

MAPPERS – C

THE APP FOR CITIZENS

USERS' GUIDELINES



MAppERS
video tutorials



Funded by the EU



MAppERS - Mobile Applications for Emergency Response and Support - is a project funded by the European Commission, DG-ECHO - ECHO/SUB/2013/661013 (2013-2015)

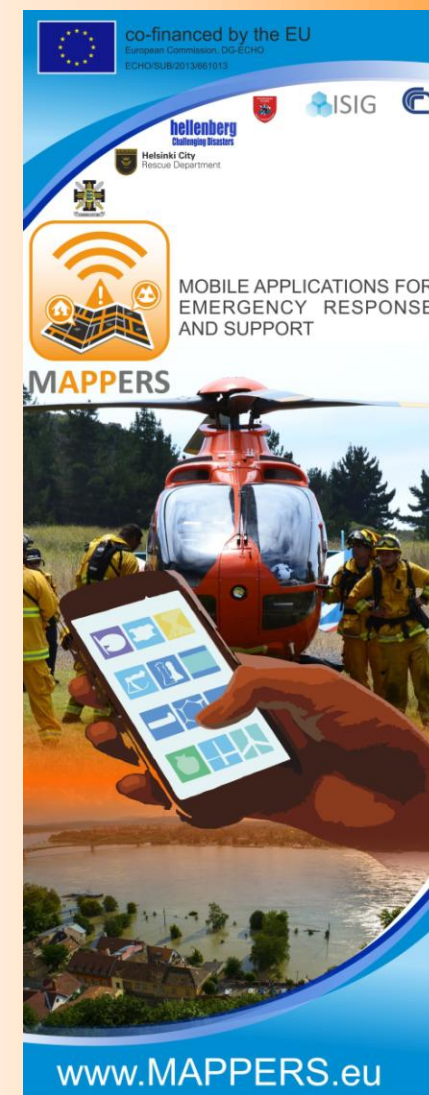
MAppERS aims at identifying gaps in the information sharing system in terms of territorial knowledge, risk prevention and emergency. Moreover, it deals with the citizens' role as 'territorial mappers' through the development of a smart phone application that allows the sharing of GPS-localised, precise information on risk situations from the population to civil protection operators.



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MAPPERS – THE PROJECT

MAppERS (2013-2015)

European Commission, DG-ECHO - ECHO/SUB/2013/661013

MAppERS aims at identifying gaps in the information sharing system in terms of territorial knowledge, risk prevention and emergency. Moreover, it deals with human role as 'territorial mappers' through the development of a smart phone application that allows the sharing of GPS-localised, precise information on risk situations from the population to civil protection operators.

The whole process of designing, updating feedback from citizens, and involving them in training courses on the monitoring of the territory fulfils a long term objective of creating involvement and participation from the population in hazard management. This is a focal point of a strategy for the active participation of citizens as actors of prevention of hazards, according to the priorities of action set by the Hyogo Framework for disaster risk reduction, reducing costs of recovery and emergency management and promoting a long term policy of responsabilisation of the population.

The pilot activity includes explanations and a training on operative functioning of the modules. The smart phone modules are to be later re-designed according to a methodological and technical feedback gained during the pilot study. Training curricula for citizens that wish to be involved in the monitoring of the territory in the long run are then to be defined so to promote territorial knowledge and awareness, give information and practical skills on smart phone technologies and specific efficient jargon to communicate hazard-relevant information. Furthermore, the system is to be implemented through a strategy of data monitoring including existing data loggers and instruments adopted on pilot study. A user-friendly integration of existing techniques will be implemented on top of a deep new architecture. A synchronized platform would allow both the protection of private data from citizens and the identification of the users in case of misuse of the smartphone information sharing.



TACKLING EMERGENCY



IMPROVING RESPONSE



PROVIDING SUPPORT



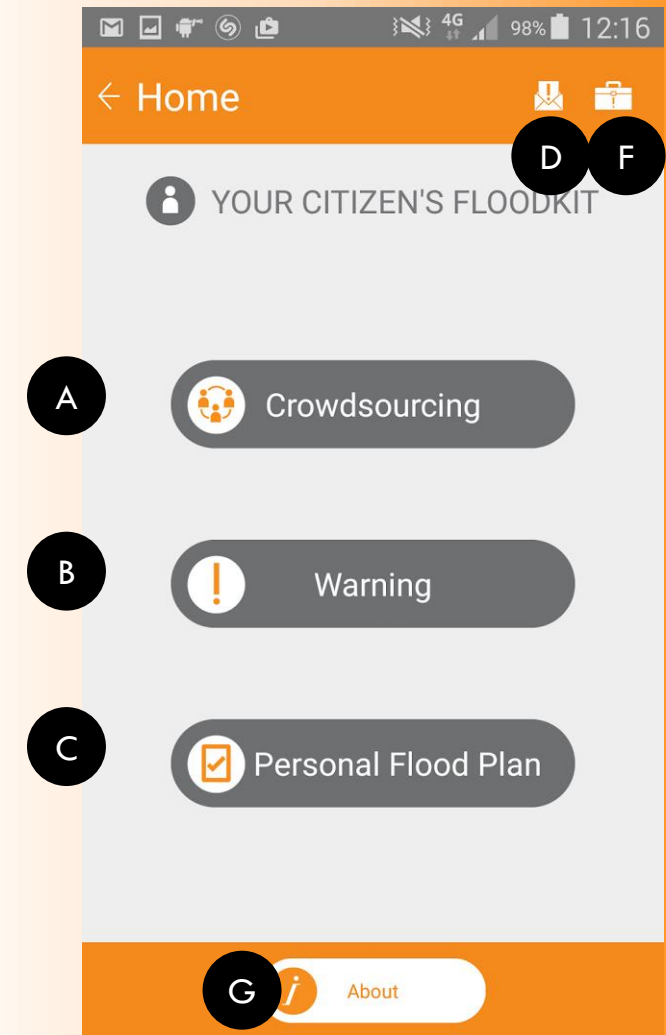
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CITIZENS' KIT

From this display users can access:

- Crowdsourcing (A)
 - From where users can actively contribute in case of emergency reporting on events, hazards and dangers. [see page 7]
- Warning Map (B)
 - From where users can access a weather Map. The GPS location of user is overlaid on Google Map and other thematic maps by API services. [see page 12]
- Personal Emergency Plan (C)
 - From where users can store and access information vital in case of emergency. [see page 13]
- Emergency message tool (D)
 - [see page 5]
- Emergency Toolkit (F)
 - [see page 6]

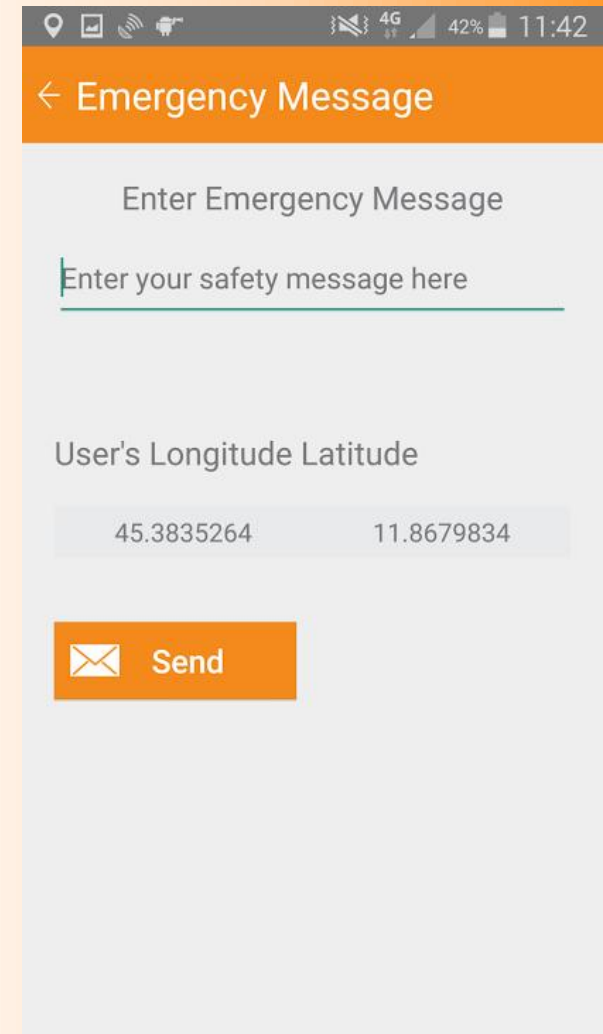
ABOUT (G) - The CITIZENS KIT combines several tools allowing users to provide and receive information in case of emergency. It provides immediate access to an Emergency Message tool and to the Emergency toolkit.



EMERGENCY MESSAGE

The tool “Emergency message” allows users:

- to send a customizable emergency message along with current coordinates.
- Fill-in a personalised emergency message
- Send it automatically to the list of contact previously uploaded in the “personal plan” [see page 13]

A screenshot of the MAppERS mobile application interface. At the top, there's a status bar with icons for location, signal, and battery, and the time 11:42. Below that, an orange header bar contains a back arrow and the text "Emergency Message". The main content area is light gray and contains a text input field with the placeholder "Enter your safety message here". Below the input field, the text "User's Longitude Latitude" is displayed above two input fields containing the values "45.3835264" and "11.8679834". At the bottom, there is an orange button with a white envelope icon and the text "Send".

← Emergency Message

Enter Emergency Message

Enter your safety message here

User's Longitude Latitude

45.3835264 11.8679834

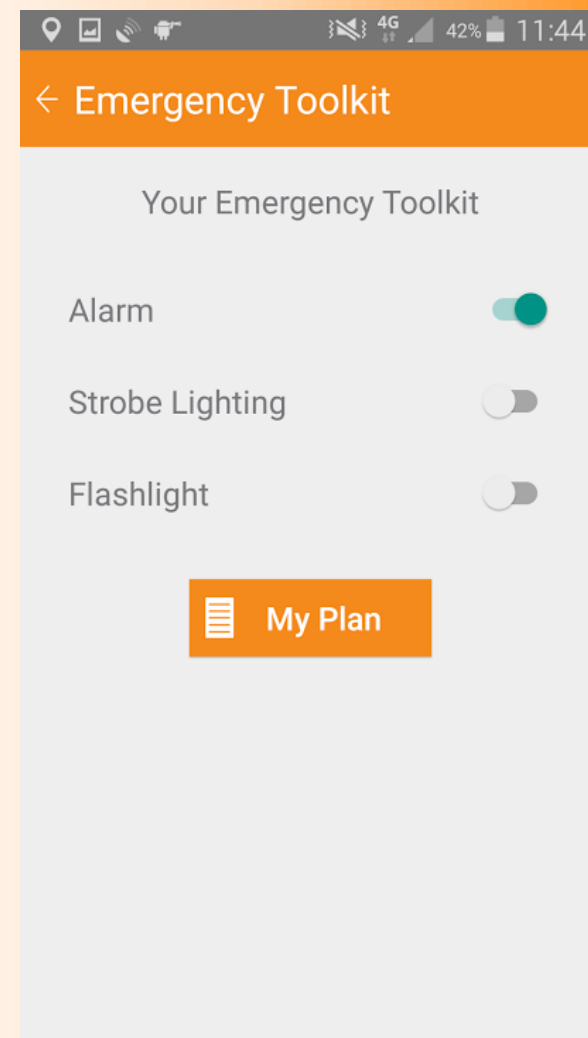
Send



EMERGENCY TOOLKIT

The Emergency toolkit groups together some useful tools, turning the user's mobile phone into an emergency device:

- an acoustic alarm
- a strobe light (if available on the user's phone)
- and a flashlight.

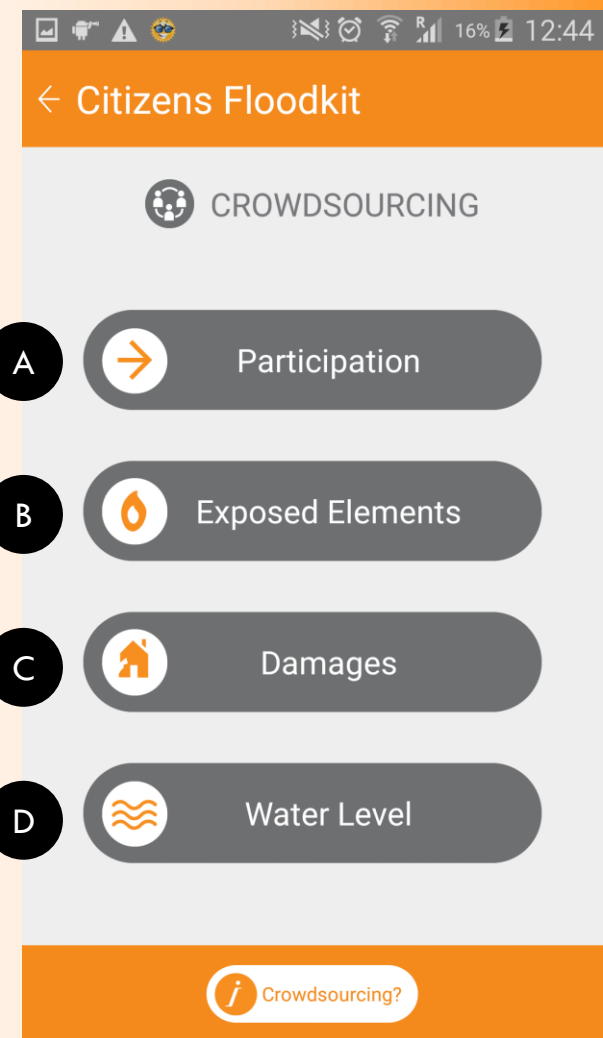


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CROWDSOURCING

From this display, the user can access the tools and functionality available under crowdsourcing:

- Start Reporting (A)
 - From where users can register to actively contribute in case of emergency reporting on events, hazards and dangers. [see page 8]
- ... on people (B)
 - From where users can provide information and pictures on people involved in a risk/emergency situation [see page 9]
- ... on infrastructures (C)
 - From where users can provide information on infrastructure and facilities involved in a risk/emergency situation [see page 10]
- ... on water level (D)
 - From where users can provide information and pictures on water height [see page 11]



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START REPORTING

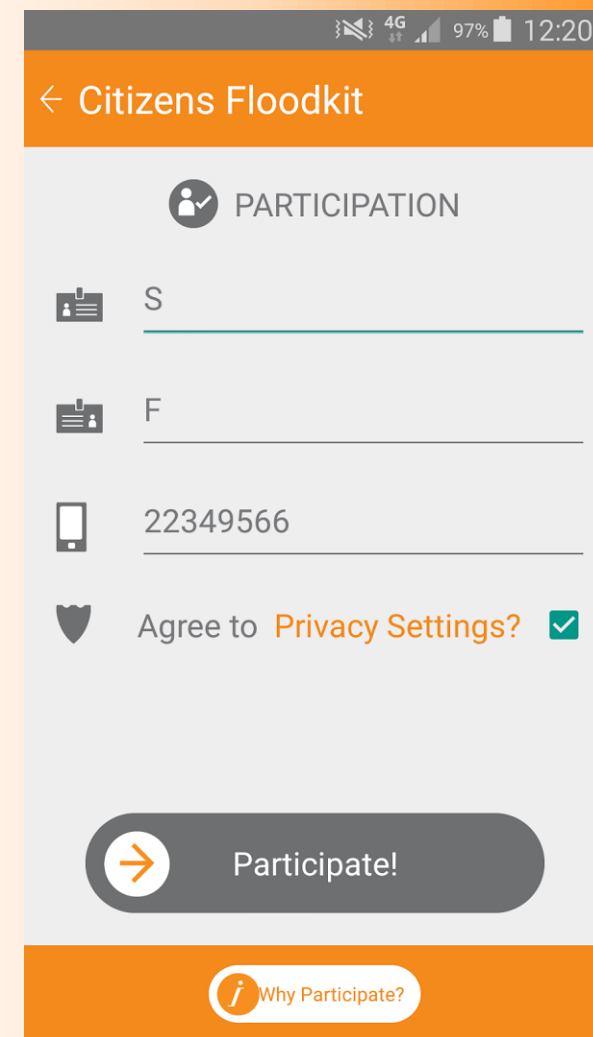
From this display users can register to actively contribute in case of emergency reporting on events, hazards and dangers.

Users have to fill in the form by providing:

- Name
- Surname
- Telephone Number


In order to register users have to first agree with the Privacy Terms and Conditions to which they can access by clicking on the orange link [see page 13].


Why participate? [CHECK](#)





4G 97% 12:20


← Citizens Floodkit


 PARTICIPATION


 S

 F

 22349566

 Agree to [Privacy Settings?](#) ☒

 Participate!

 Why Participate?



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... ON PEOPLE

From this display users can provide information on From where users can provide information and pictures on people involved in a risk/emergency situation.

Information are collected on:

- Number of people present in the risk/emergency situation
- Their age (range)
- Number of people with limited mobility
- Number of elderly people in need of assistance

Provided information is sent immediately to the competent authority by clicking on the send button

WHY IS THIS INFO NEEDED?

Exposed Elements

EXPOSED ELEMENTS

Addresses

Number of Residents

Set age minimum.. Set age maximum..

People With Limited Mobility

Elderly People

Send

Why is this info needed?



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... ON INFRASTRUCTURES

From this display users can provide information on infrastructure and facilities involved in a risk/emergency situation.

- Users can provide relevant information on:
- Whether or not they are in the infrastructure/building involved
- The type of infrastructural damage
- People present in the infrastructure/building involved

Users can provide both information and pictures and send them to the competent authorities by clicking on the Send button.

The picture image can be adjusted by clicking on the Gear ikon on the top left of the display (A)

WHY IS THIS INFO NEEDED?



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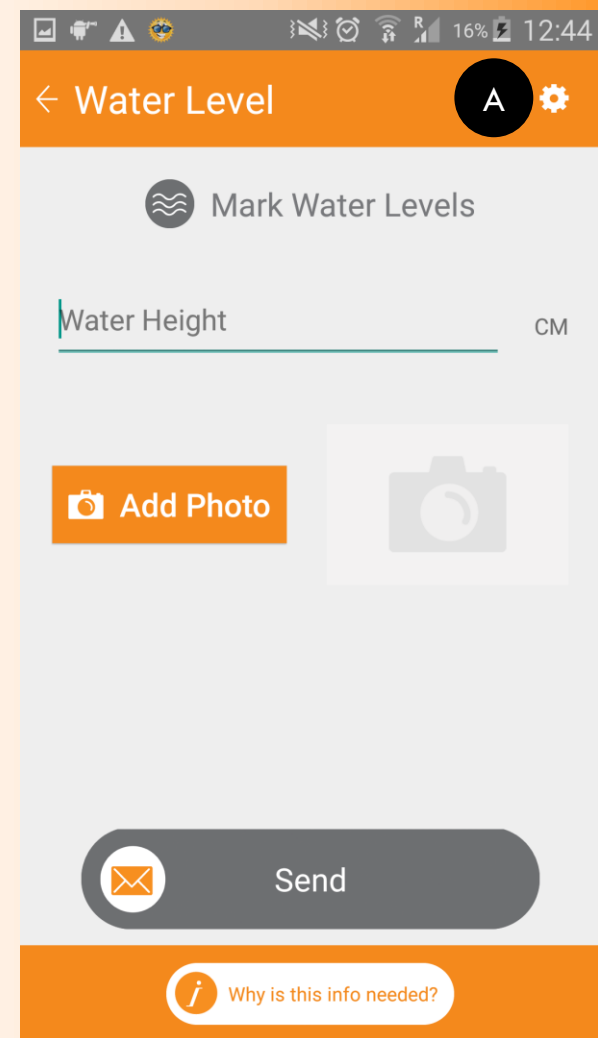
... ON WATER LEVEL

From this display users can provide information and pictures on water height from the ground.

Users, in case of heavy rains and/or floods, can send to the competent authorities their estimates on the water height as well as a picture to contextualise the provided info.

The picture image can be adjusted by clicking on the Gear ikon on the top left of the display (A)

WHY IS THIS INFO NEEDED?

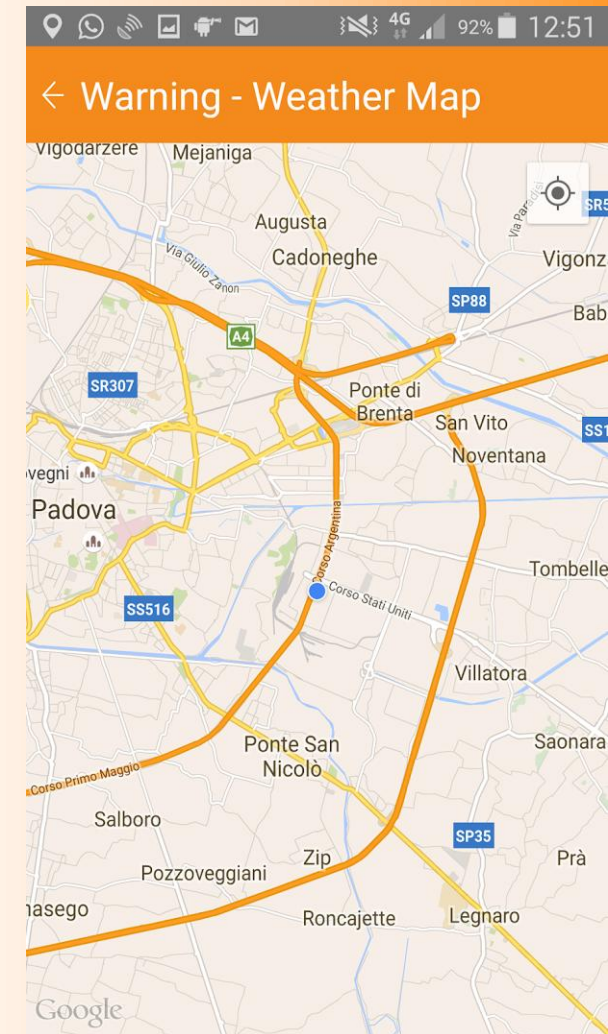


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WARNING MAP

From this display users can access a Weather Map where Warning on risk/emergency situations are displayed.

The GPS location of user is overlaid on Google Map and other thematic maps by API services.

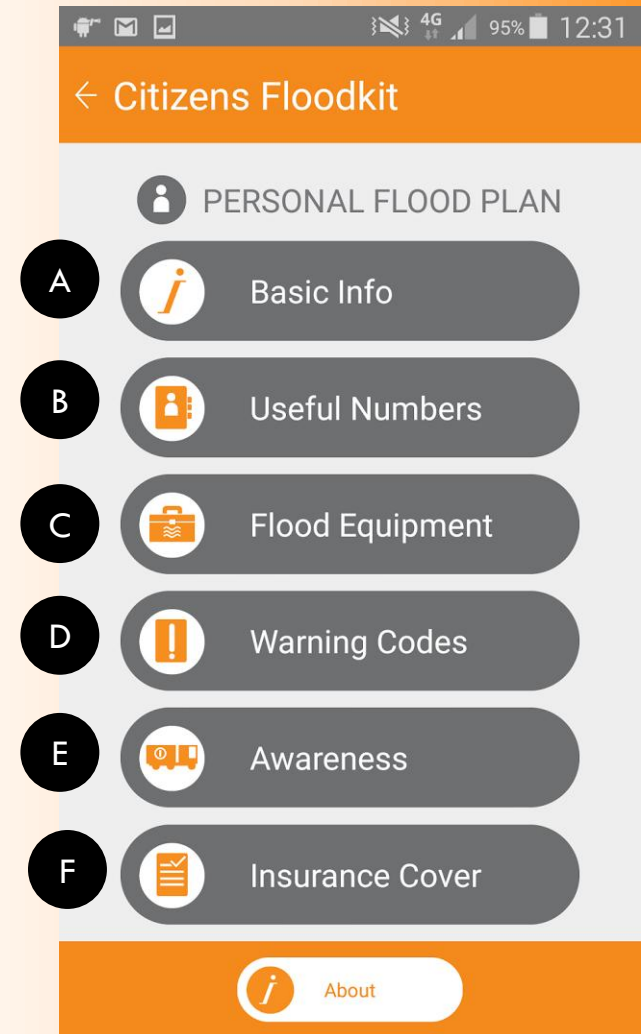


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PERSONAL EMERGENCY PLAN

From this display users can access:

- Basic info (A)
 - From where users can store and access contacts of family members and of people to be contacted in case of an emergency [see page 14]
- Useful numbers (B)
 - From where users can store access contacts of key service providers in case of an emergency [see page 15]
- Flood Equipment (C)
 - From where users can access information vital in case of flood. [see page 16]
- Alert levels (D)
 - From where users can access information of preparedness, early warning and emergency [see page 17]
- Awareness (E)
 - From where users can access information on preparedness, early warning and emergency measures [see page 18]
- Insurance cover (F)
 - from where users can store access information on their insurance schemes [see page 19]

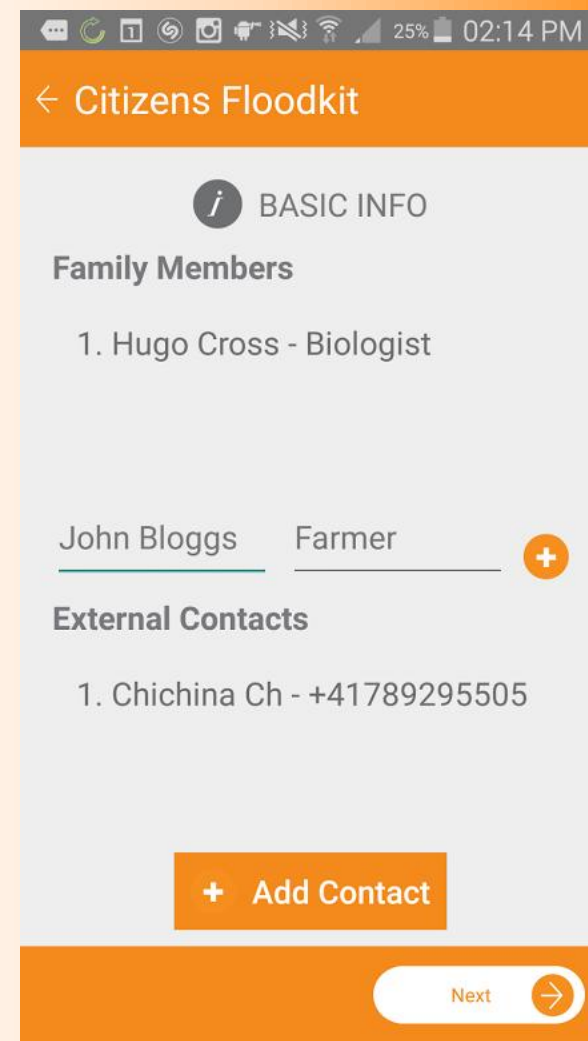


BASIC INFO

From this display users can access store and access:

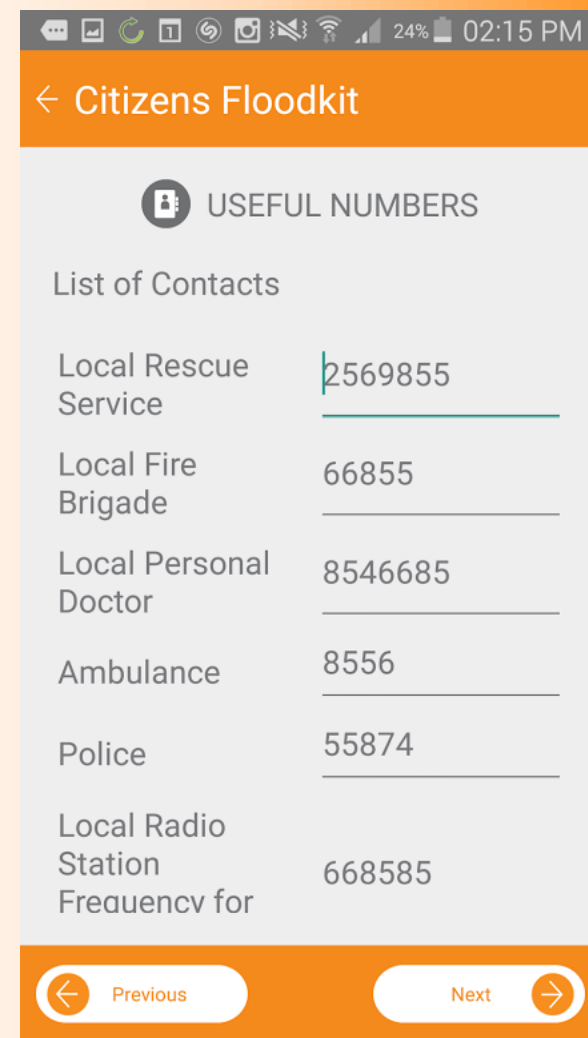
- Contact details of family members
- Contact details people to be contacted in case of an emergency

By clicking on the Add Contact button, users can add as many contacts as they like.



USEFUL NUMBERS

From where users can store access contacts of key service providers in case of an emergency



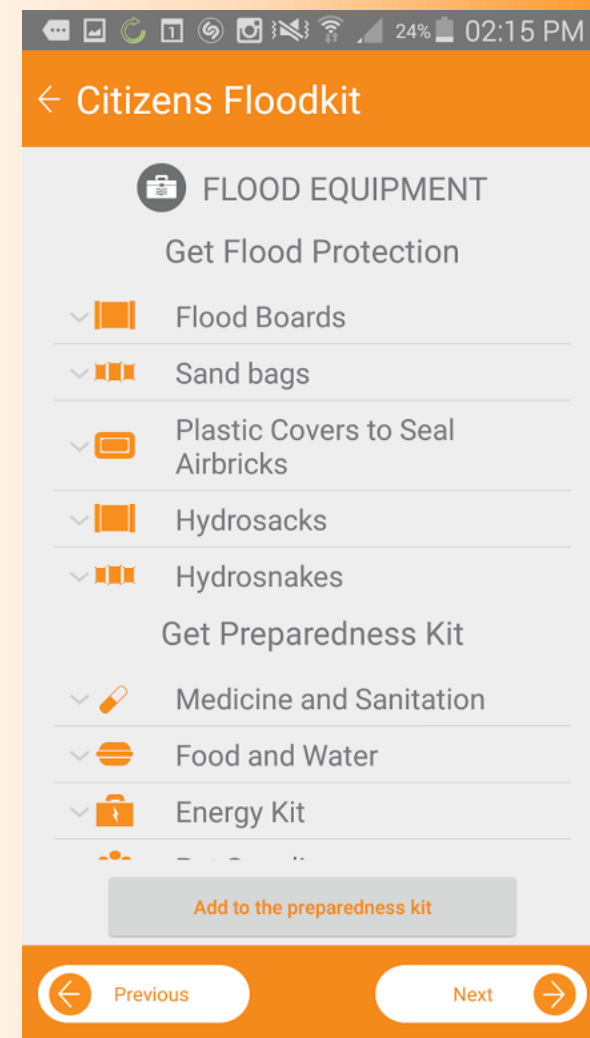
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FLOOD KIT

From this display users can access information on the so-called FLOOD EQUIPMENT. The tool is comprehensive set of information on measures, devices and equipment which enhance the household resilience in case of emergency.

The tool is divided in two sections:

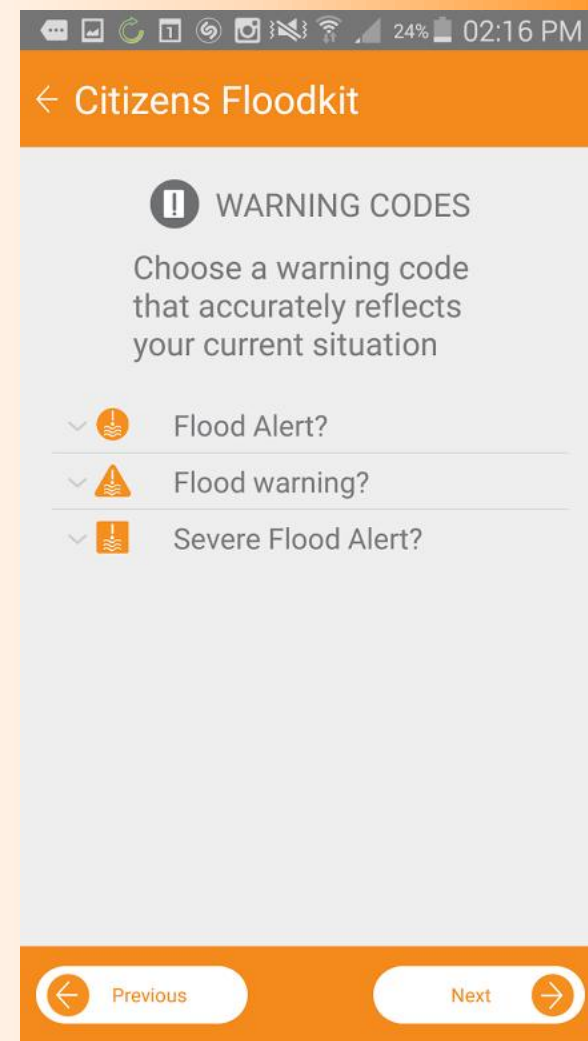
- Protection measures: where users can access information about equipment for flood protection
- Preparedness measures: where users are equipped with a check-list to assess their level of preparedness and make plans to acquire missing items/equipment.



ALERT LEVELS

From this display users can access a check list and a set of instruction/recommendations for each alert level which may be issued by local authorities:

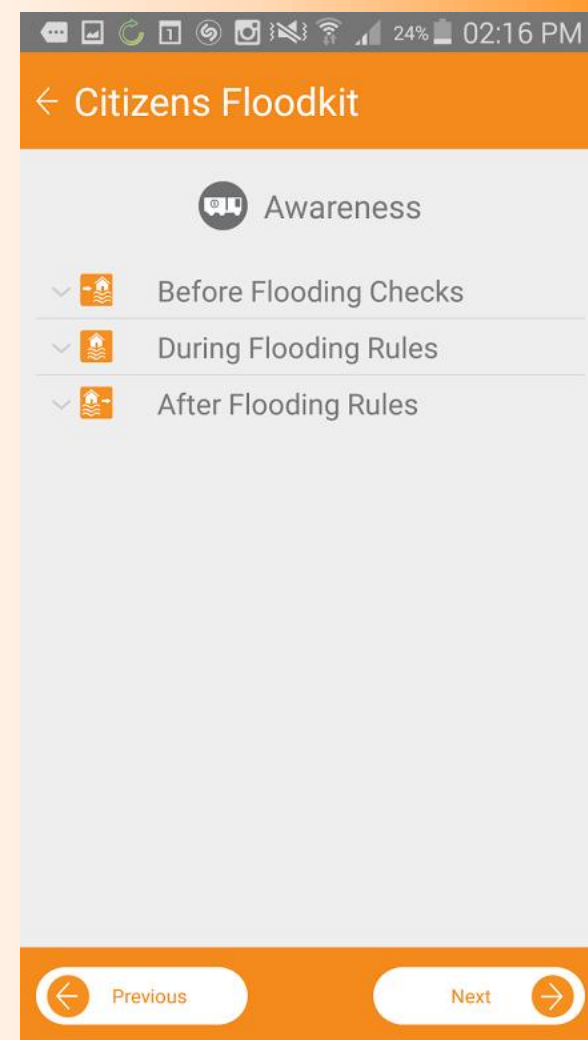
- Preparedness
- Early warning
- Emergency



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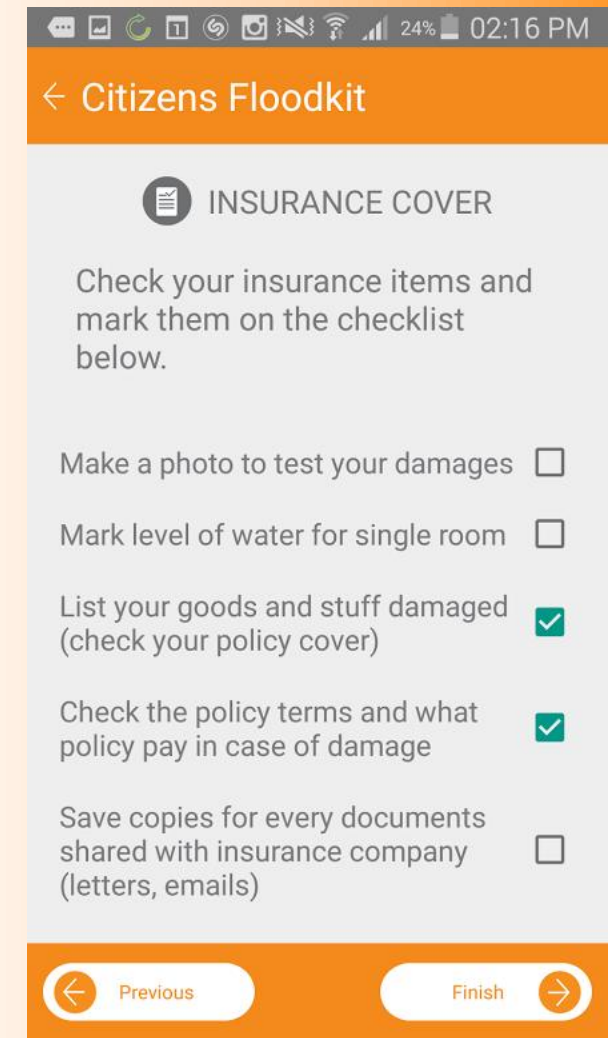
AWARENESS

From this display, users can consult a set of specific actions/recommendations to be followed before, during and after an emergency to increase the resilience of their household.




INSURANCE COVER

From this display, users can access a check-list to gather, store and eventually use efficiently several key information on their insurance schemes



The screenshot shows the 'Citizens Floodkit' app interface. At the top, there's a status bar with various icons and the time '02:16 PM'. Below it, the app title 'Citizens Floodkit' is displayed. The main section is titled 'INSURANCE COVER' with a document icon. It contains a checklist with five items: 'Make a photo to test your damages' (checkbox), 'Mark level of water for single room' (checkbox), 'List your goods and stuff damaged (check your policy cover)' (checked), 'Check the policy terms and what policy pay in case of damage' (checked), and 'Save copies for every documents shared with insurance company (letters, emails)' (checkbox). At the bottom, there are 'Previous' and 'Finish' buttons with arrows.

← Citizens Floodkit

 **INSURANCE COVER**

Check your insurance items and mark them on the checklist below.

- Make a photo to test your damages ☐
- Mark level of water for single room ☐
- List your goods and stuff damaged (check your policy cover) ☒
- Check the policy terms and what policy pay in case of damage ☒
- Save copies for every documents shared with insurance company (letters, emails) ☐

← Previous Finish →



MAPPERS CONSORTIUM



National Research Council of Italy (CNR) - Research Institute for Geo-hydrological Protection of Padua (IRPI), Italy – Lead partner

The National Research Council (CNR) is a public organization; its duty is to carry out, promote, spread, transfer and improve research activities in the main sectors of knowledge growth and of its applications for the scientific, technological, economic and social development of the Country.

website: http://www.irpi.cnr.it/welcome_en.htm



Institute of International Sociology Gorizia (ISIG), Italy – Project partner

ISIG is an independent research institute recognized by the Italian Ministry of Education and Research and has a status as special adviser to the Economic and Social Council of the United Nations (ECOSOC). Today the originality of ISIG develops through its many activities of research, consulting and planning, together with the organisation of conferences and training.

website: <http://isig.it>



Frederikssund Halsnæs Fire & Rescue Service (FHFRS), Denmark – Project partner

Frederikssund Halsnæs Fire & Rescue Service provides fire and rescue services to the municipalities of Frederikssund and Halsnæs in the centre of Seeland, in Denmark. The two municipalities are home to approximately 76,000 inhabitants who live within a land area of 382 square miles.

website: <http://www.fh-brand.dk/>



Hellenberg International Oy (HELLB), Finland – Project partner

Hellenberg is an international security advocacy based in Helsinki and Hong-Kong. With a compact and flexible in-house research unit, it challenges mainstream solutions in critical infrastructure protection (CIP).

website: <http://www.hellenberg.org/>



Helsinki City Rescue Department (HCRD), Finland – Project partner

Helsinki City Rescue Department is one of Finland's 22 regional rescue department. It is responsible for carrying out tasks such as monitoring and inspections of fire prevention measures, fire and rescue operations and medical rescue operations in the Helsinki area.

website: <http://www.hel.fi/hki/pela/en/Etusivu>



Estonian Academy of Security Sciences (EASS), Estonia – Project partner

The Estonian Academy of Security Sciences is a state institution, providing professional education for civil servants belonging in the area of government under the Estonian Ministry of the Interior. The Academy was established in 1992 after Estonia regained its independence.

website: <http://www.sisekaitse.ee/eass/the-academy/>



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