

ECHO – Situational Awareness for Emergency Managers MANUAL



ECHO

656

ECHO Portal Des

1

ECHO is a situational awareness tool for emergency management services designed to display a large volume of incident-related information, originating from the NG112-PSAP and from social media, to enable the generation of a *big picture* of ongoing incidents and allowing emergency managers to be fully aware of and understand the nature and severity level of the emergencies.

ECHO's comprehensive incident visualisation system displays geotagged information related with each incident, including associated multimedia data (photos, videos and text) identifying the incident's time, type, location, and severity, as well as its status that may vary from open to closed states.

ECHO is under development.

Improved interactive functions will be added for the FSX2.

Receiving your feedback and suggestions is helpful for the process.



1. Access the Volunteer Portal in https://echo.particle-summary.pt/

- 2. Fill in your email and password.
- 3. Press "Login".

ECHO Portal				
Farticle Summary - Lerio Fortat				
Enter				
Email				
Remember me Fo	orgot password?			
Login				
t Join For Free				
+ Join For Free				
About ECHO Port	al			
(c) PARTICLESUMMARY 2023	- v1.0.48			



Dashboard

In the Dashboard, the manager is provided with:

- Left: Statistical data about active incidents and incidents in the last 24h and 48h. Geographical distribution (per country) is also provided.

- Center: Incidents overview over a map.

- Right: Latest incidents with status and geographical information. The information is displayed as links, allowing the manager to rapidly access specific incident information.





Dashboard

In the top menu, the manager may access:

- Dashboard: providing a strategic map view of active incidents with statistic details and information on the latest incidents.

- Incidents: providing a list of all reported incidents, with their specific details.

- Social Media Events: providing an overview of relevant incident-related social media events.





Social Media Events

In the top menu, the manager may directly access the Social Media Events reported by the social media service developed by partner INOV.

The manager clicks on Social Media > Events to directly access an overview of the reported social media events.

ECHO Portal Dashboard Incidents 711 * Social Media *	🍽 English 🔻 🧿 AWARE 👻 📙 contact@particle-summary.pt 🔹			
4923 PM 323 01 AM 7.0539 AM 10:48.17 AM	23055 PM 6:1333 PM 9:56:11 PM			
Events 2 0 last minute 0 last hour 0 last 24h Posts 8	O last minute O last hour O last 24h O last 24h			
Galliate Explosion • (No incident	Galliate Car Crash • (No incident			
Type Explosion Start date 2023-10-01	Type Car crash Start date (2023-10-01)			
😫 Location: Italy	Location: Italy injured_or_dead_people : ① • missing_trapped_or_found_people_tweets : ① • other_useful_information : ① • non-urgent : ① • Validated : ①			
injured_or_dead_people : ① • missing_trapped_or_found_people_tweets : ② • other_useful_information : ① • non-urgent : ② • Validated : ①				
*:@• **:@• ***:@• ****:@• ****: @	*:@• **:@• ***:@• ****:@• ****:@			
	© PARTICLE SUMMARY 2024 - V1.0.203			



Social Media Events

In the top, the manager visualises a timeline of the post activity.

Then, statistics on the number of social media events, the number of associated posts and the number of associated accounts.

Finally, the manager may access the details of the reported social media events, including their type, location, date, categories, number of posts and posts ranks.

:23 PM	3:23:01 AM	7:05:39 AM	10:48:17 AM	2:30:55 PM	6:13:33 PM 9:56:11	PM	
	$_{\text{Events}}2$	0 last minute 0 last hour 0 last 24h	Posts 8	0 last minute 0 last hour 0 last 24h	Accounts	0 last min 0 last h 0 last 2	
Galliate Explosion • (A No Incident)				Galliate Car Crash • (A No incident			
	Type Explosion Start date 2023-10-01			Type Car crash Start date 2023-10-01			
😫 Location: Italy			😰 Location: Italy				
injured_or_dead_people : ① • missing_trapped_or_found_people_tweets : ① • other_useful_information : ① • non-urgent : ② • Validated : ①			injured_or_dead_people : ① • missing_trapped_or_found_people_tweets : ① • other_useful_information : ① • non-urgent : ① • Validated : ①				
*	*:0• **:0• ***:0• ****:0• ****:1			*: 0 • **: 0 • ***: 0 • ****: 0 • ****: 0			



Social Media Posts

In the top menu, the manager may directly access the posts received from the social media service developed by partner INOV.

The manager clicks on Social Media > Posts to directly access an overview of the social media posts. Statistical information is presented on the top of the



page: (1) #posts per time, (2) #events, #posts, #accounts, and (3) Posts can be filtered by category, validation and rank (1—5). Posts are ordered by most recent first.



Social Media Posts

The manager may visualise and interact with each Post as follows:

🞬 • MediaOnMastodon • MediaOnMastodon • 🖄 💼 📑
Sept. 10, 2024, 6 p.m. ・ : ・ ☆ ☆ ☆ ☆ ☆ ☆ ど
On #Mastodon there are now 333 verified accounts from #news organizations in 21 languages and on 111 instances.
192 were active today.
Some accounts, that were active today are @Sicherheitspod (GER) @tidningen_arbetaren (SWE) @liberoreporter (ITA) @gayburg (ITA) @moment_magazin (GER)
Find the whole list on:
Built by @mho
#MastodonMigration #SocialMedia #Fediverse #Media #Press #Newspaper #TwitterMigration #Newstodon
#mastodon #news #mastodonmigration #socialmedia #fediverse #media #press #newspaper #twittermigration #newstodon
📄 • Mastodon Social Media • 🗹



Social Media: Posts





Social Media: Posts

The manager may visualise and interact with each Post as follows:

Rank the post (1 to 5 stars)

By ranking the post, the manager gives a qualitative assessment of the relevance of the received post.

```
🔤 • MediaOnMastodon • MediaOnMastodon • 🗹
                                                                                             Sept. 10, 2024, 6 p.m. ・ : ・ ☆ ☆☆ ☆ ☆ & ・ 🖸
    On #Mastodon there are now
   333 verified accounts from #news organizations in
     languages and on
   111 instances.
    192 were active today.
    Some accounts, that were active today are
    @Sicherheitspod (GER)
    @tidningen_arbetaren (SWE)
   @liberoreporter (ITA)
    @gayburg (ITA)
    @moment magazin (GER)
   Find the whole list on:
    ₽
         docs.google.com/spreadsheets/d
   Built by @mho
    #MastodonMigration #SocialMedia #Fediverse #Media #Press #Newspaper #TwitterMigration #Newstodon
 #mastodon #news (#mastodonmigration (#socialmedia) #fediverse (#media) #press (#newspaper
 #twittermigration #newstodon
 📄 • Mastodon Social Media • 🖸
```



Social Media: Posts

The manager may visualise and interact with each Post as follows:

Validate the post

By clicking to validate the post, the manager indicates that the information in the post is correct.





Social Media Posts

In this example, the manager chose:

- Category: "other useful information";
- Rank: 4 stars;
- Validation: Valid.





Social Media Posts

To send a specific Post to the NIGHTINGALE C3I System, the manager moves the mouse over the "Send" button and selects the right destination:

- FIREFIGHTER
- MEDICAL
- POLICE CARABINIERI
- POLICE STATO

Based on this selection, the C3I System forwards the post to the right first responder service.





Social Media Posts

After being sent by the manager to the C3I System, the Post is colored green.

The destination chosen is shown in the top right.

The manager can resend the Post again at anytime by repeating the process.

The manager is able to send the same post with different destinations. ECHO displays the latest destination selected.





Social Media Posts

If a Post is considered irrelevant, the manager may click on the Trash button and the Post is colored grey.

By clicking on the Reverse button the manager reverts the process.

Using ECHO *v* • variety_feed • Variety • -->` Sept. 10, 2024, 6 p.m. ・ : ・ ☆ ☆ ☆ ☆ ☆ S ・ 🗹 Eminem Announces Release of 'The Death of Slim Shady' Expanded Mourner's Edition #Variety #News #Eminem variety.com/2024/music/news/em #varietv #news #eminem 📄 • Mastodon Social Media • 🗹 variety_feed • Variety • C 5 Sept. 10, 2024, 6 p.m. ・: ・☆☆☆☆☆☆ 2 ・ 🗹 Eminem Announces Release of 'The Death of Slim Shady' Expanded Mourner's Edition **#Variety #News #Eminem** variety.com/2024/music/news/em #variety #news #eminem 📄 • Mastodon Social Media • 🔽



Social Media Posts

The manager may perform other actions on the social media posts:

MediaOnMastodon Opens the account page in ECHO (new page showing posts from this account)







Social Media Posts

MediaOnMastodon

@MediaOnMastodon

Q 21

💵 • MediaOnMastodon • MediaOnMastodon • 🗹 💼 🗕 🚽 The manager may perform other other_aseful_information : 0.0 • 🖈 🛧 🛧 🛧 🗘 🕑 • 🗹 Sept. 10, 2024, 6 p.m. actions on the social media posts: On #Mastodon there are now 333 verified accounts from #news organizations in I languages and on 111 instances. MediaOnMastodon • 🗹 192 were active today. Opens the account in the Some accounts, that were active today are @Sicherheitspod (GER) social media page @tidningen_arbetaren (SWE) @liberoreporter (ITA) (new window) @gayburg (ITA) @moment_magazin (GER) Find the whole list on: Q K Back mastodon Search docs.google.com/spreadsheets/d toot.io is part of the decentralized social ne # Explore powered by Mastodon. Live feeds Built by @mho NEWS toot.io Login to follow profiles or hashtags, favorite #MastodonMigration #SocialMedia #Fediverse #Media #Press #Newspaper #TwitterMigration #Newstodon share and reply to posts. You can als nteract from your account on a different MediaOnMastodo MediaOnMastodon@to Create account toot.io is a fast, mainly english-speaking This account is the base for this table: #mastodon (#news) (#mastodonmigration) (#socialmedia) (#fediverse) (#media) (#press) (#newspaper Mastodon instance cs.google.com/spreadsheets/d... Login SERVER STATS #twittermigration #newstodon very account followed, appears on the list. It follows only official and verified 1.2K accounts. Suggestions via a mention are welcome @hosting active users This account is managed by @mho Learn more JOINED 📄 • Mastodon Social Media • 🗹 Feb 28, 2024 197 Posts 333 Following 422 Followers Posts and replies Media 18



Social Media Posts

Mastodon: About - Get the app - Keyboard shortcuts · View source code · v4.2.12





Social Media Posts

The manager may perform other actions on the social media posts:

🍃 • Mastodon Social Media • 🗹

Opens the home page of the social media platform (new window)







Social Media Posts

The manager may perform other actions on the social media posts:

#media Opens the tag's social media page (new window)







Marco Manso Bárbara Guerra <u>marco@particle-summary.pt</u> <u>barbara@particle-summary.pt</u>