

FLOOD-serv Project

Public FLOOD
Emergency
and Awareness
SERVice



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Floods across Europe

The ongoing **climate change** and **manmade environmental intervention** have brought about intense rainfall and higher **flood risks** across **Europe**.

Floods may lead to **human loss**; result in severe **material damages** and can generate intense **economic hardship**.

Flooding cannot be fully prevented but there is a **clear need** for more intuitive **collaborative tools** that are able to **engage citizens** in the flood risk management process, as well as a need for **ICT based feedback mechanisms** that are able to encourage **real collective** action and behavioural change.

The project

FLOOD-serv has created a system that can access different flood-related datasets across a broad number of different sources i.e. sensors, social media and open data, and integrate them on different mobile technologies – tablets and

smartphones but also assist the end users i.e. public authorities, emergency personnel and citizens.

Objectives

Accurately access **available data** in order to identify the **location and potential impacts** that floods can have on people, property and natural environment.

Improve and promote available systems for **warning and emergency communications**.

Support the public authorities and government institutions' **hazard relief efforts**, including planning and action coordination.

Raise **public awareness** on flood exposure risks and **preventive methods** for response, recovery and relief.

Pilot sites

The **FLOOD-serv** project has tested the actions of the project in some locations in the country partners:

 **Genova, Italy**

 **Danube Delta, Romania**

 **Bilbao, Spain**

 **Bratislava Self-Governing Region, Slovakia**

 **Ave Valley Region, Portugal**

The pilots aim to link **citizens, public authorities** and other **stakeholders** in an effort to create **supportive communities** that can act as one in the battle against adverse flood effects.

Through the pilots links were created between citizens, public authorities and stakeholders interested in the topic by developing and improving a fundamental debate on various items such as: communication citizens-public authority through the use of ICT systems, the reporting process and the authenticity, the communications language.

Great importance was given to the culture of prevention and self-protection of citizens and communities and to the spread of the culture of civil protection.