After FEMA:
The Community Recovery Playbook

All Recovery Is Local.
And It's All About Recovery

The day before disaster, a community is self-sufficient. Services run, people work, goods move. When disaster strikes, that balance shatters. First responders handle the crisis. But full recovery depends on how fast local businesses get back in business to support the rest of the community recovery.

This guide defines 1000-plus concrete actions coordinated across 80 types of local organizations which can speed recovery after a disaster by using SpotOnResponse.

These actions help a community more quickly close the gap between disaster and self-sufficient.

Introduction

All recovery is local.
And in this new era of disaster management, **it's all about recovery.**

The day before a disaster, a community is self-sufficient. **Business** drives employment, commerce, the economy. **Government** provides public safety and infrastructure. **Nonprofits** provide a social safety net and culturally enrich neighborhoods. It's not perfect—but it works. Until disaster disrupts the system.

When crisis strikes, First Responders lead the lifesaving phase. Government agencies rush to restore power, water, and basic services. FEMA once helped coordinate the second wave—restoration and recovery. No longer.

With that federal support disappearing, communities are left to manage recovery alone, often without the tools to understand what's working, what's missing, or what's holding progress back.

The only way to fill the FEMA gap is to recognize where **recovery actually happens: Block by block.** By store clerks, health workers, teachers, truck drivers, home owners, neighbors.

But that doesn't mean recovery should be improvised. It should still be **coordinated, efficient, and effective**.

That's why this Playbook exists: to show how every organization, large or small, can contribute to bringing a community back to life. Whether you run a food bank, a factory, or a farmers market, you are part of the fabric that holds people together when systems break down.

There is one factor, however, that drives recovery more than any other: **business**.

It's essential to understand that **real recovery depends on how quickly local businesses reopen**. When a they do, employees return, and goods and services start flowing. People get paychecks. Purchases resume. The local economy restarts. Taxes get paid so infrastructure gets fixed. Every reopened business triggers a chain reaction of renewal.

Which means **the key to recovery is getting businesses back in business — faster.**

That's why we created *After FEMA: The Community Recovery Playbook*.

It helps communities:

- Assemble their recovery partnerships among businesses, governments, and nonprofits.

- Assess and map the commercial recovery landscape – risks, resources, roles – before disaster hits

- Enable each organization to self-report status during a crisis to trigger the right help and monitor the community's return.

- Prioritize private-sector reopening—not just as a goal, but as a shared responsibility of governments and other partners.

- And above all: **share information freely among recovery partners** to support mutual aid and rapid action.

The Playbook complements emergency response by focusing on the next critical phase: **rebuilding everyday life.**

Practically speaking, recovery begins as soon as the danger ends – in grocery stores and gas stations, housing authorities and water boards, nonprofits and neighborhood watch groups. Not from a distant command post, but from connections across the community.

This Playbook shows what those connections can look like. The Playbook is built on the belief that recovery should be visible, participatory, and mutual. Not top-down. Not invisible Not outsourced.

Whether you're a school principal, a clinic coordinator, a business owner, or a transit supervisor, you are part of your community's resilience. You don't need a FEMA mission assignment to take action. You need a network.

SpotOnResponse powers that network. ***After FEMA: The Community Recovery Playbook*** shows you how.

How to Use This Playbook

Each entry in this playbook represents a type of organization commonly found in American communities. From food banks to fuel depots, housing authorities to hardware stores, each profile outlines how that group can prepare for and participate in community recovery using **SpotOnResponse** — a mobile app and web application built for local coordination.

Every profile follows a three-part structure:

- **Coordinate in Advance** — How the organization prepares to speed their own recovery and establish connections across the community before disaster strikes.

- **Communicate During Events** — How the organization type shares operational updates in real time.

- **Cooperate to Recover** — How an organization joins the wider effort to restore services and reopen businesses to support the community. This is our focus.

Each section is packed with **actionable tasks** tied directly to SpotOnResponse features. These aren't generic tips. They are built from field experience and powered by the actual tools used inside SpotOnResponse.

What It Looks Like in Practice

Here's how you start:

1. **Connect the right partners.** This Playbook shows you which organizations sustain the community every day and what each can do to fill FEMA's absence in an emergency.

2. **Equip them with SpotOnResponse.** Use ready-made templates for plans, rosters, road closures, shelter maps, and more — or build custom forms in minutes. It's fast, intuitive and yes... even a 12-year-old can help.
3. **Practice like it matters.** SpotOnResponse is always with you. Push notifications let you run mini-drills. Responders and organizations check in, share updates, and coordinate actions anytime, even over morning coffee. And most importantly, with each drill you are building a digital map of risks and capabilities of everyone in the community.

The result? A constantly learning, always-ready local network of the organizations which must rebuild quickly for the community to recover.

What You Need
A smartphone, tablet, or computer—whatever your team already uses.

And just one sponsor.

For $1,000/year, any business, nonprofit, chamber, or civic group can join the **SpotOnResponse Business-Community Partnership** and unlock **100 free user licenses** to equip your community.

This Playbook shows you how to build your team, share the workload, and strengthen your community's ability to recover when it matters most.

Let's get started.

Jim Morentz
Founder, SpotOnResponse LLC

About The Playbook (V3)
This Playbook was developed through an iterative collaboration between human authors and artificial intelligence. Human experts crafted prompts, guided content development, and validated all outputs. AI helped speed up the research and organize a mountain of content, but real people did the final work. Every section was reviewed, revised, and finalized by humans.

The responsibility for accuracy, utility, and relevance lies fully with the human authors. So if it's useful, credit the team. And if it misses the mark somewhere? That's on us too.

—The SpotOnResponse Team

Contents

Business & Commerce

☐ Organization Type: Banks & Credit Unions

Banks and credit unions are financial lifelines during disaster recovery, helping residents and businesses access funds, manage insurance transactions, and stabilize local economies.

Coordinate in Advance

Map assets, define roles, and pre-stage continuity plans for financial lifelines.

- ☐ Upload branch and ATM continuity plans for reference during access disruptions.
- ☐ Tag facilities, routes, or assets as IOIs and pre-load response plans using MyPlans.
- ☐ Mark essential locations for armored transport and customer access on shared map.
- ☐ Locate backup power and network redundancy details for high-priority restoration.

Communicate During Events

Deliver visibility on financial operations, staff availability, and service interruptions.

- ☐ Share real-time status updates for branch openings and closings.
- ☐ Submit SpotReports to notify partners of ATM availability, mobile banking operations, service updates or damage reports in real-time.
- ☐ Check in employees via mobile app to verify availability across multiple branches.
- ☐ Post when mobile banking units are deployed or relocated.

Cooperate to Recover

Aid economic stabilization among businesses by lending and funding information through facility status updates, resource tracking, and staff check-ins.

- ☐ Update store status using IOI status selectors (Closed → Limited → Reopen) visible to partners.
- ☐ Share field observations of damage or spoilage using SpotReports with tagged photos.
- ☐ Use heatmaps to visualize service gaps in food access by recovery stage.
- ☐ Upload donation logs, resource requests, and vendor updates as documents.
- ☐ Check in staff to confirm operational readiness or request surge support via mobile app.
- ☐ Map underserved zones needing ATM/cash access post-disaster.
- ☐ Mark facilities as IOIs and update recovery status from Closed to Limited to Reopen.
- ☐ Submit SpotReports to document field status with photos or voice recordings.
- ☐ Attach recovery plans, repair docs, or funding forms as DOIs to each facility.
- ☐ Use report view to monitor restoration progress across neighborhoods or sectors.
- ☐ Check in staff or volunteers at recovery sites using GPS-linked mobile tools.
- ☐ Connect with chambers, insurers, and grant programs for coordinated aid delivery.
- ☐ Share reopening progress and gaps in financial service access using geotagged updates.
- ☐ Exchange real-time updates on banking infrastructure damage and resource needs.

⬜ Organization Type: Big Box Stores

Big Box Stores are vital anchors of local supply chains, offering essential goods, large-scale logistics, and staging areas that can support both community response and recovery efforts before, during, and after disasters.

Coordinate in Advance

Document locations, capabilities, and recovery roles of each store.

- ⬜ Create business locations for each store and preload MyPlans with floor plans and emergency contacts.
- ⬜ Create or use templates of custom forms to capture standard inventory levels, backup generators, and logistics assets.
- ⬜ Map stores with fuel, pharmacy, or high-demand supply roles to inform partner planning.
- ⬜ Use DOIs to attach utility shutoff points, emergency supplier contacts, and access instructions.

Communicate During Events

Enable real-time communication with staff, suppliers, and public agencies.

- ⬜ Send Announcements to alert regional partners of closures, curfews, or special inventory availability.
- ⬜ Submit SpotReports with tagged images to show parking lot staging, delivery access, or supply disruptions.
- ⬜ Use business status selectors (Closed, Limited, Reopen) to share operating hours and capacity.
- ⬜ Confirm team Check-ins for shift changes, damage checks, or site security needs.

Cooperate to Recover

Support rapid community recovery through reliable services, coordination, and logistical support.

- ⬜ Post SpotReports to document store readiness, safety conditions, or reopening progress.
- ⬜ Track staff Check-ins to verify store operations and emergency roles.
- ⬜ Update IOIs with recovery-focused overlays (e.g., debris zones, access routes, delivery lanes).
- ⬜ Use report view to monitor reopening across multiple locations and identify unmet supply needs.
- ⬜ Upload community-specific support materials to MyPlans—such as donation programs, aid partner coordination plans, or repair contractor contacts.
- ⬜ Run Profile Reports to track team roles, response gaps, and coordination with emergency partners.
- ⬜ Coordinate with public safety for traffic flow, staging access, or essential goods delivery via shared maps.
- ⬜ Use SpotReports and photos to provide documentation for insurance, grant programs, or public transparency.

⬜ Organization Type: Chambers of Commerce/Main Street Associations

Chambers of Commerce and Main Street Associations are the pulse of local economic life, convening business leaders, coordinating mutual aid, and providing vital communication links before, during, and after disaster.

Coordinate in Advance

Map members, readiness needs, and mutual aid agreements before disaster strikes.

- ⬜ Upload member contact lists and essential functions using the mobile app.
- ⬜ Create IOIs for member businesses and preload MyPlans with reopening guides and assessment checklists.
- ⬜ Map key businesses with cold storage, delivery fleets, or communications roles.
- ⬜ Prepare checklists and upload business-specific recovery templates.

Communicate During Events

Connect hundreds of businesses to real-time updates, priorities, resources and post-disaster needs quickly.

- ⬜ Use SpotReports to share sector-wide damage summaries or business readiness snapshots.
- ⬜ Confirm operational status from businesses using business status reporting.
- ⬜ Send targeted updates through Announcements to business groups based on mapped location or sector.
- ⬜ Visualize area-wide readiness via uploaded member check-ins.

Cooperate to Recover

Fuel economic rebound by tracking reopening, restoring services, and supporting aid flow.

- ⬜ Disseminate business reopening data to identify momentum and unmet needs.
- ⬜ Coordinate by mapping and sharing aid resource drop points for business zones in need.
- ⬜ Map utility and permitting delays affecting recovery timelines.
- ⬜ Map business district participants as IOIs and update reopening status using status selectors.
- ⬜ Receive SpotReports from businesses with tagged images to document reopening challenges.
- ⬜ Use report view to visualize economic recovery across sectors and track unmet needs.
- ⬜ Upload grant resources, repair vendor lists, and reentry protocols to MyPlans for chamber members.
- ⬜ Coordinate volunteer business assessments using mobile check-in and custom forms.
- ⬜ Organize member collaboration by sharing mutual aid and needs custom forms.

☐ Organization Type: Construction/Trades Businesses

Construction and trade companies are vital for post-disaster rebuilding, debris removal, and infrastructure restoration. Their mobilization affects housing, utilities, and essential services.

Coordinate in Advance

Preload contractor details and site logistics to accelerate deployment.

- ☐ Register contractor profiles with skillsets, certifications, and equipment details.
- ☐ Tag job sites as IOIs and store safety plans, permits, and vendor contacts in MyPlans.
- ☐ Define staging areas and upload layout plans for debris removal and heavy equipment zones.
- ☐ Pre-identify sites with hazardous materials or specialized access needs on shared map.

Communicate During Events

Keep all stakeholders informed of site progress, safety status, and supply chain issues.

- ☐ Report site progress using photo uploads and field observations.
- ☐ Collect and publish field updates with SpotReports showing project delays or crew needs.
- ☐ Post status of material deliveries and equipment movement in real time.
- ☐ Notify inspectors or utility crews when sites are ready for next stage.

Cooperate to Recover

Rebuild faster by mapping repair status, connecting specialties, and tracking completion.

- ☐ Track work order completion and remaining gaps using map overlays and custom forms.
- ☐ Track site recovery progress with GPS-linked check-ins and DOI photo documentation.
- ☐ Use SpotReports to flag supply shortages, safety hazards, or staging updates from the field.
- ☐ Upload permits, inspection reports, and utility restoration logs to each job site's IOI.
- ☐ Visualize work zones with drawn polygons or imported overlays to coordinate crew deployment.
- ☐ Run Profile Reports to monitor personnel availability and certification status across projects.
- ☐ Coordinate inspections across multiple agencies with shared site data.
- ☐ Share availability of construction crews for mutual aid deployments.
- ☐ Post recovery timelines by zone for integration with housing and business reopenings.
- ☐ Use shared forms to document permitting steps and restoration issues.

⬜ Organization Type: Convenience Stores & Gas Stations

Convenience stores and gas stations are often the first reopened businesses after a disaster, offering critical access to food, water, fuel, and information. Their operational status affects supply chains and morale.

Coordinate in Advance

Identify and protect essential locations in the fuel supply chain before disruption occurs.

- ☐ Map fuel stations and supply stores across jurisdictions in shared platform.
- ☐ Register IOIs for each site and upload alternative emergency supply agreements and priority delivery contacts.
- ☐ Pre-load emergency fueling priority lists and alternate vendor contacts.
- ☐ Mark stores with generator capacity or secure storage capability.

Communicate During Events

Provide up-to-date visibility on site status, outages, and resupply condition, fuel, supplies, and operating hours.

- ☐ Send real-time updates about fuel availability and restocking status.
- ☐ Share inventory status or fuel disruptions through business status reporting with geotagged photos.
- ☐ Check in with staff and supply chain partners to confirm readiness.
- ☐ Share facility status changes to guide responder refueling routes.

Cooperate to Recover

Strengthen community resilience by stabilizing fast-access resources and partnerships to assure resupply coordination.

- ☐ Coordinate fuel access for emergency vehicles and mobile aid stations.
- ☐ Mark fuel stations and retail locations as Static IOIs and update status through the app.
- ☐ Submit SpotReports for inventory levels, cold storage failures, or generator use.
- ☐ Coordinate restocking by uploading supplier contact lists and delivery schedules to DOIs.
- ☐ Track accessibility issues and outages on shared maps with geotagged reports.
- ☐ Use report view to identify which locations are open, limited, or still closed post-event.
- ☐ Display neighborhood access gaps and identify priority restocking areas.
- ☐ Enable stores to request deliveries or support through recovery forms.
- ☐ Post shared reopening milestones for gas corridors and resupply zones.
- ☐ Track retail service restoration trends for food, water, hygiene supplies.

☐ Organization Type: Grocery Stores

Grocery stores serve as central access points for food, water, and daily necessities. Their reopening is a key milestone in recovery, often tied to community stability and nutrition access.

Coordinate in Advance

Ensure food availability by mapping essential stores, supply chains, and refrigeration dependencies.

- ☐ Create IOIs for each store and use MyPlans to store emergency contacts, priority routes, and vendor files.
- ☐ Pre-stage continuity plans and upload cold-chain supply details.
- ☐ Identify stores with emergency food storage or nonprofit donation roles.
- ☐ List alternate supplier networks in mobile app directory.

Communicate During Events

Keep agencies, suppliers, and communities informed of food availability and store conditions.

- ☐ Post opening hours and inventory status to shared platform.
- ☐ Submit SpotReports from the field to show photos of store damage or spoiled goods, spoilage, or power restoration updates.
- ☐ Submit to assist with aid requests.
- ☐ Alert partners of restocking schedules and access restrictions.

Cooperate to Recover

Drive local recovery by stabilizing food access with recovery timelines, geotagged reports, and cross-sector coordination.

- ☐ Coordinate with food banks and delivery providers to meet critical needs.
- ☐ Update store status using IOI status selectors (Closed → Limited → Reopen) visible to partners.
- ☐ Share field observations of damage or spoilage using SpotReports with tagged photos.
- ☐ Use heatmaps to visualize service gaps in food access by recovery stage.
- ☐ Upload donation logs, resource requests, and vendor updates as DOI documents.
- ☐ Check in staff to confirm operational readiness or request surge support via mobile app.
- ☐ Track inventory levels by neighborhood to prioritize deliveries.
- ☐ Use mobile surveys to assess recovery challenges in food access.
- ☐ Share trends on food availability and high-demand items to assist planning.
- ☐ Monitor cold storage reliability and coordinate maintenance via alerts.

☐ Organization Type: Hardware/Home Improvement Stores

Hardware and home improvement stores are essential supply nodes for rebuilding homes, restoring utilities, and supporting neighborhood-level repairs. Their role expands in the weeks after disaster.

Coordinate in Advance

Pre-stage building recovery materials and service contacts for fast access.

- ☐ Map store locations, warehousing capacity, and generator access on shared platform.
- ☐ Tag each location as an IOI and use MyPlans to store vendor lists and emergency supplier protocols.
- ☐ Preload recovery product inventory lists and supplier contact information.
- ☐ Tag facilities with roles in tarp, plywood, or sanitation distribution.

Communicate During Events

Alert community partners about available tools, generators, and supplies during response.

- ☐ Post restocking updates and material availability in mobile app.
- ☐ Use SpotReports to broadcast hardware supply availability or repair kit distribution status.
- ☐ Check in staff and delivery crews to confirm store and fleet status.
- ☐ Use field reports to show damage conditions or anticipated reopening times.

Cooperate to Recover

Support local rebuilds by tracking supply chains, sharing status, inventory visibility, and coordination tools.

- ☐ Coordinate supply access for nonprofits, builders, and public works crews.
- ☐ Visualize supply shortfalls by neighborhood to guide resource deliveries.
- ☐ Mark store locations as IOIs and assign status to reflect open or limited operation.
- ☐ Use SpotReports to report inventory changes or distribution activities.
- ☐ Upload generator instructions, safety bulletins, or shelter supply guides as DOIs.
- ☐ Enable customer check-ins to request urgent items or verify location capacity.
- ☐ Use report view to track inventory availability and store status by zone.
- ☐ Provide live updates on generator, plumbing, and roof repair essentials.
- ☐ Share surge demand trends with emergency managers to anticipate needs.
- ☐ Enable mobile requests for bulk materials or pickup coordination.

☐ Organization Type: Hotels/Motels/Lodging

Hotels and motels become temporary housing sites for displaced residents, emergency workers, and volunteers. Their availability affects mobility, safety, and service restoration.

Coordinate in Advance

Catalog room capacity, special needs access, re-entry procedures and staff availability in advance.

- ☐ Upload emergency occupancy plans and list special use agreements.
- ☐ Create IOIs for each property and use MyPlans to save contact information, ADA access data, and overflow planning protocols.
- ☐ Tag facilities with generator backup and accessible accommodations.
- ☐ Prepare re-entry readiness checklists and contact rosters in the app.

Communicate During Events

Alert partners when shelter space opens or evacuee reception shifts due to damage or capacity by linking lodging capacity with local needs.

- ☐ Update room availability and guest types (displaced, responder, etc.) via app.
- ☐ Share status changes such as closures, utility loss, or safety concerns.
- ☐ Notify responders of lodging capacity by proximity or sector role.

Cooperate to Recover

Support displaced residents, workers, and responders through visible, flexible lodging coordination with housing agencies and partner organizations.

- ☐ Mark hotel IOIs and track operational status with Closed → Limited → Reopen tags.
- ☐ Share room counts, evacuee intake policies, and support needs via SpotReports.
- ☐ Upload agreements with emergency managers or nonprofit housing partners to DOIs.
- ☐ Enable facility check-ins to coordinate staff, volunteers, and guest movement.
- ☐ Map shelter coverage and gaps to coordinate with social services and emergency response.
- ☐ Coordinate housing of mutual aid workers and medical teams with local EOCs.
- ☐ Map lodging zones to assist shelter transition planning.
- ☐ Share long-term vacancy trends to support housing and recovery placement.
- ☐ Use shared forms to track occupancy patterns and aid reimbursements.
- ☐ Enable hotel check-ins and guest status for cross-agency visibility.

☐ Organization Type: Industrial & Manufacturing Facilities

Industrial and manufacturing facilities provide essential production, storage, and logistics functions—often involving hazardous materials, specialized labor, or key infrastructure inputs.

Coordinate in Advance

Secure plant continuity, workforce logistics, and resupply strategies by mapping facility roles, and critical dependencies in coordination with emergency operations.

- ☐ Identify locations with vital supply chain or hazardous materials significance.
- ☐ Create IOIs for factory locations and supplier routes; upload business continuity and reentry plans to MyPlans.
- ☐ Upload business continuity plans and access protocols to shared profiles.
- ☐ Pre-stage custom forms for reporting status of production lines and worker readiness.

Communicate During Events

Ensure visibility into hazardous sites, production readiness, and workforce status by notifying partners and customers about shutdowns, damage, or production restart status.

- ☐ Post operational status updates for plants, warehouses, and support facilities.
- ☐ Use SpotReports to flag utility outages, crew availability, or contamination issues.
- ☐ Notify logistics partners about inventory or transport disruptions.
- ☐ Coordinate with emergency managers on re-entry or inspection requirements.

Cooperate to Recover

Support economic and supply chain recovery through shared status, staffing, materials data, and recovery priorities.

- ☐ Track production restarts across the region using mapped updates.
- ☐ Track reopen status using IOIs across facilities and supply routes.
- ☐ Upload vendor recovery schedules, damage assessments, and safety notices to DOIs.
- ☐ Use check-ins to show staff return-to-duty rates and site reactivation progress.
- ☐ Submit SpotReports to highlight production delays or public safety issues.
- ☐ Map supply disruptions and restoration timelines for regional coordination.
- ☐ Enable coordination of industrial mutual aid (equipment, labor, tech).
- ☐ Connect with energy providers to prioritize facility restoration.
- ☐ Share resource gaps with local and state recovery coordinators.
- ☐ Use shared recovery forms to document output restoration by sector.

☐ Organization Type: Insurance Agencies & Adjusters

Insurance agencies are among the most sought-after service providers after a disaster, helping residents and businesses navigate claims, inspections, and financial recovery.

Coordinate in Advance

Pre-map service areas, contact zones, and priority response clients.

- ☐ Upload office locations and mobile claim team assignments to shared platform.
- ☐ Tag service zones and claims offices as IOIs and preload MyPlans with adjuster rosters and claim packet templates.
- ☐ Preload frequently needed policy and contact resources for post-disaster access.
- ☐ Define target outreach zones and inspection routes on shared map overlays.

Communicate During Events

Maintain active communication with clients, adjusters, and partners across the map.

- ☐ Broadcast status updates to client communities and partner networks.
- ☐ Use Announcements to share available staff, field visits, or documentation timelines.
- ☐ Notify local response partners when mobile claim centers are deployed.
- ☐ Check in staff across multiple field sites using mobile app features.

Cooperate to Recover

Accelerate claims resolution and recovery through mobile data, shared updates, and collaboration.

- ☐ Coordinate claim prioritization with local government and business associations.
- ☐ Enable cross-agency visibility into coverage zones and inspection progress.
- ☐ Assign status to offices and mobile units via IOI status tags.
- ☐ Upload inspection logs and escalation procedures to DOIs.
- ☐ Check in adjusters from field locations or recovery centers.
- ☐ Submit Damage Collector with damage photos or client interaction notes.
- ☐ Map recovery zones by claims activity or adjuster deployment.
- ☐ Share geotagged documentation of claims activity to support recovery metrics.
- ☐ Respond to unmet needs identified by recovery teams through dynamic updates.
- ☐ Assist mapping of recovery delays tied to coverage gaps or claim backlogs.

Organization Type: Logistics & Delivery Companies

Logistics and delivery companies are the veins of disaster recovery—moving food, fuel, medicine, materials, and emergency equipment across a disrupted region.

Coordinate in Advance

Pre-map anticipated evacuation routes, staging sites, and fleet details of short-haul logistics for fuel, food, and retail access to speed post-disaster movement.

- Register fleet assets, warehouse locations, and driver contact info in app.
- Register logistics hubs and trucks as IOIs and create custom data collection forms for routing sheets integrated with service maps.
- Define staging areas and priority delivery routes using shared maps.
- Upload fuel access plans and alternative routing strategies.

Communicate During Events

Push delivery updates, delivery capacity, outage alerts, and road hazards to partners and drivers .

- Post driver check-ins and delivery route completion using mobile status tools.
- Use SpotReports to broadcast ETA changes, reroutes, or access conditions with tagged maps.
- Update partners on supply arrival times or route disruptions.
- Alert responders to available transport capacity for mutual aid loads.

Cooperate to Recover

Support coordinated recovery by linking transport networks and mapping driver coverage, facility operations, and evolving distribution needs.

- Map logistics flow to identify bottlenecks and coordinate solutions.
- Assign reopen or limited status to each delivery hub or region in IOIs.
- Upload fuel logs, reroute plans, or client SLAs to DOIs for coordination.
- Check in drivers from drop locations to track service activity and route progress.
- Use SpotReports to show unloading delays or damaged deliveries.
- Map zones served and service disruptions across critical lifeline commodities.
- Enable inventory tracking across multiple supply chains.
- Use SpotReports to show deliveries completed or delayed by sector.
- Coordinate between NGOs, local government, and retailers for surge movement.
- Share availability of cold chain or hazardous materials delivery capacity.

☐ Organization Type: Multi-Tenant Office Buildings & Business Parks

Multi-tenant office spaces and business parks host a range of professional, health, and service tenants whose recovery affects economic and civic continuity.

Coordinate in Advance

Map office complexes and tenants with backup systems to support recovery visibility and access management.

- ☐ Use IOIs to represent buildings with suite lists, landlord contacts, and reentry timelines.
- ☐ Upload tenant lists with emergency contacts and business continuity roles.
- ☐ Mark buildings with shared infrastructure (generators, HVAC, comms hubs) on maps.
- ☐ Define re-entry protocols and inspection priorities using mobile forms.

Communicate During Events

Update tenants, vendors, and responders on facility status, tenant access, infrastructure status, and safety protocols.

- ☐ Send operational updates to tenants and responders about access and utilities.
- ☐ Post Announcements when elevator, water, or safety systems are compromised or restored.
- ☐ Use SpotReports for access control changes, reopening updates, or infrastructure damage.
- ☐ Coordinate check-ins from multiple tenant reps to confirm reopening readiness.

Cooperate to Recover

Coordinate safe reoccupation through phased re-entry and building-wide recovery services.

- ☐ Map phased reopening by floor, tenant type, or building block.
- ☐ Track infrastructure restoration (e.g., HVAC, water) to guide recovery crews.
- ☐ Enable cross-tenant resource sharing for supplies, power, and labor.
- ☐ Track suite status, entry permissions, and operational readiness using IOIs.
- ☐ Upload reopening SOPs, HVAC inspection results, and site maps to DOIs.
- ☐ Check in vendors, inspectors, and tenant reps by time or zone.
- ☐ Post SpotReports on hazards, utility outages, or crowd control needs.
- ☐ Map tenant return and building readiness by sector or lease group.
- ☐ Host shared recovery updates and coordinate aid with property managers.
- ☐ Share verified status to help tenants notify clients, insurers, and vendors.

☐ Organization Type: Personal Improvement (Barber Shops/Salons, Fitness Studios/Gyms)

These small businesses provide community anchors, social connection, and personal well-being. Their rapid recovery boosts morale and signals local normalcy.

Coordinate in Advance

Map personal care and fitness venues to Identify storefronts, contacts, and priority reopening needs in advance.

- ☐ Map locations and tag services offered to support mutual aid opportunities.
- ☐ List business owner contacts and safety protocols in mobile directories.
- ☐ Preload recovery checklist forms for fast reopening readiness reports.

Communicate During Events

Notify staff, clients and regulators of reopening, schedule changes, closures, safety updates or access restrictions.

- ☐ Broadcast reopening announcements and service availability via app.
- ☐ Post staff check-ins and facility readiness from each site.
- ☐ Relay health or utility alerts that may affect business operations.

Cooperate to Recover

Support small business revival through shared visibility and recovery tools.

- ☐ Coordinate reopening schedules with neighboring businesses or districts.
- ☐ Track reopening status and operational changes using IOIs.
- ☐ Upload service menus, reopening protocols, and pricing updates to DOIs.
- ☐ Check in providers, cleaners, and reception teams by shift.
- ☐ Post SpotReports about client demand, health compliance, or access issues.
- ☐ Map service recovery by type and location cluster.
- ☐ Share supply needs and status with local chambers or recovery partners.
- ☐ Document damage and status via photos and status reports for local aid.
- ☐ Connect with local mental health or wellness campaigns during early recovery.
- ☐ Map business recovery milestones to reflect morale and social engagement.

☐ Organization Type: Real Estate & Property Managers

Property managers and real estate professionals are pivotal in damage assessment, tenant communication, insurance processing, and housing recovery.

Coordinate in Advance

Identify properties, listings, offices, and partner spaces for rapid housing reengagement, and prep assessment tools.

- ☐ Register properties with square footage, use type, and occupancy data as IOIs that might be suitable for recovery occupancy.
- ☐ Upload site plans and emergency procedures in shared resource folders.
- ☐ Design custom forms to streamline building inspections and damage reports.

Communicate During Events

Deliver live updates on property conditions and safety checks, update partners and residents on available properties, relocation options, or damage alerts..

- ☐ Post inspection status and photos directly from the field.
- ☐ Use SpotReports to show open houses, units available, or inaccessibility notes.
- ☐ Check in staff or tenants to confirm access and hazard clearance.
- ☐ Send alerts about repair progress, safety hazards, or new entry permissions.

Cooperate to Recover

Connect displaced residents with housing through location tagging, alerts, and progress tracking to accelerate housing and workspace recovery through coordinated reporting and re-entry.

- ☐ Track damage assessments across holdings to prioritize action.
- ☐ Track available properties by type and status using IOIs and filters.
- ☐ Upload listings, lease forms, and repair timelines to DOIs.
- ☐ Use check-ins to confirm agent or inspector visits.
- ☐ Submit SpotReports for new availability or showing challenges.
- ☐ Map vacancy trends and short-term vs long-term housing options.
- ☐ Coordinate repair vendors and inspection agencies using mapped schedules.
- ☐ Use shared data to support insurance claims and temporary relocation needs.
- ☐ Enable recovery status transparency for owners, tenants, and city officials.
- ☐ Identify buildings ready for occupancy to support housing recovery.

☐ Organization Type: Restaurants/Food Service Providers

Restaurants and food providers serve as central nourishment hubs and economic drivers. Their comeback supports workers, public health, and community identity.

Coordinate in Advance

Prepare kitchens and mobile vendors to serve responders and displaced residents by mapping locations, cold storage assets, and supplier links.

- ☐ Register cold storage or commercial kitchen capabilities in mobile app.
- ☐ Register restaurants and food trucks as IOIs and preload menus, equipment specs, and shift plans to MyPlans.
- ☐ Upload alternate menus and safe food handling protocols post-disaster.
- ☐ Pre-tag locations with outdoor or mobile service options for early reopening.

Communicate During Events

Track food donations, community kitchens, and service gaps and post food availability, reopening timelines, and safety updates.

- ☐ Post hours, capacity limits, and meal availability to shared platform.
- ☐ Check in staff and kitchen teams for scheduling and safety confirmations.
- ☐ Alert partners when restocking or supplier delays affect service.

Cooperate to Recover

Drive recovery by feeding responders, reconnecting workers, and coordinating with food systems.

- ☐ Track food service recovery using SpotReports and reopen status filters.
- ☐ Upload menus, donation logs, and safety inspection documents to each site's DOI.
- ☐ Coordinate meal pickups and deliveries by tagging staging areas and recipient locations.
- ☐ Use mobile check-in to confirm volunteer shifts and kitchen deployment.
- ☐ Map food desert coverage and unmet demand by population area.
- ☐ Partner with relief organizations to prepare or distribute meals.
- ☐ Share kitchen resources with nonprofits or shelters temporarily.
- ☐ Use SpotReports to notify others when reopening or services resume.
- ☐ Map areas with food access gaps and prioritize mobile/drive-up service.
- ☐ Enable customer feedback or health surveys via custom recovery forms.

☐ Organization Type: Shopping Malls & Retail Centers

Retail centers are both economic engines and community gathering spaces. Their recovery supports jobs, supplies, and social reconnection.

Coordinate in Advance

Register retail complexes and anchor stores for visibility on phased reopening and access control.

- ☐ Map centers by anchor tenants, access roads, and utility dependencies.
- ☐ List retail contacts and emergency procedures in shared mobile directory.
- ☐ Upload re-entry checklists and storefront readiness assessments.

Communicate During Events

Keep facility managers and retailers, tenants, and responders aligned with real-time updates on operating status, hours, or facility changes

- ☐ Share status of mall infrastructure (e.g., HVAC, fire systems, security).
- ☐ Use SpotReports to share reopening progress, safety notes, or event updates.
- ☐ Update tenant access conditions and reopening windows.
- ☐ Notify suppliers of access changes or restocking timelines.

Cooperate to Recover

Synchronize recovery across multiple tenants, logistics chains, and public access services.

- ☐ Coordinate cleanup and recovery efforts among property owners and tenants.
- ☐ Track mall status, anchor store openings, and utility status using IOIs.
- ☐ Upload signage plans, crowd control maps, and safety documents to DOIs.
- ☐ Check in retail staff, service providers, and event teams by site.
- ☐ Post SpotReports for occupancy trends, damage zones, or security events.
- ☐ Map consumer access restoration and foot traffic return.
- ☐ Visualize reopening status across tenants to support economic recovery.
- ☐ Track deliveries, parking access, and public transport availability.
- ☐ Enable resource sharing between mall tenants and local aid groups.
- ☐ Use shared tools to log requests for signage, safety supplies, or repairs.

☐ Organization Type: Small and Independent Business, Retailers

Independent retailers are deeply embedded in their communities. Their recovery brings back jobs, services, and daily rhythms that signal stabilization.

Coordinate in Advance

Map independent business locations and storefronts for localized economic recovery visibility.

- ☐ Map store locations and upload contact information for business owners.
- ☐ Create custom checklists for damage assessment and reopening needs.
- ☐ Upload insurance contacts, vendor lists, and staffing plans into profiles.

Communicate During Events

Post updates that help customers, partners, and responders understand your status or temporary closures.

- ☐ Share live updates on hours, access, or service interruptions via app.
- ☐ Use SpotReports for site updates, stock alerts, or recovery highlights.
- ☐ Notify suppliers and customers of reopening status with geotagged posts.
- ☐ Post photos or notes about damage, cleanup, or community needs.

Cooperate to Recover

Accelerate neighborhood revival through visibility, partnerships, and shared recovery momentum by sharing through SpotOnResponse.

- ☐ Coordinate with local BID or chamber on shared reopening efforts.
- ☐ Contribute to mutual aid requests for supplies or services.
- ☐ Track shop status, supply access, and open hours via IOIs.
- ☐ Upload promotional flyers, financial aid documents, and reentry info to DOIs.
- ☐ Check in owners and staff by shift, zone, or delivery time.
- ☐ Post SpotReports on consumer feedback, vendor shortages, or operational shifts.
- ☐ Map small business reactivation and unmet needs by district or industry.
- ☐ Track neighborhood-wide recovery trends using shared reopening markers.
- ☐ Collaborate on block-level promotions, events, or shared support.
- ☐ Use platform tools to flag unmet needs or recovery delays.

Infrastructure & Services

⬚ Organization Type: Airports & Aviation Services

Airports are hubs for emergency logistics, supply delivery, and reestablishing mobility. Their functionality supports medical aid, personnel movement, and economic continuity.

Coordinate in Advance

Map facilities, terminals, and fuel storage, support facilities for reentry and service restoration.

- ☐ Upload airfield maps, hangar capacity, and fuel storage info.
- ☐ List primary and backup points of contact for air traffic operations.
- ☐ Identify aviation assets (aircraft, tugs, runways) on shared maps.

Communicate During Events

Notify aviation stakeholders of access updates, operational status, airspace restrictions, or weather impacts.

- ☐ Post updates on airport status, fuel availability, and runway conditions.
- ☐ Use SpotReports to broadcast TFRs, NOTAM updates, or site status to non-airport and non-regulatory agencies.
- ☐ Alert partners to medevac capability or supply arrival windows.
- ☐ Coordinate security and access permissions with public safety teams.

Cooperate to Recover

Link air mobility with recovery supply chains and responder logistics to support air operations recovery.

- ☐ Coordinate inbound deliveries with logistics and aid agencies.
- ☐ Track personnel movement via private and charter flights.
- ☐ Tag phased reopenings by facility type and runway serviceability.
- ☐ Upload flight status protocols, inspection reports, and facility maps to DOIs.
- ☐ Check in ground crews, controllers, and maintenance teams by shift or gate.
- ☐ Post SpotReports on access limitations, fuel status, or lighting issues.
- ☐ Map airfield recovery progress and partner coordination zones.
- ☐ Map flight corridors for mutual aid access or medical evacuations.
- ☐ Use shared dashboards to document throughput and recovery milestones.
- ☐ Notify responders of any service delays or changing air access conditions.

☐ Organization Type: Cooperative Telephone & Broadband Providers

Telecom co-ops are lifelines for communication, remote services, and emergency coordination—especially in rural or underserved regions.

Coordinate in Advance

Map infrastructure, subscriber areas, backup system,s and tower zones for restoration tracking.

- ☐ Map service areas and central office locations across coverage zones.
- ☐ Upload response plans for tower repairs and cable restoration.
- ☐ Tag critical infrastructure with generator support and technician access.

Communicate During Events

Keep partners informed of communication network outages, repair efforts, and signal strength.

- ☐ Post updates on service restoration and estimated return times.
- ☐ Use SpotReports to post downed lines, restoration notices, or safety risks.
- ☐ Coordinate with emergency managers to restore priority users (hospitals, shelters).
- ☐ Check in technician crews and track their repair progress live.

Cooperate to Recover

Restore digital access and strengthen service continuity that powers recovery communication and notify members and partners of restoration progress or outages..

- ☐ Map remaining outage zones to guide public information campaigns.
- ☐ Enable co-ops to share restoration timelines and barriers with the community.
- ☐ Assign IOIs to infrastructure and towers with recovery status.
- ☐ Upload outage maps, reroute instructions, and contact trees to DOIs.
- ☐ Check in tech crews by zone and shift.
- ☐ Post SpotReports for access issues, cable damage, or work complete.
- ☐ Map service resumption and member connectivity progress.
- ☐ Track field service completion using geotagged reports.
- ☐ Coordinate spare parts or equipment sharing across co-ops.
- ☐ Visualize service gaps that intersect with health, education, or public safety.

☐ Organization Type: Information Technology Providers/Support Companies

IT service providers support recovery across all sectors—restoring networks, enabling remote work, and securing digital infrastructure.

Coordinate in Advance

Inventory IT providers and managed services zones, support teams, and remote recovery tools for digital recovery and cybersecurity needs.

- ☐ Upload client infrastructure maps, backup protocols, and IT staffing plans.
- ☐ Create custom forms to assess system damage or service needs.
- ☐ Pre-tag high-priority facilities like clinics, emergency ops, and schools.

Communicate During Events

Deliver real-time updates on digital infrastructure, digital access issues, updates, or restoration progress..

- ☐ Use SpotReports to flag outages, phishing risks, or patch deployments.
- ☐ Notify clients and partners of recovery status by service type or facility.
- ☐ Use check-in tools to track team readiness and field visits.
- ☐ Share known outage zones and workaround options with users.

Cooperate to Recover

Accelerate recovery by stabilizing tech services and remote coordination capacity.

- ☐ Coordinate restoration of internet, VOIP, and data systems across clients.
- ☐ Track client readiness and digital recovery by IOI region.
- ☐ Upload patch notes, advisories, and coordination logs to DOIs.
- ☐ Check in techs by site and work order stage.
- ☐ Post SpotReports on outage fixes, device issues, or access needs.
- ☐ Map recovery across IT networks, data systems, and support tiers.
- ☐ Support remote work by flagging network availability and safe access zones.
- ☐ Assist government or nonprofit users with setting up temporary IT hubs.
- ☐ Visualize overlap of digital service with community recovery priorities.
- ☐ Enable users to report issues via recovery forms or map-based updates.

☐ Organization Type: Military Installations (Active Duty or Reserve Bases)

Military bases often support disaster logistics, staging, communications, and infrastructure repair. Their participation requires coordination and visibility.

Coordinate in Advance

Map base locations, facilities, coordination channels for emergency response command units, and staging zones to support coordination and access control..

- ☐ Use IOIs to map key military zones.
- ☐ Register base contacts and support functions within shared platform.
- ☐ Upload base maps and mutual aid agreements with civil authorities.
- ☐ Tag key assets (transport, medical, logistics) available for support roles.

Communicate During Events

Provide situational awareness and coordination details on availability, mission status, and support capabilities to civil authorities and mutual aid partners.

- ☐ Broadcast mission updates and availability through secure updates.
- ☐ Use SpotReports to post mission status, unit activity, or public coordination alerts.
- ☐ Alert responders to changing deployment zones or staging sites.
- ☐ Use status check-ins to coordinate with civilian agencies and partners.

Cooperate to Recover

Enable structured integration of military support into community recovery through secure mapping, real-time check-ins,.

- ☐ Coordinate use of facilities for shelters, logistics hubs, or aid delivery.
- ☐ Map equipment or engineering teams available to assist with infrastructure.
- ☐ Track readiness, capacity, and mission scope by IOI type and status.
- ☐ Upload coordination protocols, briefings, and shared SOPs to DOIs.
- ☐ Check in units and mutual aid crews during mobilization.
- ☐ Post SpotReports for mission progress, security issues, or resource delivery.
- ☐ Map coordination points and activity zones across jurisdiction boundaries.
- ☐ Track military-civilian collaboration by mission type or deployment zone.
- ☐ Post sitreps and status summaries viewable by interagency teams.
- ☐ Log mutual support actions and unmet needs for planning and documentation.

☐ Organization Type: Private Security/Facility Management Firms

Private security and facility management firms play critical roles in protecting infrastructure, coordinating access, and restoring services during disaster recovery.

Coordinate in Advance

Identify buildings, assign contacts, and prepare access protocols for continuity using contracts for post-disaster access control and reentry support.

- ☐ Register facility sites with embedded security and maintenance contacts.
- ☐ Register each contract site as an IOI and upload reentry rosters, credentials, and SOPs to MyPlans.
- ☐ Upload emergency procedures, access rosters, and safety plans.
- ☐ Tag sites with critical function (e.g., medical, data, logistics) or restricted access rules.

Communicate During Events

Provide property owners and emergency managers real-time updates on facility safety, access control, staff coverage, post-disaster access and staffing.

- ☐ Post updates on security breaches, facility damage, or cleared access.
- ☐ Use SpotReports to share who is on-site, conditions observed, or interruptions to access.
- ☐ Check in team members from multiple locations to verify coverage.
- ☐ Notify tenant organizations of safety status or temporary restrictions.

Cooperate to Recover

Support facility-based secure recovery through presence tracking, contract site status, and mutual aid offers by coordinating across property owners, tenants, and responders.

- ☐ Coordinate re-entry schedules with landlords and public safety partners.
- ☐ Track recovery of facility systems like elevators, HVAC, or fire suppression.
- ☐ Tag client sites and status using IOI tools for visibility and coordination.
- ☐ Check in guards and maintenance crews from each location in real time.
- ☐ Upload site inspection logs, security alerts, and contract guidelines to DOIs.
- ☐ Submit SpotReports on vandalism, unlocked sites, or urgent facility needs.
- ☐ Map coverage gaps and mutual aid availability for secure reentry zones.
- ☐ Enable visibility on multi-building or campus recovery plans.
- ☐ Assist responders by managing physical access to high-value sites.
- ☐ Share service restoration status and unmet needs with citywide coordination efforts.

⬜ Organization Type: Public Transit Agencies

Public transit agencies provide critical movement for residents, responders, and essential workers. Their recovery shapes community access and economic rebound.

Coordinate in Advance

Map lines, depots, and contingency routes to coordinate service continuity and rerouting.

- ⬜ Upload route maps, driver contact rosters, and depot layouts.
- ⬜ Register fixed assets and rolling stock hubs as IOIs and preload MyPlans with detour maps and fleet contacts.
- ⬜ Predefine alternate service plans for disaster-disrupted corridors.
- ⬜ Mark transit assets (buses, railcars, shelters) on shared maps.
- ⬜ Identify SOPs, emergency protocols, and evacuation plans to specific facilities for fast retrieval.
- ⬜ Map vulnerable infrastructure like bridges and terminals as Static IOIs for long-term tracking.
- ⬜ Overlay hazard zones (flood, wind, fire) on routes to prioritize upgrades or route alternatives.

Communicate During Events

Keep riders and partners informed of service changes, routes, vehicle availability, and rider services and infrastructure damage.

- ⬜ Post service updates for each route or mode in real time.
- ⬜ Live-track buses and support vehicles with GPS-linked icons on shared maps.
- ⬜ Notify responders of transport delays or reroutes affecting mission needs.
- ⬜ Check in transit crews and monitor availability for recovery service shifts.
- ⬜ Report obstructions, damages, or reroutes with drawn overlays and status-tagged photos.
- ⬜ Field personnel use check-ins and tagged photos to report system status in real-time.

Cooperate to Recover

Coordinate recovery of routes, riders, and vehicle fleets for full network restoration.

- ⬜ Map rider access gaps and prioritize route recovery to vulnerable areas.
- ⬜ Mark facility and route reopenings in real time using IOI status: Closed → Limited → Reopen.
- ⬜ Coordinate with employers, schools, and aid groups to restore access.
- ⬜ Share timelines and alerts tied to vehicle repairs and power restoration.
- ⬜ Post SpotReports on damage, recovery progress, or staffing gaps.
- ⬜ Support evacuee or shelter transportation using surge fleet status.
- ⬜ Document system-wide recovery milestones and unmet mobility needs.
- ⬜ Match fuel, staff, or transit restoration needs with local offers from the whole community.

☐ Organization Type: Rural Electric Cooperatives

Rural electric cooperatives restore essential services to large geographic areas and small population centers. Their visibility and coordination drive equitable energy recovery.

Coordinate in Advance

Pre-map substations, line routes, and service territories for outage and restoration tracking.

- ☐ Use IOIs to define co-op service areas.
- ☐ Identify grid assets and service areas for rural substations and lines.
- ☐ Upload crew rosters, outage maps, and mutual aid plans.
- ☐ Create mobile forms for damage reports and restoration checklists.

Communicate During Events

Alert partners and residents to outages, crew progress, and restoration status.

- ☐ Use SpotReports for status updates, high-risk zones, or mutual aid requests.
- ☐ Broadcast outage zones and restoration ETAs to residents and response partners.
- ☐ Check in field crews and display progress via mapped updates.
- ☐ Share storm damage reports and risk flags with county and state responders.

Cooperate to Recover

Restore rural power access by synchronizing power restoration with community health, safety, and housing needs.

- ☐ Align restoration zones with shelters, hospitals, and fuel providers.
- ☐ Track outage zones, damage types, and repair progress with IOIs.
- ☐ Upload repair schedules, member notices, and safety checklists to DOIs.
- ☐ Check in linemen, mutual aid partners, and repair teams by zone.
- ☐ Post SpotReports about live wires, access blocks, or voltage restoration.
- ☐ Map phased power restoration and member-level readiness.
- ☐ Coordinate mutual aid crews across co-ops for faster grid recovery.
- ☐ Visualize power access gaps overlapping with critical service sites.
- ☐ Share photo-documented repair status and challenges with stakeholders.
- ☐ Log unmet restoration needs or material shortages for resource planning.

☐ Organization Type: Transportation Providers (Transit, Rail, Taxi, Rideshare)

Transportation providers—including rail, paratransit, taxis, and rideshare—help communities move when fixed systems fail. Their flexibility powers last-mile recovery.

Coordinate in Advance

Preload vehicle rosters, approved pickup/drop zones and routes for priority services, and alternate routing options.

- ☐ Upload vehicle types, capacities, and staging areas for field use.
- ☐ List company contacts for drivers and preapproved access credentials in mobile profiles.
- ☐ Identify alternate pickup zones, staging lots and approved access points and flexible transit routes on shared maps.

Communicate During Events

Keep riders, partners, and dispatchers informed of capacity and availability or restrictions..

- ☐ Check in drivers and post route updates live through the mobile app.
- ☐ Use SpotReports to share active areas, driver capacity, or route changes.
- ☐ Notify responders of available ride capacity or limitations.
- ☐ Alert dispatchers to road hazards, rider cancellations, or high-need areas.

Cooperate to Recover

Move people and supplies by linking flexible transport to recovery priorities.

- ☐ Coordinate paratransit and community shuttles to reach isolated populations.
- ☐ Support deliveries of food, medicine, or documents to shelters and homes.
- ☐ Assign IOI status to pickup points or parking areas by availability.
- ☐ Upload driver rosters, fuel plans, and fare support options to DOIs.
- ☐ Check in drivers during active shifts for visibility and coordination.
- ☐ Post SpotReports about access issues or rider support requests.
- ☐ Map mobility gaps and availability in underserved areas.
- ☐ Track recovery ride patterns to identify underserved or stranded zones.
- ☐ Visualize transportation recovery by neighborhood or region in shared reports.
- ☐ Link rideshare incentives to recovery tasks such as volunteer delivery routes.

☐ Organization Type: Utility Companies (Water, Gas, Electric, Telecom, Mobile Telecom)

Utility providers deliver the foundational services—power, water, gas, and communication—that all recovery efforts depend on. Their visibility and speed define overall momentum.

Coordinate in Advance

Map grid assets, outage zones, pump stations, and priority restoration routes.

- ☐ Upload maps of service zones, substations, pipelines, and towers.
- ☐ Register utilities and facilities as IOIs and preload MyPlans with restart plans.
- ☐ Identify high-priority restoration sites including hospitals and shelters.
- ☐ Preload crew assignments and mutual aid plans in mobile app profiles.

Communicate During Events

Alert local governments and partners to service outages, repairs, restoration status and public warnings.

- ☐ Post outage alerts and restoration ETAs by service type and area.
- ☐ Use Announcements to share boil water advisories or restoration notices to partners who communicate with their publics.
- ☐ Check in field crews and update job status using SpotReports.
- ☐ Coordinate priority restoration zones with public safety and health partners.

Cooperate to Recover

Synchronize utility restoration using mapped status, field reports, and site check-ins.

- ☐ Visualize infrastructure recovery across overlapping systems (power, water, etc.).
- ☐ Track operational phases using IOI status and filtering tools.
- ☐ Upload service protocols, repair timelines, and public notices to DOIs.
- ☐ Check in crews from work sites and control points.
- ☐ Post SpotReports for line breaks, access hazards, or priority zones.
- ☐ Map recovery timelines and service restoration progress.
- ☐ Coordinate street-level access and traffic management for repair teams.
- ☐ Share documented repairs with city planners, EOCs, and regulatory agencies.
- ☐ Track material shortages, permitting delays, and interdependency blockers.
- ☐ Support equitable service restoration with geospatial analysis of coverage gaps.

☐ Organization Type: Waste Management Companies

Waste haulers and sanitation services protect public health and clear the way for rebuilding. Their coordination affects speed, safety, and visible recovery.

Coordinate in Advance

Identify routes, fleet capacity, dump stations, and debris staging plans in advance.

- ☐ Upload route maps, fleet rosters, and emergency contact directories.
- ☐ Create IOIs for waste yards, landfill gates, and priority pick-up zones with MyPlans attachments.
- ☐ Pre-map debris collection zones and bulk waste staging areas.
- ☐ Register transfer stations and disposal facilities with capacity details.

Communicate During Events

Keep agencies informed of pickup schedules, site conditions, and safety concerns and about route changes, debris pickups, or hazards.

- ☐ Alert city partners when routes are blocked or debris exceeds planned volume.
- ☐ Use custom utility data collection forms to show progress by zone or flag inaccessible areas with map tags.
- ☐ Check in drivers and flag incomplete pickups via mobile updates.
- ☐ Post safety notices for hazardous material handling or worker health concerns.

Cooperate to Recover

Speed debris removal and protect public health by coordinating cleanup, containment, and mutual aid or contracts.

- ☐ Coordinate cleanup operations with public works and private property owners.
- ☐ Track debris fields and pickup coverage using IOIs and report view filters.
- ☐ Upload routing sheets, safety gear protocols, and hazardous waste alerts to DOIs.
- ☐ Check in crews from collection zones to log location and phase progress.
- ☐ Submit SpotReports to document cleanup status or post-work conditions.
- ☐ Map zones by debris volume or service delay to guide prioritization.
- ☐ Visualize cleared zones and outstanding problem areas via shared maps.
- ☐ Support community self-reporting of waste hazards using field forms.
- ☐ Identify locations where additional bins, PPE, or personnel are needed.
- ☐ Document cleanup milestones and unmet sanitation needs for planning.

☐ Organization Type: Water & Sewer Authorities (Local/Independent/Regional)

Water and sewer providers enable basic health and sanitation during disaster recovery. Their operations support hospitals, shelters, homes, and critical facilities.

Coordinate in Advance

Map infrastructure, inspection sites, and vulnerable systems, water infrastructure and critical dependencies.

- ☐ Upload service area maps and water plant contact rosters.
- ☐ Identify treatment plants and pump stations as IOIs with plans in MyPlans.
- ☐ Upload KML files showing flood zones or main line locations.
- ☐ Mark sewer lift stations, mainlines, and pump stations needing inspection.
- ☐ Preload field forms for damage assessment and sampling logs.

Communicate During Events

Post updates on service outages, boil notices, and infrastructure damage.

- ☐ Post service alerts such as water line breaks or contamination risks.
- ☐ Submit SpotReports for contamination issues or damage.
- ☐ Use Announcements to reach health departments or partners.
- ☐ Notify emergency managers of plant status and water quality updates.
- ☐ Use mobile tools to check in crews and track inspections by zone.

Cooperate to Recover

Coordinate system restoration to sustain health, safety, and rebuilding by ensuring transparent service restoration and incident tracking.

- ☐ Coordinate with hospitals and food service providers on water safety.
- ☐ Attach repair logs and water test results to DOI records.
- ☐ Log Check-ins for repair crews at each key facility.
- ☐ Submit SpotReports for zone-level recovery progress.
- ☐ Filter by status to see Limited/Closed facilities still pending.
- ☐ Export service metrics for regulatory or interagency reports.
- ☐ Map boil notice zones and share restoration progress live.
- ☐ Track pump station functionality to identify high-risk overflow areas.
- ☐ Integrate sewer/water maps with street repair and housing recovery overlays.
- ☐ Log unmet repair needs and permit delays that slow recovery.

Healthcare & Human Services

☐ Organization Type: Healthcare & Human Services

Health and social service providers stabilize physical and mental wellbeing after disaster. Their reach affects vulnerable populations, community health, and recovery speed.

Coordinate in Advance

Register service sites, referral networks, and continuity plans.

- ☐ Map clinics, shelters, and support service locations with contact data.
- ☐ Upload surge protocols and patient triage plans in mobile app.
- ☐ Identify services by specialty to streamline referrals and mutual aid.

Communicate During Events

Alert partners and clients to health status, hours, and access changes.

- ☐ Post alerts about reopening times, supply shortages, or hazard closures.
- ☐ Notify cross-sector partners of health risks and service expansion efforts.
- ☐ Check in staff and volunteers for shift coordination and safety status.

Cooperate to Recover

Support whole-community recovery by coordinating health, shelter, and social services.

- ☐ Share recovery progress by service type (mental health, nutrition, elder care).
- ☐ Coordinate with housing providers and emergency shelters to close access gaps.
- ☐ Log recovery client feedback through mobile forms and surveys.
- ☐ Enable real-time referrals between clinics, food programs, and helplines.
- ☐ Track outreach trends to prioritize communities with compounding stressors.

☐ Organization Type: Behavioral Health Providers

Behavioral health organizations are vital for trauma care, emotional stability, and long-term wellbeing. Their work helps communities process, recover, and rebuild.

Coordinate in Advance

Map provider networks, clinics, mobile units, and outreach zones for mental health response, and surge capacity.

- ☐ Register service sites and telehealth capabilities with contact info.
- ☐ Identify providers with languages, specialties, or trauma focus areas.
- ☐ Upload mobile tools for intake, referral, and client status tracking.

Communicate During Events

Update partners who will notify their clients about services, access limitations, and community outreach, telehealth access, and client intake changes.

- ☐ Use specialized clinic SpotReports to post safety alerts, or mobile clinic stops.
- ☐ Post updates on service hours, availability, and reopening phases.
- ☐ Check in clinicians and volunteers using app-based staff tools.
- ☐ Alert partners to at-risk populations or evolving mental health trends.

Cooperate to Recover

Support emotional recovery by tracking access, coordinating outreach, and closing service gaps.

- ☐ Coordinate mobile teams with shelters, schools, and health partners.
- ☐ Visualize service coverage by neighborhood and population type.
- ☐ Use IOIs to track clinic status and mobile deployment regions.
- ☐ Upload intake templates, safety protocols, and referrals to DOIs.
- ☐ Check in clinical staff and outreach workers by session or route.
- ☐ Post SpotReports on stress indicators, access barriers, or community concerns.
- ☐ Map service density, gaps, and emotional recovery progress.
- ☐ Log client encounters and trends using shared, secure forms.
- ☐ Link behavioral health alerts to recovery operations and aid sites.
- ☐ Track long-term support engagement and unmet needs over time.

☐ Organization Type: Crisis Helplines/211 Providers

Crisis helplines and 211 services are communication bridges for people in distress, connecting callers to food, shelter, health, and recovery services.

Coordinate in Advance
Map service areas, pre-stage contact centers and map response zones for visibility and surge tracking.

- ☐ Upload updated referral databases and emergency call scripts.
- ☐ Map 211 centers and mobile outreach points as IOIs.
- ☐ Identify priority services and surge partners in the shared network map.
- ☐ Preload call-taker resources and standard operating procedures in mobile app.

Communicate During Events
Share real-time surge trends, resource updates, or referral alerts on service availability and caller trends with partners.

- ☐ Post updates on high-demand services and access delays for partners.
- ☐ Operators use SpotReports to post call surges, issue trends, or breakdowns in services.
- ☐ Share caller volume and needs trends with recovery coordinators.
- ☐ Check in staff and volunteers for roster accuracy and scheduling.

Cooperate to Recover
Coordinate referral networks using field check-ins, mapped call centers, and documentation tools.

- ☐ Map unmet needs reported by callers to inform targeted outreach.
- ☐ Track referrals by service type to prioritize critical recovery sectors.
- ☐ Enable real-time data sharing between helplines and mobile outreach teams.
- ☐ Assign IOI status to call centers and mobile help zones.
- ☐ Upload referral sheets, surge protocols, and client needs logs to DOIs.
- ☐ Check in hotline staff and outreach volunteers by shift.
- ☐ Post SpotReports on unmet needs, request clusters, or follow-up notes.
- ☐ Map help request density, issue types, and underserved regions.
- ☐ Coordinate messaging with city, county, and nonprofit service providers.
- ☐ Use mobile forms to capture caller barriers and flag emerging concerns.

☐ Organization Type: Disability Services Organizations

Organizations serving people with disabilities ensure accessible recovery. Their coordination supports equitable services, safety, and community resilience.

Coordinate in Advance

Map service zones, support teams, assistive tech, and accessible facilities for prioritized reentry.

- ☐ Upload client registries and care requirements in secure formats.
- ☐ Use IOIs to identify key service sites; preload MyPlans with care rosters and accessible entry routes.
- ☐ Identify group homes, day programs, and service sites on community map.
- ☐ Predefine transportation and medical supply priorities for emergencies.

Communicate During Events

Notify partners and clients about service changes, accessible resources, and safety issues.

- ☐ Post changes in service access, closures, or relocation status.
- ☐ Use Business Status to share closures, transportation issues, or client alerts.
- ☐ Notify caregivers and partner agencies of safety updates.
- ☐ Track and confirm check-ins for clients and staff using the app.

Cooperate to Recover

Contribute to equitable recovery through mapping access and sharing with partners to assure public and special interest visibility, coordination, and inclusion.

- ☐ Coordinate shelter access and functional needs support with EOCs.
- ☐ Map accessibility barriers across neighborhoods and services.
- ☐ Use IOI status fields to track service site accessibility.
- ☐ Upload accessibility protocols, care rosters, and safety checklists to DOIs.
- ☐ Check in staff and aides by zone, client, or role.
- ☐ Post SpotReports on assistive device needs, mobility barriers, or care gaps.
- ☐ Map service delivery zones and ADA-accessible reentry areas.
- ☐ Enable request forms for medications, power support, or mobility devices.
- ☐ Log service restoration by category and location to ensure coverage.
- ☐ Partner with outreach teams to locate individuals not yet reconnected.

☐ Organization Type: Food Banks & Pantries, Food Rescue & Recovery Organizations

Food banks and meal providers are frontline recovery assets. They fill hunger gaps and distribute nourishment during sheltering, response, and rebuilding.

Coordinate in Advance

Track food distribution hubs, kitchens, distribution sites and recovery zones to manage donations and supply access.

- ☐ Register food storage and prep sites with contact details and hours.
- ☐ Register each location as an IOI and preload drop-off schedules and stock tracking templates.
- ☐ Upload maps of service zones and mobile delivery routes.
- ☐ Preload menus and dietary info into mobile-accessible templates.

Communicate During Events

Alert partners, donors, and recipients of changes in availability or delivery plans.

- ☐ Send real-time updates on food type, quantity, and delivery changes.
- ☐ Check in teams at distribution points to confirm staffing and access.
- ☐ Alert partner organizations that provide volunteers to shifts in demand or shortages.

Cooperate to Recover

Support food security during recovery by coordinating resources, distribution, and neighborhood outreach.

- ☐ Coordinate bulk food drop-offs with housing and health providers.
- ☐ Map high-need zones and delivery gaps using real-time status reports.
- ☐ Use IOIs to reflect site readiness and food types available.
- ☐ Upload intake logs, distribution rules, and inventory reports to DOIs.
- ☐ Check in staff and volunteers at each distribution point.
- ☐ Post SpotReports about shortages, spoilage, or donation surges.
- ☐ Map food availability by type, neighborhood, and unmet need.
- ☐ Track inventory distribution and delivery frequency to optimize coverage.
- ☐ Enable resident feedback forms to identify unmet food access needs.
- ☐ Support local farms and food hubs by integrating community supply chains.

☐ Organization Type: Funeral Homes

Funeral homes offer care, dignity, and logistical support for families in crisis. Their coordination ensures respectful services and accurate recovery records.

Coordinate in Advance

Prepare for surge demand and mortuary resources with logistics planning and coordination roles.

- ☐ Register facilities, staff availability, and surge capacity in shared platform.
- ☐ Use IOIs to register sites and preload MyPlans with reentry plans and facility capacity data.
- ☐ Upload transportation plans and storage protocols for mass casualty events.
- ☐ Predefine family communication scripts and assistance options.

Communicate During Events

Inform partners about service status, protocols, and transportation logistics so they can inform their affected clients..

- ☐ Share service availability and capacity with health and emergency partners.
- ☐ Notify care providers of delays or support needs in handling remains.
- ☐ Use SpotReports to share closures, service changes, or transportation delays.
- ☐ Track case status and staff check-ins using mobile workflow tools.

Cooperate to Recover

Support respectful, orderly recovery by linking services and documentation efforts.

- ☐ Coordinate family assistance centers and memorial services with partners.
- ☐ Share interagency documentation forms to streamline recovery processes.
- ☐ Support public messaging around respectful recovery and cultural practices.
- ☐ Map available resources for grief support and next-of-kin outreach.
- ☐ Track service requests and timelines to support operational planning.

☐ Organization Type: Home Health & Hospice Agencies

Home health and hospice providers bring medical care and compassion directly to those most at risk. Their presence preserves continuity and eases strain on facilities.

Coordinate in Advance

Register client locations, triage needs, and client homes, and service zones for continuity of in-home care.

- ☐ Upload patient rosters with geocoded care plans and priority levels.
- ☐ Predefine backup power and medication support needs for each client.
- ☐ Map nurse and caregiver routes to align with access and safety protocols.

Communicate During Events

Update partners and families about care continuity, route status, visit schedules, safety protocols, or disruptions.

- ☐ Use SpotReports to notify partners of route blockages, client safety issues, or medical alerts to pass on to their clients.
- ☐ Post updates about provider availability and rerouting adjustments.
- ☐ Notify partners of barriers such as debris, outages, or staff limits.
- ☐ Check in providers and confirm care delivery via mobile tracking tools.

Cooperate to Recover

Ensure home-based care continuity through visibility, coordination, and trust achieved through information sharing.

- ☐ Coordinate with pharmacies and DME providers for supply delivery.
- ☐ Map patient locations and staff routing using IOIs and filters.
- ☐ Upload care protocols, visit notes, and emergency supplies to DOIs.
- ☐ Check in caregivers by location, visit time, or shift.
- ☐ Post SpotReports on medication needs, delays, or client updates.
- ☐ Map continuity of home medical support across the service network.
- ☐ Log care continuity and status of highest-risk patients.
- ☐ Visualize gaps in coverage and delays by geography or caseload.
- ☐ Connect with public health teams for priority support coordination.
- ☐ Document field conditions and unmet needs to inform ongoing recovery.

⬚ Organization Type: Hospitals & Health Systems

Hospitals and clinics are anchors of disaster response and long-term recovery. Their functionality directly affects survival, stability, and population return.

Coordinate in Advance

Pre-map facilities, triage plans, and critical infrastructure dependencies for phased recovery and capacity coordination..

- ☐ Upload surge capacity plans, contact rosters, and facility maps.
- ☐ Map trauma centers, specialty units, and outpatient services by function.
- ☐ Define critical utilities (power, water, network) for priority restoration coordination.

Communicate During Events

Share live updates on care site status, capacity data, health system updates and emergency operations.

- ☐ Post updates on bed availability, ER diversion status, and medical needs.
- ☐ Use SpotReports and Announcements to notify partners of ER status, diversion alerts, or contamination issues.
- ☐ Check in staff and volunteers across shift rosters using mobile tracking.
- ☐ Alert EMS, public health, and recovery partners to hazards or access issues.

Cooperate to Recover

Coordinate health system recovery through site-level tracking, cross-sector coordination, personnel check-ins, and resource visibility.

- ☐ Coordinate patient transfers and discharges to reduce strain on facilities.
- ☐ Track supply and staffing shortfalls using real-time map updates.
- ☐ Track reopen status and triage functions across sites using IOIs and filters.
- ☐ Submit SpotReports showing damage or operational alerts from field staff.
- ☐ Upload surge protocols, transfer agreements, and mutual aid files to DOIs.
- ☐ Enable mobile check-ins for personnel redeployment and accountability.
- ☐ Map health system capacity and partner coordination zones post-event.
- ☐ Integrate facility status into broader recovery dashboards and public messaging.
- ☐ Log public health trends and post-incident illness patterns via secure forms.
- ☐ Support community health stabilization with outreach and data sharing.

☐ Organization Type: Pharmacies

Pharmacies are central to recovery: they distribute medication, support chronic care, and ease the burden on hospitals.

Coordinate in Advance

Map pharmacy locations and delivery routes, cold storage capacity, and refill protocols to ensure medical supply continuity.

- ☐ Use IOIs for pharmacy locations with services provided and hours of operation.
- ☐ Identify sites with vaccine storage or specialty med dispensing capabilities.
- ☐ List emergency refill protocols and backup supplier details.

Communicate During Events

Update public through partners and responders about medication availability and operational status.

- ☐ Share operating hours and med shortages via mobile updates.
- ☐ Use SpotReports to flag inventory gaps, access issues, or prescription surges.
- ☐ Notify clinics and shelters about prescription assistance services.
- ☐ Check in staff and log readiness for distribution or vaccination roles.

Cooperate to Recover

Support public health through real-time medication access tracking and coordination tools by linking with health providers and outreach teams.

- ☐ Coordinate with clinics, hospice, and mobile med teams for refill and delivery support.
- ☐ Visualize medication deserts or vulnerable populations needing outreach.
- ☐ Track pharmacy operational status and medication availability using IOIs.
- ☐ Upload refill protocols, stock levels, and vendor updates to DOIs.
- ☐ Check in staff and delivery drivers during operating hours.
- ☐ Post SpotReports for prescription availability, system outages, or safety issues.
- ☐ Map medication access equity across populations and zones.
- ☐ Track high-demand items and stock rotation during sustained recovery.
- ☐ Enable community input on access barriers through mobile surveys.
- ☐ Log patient interactions and referral outcomes for continuity of care.

☐ Organization Type: Rural Health Clinics & Federally Qualified Health Centers (FQHCs)

Rural clinics and FQHCs are health anchors for underserved populations. Their recovery supports equity and continuity in hard-to-reach areas.

Coordinate in Advance

Register site capabilities, clinic sites and service regions, backup systems, and outreach capacity.

- ☐ Use IOIs for clinic locations and Business Status for clinic profiles with staffing models and emergency care capabilities.
- ☐ Map telehealth availability and broadband limitations affecting access.
- ☐ Preload mobile health deployment protocols and contact rosters.

Communicate During Events

Notify partners and communities of service availability, closures, or resource shortages, and mobile unit locations.

- ☐ Use SpotReports to update vaccine status, provider availability, or surge needs.
- ☐ Post reopening status, hours, and contact info across clinic network.
- ☐ Check in staff and mobile teams by site to confirm operational readiness.
- ☐ Notify county and state partners of clinic capacity and client load.

Cooperate to Recover

Coordinate equitable recovery by mapping access, health needs, and service continuity through rural health access and workforce coordination..

- ☐ Track care trends and recovery health impacts by neighborhood or client type.
- ☐ Coordinate with transportation and housing providers for service referrals.
- ☐ Track operating clinics, outreach zones, and staffing using IOIs.
- ☐ Upload treatment protocols, intake forms, and referral lists to DOIs.
- ☐ Check in field providers and mobile unit teams by visit site.
- ☐ Post SpotReports for demand surges, treatment gaps, or patient alerts.
- ☐ Map care access by specialty, region, or coverage gaps.
- ☐ Map telehealth utilization and gaps to support digital inclusion strategies.
- ☐ Document field activity and unmet needs using secure mobile forms.
- ☐ Support outreach to migrant, indigenous, and uninsured populations.

☐ Organization Type: Veterinarians/Animal Shelters

Animal shelters and veterinary clinics support the safety and reunification of pets and service animals. They also contribute to emotional wellbeing during recovery.

Coordinate in Advance

Pre-map shelter capacity, mobile clinics, and pet evacuation plans.

- ☐ Upload shelter rosters, vaccination protocols, and intake procedures.
- ☐ Identify facilities by species, size limits, and after-hours capabilities.
- ☐ List mobile units and locations for surge capacity or field triage.

Communicate During Events

Notify community and partners about intake status and lost pet services.

- ☐ Post updates about hours, capacity, and special intake notices.
- ☐ Alert owners and partners to lost pet sightings or reunited matches.
- ☐ Share supply needs and urgent care alerts in real time.

Cooperate to Recover

Coordinate reunification and health services for animals and their owners.

- ☐ Coordinate pet-friendly sheltering plans with emergency management.
- ☐ Map reunification requests and field sightings to guide outreach.
- ☐ Enable intake status updates and animal profiles via mobile tools.
- ☐ Connect with animal rescue partners and mobile adoption events.
- ☐ Log veterinary service gaps or donation needs for recovery support.

Civic & Public Services

☐ Organization Type: Childcare Centers & Early Learning Providers

Childcare services help parents return to work and stabilize family life. Their recovery accelerates workforce recovery and social-emotional healing.

Coordinate in Advance

Register organization representing licensed providers to obtain updates on facility status and reopening plans.

- ☐ Identify each childcare facility as an IOI and use MyPlans to store reentry plans.
- ☐ Upload readiness checklists and daily reopening procedures.
- ☐ Identify centers with generator access, outdoor space, or shared services.
- ☐ List educator contact info and class sizes in mobile-access directories.

Communicate During Events

Provide real-time visibility on access, staffing, and health protocols.

- ☐ Post updates about hours, curriculum shifts, and staffing changes.
- ☐ Use SpotReports to show childcare availability and upload tagged photos of conditions.
- ☐ Notify parents and employers of delays or re-enrollment windows.
- ☐ Check in staff for credential verification and safety tracking.

Cooperate to Recover

Support agencies' recovery by tracking openings, delays, damage. availability and coordinating services.

- ☐ Assign reopen phases using IOI status markers and filters.
- ☐ Upload inspection forms, waiver templates, or restaffing needs to DOIs.
- ☐ Submit SpotReports for damage documentation or sanitation issues.
- ☐ Track children's service coverage by checking in caregivers per site.
- ☐ Map facility openings and identify equity gaps in access to care.
- ☐ Map reopening progress and availability by neighborhood.
- ☐ Coordinate with employers, school districts, and family services for support.
- ☐ Log service interruptions and family needs using mobile forms.
- ☐ Share access gaps and unmet needs with recovery coalitions.
- ☐ Enable early learning surveys and recovery feedback from caregivers.

⬜ Organization Type: Colleges & Universities

Higher education institutions contribute space, expertise, housing, and research to disaster response and recovery. Their participation supports both local and regional efforts.

Coordinate in Advance

Map academic buildings, dorms, and support sites to coordinate reopening and use for recovery operations..

- ☐ Upload campus maps showing shelter spaces, kitchens, and secure buildings.
- ☐ Identify departments with logistics, medical, or social science recovery roles.
- ☐ List housing availability and staffing for emergency support functions.

Communicate During Events

Provide real-time updates to community partners on closures, facility status, recovery events, capacity, and community support roles.

- ☐ Notify partners about access changes, student relocations, or support shifts.
- ☐ Use SpotReports to announce building reopenings, safety conditions, or resource centers to partners.
- ☐ Post updates on campus recovery research and volunteer availability.
- ☐ Check in deployed students, staff, or faculty using mobile app tracking.

Cooperate to Recover

Support institutional and community recovery by sharing knowledge, facilities, volunteers, and data with partners.

- ☐ Coordinate use of gymnasiums or dorms for shelter and surge staffing.
- ☐ Track internships, volunteer assignments, and faculty support to agencies.
- ☐ Use IOIs to reflect building readiness and service status.
- ☐ Upload cleaning logs, reopening checklists, and event flyers to DOIs.
- ☐ Check in staff, contractors, and student workers by shift.
- ☐ Post SpotReports on access issues, crowding, or resource availability.
- ☐ Map phased reopening of housing, classrooms, and labs.
- ☐ Share public health or environmental data collected during response.
- ☐ Support workforce stabilization through recovery education or training.
- ☐ Map institutional contributions to cross-sector recovery coordination.

☐ Organization Type: Community/Homeowner Associations

Homeowner and community associations organize communication, coordinate resources, and assist in neighborhood-level recovery.

Coordinate in Advance

Map HOA zones, neighborhood maps, board contacts, and shared facilities for recovery planning.

- ☐ Map association boundaries and upload property management contacts.
- ☐ Use IOIs to register neighborhoods and preload reopening guides.
- ☐ List community buildings, amenities, and power sources for readiness.
- ☐ Identify shared equipment or response teams for mutual aid planning.

Communicate During Events

Share updates with HOA to communicate to residents on reopening timelines, risks, safety information, or neighborhood needs.

- ☐ Share weather alerts, hazards, and access changes with residents.
- ☐ HOA uses SpotReports to alert community organizations of service changes, damage, or cleanup events.
- ☐ Notify neighbors of common area closures or recovery events.
- ☐ Log resident check-ins and damage reports using mobile forms.

Cooperate to Recover

Coordinate block-by-block recovery through updates, check-ins, and mutual aid to organize neighborhood recovery.

- ☐ Coordinate shared supply purchases or services across residents.
- ☐ Support neighborhood-level cleanups and tree removal projects.
- ☐ Upload notices, contractor lists, and incident logs to DOIs.
- ☐ Check in staff, board members, or vendors for accountability.
- ☐ Post SpotReports to document debris, hazards, or repairs.
- ☐ Map recovery progress by neighborhood and HOA region.
- ☐ Track status of elderly or high-risk residents needing assistance.
- ☐ Assign IOI status for gates, parks, and shared facilities.
- ☐ Enable feedback tools to report local issues to government or utilities.
- ☐ Promote collective planning and training for disaster resilience.

☐ Organization Type: Community Centers/YMCA/Rec Centers

Community centers and YMCAs offer shelter, services, and physical spaces for recovery coordination. They are trusted hubs that adapt to neighborhood needs.

Coordinate in Advance

Map spaces, programs, and surge capacity of locations offering shelter, aid, or community programs..

- ☐ Upload readiness plans for sheltering, child care, or meal distribution.
- ☐ Register center sites as IOIs by service offerings and accessibility features.
- ☐ List staff contacts and facility roles in mobile-access directories.

Communicate During Events

Notify residents and partners about reopening, hours, or available service for shelters or activities.

- ☐ Notify partners and residents of shelter activation or hours of operation.
- ☐ Use SpotReports to share status updates, alerts, or event schedules.
- ☐ Check in volunteers and staff for real-time situational awareness.
- ☐ Alert other providers when capacities change or special services are needed.

Cooperate to Recover

Drive neighborhood-level recovery through human services, respite, and neighborhood stability.

- ☐ Coordinate with schools, housing agencies, and aid groups to reach families.
- ☐ Share data on resident needs and service usage trends post-disaster.
- ☐ Track center reentry progress with IOI status tags.
- ☐ Upload flyers, access protocols, and wellness programs to DOIs.
- ☐ Check in staff and volunteers for shift visibility and safety.
- ☐ Post SpotReports for visitor trends, service demand, or outages.
- ☐ Map active centers and community engagement across neighborhoods.
- ☐ Enable mobile surveys to capture feedback on unmet neighborhood needs.
- ☐ Map location-based progress and access equity across service zones.
- ☐ Host coordination meetings and recovery events with local organizations.

☐ Organization Type: Courts & Legal Aid Providers

Courts and legal aid providers ensure justice, resolve disputes, and assist with documentation essential to housing, insurance, and recovery programs.

Coordinate in Advance

Map facilities, mobile clinics, access points, service locations, and pro bono partners..

☐ Upload links to court schedules, mobile docket protocols, and intake forms.

☐ Map court buildings and outreach units legal aid locations with specialties (eviction, FEMA, custody, etc.).

☐ Predefine remote access or mobile court procedures for post-disaster use.

Communicate During Events

Keep partners informed of access, hours, documentation assistance and emergency orders.

☐ Post changes in hearing times, court availability, or filing options.

☐ Use SpotReports to post service changes, availability, or community outreach plans.

☐ Check in volunteer attorneys and case managers for scheduling.

☐ Share updates on documentation clinics or temporary legal services.

Cooperate to Recover

Support equitable legal access throughout recovery by providing partners to navigate legal barriers and restore physical location access.

☐ Coordinate with housing, family, and immigration services for wraparound support.

☐ Map legal barriers by type or location to guide targeted outreach.

☐ Track legal site readiness using IOIs and filters.

☐ Upload eviction guidance, forms, and emergency motions to DOIs.

☐ Check in legal teams and volunteers by shift and location.

☐ Post SpotReports about legal needs, population surges, or coordination events.

☐ Map access to legal aid and recovery-related services by area.

☐ Enable real-time referrals to legal support using mobile intake tools.

☐ Share trends in claims denials, disputes, or access delays with policymakers.

☐ Track service delivery and outcomes to monitor recovery progress.

☐ Organization Type: Cultural Centers/Libraries/Museums

Cultural institutions and libraries preserve identity, offer refuge, and provide trusted access to knowledge, internet, and social services during recovery.

Coordinate in Advance

Catalog space availability, equipment, and programs ready for surge use as well as venues, storage sites, and staff bases to protect and restore cultural assets.

- ☐ Map buildings by size, services, and generator or HVAC capacity.
- ☐ Upload emergency programming options and flexible-use space plans.
- ☐ List tech, staff, and community connections for resilience roles.

Communicate During Events

Post updates about impacts reopenings, events, and digital access support.

- ☐ Notify residents and partners of available services and hours.
- ☐ Use SpotReports to share updates on damage, performances, or funding needs.
- ☐ Post digital access resources and telehealth or application support.
- ☐ Check in staff and volunteers to coordinate schedules and assignments.

Cooperate to Recover

Contribute to social recovery by sharing stories, access, and neighborhood resilience through art-driven response.

- ☐ Host community meetings, support groups, and after-school care.
- ☐ Support recovery with internet, device charging, and service navigation.
- ☐ Identify reopened venues and creative zones using IOIs and status filters.
- ☐ Upload program changes, restoration progress, and recovery plans to DOIs.
- ☐ Check in staff, performers, or volunteers by event or site.
- ☐ Post SpotReports with photos of recovery efforts or public exhibits.
- ☐ Map reopening coverage, cultural resilience, and civic engagement hubs.
- ☐ Track visitor volume and service requests by topic or location.
- ☐ Share cultural storytelling or memorial efforts that aid in healing.
- ☐ Connect residents to recovery programs through on-site outreach or help desks.

☐ Organization Type: Independent Media & Local Broadcasters

Local media are essential for delivering trusted, location-specific recovery information and documenting community progress.

Coordinate in Advance

Map broadcast stations, geographic coverage areas, and field reporters to maintain reliable information flow.

- ☐ Use Business Status data studio status, publishing schedules, and reporter contact trees.
- ☐ Register newsroom contacts and field reporter assignments.
- ☐ Upload emergency messaging templates and priority topics.
- ☐ Map station reach and neighborhood listening/viewing trends.

Communicate During Events

Assure smooth flow of real-time updates to media to update residents with real-time disaster info, recovery milestones, recovery events, and public alerts.

- ☐ Use SpotOnResponse Announcements to share verified updates, air schedules, or community briefings.
- ☐ Post recovery updates, advisories, and new resource access options.
- ☐ Alert partners when coverage needs increase or verification is needed.
- ☐ Check in correspondents and crews for status and assignment tracking.

Cooperate to Recover

Support information integrity with mapped activity, uploads, and press coordination for timely, accurate coverage.

- ☐ Coordinate community briefings and public announcements.
- ☐ Track public messaging gaps and engagement trends across platforms.
- ☐ Track station status and airwave coverage using IOIs.
- ☐ Upload scripts, releases, and studio guidance to DOIs.
- ☐ Check in correspondents and crews at live locations.
- ☐ Post SpotReports for rumor correction or field insight.
- ☐ Map media activity and verified information hubs.
- ☐ Support transparency and accountability through recovery storytelling.
- ☐ Share data visualizations or maps in local broadcasts to aid awareness.
- ☐ Partner with agencies to address misinformation or rumor control.

☐ Organization Type: Influencers/Social Media Administrators

Trusted voices on social media can accelerate outreach, fill info gaps, and surface local needs. Their reach is crucial in disconnected or disrupted environments.

Coordinate in Advance

Work with known community influencers to track trusted information points in the digital sphere.

- ☐ Register group/page admins and platform handles by audience type.
- ☐ Upload sample messages, approved hashtags, and safety protocols.
- ☐ Use IOIs to track key message amplifiers and preload MyPlans with topic themes and outreach priorities.
- ☐ Identify community pages for recovery updates, events, and feedback loops.

Communicate During Events

Deliver timely, verified information through trusted community-led digital channels on status updates, safety info, rumor control and resource conditions.

- ☐ Post verified alerts and recovery info sourced from public agencies.
- ☐ Use SpotReports for localized messaging, verified updates, or digital rumor control.
- ☐ Notify followers of local services, donation drives, or safety warnings.
- ☐ Monitor trends and flag misinformation for response partners.

Cooperate to Recover

Strengthen public trust through coordinated messaging and field-based media reports to boost recovery engagement by connecting neighbors, needs, and updates.

- ☐ Connect with mutual aid groups and neighborhood coordinators.
- ☐ Share user-submitted photos, forms, or check-ins via community posts.
- ☐ Identify high-engagement influencers or moderators by theme or audience.
- ☐ Upload key message templates and approved content to DOIs.
- ☐ Check in digital engagement teams during campaigns.
- ☐ Post SpotReports from community digital channels to track feedback.
- ☐ Map digital influence and trusted comms density by region.
- ☐ Track post reach and engagement to optimize outreach efforts.
- ☐ Coordinate amplification of messages from nonprofits or local agencies.
- ☐ Document shared needs or recurring issues for mapping or planning.

☐ Organization Type: Jails & Correctional Facilities

Correctional facilities require coordinated recovery support to ensure continuity of operations, safety of inmates and staff, and community integration.

Coordinate in Advance

Upload detention centers and emergency access routes, evacuation plans, and health care contingency protocols.

- ☐ Register facility locations and emergency response contacts.
- ☐ Use IOIs to map facilities and preload emergency protocols and critical staff contacts.
- ☐ Map backup power, HVAC, and security system dependencies.
- ☐ Upload evacuation staging, staff rotation, and contractor access plans.

Communicate During Events

Alert justice partners and emergency managers to facility status, safety status, or transfer needs.

- ☐ Share facility status, power loss, or health incidents with partner agencies.
- ☐ Use SpotReports to share access restrictions, safety concerns, or population updates via the media.
- ☐ Check in corrections staff and medical providers by location.
- ☐ Notify courts and transport partners about case or housing disruptions.

Cooperate to Recover

Support safe community recovery by tracking facilities, coordinating services, and addressing risks.

- ☐ Coordinate with hospitals and mental health providers for continued care.
- ☐ Track status of parole hearings or transfer requests via shared dashboards.
- ☐ Assign IOI status for lockdown or evacuation conditions.
- ☐ Upload emergency transport, health response, and communication protocols to DOIs.
- ☐ Check in correctional staff, medics, and vendors by location and shift.
- ☐ Post SpotReports for breaches, transport issues, or external threats.
- ☐ Map readiness status and reentry zones by security level.
- ☐ Enable reentry service planning for individuals released post-disaster.
- ☐ Map facility accessibility and structural safety for inspection teams.
- ☐ Log unmet facility needs or material delays affecting continuity.

☐ Organization Type: K–12 Schools or School Districts

Schools are central to child wellbeing, family stability, and workforce recovery. Their reopening signals progress and supports community healing.

Coordinate in Advance

Map campuses, bus yards, and service centers to plan for phased reopening.

- ☐ Map school buildings with generator status, shelter use, and tech resources.
- ☐ Use IOIs to represent each site; preload MyPlans with rosters, health protocols, and cleaning logs.
- ☐ Upload class rosters, food service plans, and emergency protocols.
- ☐ Identify schools with language services, disabilities programs, or aftercare availability.

Communicate During Events

Keep schools informed so they can keep parents, staff, and partners informed about access, closures, reopenings, safety, and curriculum updates.

- ☐ Post school reopening timelines and facility readiness status.
- ☐ Use specialized SpotOnResponse data collector for school safety to post site status, urgent updates, or transportation issues.
- ☐ Notify families and transit providers of changing schedules.
- ☐ Check in staff to verify assignments, availability, and credential status.

Cooperate to Recover

Support student and staff return and recovery by restoring and reporting to partners learning, nutrition, and support services.

- ☐ Coordinate with food banks, mental health providers, and family services.
- ☐ Map learning loss recovery zones and access equity challenges.
- ☐ Use IOIs to track building readiness and reentry by phase.
- ☐ Upload school safety plans, inspection logs, and reopening policies to DOIs.
- ☐ Check in staff and custodial teams during recovery shifts.
- ☐ Post SpotReports on damages, access issues, or high-need student trends.
- ☐ Map access to open schools, family support zones, and transportation corridors.
- ☐ Support displaced students with re-enrollment and transportation help.
- ☐ Track facility repairs and classroom access by building and grade level.
- ☐ Enable surveys and feedback loops from caregivers and teachers.

☐ Organization Type: Landlord Associations & Housing Authorities

Landlord groups and housing authorities shape post-disaster shelter access and restoration. They coordinate repairs, reentry, and communication with tenants.

Coordinate in Advance

Map properties, housing units, management zones, tenant populations, repair resources and contacts for restoration oversight.

- ☐ Upload property rosters and tag sites by damage level or priority.
- ☐ Use IOIs for building clusters and preload with property status, landlord contacts, and service tiers.
- ☐ List inspection vendors, contractor contacts, and utility partners.
- ☐ Identify units with vulnerable tenants or emergency needs.

Communicate During Events

Notify tenants and officials about repair timelines, safety checks, occupancy changes, or assistance resources.

- ☐ Notify tenants of inspection schedules, hazard notices, and reopening.
- ☐ Use SpotReports to flag inspection results, work orders, or major complaints.
- ☐ Share status of elevators, HVAC, and water systems in shared updates.
- ☐ Check in building managers to verify property coverage.

Cooperate to Recover

Enable housing stability by stabilizing restoration tracking, housing access and mobilizing repairs.

- ☐ Coordinate repair staging and resource delivery across multiple sites.
- ☐ Map progress on habitability inspections and tenant returns.
- ☐ Track building status and reentry eligibility by IOI filters.
- ☐ Upload tenant notices, contractor protocols, and occupancy logs to DOIs.
- ☐ Check in field staff, maintenance crews, and building inspectors.
- ☐ Post SpotReports about damage, resource access, or repair bottlenecks.
- ☐ Map housing restoration progress by ownership type or vulnerability indicators.
- ☐ Support relocation assistance through shared dashboards or reports.
- ☐ Log unmet needs related to housing finance, materials, or workforce.
- ☐ Enable service referrals and feedback using resident forms or surveys.

☐ Organization Type: Libraries

Libraries are trusted community spaces with technology, programs, and staff who support navigation of recovery resources and offer internet access.

Coordinate in Advance

Catalog library branches service capacity, public access tools, outreach vehicles, and digital literacy programs.

- ☐ Map library sites with generator access, Wi-Fi, and safe space ratings.
- ☐ Upload guides for disaster recovery programs and digital navigation.
- ☐ List librarians trained in information assistance or social referrals.

Communicate During Events

Notify communities of open branches, updates on hours, resource guides, and connectivity tools.

- ☐ Post operating hours and available services across platforms.
- ☐ Use SpotReports for access updates, programming alerts, or technology needs.
- ☐ Alert patrons and partners to programming changes or service gaps.
- ☐ Check in staff to track safe access, building conditions, and services offered.

Cooperate to Recover

Support education and civic recovery through mapped service restoration and engagement tracking.

- ☐ Support housing or health agencies with application stations and info desks.
- ☐ Track resource usage and gaps by population or neighborhood.
- ☐ Track phased library reopening status using IOI fields.
- ☐ Upload event flyers, learning materials, and safety notices to DOIs.
- ☐ Check in staff, digital navigators, or outreach workers.
- ☐ Post SpotReports on visitor activity, IT needs, or service delays.
- ☐ Map library service density, access equity, and community impact.
- ☐ Host recovery support groups or public Q&A sessions.
- ☐ Coordinate with local nonprofits to offer mobile services or pop-ups.
- ☐ Log digital inclusion progress using user surveys or internet access stats.

☐ Organization Type: Local News Outlets & Radio Stations

Local news organizations provide verified, location-specific information that builds public confidence and keeps recovery transparent and inclusive.

Coordinate in Advance

Register outlets, broadcast sites, journalists, coverage areas, and emergency publishing channels to support local messaging and trusted information flow.

- ☐ Upload rosters of reporters and photographers with beats or sectors covered.
- ☐ List digital publishing tools and alternate publishing plans during outage.
- ☐ Identify neighborhoods with embedded reporters or community partners.

Communicate During Events

Use public and community leaders as trusted sources to broadcast real-time updates, agency messages, and hyperlocal recovery stories.

- ☐ Use SpotReports to obtain field reports and photos to verify events or combat rumors and misinformation.
- ☐ Share alerts, updates, and public messaging from verified agencies.
- ☐ Post schedules for recovery town halls or press briefings.
- ☐ Check in staff and stringers for safety and field assignment tracking.

Cooperate to Recover

Provide sources of informed recovery through trusted updates, story sharing, and visibility.

- ☐ Map coverage of recovery challenges, milestones, and gaps.
- ☐ Partner with recovery teams to dispel rumors and clarify guidance.
- ☐ Identify coverage zones and publishing status via IOIs.
- ☐ Upload emergency scripts, advisories, and timelines to DOIs.
- ☐ Check in field crews, anchors, and technical teams.
- ☐ Post SpotReports on story status, community conditions, or interview leads.
- ☐ Map information reliability and engagement by region or media format.
- ☐ Enable community feedback through social media or tip lines.
- ☐ Highlight success stories and lessons learned from local organizations.
- ☐ Use radio to reach communities with power or digital access issues.

⬜ Organization Type: Neighborhood Associations

Neighborhood associations are essential for block-by-block recovery, organizing mutual aid, identifying needs, and rebuilding trust.

Coordinate in Advance

Upload maps of neighborhoods association coverage and public spaces for organized recovery and communications..

- ⬜ Identify key contacts, service areas, and high-risk properties by block.
- ⬜ Use IOIs to represent association boundaries and preload with contacts and site maps.
- ⬜ List shared tools, communication chains, and preparedness checklists.
- ⬜ Upload plans for outreach, cleanup, or community watch functions.

Communicate During Events

Share with residents through associations neighborhood status updates, safety, cleanup events, and resource availability.

- ⬜ Notify neighbors of updates from agencies, utilities, or schools.
- ⬜ Use SpotReports to post meeting notices, updates, or neighborhood alerts.
- ⬜ Share recovery event notices or door-to-door campaign logistics.
- ⬜ Track outreach efforts and resident status using mobile reports.

Cooperate to Recover

Support hyperlocal recovery through grassroots coordination and action.

- ⬜ Coordinate aid delivery and volunteer scheduling in real time.
- ⬜ Use IOIs to track neighborhood event sites and facility access.
- ⬜ Upload emergency contacts, cleanup plans, and mutual aid forms to DOIs.
- ⬜ Check in board members, partners, and volunteers by event or shift.
- ⬜ Post SpotReports for unmet needs, hazard visibility, or successful actions.
- ⬜ Map community involvement and shared outcomes by street or block.
- ⬜ Map block-level gaps in water, power, and health access.
- ⬜ Support wellness checks for residents unable to attend events.
- ⬜ Enable local data collection for damage assessments and planning.
- ⬜ Partner with churches, nonprofits, or schools for shared space and support.

☐ Organization Type: Neighboring Towns or Jurisdictions

Neighboring towns provide mutual aid, shared services, and cross-border coordination during and after disaster events.

Coordinate in Advance

Map interjurisdictional coordination points for resource sharing and communication, pre-identify aid agreements, shared resources, and interoperable tools.

- ☐ Upload mutual aid agreements and jurisdictional maps with shared assets.
- ☐ Use IOIs for shared borders, resource hubs, or staging areas.
- ☐ List emergency contacts by function (public works, fire, health).
- ☐ Identify shared facilities like landfills, shelters, or hospitals for readiness with corresponding Memorandum of Understanding.

Communicate During Events

Coordinate status updates, mutual aid deployments, and service reentry notifications.

- ☐ Notify partners about cross-border impacts, status, and unmet needs.
- ☐ Use SpotReports for field coordination notes, unmet needs, or road status updates.
- ☐ Share coordinated messaging to public about sheltering or resources.
- ☐ Check in deployed crews and vehicles using mobile tracking.

Cooperate to Recover

Advance regional recovery with by coordinating services, sharing assets, and updating progress.

- ☐ Align recovery milestones and restoration priorities across boundaries.
- ☐ Coordinate bulk purchasing or shared contractor deployments.
- ☐ Use IOIs to define coordination points and cross-jurisdiction sites.
- ☐ Upload agreements, staff rosters, and regional maps to DOIs.
- ☐ Check in visiting crews and shared resources during deployments.
- ☐ Post SpotReports for jurisdiction-wide efforts or critical roadblocks.
- ☐ Map mutual aid flow and shared infrastructure restoration.
- ☐ Use shared dashboards to document inter-agency collaboration.
- ☐ Support displaced residents with referrals and temporary services.
- ☐ Track mutual aid contributions for reimbursement and policy review.

☐ Organization Type: Parks & Recreation Departments

Parks and recreation departments manage open spaces, community facilities, and essential public assets that contribute to physical and emotional recovery.

Coordinate in Advance

Register public parks, trails, and facilities to prioritize debris removal and safe reopening and to support recovery use and access

- ☐ Upload maps of parks, trails, and facilities with power, access, or shelter roles.
- ☐ Use IOIs for mapped recreation zones and safety inspection dates and closure protocols.
- ☐ Register staff roles and equipment (trucks, chainsaws, cleaning gear).
- ☐ List accessible spaces that may serve as cooling centers or distribution hubs.

Communicate During Events

Update residents on trail access or closures, park conditions, or recreational programming.

- ☐ Post closures, reopenings, and service alerts across mapped locations.
- ☐ Use SpotReports for damage reports, cleanup updates, or usage restrictions.
- ☐ Notify partners about shared space availability for coordination or relief.
- ☐ Check in field staff and share work assignments in real time.

Cooperate to Recover

Strengthen recovery by offering safe spaces, health and public access recovery services, and local coordination points.

- ☐ Coordinate with aid groups for food, supply, or child care support in park buildings.
- ☐ Use IOIs to reflect park reopening phases and safety status.
- ☐ Upload cleanup plans, signage templates, and inspection reports to DOIs.
- ☐ Check in rangers, cleanup crews, and volunteers at event points.
- ☐ Post SpotReports about playground safety, fallen trees, or usage surges.
- ☐ Map public amenity recovery and neighborhood access equity.
- ☐ Enable public programs and events to support morale and community cohesion.
- ☐ Track recovery activities held in park spaces by date and audience.
- ☐ Log damages, cleanup timelines, and resource needs via mobile forms.
- ☐ Partner with public health and housing teams on outreach in open-air spaces.

☐ Organization Type: Public Housing Authorities/Affordable Housing Providers

Public housing and affordable housing providers stabilize shelter access and enable rapid recovery for low-income or displaced residents.

Coordinate in Advance

Map public and subsidized housing units to support continuity plans for properties and tenants, recovery status and service resumption.

- ☐ Upload housing rosters with building types, ages, and hazard profiles.
- ☐ Use IOIs to represent housing clusters with inspection responsible parties.
- ☐ Identify units with mobility or disability access needs for restoration planning.
- ☐ Preload inspection and relocation procedures into shared mobile templates.

Communicate During Events

Notify tenants and case managers about reentry status and schedules, safety, repairs, hazard conditions, or resource access.

- ☐ Send updates about repairs, relocations, unmet needs, or temporary services to tenants.
- ☐ Notify social services and utility partners about building status changes.
- ☐ Check in staff and contractor teams across multiple locations.

Cooperate to Recover

Restore safe, stable housing while coordinating service delivery and case management while attending to the recovery needs of vulnerable tenants.

- ☐ Coordinate with FEMA, nonprofits, and health departments on tenant support.
- ☐ Track habitability progress by unit and building using shared dashboards.
- ☐ Track housing unit readiness and service levels using IOIs and filters.
- ☐ Upload eligibility rules, inspection logs, and safety flyers to DOIs.
- ☐ Check in case managers, repair teams, and outreach workers.
- ☐ Post SpotReports for tenant displacement, damage, or hazard mitigation.
- ☐ Map housing recovery by unit type, geography, and need indicators.
- ☐ Map service availability for affected residents (food, transportation, medical).
- ☐ Document tenant needs and recovery timelines using secure digital tools.
- ☐ Enable referrals, transportation coordination, and appointment reminders.

☐ Organization Type: Public Works/Engineering Contractors

Public works and engineering teams repair roads, water, drainage, and public infrastructure. Their fast mobilization supports all other recovery sectors.

Coordinate in Advance

Register critical infrastructure assets and prepare work crews for priority tasks in work zones, and reentry corridors for real-time restoration coordination.

- ☐ Register crew teams and equipment capabilities for mapped deployment.
- ☐ Enter bridges, culverts, depots, and fleet yards as IOIs and preload MyPlans with inspection data and reentry priorities.
- ☐ Upload plans for road clearance, drainage control, or debris staging.
- ☐ Identify infrastructure needing early inspection or special access.

Communicate During Events

Share job progress, access limitation, and utility integration with partners and agencies on road status, and repairs.

- ☐ Encourage all SpotOnResponse users to submit SpotReports for blocked roads, washed out infrastructure, or reopened corridors with photos.
- ☐ Post daily worksite updates and access issues for coordination with other teams.
- ☐ Share hazard flags or reroute plans to transit, utility, and responder units.
- ☐ Check in staff by crew and track assignment zones using mobile status tools.

Cooperate to Recover

Restore essential systems for physical infrastructure recovery using site status and visual evidence (photos) through shared data, deployment, and repair tracking.

- ☐ Coordinate restoration zones with housing, utilities, and transport sectors.
- ☐ Use mapped overlays to manage street clearing and drainage restoration timelines.
- ☐ Track reopening of transportation routes and bridges with IOI status fields.
- ☐ Upload repair documentation and engineering plans to DOIs for shared reference.
- ☐ Enable crew check-ins from work zones for real-time personnel awareness.
- ☐ Use SpotReports with photo overlays to show repair stages or current hazards.
- ☐ Map access restoration and detour flows to prioritize next-stage investments.
- ☐ Track infrastructure readiness in priority corridors and community gateways.
- ☐ Share supply shortages or permit delays through platform alerts.
- ☐ Post updates on project completions and active work orders by geography.

Nonprofits & Volunteer Organizations

☐ Organization Type: Amateur Radio Operators and Emergency Radio Networks

Amateur radio networks provide vital backup communication during outages. They extend situational awareness when other systems are down.

Coordinate in Advance

Register fixed stations, mobile relays, and operator roles for backup communications.

- ☐ Upload volunteer rosters with operator credentials and primary channels.
- ☐ Register repeater towers, mobile rigs, and EOC-compatible assets.
- ☐ Predefine activation protocols and message routing plans in mobile profiles.

Communicate During Events

Share repeater availability, channel use guidance, and backup frequencies in order to keep information flowing by relaying messages and verifying field status.

- ☐ Relay field messages between agencies, shelters, or remote teams.
- ☐ Use SpotReports to notify teams of relay outages, frequency changes, or net activation.
- ☐ Post network status, message volume, and interference reports.
- ☐ Check in operators by site or shift for accountability and handoff tracking.

Cooperate to Recover

Bridge communication gaps during recovery using amateurs as resilient, community-based communication.

- ☐ Coordinate with VOADs, first responders, and shelters for backup comms.
- ☐ Track site status and mobile unit coverage using IOIs and map filters.
- ☐ Upload comms plans, relay logs, and ICS-205 forms to DOIs.
- ☐ Check in operators or mobile repeaters from the field.
- ☐ Post SpotReports on channel interference, coverage gaps, or successful relays.
- ☐ Map comms resilience and backup system availability by district.
- ☐ Log confirmed messages passed and delivery delays by content type.
- ☐ Enable field status reports when digital networks are degraded or offline.
- ☐ Map coverage zones and identify communications deserts for improvement.
- ☐ Support drills and training events to improve cross-sector readiness.

☐ Organization Type: Arts & Cultural Nonprofits (e.g., theater groups, community arts councils)

Arts organizations foster hope, storytelling, and reflection after disasters. They offer community healing and creative expression for recovery.

Coordinate in Advance

Coordinate locations housing cultural collections or public archives, public venues, artists, and outreach teams ready to support emotional recovery.

☐ Upload facility locations of theaters, museums, and arts centers and access details for venues and workshops.

☐ Identify practitioners and staff by language, medium, or community served.

☐ List performance or visual arts assets that can be deployed post-disaster.

Communicate During Events

Update staff, patrons, and partners on reopening plans, community arts programming, or public programming changes.

☐ Announce programming via mobile tools and social media channels.

☐ Use SpotReports to share collection damage, restoration updates, or reopening timelines.

☐ Check in staff, volunteers, and creative teams to verify readiness.

☐ Notify community partners about open space use or healing events.

Cooperate to Recover

Support resilience and healing through creative engagement and shared space.

☐ Host storytelling, music, or visual art workshops in shelters or parks.

☐ Track phased reopening of galleries and public spaces using IOIs.

☐ Upload recovery assessments, exhibit updates, and reopening flyers to DOIs.

☐ Check in recovery crews, librarians, and volunteers for each facility.

☐ Post SpotReports on damages, air quality concerns, or access barriers.

☐ Map recovery progress by type of cultural asset or community served.

☐ Document resilience themes through youth and family engagement.

☐ Coordinate with schools, libraries, or recovery events to reach audiences.

☐ Enable community feedback through interactive art or performance forums.

☐ Map creative activities and participation by neighborhood for inclusion planning.

☐ Organization Type: Civic Clubs & Service Organizations

Local service clubs mobilize volunteers, manage donations, and fill gaps in community recovery. Their networks reach every corner of society.

Coordinate in Advance

Register clubs, contacts, meeting sites, volunteer teams, service zones for local readiness and assets available for disaster service.

☐ Upload rosters and service assets (tools, vehicles, supply kits).
☐ Use IOIs to register gathering sites and volunteer rosters and supply locations.
☐ Identify clubhouses and meeting spaces available for shared use.
☐ List volunteer capabilities (meals, cleanup, transport, wellness).

Communicate During Events

Keep members and partners aware of local needs and volunteer deployments.

☐ Notify members of deployment requests and changing volunteer needs.
☐ Post service hours, project updates, or community events in real time.
☐ Check in crews and document task completion using mobile tools.

Cooperate to Recover

Share activity status, event plans, or mutual aid needs with partners to accelerate recovery by mobilizing resources, volunteers, and support teams.

☐ Coordinate cross-club collaboration for neighborhood aid coverage.
☐ Support donations management, tracking, and sorting at aid hubs.
☐ Assign IOIs to track readiness of local chapters and teams.
☐ Upload rosters, site access instructions, and project plans to DOIs.
☐ Check in volunteers during deployments or events to confirm presence.
☐ Use SpotReports for on-the-ground updates, photos, and activity status.
☐ Map service coverage by district, event type, or volunteer turnout.
☐ Map volunteer impact by task type, geography, or population served.
☐ Enable service delivery documentation through shared forms.
☐ Partner with public agencies on joint cleanups, distributions, or rebuilds.

☐ Organization Type: Cultural & Arts Organizations

Cultural organizations preserve local identity and provide outlets for healing, storytelling, and creative recovery. Their presence fosters resilience.

Coordinate in Advance

Map cultural sites, language resources, and artists for community outreach.

- ☐ Upload organization directories, event spaces, and staff contact lists.
- ☐ Use IOIs to map exhibit sites, libraries, and archives for asset priorities and reopening phases.
- ☐ Identify venues by access type, art discipline, and geographic reach.
- ☐ List cultural interpreters and facilitators available for outreach work.

Communicate During Events

Post availability of creative programs and neighborhood healing events.

- ☐ Post multilingual event updates and cultural service alerts.
- ☐ Check in performers, staff, and educators to plan engagements.
- ☐ Notify networks about facility status, event reschedules, or partnership offers.

Cooperate to Recover

Rebuild community spirit through inclusive, accessible cultural engagement.

- ☐ Host storytelling circles, memorial events, or local art installations.
- ☐ Map participation and cultural inclusion in recovery activities.
- ☐ Enable healing-centered programming in shelters or community centers.
- ☐ Track requests for culturally appropriate materials or ceremonies.
- ☐ Collaborate with youth groups, schools, and mental health partners.

☐ Organization Type: Faith-Based Organizations/Houses of Worship

Churches and faith-based groups provide emotional support, community resources, and trusted leadership during and after disaster events.

Coordinate in Advance

Map sanctuary buildings, shelters, and support outposts and identify groups in congregations that normally support community activities and mutual aid networks.

- ☐ Upload church location to SpotOnResponse Organization Status forms and maps adding contacts, site features, and outreach team details.
- ☐ Identify facilities that can offer shelter, meals, or spiritual counseling.
- ☐ Identify buildings with generator access, kitchen space, and meeting rooms.
- ☐ List transportation or visitation programs available for members in need.

Communicate During Events

Inform congregants and partners of service availability, building safety, sheltering, volunteer opportunities or support needs..

- ☐ Post worship schedules, shelter status, and aid event notices.
- ☐ Use SpotReports to post emergency worship updates or aid distributions.
- ☐ Notify community about space availability or volunteer training.
- ☐ Share community prayer gatherings or healing events with partner networks.
- ☐ Check in volunteers and staff to track outreach readiness.

Cooperate to Recover

Contribute to holistic recovery through presence, prayer, and practical help.

- ☐ Coordinate interfaith response with other groups and civic agencies.
- ☐ Track church reentry status and outreach activity using IOIs.
- ☐ Upload bulletins, reentry SOPs, and event notices to DOIs.
- ☐ Check in ministry staff, volunteers, and helpers by event.
- ☐ Post SpotReports about facility status or unmet congregational needs.
- ☐ Map service activity, attendance trends, and recovery engagement.
- ☐ Host shared recovery meals, grief services, or wellness events.
- ☐ Support undocumented or displaced residents via trusted relationships.
- ☐ Track supplies, food distribution, and spiritual care reach by area.
- ☐ Log collective impact and volunteer hours for reporting and planning.

☐ Organization Type: Food Banks & Pantries, Food Rescue & Recovery Organizations

Food banks and rescue programs reduce hunger, redirect surplus food, and fill urgent access gaps post-disaster. Their distribution networks are vital to recovery.

Coordinate in Advance

Map food supply nodes and redistribution sites, food pickup sites, donor partners, and delivery logistics.

- ☐ Upload warehouse capacity, site addresses, and driver rosters.
- ☐ Register pantries and food banks as IOIs with supplier rosters, routing plans, and shift forms.
- ☐ Identify cold storage and high-volume distribution hubs.
- ☐ List food donors and restaurant partners available during emergencies.

Communicate During Events

Notify partners to make public aware of food availability, pickup schedules, donation needs, or distribution points, and service hours.

- ☐ Post updates on food inventory, delivery routes, and client needs.
- ☐ Submit SpotReports to share food availability, truck arrival, or community meal site status.
- ☐ Check in staff and volunteers for sorting, prep, or distribution duties.
- ☐ Notify shelters, clinics, and housing orgs about meal or pantry schedules.

Cooperate to Recover

Coordinate food recovery through real-time visibility by coordinating food access, volunteers, and inventory flows.

- ☐ Coordinate with mobile food providers to reach access deserts.
- ☐ Track meal types, special dietary items, and delivery success rates.
- ☐ Identify food access sites and track opening status via shared filters.
- ☐ Upload forms for donation logs, inventory tracking, and safe food handling as DOIs.
- ☐ Use SpotReports to show spoilage, crowding, or vendor challenges.
- ☐ Check in staff and volunteers to confirm meal service or pack-and-go ops.
- ☐ Map unmet demand zones or underserved neighborhoods in real time.
- ☐ Log donation levels and unmet needs by region and partner type.
- ☐ Use recovery surveys to assess gaps and guide ongoing food planning.
- ☐ Visualize food distribution flows in relation to recovery milestones.

Organization Type: Foundations & Philanthropic Networks

Foundations provide flexible funding and convening power to support recovery gaps. They help sustain community organizations and pilot local solutions.

Coordinate in Advance

Track funded locations, grantee networks, and investment zones for recovery alignment.

- Upload grantee contact lists and sector focus areas.
- Identify high-need neighborhoods or issue domains using grant history.
- List emergency grant protocols and evaluation frameworks.

Communicate During Events

Share grant cycle updates, partner needs, and program metrics with stakeholders.

- Post calls for proposals, priority areas, or recovery fund announcements.
- Notify partners about technical assistance, deadlines, or reporting tools.
- Check in with grantees on service continuity and capacity updates.

Cooperate to Recover

Bridge gaps and seed recovery through coordinated investment and information sharing.

- Coordinate multi-funder initiatives with shared dashboards and maps.
- Use IOIs to visualize investment areas and active partner sites.
- Upload funding packets, proposals, and program outcomes to DOIs.
- Check in grantee reps or site monitors during site visits.
- Post SpotReports on funded activity, delays, or success stories.
- Map giving impact by geography, population, and recovery theme.
- Support new programs in underserved areas through gap analysis.
- Track resource flows and recovery impact by population or goal area.
- Share insights with government and nonprofits to scale local innovations.
- Log community feedback and funding requests via mobile surveys.

☐ Organization Type: Fraternal & Civic Associations (e.g., Rotary, Elks, Lions)

Civic associations bring people together across sectors and support community service projects, fundraising, and local organizing post-disaster.

Coordinate in Advance

Register lodges, project sites, and member facilities to enable service planning and service project roles.

- ☐ Create IOIs for chapter halls with management rosters and service event plans.
- ☐ Upload contact lists and building access details for lodge or meeting spaces.
- ☐ Identify skills and volunteer interests across membership.
- ☐ List equipment, vehicles, or supplies available for disaster response use.

Communicate During Events

Share real-time updates on volunteer activity, events, needs, or site issues.

- ☐ Use SpotReports for facility notices, event logistics, or aid drives.
- ☐ Post project status, cleanup schedules, or food drive progress.
- ☐ Notify members about deployment opportunities or coordination meetings.
- ☐ Check in teams at work sites using app-based status tools.

Cooperate to Recover

Support local recovery projects by connecting people and needs.

- ☐ Coordinate fundraising or resource drives for recovery efforts.
- ☐ Log volunteer hours, impact, and success stories from field work.
- ☐ Track site status and volunteer activity using IOIs and filters.
- ☐ Upload event flyers, rosters, and supplies checklists to DOIs.
- ☐ Check in members at each activity or deployment site.
- ☐ Post SpotReports for needs met, community requests, or photos.
- ☐ Map civic engagement activity and neighborhood impact.
- ☐ Map member activities by service type and geographic reach.
- ☐ Support access to recovery programs through referrals or rides.
- ☐ Document unmet needs and opportunities for additional collaboration.

☐ Organization Type: Immigrant & Refugee Organizations

These organizations help immigrant and refugee communities navigate language barriers, legal challenges, and recovery access, ensuring equitable support and inclusion.

Coordinate in Advance

Map service hubs, outreach zones, trusted providers, cultural liaisons, language services, and at-risk populations by area to enable culturally aligned recovery.

- ☐ Upload staff and volunteer rosters with language and cultural competencies.
- ☐ Map communities served and key facility locations across neighborhoods.
- ☐ List legal aid partners and housing support resources in shared directories.

Communicate During Events

Update community members on recovery services, legal help, or safety conditions in native languages.

- ☐ Use SpotReports for alerts on document clinics, resettlement coordination, or interpretation needs.
- ☐ Post multilingual updates about shelter, health care, and assistance access.
- ☐ Check in with outreach workers and community leaders to verify response reach.
- ☐ Notify agencies of concerns affecting undocumented or non-English speaking groups.

Cooperate to Recover

Ensure inclusion by connecting needs, services, and trusted communication.

- ☐ Coordinate culturally sensitive aid delivery and service translation support.
- ☐ Track outreach efforts and engagement levels by language and region.
- ☐ Track status of trusted centers and hubs using IOIs and filters.
- ☐ Upload translated materials, flyers, and form packets to DOIs.
- ☐ Check in community navigators and case managers in the field.
- ☐ Post SpotReports to alert gaps, misinformation, or high-need areas.
- ☐ Map access equity, service density, and language coverage.
- ☐ Support family reunification efforts with mobile intake tools.
- ☐ Enable real-time referrals to housing, legal, or social services.
- ☐ Log community concerns and response feedback to guide equitable planning.

⚖ Organization Type: Legal Aid & Advocacy Groups

Legal aid groups help individuals access disaster benefits, resolve disputes, and protect rights. Their support ensures fair recovery across populations.

Coordinate in Advance

Map service areas, specialties, and mobile legal teams, legal clinics, offices, and outreach zones to help achieve equitable post-disaster assistance.

- ☐ Upload rosters of attorneys and paralegals by service area and issue type.
- ☐ Identify mobile clinics and partner organizations for coordinated deployment.
- ☐ List FEMA appeals, eviction, and insurance claim assistance protocols.

Communicate During Events

Provide updates on rights information, filing deadlines, service availability, legal changes and assistance availability.

- ☐ Post alerts on key deadlines, new programs, or legal developments.
- ☐ Use SpotReports to post event alerts, unmet legal needs, or resource referrals.
- ☐ Check in volunteers and staff at clinics or outreach locations.
- ☐ Notify media and public partners about rights campaigns or service changes.

Cooperate to Recover

Support equitable recovery through direct representation, advocacy, and case tracking documentation.

- ☐ Coordinate with housing and health providers on wraparound legal services.
- ☐ Log client issues and resolution status to identify systemic barriers.
- ☐ Use IOIs to represent mobile or fixed legal service points and access filters.
- ☐ Upload forms, claims support, and legal guidance documents to DOIs.
- ☐ Check in attorneys and legal navigators by event or clinic site.
- ☐ Post SpotReports about access barriers, rising demand, or case outcomes.
- ☐ Map availability of legal aid across displaced or underserved populations.
- ☐ Share trends in claims denials or access delays with policymakers.
- ☐ Map legal need hotspots and outreach saturation by geography.
- ☐ Enable form completion and follow-up via secure mobile reporting tools.

☐ Organization Type: Neighborhood Watch/Community Safety Groups

Community safety teams contribute local knowledge, emergency monitoring, and public trust during disaster response and recovery.

Coordinate in Advance

Map watch zones, team rosters, emergency response contacts, and contact trees for situational awareness and coordination.

- ☐ Register members and define coverage zones across neighborhoods.
- ☐ Use IOIs to define patrol zones with map polygons to coordinate with activity logs.
- ☐ List local law enforcement or emergency contacts for each watch area.
- ☐ Upload check-in protocols and communication trees for recovery use.

Communicate During Events

Share safety updates, suspicious activity reports, incidents, patrol needs, and hazard alerts.

- ☐ Post alerts about hazards, access restrictions, or safety concerns.
- ☐ Use tailored intelligence data collector to post suspicious activity, blocked roads, or public safety issues.
- ☐ Check in members and log patrol observations with location data.
- ☐ Notify public safety agencies of activity requiring follow-up.

Cooperate to Recover

Support community stability and local coordination during recovery through maximal information sharing.

- ☐ Coordinate with city responders on traffic, lighting, or public hazard issues.
- ☐ Track patrol coverage and member presence by IOIs and filters.
- ☐ Upload training flyers, reporting protocols, and guidance docs to DOIs.
- ☐ Check in patrol volunteers by zone or shift.
- ☐ Post SpotReports for key incidents, suspicious activity, or follow-up needs.
- ☐ Map neighborhood safety indicators and coverage gaps.
- ☐ Support wellness checks for vulnerable or unaccounted-for residents.
- ☐ Track damage and safety conditions during power or communication outages.
- ☐ Assist with recovery event logistics and crowd monitoring as requested.
- ☐ Log and share hyperlocal safety observations to support resource targeting.

☐ Organization Type: Voluntary Organizations Active in Disaster (VOADs)

VOADs align the efforts of many nonprofits and faith-based groups to maximize collaboration, reduce duplication, and speed recovery.

Coordinate in Advance

Register member capabilities, assets, and geographic coverage.

- ☐ Upload member org directories, specialties, and response teams.
- ☐ Identify facilities used for shelter, food service, or case management.
- ☐ List standby assets (trailers, supplies, staff) available for mobilization.

Communicate During Events

Share deployment updates, coordination calls, and urgent resource needs.

- ☐ Post updates on field deployments, unmet needs, and service gaps.
- ☐ Notify members of coordination calls and scheduling changes.
- ☐ Check in deployed teams and record activity by site or zone.

Cooperate to Recover

Streamline cross-sector recovery by sharing data, goals, and capacity.

- ☐ Coordinate service delivery zones to avoid duplication and ensure equity.
- ☐ Share intake data and referrals across members using secure tools.
- ☐ Map activity footprints and milestones by function and geography.
- ☐ Support long-term recovery planning with shared reports and insights.
- ☐ Document volunteer hours, aid delivered, and collaborative outcomes.

☐ Organization Type: Youth Organizations (e.g., Scouts, 4-H, Youth Sports Leagues)

Youth groups provide leadership, service, and education during recovery. Their members build morale, assist operations, and support peer readiness. Youth groups foster civic engagement and support safe community involvement.

Coordinate in Advance

Map meeting locations, program rosters, and age-specific resources.

- ☐ Upload troop or team rosters, leader contacts, and program resources.
- ☐ Identify clubhouses and training areas as IOIs with plans in MyPlans.
- ☐ Upload checklists, permission slips, and safety protocols to DOIs.
- ☐ Identify facilities for meetings, events, or emergency hosting.
- ☐ List service project plans that can be adapted to recovery support.

Communicate During Events

Share youth activities, service projects, and local readiness updates.

- ☐ Notify members of activity schedule changes or readiness drills.
- ☐ Submit SpotReports on group activities or changes in access.
- ☐ Use Announcements to deliver time-sensitive instructions.
- ☐ Post updates on community events and service opportunities.
- ☐ Check in youth and volunteers to manage safety and assignments.

Cooperate to Recover

Engage the next generation in recovery through hands-on service and support in cleanup, morale building, and community outreach.

- ☐ Coordinate with parks, schools, or aid sites to support recovery projects.
- ☐ Document youth-led cleanups, deliveries, or peer education events.
- ☐ Use Check-ins to record attendance and verify tasks.
- ☐ Post SpotReports to highlight service projects and accomplishments.
- ☐ Attach photos, sign-in logs, and stories to DOI records.
- ☐ Map service areas and activity locations with overlays.
- ☐ Export contributions to share with parents, schools, or sponsors.
- ☐ Map program participation and geographic service coverage.
- ☐ Enable family engagement through multi-generational service models.
- ☐ Track youth contributions and growth milestones through the recovery period.

Agricultural & Rural

☐ Organization Type: Agricultural Equipment Dealers, Repair Services & Feed Suppliers

These businesses sustain rural recovery by ensuring continuity of farming operations, from equipment repairs to animal feed distribution.

Coordinate in Advance

Map service locations, equipment types, delivery capacity, supply yards, service shops, and feed depots to track access and resupply.

- ☐ Upload dealer and repair shop locations with contact info and service areas.
- ☐ Identify suppliers with inventory details for seed, fuel, and feed.
- ☐ List mechanics or techs available for mobile service deployment.

Communicate During Events

Alert agricultural networks about operational status, delivery availability, or delays for through field service coordination and logistics.

- ☐ Post repair status, delivery delays, and equipment waitlists.
- ☐ Check in mobile techs and log field service requests via the app.
- ☐ Notify farms of estimated repair completion or part restock.

Cooperate to Recover

Share operational updates, parts availability, and resupply timelines.

- ☐ Coordinate delivery routes with livestock care and crop production priorities.
- ☐ Identify open, limited, or closed status for equipment depots and feed stores using IOI filters.
- ☐ Upload delivery logs, pricing updates, and equipment request forms to DOIs.
- ☐ Check in field techs and delivery drivers to confirm onsite work or delays.
- ☐ Post SpotReports for site damage, backorders, or fuel needs.
- ☐ Map service coverage for priority producers or areas with disrupted access.
- ☐ Log mutual aid support to neighboring operations during downtime.
- ☐ Map recovery delays due to equipment or input shortages.
- ☐ Share resource availability and unmet needs with ag extension offices.
- ☐ Track service requests, satisfaction, and barriers by zone or product type.

☐ Organization Type: Agricultural Extension Services

Extension services provide education, technical support, and recovery planning for farms and rural businesses. Their guidance is vital to restoration.

Coordinate in Advance

Map service zones, partner farms, specialty roles, and education sites to support agricultural recovery.

- ☐ Identify field agents by location and expertise (soil, livestock, disaster planning).
- ☐ Identify farms, resource centers, and service zones as IOIs and schedules and outreach plans.
- ☐ Upload advisory materials, drought maps, and pest alerts to the platform.
- ☐ Register training offerings relevant to post-disaster recovery.

Communicate During Events

Keep producers informed on verified guidance on recovery, crop salvage, animal health programs, events, and updated disaster support materials.

- ☐ Post event schedules, replanting timelines, or grant deadlines.
- ☐ Use SpotReports to post alerts for workshops, response updates, or safety advisories.
- ☐ Notify producers and ag businesses of technical changes or safety risks.
- ☐ Check in staff and volunteers assigned to rural recovery events.

Cooperate to Recover

Aid farm-based long-term recovery by connecting science, policy, and community.

- ☐ Coordinate damage assessments and field surveys with local governments.
- ☐ Use IOIs to show which farms have received support or are awaiting outreach.
- ☐ Upload aid forms, response toolkits, and guidance materials to DOIs.
- ☐ Check in agents and ag educators by field assignment or support visits.
- ☐ Use SpotReports for photos and notes on crop loss, field conditions, or needed supplies.
- ☐ Map response gaps, workshop participation, and priority zones by crop or livestock type.
- ☐ Share trends in ag recovery, input access, and mental health concerns.
- ☐ Map extension visits, program uptake, and unmet rural needs.
- ☐ Support farm succession, diversification, and sustainability planning.
- ☐ Track response to disease outbreaks or crop failures following a disaster.

☐ Organization Type: Agricultural Irrigation Districts/Water User Associations

These groups maintain irrigation and water supply infrastructure for farms. Their restoration efforts impact food production and economic stability.

Coordinate in Advance

Map infrastructure, water control points, pump stations, canals, and access roads for damage and priority repair.

- ☐ Upload infrastructure maps and distribution zones for irrigation systems.
- ☐ Register dams, pumps, and canal gates as IOIs with inspection logs and control protocols.
- ☐ List member contacts and water allocation data for shared tracking.
- ☐ Identify critical assets for inspection after seismic or flood events.

Communicate During Events

Alert members and partners to water availability, water flow, damage status, infrastructure status, repair priorities, or planned outages.

- ☐ Post repair updates, service reductions, or delivery scheduling changes.
- ☐ Use SpotReports to share pump failures, reroutes, or water quality advisories.
- ☐ Notify partners and agencies about infrastructure damage or risk areas.
- ☐ Check in field teams and log inspection results from mobile devices.

Cooperate to Recover

Coordinate restoration of agricultural water access to support crop recovery.

- ☐ Coordinate phased restoration with farm schedules and crop lifecycles.
- ☐ Track requests for emergency access or water hauling to isolated areas.
- ☐ Identify canal sections and access gates with IOIs for phased reactivation.
- ☐ Upload damage logs, repair plans, and emergency protocols to DOIs.
- ☐ Check in repair crews or inspectors by zone and work shift.
- ☐ Post SpotReports to alert partners about leaks, outages, or obstructions.
- ☐ Map system recovery and active irrigation zones by crop region or user group.
- ☐ Map outages and pressure loss zones to prioritize repairs.
- ☐ Enable member feedback on delivery issues and ongoing needs.
- ☐ Support grant documentation and advocacy with field-level reporting.

☐ Organization Type: Farmers & Agricultural Cooperatives

Cooperatives and individual farmers support food security, economic resilience, and rural recovery. Their success drives supply chain stabilization.

Coordinate in Advance

Map production types, cooperative assets, and distribution routes co-op infrastructure, member farms, and delivery hubs.

- ☐ Upload membership rosters, farm types, and shared equipment pools.
- ☐ Identify cold storage, distribution hubs, and livestock housing infrastructure.
- ☐ Use IOIs for cooperative facilities with commodity flows and point-of-contact lists.
- ☐ List contract processors, feed providers, and irrigation partners.

Communicate During Events

Share farm and infrastructure status, updates on crop/livestock, resource needs, and recovery timing with co-op members, buyers, or relief partners.

- ☐ Post harvest status, storm damage updates, or pest alerts.
- ☐ Use SpotReports to post harvest impacts, damage alerts, or commodity updates.
- ☐ Check in members via mobile tools to log resource gaps or assistance requests.
- ☐ Notify buyers, distributors, or food banks of anticipated yields or shortages.

Cooperate to Recover

Accelerate food system recovery by restoring operations and strengthening networks.

- ☐ Coordinate with co-ops on mutual aid harvests and supply pickups.
- ☐ Log supply chain disruptions and rerouting efforts by commodity.
- ☐ Map farm recovery milestones and economic return progress.
- ☐ Use IOIs to monitor member farm and facility status (Closed → Operating).
- ☐ Upload pricing updates, delivery changes, and damage logs to DOIs.
- ☐ Check in haulers and recovery teams from each location.
- ☐ Post SpotReports to communicate crop loss or equipment gaps.
- ☐ Map operational zones, cooperative coverage, and supply restoration.
- ☐ Enable product donations or market recovery support for surplus goods.
- ☐ Track cooperative contributions to regional food and recovery plans.

☐ Organization Type: Local Fairs/Rodeo Grounds/Ag Event Venues

Ag venues host animal sheltering, community events, and field support staging during recovery. Their space and staff extend emergency capabilities.

Coordinate in Advance

Register fairgrounds, livestock facilities, and equipment storage zones and community event venues to support logistics, sheltering, or aid delivery.

- ☐ Upload maps of arena space, barn capacity, and RV hookups.
- ☐ List volunteer groups, livestock transporters, and support vendors.
- ☐ Identify facilities with ADA access, showers, or quarantine zones.

Communicate During Events

Inform community partners and responders about venue usage, site availability, shelter status, and resource usage restrictions, or support activities.

- ☐ Post updates about shelter activation, resource distribution, or closures.
- ☐ Use SpotReports to post schedule updates, traffic issues, or volunteer coordination info.
- ☐ Notify ag networks about event postponements or emergency site uses.
- ☐ Check in volunteers and log supply movements across venues.

Cooperate to Recover

Support rural recovery by offering infrastructure and public venues as community resources with controlled or public access and community space.

- ☐ Coordinate animal sheltering with county animal control or rescue teams.
- ☐ Track donations, meals served, or evacuees supported by location.
- ☐ Track venue usage and readiness by type (shelter, staging, public use).
- ☐ Upload site diagrams, event schedules, and safety protocols to DOIs.
- ☐ Check in logistics teams, health staff, and support crews.
- ☐ Post SpotReports with attendance stats, operational notes, or safety concerns.
- ☐ Map usage of ag event spaces for relief, coordination, or public messaging.
- ☐ Map facility use for resource staging and community engagement.
- ☐ Enable real-time reporting from fairgrounds during disaster events.
- ☐ Document capacity and lessons learned to guide future emergency use.

☐ Organization Type: Regional Food Hubs/Farmers Markets

Food hubs and markets connect local producers to communities. Their recovery strengthens supply chains, boosts nutrition access, and supports small farms.

Coordinate in Advance

Map food aggregation points and distribution zones to coordinate supply chain visibility, vendor rosters, delivery routes, and cold storage assets.

- ☐ Upload vendor lists and market site locations with operational status.
- ☐ Identify cold storage units and transport vehicles used by food hubs.
- ☐ List backup supply routes and alternate venues for disrupted operations.

Communicate During Events

Notify producers and customers about market status, delivery changes, recovery needs. updates on reopening schedules, inventory, and access restrictions.

- ☐ Notify vendors and customers of hours, inventory, and safety protocols.
- ☐ Use SpotReports to alert supply gaps, harvest issues, or vendor updates.
- ☐ Check in staff and track deliveries via mobile forms or maps.
- ☐ Post alerts on canceled events or changes in availability.

Cooperate to Recover

Rebuild regional food systems using shared maps, check-ins, and distribution tracking to coordinate local sourcing, distribution, and engagement.

- ☐ Coordinate with food banks and mobile units for shared distribution.
- ☐ Map areas served and identify gaps in local food access.
- ☐ Track hub readiness, site activity, and market trends via IOIs.
- ☐ Upload pricing sheets, vendor rosters, and seasonal calendars to DOIs.
- ☐ Check in farmers, vendors, and drivers by shift or site.
- ☐ Post SpotReports on supply levels, access issues, or weather impacts.
- ☐ Map food availability, delivery reach, and underserved zones.
- ☐ Track demand, vendor recovery, and customer feedback using shared tools.
- ☐ Log recovery impacts and donations from participating producers.
- ☐ Support community engagement through cooking demos and food education events.

☐ Organization Type: Rural Housing Authorities or Nonprofit Housing Trusts

These agencies provide stable housing options in vulnerable communities. Their coordination helps prevent displacement and guides equitable recovery.

Coordinate in Advance

Track housing stock, unit inventories. service zones, vulnerability data, and support agencies for rural housing visibility.

- ☐ Map rural housing sites by type, age, and risk level.
- ☐ Upload inspection forms and emergency repair vendor lists.
- ☐ Register mobile teams for tenant wellness checks and relocation support.

Communicate During Events

Notify authorities to inform tenants and partners about resource availability, restoration status, housing status, reentry timelines, or application updates.

- ☐ Use SpotReports to post openings, hazards, or displacement alerts.
- ☐ Notify tenants about damage, repairs, or relocation services.
- ☐ Post updates on resource availability and housing-related aid.
- ☐ Check in field teams and log progress at each unit or site.

Cooperate to Recover

Stabilize rural housing recovery across communities by coordinating repairs, referrals, and resident services.

- ☐ Coordinate repair scheduling with utilities and public safety teams.
- ☐ Enable referrals for health, legal, or social services via shared forms.
- ☐ Use IOIs to track unit readiness, restoration status, and hazards.
- ☐ Upload repair plans, eligibility forms, and housing policies to DOIs.
- ☐ Check in outreach workers and contractors by location or task.
- ☐ Post SpotReports for inspections, delays, or tenant concerns.
- ☐ Map recovery readiness by region, vulnerability, or provider.
- ☐ Map tenant demographics and support needs to guide equity-focused recovery.
- ☐ Log reentry progress and open unit availability in shared dashboards.
- ☐ Support collaborative planning with rural development or housing coalitions.

☐ Organization Type: Rural Postal and Delivery Services

Postal services are lifelines for rural areas, delivering medicine, benefits, and information. Their restoration is critical to recovery and reconnection.

Coordinate in Advance

Map rural postal hubs and delivery routes drop points, and fuel or vehicle dependencies to track access and restore essential connections.

☐ Use IOIs for drop points and preload route maps.
☐ Upload delivery route maps and alternate path plans.
☐ List fuel providers and vehicle service partners by zone.
☐ Register drivers, assignments, and contact protocols for incident updates.

Communicate During Events

Inform residents and logistics partners of disruptions, workarounds, or priority deliveries as updates on service status and route restoration.

☐ Notify customers about mail delays, alternate pickups, or service areas.
☐ Use SpotReports to share blocked routes, facility closures, or mail volume spikes.
☐ Post hazard alerts and rerouting updates for last-mile delivery staff.
☐ Check in drivers and confirm completion of priority deliveries.

Cooperate to Recover

Maintain rural supply flow and communication with visible delivery points and route updates to assure critical delivery and information lifelines by coordinating delivery operations.

☐ Coordinate delivery of medication, paperwork, and relief materials.
☐ Map unserved zones and reconnect isolated areas first.
☐ Track delivery site status and active routes using IOIs.
☐ Upload delivery protocols, priority lists, and alternate paths to DOIs.
☐ Check in mail carriers and drivers by route and time.
☐ Post SpotReports on delivery failures, hazards, or surge capacity needs.
☐ Map rural access restoration and delivery success by geography.
☐ Enable reporting of address changes or lost documents via mobile forms.
☐ Log vehicle and driver data to support response accountability.
☐ Partner with public agencies to distribute notices, forms, or ballots.

☐ Organization Type: Tribal Governments/Tribal Emergency Management

Tribal nations lead their own disaster recovery processes while coordinating with local, state, and federal partners. Their sovereignty and traditions shape response.

Coordinate in Advance

Map tribal boundaries, emergency teams, and traditional gathering places.

- ☐ Upload contacts for tribal emergency management, health, and housing.
- ☐ Identify critical infrastructure (clinics, roads, schools, centers) on shared maps.
- ☐ List language or cultural services available for recovery programs.

Communicate During Events

Notify tribal members and partners of safety info, updates, and events.

- ☐ Post tribal updates about curfews, advisories, and recovery phases.
- ☐ Notify partners of events, programs, or requests for mutual aid.
- ☐ Check in field teams and log cultural event support needs.

Cooperate to Recover

Lead sovereign recovery while collaborating to protect people, lands, and culture.

- ☐ Coordinate multi-jurisdictional response with county, state, and federal agencies.
- ☐ Log recovery actions taken by the tribal government for planning and support.
- ☐ Support traditional practices, ceremonies, and land stewardship during recovery.
- ☐ Track infrastructure restoration in tribal communities by sector.
- ☐ Map access gaps and service needs across rural or reservation lands.

Coordinate in advance.

Communicate during events.

Cooperate to rebuild.

The Business-Community Partnership Explained

The Business-Community Partnership provides free access to SpotOnResponse, the mobile-first emergency coordination platform built for government, nonprofits, businesses, and responders - for the Whole Community.

When You Sponsor SpotOnResponse, You're Powering Local Emergency Management

You're not just supporting local government — you're helping businesses, nonprofits, schools, neighborhood groups work together in real time.

One Subscription. 100 Connections. $1,000/Year.
A business, nonprofit, or civic organization sponsors SpotOnResponse for just $1,000/year. That covers 100 mobile or web app licenses, managed by the local emergency coordinator and shared across public and private partners.

Why So Affordable? Is It for Real?
In a world where government software can take months to deploy and cost thousands per user, $10/year might sound too good to be true.

Here's why it's not:

This isn't a startup.
SpotOnResponse was built for public safety, tested in real emergencies, and funded through major federal and state projects. Now, we're paying it forward — because the need has never been greater.

This isn't a basic app.
It's a full-featured emergency coordination platform with planning tools, map-based tracking, secure messaging, drills, and disaster recovery support — all ready to go, right from your phone.

And this isn't a gimmick.
Our mission is to accelerate whole community adoption. We've priced it for impact, not profit — because resilience belongs everywhere, not just where budgets allow.

Real Tech. Real Value. Real Results.
You get the same powerful tools that larger organizations pay 3–5x more to access. With this Playbook and SpotOnResponse, you'll fill the FEMA gap and be ready for whatever comes next.

Want to Sponsor a Community?
Whether you're a business leader, nonprofit director, or local official, the SpotOnResponse Business–Community Partnership gives you a way to lead — and a way to protect what matters most.

Visit www.SpotOnResponse.com to get started.