

## Introduction

SOTERIA researches the impact of social media in emergencies considering four dimensions: Technological, Human, Ethical and Legal, and Organizational. SOTERIA introduces on its methodology the modern concept of Campaigns of Experimentation for validation of implemented solutions and, as well, to clarify concepts and requirements for implementation.

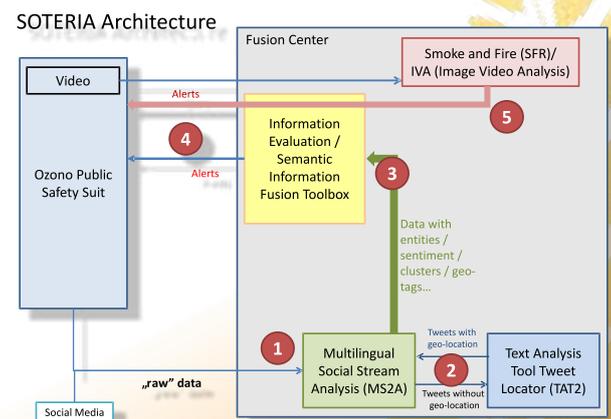


During the last months, several Campaigns of Experimentation including testing and observations were carried out in Finland, France, Norway, Poland, Portugal, United Kingdom and Turkey. SOTERIA Campaigns of Experimentation included Public Safety Organizations (PSO) actors, such as emergency dispatch centers, fire brigades, police, emergency medical care and ambulance services, and Citizens. SOTERIA toolbox integrates emergency-related ICT tools and functionalities, which were used, tested and evaluated on Campaigns of Experimentation by PSO users and Citizens considering the Technological, Human, Ethical and Legal, and Organizational dimensions of the project. These tools and functionalities provide additional communication channels between PSOs and citizens, offering new information sources and richer communication channels that can contribute to improve the emergency information gathering and dissemination.

## Project current status

The technical developments of the SOTERIA platform are now achieved. The tools available in the platform are the following ones.

- Ozono Public Safety Suite
- Information Mining and Synthesis (IMS)
- Text Analysis Tool Tweet Locator (TAT2)
- Multilingual Social Stream Analysis (MS2A)
- Smoke and Fire / Image video analysis tool



After the first campaigns of experimentations, recommendations were gathered in order to improve the efficiency and effectiveness of these tools.

The second version of the SOTERIA platform was tested within the second phase of the Campaigns of experimentations. New recommendations were gathered. These will be the object of new improvements of the tools for the last Experimentation, in February 2017.



### **ICMC - The international Crisis Management Conference**

Boston, April 5, 2017

[www.crisisconferences.com](http://www.crisisconferences.com)

The International Crisis Management Conference (ICMC) was created to help support the demand for regionalized education and training for preparedness professionals. ICMC is managed by a team from PreparedEx, the leading crisis, business continuity, emergency management, and security management firm. The demand for a variety of preparedness skills and a thirst for knowledge with respect to scenario-based training and exercises is at an all-time high. ICMC provides a range of professional speakers that deliver current and interesting topics that are often themed (scenario) based.

ICMC brings together a good mix of crisis, emergency, business continuity and security professionals from both the private and public sectors. The attendees learn from each other and share their own experience which ultimately creates stronger relationships within the wider preparedness community. ICMC conference attendees are:

- Crisis and Incident Management Professionals
- Business Continuity Management Professionals
- Crisis Communications and Public Relations Professionals
- Cyber-Security Professionals
- IT Disaster Recovery Professionals
- Emergency Management Professionals
- First Responders – Fire, Police and Emergency Medical Services
- Security Management Professionals
- Risk Management Professionals
- As well as many more industry experts

### **The SOTERIA project was presented in the following events**

3rd Polish Conference for Students and Young Scientists. Public Safety Organizations in crisis management - planning, response and prevention. June 2016

The 13th International Conference on Information Systems for Crisis Response and Management - ISCRAM, May 22-25, 2016, Rio de Janeiro, Brazil

The Eleventh International Conference on Systems (ICONS 2016), Lisbon, Portugal. February 2016

Social Media in Crisis Management 2016 – SMCM 2016, 7th JRC European Crisis Management Laboratory (ECML) Crisis Management Technology Workshop, 11-12 October 2016, Ispra, Italy

The Third International Conference on Information Systems for Crisis Response and Management in Mediterranean Countries, ISCRAM-med 2016 26-28.10.2016, Madrid, Spain

2nd Panhellenic Congress on Emergency Prehospital Care, 11-15.05.2016, Thessaloniki-Greece

The congress on Emergencies, Disasters and Rescue, 2016-04-28 to 2016-04-29, UMA University of Malaga, Spain

# Campaign of experimentation - Validation

The second phase of the Campaigns of Experimentation 5 took place during the autumn of 2016 in the form of seven different experimentations in Finland, France, Norway, Poland, Portugal, Turkey and the United Kingdom. The objective was to validate the SOTERIA toolbox and enable the production of the SOTERIA recommendations as well as gathering information still needed after the first phase of SOTERIA Campaigns of Experimentation. SOTERIA ONE.

The campaign involved public safety organisations and citizens through hands-on experimentations (table top and live exercises), interviews and discussions with participants.

During this campaign, refined SOTERIA tools were used, in order to answer to the following questions and requirements:

## Technological dimension

- Testing and validating the SOTERIA tools that had been further developed based on the feedback and observations from previous campaigns
- Evaluation of the possibility to pick specific tools from the selection by citizens and PSOs
- Functionality of sending push alerts from PSOs to citizens based on their location
- Citizens' willingness to share location information was further tested
- Multilingual support that SOTERIA offers
- General evaluation of the SOTERIA user interface (hands-on testing)

## Human dimension

- Citizen participants' considerations on information shared during emergencies related to privacy issues

## Ethical and legal dimension

- Evaluation of the citizen participants' views on data protection and privacy via survey

## Organisational dimension

- The added value of the enhanced SOTERIA tools for PSOs
- Questions of using SOTERIA as a common information space of the PSOs and the cross-agency use of SOTERIA
- The use of SOTERIA outside emergencies.

The experimentations included several different scenarios:

- Finland: 1. Aircraft accident, focus on PSOs  
2. Fire and poisonous gas at university facilities, focus on citizens
- Poland: Storm/hurricane
- UK: Flooding
- Portugal: Forest/Wild Fire
- Norway: Multi scenario experimentation
- Turkey: Explosion
- France: Missing persons, Traffic collision with hazmat.



## Focus on three partners

**Ernst-Moritz-Arndt-University Greifswald - Institute of Psychology - Department Health and Prevention - Germany**

ERNST-MORITZ-ARNDT  
UNIVERSITÄT GREIFSWALD



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The Department Health and Prevention of the Ernst-Moritz-Arndt University of Greifswald is specialised in cross-cultural research with a focus on diverse civil protection (CP) aspects such as emergency knowledge, disaster preparedness, risk perception, human behavior, risk and crisis communication etc. Furthermore, CP products such as different CP qualification programs for socio-cultural minority groups and an intercultural awareness training concept for emergency practitioners are produced. The department has strong associations with diverse CP organisations, industrial partners and political organisations.



**ITTI sp. z o.o.** is an SME working in IT and telecommunications sectors, located in Poznan, Poland. The company has at present a team consisting of ca. 80 persons. The activities of ITTI can be grouped into three categories:

- technical consulting in the area of telecommunications and IT
- applied R&D in the area of IT and telecommunications
- development of innovative applications and software solutions

Moreover, ITTI is an institutional member of the Public Safety Communication Europe Forum and Integrated Mission Group for Security (IMG-S). ITTI is also one of the co-founders of Polish Space Industry Association and participates to Wielkopolska ICT Cluster.

In the recent years ITTI was awarded the prestigious “Cristal Brussels Prize 2013” for the most active and successful Polish company participating in FP7, while in 2009 ITTI received the reward for high performance in R&D projects for the European Defence Agency awarded by the Polish Ministry of Defence.

### **North Yorkshire Police, UK**

North Yorkshire Police is the largest policing area in England and last year we handled 225,000 incidents – everything from shoplifting to murder cases – as well as playing a key role in major events.

We tackle anti-social behaviour (often in partnership with other agencies) as well as domestic abuse, cybercrime, missing from home cases...

The nerve centre of our operations is the Force Control Room, which deals with almost 260,000 non-emergency calls per month. More than 16,000 calls per year are from other emergency services, requesting police support.

North Yorkshire Police is an innovative and modern police force, with significant operational experience responding to emergency situations and crises within our area.

We have been an active participant in EU funded projects and have participated in DG Home Affairs projects on Metal Theft and FP7 security project Odyssey, which developed a pan-European intelligence sharing platform for ballistics, as well as iSAR+.

