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

Project: CHORIST	Deliv. ref.: SP1.D9
EC contract: 033685	Deliv. title: Yearly Progress Report on UAB Activities (Release 1)
	Deliv. version: 1.0
	Submission date: 04/07/07

CONTENTS

1	INTRODUCTION.....	3
1.1	PROJECT SCOPE.....	3
1.2	PURPOSE OF THE DOCUMENT.....	3
1.3	DOCUMENT VERSIONS SHEET.....	3
2	REFERENCE DOCUMENTS.....	4
2.1	REFERENCE DOCUMENTS.....	4
2.2	DEFINITIONS.....	4
2.3	ABBREVIATIONS.....	4
3	INITIAL UAB ORGANISATION AND IDENTIFICATION OF PARTICIPANTS.....	6
4	YEAR 1 PROGRESS.....	8
5	OUTSTANDING ISSUES.....	10
6	YEAR 2 ACTIVITIES, CONCLUSIONS AND NEXT STEPS.....	11

Project: CHORIST	Deliv. ref.: SP1.D9
EC contract: 033685	Deliv. title: Yearly Progress Report on UAB Activities (Release 1)
	Deliv. version: 1.0
	Submission date: 04/07/07

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	03/07/07	Final version for release to the EC
1.1	15/07/08	Annex A containing the list of UAB members removed from the document and maintained for the private version only.

Table 1 : Document versions sheet

Project: CHORIST	Deliv. ref.: SP1.D9
EC contract: 033685	Deliv. title: Yearly Progress Report on UAB Activities (Release 1)
	Deliv. version: 1.0
	Submission date: 04/07/07

2 REFERENCE DOCUMENTS

2.1 REFERENCE DOCUMENTS

- [1] CHORIST - Annex I - "Description of Work" ver 1.05, April 2006.
- [2] CHORIST SP1.D1 'User Inputs Methodology'
- [3] CHORIST SP1.D2 'report on the User Advisory Board Organisation and Operational Methods

2.2 DEFINITIONS

- Actor:** People performing a role who may be individuals, groups or organisations.
- Citizen Group:** 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.
- Public Safety Organisation:** 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
- User:** Individuals (professional or citizens) or groups of them who is/are the intended beneficiary of system operation
- User Requirements:** 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

BAPCO British Association of Public Safety Communications Officers

Project:	CHORIST	Deliv. ref.:	SP1.D9
EC contract:	033685	Deliv. title:	Yearly Progress Report on UAB Activities (Release 1)
		Deliv. version:	1.0
		Submission date:	04/07/07

DOW	Description of Work
EENA	European Emergency Number Association
ERM	Environmental Risk Management
MOU	Memorandum of Understanding
PSC-E	Public Safety Communications Europe Consultative Forum
SP	Sub Project
TETRA	Terrestrial Trunked RAdio
TRAD	Tradia Telecom SA
UAB	User Advisory Board
VODA	Vodafone España SA
WP	Work Package

Project: CHORIST	Deliv. ref.: SP1.D9
EC contract: 033685	Deliv. title: Yearly Progress Report on UAB Activities (Release 1)
	Deliv. version: 1.0
	Submission date: 04/07/07

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.

Project: CHORIST	Deliv. ref.: SP1.D9
EC contract: 033685	Deliv. title: Yearly Progress Report on UAB Activities (Release 1)
	Deliv. version: 1.0
	Submission date: 04/07/07

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:

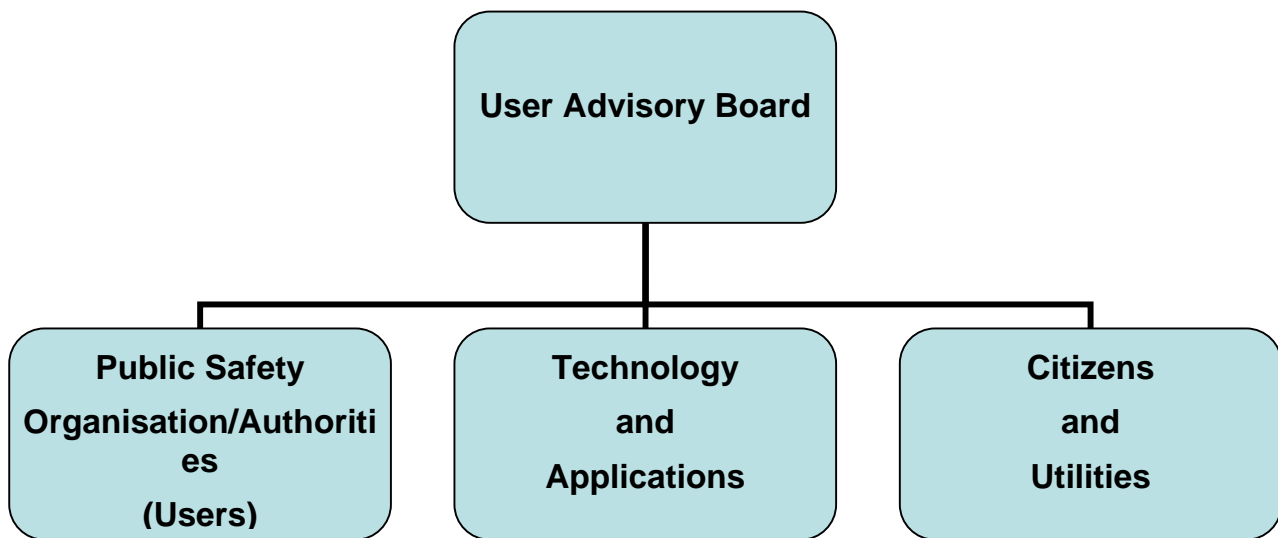


Figure 1: UAB structural organisation

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, TTK & 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. Details of people and organisations invited can be found in Annex A to SP1.D2 'Report on the User Advisory Board Organisation and operational methods' BAPCO 30/10/06).

Project: CHORIST	Deliv. ref.: SP1.D9
EC contract: 033685	Deliv. title: Yearly Progress Report on UAB Activities (Release 1)
	Deliv. version: 1.0
	Submission date: 04/07/07

4 YEAR 1 PROGRESS

Work on developing focused user requirements commenced in month 1 of the project, with completion due by the end of month 6. Although the approach to the requirement collection process was not at first homogeneous across the Consortium, an agreement on a standardised approach whereby requirements would be collected using the expertise that existed within the Consortium, and then presented to users for their feedback was agreed during a meeting at the beginning of September 2006.

In the light of this agreement, in September and October 2006 BAPCO sent invitations to 42 individuals and organisations representing Public Safety Organisations from 16 Member States, and to a further 30 individuals and organisations from 15 Member States, identified by EENA as representing Citizen Groups and the public utilities.

Initial responses were disappointing and limited, with around 12 people expressing a willingness to participate. As a consequence further efforts were made to generate interest through a second wave of correspondence, personal contact and a series of presentations to such bodies as the European Telecommunications Standards Institute Emergency Telecommunications (ETSI-EMTEL) and TERrestrial Trunked Radio Memorandum of Understanding (TETRA MoU) groups, the inaugural meeting of the PSC-E forum and at the BAPCO 2007 Conference. Subsequently a further 11 individuals agreed to join the UAB.

Despite the limited interest generated, (compounded by an initial lack of direction and impetus within NARTUS and the inability for the PSC-E to be able to quickly undertake UAB functions during the first six months when CHORIST user requirements were to be articulated), the decision was taken to hold an inaugural workshop of the CHORIST UAB in Helsinki at the end of November 2006. The workshop was arranged to coincide with the public launch of the PSC-E and was designed to allow users to be provided with an overview of the project, and to review and validate the initial CHORIST requirement set developed by BAPCO, EENA and TKK.

Although early commitment by users and citizen groups to attend the workshop appeared promising, on the day only 11 people participated, representing four public safety organisations, two user associations and two citizen groups.

Although the workshop followed a predetermined process, progress was inhibited by the inability of the individuals to easily comprehend the project goals or represent the views of a sufficient cross-section of users and citizens.

After analysis of the outputs from the workshop, BAPCO and EENA jointly proposed that the role and operation of the UAB be reconsidered. This view was shared by other members of the CHORIST consortium.

Following discussion within the Consortium, it was agreed that owing to difficulties in obtaining sufficient interest and commitment from potential UAB members, rather than being organised in three branches as originally anticipated, representation from civil protection agencies, citizen groups and communications actors would henceforth be solicited in a different way.

In brief it was decided that, rather than attempt to establish a rigorous governance regime for the UAB, BAPCO and EENA would each take responsibility for the dissemination and validation of user requirements, and retrieval of user inputs for Public Safety Organisations/ERM actors and Citizen groups respectively, and that TRAD, supported by VODA, would lead activities for retrieval of user inputs from communications actors where necessary. Already this is proving a pragmatic solution to the difficult problem of ensuring adequate and appropriate user engagement in the project.

Project: CHORIST	Deliv. ref.: SP1.D9
EC contract: 033685	Deliv. title: Yearly Progress Report on UAB Activities (Release 1)
	Deliv. version: 1.0
	Submission date: 04/07/07

As an additional measure, to help inform industry partners within the consortium concerning the practicalities and context of public safety organisation responses to ERM situations, a number of visits were arranged in the first year. These visits were to the Italian Civil Protection Department Command Centre in Rome (Italy), the Cleveland Police Control Room and Emergency Planning Centre in Cleveland (UK), and to the Metropolitan Police Command Centre and Special Operations Room in London (UK). Detailed findings from these visits can be found within CHORIST reports SP0.D51, SP0.R52 and SP0.R53. The benefits to the consortium have proved two fold. First the industry partners were better able to understand the context of ERM operations into which the CHORIST solution will be deployed, and secondly, new members of the UAB were recruited from within the centres visited.

Project: CHORIST	Deliv. ref.: SP1.D9
EC contract: 033685	Deliv. title: Yearly Progress Report on UAB Activities (Release 1)
	Deliv. version: 1.0
	Submission date: 04/07/07

5 OUTSTANDING ISSUES

Although many user representatives were initially invited to participate in the CHORIST UAB, there was a less than enthusiastic response. Many reasons have been suggested for this, ranging from difficulty in understanding the commitment required for participation or believing it to be too onerous, to 'user fatigue' though involvement in other EU projects.

CHORIST also experienced the growing trend amongst Public Safety Organisations not to commit resources to research projects where benefits were unclear, or unlikely to accrue to the host organisation in the short term, if at all. Moreover, from the citizens' side, it was difficult to clarify the contribution they could give in the preliminary phase. As a matter of fact, the citizens' organizations and groups are more concerned of the efficacy of the CHORIST system (as demonstrated by the high level requirements, included in SP1.D4), rather than of the technological aspects, which have been the first to be treated in the initial period of the project life.

Further, and as indicated above, the expected collaborative activities between CHORIST and PSC-E have not materialised. The fact that the PSC-E could not quickly and truly give some substance to the UAB, and provide genuine assistance during the requirements gathering process has impacted negatively upon the delivery of CHORIST requirements deliverables. Although this is regrettable, the lack of involvement of the users through the UAB has been, at least in the short term, solved in two ways. The first one is the continuous and efficient involvement of BAPCO and EENA representatives in the discussions with the Consortium on the user related topics. The other is the visits made by some members of the Consortium (tracked by dedicated reports) in emergency call centres to meet emergency risk responders to directly get feedback.

However, even if this revised arrangement proved acceptable for activity on user requirements, the need for the UAB to provide feedback on the ongoing development still has to be solved moving forward. At this stage it is not believed that PSC-E will be able to provide effective input for periods 2 and 3, principally due to fact that there are only identified some 30 or so genuine end users from a total PSC-E forum registration figure in excess of 300 (As at May 2007). Despite this position participation will continue to be encouraged. The situation, however, will be kept under review.

Project: CHORIST	Deliv. ref.: SP1.D9
EC contract: 033685	Deliv. title: Yearly Progress Report on UAB Activities (Release 1)
	Deliv. version: 1.0
	Submission date: 04/07/07

6 YEAR 2 ACTIVITIES, CONCLUSIONS AND NEXT STEPS

As CHORIST moves into its second year, steps are continuing to maintain and build upon the developing interface to the user community. A visit has been arranged for June 2007 to bring together Consortium partners and users from the potential demonstration sites in Murcia and Catalonia in Spain. This will provide the opportunity not only for the exchange of information between the project and its trial actors, but also the means to clarify the relevance of the proposed demonstration scenarios to Spanish Public Safety Organisations and Citizen Groups. It is expected that strong personal networks with the user community will also be established which will make future communications with and between them more efficient and effective. In turn this will help inform the DoW for years 2 and 3.

Where relevant and capable of adding value, other visits will be considered and targeted with a view to disseminating knowledge about CHORIST and enlarging the UAB with the most appropriate people.

There is now an agreement from SP leaders that they will proactively seek user views at each stage of product development. BAPCO, EENA and TRAD will then facilitate user inputs and response as required. In this way, User consultation workshops, bringing together either or all of the individual groups of users will be considered where it is deemed this process will add value to particular tasks or activities of the project (e.g. to validate revisions to requirements emanating from individual SP's, or to review and assess concept technology demonstrators). Initial planning is in hand to hold the first of these by October 2007.

Going forward, most of the interactions with the users will continue to be done through the exchange of electronic documents, and will be targeting specific groups for specific issues. Therefore, as an example, even for what concerns the citizens, the inputs will not necessarily come from a branch of the UAB as a whole, as envisaged at the beginning of the project, but rather from the single experts (either individuals or bodies), contacted from time to time.

The UAB members from the Public Safety Organisations and the Citizens' Group have been updated about the new procedures, and are aware they will be contacted once their contribution is needed.

UAB membership now stands at 33 (See Annex A attached). BAPCO and EENA, supported by TRAD will continue to provide the interface to the UAB communities, and will seek further opportunities to strengthen the UAB. With TKK they will seek to improve communication and dissemination of information in a more relevant and timely way. As an example this could possibly be achieved by the distribution of a project newsletter on, say, a quarterly basis.