



Translating hazard into actionable impact information for end-users during a disaster

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This study focuses on investigating what types of hazard and impact information are relevant for decision makers. Decision makers are meant here in the broad sense of the word, e.g. government officials, crisis managers, aid organizations but also individual citizens or business owners. Despite everyone's best intentions there are examples when forecast-based hazard information has been misunderstood by officials and citizens. It is also our responsibility as researchers and forecasters, when developing end-to-end early warning systems, to facilitate end-users into making good decisions and take the best possible actions to reduce the negative impacts of a disaster upon society.

As a first step we collaborated with the Department of Civil Protection in Serbia to increase our understanding of information needs from the stakeholders perspective. It is crucial when producing forecasts and alerts for water-related hazards to understand what kind of information is useful. The timing of information in the cold and warm phases of a disaster should also be carefully considered. So what is relevant hazard information and how can it best be translated and presented in actionable impact information?