Building Civil Protection 2.0
Are we ready?
Are we ready to cope with risks?

- Anticipate negative trends or events
- Administrative measures, legal framework
- Organisation, structures, methods, procedures
- Coordinated and prompt response
Are we ready for web 2.0?

- to share
- to collaborate
- to communicate
- to cooperate
- to support
- to include - e.g. diversity
Framework
The Italian Civil Protection System
Civil Protection is the term widely used in Europe to describe the organized action aimed at coping with collective threats caused by natural or human induced disasters.
The Italian Law defines civil protection as a complex system of governance for the safeguard of human lives, health, economic assets, cultural and architectural heritage, human settlements and environment from any kind of disaster, whether natural or man made.
The Civil Protection System

The Italian Legal Framework
Law no. 225 of 24 February 1992

The Civil Protection Authorities - Central Government, Regions, Provinces, Municipalities, Municipal Districts and Mountain Communities

- contribute to civil protection activities using their procedures and regulations
- collaborate with central government, public agencies, institutes, scientific research groups and organizations.
Civil Protection Activities

- Forecasting/Prevention/Mitigation
- Emergency preparedness/Emergency planning
- Response/Emergency Management
- Recovery
Vertical and Horizontal Coordination

**Vertical**
institutions and bodies at different territorial levels (State and Local)

**Horizontal**
the actions of the different bodies of a single system and level (i.e. State or Region) to achieve a common goal.
The Italian Civil Protection system has the duty to protect human life and health, goods and properties, national heritage, urban settlements and environment from any kind of natural or man-made disaster. According to Italian laws, volunteers have a very important role in this complex system. As you can see, in the Italian system, volunteers organisations are officially involved as well as all the other operational corps or agencies.
The Italian Civil Protection system has the duty to protect human life and health, goods and properties, national heritage, urban settlements and environment from any kind of natural or man-made disaster. According to Italian laws, volunteers have a very important role in this complex system. As you can see, in the Italian system, volunteers organisations are officially involved as well as all the other operational corps or agencies.
“They have a love for what they are doing, which can only be captured through values and attitudes”

[Knowles;1975]

By the Law 225 par. 11, the Volunteer Organisations are one of the key back bone of the system, as the other national agencies and bodies

Volunteers Organisations autonomously organise informal and non-formal training initiatives and participate to formal training programmes

Commitment and Experience are key to develop the ability to manage emergency events
Vertical coordination is based on “subsidiarity”, supported by the European Union.

Subsidiarity is the idea that the central authority should have a subsidiary function, performing only those tasks which cannot be performed effectively at local level.
Municipalities, Provinces and Regions, thanks to their financial autonomy

- are able to finance the “primary” service of civil protection;
- have the duty to manage administrative functions in civil protection.
The Role of the Mayor

The Mayor

Informing the public
Training
Preparedness
Emergency planning
Mitigation
Forecasting
Knowledge

Local operative organizations
Technical offices
Local volunteers groups
Welfare services
Municipal police
Municipal workers
Local enterprises
City services
Health services
Administrative and financial services
Communications and Risk Management
The Italian Experience
Communications & Risk

Communications: the main tool to support the whole emergency process
- preparedness
- management
- relief

Communications: crucial to allow the public to make decisions on how to deal and cope with risk
Building Civil Protection 2.0

Map \ Content

external communications (public)

- news \ information
- infotainment
- edutainment

information

- news
- self-protection
- rescue info

emergency

information

- knowledge
- competencies
- skills

information

- procedures
- documents

everyday

internal communications
Who generates content in the web 2.0 era?

- Institutions
- Operators
- Research Centres
- Volunteers
- Media
- Citizens

External communications: everyday, emergency
Internal communications:
4/6/2009
03.36 am
Abruzzo, Italy
Building Civil Protection 2.0

< terremoto abruzzo >

http://www.slideshare.net/Davide/social-media-e-terremoto-in-abruzzo
Building Civil Protection 2.0

Abruzzo Earthquake

The first Italian emergency event in the web 2.0 era

Soon after the earthquake ....

‣ 130 facebook groups
‣ thousands of messages, status, ...
‣ twitter messages

what for?

‣ to communicate fears, hopelessness,
‣ to inform on the victims and the rescue interventions
‣ to look for some friends, relatives, ...
‣ to share information on the overall situation
‣ to organise donations (money and goods)
The Challenge

«emotional» participation  
proactive collaboration
3 Civil Protection & Web 2.0 Projects and Experiment

Abruzzo Emergency - Earthquake, Roveto
Project: Civil Protection for Mayors

Information Channel

2002 Project - Civil Protection Web Site

2005 Project - Civil Protection for Mayors

e-learning

Mayors online community

Library glossary

News Knowledge

Forums Chats
Civil Protection for Mayors

- e-learning modules
- news
- general and law library
- regional pages
- forum
- glossaries
- best practices
- chats with experts

www.formez.it  www.protezione civile.formez.it
Mission: set up a web open and collaborative network to support the civil protection community at all levels.

Lever: the Systemic Approach of the Italian Civil Protection committed and active volunteers community.
Web 2.0 to manage information during the emergency

Framework  
emergency has been managed by civil protection operators - mostly volunteers - working in the field (rescue camps, operational centers,...) usually on weekly shifts. Internet, phone, mobile connections were active soon after the earthquake, mostly everywhere.

Problem  
Information handover - Local server failures - Fax, radio, phone did not ensure the need of information sharing

Solution  
Free web based tools in order to
  › store and categorise all the crucial information
  › allow the creation of a network between all the operators - in the emergency territory and at home - so to exchange information and knowledge at distance
Test supported by Province of Padova carried out in Function 1 - assessment of the buildings damaged.

**Actors**
- COM (Operational Centres)
- Rescue Camps
- DICOMAC (Command & Control Direction)
- Population
- Fire Brigades, Forest Corps, Military Forces, Police (F5)
- Relations with Population (F10)
- Municipalities
- Administrative bodies
- Health (F2)

**Tasks**
- exchange documents/informations
- informations to the public
- population data and requests
- procedures
- sharing information/news
- requests/results/data related to the assessment of the damage and safeness of buildings
- geolocation of the buildings to be assessed
- information handover
- professionals team management

**Google Tools**
- gmail
- calendar
- gmaps
- gtalk
- gdocs

**Instedd - Riff [instedd.org]**
- collaborative workspace
- subscribe to data sources to monitor
- interact securely with the team
- items with tags, comments, ratings, links, locations, files, alerts, and other social metadata
- autonomous agents perform data fusion, feature extraction, classification, tagging, geo-coding; integrated hypothesis formation, machine learning
4 Lessons Learned

Abruzzo Emergency - Rescue Camp Rolo Piano
<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Strength</th>
<th>Weakness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Italian Civil Protection</td>
<td>systemic approach</td>
<td>«Web Divide»</td>
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<tr>
<td></td>
<td>Networking</td>
<td>Common Approach</td>
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<tr>
<td>Volunteers Commitment</td>
<td>Web 2.0 Community</td>
<td>Low Budget</td>
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<tr>
<td></td>
<td></td>
<td>Free web 2.0 platforms</td>
</tr>
<tr>
<td>Threads</td>
<td>Variety of Bodies</td>
<td>Low Web literacy</td>
</tr>
<tr>
<td></td>
<td>Lack of common approaches</td>
<td>Past Dependencies</td>
</tr>
<tr>
<td></td>
<td>Participation and Collaboration</td>
<td>Low Collaboration</td>
</tr>
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<td></td>
<td>Reliable Sources</td>
<td>Slow pace of change</td>
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<td></td>
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<td>Low Budget</td>
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<td></td>
<td></td>
<td>Lack of Continuance</td>
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</tbody>
</table>
The Step Forward

Aquila Emergency - Earthquake, L'Aquila - Underpinnings
How to be ready?
Building Civil Protection 2.0

Building a more Resilient Society

People\Users\Citizens\Operators ...in face of disasters
People are the Key - We are the Key

Web 2.0 is the tool

<table>
<thead>
<tr>
<th>Subsidiarity</th>
<th>Resilience</th>
<th>Collaboration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil Protection</td>
<td>Citizens</td>
<td>Business</td>
</tr>
<tr>
<td>Structures\Bodies</td>
<td>Volunteers</td>
<td></td>
</tr>
<tr>
<td>Experts\Scientists</td>
<td>Media</td>
<td></td>
</tr>
</tbody>
</table>
Civil Protection debate is now focused on resilience: involving the public and business community - to increase the responsibility for their own risk management.

- In the field of Civil Protection Participation and Collaboration represent the challenge
- Users\Citizens\Volunteers are empowered
- Users\Citizens\Volunteers\Institutions have a world wide communication channel to jointly contribute to risk prevention, preparedness, management
The European Union perspective
- exploring the concept of resilience
- a comprehensive European disaster management strategy to enhance resilience.
- promote networking, learn about new technologies used in civil protection
Web 2.0 is an opportunity for risks prevention and management

A Proposal

- civil protection web open network think-tank involving organisations, volunteers, operators, different institutional bodies, media representative
- training programmes including web and communications issues
- raising awareness on RSS feed - tagging - collaborative work spaces - geolocation tools - mobile applications...
- exchange and sharing of knowledge, information, best practices, ...
- local social networks focused on civil protection
## On-going projects

Starting from the «small»

- **Province of Padova**
  - Presentations on the Web 2.0 tools for Civil Protection aiming at raising awareness and evaluate «how to» manage civil protection activities in a web 2.0 perspective.

- **Distretto Bassa Padovana Civil Protection Volunteers Coordination Group**
  - Training Volunteers on Web 2.0 Platforms - focusing on Instedd \ Riff platform. The aim is to train people on «how to» use web 2.0 platforms to manage operational rooms at local level.

- **Ferrara University Dept. Human Sciences College Liberal Arts and Philosophy**
  - Civil Protection Communications Course, targeting civil protection operators, volunteers, media representatives. One of the issue will be the web 2.0 both as channel of communication and a tool to manage information.
Niuna impresa, per minima che sia, può avere cominciamento o fine senza queste tre cose, cioè senza potere, e senza sapere, e senza con amore volere.

"Breve" dell'arte dei pittori di Siena
XIV century
Thanks!

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