

Community Response Grid

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Community Emergency Response

- ❑ Research into new technologies offers hope for better access, exchange, and distribution of information in emergencies
 - ❑ Must improve information and technology use by communities in emergencies
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Community Response Grids (CRGs)

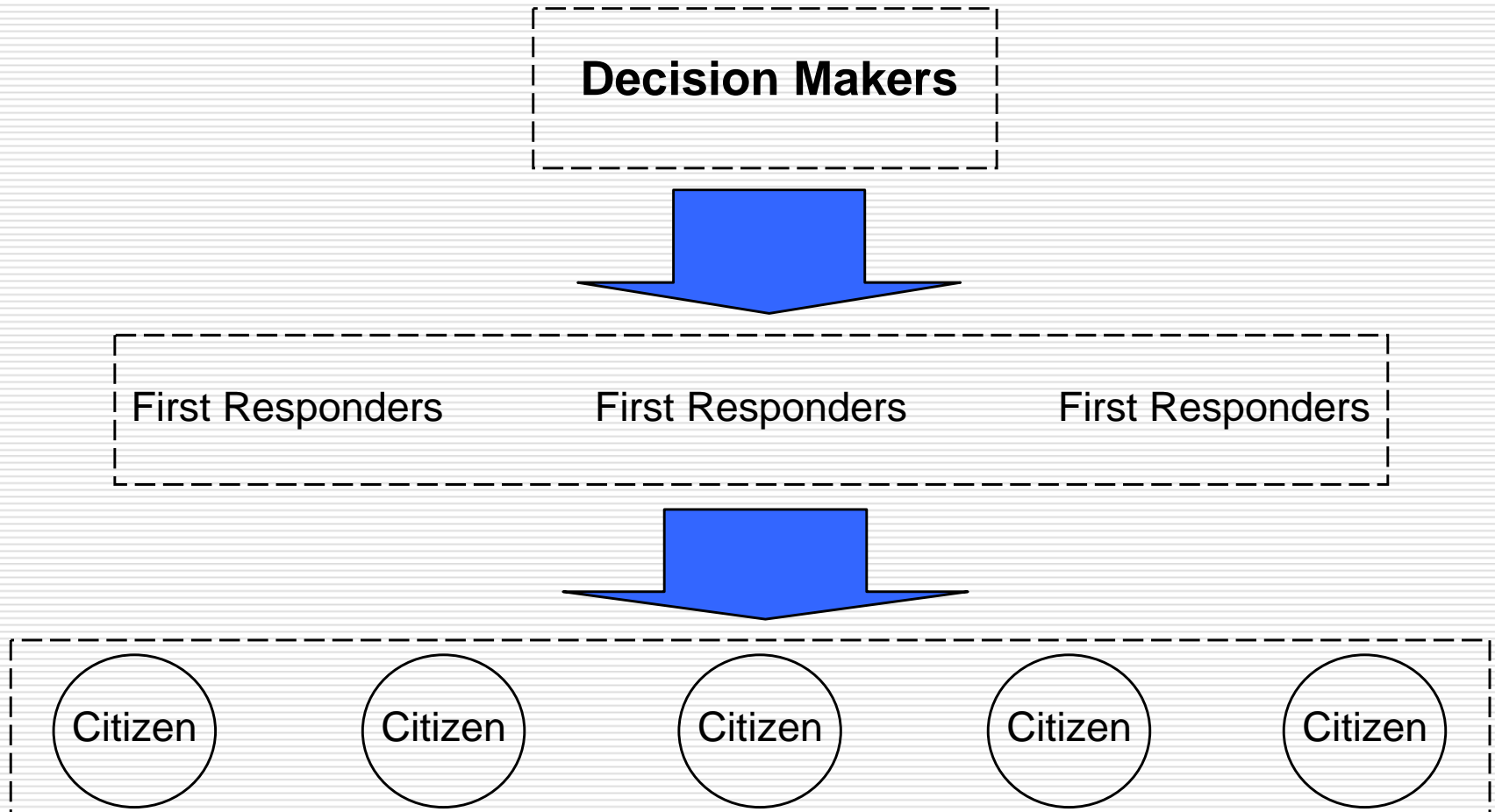
- ☐ Coordinate community response during emergencies
 - ☐ Provide residents with user-centered local information and clear choices about what to do next in an emergency
 - ☐ Enable residents to report, receive, and share information with government officials and other citizens
-

Key CRG Features

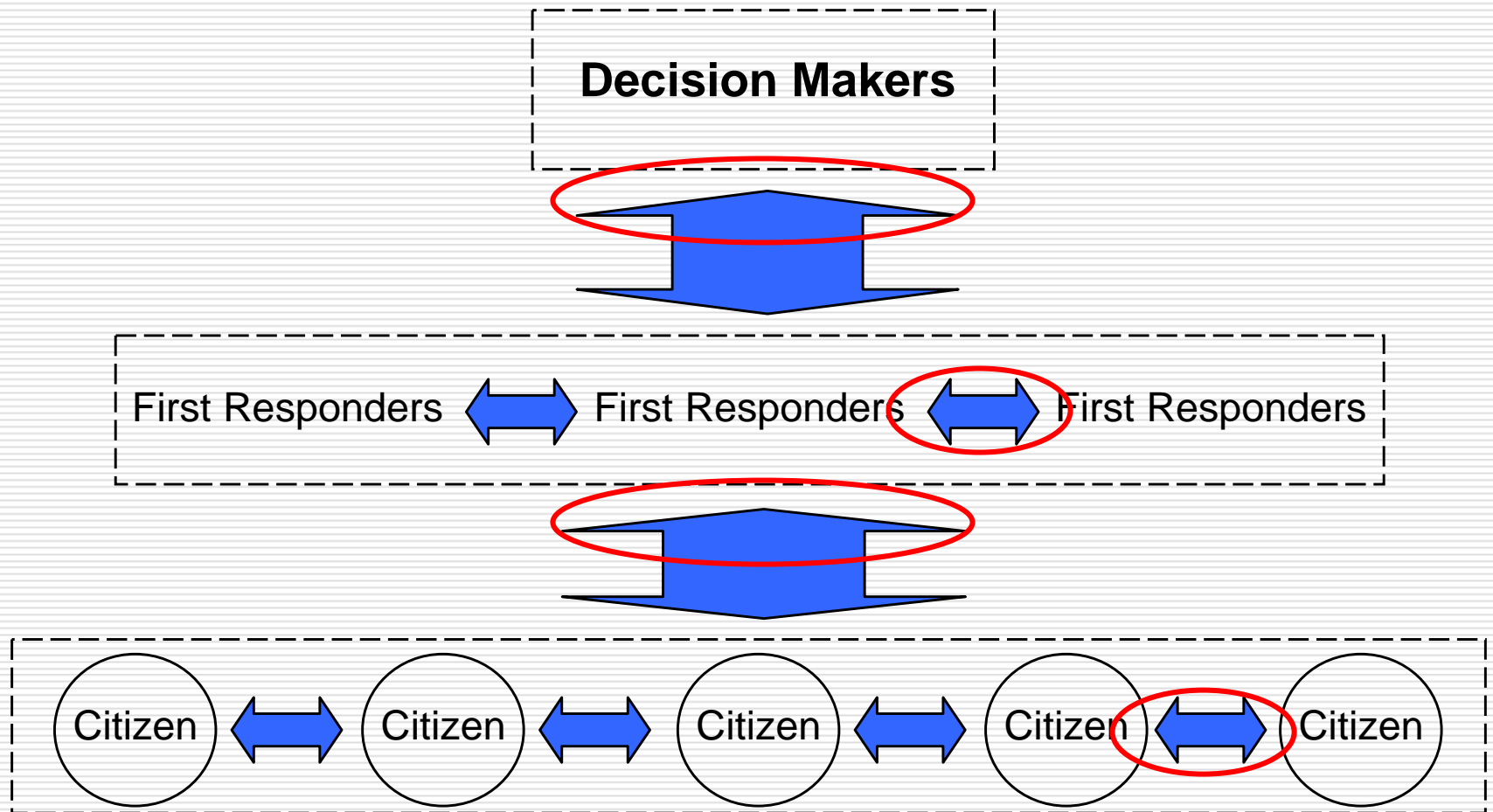
- CRG is a geographically-based sociotechnical network that helps local communities prepare for, respond to, and recover from emergencies.

 - Key Features:
 - Information dissemination and exchange
 - Peer-to-peer support
 - Sense making and decision making
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Traditional Response Model



Community Response Model



Information and Emergencies

- Recent events have demonstrated the need to rethink the ways in which information is accessed, exchanged, and distributed in large-scale emergencies
 - Essential goal is to bridge community information needs and technological capabilities
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Community Response Grid

- Support Your Community In Emergency Response

Home

What's Happening

Are you Ready?

I Have Something
to Report

Someone Needs
Your Help

Interact with Your
Community

Your Profile

What's Happening

From University Police

- **Breaking News:** First cases of pandemic flu verified in campus. Health and Counseling Center is beginning to implement emergency response procedures. Administrative departments, student service units and all academic programs should begin preparation for shutting down. ([Discuss this](#))

From Community Members

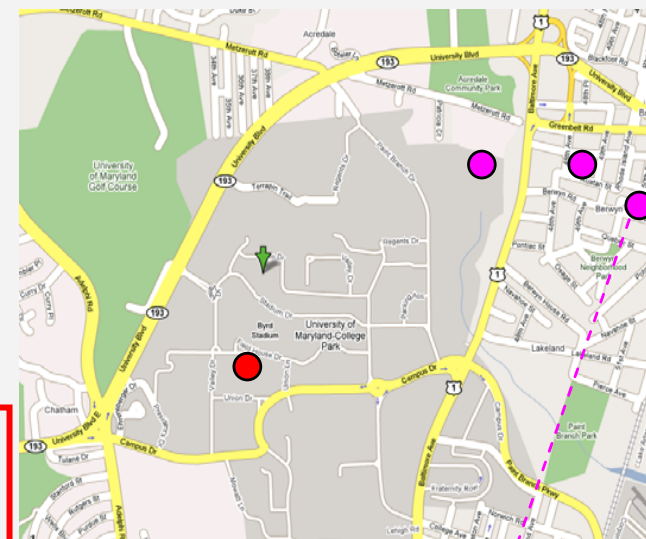
- [John Doe](#) said: Two residents in Allegany Hall are reported having symptoms of the flu. ([Discuss this](#)) ([Map](#))

- [Rob Smith](#) said: One of my roommates in Hagerstown Hall has gone back home. He said that he didn't feel well. ([Discuss this](#)) ([Map](#))

- [Liz Jones](#) said: When I was jogging in campus this morning at about 6:30am, I saw a guy wandering in parking lot #11 and looked suspicious. ([Discuss this](#)) ([Map](#))



RSS Feeds



(Mouse over the dots to see details below)

- Reports from university officials
- Reports from community members

Reporter: Rob Smith

Location: Hagerstown Hall

Time: 10:30am, Feb 14, 2008

Description: One of my roommates in Hagerstown Hall has gone back home. He said that he didn't feel well.

Community Response Grid

- Support Your Community In Emergency Response

You're logged in as John Smith! ([Log out](#))

You may also report to:

- [UM Police](#)
(911 or 301-405-3333)
- [UMD Health Center](#)
(301-314-8180)
- [Department of Homeland Security \(DHS\)](#)
(1-866-347-2423)
- [Federal Emergency Management Agency](#)
(1-800-621-FEMA)

 **Chat online with fellow community members:**

Type here to start chatting ...

This is chat room

I Have Something to Report

(For urgent, life-threatening emergencies, please dial 911 to report to police.)

- Select the emergency type:
 - ☒ Civil (Fire, Power Outage, Water/Gas Leak, ...)
 - ☐ Criminal (Suspicious Activity, Gun Shooting, Bomb Threat, ...)
 - ☐ Laboratory (Chemical Spill, Radiation, ...)
 - ☐ Medical (Influenza, Food Poisoning, ...)
 - ☐ Natural (Flood, Snow Storm, Tornado, ...)
 - ☐ Other _____

- Provide the location of the emergency:

Or identify the location on an [interactive camps map](#):



- Briefly describe the situation:

- If you have an image or video, please upload here:

([Have multiple files?](#))

- Are you also requesting for help? **YES** ☐ **NO** ☐

If **YES**, briefly describe what kind of help is needed:

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Someone Needs Your Help

Sort by [Requester](#) | [Time](#) | [Location](#) | [Status](#) |

Status	Requested by	Situation	Time & Location
Offer help	 Dr. Smith [iSchool]	To better control the outbreak of the flu, we need someone in each dorm to report infection status ... (read more)	Time of Request: Feb 14, 2008 Thursday 11:10 am Location: N/A
Offer help	 A. Lee [UMD Movie Club]	I feel sick this morning and I need to see a doctor. Unfortunately, my car broke down a few days ago and I haven't got it fixed. Can someone live nearby give me a ride to hospital? (read more)	Time of Request: Feb 14, 2008 Thursday 10:10 am Location: Parking Lot #1
Helped by	 J. Wang [UMD CSSA]	I'm in McKeldin right now. Can anyone walk me back to my apartment located near the university bookstore ... (read more)	Time of Request: Feb 11, 2008 Monday 11:30 pm Location: McKeldin Library



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Interact with Your Community

Discussion Forum

Discuss about recent incidents, news, or anything related to the community's safety.

	Thread	Starter	Started at	Replies	Views
	Breaking News: First cases of pandemic flu verified in campus.	UMDPS	10:15am, 2/14/2008	33	550
	Crime Alert: Male suspect outside Howard Hall student dorm	UMDPS	9:05am, 2/14/2008	10	102
	Member Report: Two residents in Allegany Hall are reported sick	John Doe	9:00am, 2/14/2008	6	77
	Member Report: One residence in Hagerstown Hall is reported sick	Rob Smith	8:55am, 2/14/2008	4	79
	Member Report: Suspicious person in Lot #11	Liz Jones	7:00am, 2/14/2008	3	110
	more threads ...				

Wiki


Collective contribution for safety tips, best practices, or problem-solving.

- Top 10 campus safety tips
- Recommended items to include in an emergency supply kit
- Locations of Blue Light Emergency Phones

You're logged in as **John Smith!** ([Log out](#))

You are a member of:

- [College of Information Studies \(iSchool\)](#)
- [Center for Information Policy and E-Government \(CIPEG\)](#)
- [UMD @ Facebook](#)
- [UMD Movie Club](#)

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Your Profile

Name: John Smith**Department:** College of Information Studies**Position:** Faculty**Address:**

Work: 4100 Hornbake Bldg, College Park, Maryland

Home: 1234 Baltimore Ave, College Park, Maryland (private)

Phone:

Work: 301-405-9999

Home: 301-123-4567 (private)

Cell: 301-765-4321 (private)

Email: goodstudent@gmail.com**Alternative Email:** jsmith@umd.edu[Edit Profile](#)**Receiving emergency alert via** (private)

- SMS on cell phone
- Email
- Work Phone

[Add/Delete](#)**Expertise/resources that can be used in emergencies:**

- I have a SUV
- I have a handheld GPS
- I'm a certified First Responder

[Add/Delete](#)**Emergency contacts:** (private)

- [Dr. Robinson](#)
- [Mrs. Smith](#)
- [Mr. White](#)

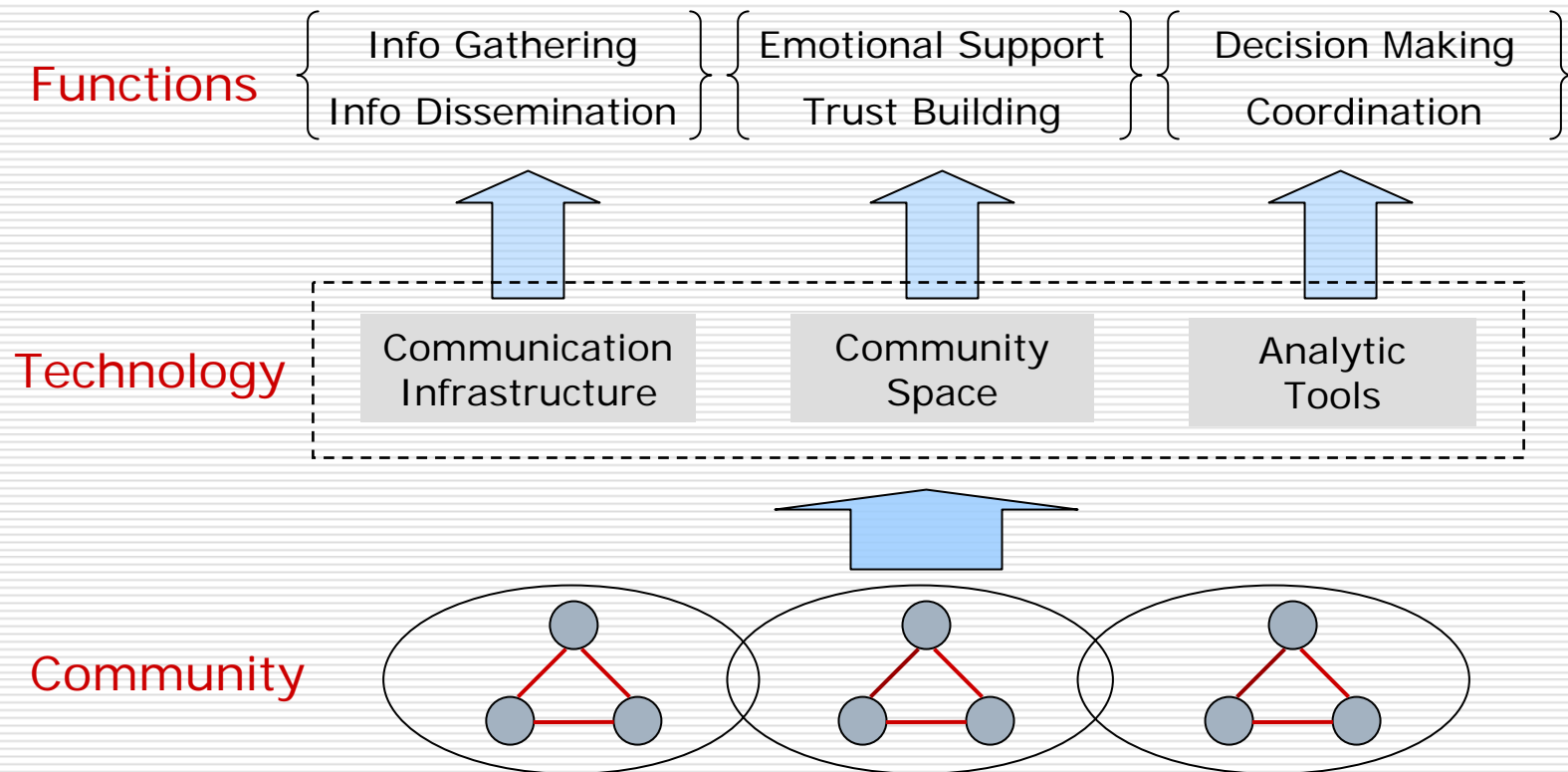
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Conceptual Design



User Studies

- Survey on social networks and communication infrastructure of a sub-community
 - A hybrid system incorporating multiple communication platforms
 - Support active social interaction
 - Start with the Web interface

 - Interviews/Meetings with ER Professionals
 - Mainly deal with “slow-moving” emergencies
 - Support mainly pre-disaster preparation and post-disaster recovery
 - Authentic, identifiable user
 - Collective filtering
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Future Steps

- ☐ Campus wide survey on motivation issues
- ☐ Mobile CRG
- ☐ Information organization and filtering
- ☐ Human moderating
- ☐ Trust, privacy, and integrity of information



Questions?

Thank you!



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