

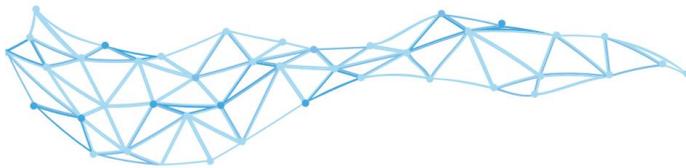
# Questionnaire for DAREnet's first cycle.

Fields marked with \* are mandatory.

Welcome practitioner!

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# DAREnet



Danube  
River Region  
Resilience  
Exchange  
network



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 740750.

**DAREnet is a five year project funded under the European Commission's Horizon 2020 framework programme. DAREnet will bring together flood management practitioners across the EU Danube River region and from different disciplines and will support them to deepen and broaden their Research, Development and Innovation related collaboration.**

**DAREnet's main objectives are:**

### **Establishing a Practitioner Community in the Danube region**

DAREnet will build a dynamic multi-disciplinary community of practitioners, operating in a network of civil protection organisations. The network will be supported by a broad range of stakeholders from policy, industry and research. Together they will build an interdisciplinary ecosystem to foster synergies, innovation and its uptake across the Danube Region.

### **Connecting National Practitioner Networks**

DAREnet will be organised as a network of national Practitioner networks, led by DAREnet National Contacts (DNC), in charge of mobilising and involving their national communities into the region-wide DAREnet Community.

### **Facilitating Innovation Strategies to Enhance Region-Wide Flood Resilience**

DAREnet will deliver an annual roadmap highlighting promising innovation opportunities to cope with the main environmental and societal challenges of the region. The DAREnet Roadmap will lay the basis for concrete innovation initiatives, practitioner-driven and “bottom-up”, building a unique portfolio of joint innovation concepts for the Danube river region. Both, Roadmap and Initiatives, will be proactively promoted towards national and European Policy Makers to support future innovation strategies in the region.

**To be successful it is vital for DAREnet to get intouch with the practitioners and become aware of their needs.**

## About this survey

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### **What is this survey about?**

You have been contacted in your capacity as a practitioner in the field of flood management. At this time, we are interested in your knowledge and opinions about questions regarding

- Civil Protection Methods, Procedures and Technology;
- Civil Protection Training;
- Communications;
- General Data Management;
- Spontaneous Volunteers;
- and the Resilience of Citizens;

in the context of flood management (especially river floods and flash floods).

Your knowledge will help us to compile an overview of already available solutions and identify possible gaps, since this is a major aim of the DAREnet project. Even if you provide input only to single aspects, this will be a huge contribution aiming at a sustainable improvement of the resilience towards floods.

### **Who is carrying out the survey?**

This non-commercial survey is conducted by the DAREnet project, intended for the use within the project and its acquisition of knowledge, needs and challenges to identify innovation opportunities. If you have any questions regarding this project or this survey, please feel free to contact the Project Coordinator using the email specified below.

### **How will the collected data be used?**

The information collected in this survey will be used for the ongoing DAREnet project. Based on the data provided by you, current gaps and future innovation opportunities will be identified. Any personal data will be anonymized. The personal data that you provide allows us

- to inform you of the results from the questionnaire,
- ask specific questions regarding your answers if needed
- or send you other relevant DAREnet project results.

Personal information you provide will not be published. You will also have the option to respond anonymously if preferred. The anonymised and compiled data will be available to DAREnet stakeholders as well as all participants who wish to participate in this collaborative effort via the Community Management Tool (referred to as the CMT). More information concerning the CMT can be found at <https://cmt.eurtd.com/> as well its Terms of Service, which can be found at <https://cmt.eurtd.com/terms>.

### **How will my privacy be maintained?**

All collected personal data will be treated confidentially and in accordance with the European General Data Protection Regulation 2016/679 ('GDPR'). Personal data will be stored securely, with access granted only to those responsible for handling/processing this data. The collected raw data will be anonymised before being used in any project reports, resulting publications or before being uploaded onto the CMT.

Consequently, reports and publications will not contain any information which can identify any individuals. At the end of the project's timeframe (the project runs from 01/09/2017 until 31/08/2022), all collected data will either be deleted or anonymised. Anonymised data might be kept for an unlimited period of time. Further, as a participant you have the right to withdraw from the survey at any time, without providing us with any reason for your withdrawal.

### **Why should I participate?**

Darenet aims at a sustainable improvement of flood resilience. Therefore, DAREnet should become aware of your (practitioner) needs as well as already existing solutions to match these among the countries / civil protection organisations in the Danube river region. This way DAREnet can communicate needs towards decision makers and identify innovation opportunities and support practitioner starting new initiatives / projects.

### **Further information**

If you have any further questions about this survey or wish to find out more about our project, do not hesitate to contact:

DAREnet Project Coordinator  
Dr Christian J. Illing  
THW Headquarters  
Provinzialstr. 93, 53127 Bonn, Germany  
Email: [Project.DAREnet@thw.de](mailto:Project.DAREnet@thw.de)

By ticking the box below, I confirm the following:

- I have read and understood the introduction with the participant information, and wish to participate in the described study;
- I understand that I can stop the survey at any time;
- Data from it may be used as described above;
- I do not expect to receive any benefit or payment for my participation;
- I have been enabled to ask any questions I may have and understand that I am free to contact the project contact person with any questions that I may have in the future.

\* I accept your Terms

## **Personal Information (voluntarily)**

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Your private details may be helpful when searching for certain needs or solutions. For future DAREnet activities we also plan to involve members of the Community to participate in workshops and meetings, and if we know how to reach out we may get in touch you.

In general these information will not be shared publically and the statistical evaluation of the data will be fully anonymous.

Here you can provide your name:

And your email address:

## Civil Protection Experience

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This information will be kept strictly anonymous.

However, for the evaluation of the questionnaire we will need get an idea of the experience and expertise of the responding community. Therefore, please provide your personal civil protection, crisis management or flood management background.

Thank you!

Please name the country your contributions are referring to:

- Germany
- Austria
- Slovakia
- Hungary
- Croatia
- Serbia
- Romania
- Bulgaria
- None of the above mentioned (-> International)

Please be so kind and provide the country you are referring to:

\* Please name your organisation

\* Indicate your experience as practitioner

- less than 2 years
- 2-5 years
- 5-10 years
- 10-15 years
- 15-20 years

- more than 20 years

On which command/operational level are you usually serving?

- operational (e.g. on-site responder)
- operational (command; e.g. on-site leader/commander)
- tactical (command; e.g. at command post or silver level)
- strategic (command; e.g. at situation room; crisis management staff or gold level)

\*What is your primary role regarding flood management?

- Flood Protection (e.g. dyke defense)
- Firefighting
- Coordination, Command and Control
- Search and Rescue
- Water Rescue
- Emergency Medical Service
- Sheltering and Care
- Law Enforcement
- Administration / Policy Making
- Private consultant
- Industry Representative / Provider of Commercial Solutions
- Research
- Other

If your role is not mentioned above, please describe it:

*50 character(s) maximum*

Do you have additional roles regarding flood management? *(multiple selections are possible)*

- Flood Protection (e.g. dyke defense)
- Firefighting
- Coordination, Command and Control
- Search and Rescue
- Water Rescue
- Emergency Medical Service
- Sheltering and Care
- Law Enforcement
- Administration / Policy Making
- Private consultant
- Industry Representative / Provider of Commercial Solutions
- Research

Practitioners highly depend on the presence of appropriate methods and procedures in case of floods. On the one hand, good procedures provide a way to effective communication by applying consistent standards and practices. On the other hand, by implementing the best and innovative methods and solutions we could improve flood risk management.

Do you know distinct methods / procedures / technologies within your organization to cope with floods with regards to:

	yes	no
...water level monitoring?	<input type="radio"/>	<input type="radio"/>
...dyke monitoring?	<input type="radio"/>	<input type="radio"/>
...dyke defense/enforcement?	<input type="radio"/>	<input type="radio"/>
...evacuations from flooded areas using boats?	<input type="radio"/>	<input type="radio"/>
...evacuations from flooded areas using other assets?	<input type="radio"/>	<input type="radio"/>

**Good to hear that there are already existing concepts.** Please provide some more information to enable a comparison within the Danube river region.

More information on:

...water level monitoring:

...dyke monitoring:

...dyke defense/enforcement:

...evacuations from flooded areas using boats:

...evacuations from flooded areas using other assets:

Did you encounter any issues using these methods/procedures/technologies?

- yes
- no

If so, please name the method/procedure/technology and describe the issue briefly:

## Civil Protection Training

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The implementation of civil protection tasks in a constantly changing social environment requires continuous capacity building. The challenge of educating qualified personnel needs to be addressed with training and concepts for using proper equipment.

Do you know any specific training programme regarding...

	yes	no
... swift water rescue?	<input type="radio"/>	<input type="radio"/>
... use of boats in flood rescue?	<input type="radio"/>	<input type="radio"/>
... use of other vehicles in flood rescue?	<input type="radio"/>	<input type="radio"/>
... use of technical equipment (here chainsaws)?	<input type="radio"/>	<input type="radio"/>
... use of technical equipment (here pumps)?	<input type="radio"/>	<input type="radio"/>
... flood prevention and damage reduction (dyke defense)?	<input type="radio"/>	<input type="radio"/>
... sheltering of evacuees / responders during floods?	<input type="radio"/>	<input type="radio"/>
... flood rescue crisis management training for strategical and tactical level?	<input type="radio"/>	<input type="radio"/>

**Good to hear about these trainings!**

Please be so kind and provide some more information (especially; Provider; title of the training; duration)

Further Information on:

...swift water rescue:

...use of boats in flood rescue:

...use of other vehicles in flood rescue:

... use of chainsaws:

...use of pumps:

... flood prevention and damage reduction (dyke defense):

sheltering of evacuees / responders:

... flood rescue crisis management training for strategical and tactical level:

## Communications

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Using effective and secured communication systems is vital for information exchange and situational awareness in flood management.

Are warning systems used in your organization or your country to alert the public and responders?

- local level (municipality)
- regional level
- national level
- international level

Please name those warning systems used on...

...local level (municipality):

...regional level:

...national level:

...international level:

What communication systems do you use? *(select all that apply)*

	voice communication	data communication
Public fixed telephone networks (landline)	<input type="radio"/>	<input type="radio"/>
Public mobile networks	<input type="radio"/>	<input type="radio"/>
Professional Mobile Radio (PMR)	<input type="radio"/>	<input type="radio"/>
Satellite phones	<input type="radio"/>	<input type="radio"/>
Local Area Network (LAN)	<input type="radio"/>	<input type="radio"/>
Wireless Local Area Network (WLAN)	<input type="radio"/>	<input type="radio"/>

Please indicate the PMR technology( e.g. wavelength or TETRA, etc) used by your organization:

Please indicate the applications for which you use those communication solutions:

	Situational Awareness	Mapping with GIS	Access to databases	Video streaming	other
Public fixed telephone networks (landline)	<input type="radio"/>				
Public mobile networks	<input type="radio"/>				
Professional Mobile Radio (PMR)	<input type="radio"/>				
Satellite phones	<input type="radio"/>				
Local Area Network (LAN)	<input type="radio"/>				
Wireless Local Area Network (WLAN)	<input type="radio"/>				

Have you encountered any gaps with regards to communication technologies or solutions in the past?

Have you ever used satellite-or airborne based information about flood events such as images, processed data of flooded areas or digital terrain models?

- yes
- no

If 'yes', please specify:

During your duty, have you ever encountered intentional or unintentional misinformation, or so called "fake news"?

- no
- yes

How have you dealt with this?

## General Data Management

Efficient decision support tools in flood management highly depend on reliable information. Especially in floods, a fast and sound assessment of the current situation as well as forecast regarding upcoming actions must be accessible by those at the scene. Therefore, a lot of various data sets are needed to enhance the process of decision making. Managing these data sets is a key challenge and thus, requires further exploration.

How do you share data / information during flooding events?

- pen & paper
- voice
- text (e.g. SMS, instant messaging, e-mail)
- software applications
- others

if you choose others please explain briefly:

How do you visualize the data / information?

	on the scene	at the command post	in the situation room
Sketches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paper maps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"white board style" situation maps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(TV) screens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
beamer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
screen walls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smart board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smart phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

if you choose others please explain briefly:

Do you use support software for situational awareness or decision making?

- yes
- no

Please share the name and provider of the software with us:

What issues have you encountered when sharing data / information? What needs improvement in your opinion?

## Spontaneous Volunteers

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Flood management and response entails many labour-intensive and enduring tasks. This often challenges civil protection structures. Therefore, spontaneous volunteers can be a huge relief to responders.

**Note:** Spontaneous volunteers are “just” citizens willing to help. They are not related to any organization and have not received any preparatory training nor equipment. Typical civil protection responders are either professionals or volunteers engaged in dedicated organizations. They also received proper training and preparation, as well as the adequate equipment to reduce their personal risk.

Do you have any experience with spontaneous volunteers?

- yes
- no
- I am not familiar with the concept of spontaneous volunteers

If yes, did you encounter any problems or challenges?

- yes
- no

Please describe briefly

Are there any trainings/procedures to prepare you for the involvement of spontaneous volunteers that you know of?

- yes
- no

Please provide some more information on trainings/procedures to prepare for the work with spontaneous volunteers (e.g. Name of the course, provider and duration)

## Resilience of Citizens

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Enhanced flood resilience allows better planning to reduce disaster losses. Through effective flood precautionary measures hazards can be minimized. To reduce the negative impacts of floods, proactive investments and policy decisions are needed to reduce loss of lives and costs. According to this, enhancing the resilience of citizens is of major importance.

Do you know about any public information campaigns regarding floods?

	yes	no
... to raise general flood awareness?	<input type="radio"/>	<input type="radio"/>
... to encourage people to prepare for floods as individuals?	<input type="radio"/>	<input type="radio"/>

Do you know about education materials (e.g. guides, recommendations) for citizens regarding preparation for floods?

	yes	no
... to inform citizens about available resources regarding floods (e.g. access to explained flood risk maps)?	<input type="radio"/>	<input type="radio"/>
... to improve citizens' preparedness for floods (e.g. checklists)?	<input type="radio"/>	<input type="radio"/>
...for schools and teachers to educate children and teenagers to be prepared for floods?	<input type="radio"/>	<input type="radio"/>

In case that you are aware of such materials, please be so kind and provide some more information. (at best; title, provider, URL, etc.)

...to learn about available resources:

...to improve the preparedness:

...educational material for schools and teachers:

## Anything you want to add?

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Thank you so much for your valuable time!

As the very last part of this long questionnaire we offer you the opportunity to provide us with any information that you would like to share with us.

This might be any need, challenge or even idea to improve flood management in the region for the future.

If you share an idea, make sure that you leave your contact details. This way we can get in touch when we start supporting practitioner driven initiatives.

Your comments: