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<b>DISSEMINATION LEVEL</b>		
<b>PU</b>	Public	<b>X</b>
<b>PP</b>	Restricted to other programme participants (including the Commission Services)	
<b>RE</b>	Restricted to a group specified by the consortium (including the Commission Services)	
<b>CO</b>	Confidential, only for members of the consortium (including the Commission Services)	

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# 1 INTRODUCTION

## 1.1 PROJECT SCOPE

The CHORIST project will propose solutions to increase rapidity and effectiveness of interventions following natural hazards and industrial accidents, in order to enhance citizens' safety and communications between rescue actors.

The CHORIST project focuses on early warning and alert phases of the risk management cycle. As such, it complements previous Integrated Projects which cover the other phases of risk management.

## 1.2 PURPOSE OF THE DOCUMENT

The purpose of the present document, within the framework of CHORIST Project, is to report on the activities related to the User Advisory Board (UAB). The UAB is a team of people external to the Consortium which is consulted in case feedback is needed from the Consortium on their work.

## 1.3 DOCUMENT VERSIONS SHEET

Version	Date	Description, modifications, authors
1.0	01/09/08	First version by BAPCO

Table 1 : Document versions sheet

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## 2 REFERENCE DOCUMENTS

### 2.1 REFERENCE DOCUMENTS

- [1] CHORIST - Annex I - "Description of Work" version 2.4, march 2008
- [2] CHORIST SP1.D1 'User Inputs Methodology'
- [3] CHORIST SP1.D2 'report on the User Advisory Board Organisation and Operational Methods

### 2.2 DEFINITIONS

<b>Actor</b>	People performing a role who may be individuals, groups or organisations.
<b>Citizen Group</b>	An organisation or organisations representing the interests of citizens at times of crisis, disaster or other unforeseen emergency. These organisations will include (but not exclusively be limited to) areas of responsibility and/or service provision generally undertaken in connection with/by local authorities; public transportation; 112 (or equivalent) services; automobile clubs; public utility companies; disabled, disadvantaged or older people; and immigrants/migrant populations.
<b>Public Safety Organisation:</b>	International, national or regional agencies, institutions, organisations as well as national, state or local governments, which have responsibility for public safety and/or provide services concerned with law enforcement, fire, emergency rescue, medical and ambulance services, emergency risk management and other related activities designed to provide services to the public in an emergency, major incident or disaster, and volunteer aid organisations which provide support to those organisations and the public in an emergency, major incident or disaster
<b>User:</b>	Individuals (professional or citizens) or groups of them who is/are the intended beneficiary of system operation
<b>User Requirements</b>	Requirements made by users, based on their needs and capabilities on a system and any of its supporting components, equipment and interfaces, in order to make use of this system in the easiest, safest, most efficient and most secure way.

### 2.3 ABBREVIATIONS

<b>BAPCO</b>	British Association of Public Safety Communications Officers
<b>DOW</b>	Description of Work
<b>EENA</b>	European Emergency Number Association
<b>ERM</b>	Environmental Risk Management
<b>MOU</b>	Memorandum of Understanding
<b>PSC-E</b>	Public Safety Communications Europe Consultative Forum
<b>SP</b>	Sub Project
<b>TETRA</b>	Terrestrial Trunked RAdio
<b>TRAD</b>	Tradia Telecom SA
<b>UAB</b>	User Advisory Board

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**VODA** Vodafone España SA

**WP** Work Package

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### 3 INITIAL UAB ORGANISATION AND IDENTIFICATION OF PARTICIPANTS

For any project to succeed there needs to be a close reliance on co-operation and collaboration of 'stakeholders' and 'providers' during planning, development and implementation of solutions. For CHORIST to be able to successfully deliver new technological solutions to meet existing capability gaps, a specific work package (WP11) was proposed to establish the means by which all required user inputs and user guidance could be provided to the project.

Rather than involving many users in the Consortium, instead the CHORIST project provided for the involvement of two user associations, one related with authorities and public safety matters (BAPCO) and the other with citizens' problems and expectations concerning emergency telecommunications (EENA).

To overcome the limited number of nominated users and meet the demands of the project, at an early stage it was agreed that CHORIST would benefit from the creation of a User Advisory Board (UAB), with the specific objectives of being able to:

- define the approach and methods to be used by the UAB to support the project; and
- organise and operate a CHORIST User Advisory Board that will include the major representatives of Environmental Risk Management (ERM) stakeholders.

To assist in forming the UAB and identifying potential members, an initial analysis of the ERM life cycle and response process was performed, which identified four categories of user-type stakeholders:

1. Public Safety organisations and Authorities, which have a pro-active role in defining and deploying crisis responses;
2. Citizens and utility organisations (e.g., public transport), who must react to a crisis, either on their own initiative or with some guidance;
3. Telecommunication and media operators that have a major role in rapid and efficient response implementation; and
4. Standardisation bodies that have an upstream role in contributing to provide solutions which can be used everywhere.

It was agreed that the CHORIST UAB should include representatives of the first three categories. The fourth category was recognised as being strongly related to technological developments and innovation-related activities to be addressed in specific tasks within other areas of the project.

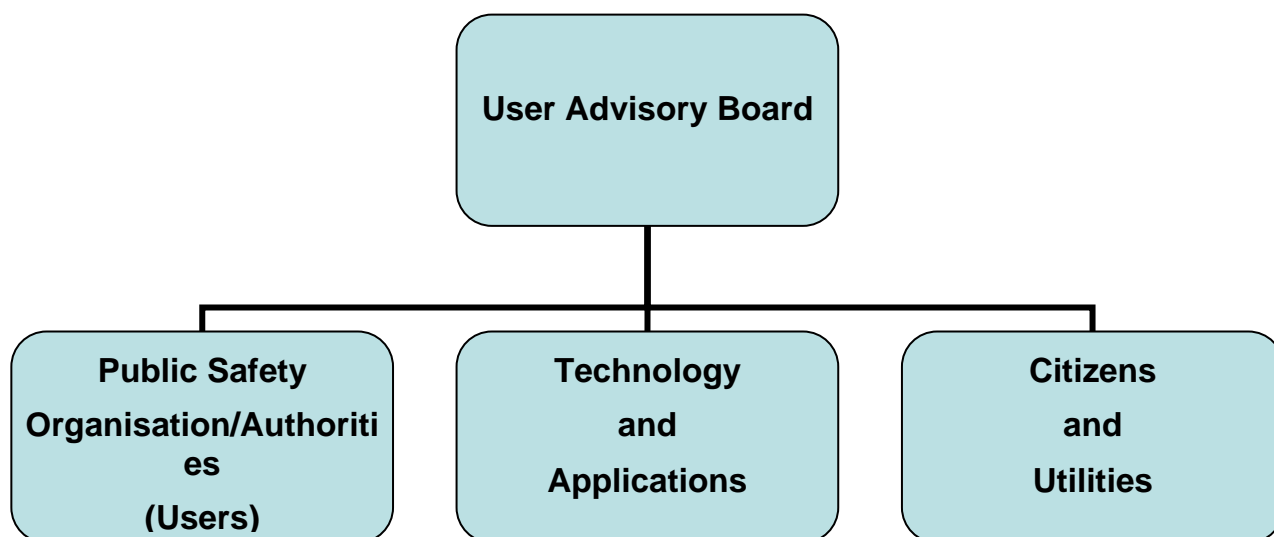
It was originally anticipated that a Chair for the UAB would be appointed and that person and the UAB would then, with project management support supplied by BAPCO, be responsible for all future activities conducted by the UAB.

Further, at a point when the three branches had recruited sufficient members and become fully operational with clear lines of communication and consultative procedures, it had been intended that the UAB would become a coordinating authority to provide the point of communication and input to the project.

When this position had been achieved, each branch of the UAB was expected to appoint a Chair and the respective branches would become responsible for liaison and consultation within that branch and the input of their requirements to the UAB.

In brief then, the UAB was an ambitious initiative envisaged as the mechanism to provide user inputs and/or meet to discuss specific topics upon requests from the Project or the UAB managers, organised under the structure described above, and outlined in the following diagram:

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**Figure 1: UAB structural organisation**

An important element of the ongoing work in establishing the CHORIST UAB was for it to provide an interface to, and synergy with, Project NARTUS (a Specific Support Action under the EC Sixth Framework Programme Priority, involving a number of the CHORIST consortium including ESNFR, THC, TKK & BAPCO) in which a UAB was to be developed synonymous to that within CHORIST, representing a pan-European Public Safety Users Consultative network.

This consultative network, hereafter termed 'Public Safety Communication Europe, or PSC-E, (<http://www.publicsafetycommunication.eu/>) was to be established involving stakeholders from each European member State. It was expected to be organised in a manner identical to the arrangements for CHORIST, with members being allocated to a specific branch dependent upon their organisation and area of expertise. The aim of PSC-E was to become fully operational and self-sustainable within a timeframe of three years, with the capability and capacity to provide user inputs to CHORIST and other EC Projects.

The European Commission mandated a clear expectation of cooperation between the CHORIST and NARTUS projects from the outset, not only on joint and related activities but also financially (with PSC-E meetings budgeted in CHORIST).

To assist the creation of a UAB to service the needs of both the CHORIST Project and PSC-E, BAPCO, working in collaboration with EENA, identified a group of organisations and individuals who were considered representative of Public Safety Organisations/Authorities and Citizen/Utilities on a pan-European basis. Correspondence inviting participation in CHORIST and the PSC-E initiative was distributed in September 2006.

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## 4 YEAR 2 PROGRESS

Months 2 and 3 saw the recruitment and exchange of BAPCO Project Managers.

A meeting of the UAB was organised for the 1<sup>st</sup> – 2<sup>nd</sup> October 2007 at the National Police Training Centre, Tampere, courtesy of the Finnish National Police Service.

This meeting saw the demonstration of an early version of the demonstrator. This was followed by a general discussion on the relationship between SP2 (Risk awareness and assessment) and SP3 (Citizen Warning) and it was agreed that neither the relationship nor the transfer of information could be entirely automated. Monitoring and interpretation of system / sensor readings required a degree of professional knowledge and judgment. In simple terms for example, it would be inappropriate to transmit river flood sensor data directly to a police control centre: the appropriate place for delivery would be the environmental agency responsible for river management, where a professional interpretation of the data could be made and that assessment would then be passed to the emergency services.

There was a useful discussion on exactly who the ‘users’ of the CHORIST Project were. There was also extensive discussion on the challenge of obtaining and retaining user interest at regional and local level, if CHORIST was seen as providing a solution only at pan-European level.

It was agreed that there were a number of stakeholder levels for the Project:

- European Union
- National, strategic
- Regional
- Local
- Service (e.g. police / coastguard, *et al*)
- Individual
- Recipient / citizen level.

Previous experience of projects in various areas has identified that User Requirements are frequently defined on too wide a level: they need to be defined clearly and concisely and by ‘educated’ users. Furthermore there is an important distinction to be drawn between the professional ‘user’ of systems and information (i.e. the authorities and emergency services) and the citizen, whose requirements and responses to information will be substantially different.

It was agreed that the existing members of the UAB would use their local contacts to target user selection in the specific areas required for the scenarios. These people would be approached by those UAB members who either were or could represent users, and they should be invited to join the PSC-E Forum in the first instance: this will build the credibility of the Forum in the eyes of the user community and provide those within it with a means of easy communication and dissemination of thoughts across the wider network. It was identified that there were people sufficiently well placed within the UAB in their respective countries to identify the appropriate experts for the scenarios. These people were approached and asked to assist by providing scenario suggestions and identifying people who could assist with expert knowledge.

Since the Tampere meeting, the UAB has met on two further occasions: in London during April 2008 and will meet again in Ljubljana during the June Assembly of the PSC-E Forum. Both of these meetings are geared towards progressing the scenarios into an operationally realistic storyline which can meet the requirements of the technical providers. This work is progressing well and one valuable clarification for the Project has been the difference between an operational scenario and a functional specification. The two are not the same thing and the latter must be tested against the former, not *vice versa*.

The disappointing response to invitations to join the UAB has unfortunately continued through Year 2. There are a number of possible reasons for this: the nature of Project CHORIST lacks the immediacy to attract professional users, who are notoriously difficult to interest in ideas which are deliverable either locally or in the short term. There is also the issue that the PSC-E Forum is seen by users as being politically driven, geared to promoting particular technologies and making little if any progress towards status as an

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independent group in which users have strong representation. Thirdly, there is the possibility of 'project fatigue' which may affect interest levels

On the positive side, there is a core number of professional user and citizen representatives who are committed to the Project and the wider concepts of European collaboration and standardisation. These members are continuing to work towards attracting additional members to the UAB.

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## 5 OUTSTANDING ISSUES

The less than enthusiastic response of users to become members or participate in the work of the UAB has already been discussed at 4 above.

Also considered above but worthy of particular discussion at this point is the relationship between CHORIST and the PSC-E Forum / Project NARTUS. There is little or no collaboration between the two projects and the PSC-E Forum shows no sign of developing into the independent standards / industry / research / user representative body that is the object of the project.

The issues discussed are mitigated through the good working relationship of the CHORIST Consortium and the level of involvement of the small number of dedicated members of the UAB in the development of the Project.

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## **6 YEAR 3 ACTIVITIES, CONCLUSIONS AND NEXT STEPS**

As CHORIST moves into its final year, the UAB will be working to build and maintain links with the user community. This is of particular importance in the Catalonia area of Spain, where the Project Trials and final Demonstration will be held during the spring of 2009.

Where relevant and capable of adding value, further visits to operational control centres and emergency service training exercises will be considered and targeted with a view to disseminating knowledge about CHORIST and enlarging the UAB with the most appropriate people.