



MAPPERS



European
Commission



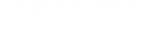
CROWDSOURCING AND CITIZENS FOR EMERGENCY SUPPORT AND PREPAREDNESS

FREDERIKSSUND-HALSNÆS FIRE & RESCUE SERVICE

MAppERS Final Meeting
26-27 November 2015
PADOVA (Italy)

PRESENTING ACTIVITIES

- How we got started
- Exchange of needs as end-user
- Working together on structure and utility
- Piloting
- Future use of the app



INVOLVEMENT IN MAPPERS

- Starting the project idea before any great flooding in our area
- Project approved and started – Bodil, storm ⇒ major storm surge. Water about 2 metres above sea level



INVOLVEMENT IN MAPPERS

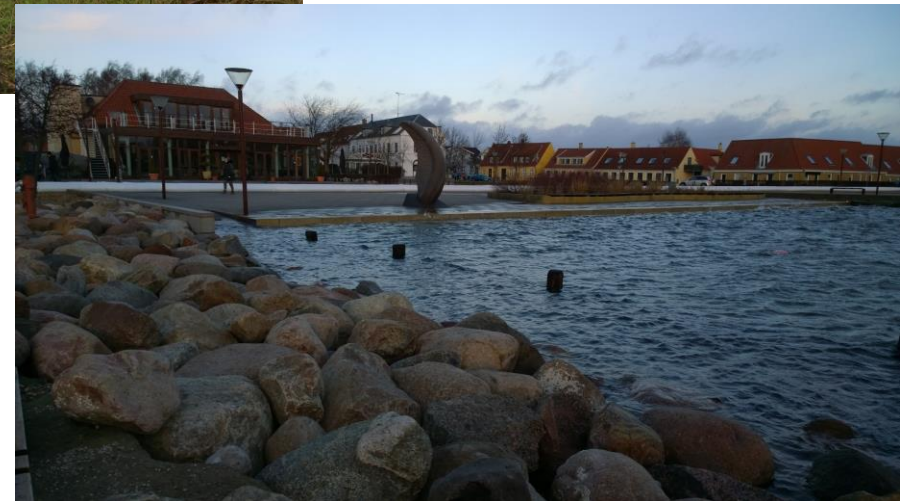
- Flooding caused power loss in some areas – the need of MAppERS
- Challenges in the outer areas



EXCHANGE OF EXPERIENCE

Exchange regarding organization and challenges with flooding.

- Municipal fire and rescue service surrounded by 130 km coastline
- Challenges due to two larger flooding within the last couple of years – the one a major flood in 2013 (Bodil) and then a close call in January 2015 (Egon)



EXCHANGE OF EXPERIENCE

- The need of a better communication with the citizens – both ways
- Involvement of the citizens
 - Crowdsourcing
 - Uploading pictures
- Self-preparing and prevention
- Statistics for the use of fire and rescue service in case of evacuation
- Encouraging resilience in the citizens

Helping to fix the aims of the app



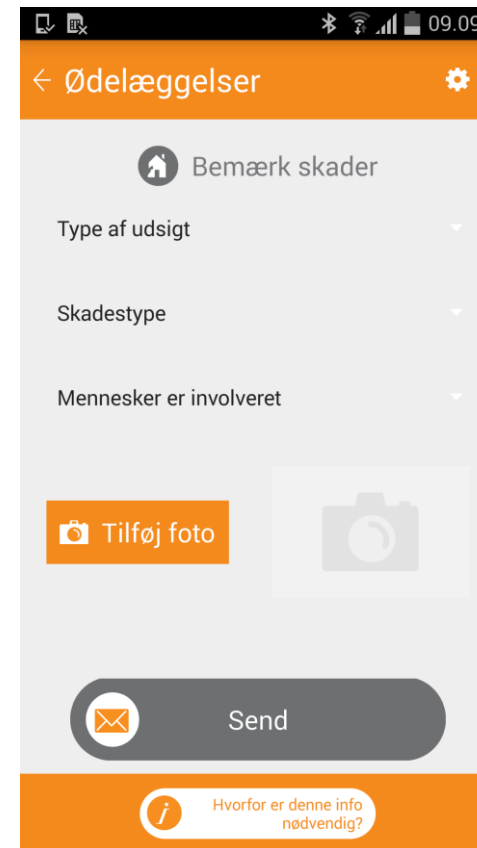
DEVELOPMENT

- First presentation of the design
- Working together on the structure and utility of the app – participation of an incident commander and the chief fire officer
- Deciding and evaluating on content – what to be omitted
- Discussing on the placing of the content in the menu
- Discussing about the division between Mappers-C and Mappers-V



PILOTING MAPPERS-C

- Translation into Danish
- Testing of MAppERS-C in Frederikssund 30th of September
- Participation of about 10 citizens
- Aged from about 18-65 years
- Presentation of project
- Division into two groups
- Testing app in both English and Danish



PILOTING MAPPERS-C

Considerations and experiences from the trained group:

- Presentation of content and then test (in three parts)
- Very active testers and a lot of feedback
- Some amendments to the structure and content - user friendly
- Suggestions of possible additions
 - Use of the warning button to request help from other users
 - Notification every 3-6 months on updating information
 - Shortcut to 112
- Generally positive feedback



PROSPECTIVELY USE

- Connection to other projects
- The resilient citizen
- e-PPR (e-Learning for the Prevention, Preparedness and Response to Natural Disasters)
- Future incidents





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THANK YOU FOR YOUR ATTENTION

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