedback on the usability and effectiveness of the MP-APP for citizens and volunteers.

### 2.1 MAppERS Environment – The App framework

Simone Frigerio (CNR) presented the MP-APP developed by CNR in cooperation with other partners. The App mainly focuses on training, empowering and supporting citizens and volunteers in the face of floods and general hazards.

MP-APP uses Android as an environment. This proves useful for mainly three reasons<sup>1</sup>:

- Android supports microSD card slot, for cheaply buy more storage space. Screenshots, downloaded pics, and pictures saved are saved in own separate folders. Android phone plugged into a computer offers a file system just like a pc. It's as easy as drag-and-drop and folder searching.
- Android lets you download apps to your phone directly from its website or personal web space. No supplementary app or store have to be downloaded and installed by users.
- MP-APP remains free of charge, completely open and customizable by partners. It can be downloaded on every smartphone device that runs Android 4.0 or over.

The MP-APP is structured in two modules: Mappers for Citizens (Mappers-C) and Mappers for Volunteers (Mappers-V), this means that users are divided in two categories and either access the App through a citizens or a volunteer's profile, according to the CNR classification realized through the e-mail each user applies to register and sign-in in the MP-APP.

The members of the Research Team are provided with an Administrator Account giving access to both Modules and are in charge of delivering the mailing list of the participants to the piloting in order to allow the CNR to classify each user in one of the two modules and granting access to each user. Technically the App has the similar services for both Modules, however the accesses and wireframes differ. After entering the MP-APP and registering, an e-mail confirms that registration was successful and access is possible.

The MP-APP is composed of: a structural architecture and a Graphical User Interface (GUI). The first is in turn made up of screens, contents, tools and web services. The latter is related to symbol, colors and graphic criteria and is the result of a wide research developed by CNR with ISIG support on pre-existing Apps. Only the initial screens for signing and registering display the same content for both modules. All data inserted and saved by citizens and volunteers using the MP-APP are stored in a database, linked to a cloud store, which is in turn part of a web-space that is continuously updated. The MP-APP offers the chance to update the service every time it is needed, right from the bottom of the starting screen. The Coordinator will provide partners with a message

---

<sup>1</sup> <http://uk.businessinsider.com/>

when upload is needed in these initial stages. Finally, all the data collected by the users are presented in a dashboard that acts as the manager's interface to view all the collected data. The information is actually collected as raw data, with single record for submission by each profile. The data set could be managed with filters and graphs and exporting tools, including data processing criteria after piloting.

The MAppERS project aims at empowering common citizens and volunteers as "territorial mappers" by giving them the tools to record data on the environment. Furthermore MP-APP is also a tool to ensure citizens are prepared to cope with disasters and volunteers are able to activate rescue activities in a timely and efficient way.

The MP-APP aims at creating a double module access for crowd information and at testing the MP-APP after every version update in order to receive feedback from the end-users thanks to piloting.

A first feedback, which will be used to improve the MP-APP before piloting begins, was delivered in the second part of the first Session of the Mid-term meeting by the partners (members of the Research Team) who attended the meeting. Feedbacks will be used to improve the MP-APP from the point of view of both the structure and the content. The underlying idea is to provide Citizens with a "Citizens Floodkit" and volunteers with a "Danger Survey". The MP-APP is a precious tool to standardize the information collected by citizens and volunteers, ensuring asynchrony and redundancy are avoided. MP-APP developers designed the App with a user-friendly approach, the end-users are involved in every stage through testing and feedback delivery to ensure the MP-APP is tailored on the end-users' needs. The collecting of data through the MP-APP will also support the systems for data collection that already exist and ensure a bi-directional communication within rescue managers and citizens.

## 2.2 MAppERS Wireframes

CNR provided a detailed explanation of the functioning of the MP-APP and described the content of each screen that composes the MP-APP. The objective was both to give the participating partners the necessary information and tools to provide the Coordinator with preliminary feedback and empower them to train others in using the MP-APP for piloting.

The access is managed through profile. This means that access is linked to a specific username and password, granting access to multiple users from one single smartphone. The access and the emergency message screens are common to both modules (Citizens and Volunteers).

A pop-up window that can be accessed by users in order to get more detailed infos and help with the MP-APP, i.e. a brief explanation of what they are required to do and why in that specific section, could be added in the updated versions of the MP-APP, depending on the feedback CNR receives on the topic.

CNR provided 20 smartphones where to install and run the app for piloting (see the paragraph 3.1 below regarding Piloting organization for more details), i.e. for the partners, the EAB members and the end-users involved in piloting to test the Application.

The following two subparagraphs summarize in brief the structure and contents of each MP-APP's module, the screens it contains and how the information flow from one screen to another (wireframe definition). However, please refer to the Mid-Term Meeting section of the Project's official Website accessible at the following address: <http://mappers.isig.it/mid-term-meeting/> for a pdf version of the MAppERS-C and MAppERS-V wireframes.

### 2.2.1 Mappers-C

The Mappers-C module was designed with support of the FHFRS partner to ensure it is as close as possible to the concrete needs and expectations of citizens.

The aim is to involve citizens and foster their awareness by providing them with the information and tools they will need in case a flood emergency strikes. The module will also ensure citizens' preparedness has a long term character. However, by no means, is the Floodkit tool a way to substitute the rescue teams, on the contrary its

aim is to make people able to support the emergency activities, in this sense the MP-APP is meant to be used mainly before and after the emergency phase, while during the emergency citizens already know how they are required to behave (thanks to the training and the use of the MP-APP) and simply follow the rescuers' instructions.

Citizens' module (MAppERS-C) has three main sub-sections:

1. **Crowdsourcing** → Citizens are required to provide data on their contacts and household composition that might be vulnerable to hazards, however since these are considered sensitive data fields are all non-compulsory, the level of detail of the inserted data can be chosen by the user and the agreement to the Privacy Settings is required. Inserting the location is eased thanks to an automatic address field, so that by typing in the first letters the addresses is automatically filled in. Again for privacy reasons, age is ranged in classes (other solutions such as indicating the age limit are also possible). From this section citizens will also be able to note damages and water levels on a geo-located basis, together with a picture portraying the on-going situation. At the end of each screen users need to send the inserted data in order to make them available in the database and update the cloud content. All information regarding damages and water level are standardized as they are inserted by choosing the desired "invoice" from a drop-down menu.
2. **Warning** → this screen answers the need to provide citizens with information and risk levels of their location. The provided scenario has a continuous character and delivers information on the situation development on a short-time basis. The warning section is constituted of an active geo-located map that through humidity and temperature data collection predicts the coming scenarios. However this map requires connection with other agencies (e.g. agencies providing meteorological services), therefore its functioning does not rely in the hands of CNR (MP-APP developers).
3. **Personal Floodplan** → the screen gives access to six submenus. Headings are based on secondary research about the information identified as essential data to be collected *before* floods occur:
  - a. **basic info** → information regarding family members and their role in society (i.e. job) are requested here with the aim of mapping the available skills at a local level that could be useful in case of disaster,
  - b. **useful numbers** → each user types in the emergency numbers of its own country/location, this part of the MP-APP serves also to foster users' awareness and self-preparedness,
  - c. **flood equipment** → the section provides a list of useful tools in case of flood (Flood protection and Preparedness kit). Users can check boxes to ensure they possess all needed material and add elements if they find something important was left out of the list. The section has both training and a feedback dimension. It trains people on what they require to be prepared and enables them to actively add elements to the drop-down menus. However, in order to ensure the data collection through the MP-APP is standardized, this option will be available only for a limited time span, i.e. until pilots are completed;
  - d. **warning codes** → it trains citizens on warning symbols and codes;
  - e. **awareness** → it provides citizens with the rules and the right kind of behavior to keep before, during and after the flood in order to ensure everyone's safety and smooth rescue operations; during the emergency however the MP-APP does not require to be checked as the MP-APP as supporting function and does not substitute the role of rescuers and emergency managers on the field;
  - f. **insurance cover** → this section, that was shaped on the basis of secondary research on the US insurance plans, was highlighted as particularly useful in order to foster the debate and awareness on this topic across the EU, where insurance cover for natural hazards is a long debated issue that has not yet been brought to the attention of the public in a systematic way.

## 2.2.2 Mappers-V

The Mappers-V Module was designed with the support of the HCRD partner in order to ensure it answers the needs of the volunteers and it is easy to use for rescuers.

The underlying idea and scope of the MP-APP V-Module is to support the volunteers during emergency actions, mainly supporting their operations with precious information. The MP-APP aims at collecting data on the state of the art and conditions of hazards, exposed elements and potential scenarios before the emergency strikes or

at least before rescue/emergency operation begin. The main objective is to support rescuers in identifying possible scenarios and priority actions and areas.

The Volunteers Module screen has 5 main subsections:

1. **Threat to life** → the criteria was chosen because it is clear and simple, however other multi-criteria algorithms may be used (such as a classification according to the type of hazard or concentration of volunteers as a parameter to detect danger and criticality levels), CNR welcomes feedbacks from partners and the EAB on this issue,
2. **Danger** → volunteers are required to detect if danger is about to strike or is on-going,
3. **Hazard** → volunteers are required to choose from a drop-down menu a series of characteristics that help describe and define danger (such Type of source, Type of accident, oil level, etc.), in order to ensure a detailed framework of the situation. The contents of the drop-down menus is based on the experience of the rescue service on the field and can be updated by users through the adding button, however this last option is temporary (see paragraph above),
4. **Facilities** → volunteers are required to record the characteristics of the nearest facilities by choosing from a drop-down menu. The Adding option is provided here too.
5. **Priority** → this section displays an automatic mapping based on the recorded data in the "Threat to life" section. The map displays the position of the other volunteers that used the MP-APP and activated the localization of their position. Volunteers can choose to deactivate identification of their position, however the map will no longer be able to show their location even if a threat to life-situation is going on (the MP-APP warns the volunteer about this when trying to exit). Central office and single volunteers can visualize dynamically the location of all other ones, excluding his own one (normal GPS dot is anyway active).

All information is required to be saved in order to be stored in the cloud.

## 2.3 Feedback on the MAppERS App

After the presentation of the MP-APP the Research team was divided into working groups. Each working group was given a poster displaying the wireframes of the C-Module and the V-Module. Participants were given the time to analyze the wireframes and elaborate the feedback on the structure and content of the MP-APP. All critical observations, changes and suggestions for improvements from the participating partners were then reported to the Coordinator during plenary meeting.

The feedback given during this phase is the basis for improving the MP-APP and update it before the piloting stage begins. The objective was to simplify the MP-APP and to make it as close as possible to the end-users' needs. This stage ensured all partners are actively involved in shaping the MP-APP and all their observations are integrated in the MP-APP architecture.

### 2.3.1 Feedback on Mappers-C

The main observations of the partners regarding the Citizens Module are summarized in the following Table:

**Table 1 – Feedback on C-Module**

<i>MP-APP section / menu involved</i>	<i>Partners suggestions</i>
<i>Citizen's Floodkit/Crowdsourcing/Participation and Exposed elements</i>	Important to highlight clearly that all personal data submitted through the MP-APP will only be available for research purposes and will not be publicly accessible
<i>Citizen's Floodkit/ Warning (active geo-located map)</i>	Would be useful to provide users with very specific information about weather forecast, such as a forecast of the mm of rain that are likely to fall in the next few

	hours.
<i>Citizen's Floodkit /Crowdsourcing / Water Levels</i>	It was suggested to combine the possibility of filling in the user's position box both through typing the address and through geo-location so that if someone finds himself in an isolated area, where no streets names are available, the position can still be retrieved.
<i>Citizen's Floodkit/Warning (active geo-located map)</i>	It was suggested to provide users with information also on the wind speed since wind is a major cause of damages especially in coastal areas.
<i>Citizen's Floodkit/ Crowdsourcing/Exposed Elements</i>	It was suggested to insert a box to record core properties as they are to be protected along with the exposed people
<i>Citizen's Floodkit / Personal Flood Plan/ Awareness</i>	<p>Better specify what kind of information users will receive as Awareness information</p> <p>Differentiate the information by categories and</p> <p>Better distinguish between the information received by citizens and the ones developed by them</p>
<i>Emergency</i>	<p>Add a button to send an help message or state that one is safe and does not need immediate rescue</p> <p>Add the possibility to send a standardized message requiring help to a defined emergency number</p>
<i>MP-APP language</i>	Provide a translation of the MP-APP in the local language especially for citizens testing. The language will be set as a default-feature and will not be a choice of the user himself.
<i>Pictures that can be uploaded</i>	Citizens expect to receive feedback when sending pictures to the authority, maybe some kind of answering method could be inserted?
<i>MP-APP availability</i>	The MP-APP should be made available also on Personal computers since authorities during emergencies have no time to check their smartphones
<i>General</i>	It could be useful to insert an on-line learning tool in order to train people (a connection with the e-PPR Project that develops a training MP-APP was suggested)
<i>General</i>	The possibility of sending short videos in a

	similar way as for pictures was suggested, however this suggestion might be difficult to implement for technical reasons as highlighted by the Coordinator.
<i>General</i>	A buffer option was suggested, so that the MP-APP does not only function when the smartphone is connected to Internet network, since during hazards power cuts can occur and connections to the Internet network can suffer malfunctioning .
<i>General</i>	It was suggested to insert an "open" area to insert the data that users deem as necessary, but do not seem to fit in any of the menus/boxes provided.
<i>Other Observations</i>	It was suggested that it might be a good idea to extend the MP-APP also to companies/ small firms, maybe in the next future, and not only to private citizens

### 2.3.2 Feedback on Mappers-V

The main observations of the partners regarding the Volunteers Module are summarized in the following Table:

**Table 2 – Feedback on V-Module**

<i>MP-APP section / menu involved</i>	<i>Partners suggestions</i>
<i>General/1<sup>st</sup> Screen</i>	It was suggested to make it simpler and to lower the number of buttons to a maximum of 3 or 4 (instead of the current 5)
<i>Danger Survey/ Threat to Life</i>	<p>Better specify the criteria needed to identify a situation as life-threatening in order to eliminate any subjectivity from the data recording and standardize data in the best way possible (pop-up window was suggested)</p> <p>This could be also done through the insertion of the guidelines buttons</p> <p>The possibility of inserting different criteria can still be evaluated in these first stages, depending on the feedback received.</p>
<i>Danger Survey / Facilities</i>	This menu could be eliminated since the facilities could be listed as a "Threat to property". No need for this specific screen
<i>Danger Survey</i>	Insert a menu recording the damage to property, not only to life
<i>Danger Survey</i>	<p>Create a simple subdivision of threats into:</p> <ul style="list-style-type: none"> <li>• life</li> <li>• environment and</li> <li>• property</li> </ul> <p>Right at the beginning and combine this choice about the</p>

	"Type of threat" to a choice linked with the level of danger: e.g.: scale danger from 1 (low) to 3 (high).
<i>Danger Survey/ Priority Map</i>	Instead of recording danger as points on the map it was suggested to use sharp lines in order to show the water level, oil spills, etc. more accurately and highlight their width.
<i>Danger Survey/ hazards/ Type of accident</i>	Submit geo-location together with the hazard elements so that the exact position of fallen trees, closed roads tracts, etc. is available at any time Add a button to send images as in the Citizens' Module
<i>Danger Survey</i>	Insert another button specifically on "Type of Accidents" (on the example of the Hazards section/menu)
<i>General</i>	Keep the MP-APP as simple as possible

### 3. Session II – Piloting Organization

This Session was devoted to defining the piloting groups through the active participation of all the partners involved. Criteria for creating the pilot groups were defined and more detailed information on the groups' composition was delivered as far as the Danish, Finnish and Estonian pilots are involved. The Session also served to CNR for delivering the smartphones to each partner involved in the project's piloting. ISIG, as manager of the privacy deliverable, presented partners with the main issues related with individual consent for participating in pilots.

**Piloting activities will be organized by each partner in coordination with CNR. The deadline for partners performing piloting activities to send feedbacks to CNR is the first week of July 2015, so that CNR will have time to elaborate final version of the MP-APP with all end users' feedbacks.**

#### 3.1 Organization of the Piloting

Piloting is the core stage of the MAppERS project and the on-the-field-test of the app. Feedback received by the Coordinator as a result of the pilots will be the essential basis of the MP-APP improvement and updating processes. The feedback ensures end-users are actively involved in the MP-APP developing and that they have chance to express their view and needs, it will also serve as a test for the Coordinator in order to evaluate the usability, completeness and effectiveness of the Application.

During this Session partners defined the criteria they will use to create pilot groups.

As to now three pilot groups will be held: one in Denmark, one in Finland and one in Estonia. Each piloting group should be made up of 15/20 people testing the MP-APP.

- The Danish pilot is organized by the FHFRS partner in Frederikssund and is going to involve a group of citizens that were already hit by floods in the past. This should ensure the most effective feedback possible, as these citizens will have the necessary experience to judge the MP-APP's usefulness. The group has an heterogeneous composition involving all ranges of ages; Kim Lintrup (member of the Research Team and FHFRS Chief Fire Officer) suggested the intention to involve the local mayor and press in the piloting in order to ensure a widespread dissemination to the MAppERS project and the piloting event; Kim Lintrup already has a list of citizens' contacts that can be involved in the pilot. **To facilitate the citizens involvement the MP-APP will be made available in Danish for FHFRS. To this end, after the first review of app (to be issued by CNR following the mid term meeting), CNR will send the text of the MP-APP to FHFRS, that will translate all items in Danish;**
- The Estonian Pilot is organized by the EASS partner and is going to involve the students enrolled at the Academy; it was suggested that the **piloting could take place on the during the 11<sup>th</sup> June exercise and simulation** that is held annually in Estonia and involves police students. **Tarmo Kull should verify this and send feedback on the feasibility of this option to the Consortium;**



- The Finnish pilot is organized by the HCRD partner and is going to involve the volunteers as the MP-APP will be tested during the routine exercises the volunteers already do as part of their training;
- A fourth pilot might be held in Italy and involve the local Civil protection. However this specific pilot is yet to be defined.

A total number of twenty smartphones was distributed by CNR to each partner of the project in order to test the MP-APP. Smartphones are property of the Research Team members who are held responsible for their conservation together with the envelope and Warranty papers. The coordinator guided the partners in installing and accessing the MP-APP on the smartphones in order to empower them to train the members of the piloting groups.

The Coordinator suggested a list of fields on which preliminary feedback could be given by the Research members themselves after trying the MP-APP:

- Usefulness of adding box tool,
- Presence of redundant information,
- Usability of the screens,
- Missing data or information that could be inserted to make the MP-APP more effective and complete,
- Other tools or services that they suggest the MP-APP could offer,
- Usefulness of User's Guidelines to explain how the MP-APP works, the Guide could be inserted as a pop-up window depending on the feedback the Coordinator will receive regarding its usefulness.

In addition each partner will provide CNR Coordinator with the mailing list of all the people involved in piloting so that the access to the MP-APP can be granted to each of them in the corresponding category (citizen or volunteer). Each e-mail address needs to correspond to one single name.

Pilot members are going to answer mainly three questions:

- Identifying bugs in the MP-APP, i.e. any kind of malfunctioning of the Application;
- Content structure, involving text organization, screen visibility, usability of the MP-APP;
- Issues relating to the interface.

**CNR and partners agreed pilot feedback should be delivered to the Coordinator by the beginning of July in order to ensure Project deadlines are met.**

It was suggested to hold all pilots in one day or at least dividing them in specific days when exercises will be held, this for management reasons. Having all pilots concentrated in one time and space will ensure all participants receive the same information and are trained on the functioning of the MP-APP. In the event that pilots cannot be held in one day, at least one day dedicated to training the participants was deemed as necessary to ensure all users have clear information on the structure and contents of the MP-APP.

The dissemination of the pilot events will be ensured both through newspapers and media as the partners will upload posts and pictures of the event on the Facebook Fan page.

ISIG is in charge of the Communication of the project; therefore it will update records on the basis of the information on the events received from each partner. The dissemination and communication of the project is going to be included in the final Report to the European Commission.

### 3.2 Privacy and ethical issues

The second part of Session II was focused on the presentation and following debate and clarification about the privacy issues related to individuals involvement in piloting. Express and written consent is required from all participants to the testing of the MP-APP in order to comply with the EC rules. If piloting involves different exercises in different days a new form for each stage shall be issued and signed by participants.

ISIG developed a draft of the consent form and presented it to the partners, so that all participants had a chance of reading through the document and ask for clarifications.

The consent form needs to be signed by all people (both citizens and volunteers) taking part to the piloting, the signed document will be retained by partners in compliance with data management and privacy norms. Organizing pilots in one single day proves useful also for smoothening the operations linked with privacy issues, explanation of the privacy policy and signing of forms. Therefore it was suggested to organize a collective



meeting with participants (one meeting for each pilot) to explain the privacy document to piloting members before the actual pilot begins, this will ensure all participants are well aware of the activities they will perform during pilot and the way their data are going to be used (for research purposes only and in anonymized format). The document is structured as follows (see Annex 3 for the complete draft of the Consent form):

- Description of the activities the people will be involved into as part of the piloting event and of the structure of the piloting to inform people on what they will be required to do;
- Specification that each participant is registered according to nationality, category (citizen or volunteer) and number of registration. This information will make up the ID of every single participant, so that each user is identified through an ID and not by its real name/surname. Data will only be available for the Coordinator. Personal data are required in case of MP-APP misuse to identify the users and block its possibility to access the MP-APP;
- Declaration that the data collected within the project will only be kept by the coordinator and will not be delivered to third parties, nor used for any other research or project different from the MAppERS, unless specific and written consent is given by the person involved;
- A risk form where participants declare they are aware of the risks the pilot activities involve and that they accept those risks under their sole responsibility
- A final section of the document, that will be finalized in a short time, will contain all the EU directives on privacy issues; national legislation of each of the Countries involved in the piloting will be added too if it is more restrictive than the European Union's provisions.

The final consent form will be uploaded on the Project's website by ISIG. **The one provided in annex is not yet the final version and thus is not to be used by Partners.**

## 4. Session III – Discussion for next steps

The third Session focused on three main topics:

- The EAB role and composition,
- The next steps to be taken in order to ensure EAB early involvement in the piloting stage and
- The financial aspects of the project

### 4.1 The EAB role and composition

The EAB (End Users Advisory Board) role is to ensure high quality standards of project's deliverables and to ensure the latter are relevant for end users. In this part of Session III partners had the chance to share their views on the composition of the EAB that was presented by Timo Hellenberg.

The EAB ensures the 4Cs of effective Civil Protection are met: Continuity, Coordination, Coherence and Communication. The EAB goal is to facilitate end users' participation and active involvement, ensuring stakeholders are involved in the MP-APP design and the project's stages. The EAB is to provide technical support to the project and MP-APP finalization on the basis of the specific expertise of its members.

The EAB composition is a varied one with people coming from diverse backgrounds and having different expertise. In order to ensure the EAB work is smooth and homogenous and that EAB members will take part to the Pilot testing, Timo Hellenberg suggests its division in three subcommittees: Technical EAB, Policy EAB and Methodological EAB. The subcommittees' composition is suggested as follows:

- Technical EAB subcommittee involves the following members:
  - Ole Arrhenius (Airbus Defense and Space)
  - Risto Ojanaperä (Elisa Corporation) and
  - Lennart Liljeroth (Greater Gothenburg Fire and Rescue services)

And is in charge of providing a technical feedback on the project deliverables and technical feedback on the MP-APP development.

- Policy EAB Subcommittee involves the following members:
  - Aapo Cederberg (Geneva Center for Security Policy),
  - Davide Poletto (UNESCO Venice Office),

- Olavi Elo (UNAIDS)
- And is in charge of providing strategic advice and policy insights on app exploitation.
- Meteorological EAB Subcommittee involves the following members:
  - Claudio Garlatti (Civil Protection – regione Autonoma Friuli Venezia Giulia),
  - Hilppa Gregow (Finnish Meteorological Institute – Climate Service Center),
  - Pieter Groenemejer (European Severe Storms Laboratory)
- And is in charge of providing meteorological and weather related comments on the MP-APP development.

The EAB will also benefit from taking part into the MAppERS Project as a result of the prestige it derives from taking part to an initiative and in being involved in a scientific research project. Furthermore they have the chance to be involved in the follow-up stages of the project.

## 4.2 The EAB involvement and the communication steps ahead

Partners had the chance to discuss the best ways of moving forward with the involvement of the EAB members in the project.

Timo Hellenberg will get in touch with the members of the EAB in Finland, beginning the week after Mid term meeting. Each member of the EAB will pay for the travel and other expanses linked with their stay in the towns where meetings are held. This implies that EAB expenses will be reduced to a minimum and the budget preliminary foreseen for such item will be transferred to staff costs to Hellenberg who will ensure the EAB meeting and will keep EAB members involved.

Partners agreed on the need for at least one member of each of the three subcommittees to attend at least one piloting. Displacing fewer members to fewer places will ensure the cost-effectiveness of the project since At least one member of the Technical subcommittee will be invited to take part to the Danish piloting and at least one member of the other two subcommittees will be invited to the Finnish testing.

All other members will be constantly in touch with CNR and ISIG. Also, some of the members of EAB are partners of RAIN project (FP7) in which also ISIG and Hellenberg are involved. RAIN meeting will be held in Barcelona in October and thus there will be a chance for a dedicated meeting with Hilppa Gregow (Finnish Meteorological Institute – Climate Service Center) and Pieter Groenemejer (European Severe Storms Laboratory) on the development of MAppERS and to gather their feedback in person.

During the Session III it was also suggested to arrange for a Skype call involving the Coordinator, the partners and the EAB members in order to get the EAB members involved in the early stages of the MP-APP development and testing. However Timo Hellenberg pointed out that organizing a Skype Call could be an issue since some EAB members seem to be little acquainted with the device. To overcome this inconvenience and ensure all EAB members are informed and trained on the MP-APP development and functioning, an extract of the video recording the mid-term meeting will be provided. The extract will be focused on the CNR presentation of the MP-APP and will be made available for all members.

The partners agreed that an on-line questionnaire will be delivered to the EAB members containing five questions and aiming at receiving preliminary feedback on the project on-going work and MP-APP development.

Timo Hellenberg suggests to send EAB members a letter asking them to give their feedback. The questions to be asked to EAB are to be elaborated in a first draft by Hellenberg International Ltd and sent to all partners for comments/suggestions. Few general questions already emerged during the meeting, such as:

1. The sector of crisis management they find the use of MP-APP to be more appropriate for
2. A list of any other endeavors of similar type
3. Provide five key points / headings the MP-APP should respect to be efficient.

### 4.3 The Budget Reporting

The final part of Session III was focused on financial reporting. Partners had the chance to discuss financial issues with a special focus on reporting deadlines and budget shifts.

Each partner is asked to fill in the template provided on MAppERS website and delivers it to the Coordinator who sends the report and the financial documents to the EC.

**Deadline for partners to submit their reporting to Coordinator is 30 April 2015.**

The mid-term report that is going to be sent to the EC contains: the first report and the financial statements for the period between Project beginning (1<sup>st</sup> December 2013) and 31<sup>st</sup> March 2015, therefore it has a cumulative character. The CNR will provide its own report as an example for the other Project partners to ensure reporting is coherent and homogenous.

As far as the budget shifts are concerned, ISIG will provide the template that concerned partners can use and forward to the Coordinator should the shift be needed. Coordinator will then forward the request to the EC.

## 5. Session IV – Concluding remarks and final issues

The final session gave the Coordinator the chance to summarize the main features of the MP-APP and the main actions that partners agreed to take as a result of the joint discussion.

Partners agreed that the questions to be posed to the EAB will be elaborated in a first draft by Mr. Hellenberg. The draft will be then commented by all other partners to reach a joint decision and finalize the document.

The deadline of the MAppERS project was clarified to be 30<sup>th</sup> November 2015, however any amendments need to be communicated at least one month before the ending date.

Coordinator will provide partners with technical feedback about the issues discussed in the mid-term meeting, as agreed in the conclusion stage.

A final part was devoted to a brief overview of the Partner Area of the MappERS website, in order to assess its usefulness and ensure every partner had a chance to access the area and be continuously updated on the most recent progresses of the MAppERS Project. The following subparagraph briefly describes the Partner area.

Finally, in order to guarantee smooth communication and active engagement of all partners in every stage of the Project, partners agreed that ISIG will be entrusted with the communication aspects of the Project in the last months before MappERS concludes.

### 5.1 The Partner Area

Since partners The Partner Area is accessible from the Project's official website at the link: <http://www.mappers.eu>. The Area is only accessible to partners as it is protected by password.

The Area facilitates the communication procedures between partners, regardless of the physical distance. Furthermore it enables each partner to be constantly updated on the latest Projects' Progresses. The Area is structured in the following sessions:

- The mailing list → it gives access to all the e-mail to contact partners, EAB members and members of the extended network and of the Steering Committee;
- The link to the Dropbox folder containing all the files relevant for the project, including the Grant Agreement;
- The link to the Project GANTT and all the necessary passwords to access this area;
- The project Calendar that is constantly updated with all the most relevant event for the project development and all the most important meetings between partners and /or EAB members, etc.;
- The links to download the Brouchere, the Roll-up and the poster as a pdf document and the links to download templates for Power Point Presentations and Reporting;
- The link to Download the MP-APP on the smartphones (running Android);
- The registration sheet signed by all the participants to the Mid-Term meeting;
- A section dedicated to the Progress of the Project. This section is divided in subsections, one for each task. In turn, each task is divided into actions. For each action the following elements are provided:
  - Title/ description of the action;
  - Deliverables and links to download the documents that have already been produced/ finalized;
  - The status of each task: the percentage symbolizes the completeness of the action (100% standing for task fully completed);
  - The partner(s) responsible for carrying out each action

## Annex 1: Registration Sheet



MAppERS Mid Term Meeting - 08.04.15 Gorizia

Co-financed by the EU



Name	Institution	E-mail address	Signature
Ville Estlander	HCRO	ville.estlander@del.f.it	Ville Estlander
Kim Lintwag	FHFRS	klintw@Friederiksland.dk	Kim Lintwag
THOMAS DANHOLM	FH RES	TDANH@Friederiksland.dk	Thomas Danholm
CHIARA BIANCHI??A	ISIG	bianchi??a@isig.it	Chiara Bianchi
BARBARA ZANUCCO	CNR	barbaraz.zanucco@horumail.it	Barbara Zanucco
TARMO KULL	EASS	tarmo.kull@virologize.re	Tarmo Kull
TIMO HEHLERSTROM	HI	OFFICE@HEHLERSTROM	Timo Hehlerstrom
DANIELE DEL BIANCO	ISIG	delbianco@isig.it	Daniele Del Bianco
SIMONE FRIGERIO	<del>FR</del> CNR	simone.frigerio@ipi.cn.it	Simone Frigerio
RONALDO ROSA	SIG	biblio@isig.it	Ronaldo Rosa
MARA BRAGAGNINO	ISIG	admin@isig.it	Mara Bragagnino
WILIANA COMINOTTO	ISIG	isig@isig.it	Wiliana Cominotto



MAppERS Mid Term Meeting - 08.04.15 Gorizia

Co-financed by the EU

[illegible]

## Annex 2: Agenda of the Mid-Term meeting

### DRAFT AGENDA

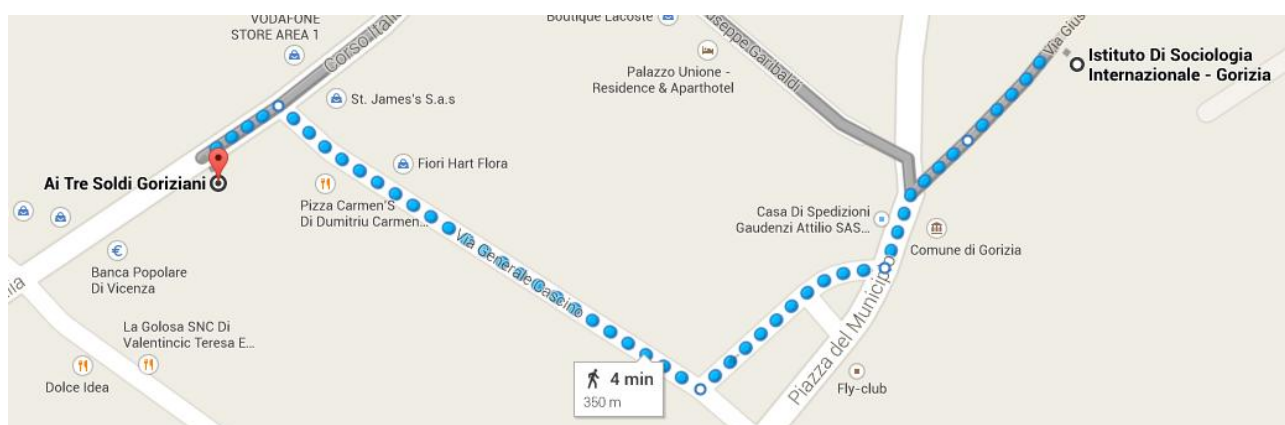
#### DAY 1 - 07.04.2015

##### Partners arrival

##### 20.00 – MAppERS Dinner @ “Ai tre soldi Goriziani” Restaurant

Address: Corso Italia, 38, 34170 Gorizia GO

*Mappers partners will meet at the Restaurant*



#### DAY 2 - 08.04.2015

Venue: ISIG – Istituto di Sociologia Internazionale di Gorizia  
Via Mazzini, 13, 34170 Gorizia

### Programme

#### 9.00 – 9.30 Registration and Welcome Coffee

#### 9.30 – 12.00 Session I - MAppERS Application

- Methodology, content and logic concepts
- MAppERS-C and MAppERS-V
- Wireframe, database e and web services
- Presentation of the application
- Free fields for users feedback and piloting
- Installation on Android devices\*
- Explanation and basic test
- \*CNR will distribute some Android compatible smartphones for testing and piloting. MAppERS should work with every smartphone with any release of Android 4 on it.

**12.00 – 13.15 Light Lunch @ ISIG****13.15 – 15.00 Session II – Piloting organisation**

- Piloting organization
- Screens and tools in the app for piloting
- Bugfixing concept
- Contents, design and structure to be evaluated

**15.00 – 15.20 Coffee Break****15.20 – 16.30 Session III - Discussion for next steps**

- Role of EAB for support and feedbacks
- Financial and scientific reporting
- Final Meeting

**16.30 – 17.00 Session IV**

- Any Other Business

**19.00 MAppERS Dinner @ “Al Chiostro” Restaurant**

Address: Corso Italia, 38, 34170 Gorizia GO

*Mappers partners will meet at the Restaurant*





## LOGISTIC INFORMATION

### Hotels

*Hotel and Meals expenses will be paid by each partner with its own budget (travel heading). In order to facilitate your planning please find below some useful information for your hotel bookings.*

*All hotels are located within walking distance from the ISIG premises.*

BEST WESTERN Gorizia Palace Hotel\*\*\*\*

[www.gorziapalace.com](http://www.gorziapalace.com)

Corso Italia 63, 34170 Gorizia,

Phone +39 0481 821 66,

Fax +39 0481 31 658,

e-mail: [info@gorziapalace.com](mailto:info@gorziapalace.com)

GRAND HOTEL ENTOURAGE \*\*\*\*

[www.entouragegorizia.com](http://www.entouragegorizia.com)

Piazza S. Antonio, 2, 34170 Gorizia

Phone. +39 0481 550235

Fax +39 0481 30138

e-mail: [info@grandhotelentourage.it](mailto:info@grandhotelentourage.it)

B&B AL CASTELLO

[www.alcastellogorizia.it](http://www.alcastellogorizia.it)

Viale G.D'annunzio, 36, 34170 – GORIZIA

Cell.: +39 340 3141672

Fax: +39 0481 548066

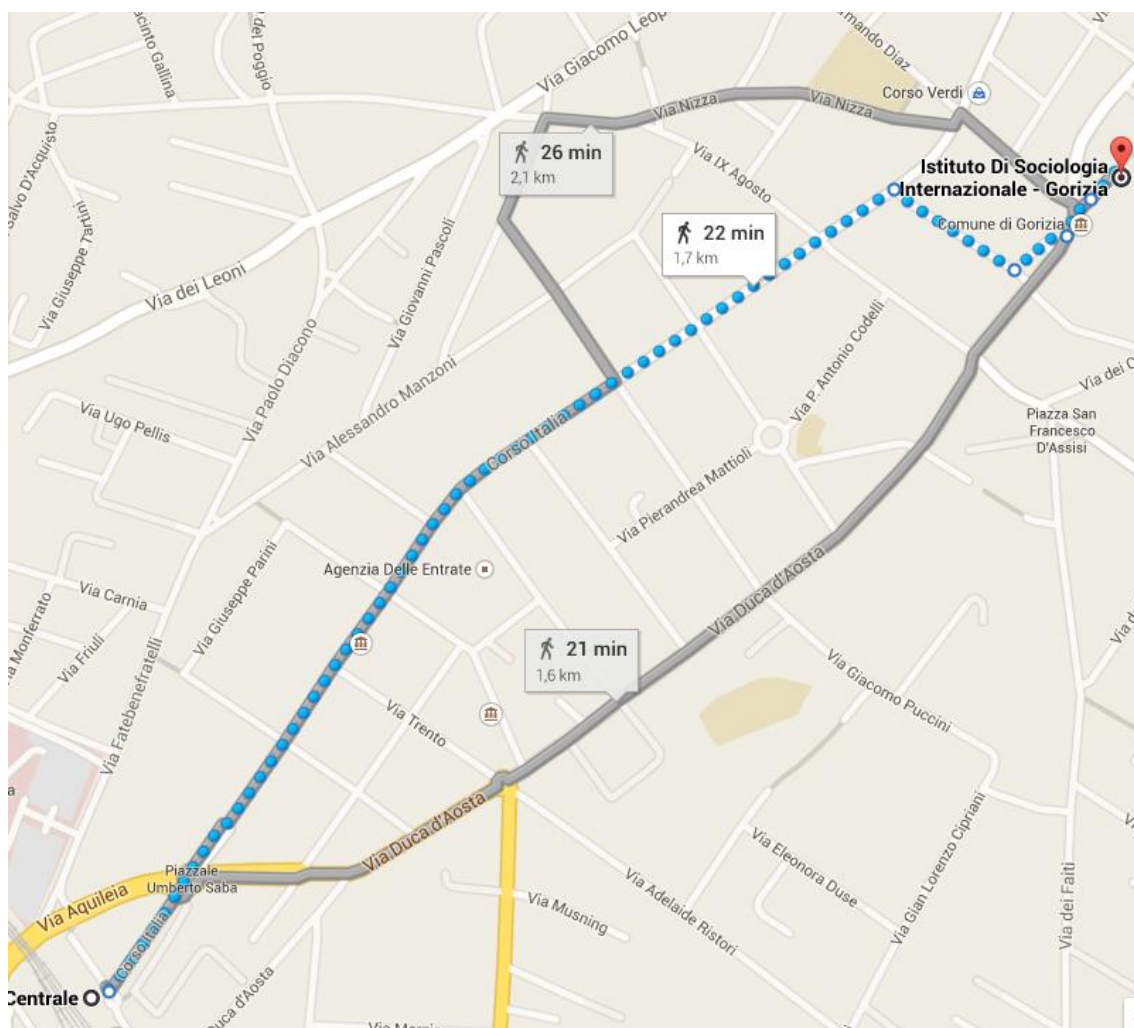
E-mail: [alcastello.go@libero.it](mailto:alcastello.go@libero.it)

### How to get to Gorizia

From Trieste Airport - [http://www.aeroporto.fvg.it/en/come\\_arrivare/index.htm](http://www.aeroporto.fvg.it/en/come_arrivare/index.htm)

From Gorizia Train Station to ISIG – see map below -





## Annex 3: Draft of the Consent Form

INFORMED CONSENT FORM	
Name/description of the Organization/Consortium MAppERS Consortium Contact Person (s): This Informed Consent Form has two parts: Information Sheet Certificate of Consent You will receive a copy of the filled and signed Informed Consent Form <b>PART I – INFORMATION SHEET</b>	
Purpose of the research and of data collection: <i>&lt; Insert Short description of the project aims and objectives &gt;.</i>	
The data will be collected for the project MAppERS.	
Participant selection [A brief statement about why and how the person has been chosen to participate in the “exercise” – to be elaborated according to the specific exercise plan]	
Person responsible for selection of participants in the partner organization	
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
Exercise details	
<i>Exercise Plan Form</i>	Here you have to provide the protocol number of a ‘description of exercise’ that you will draft prior to piloting activities
<i>Actor Role Form</i>	Here you have to insert a code you relate to the specific participant. Participants to the pilot will only be traceable through their ‘code’
Possible Risks	
	[to be specified – if any -according to the specific plan and role forms].
Incentives:	
<input type="checkbox"/>	Research credits (to be specified further)
<input type="checkbox"/>	Course credits (to be specified further)
<input type="checkbox"/>	Certificate for participation in the project
Types of data to be collected	
[visual and audio data with your participation in the images and your voice in the acoustic clips – to be further specified according to the specific plan and role forms].	
<i>Exercise Plan Form</i>	< Insert ID number > (details for information purposes)
<i>Actor Role Form</i>	< Insert ID number > (details for information purposes)
Name of the partner/person responsible for the “exercise”	
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.

<b>Voluntary Participant Data:</b>	
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.
<p><b>Voluntary participation and Right to withdraw:</b></p> <p><i>Your participation in the MAppERS project is completely voluntary, and you can choose to stop participating at any time. If you decide to withdraw from the project, please contact the MAppERS contact person (s).</i></p> <p><i>You should know that you may be withdrawn from the project for any of the following reasons:</i></p> <ul style="list-style-type: none"> <li>• <i>If you don't follow the Consortium instructions.</i></li> <li>• <i>If you don't attend the scheduled data collection sessions.</i></li> <li>• <i>If the whole project is stopped, for reasons not known now.</i></li> </ul>	
<p><b>Confidentiality</b></p> <p><i>The MAppERS lead partner and reference person for the exercise will be the only members of the project that will have access to your personal information. The MAppERS Consortium members who see/access this information will keep it confidential. MAppERS researchers will have access to anonymized data only.</i></p>	
<b>Applicable Laws/Directives</b>	Click here to enter text.
<b>Date and Place</b>	Click here to enter a date. Place
<b>Declaration</b>	<p><i>I have read the foregoing information; I have had the opportunity to ask questions about it and questions have been answered to my satisfaction. By signing the Form, I acknowledge that I have understood and agreed to the above terms.</i></p> <p><b>Signature</b></p> <p>Click here to enter full name and surname.</p> <p>_____</p>

# END OF DOCUMENT