Prepare
Respond
Improve

2017 ANNUAL REPORT
Volunteers gather for a retreat at Lake Anna, VA in 2016 - Photo credit: Damon Talbot, Humanity Road

Cover Photo Credits: left to right Photo 1: Cat Graham meets with Senior Communicators at Pacific Endeavor. Photo 2: In response to Hurricane Irma Chris Thompson supporting FEMA in Big Pine Key in Florida. Photo 3 – Chris Thompson brushes up on Cyber Security techniques at Pacific Endeavor.
Letter from the President

The 2017 hurricane season brought widespread destruction and impacted the lives of 30 million people across 14 Caribbean nations. In Texas, 8.9 million people were in Harvey’s path and in Florida another 20 million in the path of Hurricane Irma. Humanity Road provided situation reports to the public and our governmental and non-governmental aid partners who responded. We also activated on a special mission to help relay urgent rescue requests to the Coast Guard and first responders. After Irma devastated the area, we deployed to Big Pine Key in Florida and worked with partners like ITDRC and FEMA to help support the local recovery.

Within our disaster response program, volunteers responded to 76 events across 19 countries throughout 2017 including 27 earthquakes, 12 floods, 11 wildfires, 9 hurricanes, 6 public safety events, 6 tornadoes, 1 blizzard, 1 mudslide, 1 volcanic eruption, 1 radiologic event, and 1 winter storm.

Our Disaster Preparedness program was active all year, supporting Federal, state and local preparedness activities and also supporting the annual U.S. Pacific Command Pacific Endeavor program. The PE2017 program conducted its’ capstone event for the first time on U.S. soil in San Jose, California. Even as we were wrapping up our support for this 22 nation international exercise, Hurricane Harvey was barreling toward Texas.

Under our Process Improvement program, we continued implementation of business intelligence, industry and operational process improvements. These included launching a new website, a new volunteer management platform and initiating efforts to automate some of our training modules.

As we reflect on the devastation of the 2017 hurricane season, and the heroic efforts of those who were providing them aid, we are grateful for our supporters, our volunteers and our partners. Together, we can achieve so much to help those impacted by disaster.

Chris Thompson, President
Humanity Road, Inc.
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Mission Statement

_Humanity Road delivers disaster preparedness and response information to the global mobile public before, during, and after a disaster. Providing aid information helps individuals survive, sustain, and reunite with each other and with their pets. Humanity Road strives to close the disaster communications gap through process improvement, collaboration, partnerships, education and training._
2017 Disaster Response Program Summary

In 2017, our Humanity Road responded to 76 events in over 30 countries for an estimated total of 9,000 hours. Below are some highlights:

**Oroville Dam Spillway Breach, California, US,** Feb 10-14, 2017. Published two situation reports and provided information to the Sacramento County Office of Emergency Services.

**Flooding, Peru,** March 3-27, 2017. Published three regional situation reports focusing on the most impacted regions.

**Tropical Cyclone Debbie, Australia,** March 27-30, 2017. Published a communications report for a university client who needed intelligence on the extent of damage to cellular networks.

**Wildfires, Great Plains, US,** March 28-April 10, 2017. Supported the 2017 Panhandle Fire Relief group and truckers bringing feed and supplies to the region.

**Wildfires, British Columbia, Canada,** July 8-13, 2017. Published two situation reports.

**Hurricane Harvey, Texas, US,** August 24 - September 5, 2017. Published three situation reports, and one medical report in English and Spanish. Partnered with Translators without Borders and Standby Task Force and supported rescue boats with fuel credits.

**Hurricane Irma, Caribbean Islands and US,** September 5-30, 2017. Published three situation reports and one medical report for the Caribbean and two for Florida. Physically deployed to the Florida Keys for two weeks.

**7.1 Earthquake, Puebla, Mexico,** September 19-26, 2017. Published one situation report.

**Hurricane Maria, Caribbean Islands,** September 18 - October 18, 2017. Published two situation reports for the Caribbean and two communications reports for Puerto Rico. Collaborated with Healthcare Ready and Yachtaid Global.
Hurricane Harvey, August 24 - September 5

Following Hurricane Harvey’s landfall on August 24, the Humanity Road Digital Disaster Response Team contributed over 500 hours of time for datamining and reporting covering the impact zone along the coast of Texas. We fulfilled four major activations, which included publishing three situation reports, publishing a healthcare sector report, supporting a search and rescue map for the US Coast Guard, and supporting the fuel needs of civilian rescue boat crews. We partnered with Translators without Borders (TWB) volunteers, who translated reports into Spanish and Vietnamese and also data mined for urgent needs in Spanish, Vietnamese, and Arabic. We partnered with Standby Task Force (SBTF) to search for rescue and urgent need requests in social media that were then plotted on crisis maps for the US Coast Guard. Additional surge support was provided by volunteers from Hill Air Force Base. In total, about 50 volunteers from eight US states and seven countries assisted with these activations. Additionally we collaborated in numerous portals with more partners, including the FEMA Tech Sector, the FEMA NBEOC, the Digital Humanitarian Network, Northcom, the National Guard, Arizona State University, Texas State University, AmeriCares, Healthcare Ready, and Help Earth Foundation.
Hurricane Irma, September 5-30

Our Digital Disaster Response Team fulfilled six major activations including publishing three situation reports and one healthcare sector report for the Caribbean, two situation reports for Florida, routing medical unmet needs to Healthcare Ready, and activating US Coast Guard Academy Cadets for surge support to data mine social media for urgent needs. Two Humanity Road staff also physically deployed to Big Pine Key, Florida for two weeks as a member of a coalition response team providing hot meals, donation management and pantry items to the public impacted. Humanity Road created an information resource center, which served an estimated 200 people per day and a total of about 2,000 residents. ITDRC provided a communications network with a cellular mesh network and a back-up satellite network, which ran 100% on Solar panels and marine batteries. Humanity Road and the ITDRC solutions team provided free WIFI internet access, access to power, cell phone recharging, laptops, free phone calls, printing and copying and access to aid information. An advance team of eight trained FEMA staff co-located with Humanity Road to provide direct support to the public requesting FEMA aid. Other partners included Google, Healthcare Ready, Child Care Aware, Crisis Cleanup, and Coalition of Hope.
Hurricane Maria, September 18-October 18.
Our activation began on September 18 just before Hurricane Maria’s landfall on Dominica. Over the period of one month, we published two situation reports covering impacted islands in the Caribbean, two communications sector reports for Puerto Rico and the US Virgin Islands, and four private reports for partners. We collaborated with Healthcare Ready in routing urgent medical needs for resolution and provided information and operation support for Yachtaid Global’s activation in the Caribbean.

We helped facilitate the delivery of 1500 Aquapure filters into Puerto Rico translating to 525,000 liters of clean water and 2800 Sawyer water filters throughout the Caribbean translating to approximately 243,000 gallons of clean water every day. As with the previous hurricane, we continued to communicate with partners, including Americares, the FEMA Tech Sector and the FEMA NBEOC. Our situation reports for all three hurricanes were shared on the FEMA NBEOC shared dashboard.
2017 Disaster Preparedness Highlights

In 2017 we focused on strengthening our team, our online presence and our cyber preparedness skills. Aline Carr led the Internal Drills team through four internal drills practicing data mining, coordination, verifying information, geolocation and mapping skills. Volunteers practiced team coordination, communication, situation reporting, and urgent needs response. Humanity Road supported Pacific Endeavor 2017 and also supported the FEMA Southeast Public Private Partnership Summit in March, World Wide Human Geography Data Working Group round table in September and was an invited participant of Department of Defense at a Facebook session for government agencies in December.

Internal Drills

- **Operation Magellan** - February - activation to create a list of wildlife rescue organizations in Australia and New Zealand.

- **Operation Dark Knight** - In April, this exercise was held in conjunction with FEMA’s Gotham Shield Disaster Exercise. A dirty bomb explodes near Lincoln Tunnel in New York City.

- **2017 Scavenger Hunt** - In June we held our scavenger hunt, datamining, verifying information, translating, geolocation, and communicating with other participants.

- **Operation Dive for Data** - In November, Aliens from the planet Gentoo arrive on earth and Humanity Road is activated to lead the Interplanetary Disaster Relief Coalition. Provided contact information for disaster management agencies and other organizations for several countries.
External Exercises
Humanity Road supported Pacific Endeavor 2017 and also supported the FEMA Southeast Public Private Partnership Summit in March, World Wide Human Geography Data Working Group round table in September and was an invited participant of Department of Defense at a Facebook session for government agencies in December.

Pacific Endeavor 2017
We have been a supporting and participating member of Pacific Endeavor since 2012. In 2017 The Multinational Communications Interoperability program met for three planning sessions in Cambodia, Hawaii, Sri Lanka and the main event which was conducted in San Jose, California. We were selected as Lead Exercise Developer for this year’s program. We attended all four events and contributed approximately 600 man-hours of support across 75 days. For the table top exercise we provided subject matter expertise, data analysis, project management, exercise development, and conducted the Scenario Working Group through three planning workshops and the main event. The output included a robust scenario led exercise for a fictitious island nation and our Humanity Road scenario development team provided a reusable table top exercise playbook and facilitators guide. They also created a detailed Pacifica Handbook providing deep background for realism.
For the first time we were invited this year to attend and participate in the Cyber Endeavor program. Chris Thompson attended the hands on training, learning new skills and techniques to improve our ability to identify and protect against the 16 vectors of attack and 20 best practices for controls for improving our cyber hygiene.
2017 Process Improvement Highlights

Humanity Road continues to support process improvement for business intelligence, business operations, and industry response including civ-mil coordination. We focus on providing a learning environment and test bed for academia. We work on improving communications including testing and providing subject matter expertise in the development of innovative methods and tools for saving lives.

In 2017, Humanity Road began collaborating with Facebook at the Facebook Building Data Impact Summit. Facebook Mapping products provide analytics that enhance insight into population movement during disaster.

Working with academia, Humanity Road provided training and experience for students of the United States Coast Guard Academy during the 2017 hurricane season. The successful collaboration improved the response for the U.S. Coast Guard and the students won an innovation award for their contribution. We collaborated with students from the University of Washington who studied the work of Humanity Road in its use of social media to build situational awareness. After Hurricane Harvey struck Texas, Humanity Road also collaborated with Texas State University in a joint response solutions team.

For Pacific Endeavor 2017, Humanity Road served as lead civ-mil exercise developer creating a facilitator’s guide for the multinational communications interoperability exercise program. We improved multinational response by simulating an ETC meeting within the room with 22 nations where they could finally get a feel for the contributions of other communications partners including CISCO, Nethope and Humanity Road.
Testimonials

“Following Cyclone Debbie here in Australia we needed some quick intelligence on the extent of damage to cellular networks, which HR were able to provide quickly and painlessly. We are already using that data to help further build resilience in Australia. Without HR's support, this information would have been much more difficult for us to find. Also, the history of HR's situation reports provides an invaluable longitudinal data set on the impact of disasters on communications and other vital services.”   Anonymous

“We are a small all volunteer NGO www.yachtaidglobal.org Humanity Road has been instrumental in helping us achieve our objectives. They are a first class ethical organization. Thank you Humanity Road for helping us help others.”   Captain Mark Drewelow, Founder, YachtAid Global

“Just a brief note to let you know how hard and fast these folks work!! I arrived in Cudjoe Key FL 8 days after complete annihilation as a result of Irma. Before we knew it, the troops had arrived and set up internet connections! It was the first and only way to get communications out of our area. In addition, I had the pleasure of meeting Christine Thompson. She very kind and took some time just to reassure me that it would be ok! So grateful these folks were there at Big Pine when I needed them! Thank you!   Heather

I was happy to provide Logistics Support to Humanity Road, delivering essential items to their operation in Big Pine Key, FL after Hurricane Irma. Most recently, they connected me with a specialized technical advisor who is now assisting us to plan an innovative radio communications system for partners working in the mountains of western Puerto Rico.   Disaster Response Aid Provider

Volunteer Overview

In 2017, we set our goals to improve volunteer processing, onboarding and engagement. We implemented a Cyber Security program to help protect our most valuable asset, our volunteers. We migrated our volunteer management platform from Googledocs onto Team Kinetic in October of 2017. Our disaster preparedness program focused on trainings, drills, cyber security and automating the process of tracking volunteer hours. We held 42 trainings and four drills. We maintained 97 active volunteers on the roster for disaster response. Volunteers organized into various work groups to tackle projects. These included self-directed work teams which included, Internal Drills Team, Analytics Team, Disabilities, Accessibilities and Functional Needs DAFN Team, Animals in Disaster Team, Weather Ready Nation Team, and the Mapping Team.
Financial Highlights
We ended 2017 with increased cash reserves, lower outstanding liability, and under budget. Program service fees contributed more than 75% of our total income in 2017. Once again in 2017, Humanity Road was approved as a National member of the Combined Federal Campaign (CFC).

Statement of Financial Position

Statement of Financial Position
December 31, 2016

Assets

Current Assets
Cash $39,784
Accounts receivable $13,672

Property and Equipment
Equipment $4,446
Less: Accumulated Depreciation $3,523
Net Property and Equipment $923

Other Assets
Clearing Account $3,665
Prepaid Expense $2,192

Total Assets $60,236

Liabilities and Equity

Liabilities
Accrued liabilities $2,126

Net Assets
Unrestricted Net Assets $34,569
Net income $23,541

Total Liabilities and Equity $60,236
### Financial Statement of Activities

#### Statement of Activities
**Year Ended December 31, 2017**

<table>
<thead>
<tr>
<th>Revenues, Gains, and Other Support</th>
<th>Unrestricted</th>
<th>Temporarily Restricted</th>
<th>Permanently Restricted</th>
<th>Total</th>
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<tbody>
<tr>
<td>Individual donations</td>
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<td>in-kind donations</td>
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<td>Disaster preparedness income</td>
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<td>$167,432</td>
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<tr>
<td>Reimbursements income</td>
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<tr>
<td><strong>Total Revenues, Gains, and Other Support</strong></td>
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<td><strong>$267,106</strong></td>
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#### Expenses

<table>
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<tr>
<th>Expenses</th>
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<th>Temporarily Restricted</th>
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<tr>
<td>Program Services</td>
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<td>$210,129</td>
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<tr>
<td>Management and general</td>
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<td>$39,543</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$249,672</strong></td>
<td><strong>$0</strong></td>
<td><strong>$0</strong></td>
<td><strong>$249,672</strong></td>
</tr>
</tbody>
</table>

| Changes in Net Assets             |              |                        |                        | $17,435  |

| Net Assets - Beginning of Year    | $42,801      |                        |                        | $42,801  |

| Net Assets - End of Year          | $60,236      | **$0**                 | **$0**                 | **$60,236** |
Leadership Team
Christine Thompson, President, Director
Catherine Graham, Chief Operations Officer, Director
Robert A. Enholm, Treasurer, Director
D. Cary Mitchell, Secretary, Director
Art Botterell, Director
Chuck Hardy, Director

Relationships
From Our Team to Yours, thank you to our partners, supporters and sponsors.

Affiliations, Memberships and Working Groups
Code of Conduct & Ethics Pledge

Volunteers are committed to providing accurate information in the best interests of the public. They pledge a commitment to Safety, Lawfulness, Professionalism, Responsibility, Good Fellowship, Loyalty and Integrity. This pledge also includes the United Nations humanitarian principles. Humanitarian Principles represent the foundation of humanitarian action.

Key humanitarian principles include; Humanity, Neutrality, and Impartiality. Humanity Road, Inc. promotes humanitarian action and a work ethic free from harassment and discrimination. Prohibited activities include those that discriminate based upon an individual's sex, race, ethnicity, national origin, age, religion or any other legally protected characteristics. Humanity Road staff and volunteers are required to abide by this policy.
2017 Digital Disaster Response Milestones
Volunteers responded to 76 events during the year in over 30 countries.

**USA** – Hurricane Harvey – strategic heat map cataloged 1k cries for help resulting in 5k rescues.

**USA** – Co-located with FEMA in Florida after Hurricane Irma

**Global** – Our twitter followers passed the 10,000 Followers mark.

**Global** – The Humanity Road disaster response desk was active 9,000 hours for 76 Events across 19 countries.

**Multi-National** – Simulated an ETC Cluster meeting with 20 nations in Pacific Endeavor Multinational Communications Interoperability Exercise.

**Global** – In 2017 we focused on capacity and operational cyber security. Launching a new website and volunteer portal.

**Global** – Introduced stringent Cyber security protocols, improved website performance, reduced risk for cyber events and hardened our network

**Global** - Humanity Road upgraded its online presence in compliance with US NIST cyber security guidelines and European Union GDPR rules.

www.humanityroad.org