

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

PSCE CONFERENCE

Camilo Palacio, Austrian Red Cross

Paris, 4<sup>th</sup> Dec. 2019



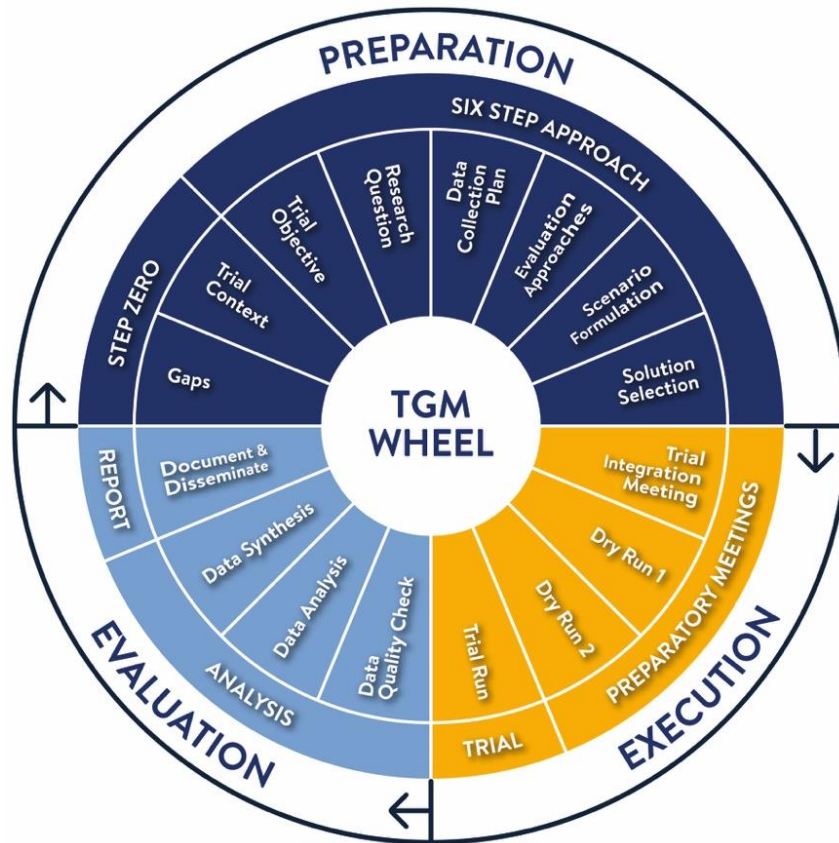
Driving Innovation in Crisis Management  
for European Resilience



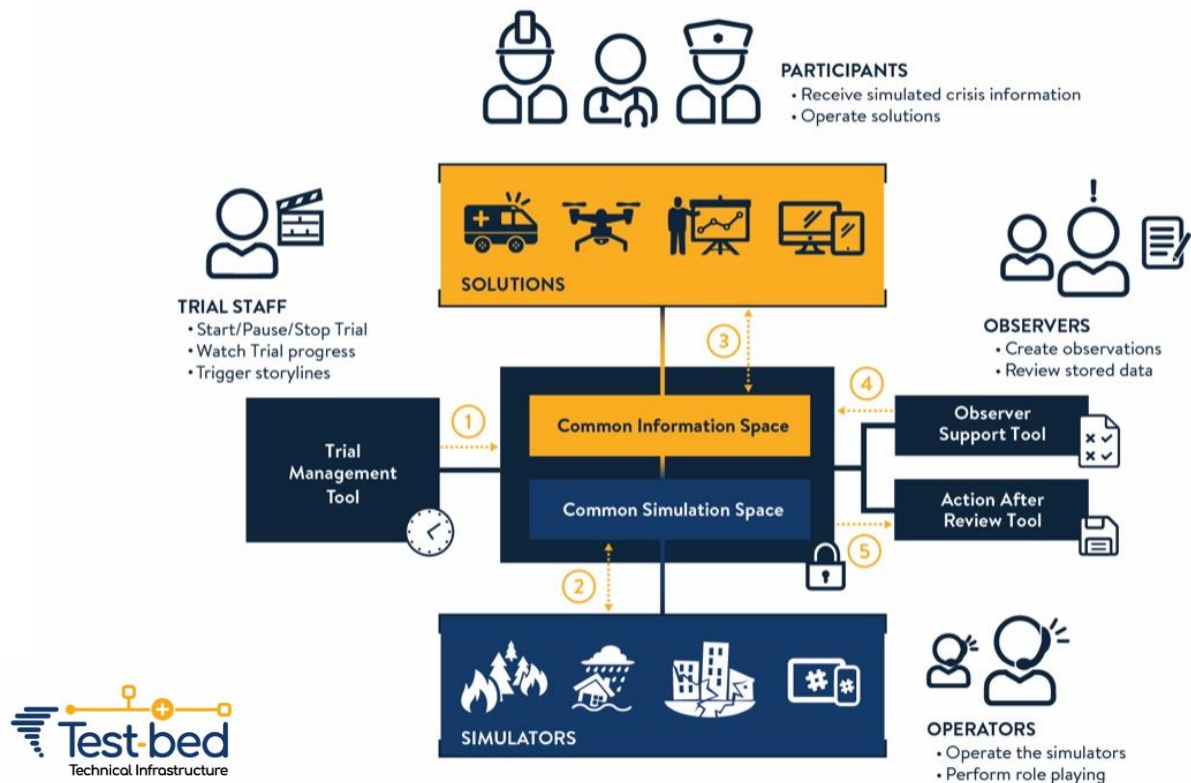
DRIVER+ seeks to improve the way **capability development** and **innovation management** are tackled, by **assessing** and **validating** (in realistic environments) **solutions** that are addressing the operational needs of Crisis Management practitioners



# TRIAL GUIDANCE METHODOLOGY



# TEST-BED TECHNICAL INFRASTRUCTURE



# TRIAL AUSTRIA

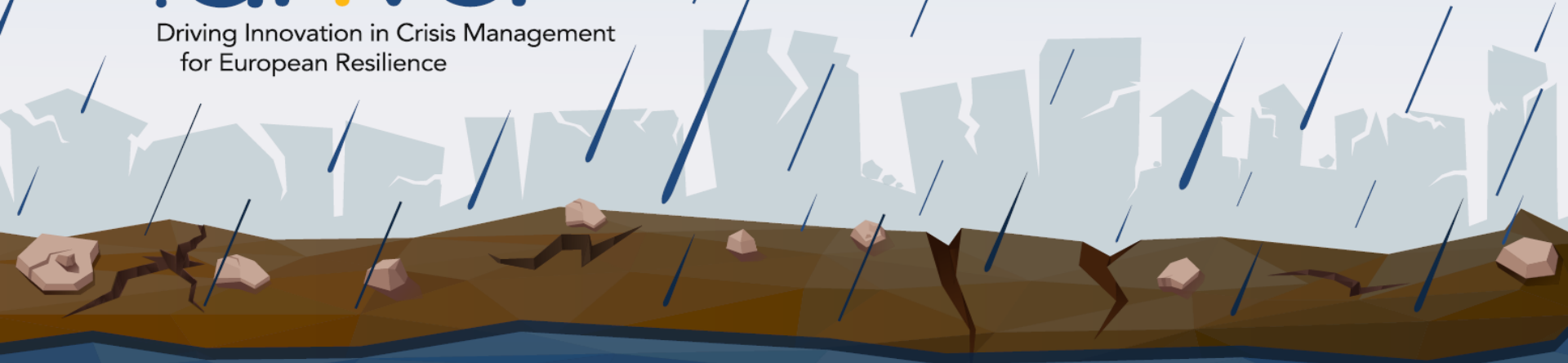
Sep 09-14. 2019





Driving Innovation in Crisis Management  
for European Resilience

AUSTRIA TRIAL  
12-14 SEPTEMBER 2019

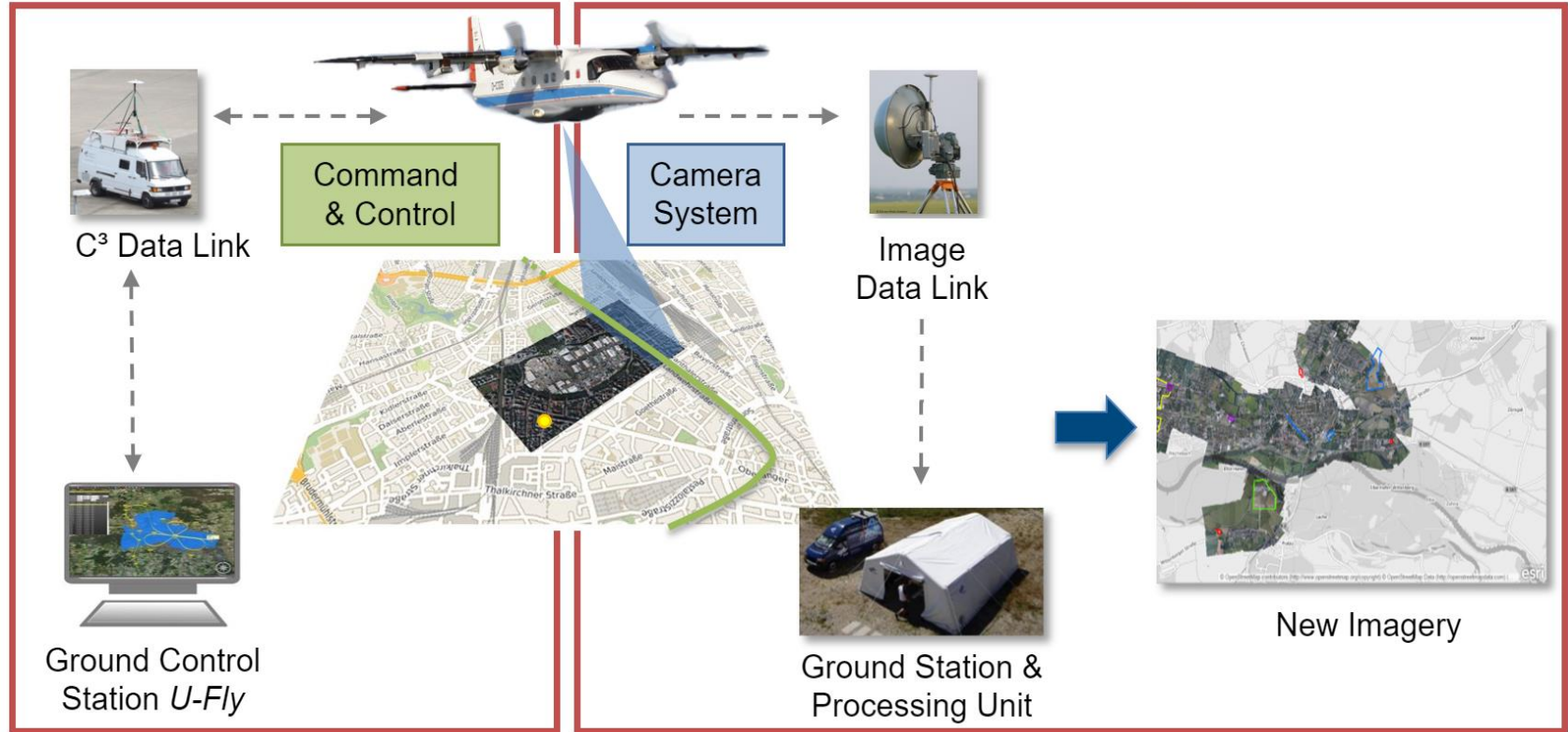


## EARTHQUAKE SCENARIO IN EISENERZ

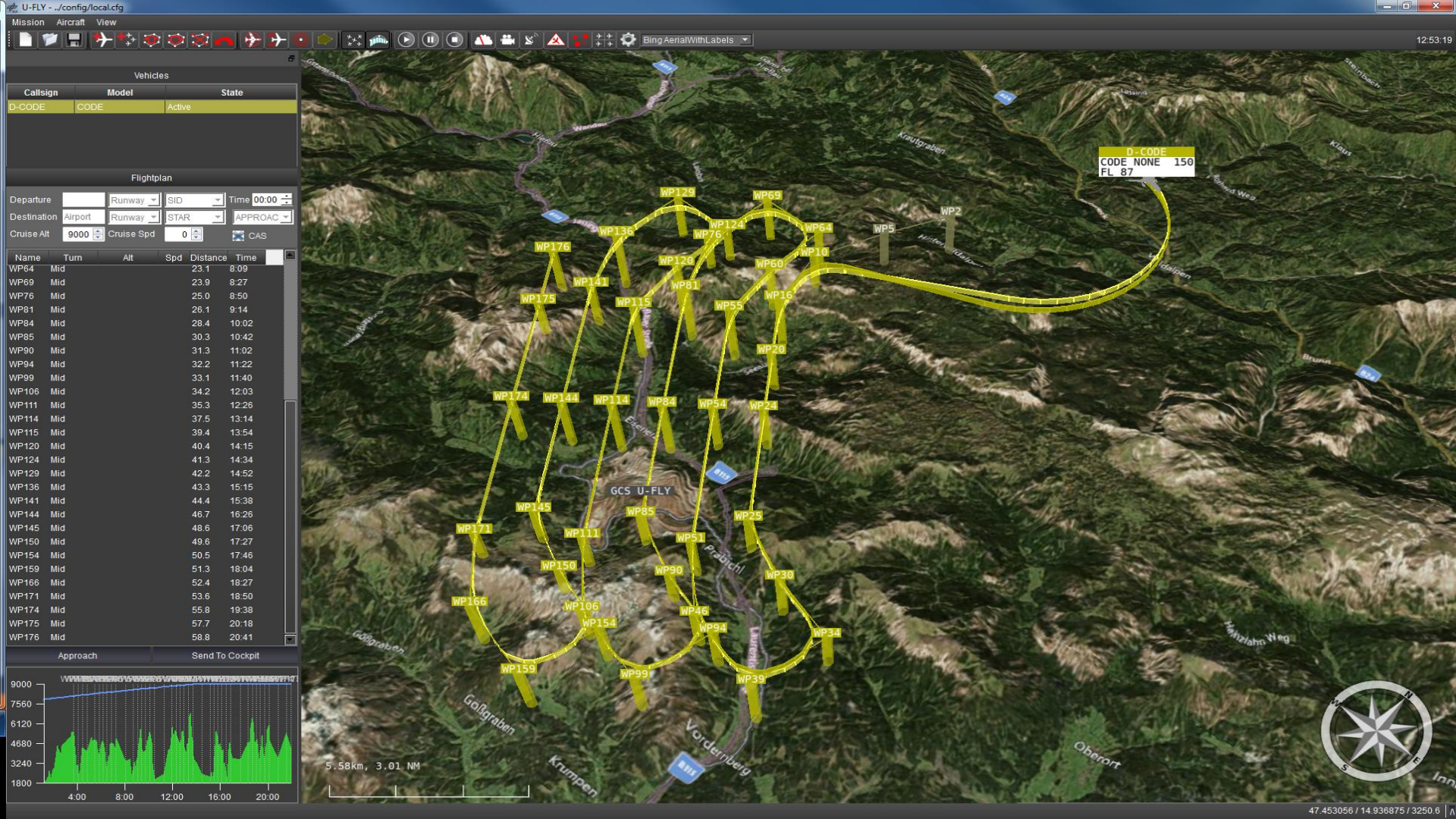
The central area of Austria has been struck by a strong earthquake and subsequent heavy rain. The region of Eisenerz is one of the most affected. Lifelines such as water, food, shelter, transportation and medical care have been disrupted. Electricity and mobile networks have also been severely damaged.

# SELECTED SOLUTIONS

## AIRBORNE SELF-PILOTED DRONE





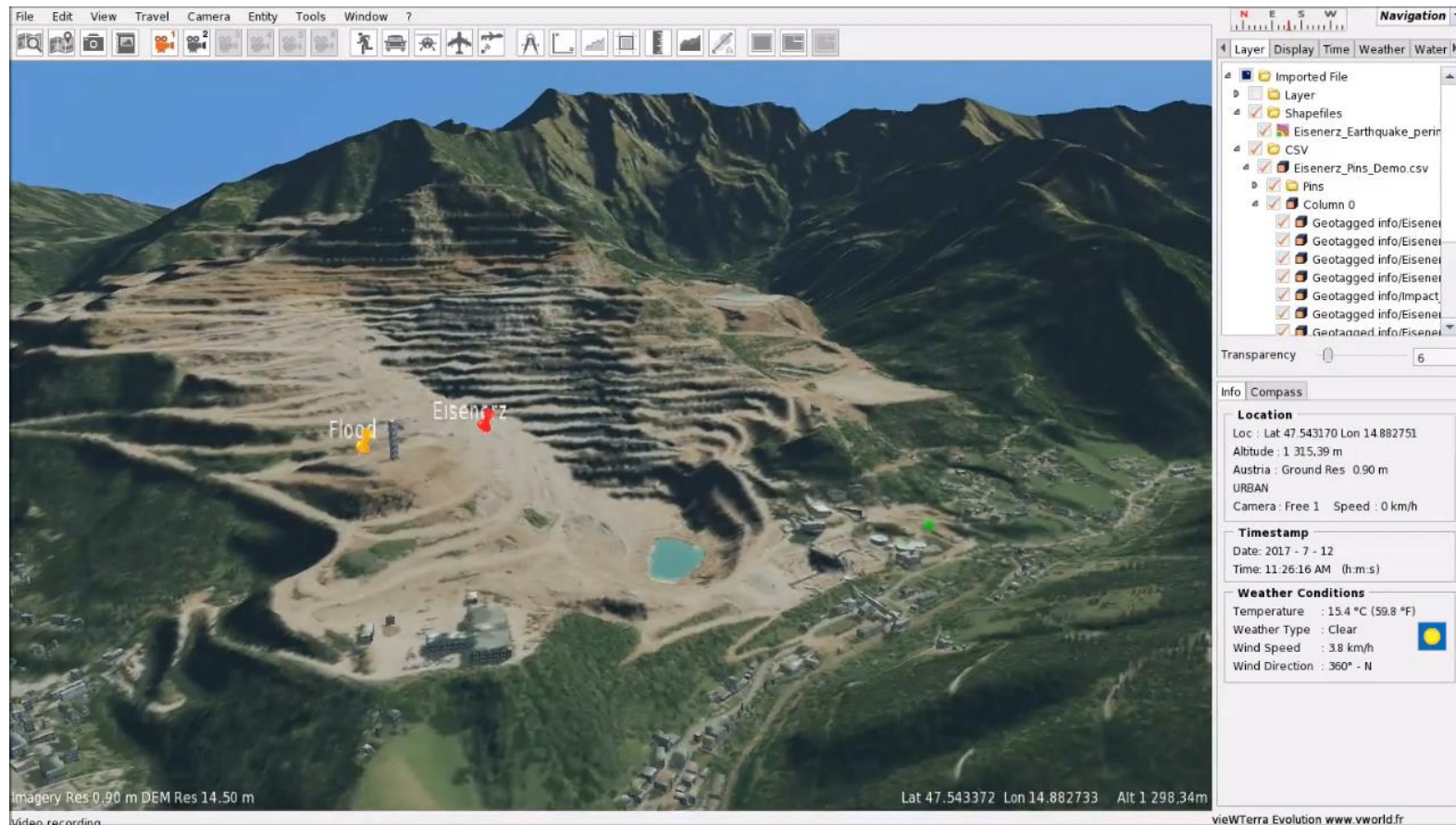




Name	Turn	Alt	Spd	Distance	Time
WP5	Mid	0			
WP7	Mid	0			
WP8	Mid	0			
WP9	Mid	0			
WP10	Mid	0			
WP11	Mid	4500			
WP15	Mid	4000			
WP13	Mid	4000			
WP16	Mid	4000			
WP17	Mid	4000			
WP18	Mid	4000			
WP13	Mid	4000			
WP22	Mid	0			
WP23	Mid				
WP24	Mid	0			



# VIEWTERRA







### Look

- \* INFORMATION ON THE TOPIC
- \* WHO NEEDS HELP?
- \* CURRENT AND FUTURE RISKS
- \* PHYSICAL, MENTAL, SOCIAL, NEEDS
- \* EMOTIONAL REACTIONS

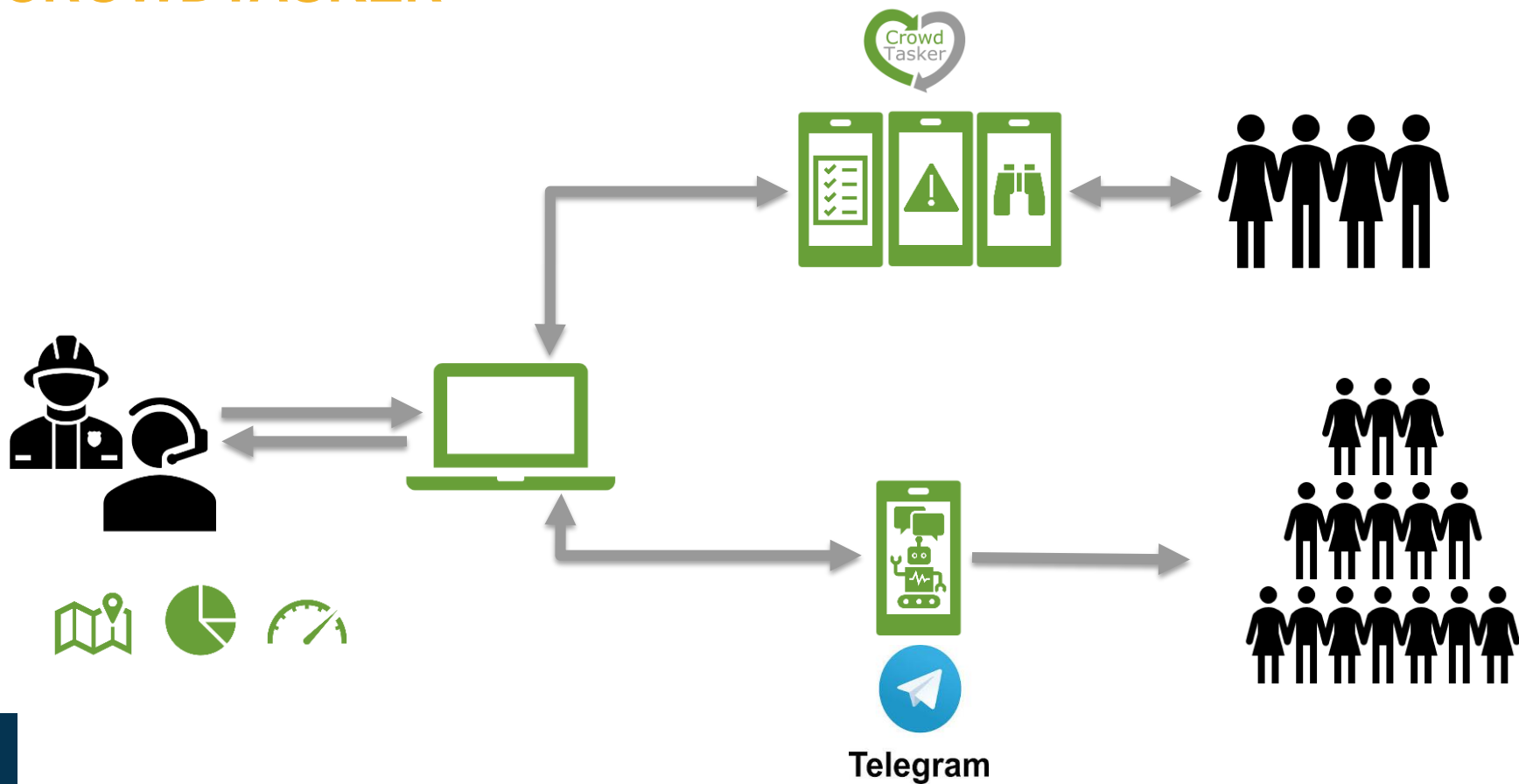
### LISTEN

- \* APPROACHING & INTRODUCING
- \* TRY ATTENTION
- \* LISTEN ACTIVELY
- \* ACCEPT FEELINGS
- \* CALM THINGS AND EXPRESS
- \* FOR FEELINGS AND CONCERN
- \* HELP FIND SOLUTIONS

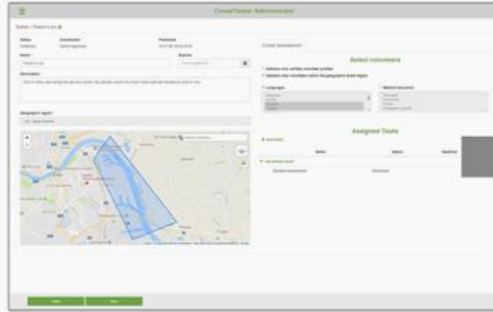
### LINK

- \* ACCESS INFORMATION
- \* TACKLE PRACTICAL PROBLEMS
- \* CONNECT WITH LOVED ONES
- \* ACCESS SERVICES AND OTHER HELP

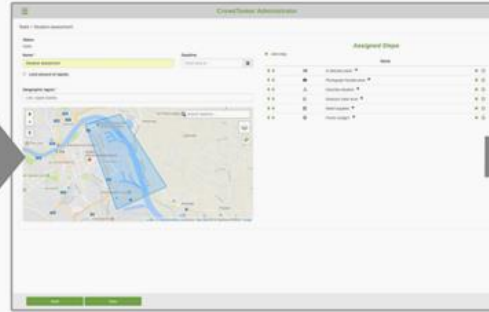
# CROWDTASKER



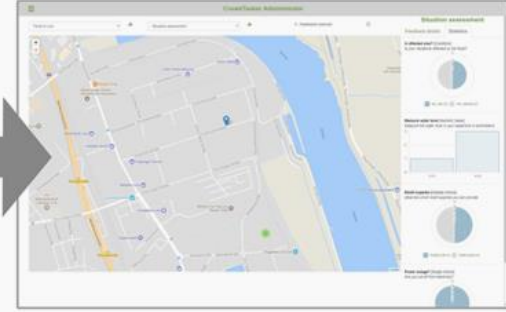
## Select crowd



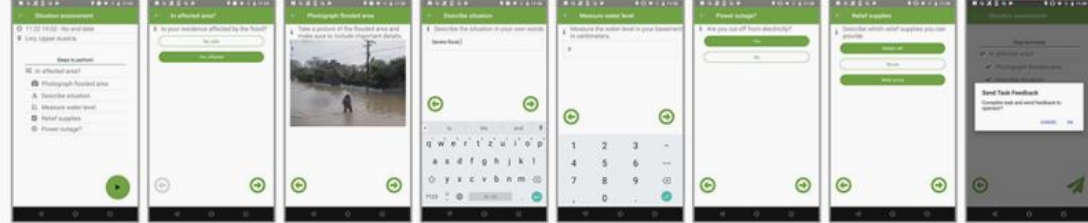
## Create & assign specific tasks



## Visualize & evaluate



Receive relevant events, manage requests



Execute tasks and report back



# CROWDTASKER

CrowdTasker Administrator

Events > Severe Storm in Berlin

StatusPublished

CoordinatorAdmin Ingenious

Published08.24.58 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 of Berlin and surrounding areas with a blue polygon highlighting the event region.

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

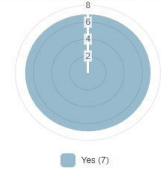
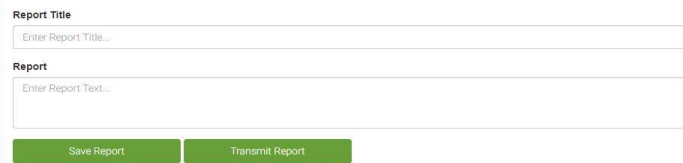
+ Add tasks

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

Back

Save

**Geographic region**  
Estrel Congress Center, Berlin



A word cloud of terms related to the 9/11 attacks. The words are arranged in a cluster, with 'damaged' and 'people' being the largest. Other prominent words include 'broken', 'glass', 'wounded', and 'building'. Smaller words include 'heavy', 'front', 'broke', 'roof', 'center', 'electricity', and 'pylon'. The colors range from dark blue to orange and purple.

















Telegram

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

## Message Board

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

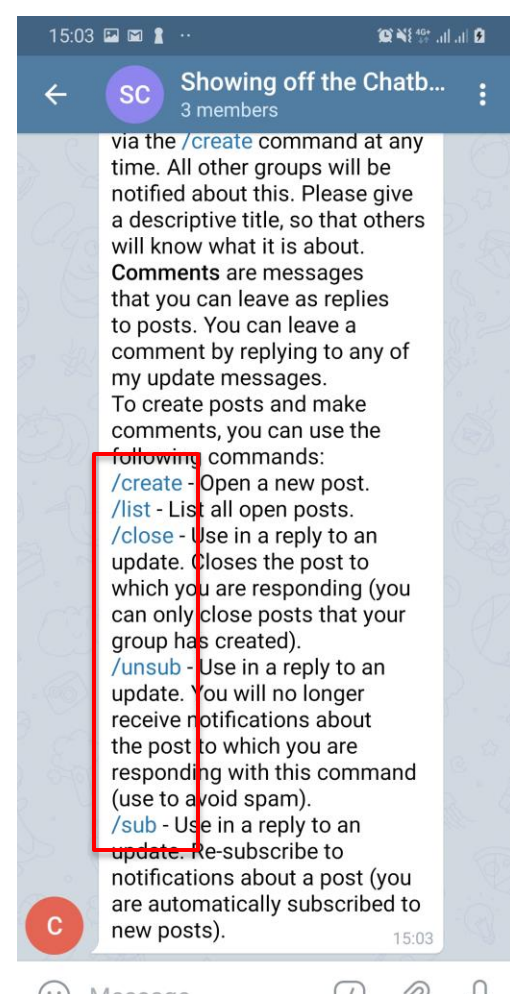
Is Manuela with you?

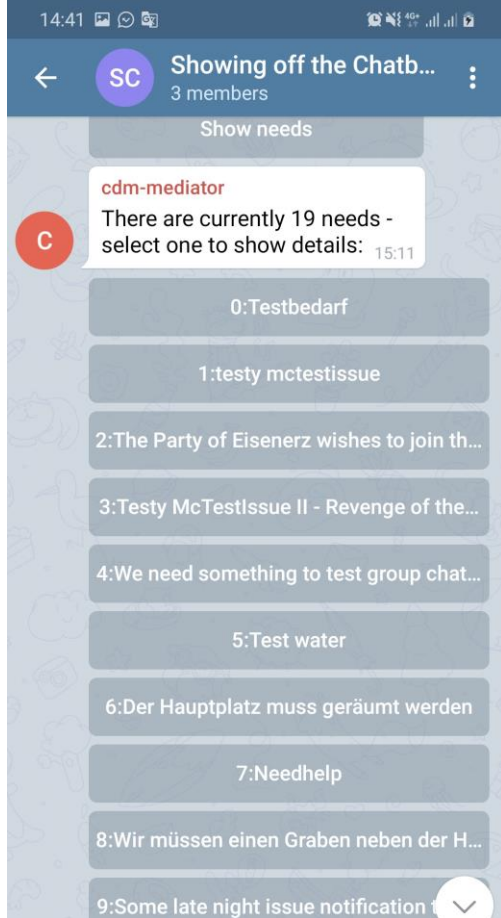
Carina (👤)

Sep 12, 2019, 11:08:23 AM

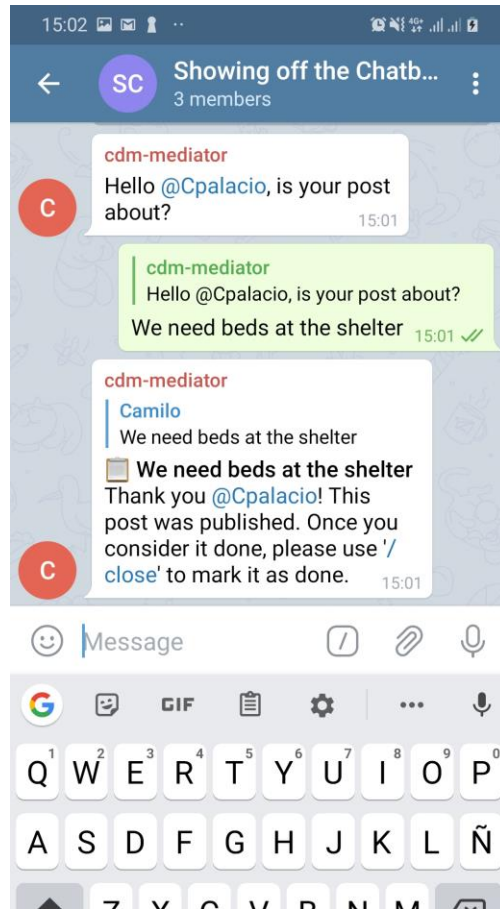
We are back at school



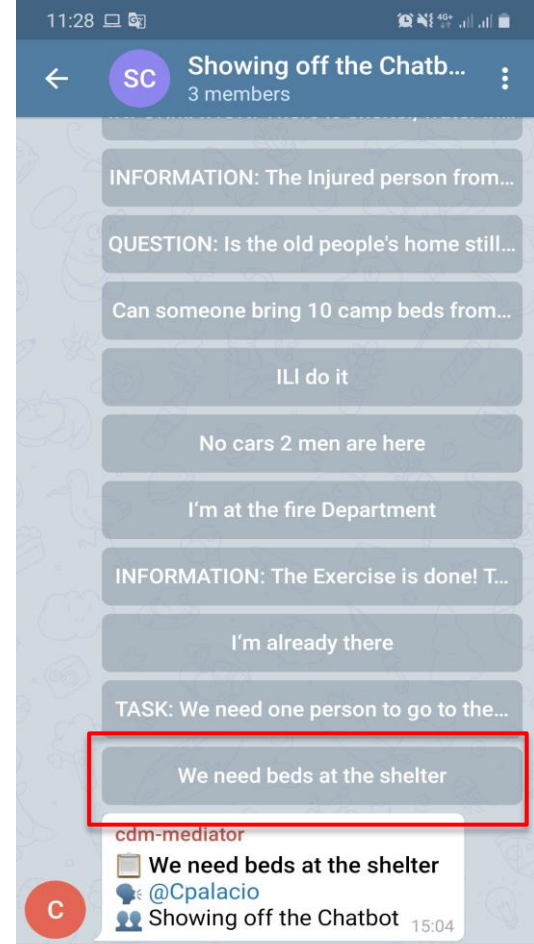


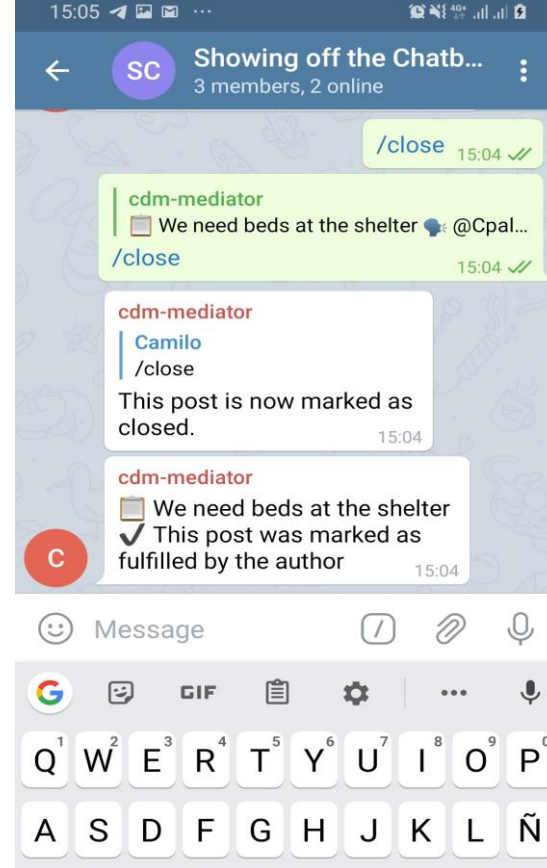
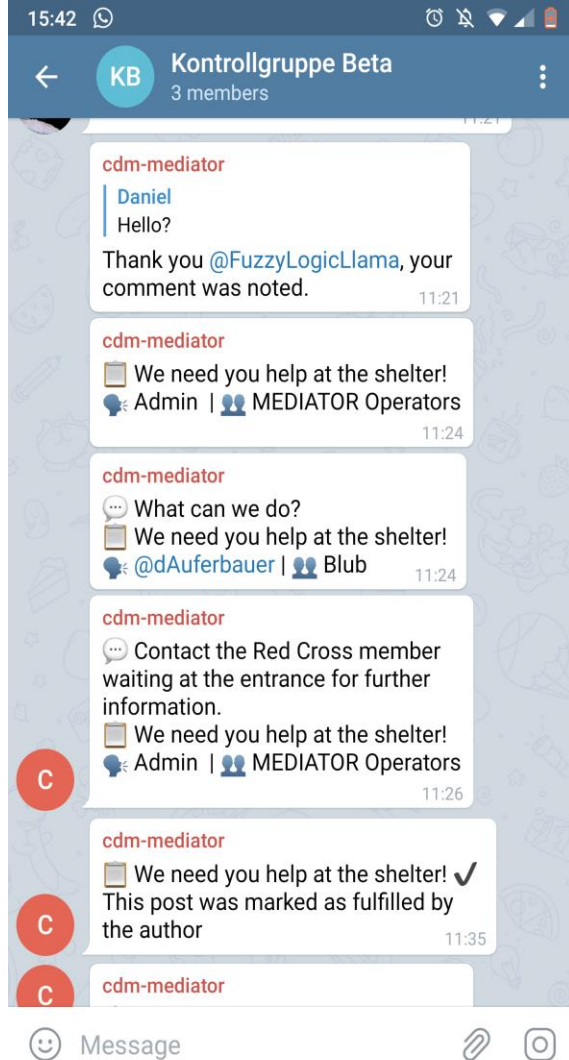


/list



/create





/close









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Elite Tours





HYGIENE KITS

HYGIENE KITS

PROTECTOR 11/12/13/14/15/16/17/18/19/20/21/22/23/24/25/26/27/28/29/30/31/32/33/34/35/36/37/38/39/40/41/42/43/44/45/46/47/48/49/50/51/52/53/54/55/56/57/58/59/60/61/62/63/64/65/66/67/68/69/70/71/72/73/74/75/76/77/78/79/80/81/82/83/84/85/86/87/88/89/90/91/92/93/94/95/96/97/98/99/100/101/102/103/104/105/106/107/108/109/110/111/112/113/114/115/116/117/118/119/120/121/122/123/124/125/126/127/128/129/130/131/132/133/134/135/136/137/138/139/140/141/142/143/144/145/146/147/148/149/150/151/152/153/154/155/156/157/158/159/160/161/162/163/164/165/166/167/168/169/170/171/172/173/174/175/176/177/178/179/180/181/182/183/184/185/186/187/188/189/190/191/192/193/194/195/196/197/198/199/200/201/202/203/204/205/206/207/208/209/210/211/212/213/214/215/216/217/218/219/220/221/222/223/224/225/226/227/228/229/230/231/232/233/234/235/236/237/238/239/240/241/242/243/244/245/246/247/248/249/250/251/252/253/254/255/256/257/258/259/260/261/262/263/264/265/266/267/268/269/270/271/272/273/274/275/276/277/278/279/280/281/282/283/284/285/286/287/288/289/290/291/292/293/294/295/296/297/298/299/300/301/302/303/304/305/306/307/308/309/310/311/312/313/314/315/316/317/318/319/320/321/322/323/324/325/326/327/328/329/330/331/332/333/334/335/336/337/338/339/340/341/342/343/344/345/346/347/348/349/350/351/352/353/354/355/356/357/358/359/360/361/362/363/364/365/366/367/368/369/370/371/372/373/374/375/376/377/378/379/380/381/382/383/384/385/386/387/388/389/390/391/392/393/394/395/396/397/398/399/400/401/402/403/404/405/406/407/408/409/410/411/412/413/414/415/416/417/418/419/420/421/422/423/424/425/426/427/428/429/430/431/432/433/434/435/436/437/438/439/440/441/442/443/444/445/446/447/448/449/450/451/452/453/454/455/456/457/458/459/460/461/462/463/464/465/466/467/468/469/470/471/472/473/474/475/476/477/478/479/480/481/482/483/484/485/486/487/488/489/490/491/492/493/494/495/496/497/498/499/500/501/502/503/504/505/506/507/508/509/510/511/512/513/514/515/516/517/518/519/520/521/522/523/524/525/526/527/528/529/530/531/532/533/534/535/536/537/538/539/540/541/542/543/544/545/546/547/548/549/550/551/552/553/554/555/556/557/558/559/560/561/562/563/564/565/566/567/568/569/570/571/572/573/574/575/576/577/578/579/580/581/582/583/584/585/586/587/588/589/590/591/592/593/594/595/596/597/598/599/600/601/602/603/604/605/606/607/608/609/610/611/612/613/614/615/616/617/618/619/620/621/622/623/624/625/626/627/628/629/630/631/632/633/634/635/636/637/638/639/640/641/642/643/644/645/646/647/648/649/650/651/652/653/654/655/656/657/658/659/660/661/662/663/664/665/666/667/668/669/670/671/672/673/674/675/676/677/678/679/680/681/682/683/684/685/686/687/688/689/690/691/692/693/694/695/696/697/698/699/700/701/702/703/704/705/706/707/708/709/710/711/712/713/714/715/716/717/718/719/720/721/722/723/724/725/726/727/728/729/730/731/732/733/734/735/736/737/738/739/740/741/742/743/744/745/746/747/748/749/750/751/752/753/754/755/756/757/758/759/760/761/762/763/764/765/766/767/768/769/770/771/772/773/774/775/776/777/778/779/780/781/782/783/784/785/786/787/788/789/790/791/792/793/794/795/796/797/798/799/800/801/802/803/804/805/806/807/808/809/810/811/812/813/814/815/816/817/818/819/820/821/822/823/824/825/826/827/828/829/830/831/832/833/834/835/836/837/838/839/840/841/842/843/844/845/846/847/848/849/850/851/852/853/854/855/856/857/858/859/860/861/862/863/864/865/866/867/868/869/870/871/872/873/874/875/876/877/878/879/880/881/882/883/884/885/886/887/888/889/890/891/892/893/894/895/896/897/898/899/900/901/902/903/904/905/906/907/908/909/910/911/912/913/914/915/916/917/918/919/920/921/922/923/924/925/926/927/928/929/930/931/932/933/934/935/936/937/938/939/940/941/942/943/944/945/946/947/948/949/950/951/952/953/954/955/956/957/958/959/960/961/962/963/964/965/966/967/968/969/970/971/972/973/974/975/976/977/978/979/980/981/982/983/984/985/986/987/988/989/990/991/992/993/994/995/996/997/998/999/1000

Damen/Herren Alpine Trekkingstiefel

Scarpette da trekking per donna / uomo

Principale: Boring Alpine Trekking Boot




37

9 42

approach

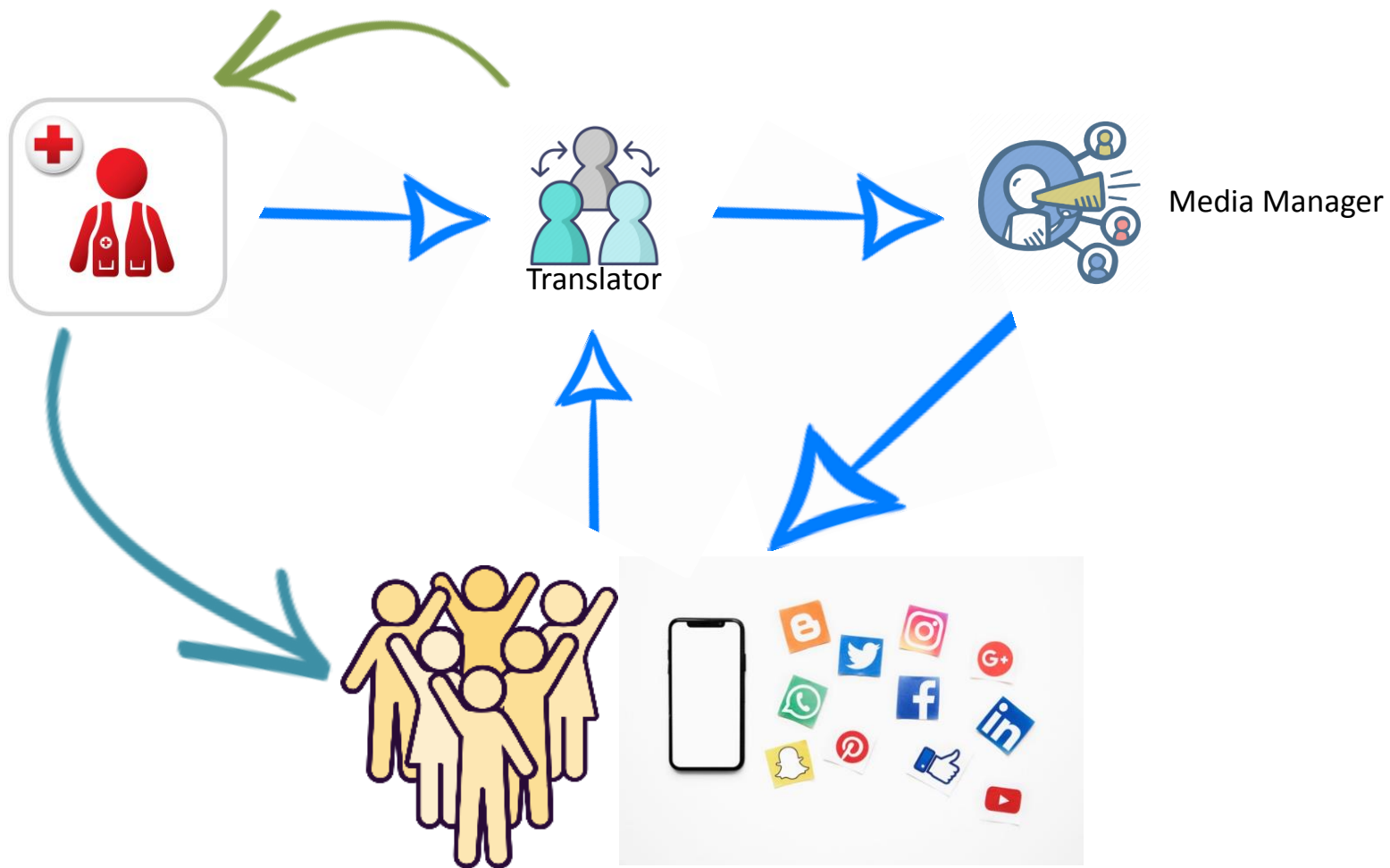


# FEEDBACK BY PARTICIPANTS

- Volume of messages was considered as high.
- It was sometimes difficult for participants to determine the structure of conversations that evolved as the result of posts.
- 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.

# 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



This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement n° 607798. The information and views set out in this presentation are those of the author(s) and do not necessarily reflect the official opinion of the European Union

