

User feedback report

Meetings:

1. 3.3.2011, LJUBLJANA
2. 31.3.2011, CELJE
3. 05.04.2011, MOZIRJE
4. 19.04.2011, MOZIRJE

LOCATIONS:

1. ADMINISTRATION OF THE REPUBLIC OF SLOVENIA FOR CIVIL PROTECTION AND DISASTER RELIEF
Vojkova cesta 61, 1000 Ljubljana
2. THE ENVIRONMENT AGENCY OF THE REPUBLIC SLOVENIA (ARSO CELJE), SECTION AREA SAVINJA
Lava 11, 3000 Celje
3. MUNICIPALITY OF MOZIRJE
Šmihelska cesta 2, 3330 Mozirje
4. FIRE STATION MOZIRJE
Savinjska cesta 29, 3330 Mozirje

We had 4 meetings with our Stakeholders / User on 3 different levels: national, regional and local level. We presented them the main goals of the project and current work on the project. We showed them the draft intervention map as a start of an improvement of the existing practise of elaboration of municipal flood protection and rescue plan. We also presented the idea how to implement all the information about the endangered locations, protection measures and all the necessary info into one map – Interactive map.

A response to our presentation the feedback was as follows:

On a state level:

- It was pointed out that the URSZR Regional Section Celje is the coordinator of a project dealing with vertical connectivity of protection and rescue plans. Contractor (a company) is preparing a common ground for the form of graphical presentation of protection and rescue plans.
- In addition we were reminded that Slovenian Environment Agency had developed a prognostic model Monte Carlo. They were interested if something like this will be included in the concept of the intervention map or CSA tool. Slovenian project partners replied that at this stage we have limited ourselves to simple static maps which will not include such models. We have kept the ambition to make a sophisticated tool but the future of CSA within the MONITOR II project is momentarily questionable.
- It was pointed out that the name of the map we presented is incorrect and should be called an '*intervention map*' and not 'protection and rescue plan' as well as '*operational protection and rescue plans*' is better than '*protection and rescue plans*', '*recommendation*' instead of '*guidelines*', as term guidelines is already in use for Slovenian legal purpose.
- The map should also include the potential route detours.
- We were reminded that the symbol that we used on the map for the temporary shelter is inadequate as it is a symbol internationally recognised as

a symbol of assembly point of a single building - not for gathering of citizens from an entire district.

On a regional level:

- It was pointed out the problems with water facilities that can't cope with flood waves anymore, the reconstruction would be necessary.
- We were pointed towards Municipality of Luče for a new (next) test area that could be interesting in the light of chain events (scenarios) - floods, landslides.
- We were told that the study 'The preparation of flood and erosion hazard maps and flood and erosion hazard classes in the Municipality of Mozirje' was elaborated for the needs of municipal spatial plan. It was made by a company Water Engineering (responsible company representative: Rok Fazarinc; study was carried out by Miha Zidarič). We were advised to ask at Municipality of Mozirje if they can provide us with an electronic copy of the study.

On municipal level:

- The idea of intervention map was welcomed and was evaluated as a step in the right direction. They highlighted the poor quality of existing municipal flood protection and rescue plans. It happens very often that plans are drawn up by someone who doesn't come from the municipality, doesn't know the region well, and he only copies some contents from the regional or state flood protection and rescue plans. Of course this description is too general for the municipal level since it contains no local importance and problems of the relevant watercourse. In their opinion, the intervention map proposed by the Slovenian partners of MONITOR II project contains plenty of information about where and who is at risk.
- When heavy rain falls, fire-fighters are immediately engaged to clean up riverbeds of critical tributaries. When water levels in rivers rise all men of civil protection unit immediately organize and place themselves on locations of potentially critical structures (bridges, culverts) and keep them clean in order to prevent (log) clogging.
- We were interested in the disposition of SOPs (standard operating procedure). We were told that they are currently established only in regional notification centres, where a SOP is fixed for each event. At the municipal level there are no SOPs of civil protection activities. (Police, fire brigade ... all have their own SOP depending on specification).
- The suggestion was made – three contents that would comprise a comprehensive approach to protection and rescue plans:
 1. Vulnerability assessment (what can happen - return period, scenarios)
 2. Intervention map - a plan of actions
 3. Working map which one could change and supplement all the time during the intervention - enter data on the number of emergency vehicles, the number of people on the set and their locations, number of residents, the number of injured persons etc.).

This would be a dynamic map (in a GIS environment or in more widely used software), updated with new information on the situation and could change during the intervention.

In addition the map would not only be useful during the intervention but could also serve as the basis for a report (which is also relevant for the refunds) and analysis of the event (on the basis of such analysis one

could determine whether the risk assessment is adequate or some items should be changed).

The fourth meeting was on a local level, with the representatives of the civil protection forces of Municipality of Mozirje.

- It was said that producing scenarios on the one hand makes sense on the other hand it is unreasonable since the number of scenarios can be immense. Many scenarios would be useless (in addition unforeseen (unwritten) scenario would happen and civil protection should improvise on the spot).
- It was said that the map could be interesting for the civil protection as some kind of printed admonishment. It could also serve as an aid for planning the necessary resources - on its basis it would be easier to predict the height of the needed funding and it would also be easier to justify the need to buy the equipment.
- We were told that the civil protection headquarters also communicates with reliable citizens (so called commissioners – persons in charge for civil protection) from all settlements within the Municipality of Mozirje. These commissioners notify the leaders involved about the situation on site. It was suggested that we draw the locations of the commissioners in the map.
- It was told that the existing municipal contingency plans usually remain untouched since headquarters itself knows best what to do. Generally they almost immediately start to notify people. They look at the flood protection and rescue plan only to find a phone number (e.g. of the person who should provide the dredger). The existing plans are extensive and complicated hence nobody wants to have a look at them.
- We got different opinions regarding the proposed intervention map. It was agreed that contingency plans should be thoroughly re-formed and rewritten and a graphical solution for presentation of information is suitable. But on the other hand would keep the number of scenarios to a minimum. They would rather get as much information as possible from the map itself – names and phone numbers of responsible persons. Due to the torrential nature of floods which occur in an instant a clear and ultimate document (referring to protection and rescue plan) is crucial.
- The map could be completed by adding intervention routes and these routes should be regularly maintained. All forest roads could be marked since they could be a solution for accessing some villages that would be cut off due to impassability of commonly used roads.
- The new Slovenian legislation was applauded to. It introduces a new approach in connecting flood and erosion hazard mapping and spatial planning. They believe that if people and administrative authorities will obey the new regulation regarding new limits in the use of land this will bring a truly welcome change.
- It was stressed that it is very important to communicate with citizens – citizen should be provided with information and ideas what one can do for his flood protection himself. People usually just wait for the fire department to come. It would be reasonable to prepare instructions for the individual measures. He praised the campaign *poplavljen.si*, especially the leaflets, which were dispensed to residents of Ljubljana. Citizens should be aware of the importance of preventive flood protection and the possibility of individual protection during the event, so that in the future they will take an active part in protecting themselves and their property when the flood event takes place.