



MASSCRISCOM

19/08/2010

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**European Commission
Directorate-General for Home Affairs
under the
Specific Programme
Prevention, Preparedness and Consequence Management of Terrorism and other
Security-related Risks (CIPS)**

**GRANT AGREEMENT for an ACTION
AGREEMENT NUMBER – JLS/2008/CIPS/009
ABAC number: 30-CE-0221779/00-56**

**Mass Crisis Communication with the Public Project
Acronym: MASSCRISCOM
Steering Group Meeting Tallinn 18 – 19 August 2010**

**incl. study visit/exchange of experiences
regarding the Estonian system for crisis communication, the 112 emergency call
and information number management as well as the introduction of the TETRA
system and coordination/integration between actors**

Minutes

Participants: see Annex 1

Agenda: see Annex 2

Power Point Presentations:

- General introductory presentation (Stig Ekberg/Ulf Bjurman)
- The Estonian Emergency Response Centre – Häirekeskus (Janek Laev/Kaur Sarv)
- Psychological crisis assistance in Sweden (Björn Skoglund/Gunnar Bergström)
- Service Group Numbers (Kaur Sarv/Eva Rinne)
- Examples of communication with public during crises (Janek Laev/Kaur Sarv)
- Administrative and financial issues (Ulf Bjurman)

18 August 2010

Janek Laev welcomed the Participants.

Janek Laev informed about a crisis communication event which occurred in Estonia on 8 August 2010 between 18.00 – 21.00 h. due to a very severe thunderstorm which passed from Latvia over the Eastern and Southern Regions of Estonia to the Gulf of



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Finland. The only warning beforehand was the information in the morning EMHI weather forecast of an incoming thunderstorm with wind force up to 25 m/s. No further warnings were issued in the course of the day, and no system for regular collaboration between EMHI, which has limited personnel capacity, and the ERC has been established. Besides the windforce in m/s, there is no classification used, in for instance gale and storm, indicating the expected severity of a weather event. An early warning was not received from Latvia, where the effects of the thunderstorm were not as far reaching as they became in Estonia, and a warning was not dispatched to Finland, but the force of the storm decreased over the Gulf of Finland before the thunderstorm reached the Finnish side of the gulf.

The consequences of the thunderstorm were considerable in the Eastern and Southern Regions, where the electricity supply was cut off, roads and streets were blocked due to fallen trees and other debris. Much property was damaged and five fires were caused by the lightning. The 112 overflow call system between the four ERC Centres was blocked due to the lack of electricity in the regions hit by the storm. There were 5000 112 calls in the three hours that the storm lasted, which is the normal amount of 112 calls over a 24 hour period.

The experiences of the event indicate clearly the need for enhanced collaboration in general between involved actors, in particular the importance of the on going process to integrate the police emergency calls with the other 112 calls in a common response centre ERC which will improve the situation significantly. The present maximum capacity of 22 + 8 operators in the ERC could be more sufficient in covering the needs in crises, if the 21 police operators were also available. Also an extended and integrated system for handling of the service group numbers (information number calls) would improve the situation. Measures furthermore need to be considered for improving the early warning system and introducing more regular collaboration nationally and across national borders in this respect, in particular between the meteorological services. Fredrik Linde informed that improved collaboration is at present being established through agreements between these services in the Nordic countries where the services are already a part of the national crisis management.

WP progress

WP 2 – a final report is planned to be made ready in time for the seminar. What remains is analysing the responses to the questionnaire from Åland and Estonia. Janek Laev informed that an analysis of the Estonian replies is being prepared. All the material as well as supplementary information about experiences of recent crises will be reviewed and re-edited in the report. The work is carried out by Bertil Albertson and Ulf Bjurman in collaboration with Anna Nyman.

WP 3 – the discussion was conducted without the EP Leader Håkan Marcusson as his flight was stopped due to technical problems with the aircraft. Agreement was reached

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that a more general outline, which can also form a part of the final Project report, presenting the results of the work so far on the analysis of present and new media/channels with their pros and cons as part of a new improved multi-channel communication service and system should be elaborated. This outline will be presented in time for the seminar and form the basis for the collaboration between WP 3 and primarily WPs 4 and 5 which can start more in depth after the seminar, but also the further preparation of the demonstration. The next phase is the analysis and development of the operational procedures in the proposal for a service model.

WP 4 – the work is proceeding with Björn Skoglund as WP Leader by conducting an inventory and analysis of the different elements required for the two-way communication between authorities and the public, as regards receiving and supplying information. This inventory and analysis will include needs related to groups with special needs, and handling information exchange between the 112 Emergency Call Number, a Crisis Communication Centre (CCC) for the information exchange in general and application of other channels, such as the national web channels/portals and massmedia. In Estonia, a system of information numbers (handling of the service group numbers) is already introduced but this is expected to be developed further, and in Sweden the Government has commissioned MSB in collaboration with SOS Alarm, the police and other stakeholders to present a plan for how the introduction of a special information number can be established. The plan will be present by 1 October 2010 and will most probably contain three alternative solutions, one of which is recommended. The development both in Estonia and in Sweden will provide valuable inputs to MASSCRISCOM and vice versa.

Agreement was reached that a more general outline, indicating the different elements required for the two-way communication model, will be presented in time for the seminar and form the basis for the development of the operational procedures in the proposal for a service model in the next phase and collaboration between WP 4 and WPs 3 and 5, which can start more in depth after the seminar.

WP 5 – the work has started with Gunnar Bergström as WP Leader to define and specify the interfaces needed to integrate and feed relevant information from the crisis and mass communication services into a common situation awareness model. This model could also serve in the dissemination of relevant warnings and information about the situation to actors and the public respectively. In the discussion, there was a general understanding that it will be premature to anticipate from MASSCRISCOM proposals for the final solution or single common technical system for immediate implementation of the handling the situation awareness and/or alternatively for separate systems for actors with some form of common presentation.

The pilot version of a joint web service application for information exchange and cooperation between the Traffic Management Centre, Emergency Rescue Services, the Police and the Emergency Call Centre was launched in Stockholm area can serve as

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one of the elements in the work. This solution is now on the way to be implemented and operational nationwide in Sweden. The web application helps the operational staff at the operational control centres to get a common and joint overview of the situation in their area of responsibility, which results in a faster, better and more cost effective response to incidents and emergency situations. Some form of common situation awareness is also being considered in the joint 112 and police centre under construction in the Estonian Eastern Region. It can be noted that a development of joint so called "blue light centres" is taking place in Sweden (Östersund, Halmstad and Stockholm).

Agreement was reached that a more general outline of the interfaces needed to integrate and feed relevant information from the crisis and mass communication services into a common situation awareness model will be presented in time for the seminar and form the basis for the development of the operational procedures in the proposal for a service model in the next phase. Collaboration between WP 4 and WPs 3 and 5 will start more in depth after the seminar.

WP 6 – the preparation of the demonstration under the lead of Mats Stewart Ardbreck remains the same as presented at the Mid-term Meeting but will continue so that a general outline or plan for the demonstration can be presented at the seminar.

Action plan for WP's

Agreement was reached on the following Action Plan:

Before the Seminar/Steering Group Meeting:

- a final draft of the WP 2 report will be prepared
- WPs 3, 4 and 5 will each present outlines which can form the basis for their collaboration in next phase to analyze and develop operational procedures as well as a service model and a situation awareness model
- WP 6 will present a general outline or draft plan for the demonstration

19 – 21 October 2010 - Seminar/ Steering Group Meeting; Tallinn;

By the end of 2010

- the WP 2 report will be finalized
- WP 3 will present a draft report on the analysis of present and new media/channels with their pros and cons as part of a new improved multi-channel communication service and system
- WPs 4 and 5 will each present a preliminary abstract of their reports on the development of a crisis communication service model and a situation awareness model respectively
- WP 6 will present a draft plan for the demonstration

By the end of February 2011**MASSCRISCOM**www.masscriscom.eu

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- the WP 3 report will be finalized
- WPs 4 and 5 will present draft reports on the development of a crisis communication service model and a situation awareness model respectively
- Preparations for the demonstration will be finalized

21 mars – 1 April? – Demonstration/Steering Group Meeting; Uppsala

By the end of April 2011

- the WP 4 and 5 reports will be finalized
- the WP 6 report of the demonstration will be finalized
- a draft final Project report will be prepared

3 -6 May 2011? – Concluding Steering Group Meeting; Stockholm

Preparation for the October Tallinn Seminar

Items identified for the Seminar:

- general presentation of MASSCRISCOM
- overall crisis communication policies (Estonia, Sweden, Åland, Finland and EC) – opening speeches
- collaboration in crisis communication between different actors/structural changes affecting crisis communication
- experiences from recent crises, including Iceland
- general development of crisis communication in Baltic Sea States
- experiences and introduction of information numbers
- brief presentation of WPs 3, 4 and 5 and final panel discussion
- needs for continued/enhanced development of crisis communication

Administrative and economical matters

Ulf Bjurman made a brief presentation of administrative and economical requirements and matters related to nominating participants, reporting working time, etc. which were then discussed.

19 Augusti 2010**Study visit / exchange of experiences****Experiences of the TETRA system (1 hour)**

Jürgen Lasn, SMIT – a government organisation, presented the experiences from the introduction of the Tetra radio network in Estonia (ESTER) under a three year period, starting with the Border Guard and then continuing with the Police and Rescue Services in 2008. ESTER is now used generally and was implemented with success in two major accidents, in October 2009 when the ceiling of a movie cinema theater collapsed and in



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March 2010 when an airoplane crash-landed on the Ülemiste Lake in Tallinn. Stress tests were conducted on 15 December 2009 with 100 terminals and 19 January 2010 with 700 pre-trained participants. There is a government owned company RIKS (under the Ministry of Enterprise) for the maintainance of the system. At present ESTER is only implemented by government services, but opening the service to infrastructure providers is under consideration. ESTER is not completely compatible with the Finnish VIRVE system and therefore VIRVE terminals are available for use by the public services in the Northern parts of Estonia, when needed.

Alarm and crises communication and dispatching coordination incl. Swedish psychological crisis-assistance and and policy discussion (45 min)

- how the psychological helpline system is organised in Sweden (through government agency or NGO);
- how the crisis assistance is organised in the SOS Alarm (recruited psychologist in the agency or any other solutions);
- what kind of crisis-assistance and emotional support is offered for the callers and call-takers;
- are the situations when the psychological crisis-assistance is obligatory for all call-takers and rescue workers (i.e. large scale emergency situations with many casualties and increased pressure on call-takers and rescue workers);
- how the post-crisis assistance is organised in Sweden (through helplines or via victim support services in state/local government social services or NGO-s).

Lauri Lugna, Head of the Rescue and Crisis Management Unit in the Ministry of Interior, presented the general crisis management experiences and needs for improvement in Estonia, including development of a psychological crisis-assistance system. A brief overview of the Swedish psychological crisis assistance experiences was, on request, given by Gunnar Bergström and Björn Skoglund in accordance with a Power Point Presentation. An indepth discussion and exchange of experiences followed.

Presentation of the new common/integrated East Estonian Rescue Centre under construction (1 hour)

Janek Laev presented the ongoing establishment of a common and integrated East Estonian Rescue Centre ("blue-light") for 112 and police emergency call handling and dispatching as well as handling information number calls. Also the overview of the ongoing process to integrate Estonian 112 emergency and police calls under the common 112 number was given.

Separate information number(s) (30 min)

Herve Merivald and Kaur Sarv presented the Estonian handling of the service group numbers in accordance with the Power Point Presentation.

Other experiences of communication with the public in crises (30 min)**MASSCRISCOM**www.masscriscom.eu

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Introduction of the Tallinn / ERC offices (30 min)

Janek Laev and Kaur Sarv presented and demonstrated the Tallinn ERC.

ANNEX 1**List of Participants:***18 - 19 August*

Stig Ekberg, CAB;	stig.ekberg@lansstyrelsen.se
Arne Åhman, CAB,	arne.ahman@lansstyrelsen.se
Ulf Bjurman, CAB,	ulf-bjurman@telia.com
Björn Skoglund, SOS Alarm,	bjorn.skoglund@sosalarm.se
Gunnar Bergström, SOS Alarm,	gunnar.bergstrom@sosalarm.se
Reiner Åkerblom, Åland State Provincial Office,	rainer.akerblom@lansstyrelsen.fi
Fredrik Linde, SMHI,	fredrik.linde@smhi.se
Anne von Stapelmohr, MSB,	anne.vonstapelmoehr@msb.se
Janek Laev, ERC,	janek.laev@rescue.ee
Kaur Sarv, ERC,	kaur.sarv@rescue.ee

18 August

Anna Nyman, MSB,	anna.nyman@msb.se
Inger Frendel, MSB,	inger.frendel@msb.se

19 August

Lauri Lugna, Estonian Ministry of Interior,	lauri.lugna@siseministeerium.ee
Herve Merivald, ERC,	herve.merivald@rescue.ee
Eva Rinne, ERC,	eva.rinne@rescue.ee

Prevented from participating due to transport problems

Håkan Marcussion, MSB,	hakan.marcussion@msb.se
Rune Forsell, SOS Alarm,	rune.forsell@sosalarm.se



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ANNEX 2

Draft Agenda

**Mass Crisis Communication with the Public Project
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regarding the Estonian system for crisis communication, the 112
emergency call and information number management as well as the
introduction of the TETRA system and coordination/integration
between actors**

11.00 Steering Group Meeting

- WP progress
- Action plan for WP's
- Preparation for the October Seminar
- Administrative and economical matters

19.30 Common dinner

09.00 Study visit / exchange of experiences

- 09.00-10.00 - Experiences of the TETRA system (1 hour)
- 10.00-10.45 - Alarm and crises communication and dispatching coordination incl. Swedish psychological crisis-assistance and and policy discussion (45 min)
- 11.00-12.00 - Presentation of the new common/integrated East Estonian Rescue Center under construction (1 hour)
- 12.00-12.30 - Separate information number(s) (30 min)
- 12.30-13.00 - Other experiences of communication with the public in crises (30 min)
- 13.00-13.30 - Introduction of the Tallinn / ERC offices (30 min)

14.00-16.00 Lunch and reserve time

