

## Progetto GEA

# GESTIONE EMERGENZA ABRUZZO



Linea Amica  
Abruzzo

### Objective

*Accompany the resumption of the Abruzzo socio-economic fabric in order to improve living conditions of the population affected by the earthquake.*

## A PROJECT FOR ABRUZZO

Thanks to the donation of  Foundation,  
the DFP, through operational coordination of Formez,

acts



to improving living condition of population affected  
by earthquake

strengthening the work of  
the PA for the emergency  
management

accompanying the  
resumption of the  
Abruzzo's socio-economic  
fabric

## **GEA PROJECT LINES**

### **LINE 1**

**INFORMATION AND ASSISTANCE TO THE POPULATION**

### **LINE 2**

**THE PROCESS OF RECONSTRUCTION IN THE LOGIC OF RECOVERY AND PREVENTION**

### **LINE 3**

**START OF RESUMPTION AND AID TO BUSINESS CONTINUITY**

### **LINE 4**

**THE “GIS” TOOL TO SUPPORT DECISION-MAKING DURING THE RECONSTRUCTION**

## LINE 1

### INFORMATION AND ASSISTANCE TO THE POPULATION

**To make the accompaniment and assistance service,  
currently given by the Linea Amica Abruzzo Contact  
Centre, even more efficient**

*The activity is lead in close cooperation with Linea Amica Abruzzo service that  
operates at Formez in Rome and the Container of L'Aquila  
and the  
DICOMAC/Civil Protection Communication Auxiliary Function*

**LINE 1: INFORMATION AND ASSISTANCE TO THE POPULATION**

**REALIZED ACTIVITIES** : *period 1st August 2009 - 28th February 2010*

**Activities to support population**

1. Acquisition and dissemination of the contents of the regulation
2. Independent accommodation contribution (C.A.S.)
3. Census (E - F – RED ZONE) C.A.S.E. project (earthquake-proof sustainable eco-friendly compounds)
4. Damaged Goods and Expenses for Removal and Storage Reimbursement
5. Updated information on contact points of the Public Administrations re-located on the territory

Nr. contacts in presence **8.800**  
 Nr..phone contacts **31.868**

Interventions: inform citizens, arrange appointments' dates between landlords and fitter teams to check the household gas/methane equipments

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**TOTAL gas connections**  
**13.331**

## Estimated citizens attendance at Mobile Office

AVERAGE DAILY ATTENDANCE (N. PERSONS)	PERIOD	WORKING DAYS	TOTAL PERSONS PER MONTH
300	September	20	6.000
300	October	20	6.000
200	November	20	4.000
200	December	20	2.000
100	January	20	2.000
100	February	20	2.000
AVERAGE DAILY ATTENDANCE (N. PEOPLE)	PERIOD	TOTALE WORKING DD	TOTAL ATTENDANCE (N. PERSONS)
200	September - February	120	24.000

line 1: information and assistance to the population

**ONGOING ACTIVITIES**

*continues...*

**information** on how to access active measures by the government

**support activities** to citizen to facilitate formalities with the relevant bodies

**updating** on practises in production

Software **development** for investigation and management of the degree of customer satisfaction

**development** of guidelines for the immediate start-up of a Contact Center during emergencies

**Out put**

**Guidelines** for for the immediate start-up of a Contact Center during emergencies

**Modelling** organizational process with particular emphasis on roles, responsibilities and accountabilities

**Added value**

The **Linea Amica Abruzzo** service will be particularly **strengthened and made more functional and efficient for citizens and for the resumption of the territory**

**Starting-up assistance devoted to plumbing and electrical systems**

## LINE 2

### THE PROCESS OF RECONSTRUCTION IN THE LOGIC OF RECOVERY AND PREVENTION

**Strengthen the skills of technical and institutional sectors in the recovery and reconstruction, stimulating greater attention on issues of vulnerability of seismic construction and of urban systems**

**LINE 2: the process of reconstruction in the logic of recovery and prevention**

**REALIZED ACTIVITIES**

In agreement with the Abruzzo Region and the Department of Civil Protection, has been defined the

**Plan of training activities**

The new design  
criteria in seismic  
areas

**ARTICULATION**

**Nr. 4 courses**

**Duration single course:** 15 dd

**Total duration** of 4 courses: 60 dd

**Target group**

Public officials and technicians (Engineers, Architects and Surveyors) from Public Administration of the crater area.

**Nr. participants:** about 120

**Training methodology:** active lectures, group works, case studies, technical exercises and fieldwork.

*The courses will begin in April and end  
in July*

## LINE 3

### START OF RESUMPTION AND AID TO BUSINESS CONTINUITY

Study and evaluate the most appropriate manner for the resumption of economic and productive system of the province of L'Aquila

**1. Identify policies to support SMEs**

**2. Support the SUAP of L'Aquila Municipality**

**3. Promoting a supportive community**

**LINE 3: start of resumption and aid to business continuity****1. Identify policies to support SMEs****Target**

**Manufacturing SMEs affected by the earthquake in L'Aquila and its province**, small and medium enterprises (10 - 250 employees), with the exclusion of small and large companies.

**REALIZED ACTIVITIES**

- 1. Collection of Civil Defence Orders** in matters of employment and production activities and overview of the benefits in favour of the economic system of Abruzzo
- 2. Analysis of sectors** characterized by economic development opportunities
- 3. Identification of innovative sectors** in which to invest

**ONGOING ACTIVITIES**

- 1. Mapping** of the damage and loss of the production system
- 2. Study of the strategy** to support the revitalization of the productive sector, identifying the patterns of intervention and the factors that have been most effective in reactivating the economic vitality of businesses
- 3. Elaboration of a methodological proposal** on the management of the crisis in the economic and productive system as a result of disaster
- 4. Benchmarking analysis** on best practices to support economic recovery
- 5. designing a work place data recovery service for SMEs**

line 3: start of resumption and aid to business continuity

## 2. Support the SUAP of the L'Aquila Municipality *one stop shop*

### Target

Entrepreneurs and owners of productive activities

#### REALIZED ACTIVITIES

It has been joined the *One Stop Shop for Productive activities of the Municipality of L'Aquila*.

It was set an info point that has provided to collect and give information on:

1. relocation of manufacturing plants
2. census of activities and type of requests received from SUAP
3. first facilities for holders of productive activities

Approximately 1754 requests were managed

#### ONGOING ACTIVITIES

##### WEBSITE

- Analysis of current situation
- Processes and interactivity redefinition
- Updating, organizing and simplification of contents
- Website design
- Portal realization
- Testing of the new system

##### SUAP ACTIVITIES

Analysis and investigation of nearly 4,000 applications for compensation submitted by businesses destroyed or damaged by the earthquake and received from SUAP following order 3789 of PCM

line 3: start of resumption and aid to business continuity

### 3. Promoting a supportive community

*...to support the activities and policies for shared and inclusive development*

#### Target

Young people, over 45, women

ONGOING ACTIVITIES

Defining a welfare Strategic Social Plan, aimed at giving a single direction reconstruction of a supportive community

*through*

1. Recognition of the stakeholders network built on the territory
2. Coordination of strategies for access to micro credit and incentive to the creation or expansion of experience of social cooperation
3. Accompanying self-business
4. Workshop on Strategic Planning and Programming
5. Social Communication
6. Operational coordination with SUAP
8. Family and citizenship forum

## LINE 4

# THE “GIS” TOOL TO SUPPORT DECISION-MAKING DURING THE RECONSTRUCTION

**Make the work of the PA transparent for citizens,  
through the use of GIS,  
able to monitor and inform in real time  
on the physical and financial structural interventions**

line 4: the “GIS” tool to support decision-making during the reconstruction

