

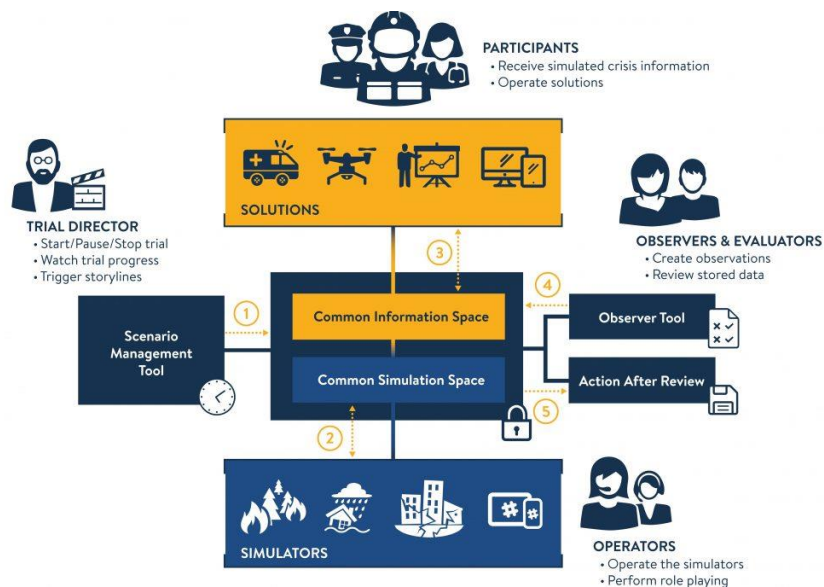
This document offers a condensed overview of the DRIVER+ Trial France and its results.

## The Context

From 22 to 25 October 2018, the second Trial organized as part of the DRIVER+ project took place in Aix-en-Provence, France, at the Entente Pour La Foret Méditerranée (Valabre), a public Civil Protection organisation. This event involved 16 practitioners from France and Italy with the purpose of demonstrating how to best support the cooperation and coordination between different organisations and agencies from different countries in a large-scale crisis situation.

## The Trial

After an open selection process, four solutions were assessed across an entire command chain (nine different roles/places) which focussed on the scenario of a large forest fire in southern France, threatening a campsite, nearby towns and an industrial chemical plant. The solutions assessed were **CrisisSuite** (by Merlin, the Netherlands), **MDAC2** (by MDA, Israel) **SMAP** (By Thales Communication Systems, France) and **LifeX COP** (by Frequentis, Austria).



As for all DRIVER+ Trials, Trial France has been developed and evaluated using the Trial Guidance Methodology (TGM) which supports crisis management practitioners in trialling new solutions. The TGM gives a very practical, concrete yet systematic and robust support in clearly identifying the gaps and formulating the questions the practitioners want to address, the performance indicators to support a proper evaluation, guidelines to develop a realistic scenario, and the tools to create this realistic environment and supporting the assessment.

The Trial was articulated around three main research questions:

- **How to improve and maintain, in real time, a shared situational awareness by supporting the exchange of crisis-related information among agencies and organisations?**
- **How to improve the coordination of fire-fighters' response operations and Emergency Management Services (EMS) rescue operations during a large forest fire with casualties?**
- **How to transform raw data from social networks into actionable information directly useful to the incident commander?**

These questions were addressed by comparing two different runs. A first run in which practitioners had to respond to the crisis using currently available means, and an innovation run, with the support of the four selected innovative

solutions. The purpose of the Trial was to assess whether using the innovative solutions rather than the current CM means and processes had a real added-value for practitioners in managing the crisis.

## The Results

Comparing the accomplishment of the tasks between both lines after each run, gives an indication about the potential value of each new socio-technical solution. It was demonstrated that time delays, sharing and quality (accuracy) of the information could be effectively improved by some of the trialed socio-technical solutions. Time-saving effects have been observed in most of the CM processes, particularly at the alert step, when it comes to localization of victims.

The sharing of a common information space (COP) between the fire-fighters and the Emergency Medical Services (EMS) supported a better situation assessment both concerning the crisis dynamics (fire contour visible for the EMS) and the dispatch of means (ambulances visible for the fire-fighters chain of command). However, for such a socio-technical solution to completely pay off, a better understanding of the procedures and the organization culture is a prerequisite.

## Recommendations

The outcomes of the Trial provide ground to formulate the following recommendations related to EU policies, regulations and mechanisms.

In summary, in the context of a cross-border major disaster, the cooperation and coordination between different organisations and agencies, the trialed solutions contribute in saving time on specific processes (in particular at the alert step), in improving the accuracy of some of the information exchanged (in particular locations) and as a consequence in reducing the requests for information coming from misunderstandings, which in turns contributes in saving time.

Finally, it is suggested that a method to evaluate interoperability and inter-organisation cooperation would be highly beneficial at European level, to provide a realistic picture of the current situation and to enable future evaluation of the added value of the European Union Civil Protection Mechanism.



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