



## INVOLVING EYEWITNESSES FOR IMPROVED EARTHQUAKE INFORMATION SERVICES

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Eyewitnesses and monitoring networks have complementary views of the earthquake phenomena: networks deliver information on the earthquake itself while eyewitnesses observe its effects. Joining them dramatically improve the usefulness of rapid earthquake information for scientists, public and authorities.

The strategy developed at the European Mediterranean Seismological Centre (EMSC) takes advantage of the natural and immediate convergence of eyewitnesses on our website ([www.emsc-csem.org](http://www.emsc-csem.org)) after felt earthquakes. We developed and implemented methods for rapid and massive public involvement by both active and passive means including crowdsourcing (macroseismic questionnaires, geolocated pics), flashsourcing (analysis of Internet traffic patterns), and low-cost, community-run sensors.

We show in this presentation that combining the two improve earthquake information services for scientists, public and authorities by combining hazard and risk type of information. We will present the technical approaches, the strategy to ensure reliability, the modifications of information services, the key role of social networks and how it changes the way we interface with the public and push us to better understand citizen expectations in the immediate aftermath of an earthquake.

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