



**FLOOD-serv**

**Public FLOOD Emergency and Awareness SERVICE**

## **Genoa Pilot Progress Status may 2017**

Stefano Bertocin

2<sup>nd</sup> FLOOD Consortium Meeting  
11 – 12 May



**Comune di Genova  
Direzione Urbanistica SUE  
e Grandi Progetti  
Staff di Direzione**



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

# The pilots

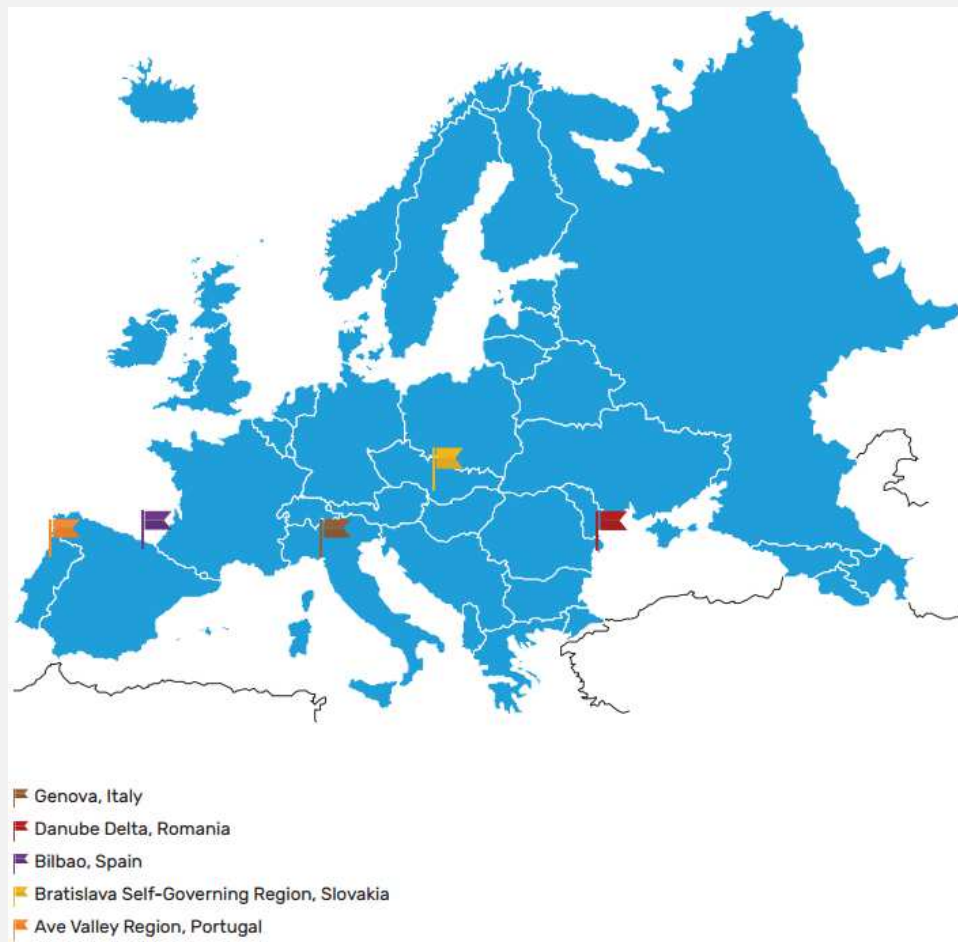
Pilot actions aim to link citizen, public authorities and other stakeholders and to enable the public to be warned en masse so that actions can be taken to reduce the adverse effects of the flood.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599



# Pilot sites

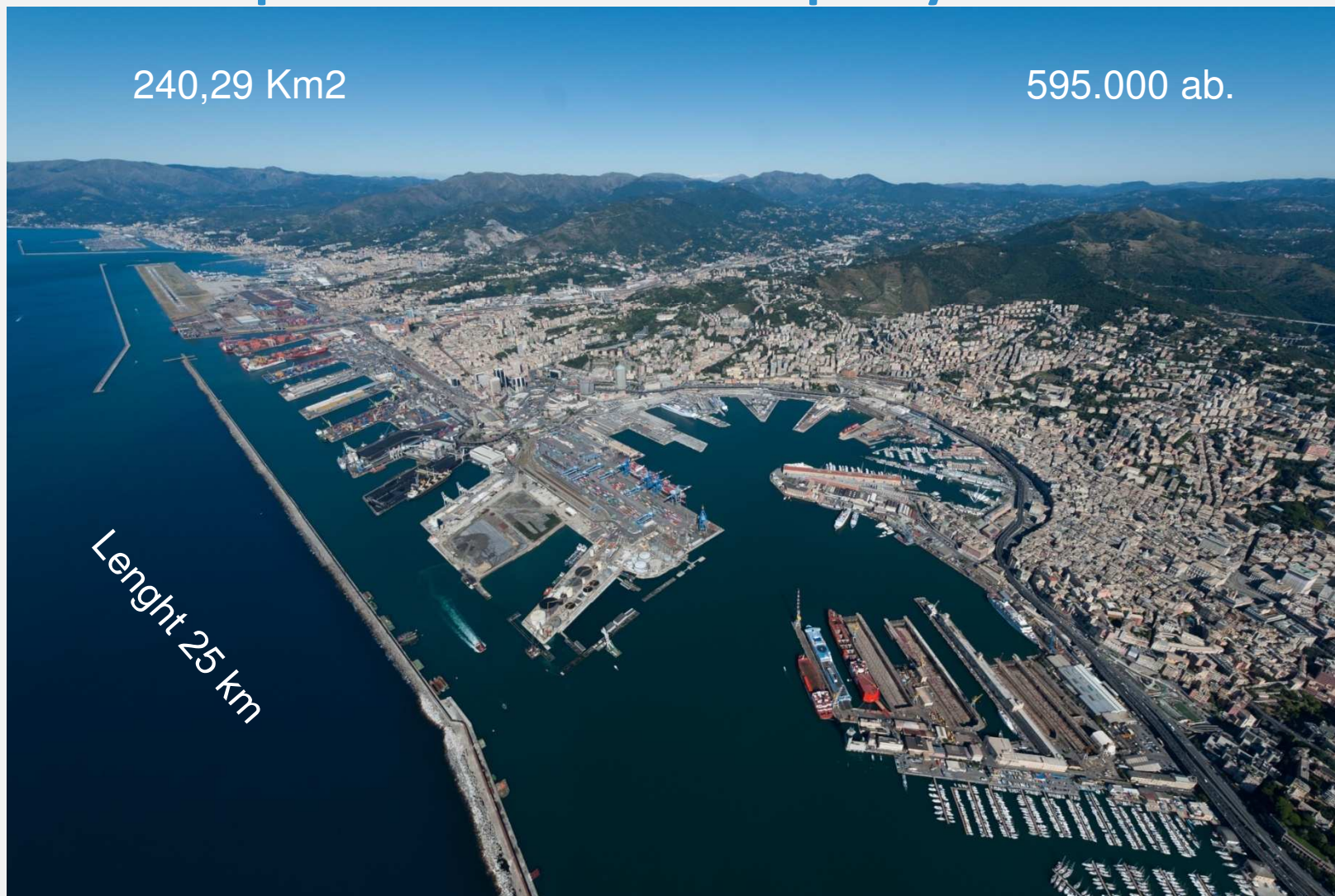


- Genova, Italy
- Danube Delta, Romania
- Bilbao, Spain
- Bratislava Self-Governing Region, Slovakia
- Ave Valley Region, Portugal



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

# FLOOD-serv pilot in Genoa Municipality



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599



FLOOD-serv

# FLOOD-serv pilot in Genoa Municipality

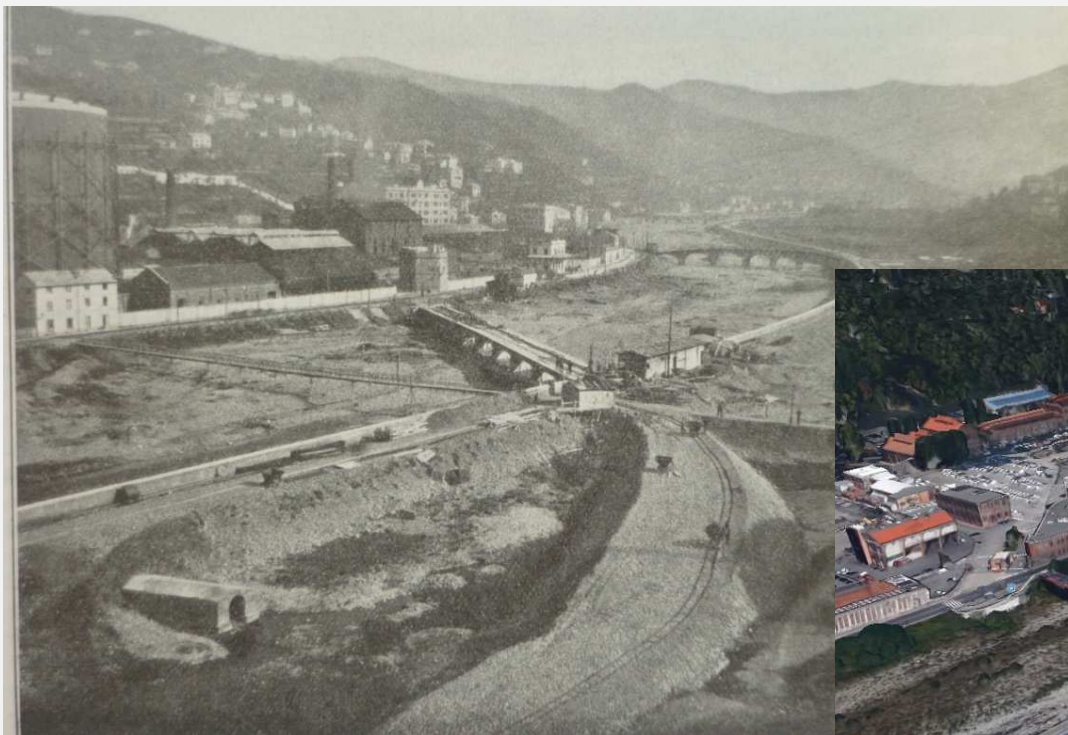
## The situation in Genoa



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599



# FLOOD-serv pilot in Genoa Municipality



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

# FLOOD-serv pilot in Genoa Municipality

## The aim

Pilot actions in Genoa Municipality aim to facilitate and certify building paths of local community networks able to interact with territories, to raise awareness and major responsibility on self-help projects in critical situation.

The goal is to strengthen citizens involvement and leverage the collaborative power of ICT networks (networks of people, knowledge and sensors) during day by day routine to learn how to deal together regarding different situations.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599



# FLOOD-serv pilot in Genoa Municipality

## The approach

The Genoa pilot project is based on the use of new technologies and tools that will include new software applications and services for smartphone, capitalizing existing networks and instruments to build focus groups as a network of people belonging to a neighborhood affected, negatively or positively, by a recurring event. The power of ICT will be enhanced through the interchange of opinions / information establishing a new concept of dialogue with the civic administration, co-participated on the basic concepts of cities, urban planning, environment.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599





# FLOOD-serv pilot in Genoa Municipality

## Stakeholders

Some stakeholders have been involved in the pilot project Flood-serv:

Town Hall of Bassa Val Bisagno

Town Hall of Medio Levante

Integrated Street Center (CIV)

Citizens' Associations

University of Genoa – Departments of Architecture and Political Science



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599



# FLOOD-serv pilot in Genoa Municipality

## Role of the P.A. in the Project:

- Coordination of the stakeholders' work.
- Collection and dissemination of data to share with citizens.
- Transposing of data from abroad on a feed-back mechanism.
- Diffusion and sharing of urban planning data of the territory.
- Relations with civil protection bodies.



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

# FLOOD-serv pilot in Genoa Municipality



The actions address to:

- gather collective knowledge in the urbanized territory
- get sites analytical and planning maps
- include self-defense actions facing risk conditions



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

## Which data is using the PA? And how?

Maps of Hazard and Risk from Regional and Genoa Municipality's Geoportal (floodable areas, landslides, ...) [GIS]

Datasets on vulnerability of inhabitants and commercial activities in flooded areas (lists and contact informations) [tables]

Citizens' reports on street damage [phone calls, ...]

Meteo Alerts

Damage reports and requests for reimbursement

...



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

## How we proceed

Gather and  
organize  
information

**Citizens Survey** to evaluate the level of flood risk awareness and enhance self-defence (*what would you do in case of ...?*)

Testing of a tool for **collecting info and data FROM citizens** (ICT - App?) and integration with existing/informal reporting tools (TV, fb, etc...)

Analysis of data collected from citizens and integration with data on flood risks used by Public Administrations (geoportal)

Definition of data and contents to be included in the communication tool **FROM/BY citizens** to be used in the PRE- and POST- events

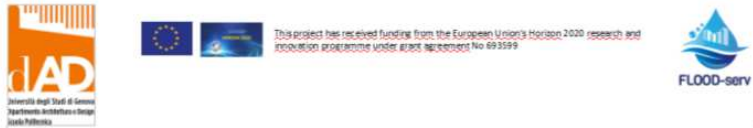
PLATFORM



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599



# Which data and how?



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

## FLOOD-serv - Public FLOOD Emergency and Awareness SERVICE Pilot in Genoa Municipality

**Lista informazioni per e dai cittadini**  
Documento di lavoro interno - Rev. 2 - 27/04/2017  
GdL: Dipartimento Architettura e Design (dAd) - Università degli Studi di Genova

**Obiettivo generale per il progetto:** individuare le informazioni utili che dovrebbero essere presenti nella "piattaforma", pensata come una interfaccia per gli utenti per la gestione del pre e del post evento.]

**Obiettivo specifico del documento:** predisporre una lista preliminare di elementi (informazioni, mappe, dati, comunicazioni, ecc..) che potrebbero essere di interesse per i cittadini nella fase di pre-evento e in quella di post-evento, nei due sensi di comunicazione (verso il cittadino e dal cittadino). Tale lista viene sottoposta alla PA interessata per un parere e poi utilizzata come base per gli incontri con gli stakeholders nelle due aree pilota.

### PRE-EMERGENZA

**DATI FORNITI AI CITTADINI**  
Cosa può voler sapere il cittadino?

(dati gestiti dalla piattaforma per la comunicazione ai cittadini)

	Disponibilità dato per piattaforma		Utilità percepita dalla PA		
	Già disponibile (in che forma?)	Non disponibile	Alta	Media	Bassa
"regole di comportamento" da adottare in alcuni luoghi ad alta frequentazione (per esempio Stazione Brignole, ospedali, centri commerciali in zone a rischio, ecc.)					
mappatura e lista delle aree di attesa (dove andare durante evento, dove si possano trovare aiuti)					
mappatura e lista delle aree di ricovero (dove andare per la notte)					

## Check-list for PA:

- Which data from citizens? And how?
- Which data to citizens? And how?

We are asking to PA at different level and with different task what they think should be communicated and if they already have those data



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

# Which data and how?



Check-list for citizens:

- Which data from citizens to PA? And how?
- Which data from PA to citizens? And how?

We are asking to citizens and associations through focus group what they would like to know and/or communicate to PA about flood-risk



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

Anna Colombo – Antonio Pastorino - Stefano Bertoncin  
and  
Genoa University - DAD – Department of Architecture and Design

**Thank you for your attention!**



**Comune di Genova  
Direzione Urbanistica SUE  
e Grandi Progetti  
Staff di Direzione**



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 693599

