IN Volving 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) 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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