



# E-CITIJENS

Civil Protection Emergency  
DSS based on CITizen Journalism  
to ENhance Safety  
of Adriatic Basin



***INCREASING SAFETY  
THROUGH SOCIAL MEDIA BASED TOOLS***

# The E-CITIJENS project

2014 - 2020 Interreg V-A

Italy - Croatia CBC Programme

Call for proposal 2017 Standard

Priority Axis: Safety and resilience

Specific objective: Increase the safety of the Programme area from natural and man-made disasters

Start date: 01.01.2019

End date: 30.06.2022

## Project coordinator

Molise Region – Civil Protection Service (Italy)

## Partnership

Split-Dalmatia County (Croatia)

Veneto Region - Civil Protection and Local Police Department (Italy)

University of Split - Faculty of Civil Engineering, Architecture and Geodesy (Croatia)

EIGG Eurelations (Italy)

University of Bologna – CIRI FRAME (Italy)

Municipality of Pescara (Italy)

Adriatic Ionian Euroregion (Croatia)

Zadar County Rural Development Agency – AGRRA (Croatia)

Dubrovnik Municipality (Croatia)

# Introduction

The use of social media is recognized as a channel for communication during emergencies (SMEM Social Media Emergency Management) by the Sendai Framework for Disaster Risk Reduction 2015 – 2030 approved by the United Nations General Assembly following the Third UN World Conference on Disaster Risk Reduction (WCDRR)



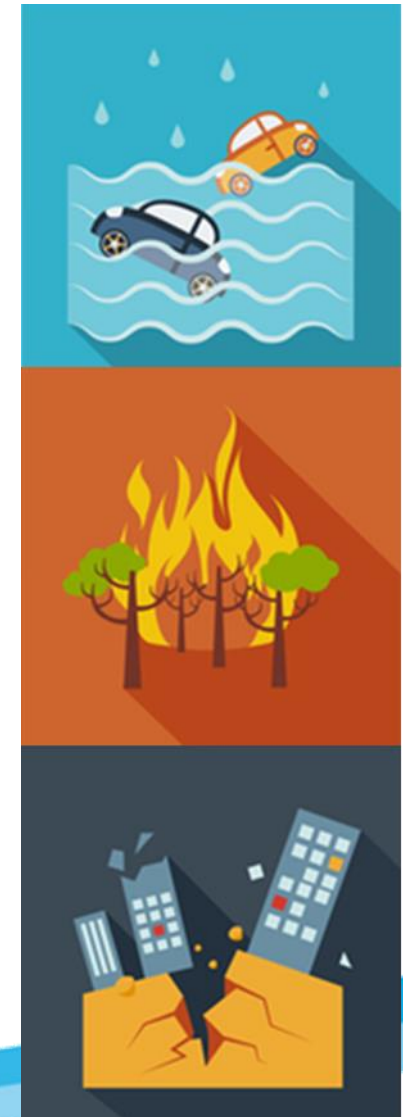
Social media are essential both to convey communication between institutions, citizens and the media and for emergency management and the coordination of the forces



# General Project description

E-CITIJENS aims to:

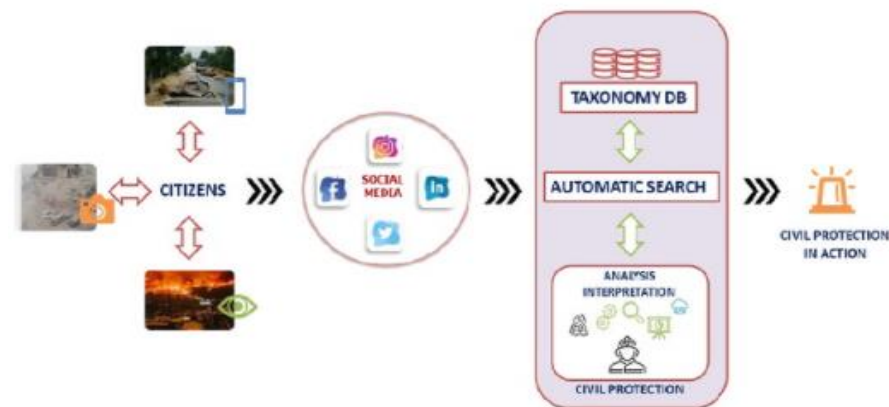
- **increase the safety of the Croatian and Italian Adriatic basin** decreasing exposure of coastal and internal ecosystems and population to the impact of natural disasters
- **promote cross-border cooperation between both regional and national administrations of Italy and Croatia** in enhancing monitoring and emergency management measures
- **implement a raising awareness intervention on citizens** to act as “active sensor” of emergencies via social media



# General Project description

The project approaches these challenges by making available to Civil Protection and Coast Guards an **efficient decision support system** to

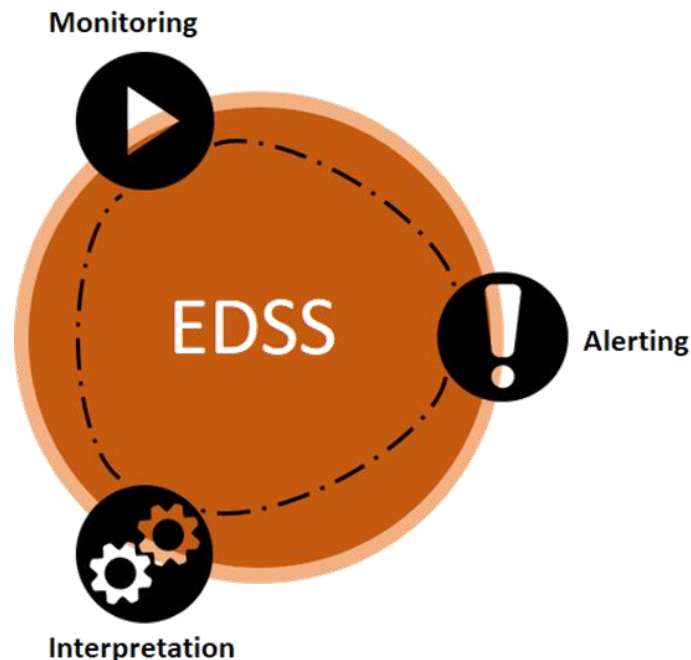
- **predict geophysical factors** influencing people and their properties
- **coordinate** emergency interventions
- **activate real-time communication channels** between institutions and citizens
- **integrate emergency data with those voluntary supplied by citizens via social media**



# Project pillars

- **The participatory process of citizens** - change citizens' role from traditional "vulnerable element" to "active sensor"
- **Innovation** – design an innovative **Emergency Decision Support System (EDSS)**, a semantically enriched web-enabled platform able to integrate heterogeneous data from institutional and social media sources
- **Governance** – enhance the existing Civil Protection Regulatory System and legislation in Italy and Croatia improving their level of uniformity and similarity to make available to National and Regional Authorities a uniform cross-border emergency legislative basis

# The Emergency Decision Support System (EDSS) requirements

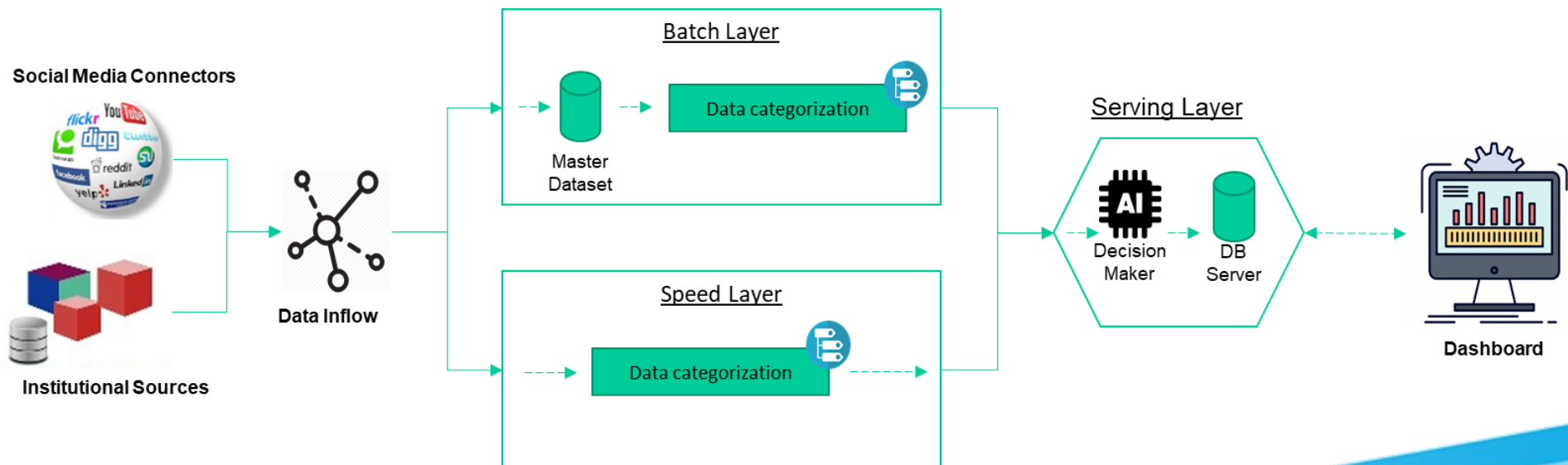


- **Monitoring:** real-time tools that analyze data coming from institutional sources and extracted from social networks; this phase can be activated manually or automatically in conjunction with a specific event (e.g. an intervention request)
- **Interpretation:** the extracted data need to be normalized and analyzed to identify the actions to be performed to handle the critical event
- **Alerting:** the engine will output analysis results in a reasonable time to make immediate the initiatives that must be undertaken



# The EDSS infrastructure

- **Application server** to host the monitoring dashboard with cartographic support
- **Real-time data processing architecture-based system** for data extraction normalization and analysis
- **DB Server** to store and access data relevant for the emergency processed




# The Awareness Campaign

- Activity relates to design an Awareness Campaign in order to **activate the participatory process of citizenship** for obtaining its contribution, as "active sensor", to the Civil Protection emergency management activities and promote a proper behaviour thorough knowledge of risk issues during hazardous occurrences
- In all involved territories the Campaign will be sorted implemented realizing **Works Cafès, Info Days, activation or attendance to social media "virtual" communities** to develop training activities for citizens on civil protection and disaster safety






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Video prepared in collaboration with CIRI FRAME – University of Bologna

**Thanks for your attention**  
**Grazie per l'attenzione**  
**Hvala na pažnji**



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