



**FLOOD-serv**



Comune di Genova

**Public FLOOD Emergency and Awareness SERVICE**

## 2° Testing Cycle in Genova

- What we did and how
- What difficulties we encountered
- Additional needs of improvements

Genova Testing Team



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

## • Activities in Genova

October 2018 (Between 1° and 2° testing cycle)

### Workshop with Institutional Stakeholders and Associations

- Presentation of FLOOD-serv project and IONONRISCHIO National campaign
- Presentation of the project tools: MUGUGN\_APP and FLOOD-serv\_APP
- Test of the FLOOD-serv APP and feedback
- Focus group and discussion

### Discussion on ICT and citizens/PA communication

- Integration of different communication tools (ICT and non-ICT)
- Different users groups and related needs
- The reporting process and mutual trust PA/citizens
- Reliability and degree of emergency of the reports
- Awareness raising about critical situations

#### Main concerns:

- ICT can be difficult to use
- lack of trust in PA for responses



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# • Activities in Genova

28 Jan – 15 Feb 2019 (2° testing cycle)

## Testing as PA

**(System Administrator / Content Editor / Decision Makers)**

Testing by internal staff directly involved in the project,  
Genoa Municipality and external local partners (University)

## Testing as e-Citizens

**High school students**

93 students from 3 schools with different ages and backgrounds

## Component tested

- **Portal**
- **CDF / Mobile App**
- **Wiki**



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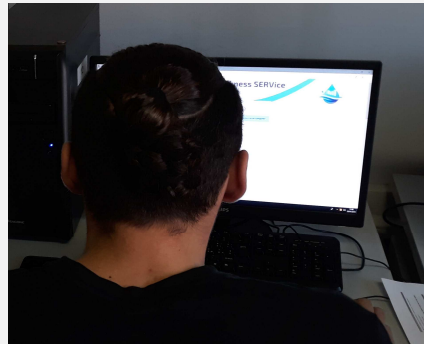
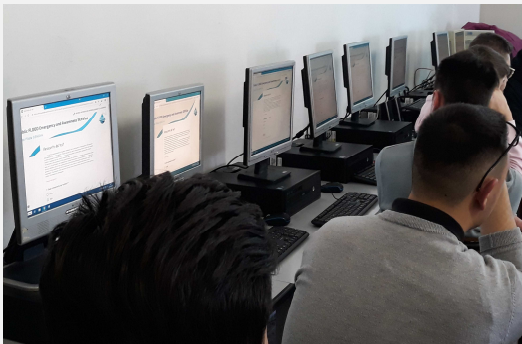




# • Testing as e-Citizens --> Schools

## Three-step activity

- 1 – **In class:** Awareness raising on flood risk / Training / Testing / Questionnaires
- 2 – **In the field:** learning what can be reported
- 3 – **In lab:** discussing the issues / word café / making report maps



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# • Testing as e-Citizens --> Schools

## Three type of schools involved

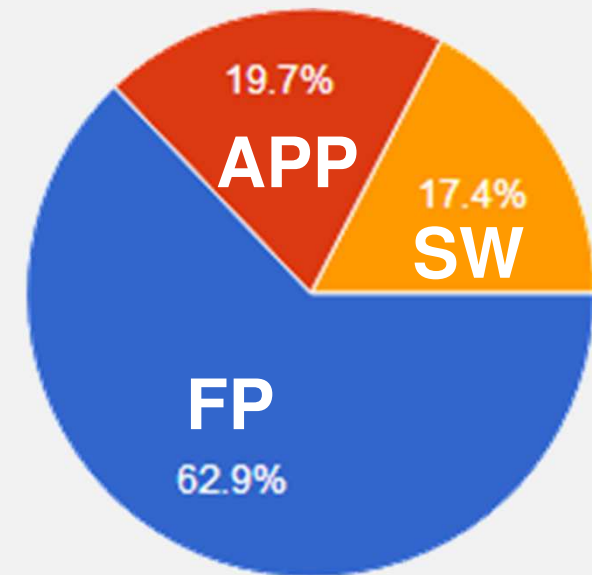
- 1 – Technical school for surveying (43 students)
- 2 – Technical school for agriculture (56)
- 3 – High school - classical studies (29)

} *Students from technical schools have been asked to answer as “future technicians”*

## Three component tested

- 1 – Portal (75 tests)
- 2 – Mobile App (26) (only for technical schools)
- 3 – Wiki (18) (only for classical high school)

**128 students informed + teachers**  
**119 final questionnaires**  
**93 tests completed (Q1 + test + Q2)**



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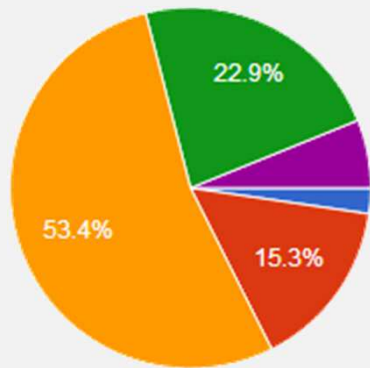


# • Testing as e-Citizens --> Schools

(Preliminary results)

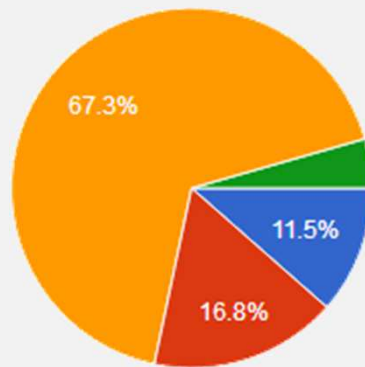
## Utility of features?

- 1. Not at all useful
- 2. A little useful
- 3. Somewhat useful
- 4. Useful
- 5. Very useful



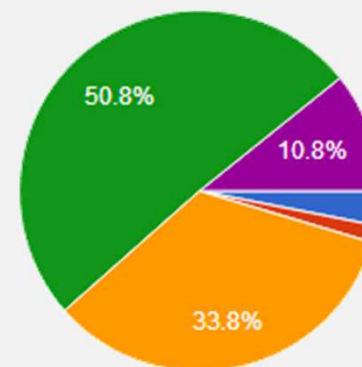
## Added value compared to other?

- 1. None
- 2. Little
- 3. Some
- 4. Substantial



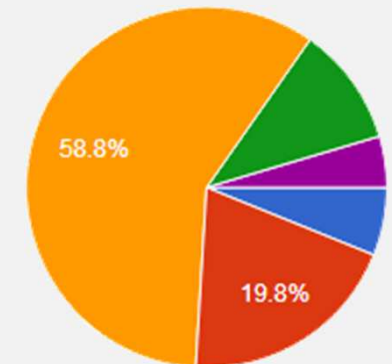
## Features easy to use?

- 1. Very difficult to use
- 2. Difficult to use
- 3. Neither difficult nor easy
- 4. Easy to use
- 5. Very easy to use



## Pleasant User Interface?

- 1. Not at all pleasant
- 2. A little pleasant
- 3. Somewhat pleasant
- 4. Pleasant
- 5. Very pleasant



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# • Testing as e-Citizens --> Schools

(Main qualitative results)

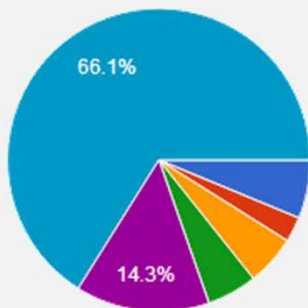
- The use of ICT is almost obvious for students
- Functionalities are easy to use
- The most useful functionalities is the reporting to PA
- Apps are preferred to websites
- User interface is intuitive but not so pleasant
- “fb is used by our parents”
- “why we need a Wiki if we have Wikipedia?”
- **“What should I report?”**

**Main concerns:**

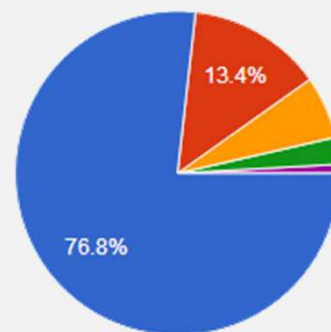
- lack of involvement
- lack of knowledge

**How often do you use internet and digital tools for the following actions:**

*To read contents in social media*



*Communicate with PA...*



- Never
- Around Yearly
- Around monthly
- Around weekly
- Several times a week
- Every Day



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# What difficulties we encountered and which improvements we need

WITH CITIZENS

## STAKEHOLDERS AND ASSOCIATIONS

- ICT can be difficult to use and can't be the only way
- lack of trust in PA ability to manage reports and to solve problems (not for the emergency phase)

## STUDENTS

- Lack of “civil responsibility” → not used to be involved and communicate TO PA
- Lack of knowledge → they don't know what to report
- ICT is the way, but more ICT tools need to be considered

## WHAT WE NEED FOR IMPROVING CITIZEN INVOLVEMENT AT LOCAL LEVEL

- Integration of ICT and traditional tools to improve communication in both directions
- Increasing citizens digital skills
- Increasing citizen involvement in territorial management
- Increasing awareness on flood and territorial risks



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# What difficulties we encountered and which improvements we need

## TECHNICAL ONES

### DIFFICULTIES FOR US

- Training to pilot overlapped with piloting
- User guides only for some components and not ready to use for citizens
- Template for reporting results not suitable for citizens
- Not all components fully ready and working

### WHAT HAPPENED

- We had to translate and simplify the user guides and we integrated them with the results asked (passed/failed/notes)
- We had to transform questionnaires in google forms
- We couldn't test all the components with all the students
- Some components have not been understood by students

### WHAT WE NEED FOR 3° TESTING CYCLE

- All the component working and integrated
- Training and tools in advance (we need the time to process, translate and upload)



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Comune di Genova



- Thanks for the attention



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