

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

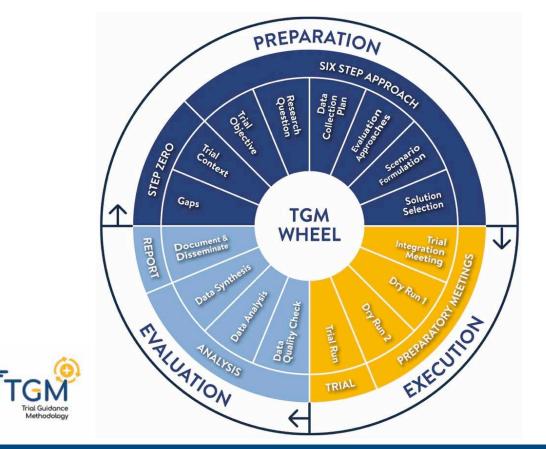
PSCE CONFERENCE

Camilo Palacio, Austrian Red Cross Paris, 4th Dec. 2019

For European Resilience



TRIAL GUIDANCE METHODOLOGY



TRIAL AUSTRIA

Sep 09-14. 2019



Edriver

Driving Innovation in Crisis Management for European Resilience

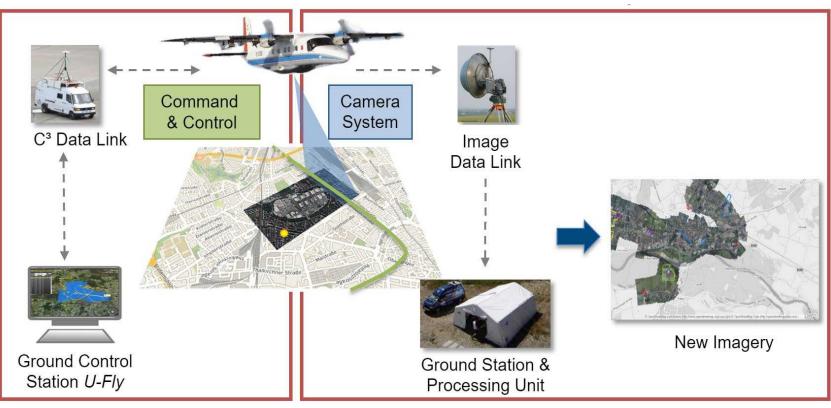
AUSTRIA TRIAL 12-14 SEPTEMBER 2019

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



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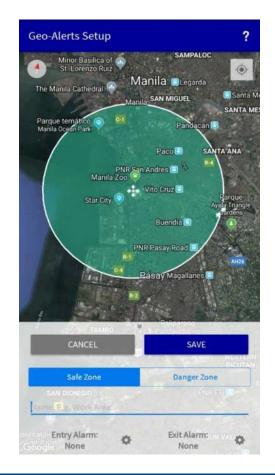
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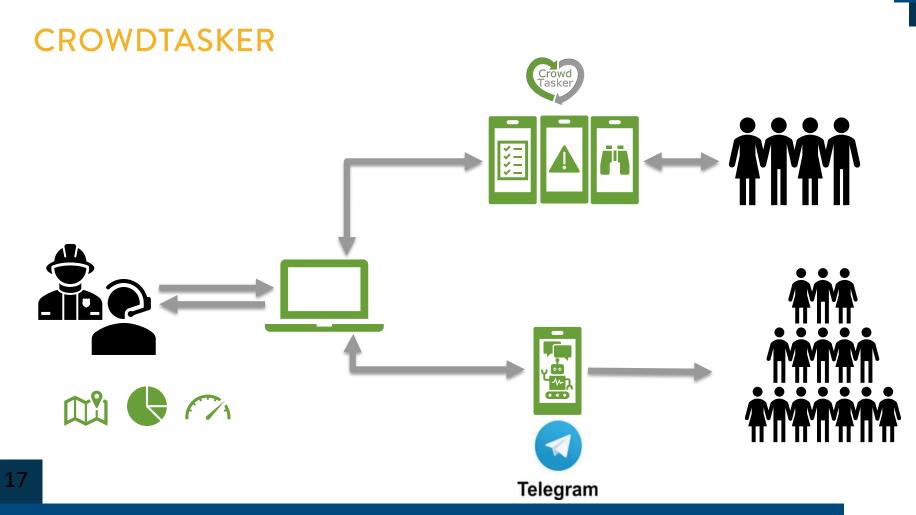












DRIVER+ Project

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Receive relevant events, manage requests

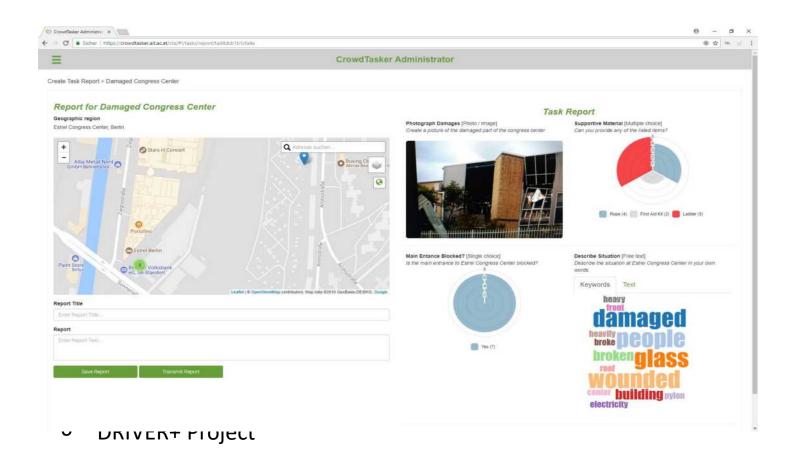
Execute tasks and report back

DRIVER+ Project

CROWDTASKER

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Message Board

C Refresh + New	Can someone bring 10 camp beds from the hospital to the school?	Sep 12, 2019, 10:51:29
Last Refresh: 23:26:20	Admin RedCross Trial	
FASK: We need one person to go to the fire department and act as a communication relay for us! ■7 © 11 Image: Sep. 12 © 11:38	😫 Create report 🙀 Comment 🔒 Close	X Delete
'm already there ■ 0 ● 11	Admin (RedCross Trial) At the fire department.	Sep 12, 2019, 11:24:46 AM
NFORMATION: The Exercise is done! THANK (OU! ■0 @ 11 ■10 © 11:33	@HariHeupl (♣) Where can we pick up water and food?	Sep 12, 2019, 11:24:10 AM
'm at the fire Department ■1	Admin (RedCross Trial) QUESTION: Please ask the staff if there is any damage at the hospital. Please also provide an image of the hospital.	Sep 12, 2019, 11:14:20 AM
No cars 2 men are here ■ 0 © 11	@HariHeupl() We're at the hospital now	Sep 12, 2019, 11:12:59 AN
LI do it ■1 © 11	@IngridBHAK (HAK 1) AdminManuela is on the way up to the alpine resort	Sep 12, 2019, 11:11:02 AM
Can someone bring 10 camp beds from the nosptial to the school? ■18 ⊕ 11	Admin (RedCross Trial) Is Manuela with you?	Sep 12, 2019, 11:09:07 AN
QUESTION: Is the old people's home still pperational? Can we use it as a shelter? ■1 ● 11	Carina () We are back at school	Sep 12, 2019, 11:08:23 AM



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Message

III



cdm-mediator

Message

Hey @Cpalacio, im the CDM Mediator Bot. I am your interface to the message board. On the message board, people are trying to keep track of things that need to get done and who is doing them. There are two types of information on the message board: Posts are things that need to be done. You can create a post via the /create command at any time. All other groups will be notified about this. Please give a descriptive title, so that others will know what it is about. Comments are messages that you can leave as replies to posts. You can leave a comment by replying to any of my update messages. To create posts and make comments, you can use the following commands: /create - Open a new post. /list - List all open posts. /close - Use in a reply to an update. Closes the post to which you are responding (you can only close nosts that your

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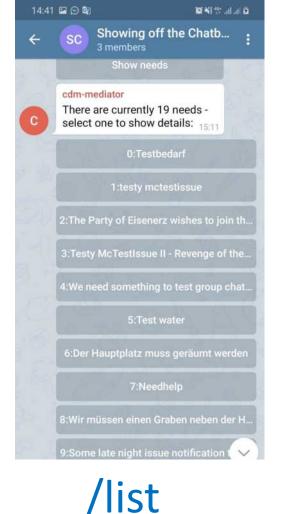
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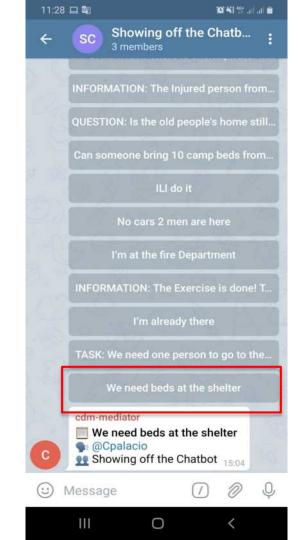
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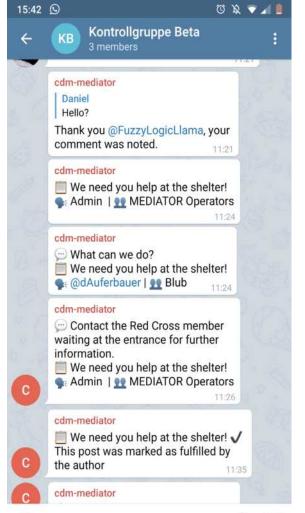
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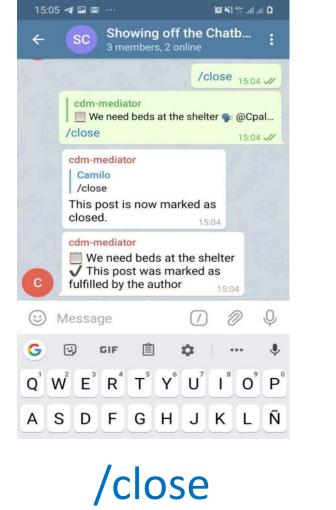




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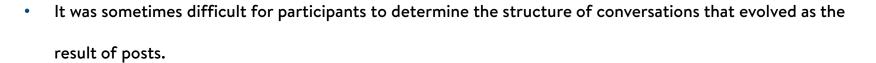






FEEDBACK BY PARTICIPANTS

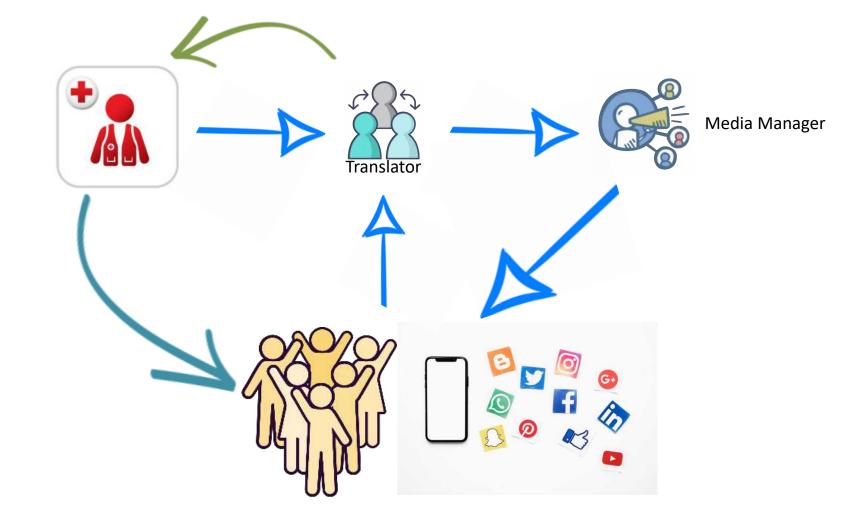
- Volume of messages was considered as high.
- The commands (e.g. /list, /close,...) were considered as useful but not user friendly.
- Users missed a quick way of responding to information given by them.



- 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

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In	

Groups: Driver Project



Driver Project



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