



Mobile Applications for
Emergency Response and
Support



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END USER ADVISORY BOARD MEETING IN HELSINKI

Helsinki – Finland

7-8th September 2015 (4TH Mappers EAB Helsinki Meeting)

Participants:

- ✓ Ole Arrhenius, Airbus Defence and Space
- ✓ Hans Holmberg, Airbus Defence and Space
- ✓ Hilppa Gregow, Finnish Meteorological Institute
- ✓ Ville Estlander, Helsinki City Rescue Service Department
- ✓ Risto Ojanperä, Elisa Corporation
- ✓ Aapo Cederberg, GCSP
- ✓ Timo Hellenberg, Hellenberg International

CEO of Airbus Defence and Space Oy Hans Holmberg welcomed the participants and told greeting from the Airbus. Ole Arrhenius continued by making a key note presentation on “Public Safety Broadband Evolution and Hybrid Networks” by highlighting the role of mission-critical voice services. He also compared them with the commercial traditional broadband networks. New appliances are needed rapidly and demands from public sector emergency operators are getting higher. Mappers is an answer to right direction. He pointed out that the role of 112 Emergency Response Centres (HÄKE) should be checked and clarified in order to provide Mappers type of solutions to citizens. Similar comment was made by Aapo Cederberg earlier (7.9.) while he suggested that Mappers II could be focusing on serving the Emergency Response Centres in reaching citizens and vice versa. Cederberg pointed out that “Häke” is the solely operator in Finland which would logically be the server of this kind of application to citizens and collect their feedbacks accordingly. Ole Arrhenius underlined the role of hybrid networks where mission critical public safety networks are integrated with commercial or dedicated broadband services and asked how to integrate Mappers to the TETRA and Tetrapol networks in Europe and how to assure its credibility, interoperability and easy usability?

Timo Hellenberg made a presentation on “Possibilities of Mappers Project from Advisory Board Perspective”. He started introducing the recent risks facing Europe and highlighted the remaining administrative and operational challenges in the field of civil protection and faster emergency response. Following challenges were listed; Unlimited number of scenarios, Fragmented/sectoral SITCEN, Lack of up-to-date standardized metadata, Insufficient communications and inter-connectivity in a multi-enclave environment, Public sector resistance/lack-of-trust to adapt new methods and learn from “outside” and Technology driven “reforms” often hindering intra-organizational evolution.

Hellenberg raised following questions about European crisis management and civil protection mechanisms; Whether the national crisis management systems should be based on centralized or specialized model? Role of first responders, i.e. citizens, still an unused resource? Why recognised & forwarded signals often lead to wrong or untimely response? Complex & dynamic situations - how to avoid information overload & task complexity?

Hellenberg continued raising the role of EAB in inter-action with Mappers activities and various tasks. It was agreed that the EAB members will be consulted if there is possibility to take part to follow up activities.

Finally, he concluded the criteria for good civil protection framework: Coherence: a comprehensive approach (all hazards) and integration. Coordination: all levels and sectors. Communications: human and technical dimensions. Continuity: whole process of planning, implementation and learning

Ville Estlander introduced the Mappers application. He told that Mappers, when developed further, will serve well the volunteers and Helsinki Rescue Service Department. The application needs constant updating and bug-fixing. Risto Ojanperä pointed out that 2 years is long time for any product development. This should be taken into account. Estlander told that the Tammissalo Volunteer Fire Brigade has served as a test group. Feedbacks have urged to improve the usability

towards easier interface and to fasten the reactivity of the application. Also the map should be improved based on feedbacks received. This was agreed by the EABs.

Hilppa Gregow told that the application has developed to the right direction and it could make sense to take into account the different user groups, e.g., role of children, teenagers and young adults who are the key users of mobile apps. This would be beneficial when considering the easy usability and interface of the final application. She also pointed out that feeding the information should be made easier and more user friendly enabling faster response and information exchange.

Risto Ojanperä asked how to integrate and benefit from social media in producing situational awareness (such as free applications like Whatsapp and Sportstracker). He also advised the project consortium to make necessary actions to secure the collective ownership of the project results and outputs in order to proceed to follow up project.

Timo Hellenberg concluded the meeting and thanked all the participants. It was agreed that Mappers application looks good and works well. However some of the improvement suggestions were listed. Most often heard argument was to improve the usability and interface to easier and faster application.