

## THE CHALLENGES:

Under a well-developed disaster management system, the Sri Lankan National Disaster Management Centre (DMC) should be aware of and should map every significant emergency incident or risk in the country, down to the level of something as minor as a broken village bridge caused by a landslide. The local road maintenance authority would issue an alert about the broken bridge to local disaster management, police, health and other authorities. This would prepare all coordinators for emergency events. Health authorities would know not to dispatch an ambulance over that bridge to pick up someone about to have a baby. Local disaster authorities would be prepared to avoid that route in an evacuation event.

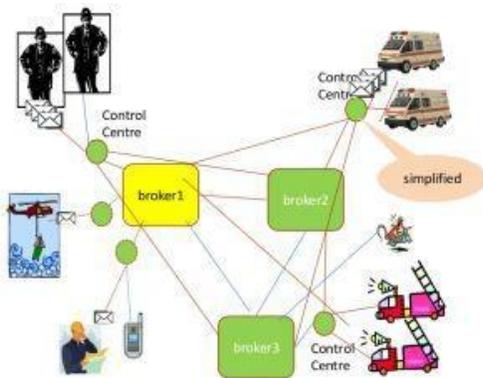


Figure 1: complexities of multi-agency emergency coordination

Such effective rescue and relief coordination among multiple agencies require:

1. Access to near real-time situational-awareness information for swift and accurate allocation of emergency response resources
2. Mobilizing Community Emergency response Team (CERT) members with localized and easy to use ICTs voice-based that do not require computer literacy and English language skills
3. Standardizing and localizing emergency data to better integrate multiple national systems for content and business interoperability

We tested several tools that can be used by government agencies to meet these challenges.

## SUMMARY OF FINDINGS

**MULTI-AGENCY SITUATIONAL-AWARENESS TOOLS**, such as the standardized free and open source Sahana software integration with the Freedom Fone Interactive Voice Response (IVR), can foster an easy to use and useful platform for sharing emergency information.

**INTEGRATED DATABASE OF INCIDENT INFORMATION:** Integrating the Sahana software with the, DMC, call centre and IVR services would result in a database of incident information. Such a database may also be leveraged as evidence for climate change adaptation policy.

## THE RESEARCH

Voice-based interfaces can better facilitate emergency communication, especially in developing countries, by leaps and bounds, opposed to traditional keypad entry data communication systems. Telephone calls are the main mode for communicating emergency



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