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RiskPACC

INTEGRATING RISK PERCEPTION AND ACTION TO ENHANCE CIVIL PROTECTION-CITIZEN INTERACTION

FINAL AWARENESS WORKSHOP REPORT

Deliverable D8.10

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ABOUT RISKPACC

Increasingly complex and interconnected risks globally highlight the need to enhance individual and collective disaster resilience. While there are initiatives to encourage citizen participation in creating a resilient society, these are typically fragmented, do not reach the most vulnerable members of the communities, and can result in unclear responsibilities for building disaster resilience.

New technologies can also support preparedness and response to disasters, however, there is limited understanding on how to implement them effectively. Both awareness of risks and levels of preparedness across Europe remain low. The risk perception of citizens does not necessarily align with their actions, and may also diverge from the risk perception of Civil Protection Authorities (CPAs).

The RiskPACC project seeks to further understand and close this Risk Perception Action Gap (RPAG). Through its dedicated co-creation approach, RiskPACC will facilitate interaction between citizens and CPAs to jointly identify their needs and develop potential procedural and technical solutions to build enhanced disaster resilience. RiskPACC will provide an understanding of disaster resilience from the perspective of citizens and CPAs, and identify resilience building initiatives and good practices led by both citizens (bottom-up) and CPAs (top-down). Based on this understanding, RiskPACC will facilitate collaboration between citizens, CPAs, Civil Society Organisations, researchers and developers through its six (6) case studies to jointly design and prototype novel solutions.

The “RiskPack” toolbox/package of solutions will include a framework and methodology to understand and close the RPAG. It will be a repository of international best practice and tooled solutions based on new forms of digital and community-centred data and associated training guidance. The RiskPACC consortium is composed of CPAs, NGOs, associated organisations, researchers and technical experts. It will facilitate knowledge sharing and peer-learning to close the RPAG and build disaster resilience.

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Executive Summary

This deliverable, D8.10 Final Awareness Workshop Report, provides a comprehensive report on the Final Awareness Workshop, hereafter referred to as the Final Event, held on July 2nd, 2024. This event marks the final of the awareness workshops to be held by the project, as well as the final external event.

The main goal of the Final Event was to present the major outputs and results of the project to a wide variety of stakeholders. By doing so, this would enhance the visibility of the project as well as increasing the chance of uptake, as end-users such as Civil Protection Authorities (CPAs) will be aware of the solutions developed by the project. Furthermore, they will have a deeper understanding of the solutions, as many of the sessions included or were demonstrations, meaning participants of the event could get a hands-on experience with the presented solutions. In addition to presenting the tools, various presentations were given on the conceptual aspects such as the co-creation methodology, the associated cities' experience with the project and the top-down & bottom-up approaches to risk preparedness and communication, supplementing the practical aspects of the event with research focused results and information. In total, fifty-five (55) people attended the event both online and in-person.

The event can be considered a success due to the KPI defined in the final communication, dissemination and exploitation plan, as it reached the 50-100 participants. Additionally, the event was successful in presenting the main results achieved by the RiskPACC Consortium.

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Glossary and Acronyms

ACRONYM	DEFINITION
AI	Artificial Intelligence
AR	Augmented Reality
AWS	Awareness Workshop
CPA	Civil Protection Authorities
Efus	European Forum for Urban Security
EU	European Union
EOS	European Organisation for Security
FhG	Fraunhofer-Gesellschaft e.V.
IBZ	Intérieur Binnenlandse Zaken
ICCS	Institute of Communication and Computer Systems
I.S.A.R.	International Search-and-Rescue
KEMEA	Kentro Meleton Asfaleias
KPI	Key Performance Indicator
MDA	Magen David Adom
RPAG	Risk Perception Action Gap
STAM	Stam SrL
UCL	University College London
USTUTT	University of Stuttgart
UOW	University of Warwick
VGI	Volunteer Geographic Information
UT	University of Twente
WP	Work Package

TABLE 1: GLOSSARY AND ACRONYMS

1 INTRODUCTION

1.1 Overview

The Final RiskPACC Awareness Workshop, titled *"RiskPACC Final Event"* marks the fourth and final event in a series of four aimed at disseminating project findings to a broad spectrum of stakeholders, including end-users, solution providers, and academics. The sequence of workshops is as follows:

- 1st Awareness Workshop, held on 27th June 2022 in Brussels, led by EOS (refer to D8.7).
- 2nd Awareness Workshop, conducted on 14th June 2023 in Berlin, organised by FhG (refer to D8.8)
- 3rd Awareness Workshop, which took place on December, 13th 2023 in Paris, with Efus as the main responsible entity (refer to D8.9).
- Final Workshop, which was held on the 2nd of July, 2022 in Brussels, led by EOS.

The central objective of the RiskPACC Final Workshop was to present the work and results of the RiskPACC project to the project stakeholders and external observer cities. The results of the project refer to the solutions developed by or used during the project (both technical and non-technical), research approaches, and the activities carried out by the project and their outcomes. The main target stakeholders for the event were policy-makers, civil protection authorities (CPAs) and researchers in the area of disaster risk-reduction.

1.2 Structure of the deliverable

The deliverable is structured into six distinct chapters to provide a comprehensive overview of the RiskPACC Final Event.

- Section 2 provides an overview of the entire event, including the registration and attendance numbers and structure of the event.
- Section 3 describes the presentations and panel given during the event.
- Section 4 details the interactive sessions of the event such as the RiskPACC Game Demo and the RiskPACC Tools Demonstration
- Section 5 goes over the conclusions and wrap up
- Section 6 offers the conclusions of the report.

2 RISKPACC FINAL AWARENESS WORKSHOP: AN OVERVIEW

The workshop took place from 9.30 CET to 17h30 CET on July 2nd, 2024 at the Maison des Associations Internationales in Ixelles, Brussels. The sessions were also held online so participants that could not make it physically to the event were able to join. For the full agenda see Annex 7.5.

2.1 Registration and Attendance

In total, fifty-three (53) people registered for the workshop. Identical to the previous Awareness Workshops (AWS), EOS used the EU Survey platform for registration, with the link shared through social media, the CMINE platform, as well as targeted emails and invitation letters. The registration process started at the beginning of June, around two months after the 'save the date' of the project was shared, and one month before the event was to be held. The registration form can be found in Annex 1.

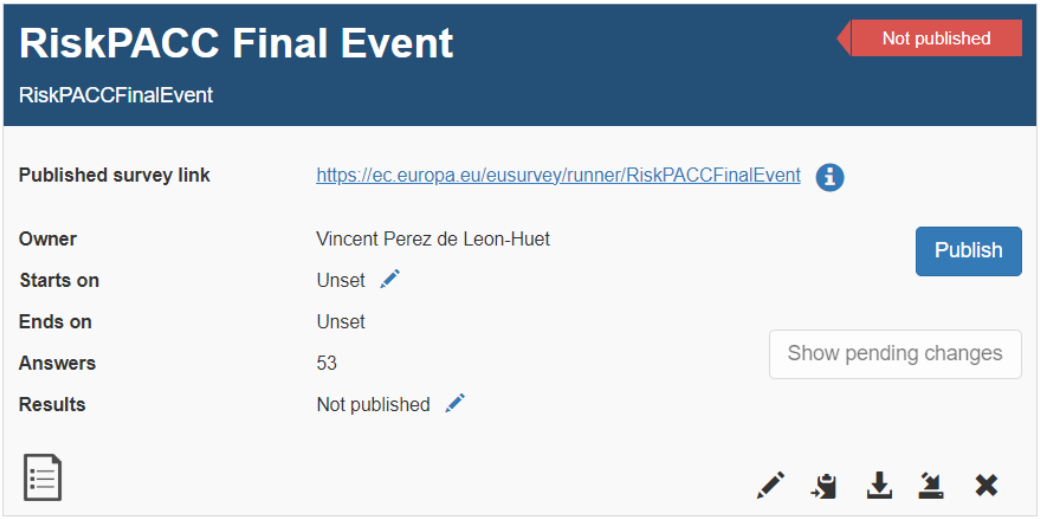


FIGURE 1: WORKSHOP REGISTRATION

The "invitation letters" were sent by email, and included the agenda, the link to the venue, the scope of the workshop, as well as contact information for further questions. In the agenda, practical information such as hotels and transport to the venue were also included. All of the information was also published on the RiskPACC website, under the events page.

A copy of the invitation letter is in Annex 2

The participants that registered for the event represented various stakeholder groups, such as industry, CPAs, public institutions and academia. CPAs were the most represented with 14 registered participants, which was a benefit for the final event, as the main target audience was end-users which include CPAs.

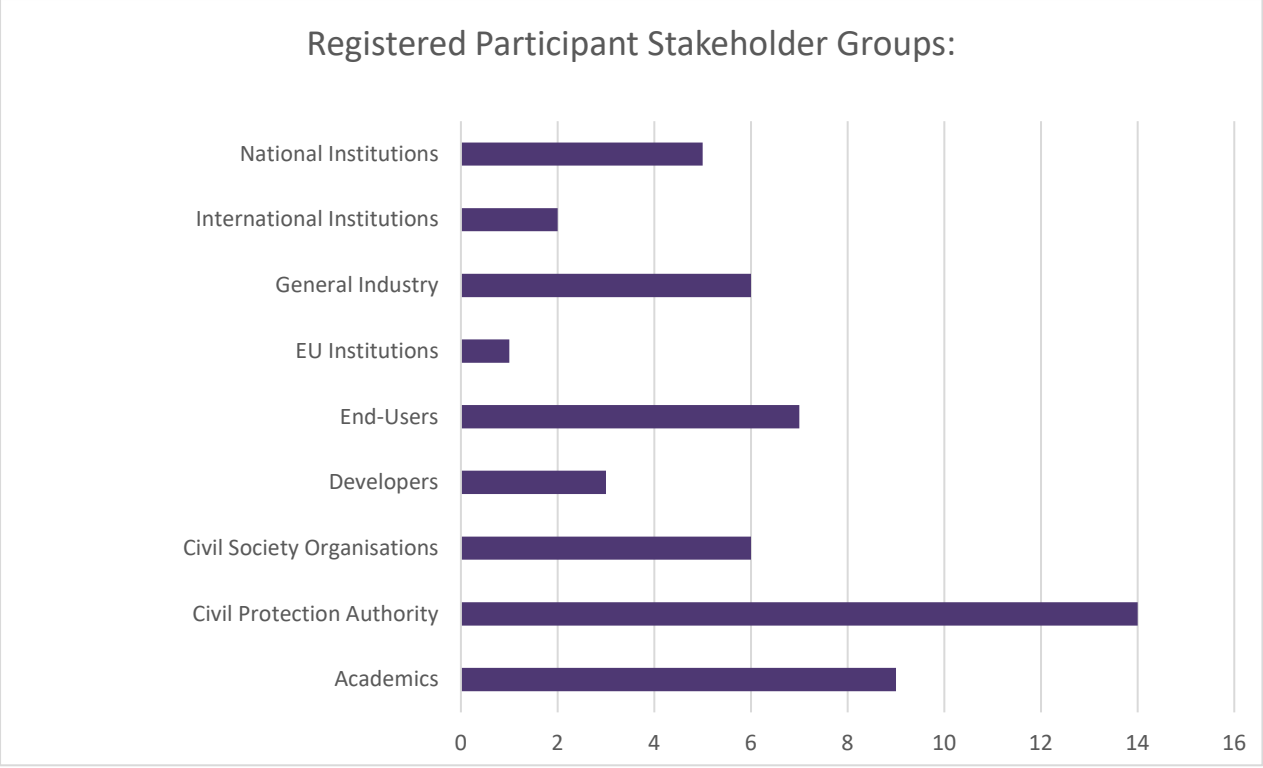


FIGURE 2: REGISTERED PARTICIPANTS' BACKGROUND

Participants came from 12 countries, as presented in Figure 3:

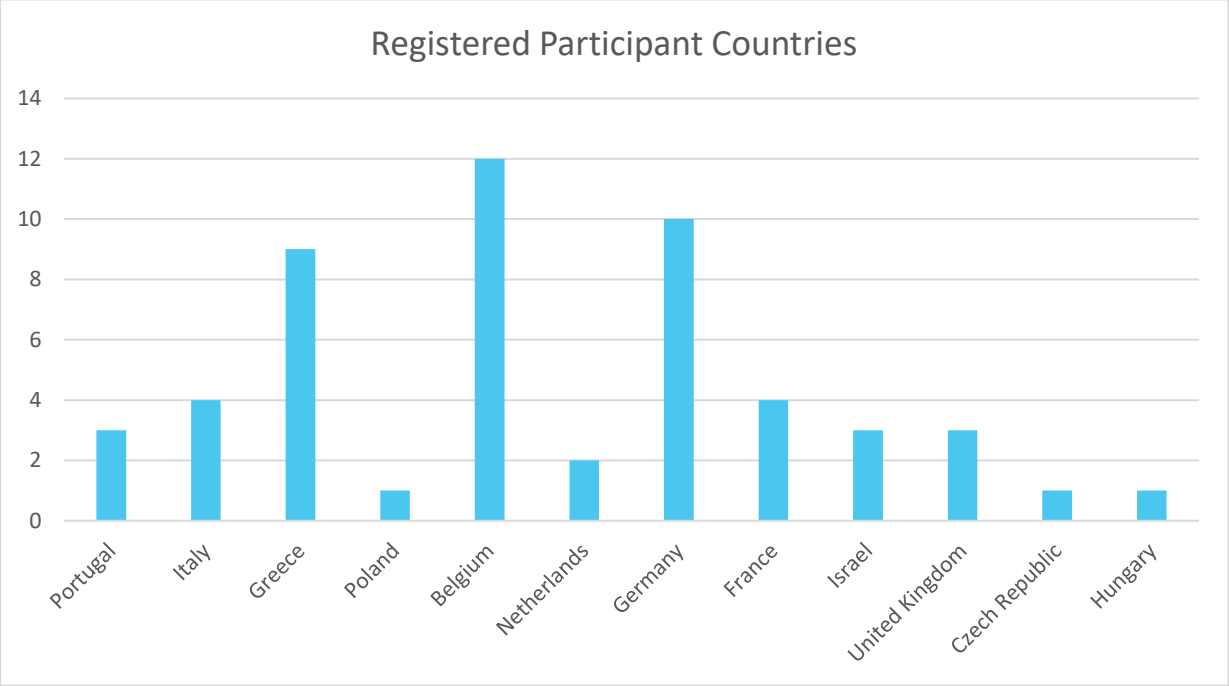


FIGURE 3: FINAL AWARENESS WORKSHOP REGISTERED PARTICIPANTS' COUNTRIES OF ORIGIN

In total, 36 people attended the event in person, while 19 people attended the event online (55 attendees). For further details regarding the attendees, please refer to Annex 3 and 4 which list the participants. For GDPR Compliance, the name and signatures of the participants have been hidden.

2.2 Scope and structure of the Workshop

When building the agenda and structure of the event, it became clear that the focus of this Final Event, which is also an "Awareness Workshop" per the Grant Agreement, needed to focus more on what exactly the project had been able to achieve. This would be slightly different from past RiskPACC events, which were mainly focused on either testing and validation, gathering feedback, or discussing future work.

In order to focus on developed outputs by the project, a structure that gave more time to the solutions began to take shape. Interactivity was also a focus of the Final Event. To keep the audience engaged and to better understand the solutions, the two main sessions focused on the tools and the RiskPACC Game including interactive demos that allowed the participants to get a hands-on approach to the solutions. The presentations and panel discussions acted as supplements that would communicate key aspects of the project and allowing participants to get a holistic understanding of the project in addition to better understanding the project outputs. The following section (Section 3) will further describe each session in detail.

The event can be divided into two sections: the morning section before the lunch break, and the afternoon sections after the lunch break. In the morning session, the workshop would started with some opening words by the project coordinator paired with an overview of the project. Afterwards, a panel discussion on the Top-down & Bottom-up Approaches to Risk-

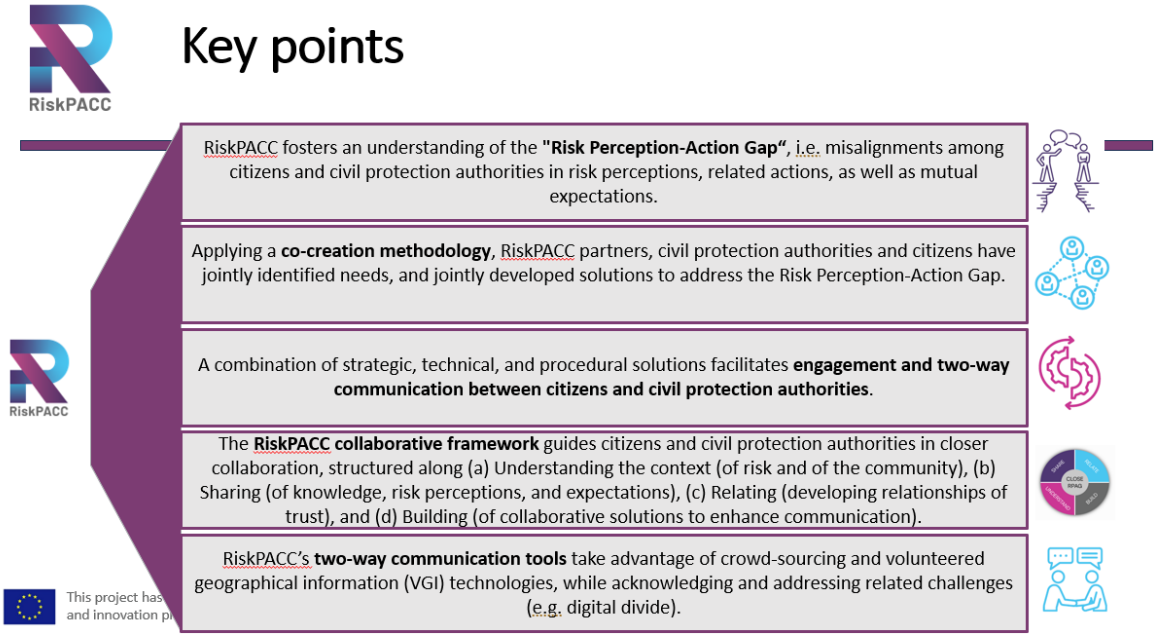
Preparedness and Communication including participants from sister-projects (CORE[1] and DIRECTED[2]) as well as a representative from DG ECHO took place, allowing for a dynamic start to the event. To bring the focus back to the project, a presentation on the RiskPACC Framework was given, followed by the first interactive session on the RiskPACC Game to finish the morning section. This interactive session allowed the participants to either play out or witness a session of the serious game being played out to understand the objectives of the game and how it works.

After the lunch break, the afternoon section started with the presentation of the RiskPACC Tools and Platform. Four solution providers gave presentations on the solutions developed or used during the course of the RiskPACC project: STAM, PublicSonar, ICCS and University of Twente. Following these brief presentations, an interactive session was held that allowed participants to walk around and discuss the solutions in more detail with the solution providers as well as see demonstrations of the solutions in real-time. Following this, a short video on the Co-Creation Methodology was shown followed by a panel outlining the experiences the associated cities had while engaging with the RiskPACC project. To finish the event, the project coordinator gave some concluding remarks.

3 THE PRESENTATIONS & PANEL

3.1 Remarks and RiskPACC Overview

The event kicked off with the Project Coordinator, Maike Vollmer (FhG), providing a brief overview on the project, its main objectives and results. The presentation started with going over the key points of the RiskPACC project (See Figure 4), allowing all of the participants to gain a unified understanding of the project. These key points also set the stage for the rest of the event, as many of the key points would be further discussed during the event e.g. the co-creation methodology and the framework.



[1] https://www.euproject-core.eu/

[2] https://directedproject.eu/

FIGURE 4: RISKPACC KEY POINTS

The presentation further went on to discuss the RiskPACC case studies used to develop the tools and the transfer to a selection of cities and regions within the Efus network. The "Risk Pack" was also presented as the main result of the project. This package is divided into two parts: the physical Risk Pack consisting of the RiskPACC boardgame and guidebook, and the RiskPACC Online platform.

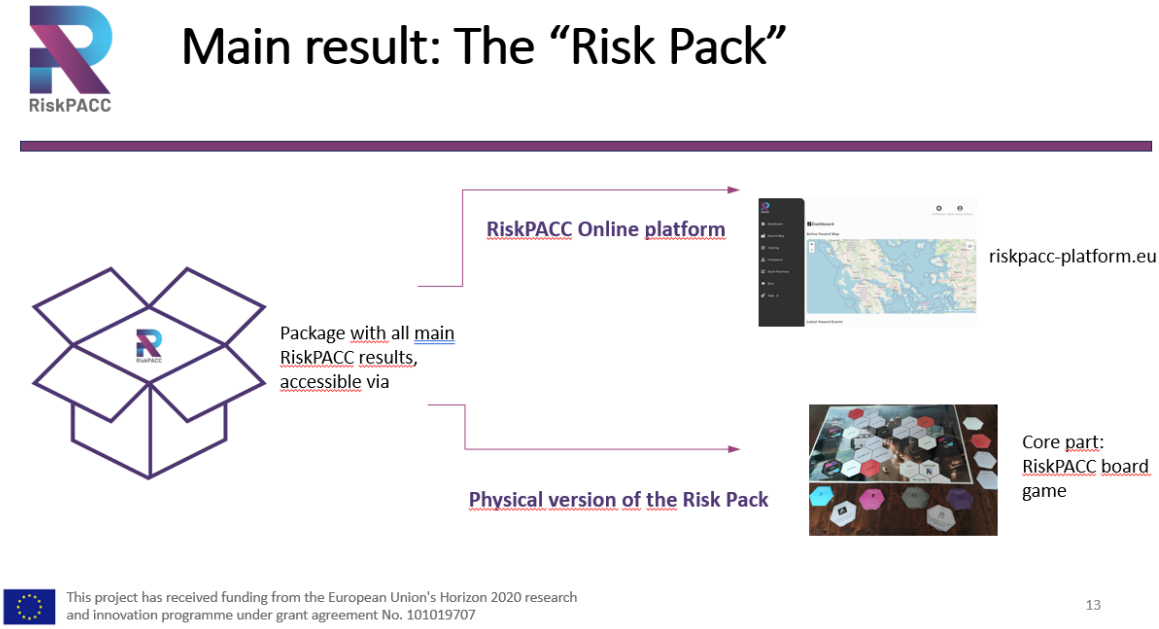


FIGURE 5: RISKPACC MAIN RESULT

3.2 Top-down & Bottom-up Approaches to Risk Preparedness and Communication

The panel on Top-down and Bottom-up Approaches to Risk Preparedness and Communication brought together 3 panellists from DG ECHO and two sister projects to discuss the various approaches to Risk-Preparedness and Communication and the lessons learned from EU-funded research including RiskPACC. The panel was moderated by Mr. Guillaume Brumter (EOS) and included short presentations by each panellist before switching to questions by the moderator and the audience. The first presentation was by the moderator, introducing the Societal Resilience Cluster (SRC) and setting the scene for the discussion.

The SRC is a cluster of projects focused on the Disaster Resilient Societies thematic of the Cluster 3 of the Horizon Europe funding programme. The goal of this cluster is to exchange best practices, applied methodologies, co-organise events and provide general support to ensure the success of the projects involved. Additionally, the cluster is committed to achieving the goals and outcomes within the Sendai Framework for Disaster Risk Reduction and the EU Disaster Resilience Goals through increasing preparedness and enhancing a culture of risk and prevention amongst the population. During the presentation it was also discussed how the projects involved face similar challenges, especially in feedback to policy and exploitation, which is an area where the cluster tries to work together to tackle. An example of this collaboration is the policy brief created by the cluster.

After this discussion on the SRC, the floor was passed to Mrs. Maria Gargiulo to discuss the CORE project. This sister project, titled *'Science and Human Factor for Resilient Society'*, has on overall objective to develop a harmonised vision of crisis management awareness and capability through a transdisciplinary collaboration. The goal of the project is to define common

metrics with respect to different natural and man-made scenarios, and how to measure, control and mitigate the impact on populations while also leveraging on best practices and knowledge internationally. The main contact point with RiskPACC, as pointed out by Mrs. Gargiulo is the transdisciplinary approach to bring science and the human factor together to develop resilience.

Following the presentation on CORE, Mr. Max Steinhausen presented the DIRECTED project. This second sister project focuses on improving disaster resilience and governance in climate change with a focus on interoperability. The main problem DIRECTED is trying to solve is the fact that there are many policies, concepts, models and data in the risk management and climate change adaptations space, but there is no connection or interoperability for them. Interoperability in this case refers to all the levels and phases of classical disaster risk management cycle. The hope is to improve all the interphases between the different actors and the different data and model sources. DIRECTED has 4 real-world labs that form the collaborative environment for learning and production through a co-production process, similar to RiskPACC. These labs help better understand their challenges in a regional context with climate change adaptation and risk management and direct the project on focus areas.

The last panellist was Mr. Juha-Pekka Japola, a project officer at DG ECHO. Mr. Japola presented the European Commission's (EC) position on Feedback to Policy, which was divided into 3 steps: tailor integrate and combine; policy analysis, and knowledge library. For the first step, it is noted that this applies to both top-down and bottom-up, if a project wants to have influence, the advice or recommendations should always be tailored, integrated or combined, as no decision-makers are the same. For the policy analysis step, Mr. Japola commended the SRC cluster as its policy brief was an effective way to put forward recommendations, as the EC must listen to each project equally; therefore, when a cluster puts forward recommendations it carries more weight. Additionally, it was noted that RiskPACC's engagement with the EU's Disaster Risk Resilience Goals were a positive sign. Lastly for the knowledge library, Mr. Japola describes the new knowledge library that was created by DG ECHO to house added-value deliverables or outputs, as many of the project outputs, including websites, tend to disappear after the end of the project. This knowledge library will allow for this problem to be avoided.

After these presentations, the panellists were asked questions by the moderator and the audience.

Q: Starting with a comment, the knowledge library seems like it will be quite useful; however, the problem with European projects is the lack of continuation after the end. It would be useful for municipalities for there to be a continuation.

A (By Mr. Japola): In short, I agree. ECHO does not have the capacity to tell Member States (MS) what to do, so it is part of the municipalities and MS's responsibility to take up part of the tools and develop them further. In addition, not everything succeeds in innovation, so it is expected that some outputs don't get taken. The EC tries to support the projects as much as possible.

Q: In the project presentations, there were mentions of issues to overcome such as disinformation, engaging volunteers. How do you build trust, as this is a major component to working with citizens and CPAs.

A (Mrs. Gargiulo): What we have tried to do, depending on the stakeholder we are addressing, is to try and understand their perspective. Involving champions from their side is important. For the app, we decided to allow the students to create the app for their fellow students, even though we had the knowledge and capability to do so, because we understood

that they would use the best language for their community. It is similar with other stakeholders. It is important to involve leaders of the community in the process, as they give perspectives of the community, and they already possess the trust of the community. This is even more important for vulnerable communities.

A (Mr. Steinhausen): For us it is the set-up with the real world labs. Each real world lab has a project partner that leads it and leverages their stakeholder network. They organise meetings with this network, and the co-creation approach needs a lot of time and a change in culture for many stakeholders. Some of them are hesitant to speak up and voice discuss organisational matters, as it might not be part of their job responsibility. DIRECTED tries to facilitate this by training the trainers, so the real world labs and the participants can become facilitators of this co-creation approach. Bringing the regions together and letting them learn from each other is also a large part of this.

3.3 RiskPACC Collaborative Framework for Disaster Communication and Risk Reduction

The RiskPACC Collaborative Framework and Repository of good practices, as presented by Dr. Maureen Fordham (UCL), came from the need for effectively engaging both Citizens and CPAs to close the RPAG. The presentation centred around two questions for participants to ponder while the framework was being discussed:

1. Where do you begin to address a risk communication or citizen risk perception problem in your locality? Is it a technical or social problem?
2. How much do you need to know about your community & how much does the community need to know about you?

Because of these starting points, the framework works best at the community level, as it focuses primarily on CPAs working in particular localities; however, the underlying philosophy of listening to different voices and understanding various perspectives will help in other circumstances as well. In terms of the first question, it was discussed that in fact the problem is both social and technical, and thus while RiskPACC had good technologies and ideas for the project, the social elements of the framework needed a lot of effort to develop. This represented one of the main challenges of developing the framework: balancing the social and technical aspects. When answering the second question, Dr. Fordham highlighted how little citizens know of the world of civil protection and how CPAs typically do not perform in depth social analyses of their localities, representing another gap to be tackled by the framework. The Framework and its modules were then presented (see below) and further explained, with the caveat that while the Framework was accepted, it also was too much for CPAs to do all at once.

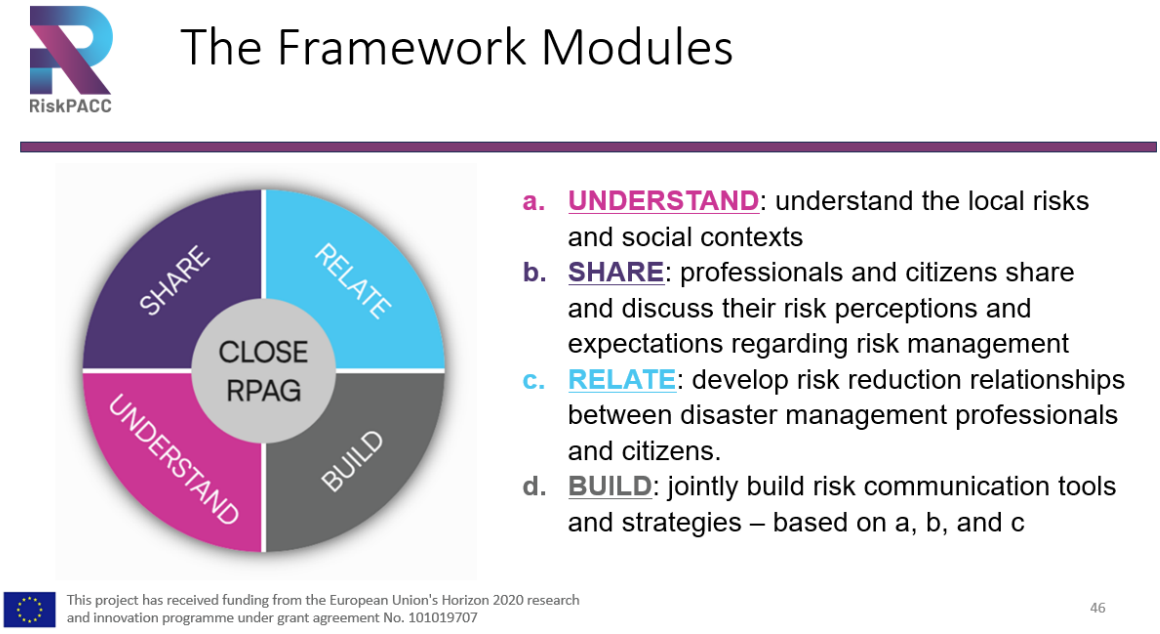


Figure 6: Components of the Framework for closing the RPAG

In order to make the implementation of the framework more feasible, a staged approach was presented. The staged approach consists of 5 different starting points

- Entry Level: No two-way citizen engagement
- Advanced Beginner: Public Consultations
- Intermediate: Two-way communication
- Advanced Intermediate: Co-creation on an equal footing
- Advanced: Community Ownership

The presentation concluded with the lessons learned throughout the project, namely that co-creation of socio-technical solutions takes time, and learning about each other is important, especially in order to achieve a good level of coherence and efficiency. Dr. Fordham ended the presentation with a word to the wise: “Aim high but take it a step at a time”.

3.4 Co-Creation Methodology

The presentation on the co-creation methodology was meant to be a presentation on the innovative approach by the RiskPACC projects to develop solutions and conduct research; however, due to a last-minute illness, this presentation was unable to take place. In order to still maintain the slot and inform participants on the co-creation methodology, the YouTube video developed by the RiskPACC consortium on the subject was shown to the consortium. Following the event, the slides that were meant to be presented were shared with the registered participants, allowing them to refer to the slides in case they want to learn more about the methodology.

4 THE INTERACTIVE SESSIONS

4.1 RiskPACC Game

The session on the RiskPACC Game was moderated by Sascha Düerkop (FhG) and aimed at demonstrating the purpose and execution of the serious game. Before the demonstration began, a short presentation was given to explain the context of the serious game.

The biggest question to arise from the development of the RiskPACC solutions (both technical and conceptual) was “how do CPAs and citizens choose the right solutions for their own needs?”. The game acts as a process to help them select the most relevant solutions by identifying what the most pressing issues might be, the right solutions to address them, and what context do the CPAs operate with these solutions. Despite this, the game still has some limitations including the need for an informed facilitator to steer the smooth execution of the game, the right stakeholders as players, and cannot replace any training on the solutions. After describing the practical details of the game (how it is played, type of cards, etc.), the associated cities along with Mr. Düerkop as a facilitator, moved to the demonstration.

The goal of the participants of the serious game during the demonstration was to strengthen the processes to advance citizens self-preparedness. Participants were then asked to explain why they would want to achieve this goal, with answers ranging from “enhancing resilience of local communities” to “have citizens not act passively during a crisis”. Afterwards a debate took place to consolidate the answers into one statement, demonstrating how the CPAs from a municipality would come together to ensure that they all agree on the reasoning and approach to achieve the goal. In the second stage, the participants were asked to pick the up to three right solutions to reach their goal. The solutions selected were the Aeolian application in the context of training, preparing citizens to inform them of local threats; the co-creation methodology to discuss the risks and find solutions together and different approaches that include citizens on the same levels as CPAs; the Risk-Communication Exercise to engage in citizens communication to explain the CPAs’ work and which risks are currently there are; engaging volunteer groups to help with communication and trainings; the HERMES app as a way to communicate with the citizens, especially the youth. As there were more than three solutions, the participants then had to debate to select the final three solutions by removing any duplications or seeing if there were any benefits to choosing technical solutions over conceptual solutions. The chosen solutions were the Aeolian app, the HERMES app and the co-creation methodology. As part of the discussion of context for the selected solutions, it was also highlighted that in order to implement these solutions, more resources for CPAs and more understanding of the community and local context are crucial to implementing these solutions correctly. To wrap-up the demonstration, a jury was asked to evaluate whether or not the chosen solutions and context would be able to reach the goal. While it was highlighted that citizens were not included in the choosing of the solutions, the jury overall found the selections were effective in reaching the goal due to their ability to reach out to a wide audience of citizens and communicate effectively.

FIGURE 7: THE RISKPACC GAME DEMONSTRATION

To conclude the demonstration, Mr. Düerkop reminded that the demonstration was a shortened version to show the overall concept of the game. While there were critical discussions, the process during the game was faster and went more smoothly than anticipated. The game takes into account disagreements and dissenting opinions, allowing for more fruitful debates when used in a real-life scenario.

4.2 RiskPACC Tools & Platform Presentations and Interactive Demos

In order to achieve one of the objectives of the event, presenting the solutions developed by the project, the main developers of the RiskPACCPlatform, the Aeolian App, the HERMES platform, the Volunteered Geographical Information (VGI) tools and the PublicSonar tool were all presented to the audience. After this short informative presentation that was meant to provide an overview of the function of the tools, the developers were then stationed around the room and the audience was invited to demo the tools.

4.2.1 HERMES

In the final workshop of the RiskPACC project, STAM showcased HERMES in an open session that invited end-users to freely interact and inquire about the tool. The demonstration highlighted the main functionalities of HERMES, with particular emphasis on the bilateral communication channel. This feature, which enables seamless communication between citizens and CPAs, was of significant interest, as such a channel is notably absent in the current procedures of the CPAs investigated. Throughout the session, STAM illustrated how citizens could reach out to CPAs and how CPAs could respond directly, thereby enhancing the flow of crucial information. This capability is especially vital for the reporting phases in emergency management.

One of the key comments from the participants was the necessity for HERMES to be adopted as an institutional solution for it to be effective. The feedback emphasized that for HERMES to function optimally, it must be integrated into the official operations of CPAs. Given that HERMES is designed to aid in the prevention and preparation for emergencies, its information must be current and reliable. Presently, most CPAs maintain institutional websites where event documentation is published. Therefore, integrating HERMES with these websites, as

well as with other social networks, could be beneficial. Such integration would facilitate the automatic sharing and updating of information, ensuring that both CPAs and citizens have access to the latest data and can communicate effectively in real-time.

FIGURE 8: HERMES DEMONSTRATION

4.2.2 AEOLIAN APP

During this session, an overview of the Aeolian AR Mobile application was presented from ICCS. Initially the aim and objectives of the application were presented and a presentation of how the tool was developed and evolved through the project co-creation workshops followed. The core functionalities of the tool were highlighted and additional information on each functionality, using screenshots of the tool, was provided.

The attendees were encouraged to download the application from Google Play Store (for those who had not done that already) and start navigating in the tool menu to explore each functionality on their own. Further to that, a flood campaign was designed from ICCS specifically for the final event and was available through the application. The location of the campaign (on-site training) was the venue of the event, so the attendees could run the campaign live from the venue and explore also the AR training capability of the tool. In addition, the users were also encouraged to go through the chatting functionality of the application and send a report to the platform and the ICCS representative could directly respond to the chat (as a CPA) from the platform for demonstration purposes.

FIGURE 9: AEOLIAN AR MOBILE APPLICATION DEMONSTRATION

4.2.3 PUBLICSONAR

The presentation explained how PublicSonar was developed, for what use-cases it works well and some examples of where it was successfully applied. It also showed what we developed together with the case study partners over the course of the project.

During the interactive demo, an example case was created to demonstrate how information is collected. People who joined for the demonstration were interested in how it works in different languages such as Greek, what information can be collected around natural hazards and which organisations already use PublicSonar in an operational setting.

4.2.4 THERMAL COMFORT TRACKER & MAPPING DAMAGE TOOLS (VGI TOOLS)

The presentation was divided into two main parts, detailing the development of the Thermal Comfort Tracker and the Mapping Damage tool, respectively. It highlighted the successful enhancement of these tools through a use-case story involving case study partners over the project period. However, since the presentation was conducted virtually, the tools could not be demonstrated in a real-life interactive demo.

4.2.5 RISKPACC PLATFORM

After the presentation of all the RiskPACC technological tools, a presentation of the RiskPACC platform that, among others, hosts all those tools, took place by ICCS. More specifically, the presentation started with an introduction to the aim of the platform, which is aligned with the need to reach the ultimate purpose of the project, *i.e.*, bridging the RPAG. The main objectives and the key features of the RiskPACC platform were also presented, together with information

on how to access the platform. The credentials to log-in as a CPA, citizen or volunteer were provided in the presentation as well.

Following this introduction to the platform, ICCS proceeded to a live demonstration of the platform. The different levels of access to data were highlighted (*i.e.*, the advanced rights granted to CPAs accounts as compared with basic accounts for citizens and volunteers, who have *e.g.*, no editing rights on the contents of the platform). Eventually, the audience was encouraged to log-in the platform (for those who had not done that already) and start navigating in the platform menu to explore each functionality of the platform menu on their own and have an overview of the content of the platform.

FIGURE 10: RISKPACC PLATFORM DEMONSTRATION

4.3 Associated Cities' Experience in RiskPACC

The cities of Heidelberg, Kalamaria, Setúbal, Karlsruhe, Gdańsk, and Unione della Romagna Faentina, which participated in the Awareness workshop as observer cities, played an integral role in the RiskPACC project, providing valuable insights and feedback based on their experiences. During the final event held in Brussels, representatives from Heidelberg, Kalamaria, and Setúbal shared their RiskPACC experiences in a panel discussion addressing three critical questions. Although Karlsruhe and Unione della Romagna Faentina were not present during the session, Gdańsk participated remotely.

Firstly, regarding the needs covered by the project, each city highlighted how the RiskPACC platform helped address specific crisis management needs they had identified. These needs varied from efficient coordination during emergencies to enhancing communication channels between different stakeholders, especially citizens and CPAs. The RiskPACC platform's tools and functionalities were instrumental in addressing these challenges, enabling the cities to manage crises more effectively and streamline their response processes. A significant positive noted by the cities was the importance of having a technological tool for crisis management, which is crucial for both countries that already have such tools and those that do not.

Secondly, the panelists discussed uncovered aspects of crisis management that the RiskPACC project did not fully address. Despite the platform's numerous strengths, some areas were identified where further development is necessary. The cities noted that while RiskPACC provided robust solutions for certain crisis management needs, there were still gaps in comprehensive coverage. These uncovered aspects highlighted the complexity and evolving nature of crisis management, indicating areas where RiskPACC could expand its capabilities to better serve urban environments facing diverse and unpredictable challenges. They also pointed out the complexity and the significant number of solutions to choose from, which can hinder simplicity and usability.

Lastly, the discussion focused on areas for improvement within the RiskPACC project. The cities provided constructive feedback on how the platform could enhance its effectiveness. Key areas for improvement included integrating more advanced predictive analytics, improving user interface design for ease of use, and ensuring better interoperability with existing local systems. They also emphasized the importance of involving citizens in crisis management and improving communication with them, as well as the benefits of the European framework that supported the project. However, the cities highlighted issues such as multiple bugs on the platform, which made navigation difficult, and the relatively short engagement time of the cities, which was only in the last 18 months of the project.

The participation of Efus Associated cities and regions in the RiskPACC project and the subsequent event in Brussels provided invaluable insights into the platform's performance and potential. The contributions from the participating Efus' cities and regions underscored both the successes and limitations of RiskPACC, offering a clear pathway for future enhancements.

5 Wrap-Up of the Workshop & Feedback

5.1 Wrap-Up and Conclusions

The final session of the event was a short wrap-up by the project coordinator, Dr. Maike Vollmer, to summarise the conclusions of the event and discuss the final steps of the project. After summarising the event as a whole, the final steps were outlined, mentioning the finalisation of the training materials and framework, the submission of the deliverable on the Physical Risk Pack and the development of a white paper and roadmap that will include recommendations targeting various stakeholders that will be included in the platform.

5.2 Feedback

After the conclusions by the project coordinator, participants were shown a QR code where they could scan to submit their feedback of the event. The questions in the form were focused on the sentiment on the project, the solutions presented (such as the platform, sentiment analysis, framework, etc.) as well the workshop as a whole After around 10 minutes of time for participants to submit their feedback, the workshop was formally closed. The feedback form can be found in Annex 6.

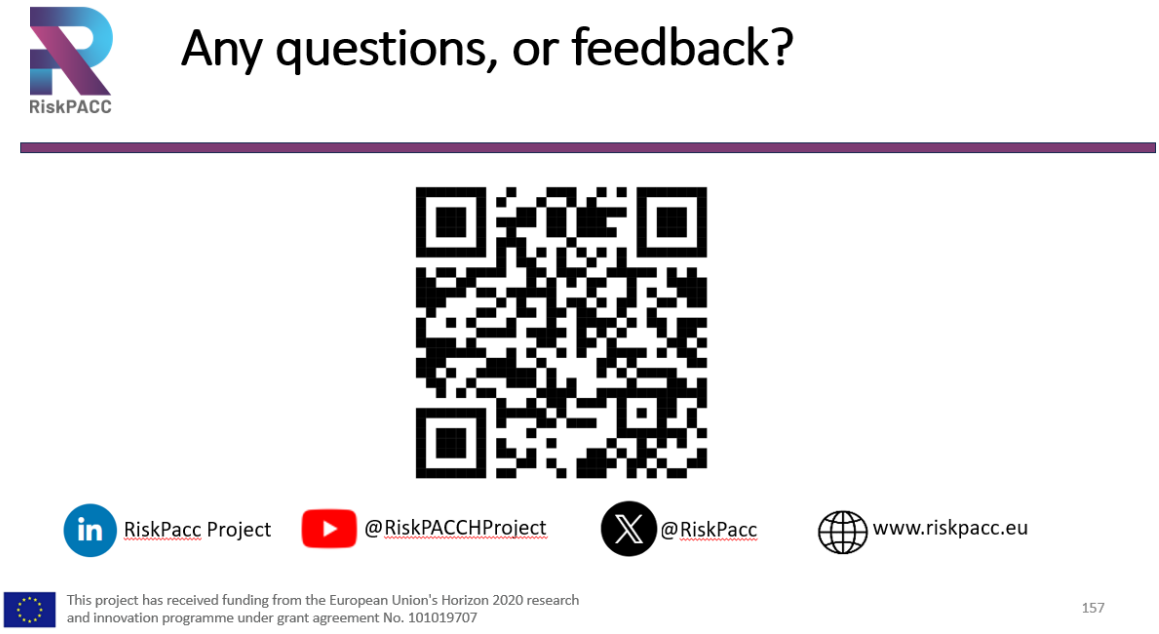


FIGURE 11: SLIDE WITH FEEDBACK FORM

In total, 21 replies were submitted via the feedback form, representing around 58% of the in-person participants, with the majority of respondents providing positive answers towards the questions: all of the questions were answered with either agree or strongly agree. Participants were also given the opportunity to give more in-depth comments to accompany their answers. In general the feedback was that while the outputs of the project are useful, the participants would like certain things to go further, such as the inclusion of more cases/ regions/good practices, and further development. More information regarding the answers can be found in Annex 7.

6 CONCLUSION

The RiskPACC Final Awareness Workshop (titled the Final Event) was held on July 2nd, 2024 in Brussels, BE. The main objective of this event was to present the results and achievements of the RiskPACC project and consortium, raise awareness of the work conducted and allow for a deeper understanding of the project results to be achieved. To this end, the event managed to bring in 55 participants both in-person and online and showcased the main results of the project to a variety of RiskPACC stakeholders, including the CPAs from various cities in Europe, which can be viewed as the (potential) end-users of the project results. In this regard, the event can be considered a success, as not only were the project results presented in a coherent manner, but interactive sessions were built into the agenda to allow participants to better understand the solutions (both technical and conceptual) and ask in-depth questions regarding the solutions and the KPI defined in D8.3 was met. Valuable feedback was also provided by the participants during the event which can be used by the solution providers to improve their solutions and for any research building off the RiskPACC project to use.

7 ANNEXES

7.1 Annex 1 – The RiskPACC Final Workshop: Registration Form

RiskPACC

RiskPACC Final Event

Fields marked with * are mandatory.

* Please enter your full name

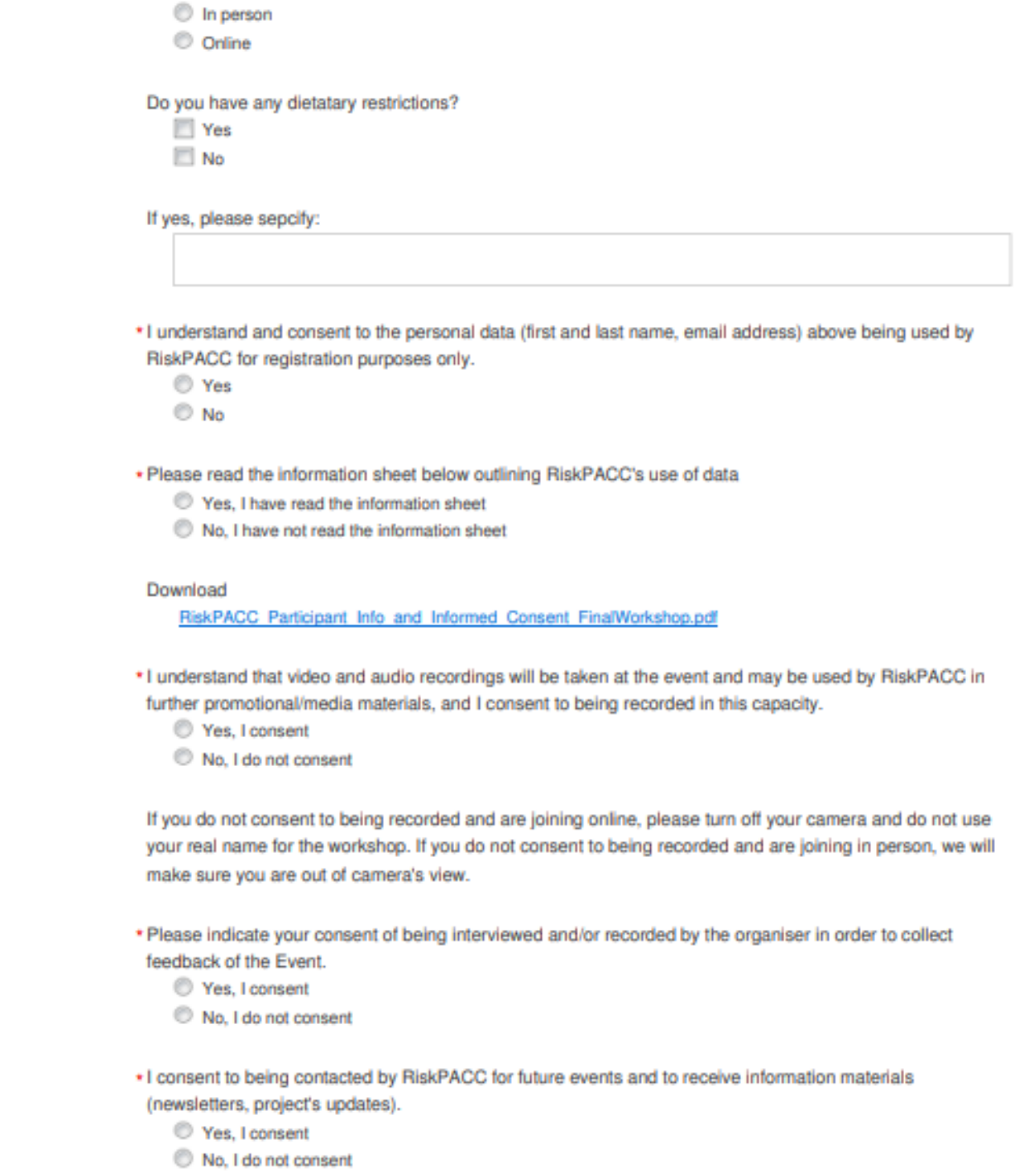
* Please enter your email

* Please enter the name of your organisation

* Please indicate what kind of stakeholder group you belong to:

- Academics
- Developers
- End-Users
- EU Institutions
- International Institutions
- National Institutions
- General Industry
- Civil Protection Authority
- Students
- Civil Society Organisations

* Please indicate if you would like to join in-person or online for the workshop.



- In person
- Online

Do you have any dietatary restrictions?

- Yes
- No

If yes, please sepcify:

* I understand and consent to the personal data (first and last name, email address) above being used by RiskPACC for registration purposes only.
  - Yes
  - No

* Please read the information sheet below outlining RiskPACC's use of data
  - Yes, I have read the information sheet
  - No, I have not read the information sheet

Download
RiskPACC_Participant_Info_and_Informed_Consent_FinalWorkshop.pdf

* I understand that video and audio recordings will be taken at the event and may be used by RiskPACC in further promotional/media materials, and I consent to being recorded in this capacity.
  - Yes, I consent
  - No, I do not consent

If you do not consent to being recorded and are joining online, please turn off your camera and do not use your real name for the workshop. If you do not consent to being recorded and are joining in person, we will make sure you are out of camera's view.

* Please indicate your consent of being interviewed and/or recorded by the organiser in order to collect feedback of the Event.
  - Yes, I consent
  - No, I do not consent

* I consent to being contacted by RiskPACC for future events and to receive information materials (newsletters, project's updates).
  - Yes, I consent
  - No, I do not consent

FIGURE 12 REGISTRATION FORM

7.2 Annex 2 – The RiskPACC Final Awareness Workshop: Invitation Letter

Der Madam, dear Sir XXXXX,
We cordially invite you to the RiskPACC Final Event, an initiative endorsed by the European Union, focused on developing solutions aiming at increasing risk awareness, preparedness and two-way communications between citizens and Civil Protection Authorities. The event will be held at the Maison des Associations Internationales, in Brussels, on the 2nd of July.
Registration for our Final Event is now open! Register now in order to see all of the results developed during the 3 years of the RiskPACC project, including the RiskPACC Game, the RiskPACC technical and non-technical tools, and the co-creation methodology.
Join us for an engaging and insightful event where you'll have the opportunity to:
*- **Experience Live Demonstrations**: Witness firsthand how our innovative tools and methodologies can enhance risk communication and preparedness.*
*- **Participate in Interactive Sessions**: Engage with project experts and collaborators through dynamic discussions and hands-on activities.*
*- **Network with Peers**: Connect with professionals, stakeholders, and enthusiasts in the field of risk management and community resilience.*
*- **Gain Valuable Insights**: Learn about the lessons and successes from our case studies and pilot projects across Europe.*
Don't miss this unique opportunity to be part of a community committed to improving disaster risk reduction and making our societies more resilient.

Follow this link to register to the event and find here the event draft agenda.

We look forward to welcoming you to this exciting event!

7.3 Annex 3 – List of in-person attendees

N°	Participant	Organisation
1	XXX[3]	European Commission (Research Executive Agency)
2	XXX	Municipality of Kalamaria
3	XXX	Municipality of Kalamaria
4	XXX	Municipality of Kalamaria
5	XXX	Municipality of Heidelberg
6	XXX	Municipality of Heidelberg
7	XXX	PublicSonar
8	XXX	EOS
9	XXX	KEMEA
10	XXX	BEFAID
11	XXX	BEFAID
12	XXX	Magen David Adom in Israel
13	XXX	Efus
14	XXX	Efus
15	XXX	Ibz - NCCN
16	XXX	University of Warwick

[3] For GDPR compliance participants' details (name and surname) have to be hidden

17	XXX	EOS
18	XXX	MOE
19	XXX	European Commission
20	XXX	EOS
21	XXX	Municipality of Rafina-Pikermi (MRP)
22	XXX	Municipality of Rafina-Pikermi (MRP)
23	XXX	Ibz - NCCN
24	XXX	ICCS
25	XXX	Fraunhofer INT
26	XXX	CMS-SNPCB
27	XXX	Fraunhofer INT
28	XXX	Municipality of Setubal
29	XXX	ISAR -Germany
30	XXX	ISAR -Germany
31	XXX	MDA
32	XXX	STAM
33	XXX	CAFO
34	XXX	EOS
35	XXX	UNISA
36	XXX	Fraunhofer INT

7.4 Annex 4 – List of online attendees

N°	Participant	Organisation
1	XXX[4]	Géné-Electra
2	XXX	Institut der Feuerwehr Nordrhein-Westfalen
3	XXX	Technische Universität Braunschweig
4	XXX	Gdansk Municipality
5	XXX	University College London
6	XXX	EOS
7	XXX	Municipality of Padova
8	XXX	Municipality of Padova
9	XXX	Trilateral Research

[4] For GDPR compliance participants' details (name and surname) have to be hidden

10	XXX	University College London
11	XXX	University of Twente
12	XXX	National Directorate General for Disaster Management (Hungary)
13	XXX	N/A
14	XXX	EOS
15	XXX	Efus
16	XXX	Piraeus Municipality
17	XXX	National Directorate General for Disaster Management (Hungary)
18	XXX	Fire Department Heidelberg
19	XXX	European Research Center for Information Systems, University Muenster

7.5 Annex 5 – The RiskPACC Final Awareness Workshop: Agenda

RiskPACC Final Awareness Workshop

Maison des Association Internationales,
Rue Washington 40, 1050 Brussels, BELGIUM
2nd of July 2024

AGENDA

09.00 – 09.30	Welcome and registration	EOS
09.30 – 09.45	Remarks and RiskPACC Overview	Maike Vollmer (FhG), RiskPACC Coordinator
09.45 – 10.30	Top-down & Bottom-up Approaches to Risk Preparedness and Communication	Moderated by Guillaume Brumter (EOS)
	Coffee Break	
11.00 – 11.45	RiskPACC Collaborative Framework for Disaster Communication and Risk Reduction	Maureen Fordham (UCL)
11.45 – 12.30	RiskPACC Game	Sascha Düerkop (FhG)
	Lunch Break	
13.30 – 14.45	RiskPACC Tools and Platform Presentation	Chrysoula Papathanasiou (ICCS), Jesse Manning (PS), Pietro De Vito, (STAM)
14.45 – 15.30	Interactive Demonstrations	
	Coffee Break	
15.45 – 16.15	Co-Creation Methodology	Jeannette Anniés (USTUTT)
16.15 – 17.15	Associated cities' experiences in RiskPACC	Carla Napolano (Efus)
17.15 – 17.30	Wrap Up and Workshop conclusions	Maike Vollmer (FhG)

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7.6 Annex 6 – Feedback Form

RiskPACC Final Event Feedback Form

Disclaimer

The European Commission is not responsible for the content of questionnaires created using the EUSurvey service - it remains the sole responsibility of the form creator and manager. The use of EUSurvey service does not imply a recommendation or endorsement, by the European Commission, of the views expressed within them.

RiskPACC Collaborative Framework and Repository of good practices

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	I don't know
* Are the RiskPACC co-creation approach and framework clear and easy to understand?	○	○	○	○	○	○
* Are the RiskPACC co-creation approach and framework useful for disaster risk reduction in your area?	○	○	○	○	○	○

What do you like about the Collaborative Framework?

What is missing in the Collaborative Framework?

Do you find the Repository of Good Practices useful?

What could be done to make it even more useful?

What do you like about the Collaborative Framework?

What is missing in the Collaborative Framework?

Do you find the Repository of Good Practices useful?

What could be done to make it even more useful?

Sentiment Analysis tool & Sentiment analysis in the RiskPACC context

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	I don't know
* Following the World Café discussion, I recognise the utility of AI-generated sentiment analysis for Civil Protection Authorities.	○	○	○	○	○	○
* Following the World Café discussion, I believe the sentiment analysis tool would help establish a two-way communication flow between citizens and CPAs.	○	○	○	○	○	○

What do you like about the PublicSonar Sentiment Analysis tool?

What is missing in the PublicSOnar Sentiment Analysis tool?

Overview of RiskPACC technical tools, RiskPACC platform presentation and live testing

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	I don't know
*I am interested in further exploring RiskPACC platform functionalities (technical and conceptual solutions, background hazard-related information, bidirectional comm between CPAs-citizens etc.)	○	○	○	○	○	○
*Navigation in the RiskPACC platform is easy and the interface is user-friendly.	○	○	○	○	○	○
*RiskPACC platform can serve as a practical and useful means to communicate risks and hazards.	○	○	○	○	○	○
*Exploitation of RiskPACC platform functionalities will make risk and hazard learning interesting and will help me to advance my knowledge about risks/hazards in my region.	○	○	○	○	○	○
*Spending time on RiskPACC technical solutions seems worthwhile.	○	○	○	○	○	○

Overall Workshop

	Not useful at all	Useless	Neither useful or useless	Useful	Very useful
*Overall, how useful was today's workshop for you?	○	○	○	○	○

Based on the presentations from the cities and regions, do you think the RiskPACC solutions are suitable to address their challenges?

Anything else that you would to share with us?

Submit

7.7 Annex 7 – Feedback answers

Answers to question ***"Are the RiskPACC co-creation approach and framework clear and easy to understand?"***

- Strongly agree (4)
- Agree (14)
- Neither agree or disagree (3)
- Disagree (0)
- Strongly disagree (0)
- I don't know (0)

Answers to question ***"Are the RiskPACC co-creation approach and framework useful for disaster risk reduction in your area?":***

- Strongly agree (6)
- Agree (8)
- Neither agree or disagree (5)
- Disagree (1)
- Strongly disagree (0)
- I don't know (1)

Answers to question ***"What do you like about the Collaborative Framework?"***

- Good
- Good exchange
- It's flexibility.
- Networking, Finding differences and similarities with other CPAs

- That is divided into the different modules: holistic approach
- The idea of two-way communication Is brilliant, prepared citizen mean prepared society.
- The social impact
- The theoretical insights which provide knowledge and inspiration

Answers to question "***What is missing in the Collaborative Framework?"***

- Maybe it will be useful to include such important thing into educational plan on National level
- More concrete examples of how to operationalize the modules into concrete actions, how to translate it to the field.
- Na
- Need more filtering on how to find the best resource for your needs. Need more practical perceptive.
- Simplicity and practicality for the CPAs and other stakeholders. Too academic
- The differently milieu groups of citizens because they will act different in allocation to their education, Socialization etc and will need different methods

Answers to question "***Do you find the Repository of Good Practices useful?"***

- It is a bit limited at this time.
- Its great value of the project, part of networking and it Is very useful
- Not really practical and easy to use.
- Very much
- Yes
- Yes
- Yes
- Yes
- Yes, could be improved by expanding.
- Yes

Answers to question ***"What could be done to make it even more useful?"***

- ?
- Include more practices and resources.
- Integrate more end Users and CPAs
- involve more region, to have bigger repository
- It needs to be constantly updated. There is a need for a more enriched rigorous quantitative methodology for both existing practices and new ones.
- With a EU wide risk identification and analysis

Answers to question ***"I recognise the utility of AI-generated sentiment analysis for Civil Protection Authorities."***

- Strongly agree (5)
- Agree (10)
- Neither agree or disagree (6)
- Disagree (0)
- Strongly disagree (0)

- I don't know (0)

Answers to question ***"I believe the sentiment analysis tool would help establish a two-way communication flow between citizens and CPAs.@***

- Strongly agree (4)
- Agree (10)
- Neither agree or disagree (6)
- Disagree (1)
- Strongly disagree
- I don't know (0)

Answers to question ***"What do you like about the PublicSonar Sentiment Analysis tool?"***

- Get an impression about emotions of population
- Helps you get insight in how people experience an emergency, theory sentiment, perception, needs, questions… —> we need this in order to develop an effective communication strategy
- It Is new, modern tool and the graphic Is really useful for presentation some important goals
- Never tried, but seems very useful
- The different kind of information and involvement of different groups
- The into deep in a short of time analysis of such a big amount of data
- Very important tool for emergency leadership for decision process

Answers to question ***"What is missing in the PublicSonar Sentiment Analysis tool?"***

- -
- ?
- Access for the CPA
- Disinformation or false news. Need for social media manager to be able to assess all the info

Answers to question "***I am interested in further exploring RiskPACC platform functionalities (technical and conceptual solutions, background hazard-related information, bidirectional comm between CPAs-citizens etc.)"***

- Strongly agree (13)
- Agree (6)
- Neither agree or disagree (1)
- Disagree (1)
- Strongly disagree (0)
- I don't know (0)

Answers to question "***Navigation in the RiskPACC platform is easy and the interface is user-friendly."***

- Strongly agree: (5)
- Agree: (9)
- Neither agree nor disagree: (4)

- Disagree (2)
- Strongly disagree: (1)
- I don't know (0)

Answers to question ***"RiskPACC platform can serve as a practical and useful means to communicate risks and hazards."***

- Strongly agree: (8)
- Agree: (9)
- Neither agree nor disagree: (2)
- Disagree (2)
- Strongly disagree: (0)
- I don't know (0)

Answers to question "***Exploitation of RiskPACC platform functionalities will make risk and hazard learning interesting and will help me to advance my knowledge about risks/hazards in my region."***

- Strongly agree: (9)
- Agree: (9)
- Neither agree nor disagree: (2)
- Disagree (1)
- Strongly disagree: (0)
- I don't know (0)

Answers to the question ***"Spending time on RiskPACC technical solutions seems worthwhile."***

- Strongly agree: (11)
- Agree: (9)
- Neither agree nor disagree: (2)
- Disagree (1)
- Strongly disagree: (0)
- I don't know (0)

Answers to the question "***Overall, how useful was today's workshop for you?"***

- Very useful: (11)
- Useful: (9)
- Neither useful nor useless: (1)
- Useless (0)
- Not useful at all (0)

Answers to the question "***Based on the presentations from the cities and regions, do you think the RiskPACC solutions are suitable to address their challenges?"***

- In general yes, but their remarks were similar to the results that came up from the workshops.
- Not in the current state, if improved maybe. PublicSonar could be implemented asap. The other tools may need further development
- They can be a Part of a big Solution
- Yes

- Yes
- Yes
- Yes
- Yes, but there are valid concerns about sustainability after the project ends
- Yes, it Is very useful

Answers to the question "***Anything else that you would like to share with us?"***

- I think more can be fine with the RiskPACC platform —> include more information of different kinds of risks + measures that can be taken by citizens, inclusie a quiz about this and educational material for children.
- Thank you very much for Chance to be part of this project
- Thanks for beeing a Part of this Great consortium
- The most useful part of the workshop is the networking and exchange of knowledge and experiences.
- Tool for exchange experience of problems

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 101019707

The RiskPACC Consortium

FIGURE 6: THE RISKPACC CONSORTIUM