

Contents

1	New media – Perspectives in crisis	1
1.1	The Worldwide Reality of Crisis Response Efforts in the Information Age	2
1.2	A New Era for ICT Tools in Crisis Situations?	4
1.3	iSAR+ project	6
1.4	iSAR+ project main challenges and opportunities	8
1.5	Hurdles to the Use of New Communication/Social Media in Crisis Situations	9
2	Live Exercises	11
2.1	Live Exercises as advanced validation	12
2.2	Live Exercise in Portugal	13
2.3	Live exercise in France	16
2.4	Live exercise in Finland	20
2.5	Summary	23
3	PPDRs View on New Communication Technologies and Social Media in Crises	24
3.1	Introduction.....	25
3.2	Method.....	25
3.2.1	Data analysis	26
3.2.2	Demographic information.....	26
3.3	Results	27
3.3.1	Use of communication media in the private context and at work.....	27
3.3.2	Trust in communication media.....	30
3.3.3	Value of traditional and social media according to the phase of a disaster and purpose of use.....	32
3.4	Summary	38
4	Citizens View on New Media in Crisis	40
4.1	Introduction.....	41
4.2	Method.....	43
4.2.1	Procedure.....	43
4.2.2	Data protection and informed consent	44
4.2.3	Inclusion criteria and sample	44
4.2.4	Recruitment.....	45
4.2.5	Data Analysis	45
4.3	Results	46
4.3.1	Sample description.....	46

4.3.2	Media use in general.....	46
4.3.3	Trust in social media.....	49
4.3.4	Risk perception.....	56
4.3.5	Helpfulness of social media prior/during/after a flood.....	61
4.3.6	Emergency relevant experience.....	66
4.4	Summary.....	71
5	An example of the use of social networks for disaster follow-up.....	77
5.1	Theoretical background.....	78
5.2	Method.....	79
5.3	Results.....	79
5.4	Prevention.....	81
5.4.1	Preventive measures in case of a flood disaster.....	81
5.4.2	General flood protection.....	81
5.5	Preparedness.....	81
5.5.1	Drawing up contingency plans.....	82
5.5.2	Development of digital communication means.....	82
5.5.3	Inclusion of the water levels in contingency planning.....	82
5.5.4	Clarification of requirements.....	83
5.6	Response.....	83
5.6.1	Communication.....	83
5.6.2	Coordination.....	85
5.7	“Follow-up”.....	87
5.8	Summary.....	87
6	Overview of crowdsourcing initiatives for crisis response.....	93
6.1	Introduction.....	94
6.2	Definition and essence of crowdsourcing.....	96
6.3	Crowdsourcing solutions supporting crisis - examples.....	97
6.4	Advantages and disadvantages of crowdsourcing in crisis.....	99
6.5	Challenges of crowdsourcing in crisis.....	100
6.5.1	Strategy.....	101
6.5.2	Crowd.....	102
6.5.3	Management (online community management).....	102
6.5.4	Crisis challenges from crowdsourcing perspective.....	103
6.6	Conceptual model of crowdsourcing.....	105
6.7	ISAR showcases – lessons towards crowdsourcing.....	107
6.8	Emerging technologies supporting crowdsourcing.....	110
6.9	Collaborative platforms in EU research agenda.....	112
6.10	Summary.....	113

7	Human recommendation for iSAR+ (Basic and Enhanced Prototype).....	118
7.1	Media and new Media in crisis on crisis communication	119
7.2	Summary	164
8	Organisational Guidelines.....	165
8.1	Introduction.....	166
8.2	Operational Process and Organisational System	166
8.2.1	Human-Centred CONOPS Implementation.....	167
8.2.2	Using iSAR+ in Crisis and Non-Crisis Modes.....	168
8.2.3	Enabling Familiarity and Positive Attitude of Social Media by PPDRs.....	170
8.2.4	Integrating iSAR+ Within Emergency Management Systems.....	170
8.2.5	Locating and Configuring iSAR+ in Emergency Management System	170
8.2.6	Planning For and Resourcing iSAR+ Use Within and Between PPDRs.....	171
8.2.7	Cross-Jurisdictional and Cross-Border Interoperability of iSAR+	171
8.2.8	Legal and Regulatory Frameworks for Data Management.....	171
8.2.9	Establishing Information Requirements Through CONOPS.....	172
8.2.10	Information Access, Usage Permissions and Rights	172
8.2.11	Establishing a Common Operational Picture Through iSAR+.....	172
8.2.12	Clear, Consistent and Correct Communication Standards.....	173
8.2.13	Interoperability of iSAR+ With Existing (Information) Tools	173
8.2.14	Performance Feedback System	174
8.2.15	Evaluating the Contribution of iSAR+ to the Resolution of Crises.....	174
8.3	Human Factors	174
8.3.1	Examining the Effects of Automation.....	175
8.3.2	Team Design & Structure	176
8.3.3	iSAR+ Roles and User Definition.....	176
8.3.4	Team Development Programme	177
8.3.5	Competences for iSAR+ Operators	177
8.3.6	Human Performance Capabilities and Limitations	178
8.3.7	Fatigue Management (Working Time, Shift and Task Limitation).....	181
8.3.8	Handover Protocols.....	182
8.3.9	Training Operators in Human Factors	182
8.4	PPDR – Public Engagement	182
8.4.1	Ethical and Privacy Guidelines	183

8.4.2	Training Staff in Ethical and Privacy Aspects.....	183
8.4.3	Control and Restriction of Information Received by the System from the General Public and/or Media	183
8.4.4	Use of iSAR+ as a Normal-Day Resource for Educating and Informing the Public	184
8.4.5	iSAR+ Citizen Education Plan.....	184
8.4.6	Incorporating and Integrating iSAR+ and Similar Tools with Continuous Community Relations and Engagement Outside of Crises.....	184
8.4.7	Informing the Public About Operationally Useful iSAR+ Content	185
8.4.8	Implementation of Automated Messaging for Citizens.....	185
8.5	Summary	186
9	Conclusions.....	188
10	List of Project partner	190
11	List of Deliverables.....	191