







Feedback on notifications

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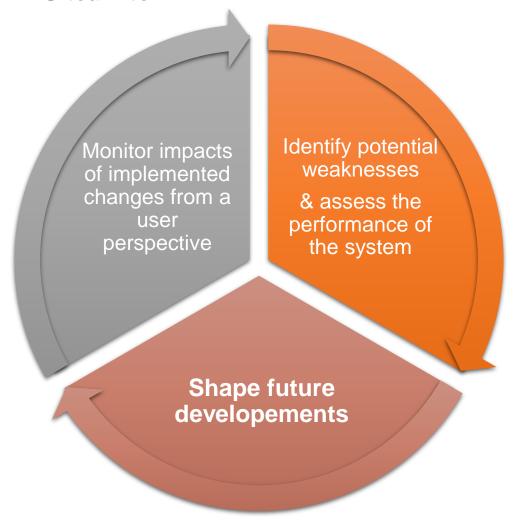


COPERNICUS
EMERGENCY
MANAGEMENT
SERVICE



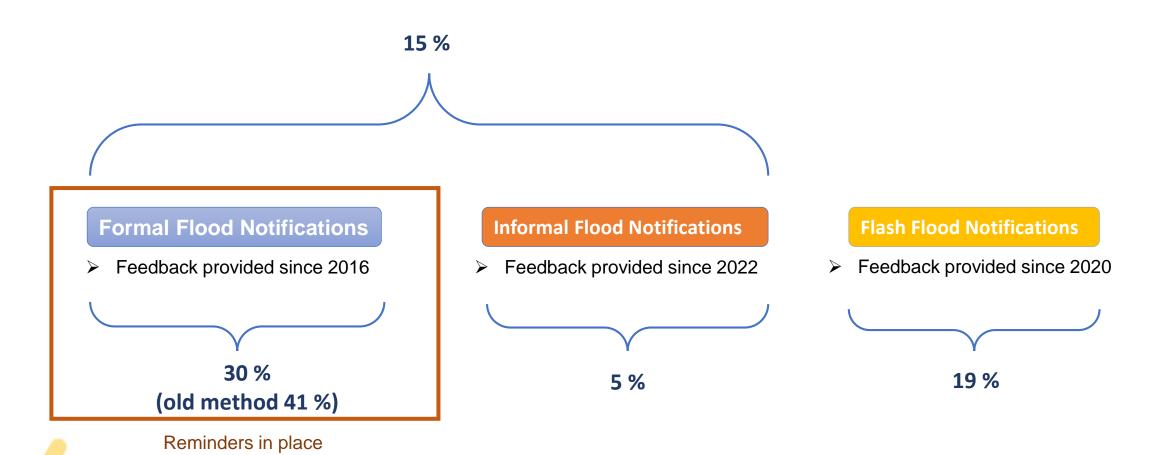
The importance of feedback collection

Feedback enables the EFAS team to:







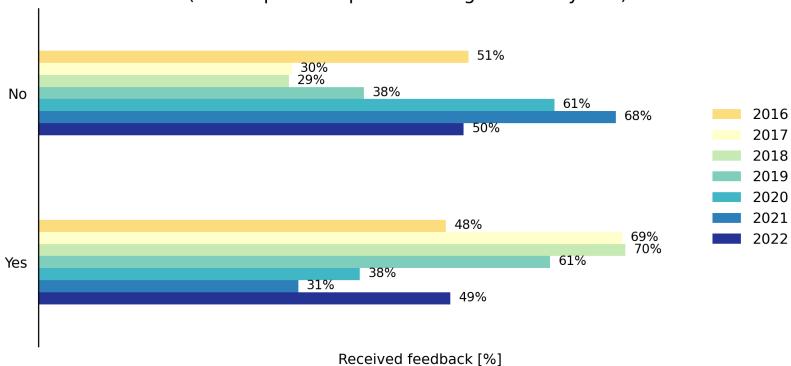






Observed Flood events: Formal and Informal Flood Notifications

Was the flood event observed in or around the area? (Return period equal to or larger than 2 years)







Main Drivers for Flood Events

- 1. Extreme rainfall
- 2. Long-lasting rainfall
- 3. Snow melt
- 4. Soil saturation

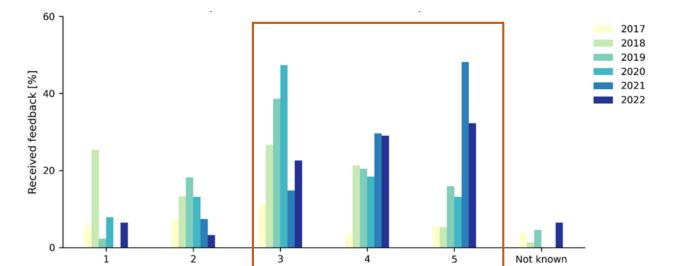




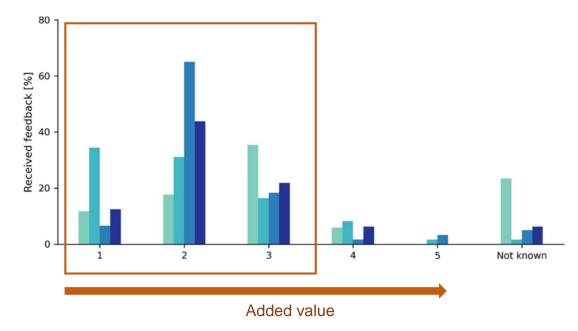


Do Informal and Formal Flood Notification have added value for the partners?

Observed:



Not observed (False Alarms):





Added value



How accurate were EFAS Flood **Notifications?**

Good accuracy good in terms of

Location:

55% of responders stated that the location of the event had been as indicated in EFAS information

> Less than last year, but still the majority



Timing:

71% of responders stated that the flood peak was observed on the predicted day

> Less than last year, but still the majority



Magnitude:

48% of responders stated that the peak magnitude was comparable to the EFAS prediction

> About 2 times as many as in the last feedback analysis

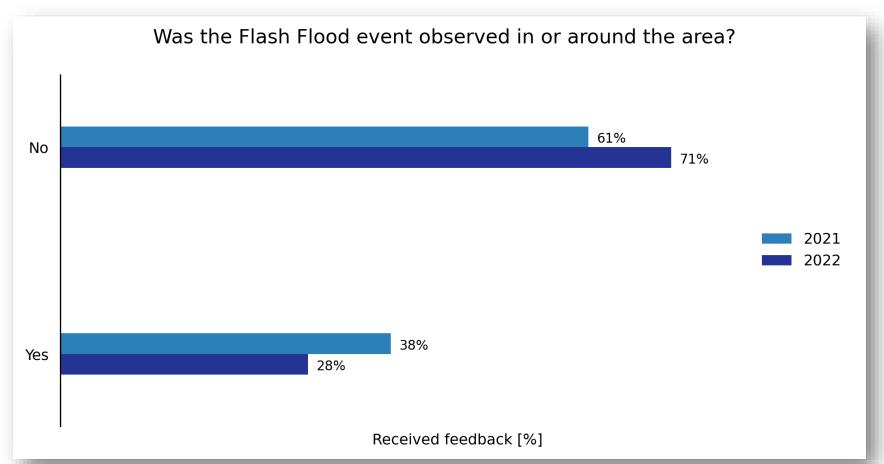








Observed Flood events: Flash Flood Notifications







Key messages:

- Remember to give feedback for the Informal and Flash Flood Notifications
 - > Shape future developements
- Reminders to give feedback have a positive effect on the feedback collection, they will be implemented for Informal and Flash Flood Notifications as well
- EFAS NEXT: Opportunity to improve accuracy further!
- Feedback collection is constantly being improved
 - Increase the number of feedbacks and make the analysis easier

We are happy to receive so many feedbacks that help develope the service, thank you!







REPORTING EFAS MISSED EVENTS

Frankfurt am Main

Neu-Isenburg

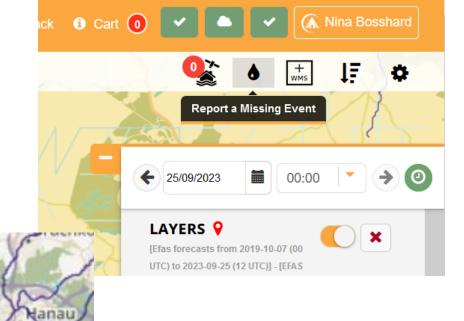
Maintal

Obertshausen

Offenback am Main

Not only collection of feedback on all types of notifications

Since 2021 there is the possibility to report missed event







ANALYSING EFAS MISSED EVENTS

Per year, three missed events are analysed by DISS

- Short, standardized assessment
- Causes for the event
- Reasons for the event being missed by EFAS
- Suggestions for improvement of the system

Reports to be shared with the partners who have reported the event!

→ Check out our help desk!









HOW WE DETERMINED THE WINNER

Incredible number of

6 partners with a feedback rate of 100% during 2022! APPL



These partners received on average (only) 2,8 EFAS formal/informal flood notifications during 2022.

The small print:

At least 5 formal/informal notifications must be received to be eligible for the award.





THE PRICE!







THE WINNER!!

An EFAS partner who received



formal/informal flood notifications during 2022.





THE WINNER!!

An EFAS partner who sent



feedbacks on formal/informal flood notifications during 2022.





THE WINNER!!

An EFAS partner who has an impressive feedback rate of



for formal/informal notifications during 2022!





