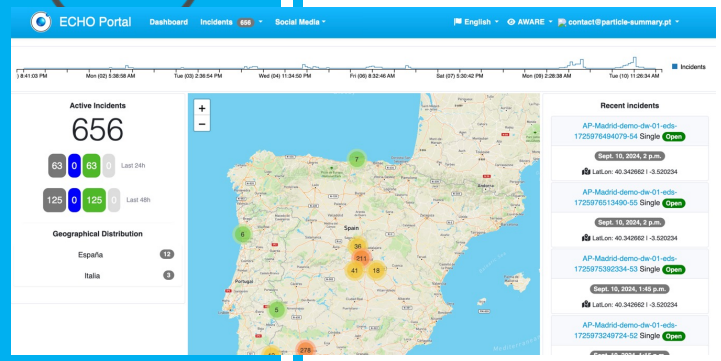
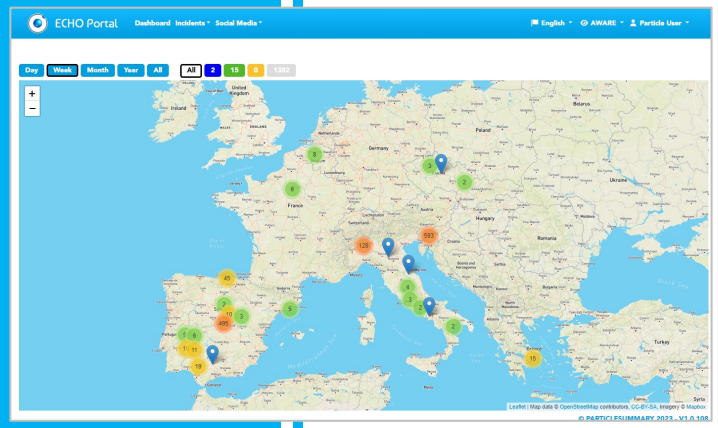
PARTICLE

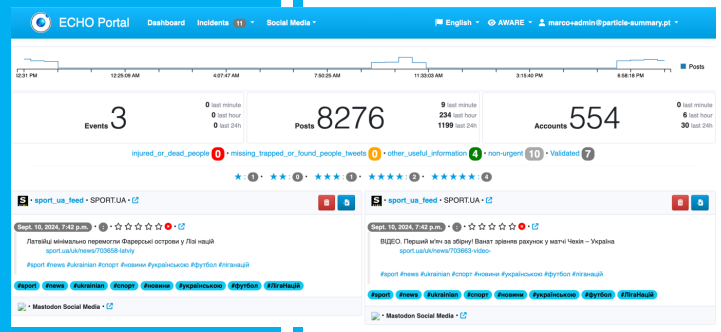
ECHO – Situational Awareness for Emergency Managers

MANUAL

ECHO







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.

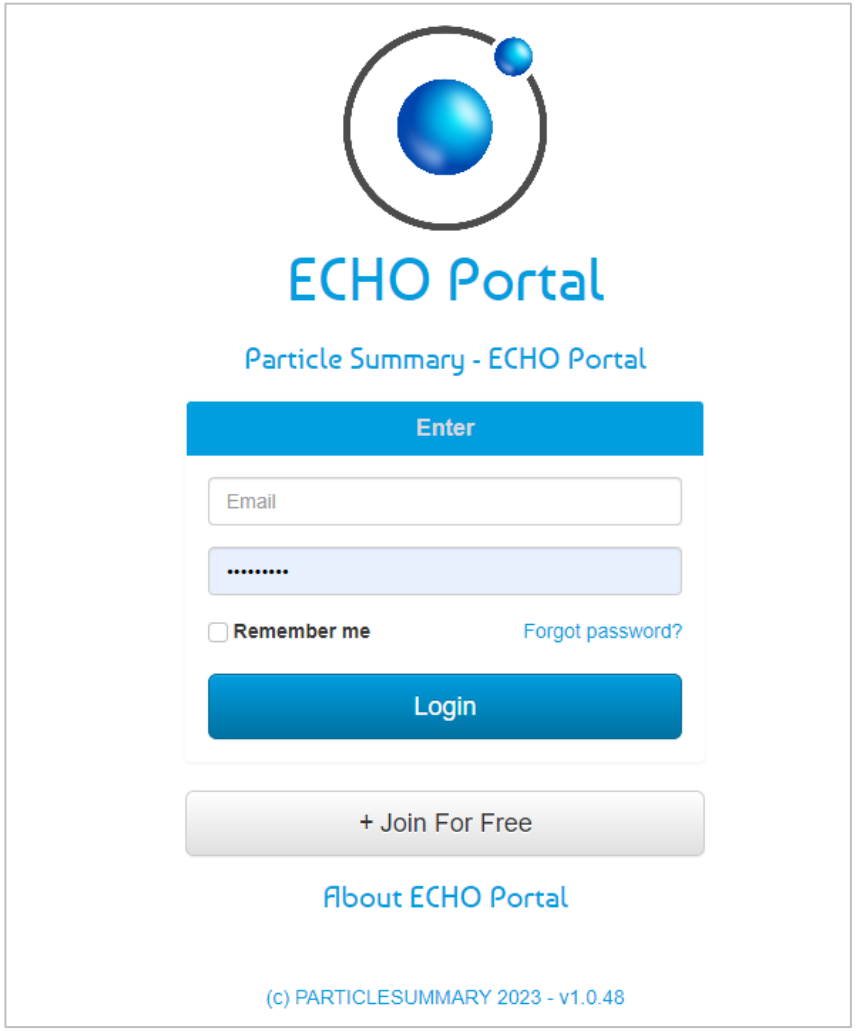
ECHO is under development.

Improved interactive functions will be added for the FSX2.

Receiving your feedback and suggestions is helpful for the process.

Using ECHO

1. Access the Volunteer Portal in https://echo.particle-summary.pt/
2. Fill in your email and password.
3. Press "Login".



Using ECHO

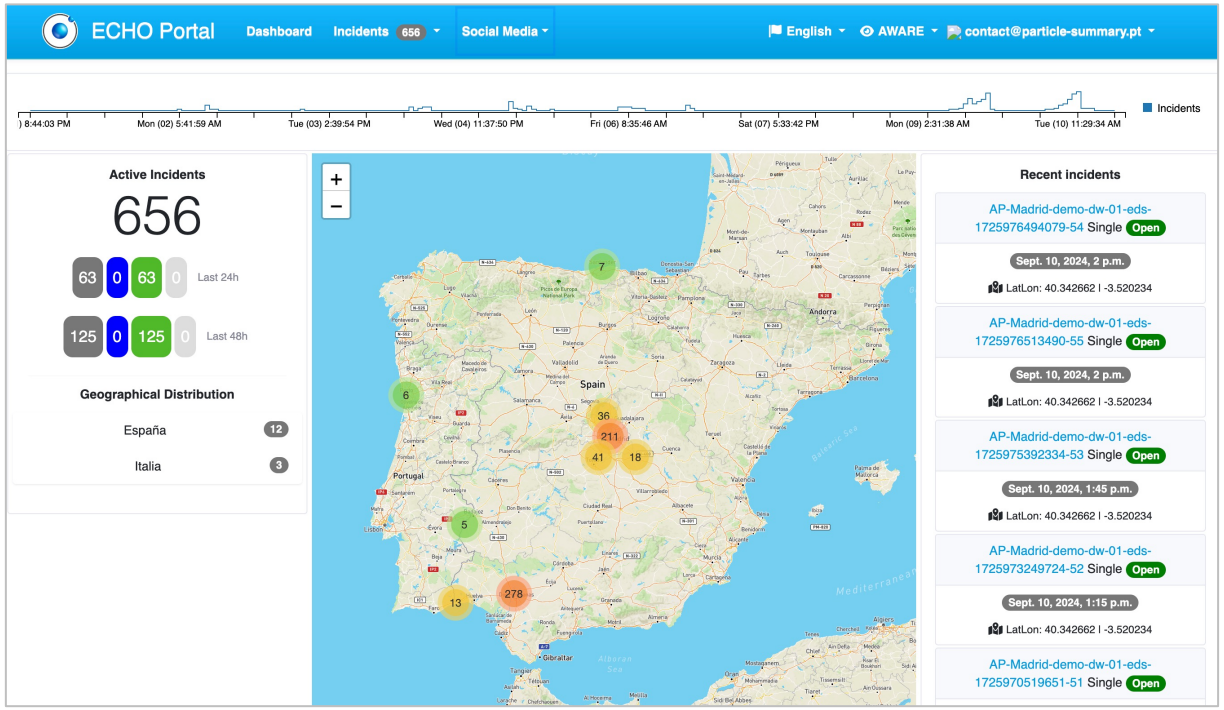
Dashboard

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.



Using ECHO

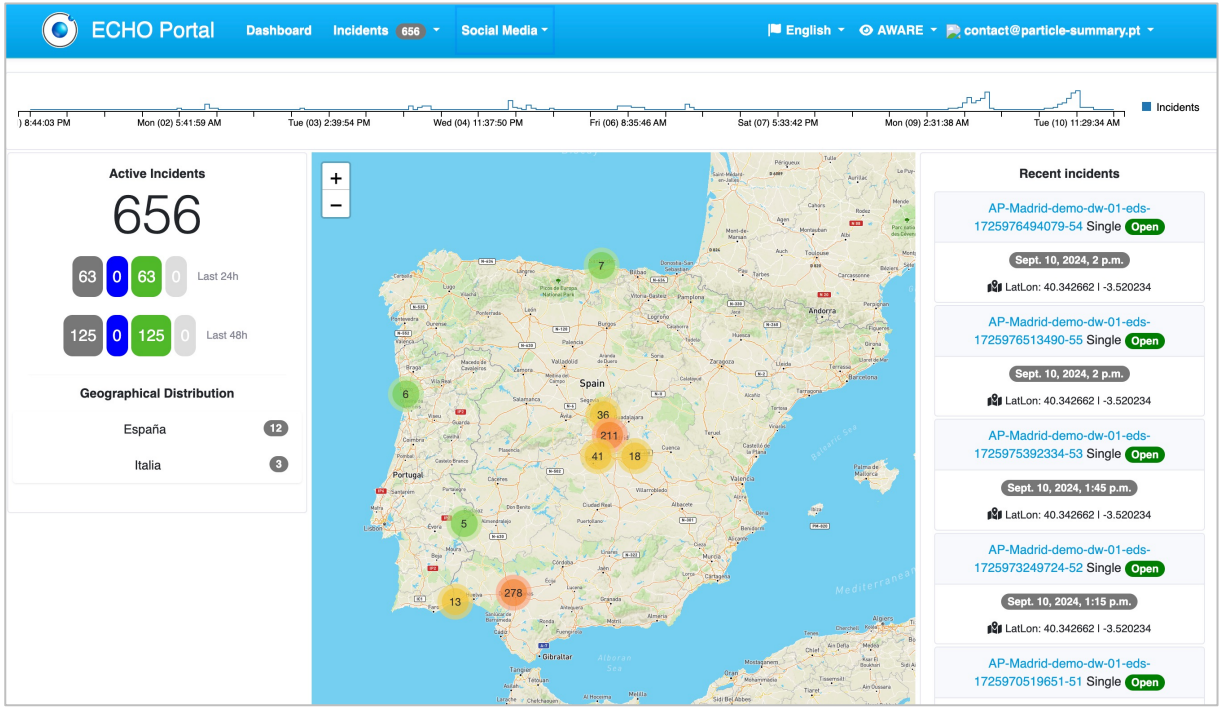
Dashboard

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.

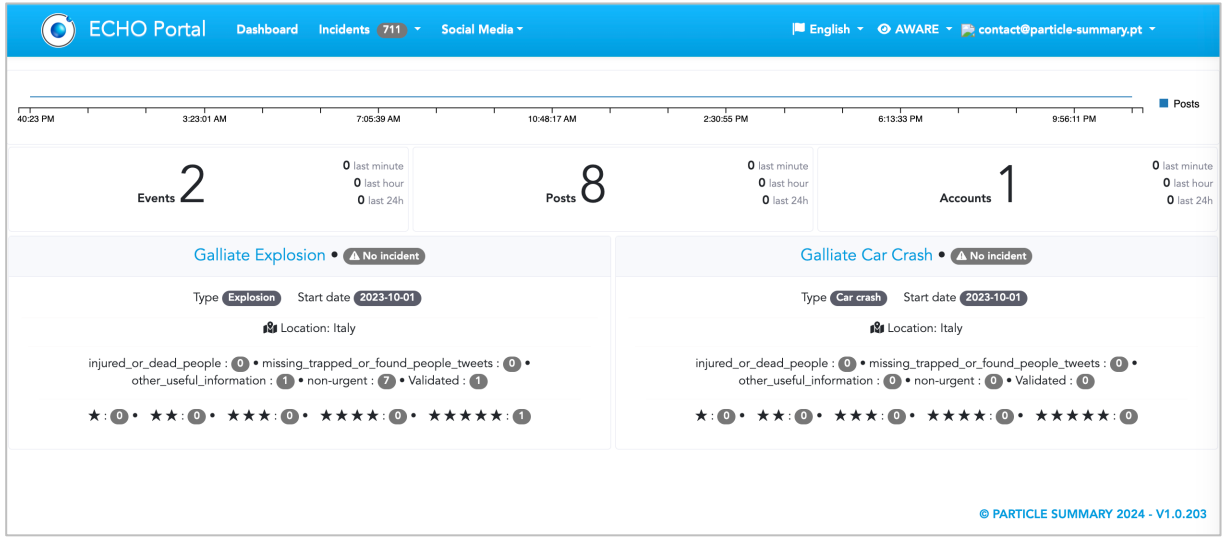


Using ECHO

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.



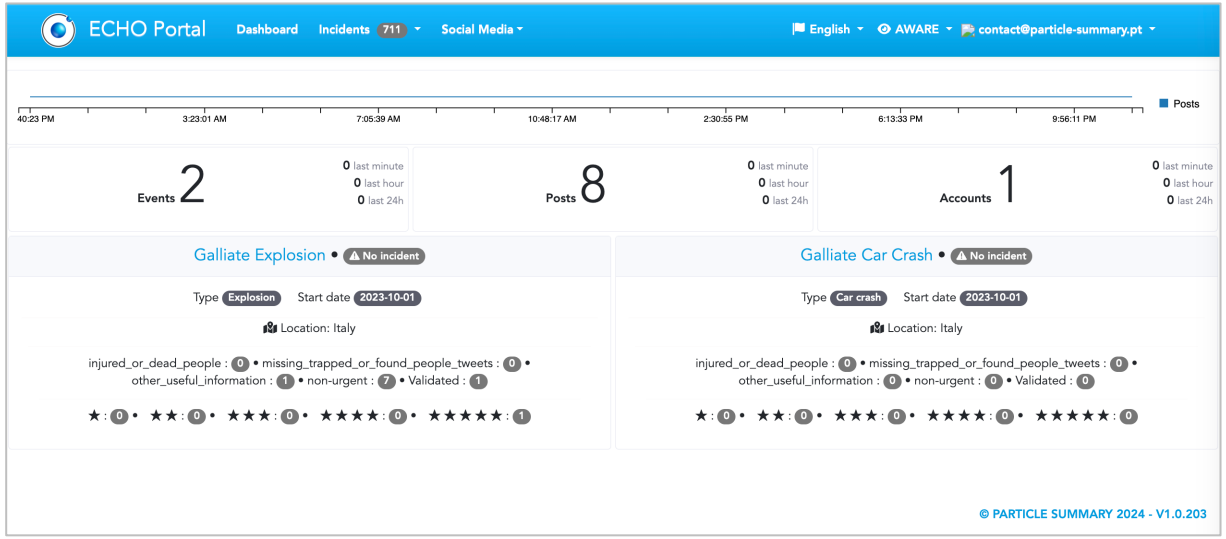
Using ECHO

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.

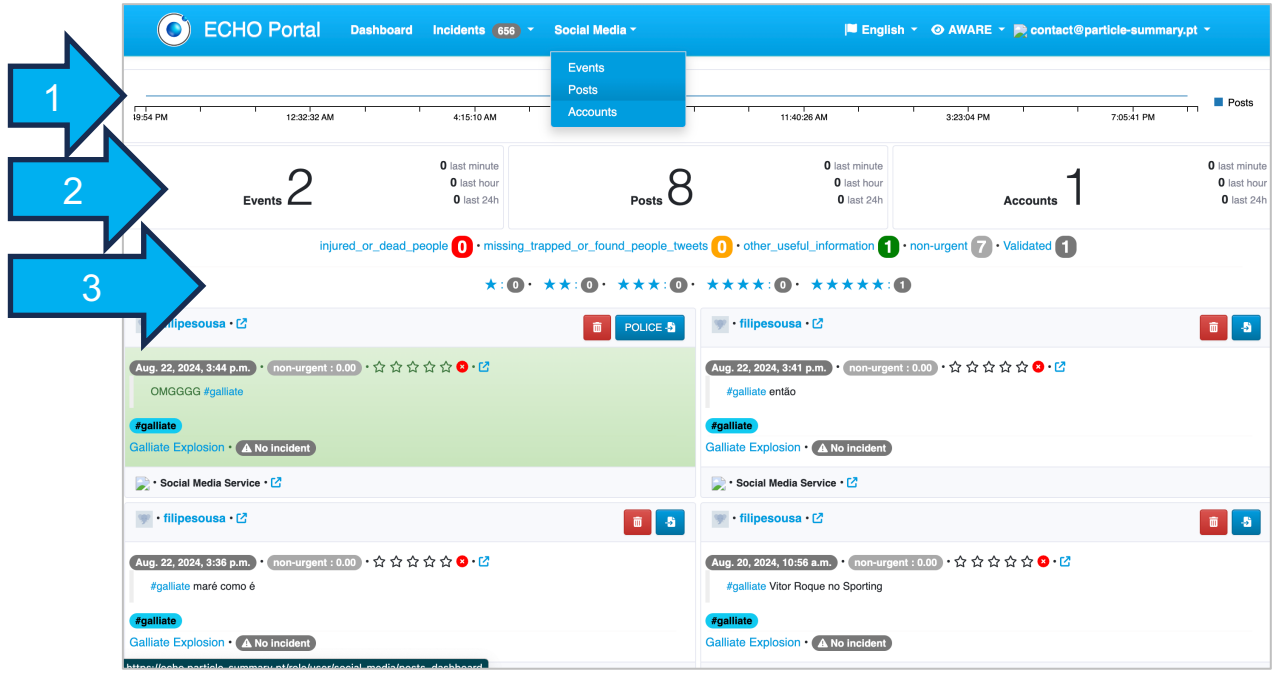
Finally, the manager may access the details of the reported social media events, including their type, location, date, categories, number of posts and posts ranks.



Using ECHO

Social Media Posts

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



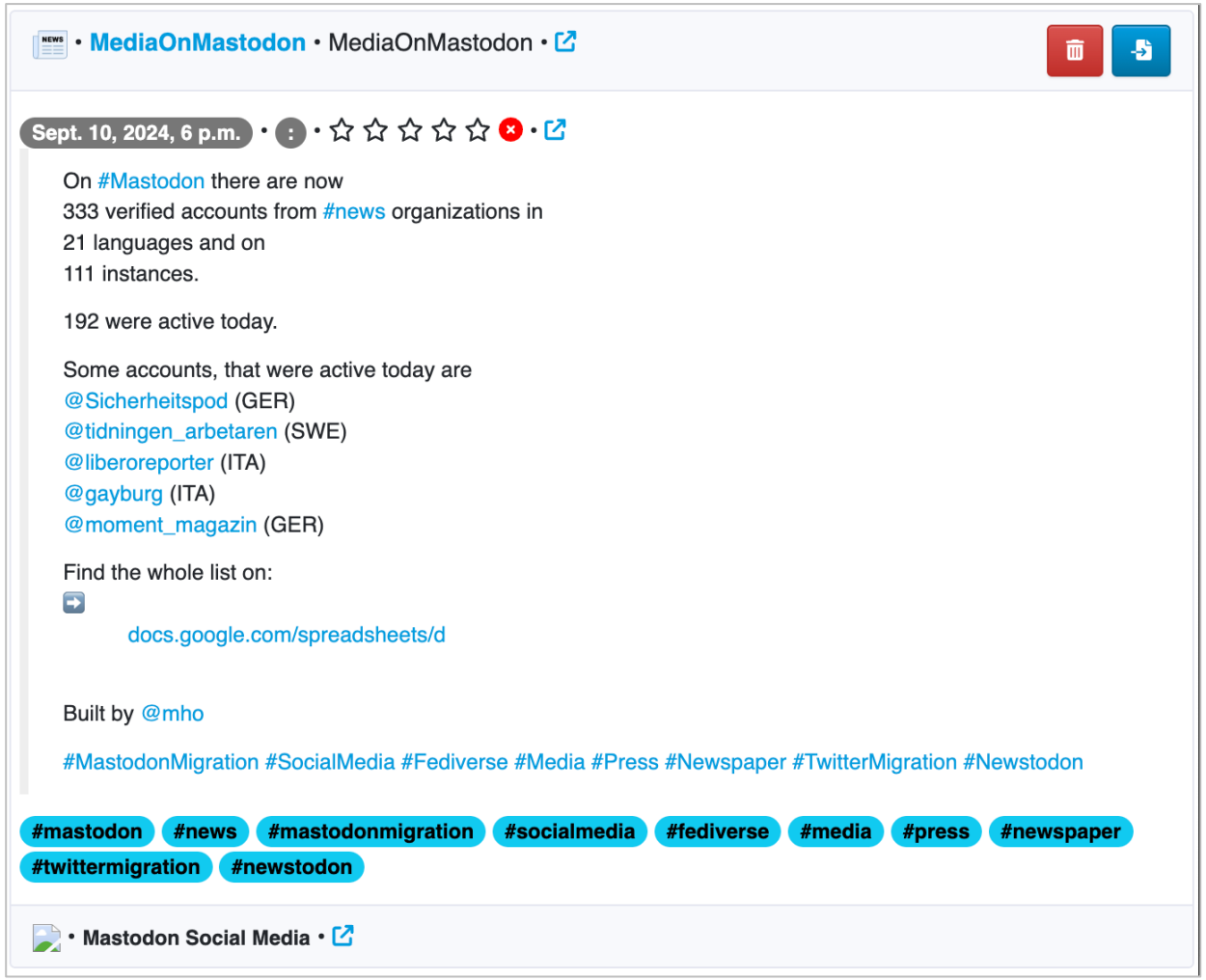
The manager clicks on Social Media > Posts to directly access an overview of the social media posts. Statistical information is presented on the top of the page: (1) #posts per time, (2) #events, #posts, #accounts, and (3) Posts can be filtered by category, validation and rank (1—5).

Posts are ordered by most recent first.

Using ECHO

Social Media Posts

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



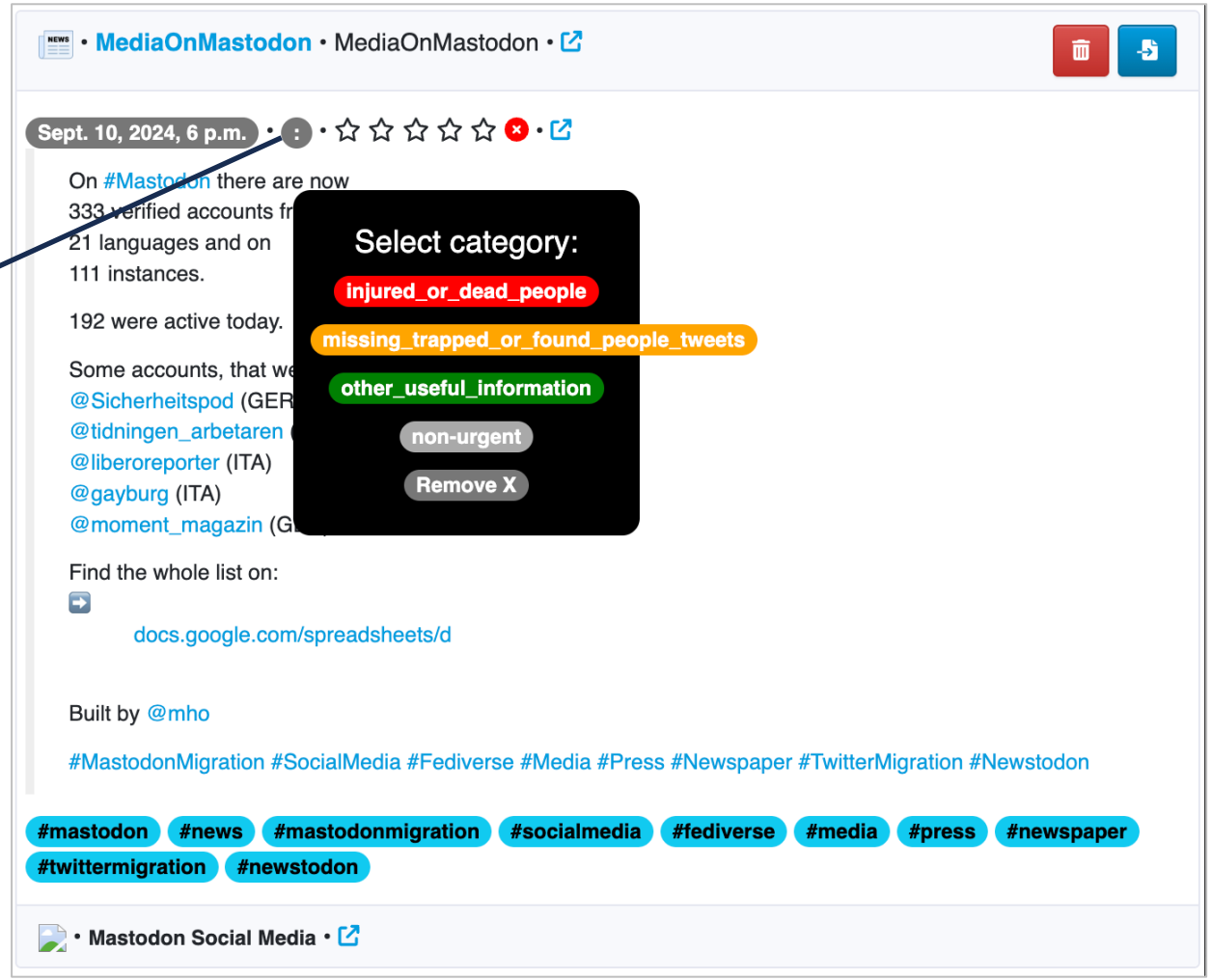
Using ECHO

Social Media: Posts

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

Select a pre-defined category

The "Remove" Remove X action allows the manager to remove a selected category. Then, the manager may select the right category.



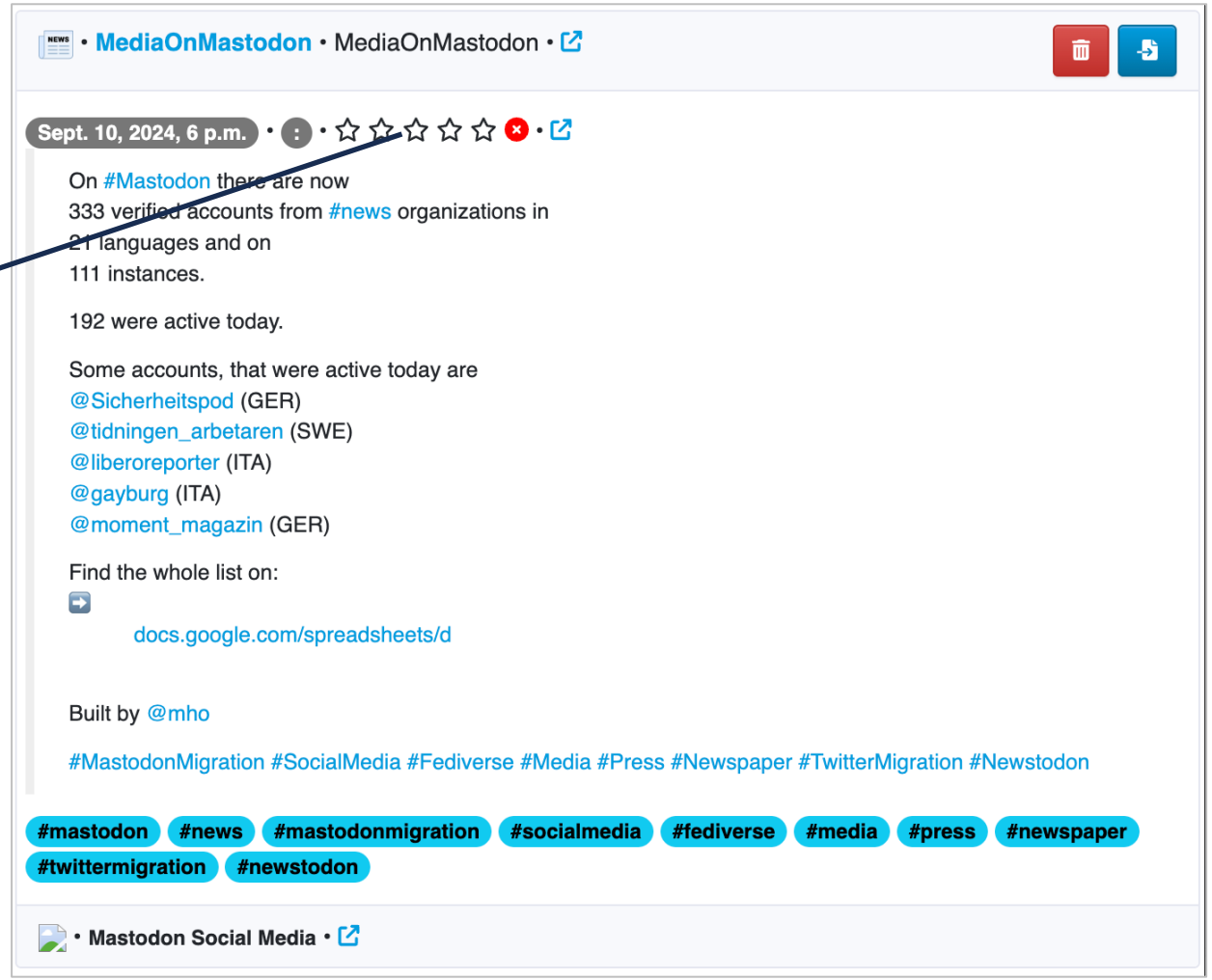
Using ECHO

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.



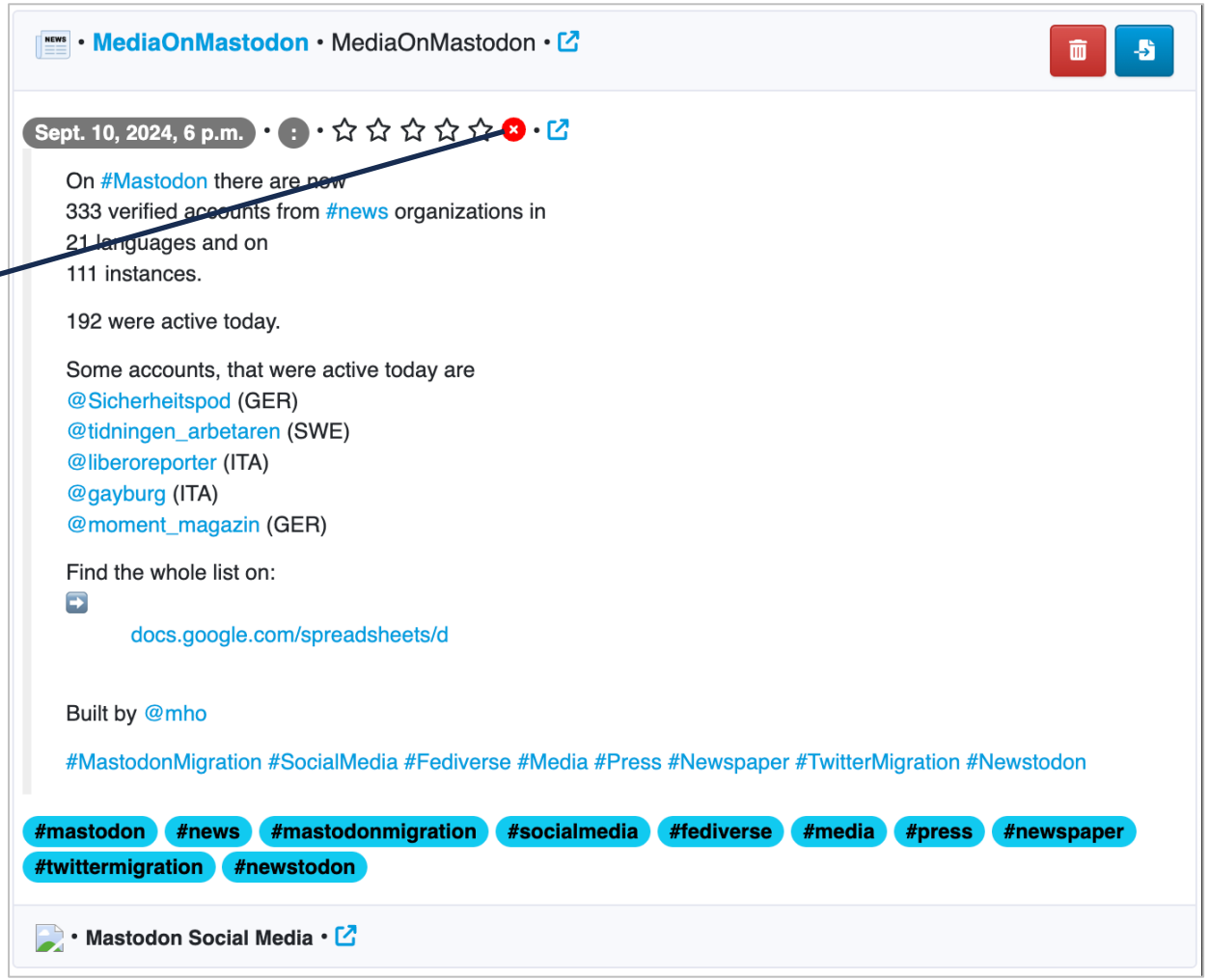
Using ECHO

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.



Using ECHO

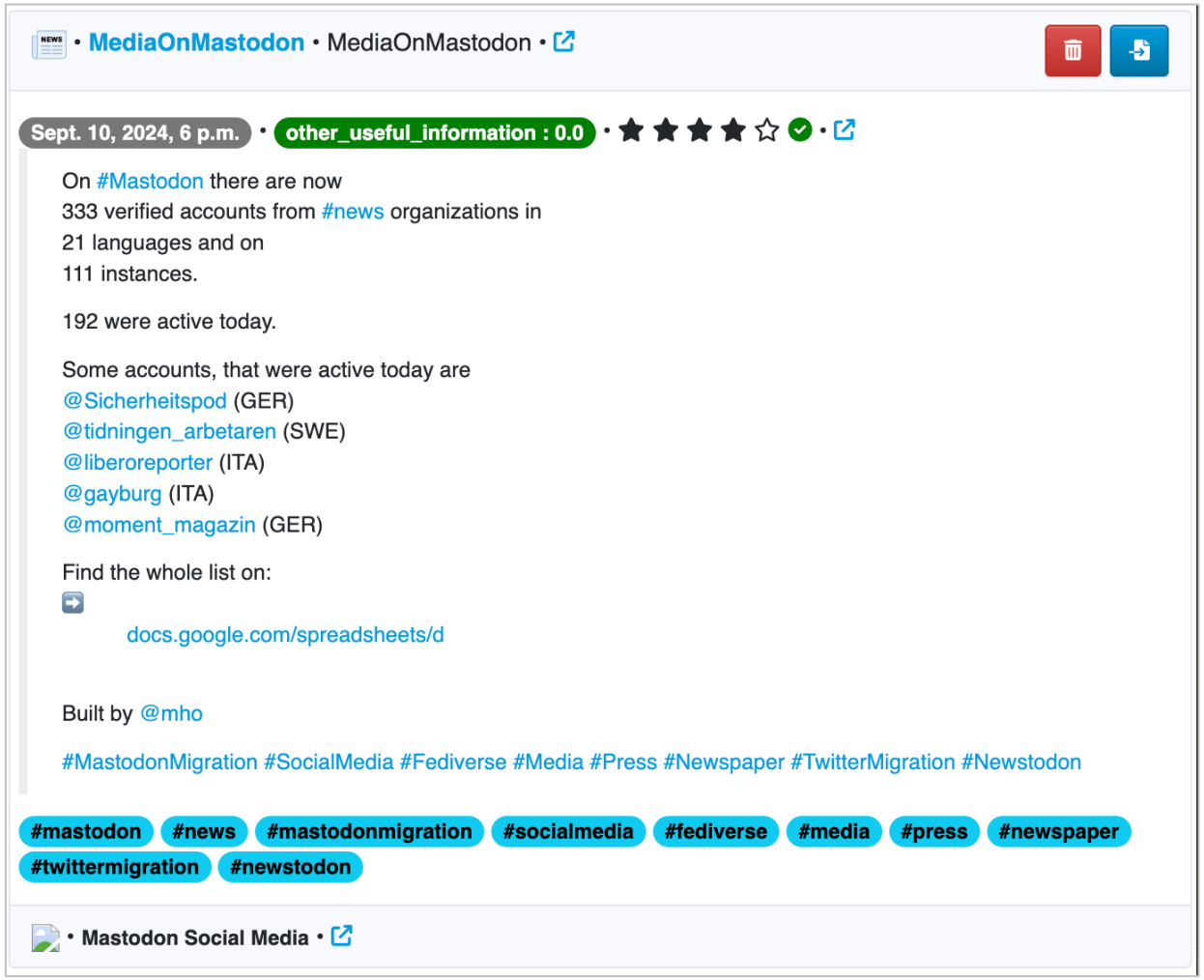
Social Media Posts

In this example, the manager chose:

- Category: “other useful information”;

- Rank: 4 stars;

- Validation: Valid.



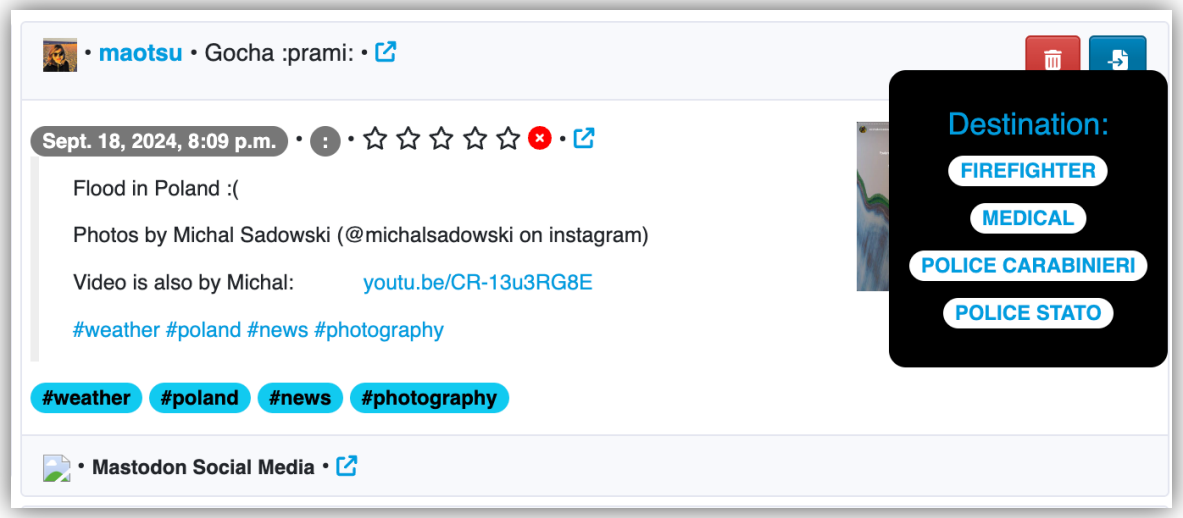
Using ECHO

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.



Using ECHO

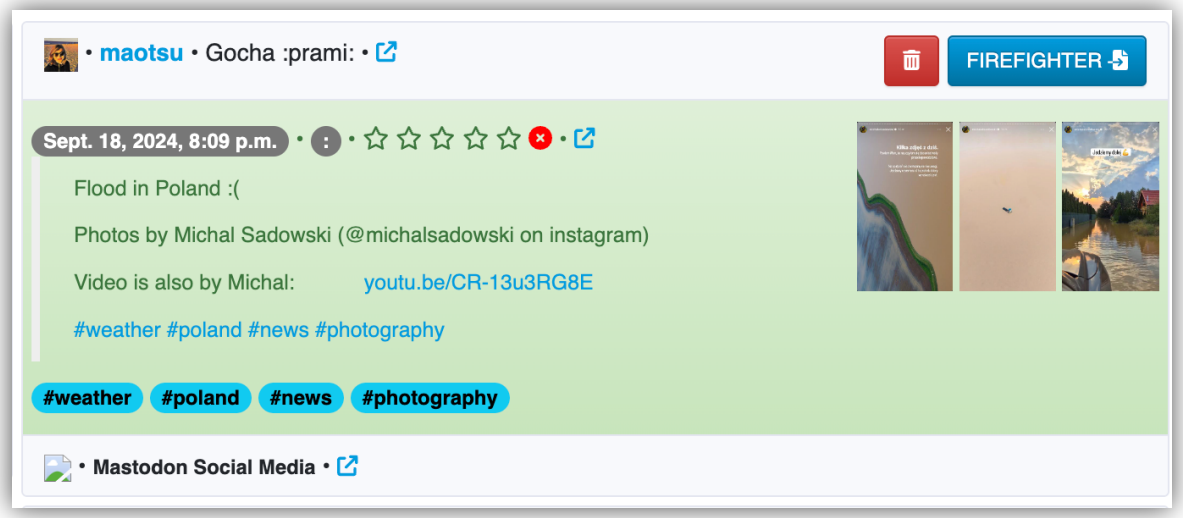
Social Media Posts

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.



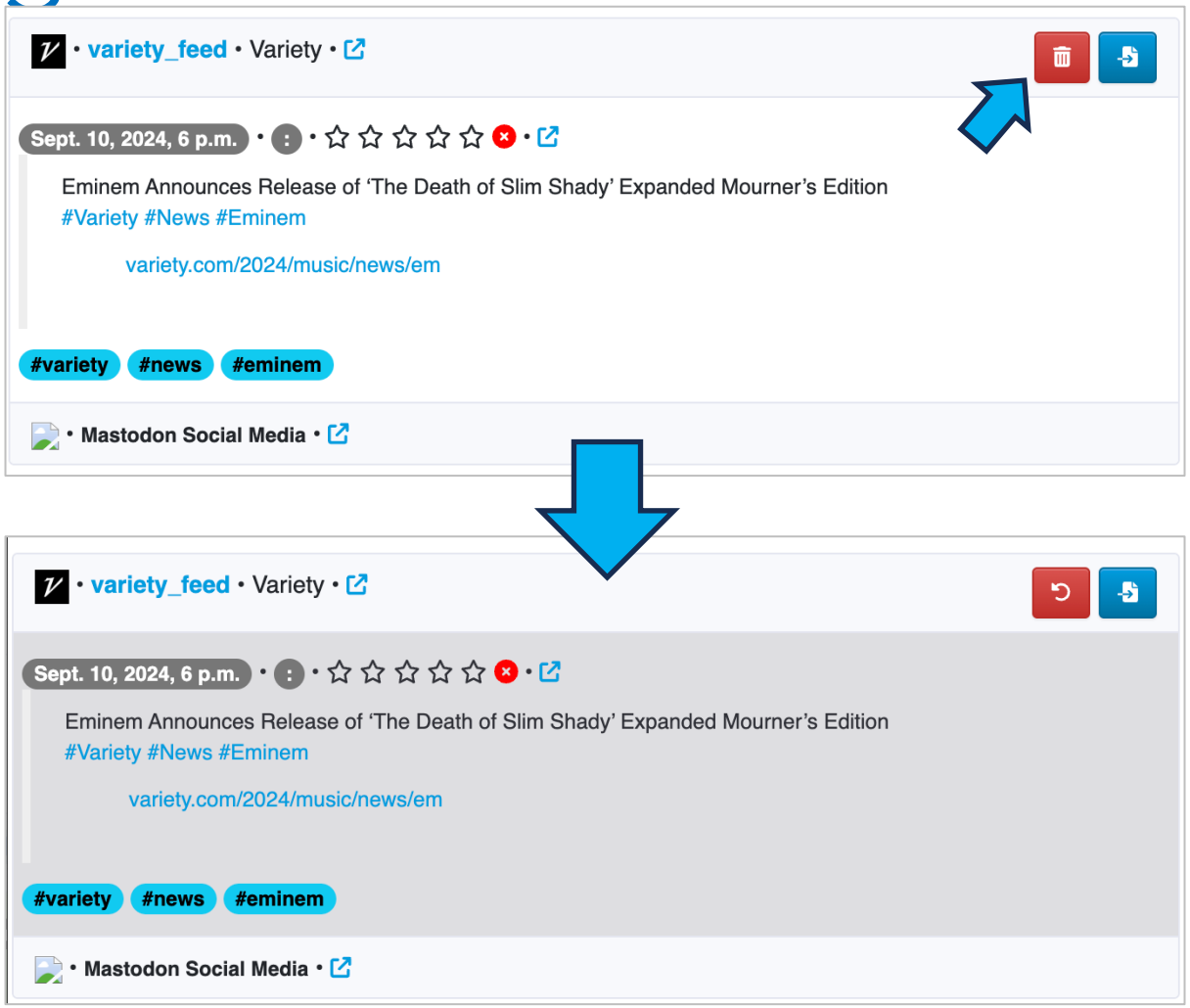
PARTICLE

Using ECHO

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.

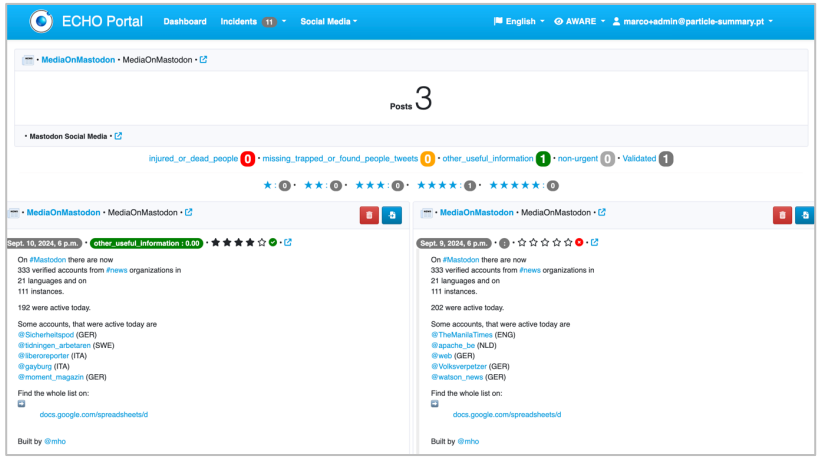


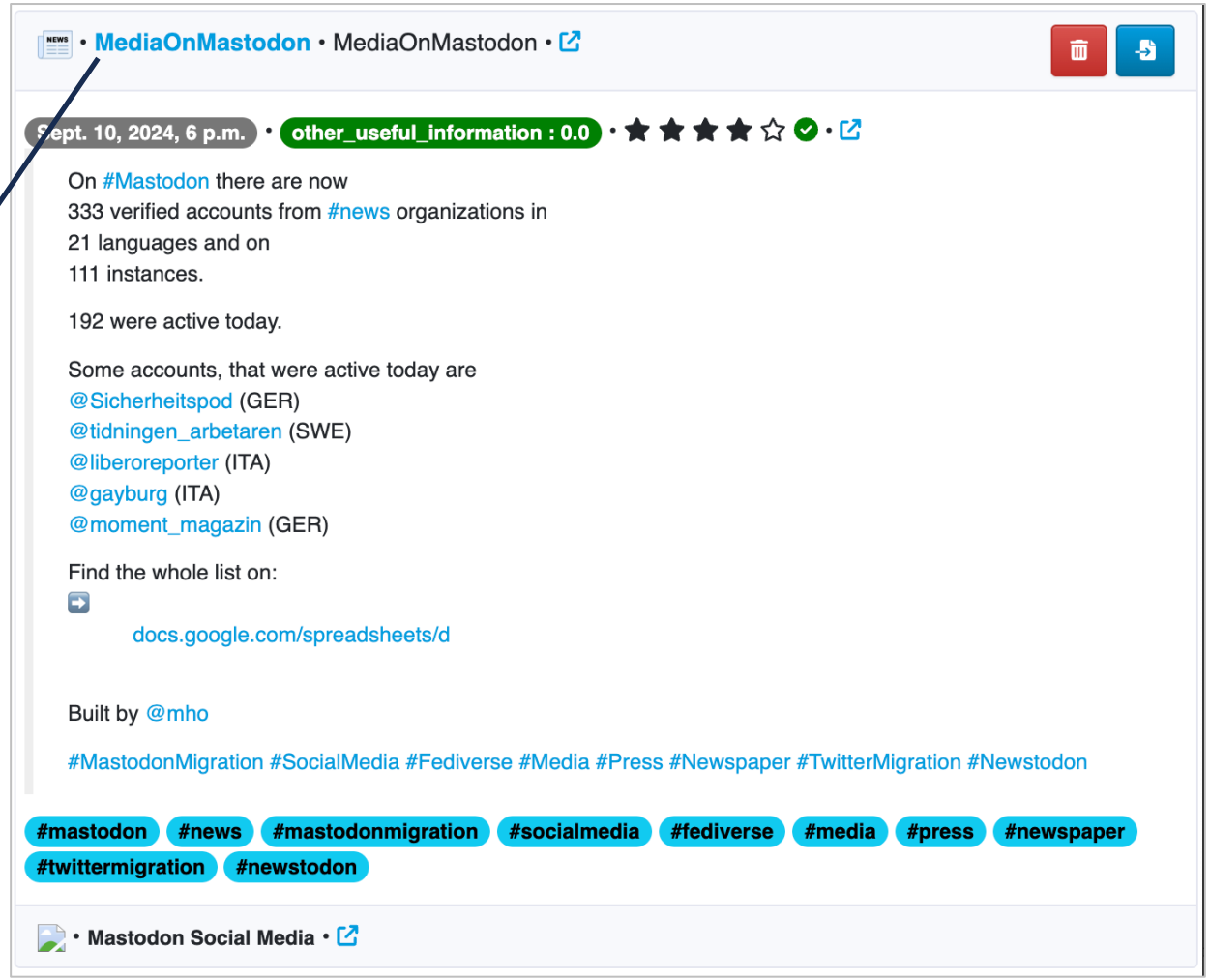
Using ECHO

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)





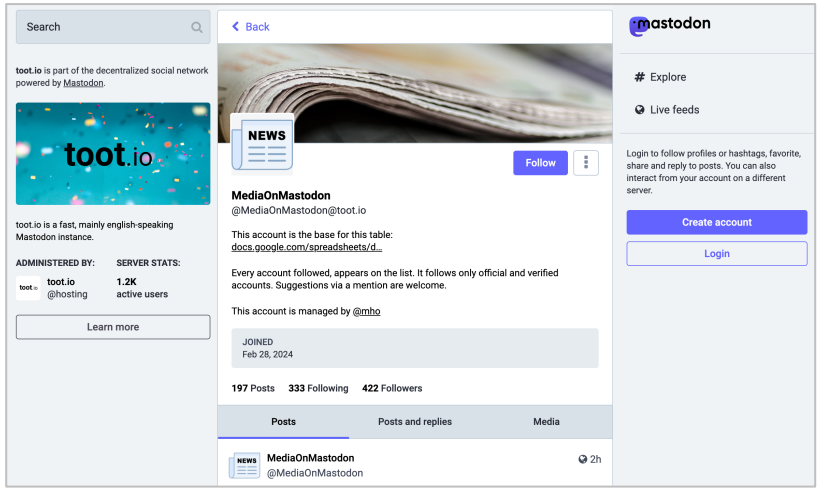
Using ECHO

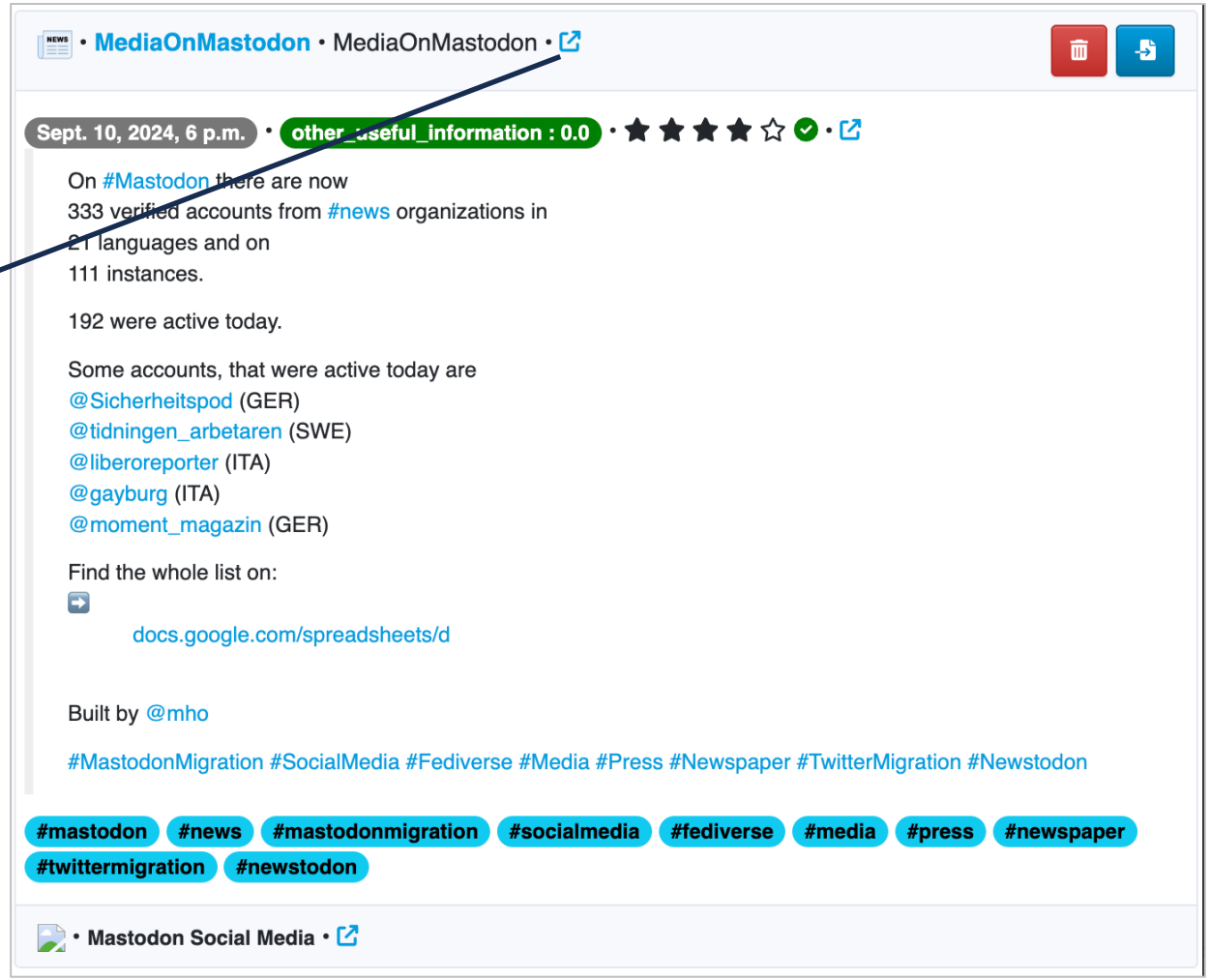
Social Media Posts

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

MediaOnMastodon •

Opens the account in the social media page (new window)



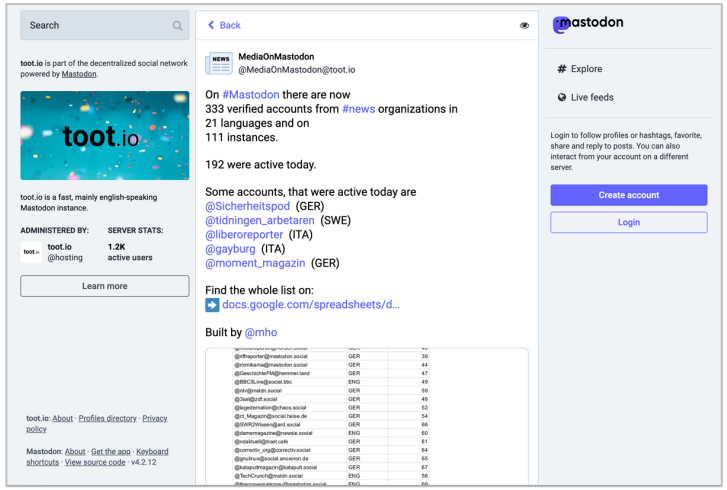


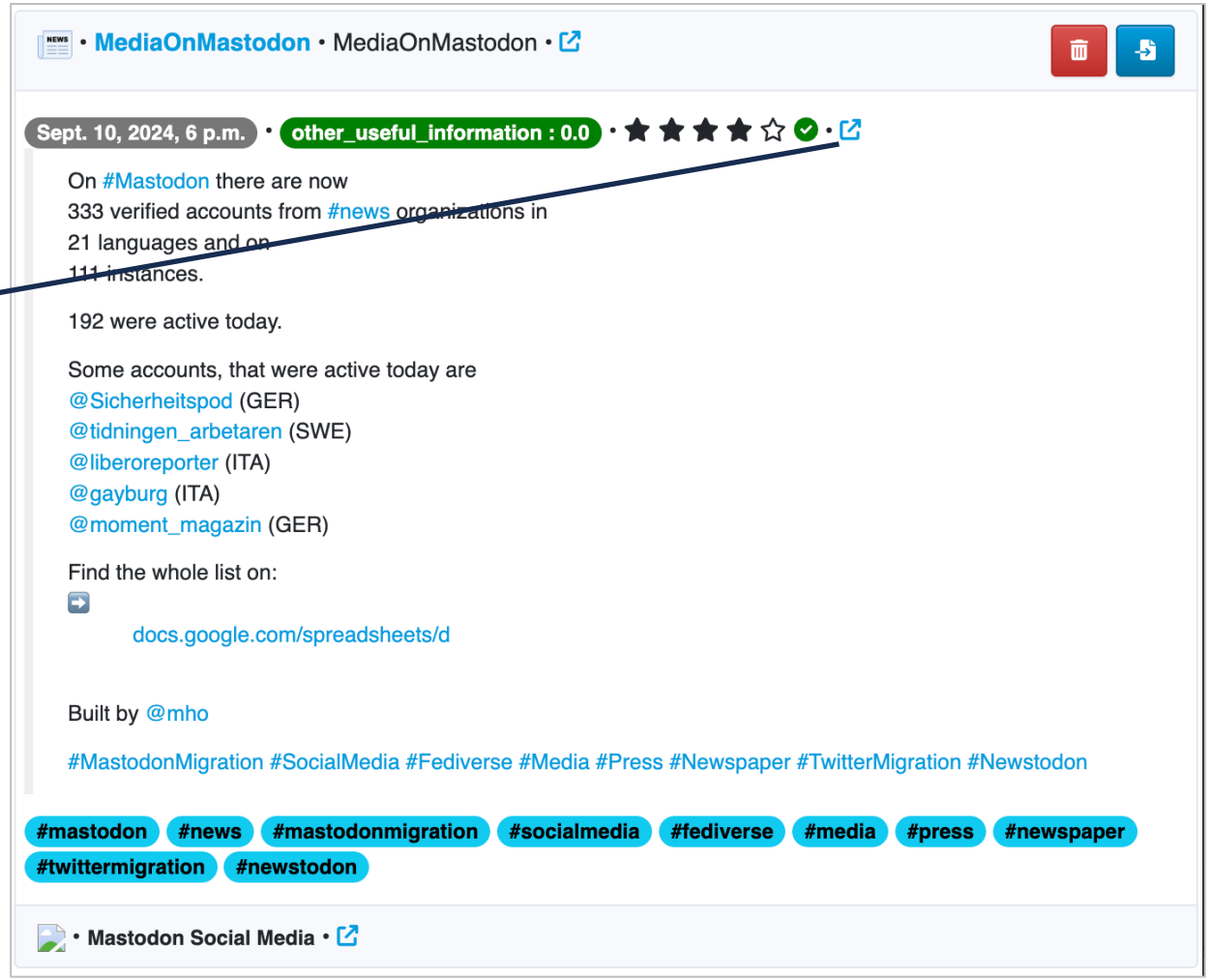
Using ECHO

Social Media Posts

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

Opens the post in the social media page (new window)





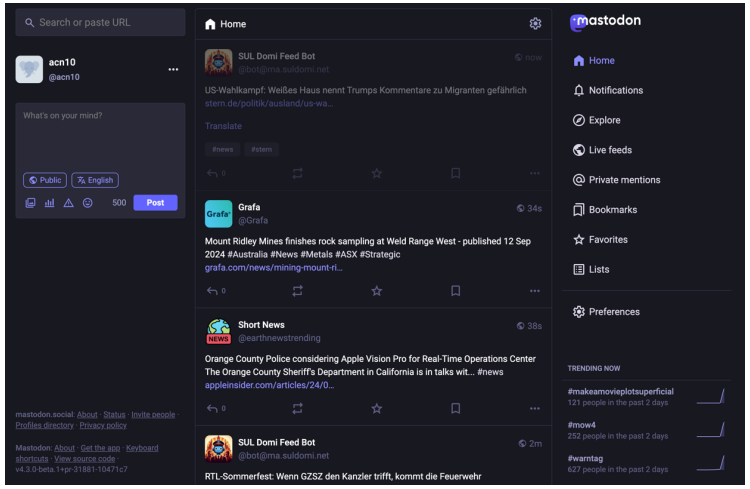
Using ECHO

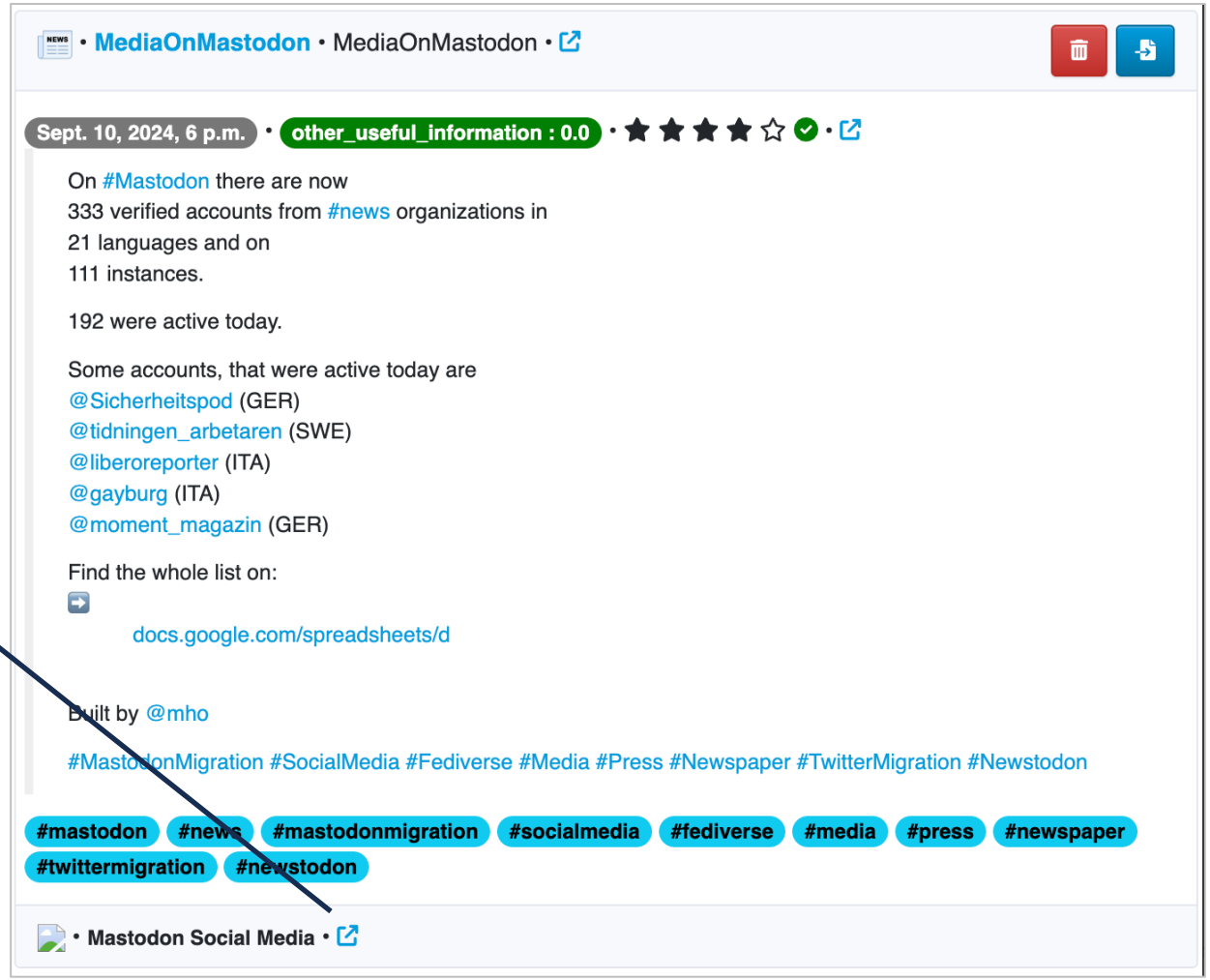
Social Media Posts

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)





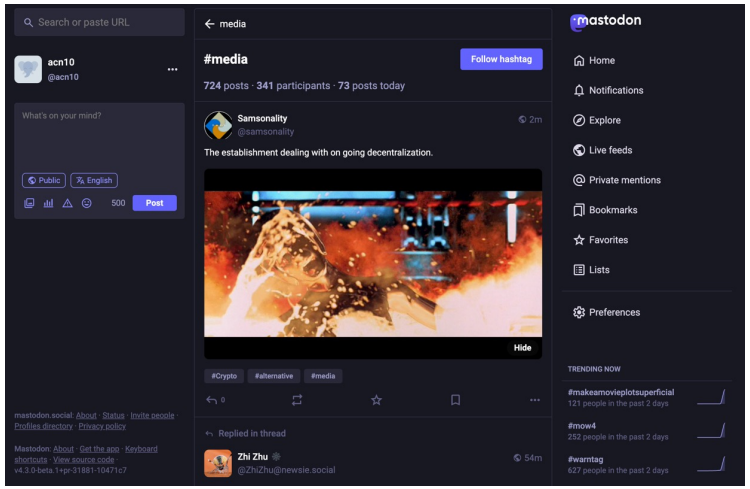
Using ECHO

Social Media Posts

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

#media

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



• MediaOnMastodon • MediaOnMastodon •

Sept. 10, 2024, 6 p.m. • other_useful_information : 0.0 •

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:

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 •

PARTICLE

Marco Manso
marco@particle-summary.pt

Bárbara Guerra
barbara@particle-summary.pt