

The background image shows the aftermath of Hurricane Ian, with debris, damaged buildings, and palm trees under a blue sky. An American flag is prominently displayed in the upper left corner.

MERIT

Hurricane Ian Rapid Response

Merit Tracks Time and Logistics for Faster FEMA Reimbursements

Boots on the ground before landfall

Five days before Hurricane Ian made landfall, the Florida Division of Emergency Management (FDEM) requested Merit deploy teams and technology to support the agency's anticipated response. The next day, Merit employees and volunteers traveled to Florida, with more waiting on standby. **Within 48 hours, the Merit Tech Incident Management Team (IMT) was issuing badges and merits to hundreds of responders.**

Merit's Director of Emergency Services, speaking from the Tallahassee Emergency Operations Center, listed some of the many services where verified digital credential teams were used.

- Securing access for Florida State Emergency Operations Center
- Budgeting for nurse staffing
- Reception for shelters
- Check-in and time tracking for National Guard and first responders
- Distribution logging of meals, water, vehicles, and MREs
- Registration and timestamps for state response and recovery partners
- Asset location and status tracking
- EOC technical support for totaling initial declaration costs

Seamless resource tracking and accountability

The Merit team setup badging at check-in sites and issued merits (verified digital credentials), to secure zone access, track time for responders and volunteers, manage required reporting, and provide increased resource visibility. Check-in sites were located at multiple locations within the disaster including base camps, nursing centers, and shelters.

In addition to tracking people, Merit worked with agencies to develop a 3 button system on tablets for the National Guard to track distribution of water, MREs and vehicles. And as part of asset management, Merit created a system to monitor fuel status for generators.

Tracked using verified credentials*

7,218

 People

1,164,609

 Hours


26,255

 Meals

34,817

 Vehicles

78,600

 Cases of water

49,625

 MREs*

* From Weekly Report, January 1-7, 2023. This data only reflects missions assigned to Merit.

* Meals ready to eat

Faster reporting and FEMA reimbursements

Merit simplified and streamlined the reporting processes with digitized forms and integrated, automated workflows. The single platform enabled individuals, supervisors, and staff to submit, review, and approve FEMA forms. The technology worked to eliminate the historically extensive paper process, in turn speeding up the reimbursement process. Even more, the platform's verified audit trail traced back to timestamps at check-in sites.

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Emergency managers are making critical real-time decisions and justifying early budget requests from FEMA using our dashboard data.

— JACOB ORRIN, MERIT COO & CO-FOUNDER

Real-time decision making

Merit team staff actively supported and empowered the EOC onsite, sending merits on new ‘missions’ as contracts developed, configuring forms and dashboards, and running reports for communications and forecasting of logistics needs.

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Merit’s simple badging and tracking program for volunteers, IMTs, politicians, and service animals unified the community and supported a safer response to the disaster.

— JONATHAN JANDORF
MERIT PROGRAM MANAGER

Ready when you need us

Merit stands ready to deliver solutions that match unique needs in record time.