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All-volunteer Teams from ITDRC.org Deliver Critical Communications Support to 142 Disaster-Struck Areas in 2018

With help of leading technology partners, nationwide group deploys connectivity to first responders and evacuees during crisis

DALLAS -- December 20, 2018 - The Information Technology Disaster Resource Center (ITDRC), an all-volunteer non-profit organization that connects communities in crisis, today announced that in 2018, it provided mobile networks and technical resources to 142 sites in 76 communities after major hurricanes and fire disasters affected large parts of California and the Southeast U.S. In addition, 14 months after Hurricane Maria devastated Puerto Rico, ITDRC continues to support 30 active network sites in Puerto Rico. More than 160 technical volunteers contributed to the efforts helping first responders and evacuees get connected.

The 2018 hurricane season was destructive, with Hurricane Michael, the fourth-strongest hurricane recorded in modern history with 155 mph winds, causing record flooding in many states. In California, deadly fires destroyed over 10,000 homes and structures and lives lost.

- **Hurricane Florence:** ITDRC sent field deployment teams to 22 sites throughout North Carolina and South Carolina in response to flooding.
- **Hurricane Michael:** When Hurricane Michael struck the Southeastern U.S. in October, ITDRC deployed teams within 48 hours, and assessed 63 sites across Florida, Georgia, and Alabama. Its efforts are ongoing, and currently focused on the communities of Panama City and Mexico Beach, Florida.
- **Deadly fires in California:** To date, ITDRC has deployed 40 volunteers to 35 sites throughout the year to provide rescue and response support for the Carr, Mendocino Complex, Camp fire in Paradise and the Woolsey fire in Malibu.

Founded in 2008, ITDRC deploys IT volunteer teams within 24 hours of an event, setting up critical replacement communication network sites damaged by storms or fires. Equipment such as voice and data infrastructure, VoIP, satellite communications, and Wi-Fi networks and include hardware such as access points, satellite dishes, power cables, phones and tablets, have been donated by ITDRC sponsor companies. In addition, ITDRC provides damage assessment imagery for emergency management agencies and communications support for non-government organizations including *Team Rubicon* and *All Hands and Hearts Volunteers*.

“When disasters strike, ITDRC responds to support the impacted communities with teams of technical volunteers,” said Joe Hillis, operations director for ITDRC. “The volume of devastating disasters this year vastly depleted our supplies and resources, but thanks to our partners, we were able to provide support when and where it was needed.”

ITDRC is thankful for the incredible response and continued support from its partners, including Amazon Web Services (AWS), Cisco/Meraki, Dell, Dish Network (DishCARES), Fortinet, Google, HP Inc, Microsoft, Ruckus Networks, Sprint ERT, and United Parcel Services' "UPS Foundation." Without these companies, first responders and many communities would be without critical communication networks.

"We're proud to support ITDRC in their noble effort to support communities in crisis by helping families and first-responders get connected," said Ian Whiting, President of Ruckus Networks, an ARRIS Company. *"Our company and channel partners are pleased to step-up and help in these critical moments."*

ITDRC sponsor partners include Access Networks, Advanced Shelter Systems, AirlinkFlight, Arc Aspicio, Boingo, Belden, Cradlepoint, Everbridge, HughesNet, OnSIP, Orion Labs, Polycom, SES/O3b, Southwest Airlines, Tait Communications, Tesla, Tierpoint, ViaSat and many more.

You Can Help

2018 severely depleted ITDRC's donations and resources. The organization is in need of cellular and Wi-Fi access points, routers, notebooks, phones, tablets and cabling. In addition, ITDRC needs additional transportation vehicles and storage sites. To volunteer, sponsor or learn more, visit www.itdrc.org.

About ITDRC

The Information Technology Disaster Resource Center is a nationwide, volunteer-driven 501(c)(3) with more than 1,300 credentialed technical professionals across 10 regions. ITDRC is a charter member of FEMA's Tech Sector Collaboration program, and trusted partner to the technology and emergency management communities. Last year, in 2017, ITDRC responded to 15 major disasters, including Hurricanes Harvey, Irma, and Maria; establishing 162 sites in 87 communities. Nationwide Disaster Response 866.217.5777

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