





Emergency services and social media

EENA Thematic Newsletter






Whether we like it or not, the mainstream adoption of social media in all of our lives is becoming increasingly apparent with some citizens expecting to be able to communicate with the emergency services via these social media channels. In this newsletter, EENA has gathered together some reference material which covers the role social media plays and will play in receiving and giving information from and to the general public as well as what solutions are in place currently and into the future.

The list of materials below is not exhaustive and if you wish to highlight any other information regarding social media and its use within the emergency service and disaster recovery framework, please don't hesitate to contact Jerome Paris (jp@eena.org). Enjoy your reading!



EENA documents

-  [Next Generation 112 Explained \(EU Emergency Services Workshop, 18 April 2012\) \(556KB\)](#)
-  [Next Generation 112 Long Term Definition standard for emergency services document \(version 1.1\) \(3222KB\)](#)

Presentations made during EENA events or conference calls

-  [Using information from social media for emergency management - Bert Bruggemans, Antwerp Fire Service, Belgium \(3694KB\)](#)
-  [Social media and the emergency services - Hester Stubbe-Alberts, Researcher / Technical Consultant, TNO, The Netherlands \(287KB\)](#)
-  [Use of social media and Twitter filter - Rein Hof, Social Media Advisor, Twente Police, The Netherlands \(2557KB\)](#)
-  [Use of social media - Luis Gestoso, General Director, 112 Murcia, Spain \(616KB\)](#)
-  [Facebook, Twitter and Emergency Management - Manfred Blaha, Ministry of Interior, Austria \(821KB\)](#)

Studies, Surveys, Articles

- [3GPP TR 22.871 V11.0.0 \(2010-12\) - 3rd Generation Partnership Project; Technical Specification Group Services and System Aspects; Study on Non-Voice Emergency Services \(Release 11\)](#)
-  [EENA's position on NOVES - Non-Voice Emergency Services \(203KB\)](#)
- [Social Media in an Emergency: A Best Practice Guide - Wellington Region Emergency Management Office \(WREMO\), 30 June 2012](#)
- [Emergency Management, Twitter, and Social Media Evangelism - Mark Latonero, University of Southern California, USA and Irina Shklovski, IT University of Copenhagen, Denmark, 2011](#)
- [Backchannels on the front lines: emergent uses of social media in the 2007 southern California wildfires - Jeannette Sutton & Leysia Palen, University of Colorado, USA and Irina Shklovski, University of California, USA, 2008](#)
- [The Evolving Role of Social Media in Emergency Management - Kristopher Hayne, EMBC, 2012](#)
- [Social media, crisis communication, and emergency management. Leveraging web 2.0 technologies - Connie M. White, 2012](#)
- [Using Social Media in Emergency and Disaster Management - Craig Thomler, 2013](#)
- [Social Media for Emergency Management: Question of Supply and Demand - Patrick Meier \(PhD\), 2013](#)
-  [Using information from social media for emergency management - Bert Bruggemans, Antwerp Fire Service, Belgium, 2013 \(2800KB\)](#)



[Identifying and confirming information and system quality requirements for multi-agency disaster management - Bharosa N., Van Zanten B., Zuurmond A., Appelman J., 2009](#)

[Microblogging for Crisis Communication: Examination of Twitter Use in Response to a 2009 Violent Crisis in the Seattle-Tacoma, Washington Area - Heverin T., Zach L., 2010](#)

[Twitter Adoption and Use in Mass Convergence and Emergency Events, Hughes A.L., Palen, L., 2009](#)

[Web 2.0 Emergency Applications: How useful can twitter be for Emergency Response? - Mills A., Chen, R., Lee, J., Rao, H. , 2009](#)

[Microblogging after a major disaster in China: a case study of the 2010 Yushu earthquake - Qu Y., Huang C., Zhang P., Zhang J., 2011](#)

[Social Software as an Infrastructure for Crisis Management - a Case Study About Current Practice and Potential Usage - Reuter C., Marx A., Pipek V., 2011](#)

[Learning from the Crowd: Collaborative Filtering Techniques for Identifying On-the-Ground Twitterers during Mass Disruptions - Starbird K., Muzny G., 2012](#)

[An online social network for emergency management - White, C., Plotnick, L., Kushma, J., Hiltz, S. R., & Turoff, M., 2009](#)

[Cell Phone Use with Social Ties during Crises: The case of the Virginia Tech tragedy - o Kavanaugh, A. L., S. Sheetz, J. B. Kim, 2010](#)

[Expectation of Connectedness and Cell Phone Use in Crisis - Sheetz, S. D., F. Quek, B. J. Kim, 2009](#)

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