

IMPROVING SPONTANEOUS VOLUNTEER MANAGEMENT WITH INNOVATIVE CRISIS MANAGEMENT SOLUTIONS: DEBRIEF OF THE DRIVER+ TRIAL IN AUSTRIA

PSCE CONFERENCE

Camilo Palacio, Austrian Red Cross

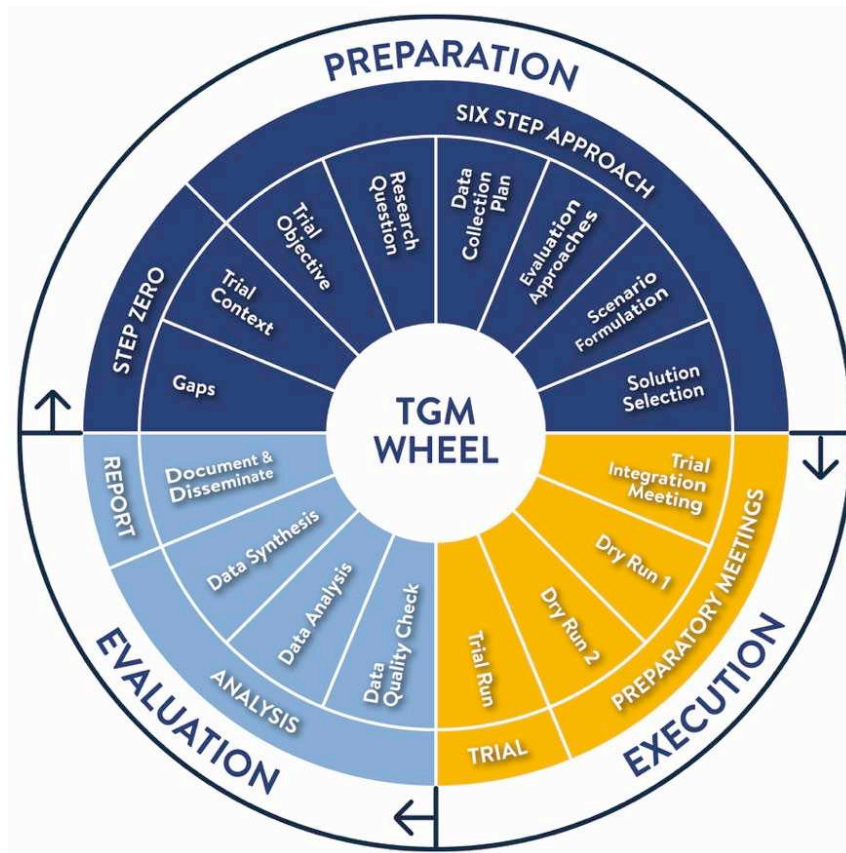
Paris, 4th Dec. 2019



Driving Innovation in Crisis Management
for European Resilience



TRIAL GUIDANCE METHODOLOGY



TRIAL AUSTRIA

Sep 09-14. 2019





Driving Innovation in Crisis Management
for European Resilience

AUSTRIA TRIAL
12-14 SEPTEMBER 2019

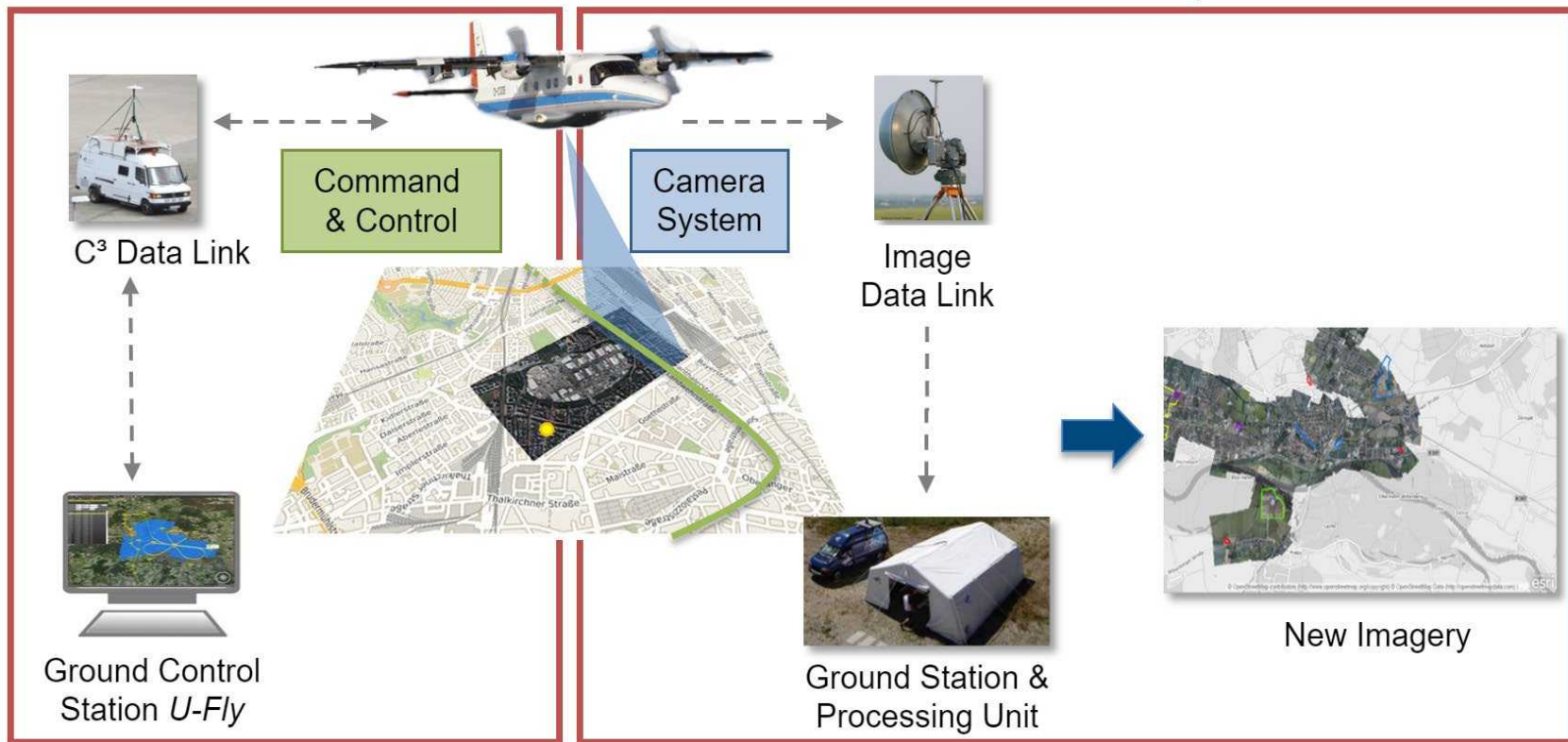


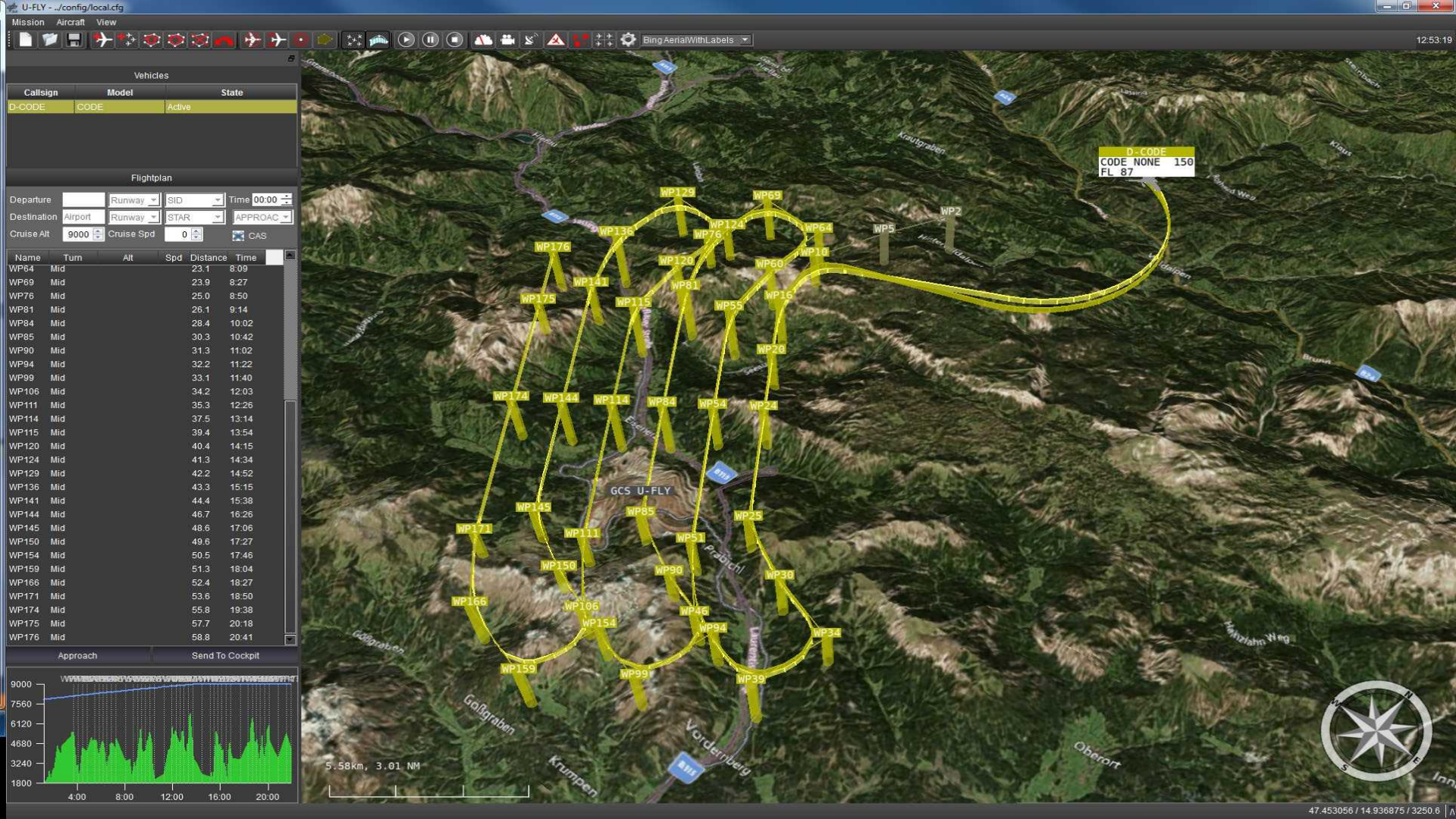
EARTHQUAKE SCENARIO IN EISENERZ

The central area of Austria has been struck by a strong earthquake and subsequent heavy rain. The region of Eisenerz is one of the most affected. Lifelines such as water, food, shelter, transportation and medical care have been disrupted. Electricity and mobile networks have also been severely damaged.

SELECTED SOLUTIONS

AIRBORNE SELF-PILOTED DRONE





Vehicles

Callsign	Model	State
D-CODE	CODE	

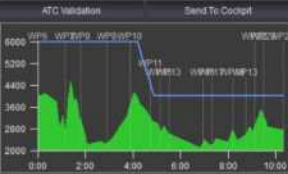
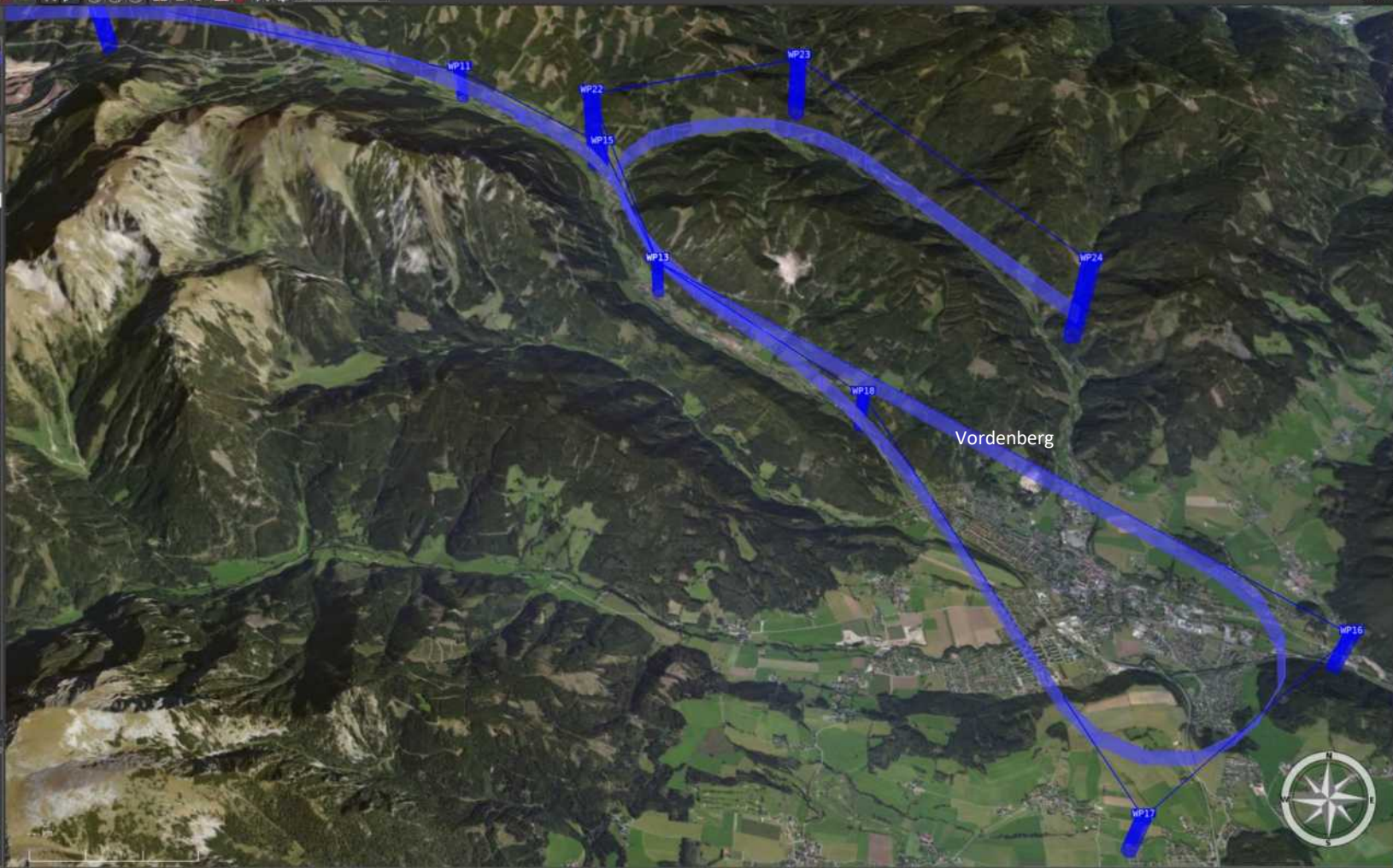
Flightplan

Departure: LOWG RW35C Time: 00:00

Destination: 0000 0000 0000 0000

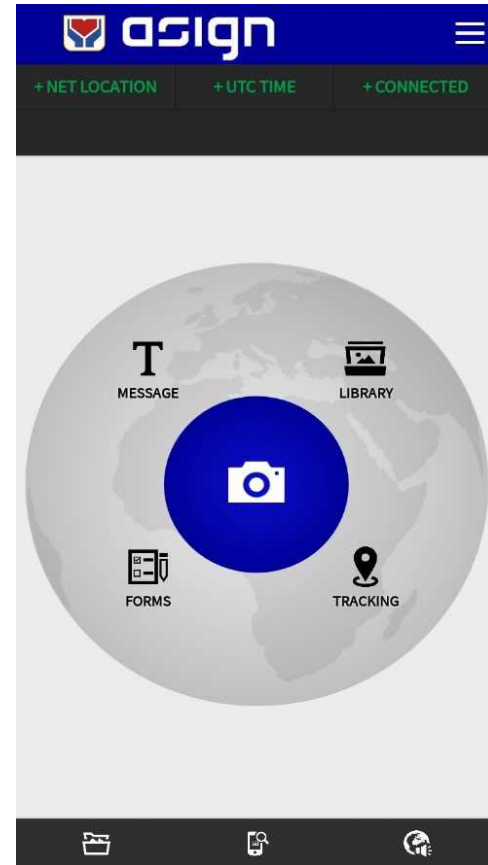
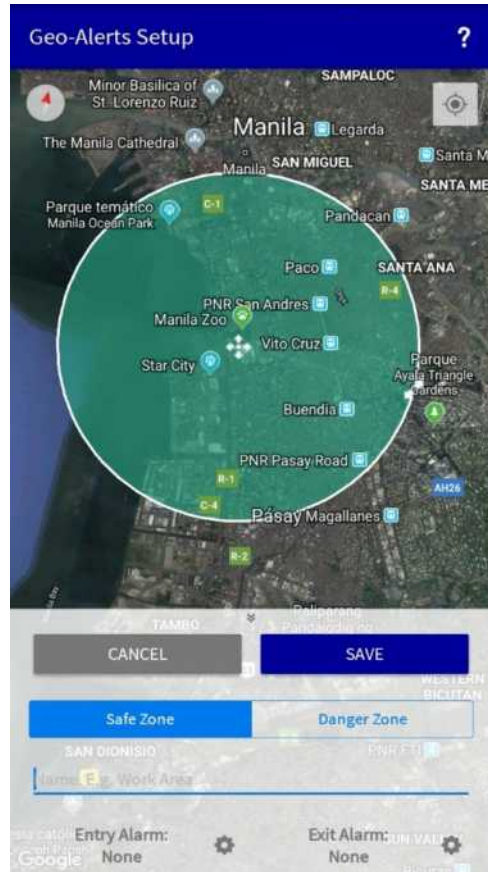
Chase Alt: 6000 Chase Spd: 90 CAS

Name	Turn	Alt	Spd	Distance	Time
WP6	Mid	0			
WP7	Mid	0			
WP8	Mid	0			
WP9	Mid	0			
WP10	Mid	0			
WP11	Mid	4500			
WP15	Mid	4000			
WP13	Mid	4000			
WP16	Mid	4000			
WP17	Mid	4000			
WP18	Mid	4000			
WP19	Mid	4000			
WP22	Mid	0			
WP23	Mid	0			
WP24	Mid	0			





ASIGN







DoDe

- Understanding the world around you?
- What is the world?
- Can you see the world?
- Can you hear the world?
- Can you feel the world?
- Can you smell the world?
- Can you taste the world?

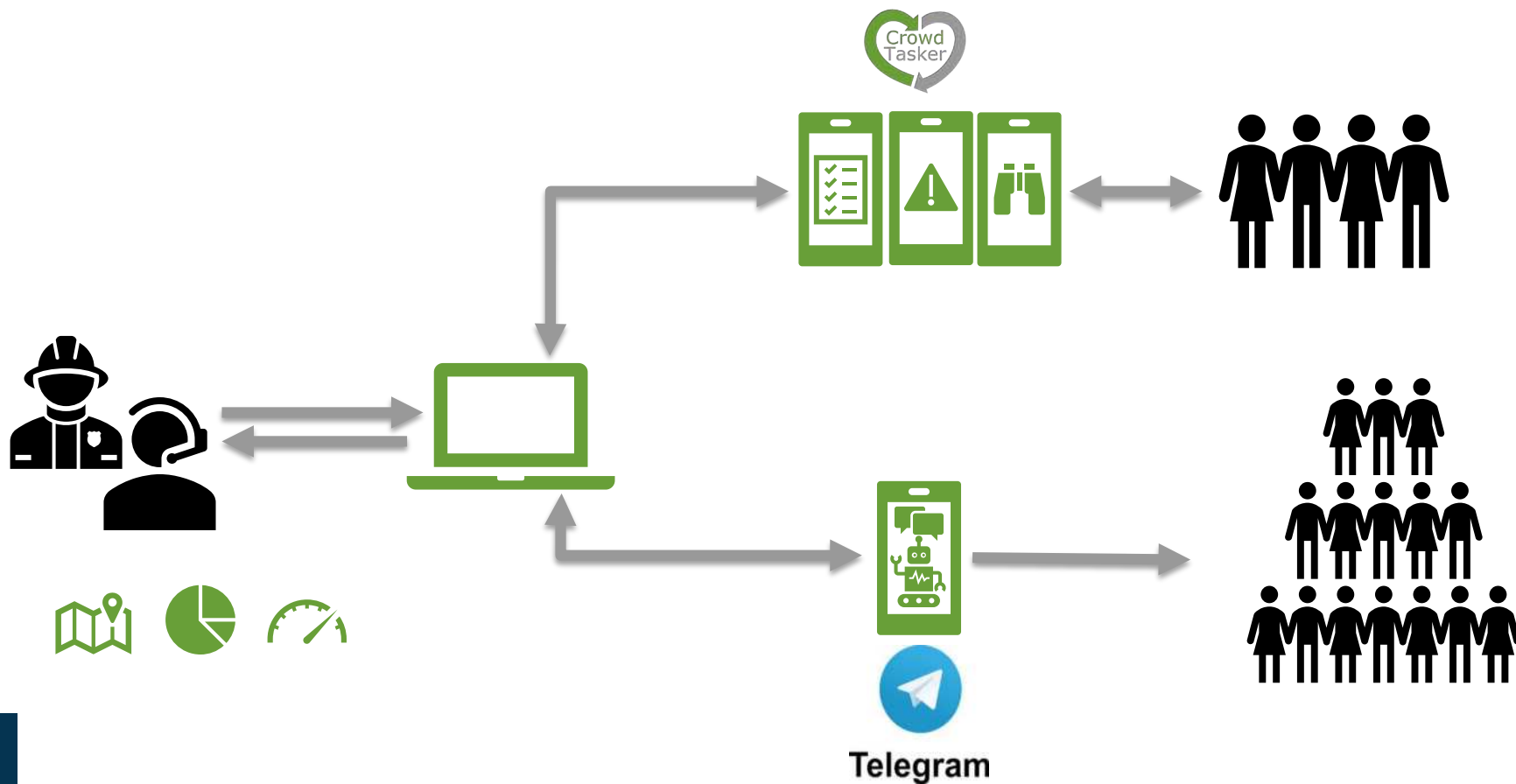
LISTEN!

- ★ APPROACHING & APPROACH
- ★ PAY ATTENTION
- ★ LISTEN MYSELF
- ★ LISTEN OTHERS
- ★ LISTEN MYSELF
- ★ LISTEN OTHERS
- ★ LISTEN MYSELF
- ★ LISTEN OTHERS

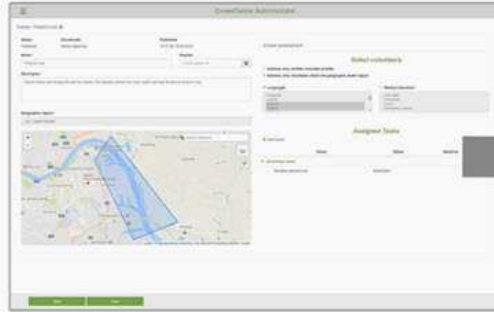
LINK

- ★ ACCESS INFORMATION
- ★ TAKE ALL PRACTICAL
- ★ CONNECT WITH LEADER
- ★ ACCESS SERVICES AND
- ★ TAKE HELP

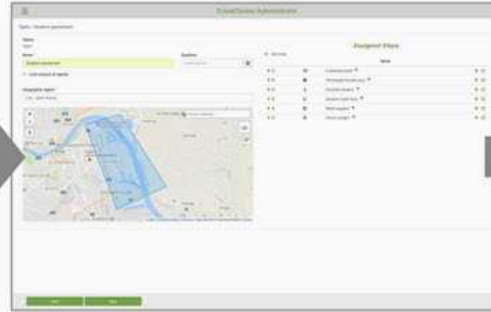
CROWDTASKER



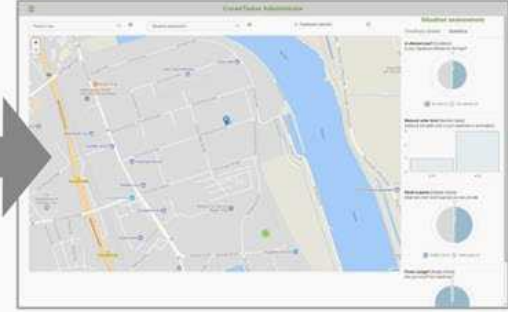
Select crowd



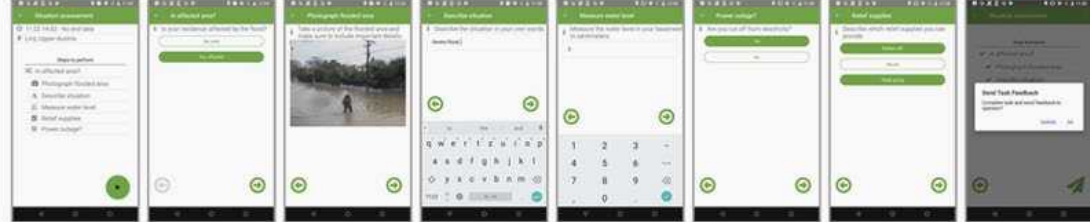
Create & assign specific tasks



Visualize & evaluate



Receive relevant events, manage requests



Execute tasks and report back



CROWDTASKER

CrowdTasker Administrator

Events > Severe Storm in Berlin

Status

Published

Coordinator

Admin ingenious

Published

08.24.58 11.05.2018

Name *

Severe Storm in Berlin

Expires

Event expires at ...


Description

Berlin was hit by a severe storm accompanied by heavy rainfall which caused damage to public infrastructures.

Geographic region *

Berlin, Germany

Map



Available event features

☒ Crowd assessment

☒ Crowd reporting

☒ Crowd awareness

Crowd assessment

Crowd awareness

Select volunteers

☐ Address only verified volunteer profiles

☐ Address only volunteers within the geographic event region

Languages

Bulgarian
Danish
German
English

Medical education

First aider
Paramedic
Doctor
Emergency doctor

Assigned Tasks

+ Add tasks

Name	Status	Deadline
Task being executed		
Damaged Congress Center	Task being executed	
Damaged Exhibition Hall	Task being executed	

Back

Save

CrowdTasker Administrator

Sicher | https://crowdtasker.at/ac/st/cta/#/tasks/report/tad4ddb1b1cfa4e

CrowdTasker Administrator

Create Task Report > Damaged Congress Center

Report for Damaged Congress Center

Geographic region

Estrel Congress Center, Berlin

Report Title

Enter Report Title...

Report

Enter Report Text...

Save Report

Transmit Report

Task Report

Photograph Damages [Photo / Image]

Create a picture of the damaged part of the congress center.

Supportive Material [Multiple choice]

Can you provide any of the listed items?

Main Entrance Blocked? [Single choice]

Is the main entrance to Estrel Congress Center blocked?

Describe Situation [Free text]

Describe the situation at Estrel Congress Center in your own words.

Keywords

Text

heavy
front
damaged
heavily
broke
people
broken
glass
roof
wounded
center
building
electricity
nylon

DRIVERT PROJECT









Message Board

Refresh

+ New

Last Refresh: 23:26:20

TASK: We need one person to go to the fire department and act as a communication relay for us!

7 11

Sep. 12 11:38

I'm already there

0 11

Sep. 12 11:36

INFORMATION: The Exercise is done! THANK YOU!

0 11

Sep. 12 11:33

I'm at the fire Department

1 11

Sep. 12 11:32

No cars 2 men are here

0 11

Sep. 12 11:32

ILI do it

1 11

Sep. 12 11:28

Can someone bring 10 camp beds from the hospital to the school?

18 11

Sep. 12 11:24

QUESTION: Is the old people's home still operational? Can we use it as a shelter?

1 11

Sep. 12 11:24

INFORMATION: The Injured person from the

Can someone bring 10 camp beds from the hospital to the school?

Sep 12, 2019, 10:51:29 AM

Admin | RedCross Trial

Create report

Comment

Close

Delete

Admin (RedCross Trial)

Sep 12, 2019, 11:24:46 AM

At the fire department.

@HariHeupl (👤)

Sep 12, 2019, 11:24:10 AM

Where can we pick up water and food?

Admin (RedCross Trial)

Sep 12, 2019, 11:14:20 AM

QUESTION: Please ask the staff if there is any damage at the hospital. Please also provide an image of the hospital.

@HariHeupl (👤)

Sep 12, 2019, 11:12:59 AM

We're at the hospital now

@IngridBHAK (HAK 1)

Sep 12, 2019, 11:11:02 AM

Admin...Manuela is on the way up to the alpine resort

Admin (RedCross Trial)

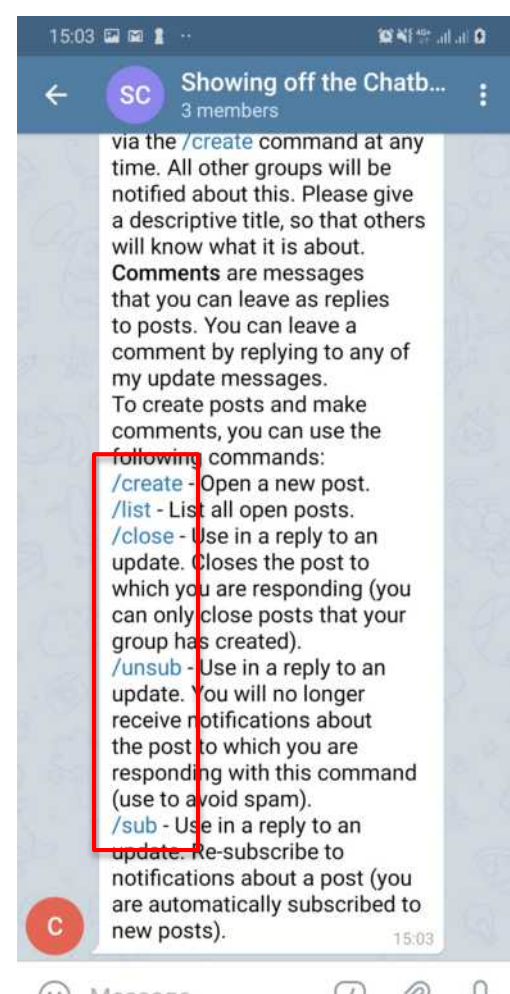
Sep 12, 2019, 11:09:07 AM

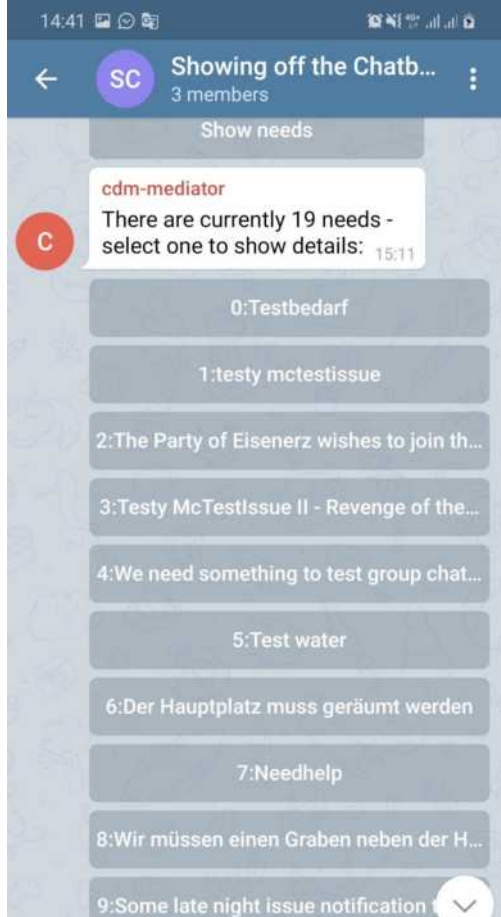
Is Manuela with you?

Carina (👤)

Sep 12, 2019, 11:08:23 AM

We are back at school

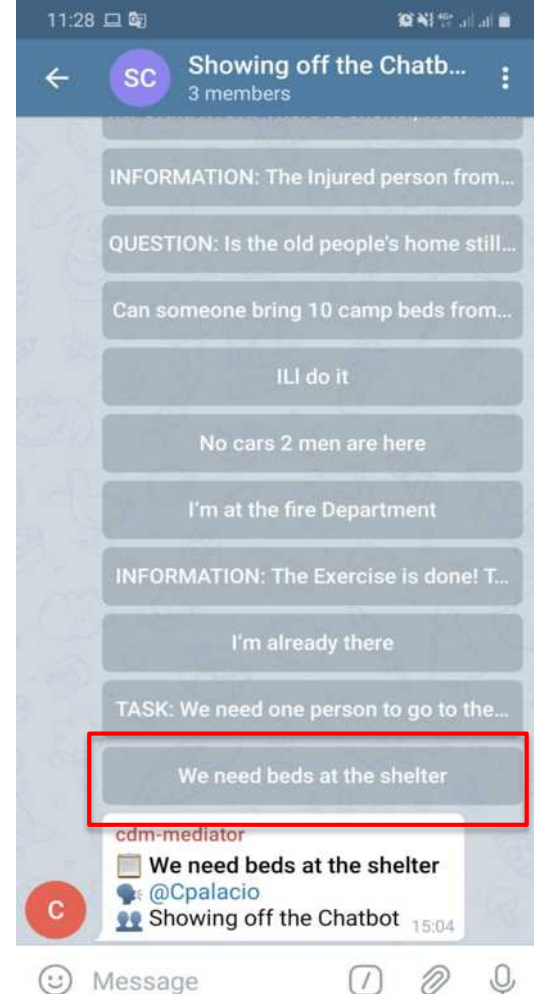


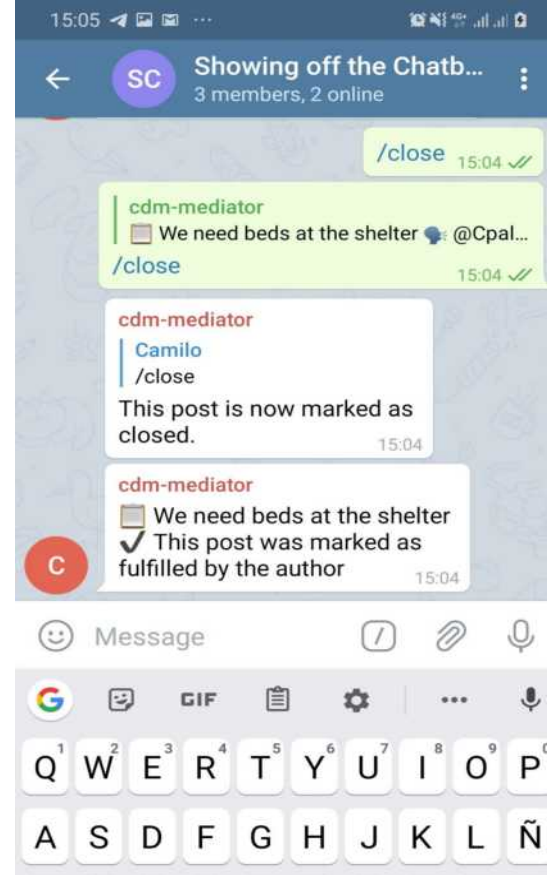
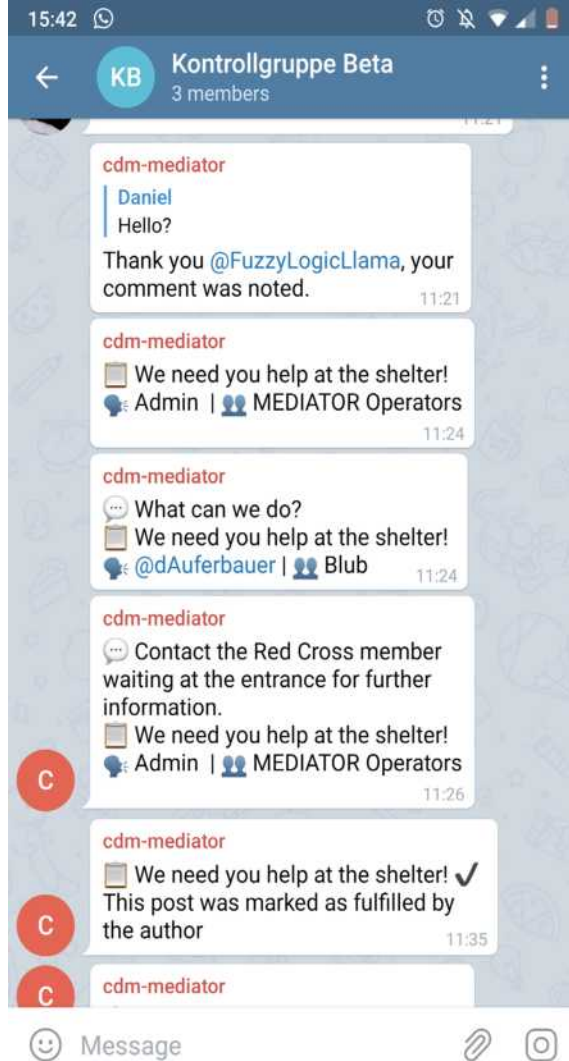


/list



/create





/close





www.elitetours.at

Elite Tours



HYGIENE KITS

HYGIENE KITS

Damen/Herren Alpine Trekkingstiefel




37

approach

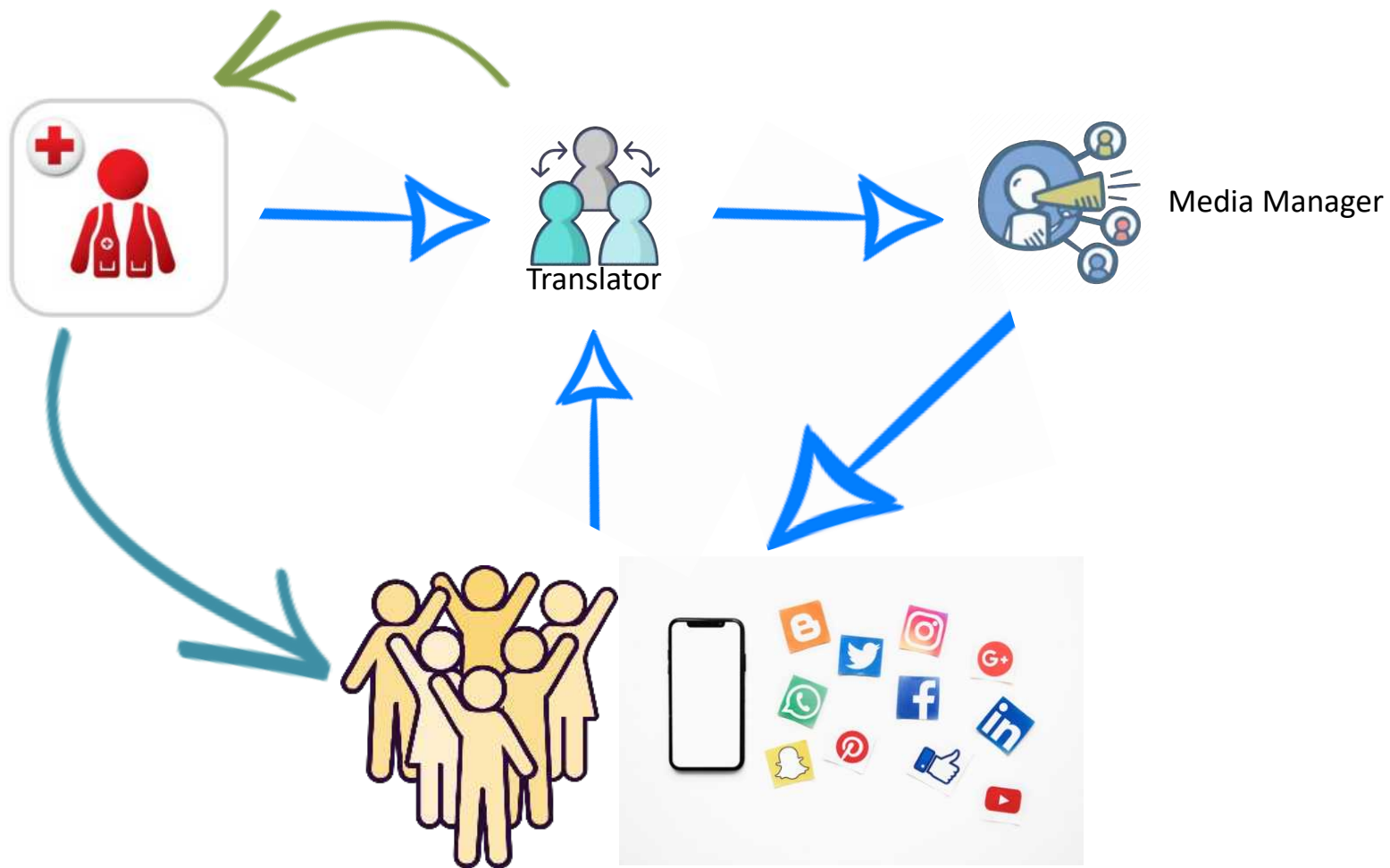


FEEDBACK BY PARTICIPANTS

- Volume of messages was considered as high.
- The commands (e.g. `/list`, `/close`,...) were considered as useful but not user friendly.
- Users missed a quick way of responding to information given by them. 
- It was sometimes difficult for participants to determine the structure of conversations that evolved as the result of posts.
- The workflow for commenting was considered to work well.
- After a short familiarization phase, usability of the bot and message board was considered appropriate.

FINDINGS AT THE COMMAND

- Some confusion was caused by the long waiting times during the initial deployment phase.
- Information received from the headquarters was considered useful and trustworthy
- talking to the emergent volunteers needs complete other structure then commanding with a trained person or a rescue unit.
- In principle it is the best to see them (spontaneous volunteers) as a black box.
- Clear formulation of tasks by using Crowdtasker
- There is one functionality missing, which is to mark a task as “in progress” and “done”.
- Liability issues



THANK YOU.
ANY QUESTION?

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Austrian Red Cross - Headquarters

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CONTACT

REACH US



@driver_project



Groups:
Driver Project



Driver Project



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