What is ITDRC?

The Information Technology Disaster Resource Center (ITDRC) is a nationwide, volunteer powered, 501(c)(3) nonprofit established in 2008 to assist communities with technology continuity and recovery after catastrophic events. Headquartered in North Texas, the organization serves as a vendor-neutral clearinghouse for in-kind communications and technology resources that benefit the whole community.

ITDRC is a trusted resource to emergency management agencies, disaster relief organizations, and the technology community. We connect survivors and responders; through an All Star team of service oriented professionals and socially responsible partners.
Tech Sector Collaboration

FEMA TSC Partners

• Cisco
• Google
• Humanity Road
• Intel
• ITDRC
• Microsoft
Quick Stats

Credentialed Members: >2,000
Surge Volunteer Pool: >5K
State/Fed Disaster Responses: >100
Communities Served: >300
Population Served: >10M
Longest Op: Joplin Tornado
Largest Op: Hurricane Maria

2019
Disaster Responses: 16
New Sites Established: 156
Total Sites Managed: 256
Volunteer Hours: 53,055
FMV Services: >5,000,000
Deployment History

ITDRC volunteers have contributed tens of thousands of hours, and deployed millions of dollars of equipment on local, state, and federally declared disasters in hundreds of US communities.

The fair market value of our contributions help offset a community's out of pocket expense for Public Assistance grants.
Service Priorities

Life Safety
- Police/Fire/EMS/Emergency Management
- Acute Care / Hospital Emergency Rooms
- Critical Infrastructure Key Resources (CIKR)

Mass Care
- Evacuee Feeding / Sheltering
- Survivor Reunification
- Medical Facility / Pharmacy Services

Community Recovery
- Volunteer & Donations Management
- Disaster Relief & Resource Centers
- Continuity of Government / Nonprofit Services

Long Term Recovery
- Survivor / Social Service Program Delivery
- Community & Educational Facilities
- Chamber of Commerce / Small Business Recovery
ITDRC Capabilities

ITDRC is the thought leader in disaster technology, and trusted source of skilled technology volunteers and in-kind Information, Communications, and Technology (ICT) resources.

- ICT volunteers in 10 Regions across the United States and Puerto Rico
- Rapidly deployable equipment caches
- Disaster Tech Task Force Program
- NIMS Type I, II, III, and IV Mobile Command Centers
- ICS, NIMS, COMx, and AUXCOMM Trained Personnel
- Critical Information Systems (CIS) Response Team
Technology Assets

ITDRC provides surge technology assets to meet the short and long term needs of a community during the Response and Recovery phases.

Available equipment includes:

- Voice/Data Infrastructure
- Notebooks / Tablets
- Workstations / Servers
- Copy / Scan / Printers
- CCTV / Video / AV
- Wireless Connectivity
- VSAT & LTE Connectivity
- LMR Radios / Repeaters
- Satellite Programming
- Analog, Cell, SATCOM, and VoIP Telephony
- Voice / Video Teleconference
Survivor Support

Shelters & Reunification Centers
Public Computers
Telephones
WiFi Internet
TV Programming
Charging Stations
NGO Support

Multi Agency Resource Center
Donations Warehouse
Reunification Center
Logistics Staging Sites
Long Term Recovery
Emergency Services Support

- Internet Connectivity
- Network Infrastructure
- Inbound Call Centers
- Radio Communications
- Computer Hardware
- Aerial Damage Assessment
- Technical Assistance
ITDRC maintains a modest fleet of Mobile Command & Communications Centers, which are available to Public Safety agencies, Relief Organizations, and Industry Partners for Emergency Operations.

Mobile equipment is staffed by qualified technology volunteers for the duration of the deployment, and may require ground support.
ITDRC maintains a roster of qualified technical resources to support community response and recovery operations.

- Network Engineering, Installation, and Support
- Voice / Telephony Installation & Management
- Systems Engineering, Administration, and Support
- Wireless Infrastructure Installation and Support
- End User Support – Hardware / Software
- Satellite Broadcast & VSAT Installation & Support
- RF Communications Tech / Spectrum Management
- Audio / Video Installation & Integration
- GIS Mapping & Geospatial Technology Integration
- Aerial and Street View Imagery / CIKR Assessment
- Data Collection / Management / Database Admin
- Tech/Functional Analysis/Process Improvement
ITDRC’s Remote Response Team (RRT) is an integral support component of our field operations, and provides volunteers with additional opportunities to contribute during disaster deployments.

RRT members also staff our Virtual Call Center, which connects disaster survivors with civic volunteer organizations providing free cleanup resources.
COVID-19 Resource Requests

Assistance Requests Received

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<th>Requests</th>
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Current 04-22-2020
Goal: Connect as many Students as possible

Target: Rural and Underserved Communities

Current Actions:
• Surveying Communities for Broadband Gap & Unmet Connectivity Needs
• Researching / Vetting Requests
• Working to identify backhaul sources

Submit Requests: https://go.itdrc.org/projectConnect
Connecting Communities in Crisis™

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