3. MASLOW'S HIERARCHY OF NEEDS

CITIZEN PROBLEM SOLVING

This could include building an app based on open data or organizing a citizen watch group. Volunteer activities and events that seek impact are found at this level.

SHARING IDEAS

In-person or online town halls offer opportunities to give feedback on programs. Citizens also gather to enjoy art or musical performance where community members share their talents.
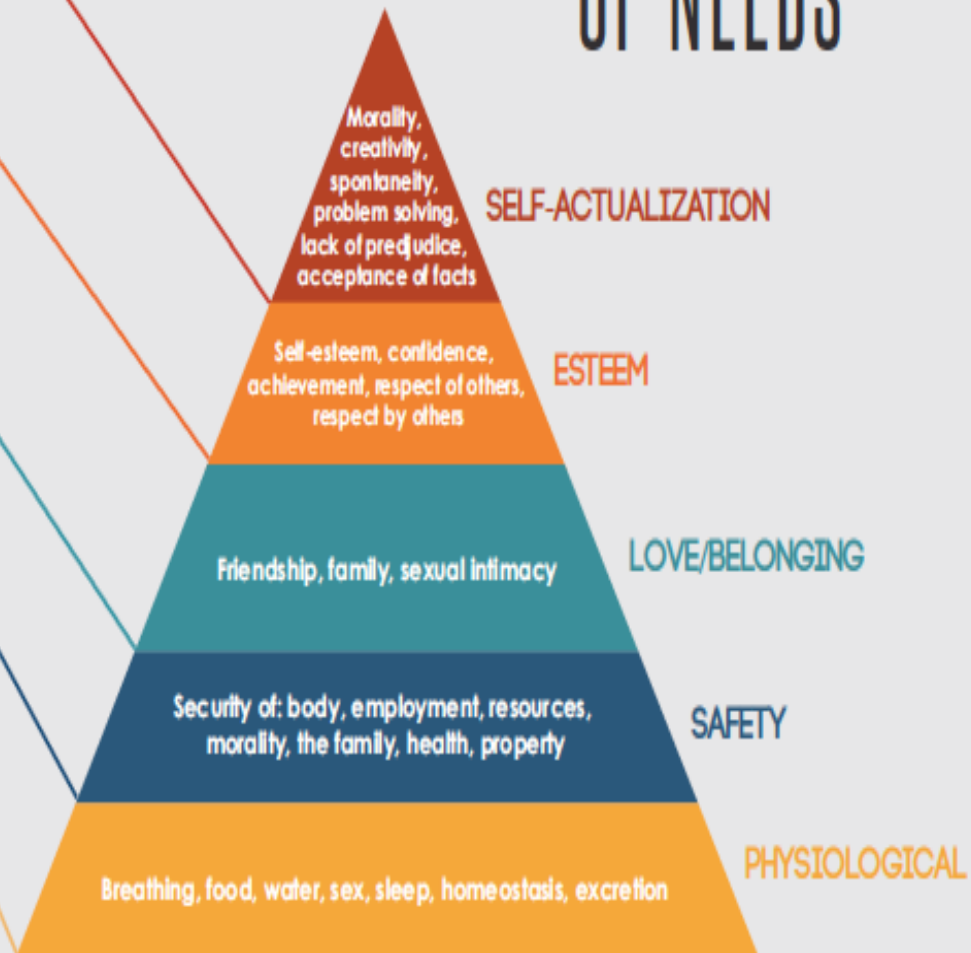
GENERAL AGENCY CONTENT/NEWS/EVENTS

Citizens want a sense of belonging. This means getting news about your community, such as parks information or the latest on a new school opening.

EMERGENCIES/JOBS

Emergency alerts like text/emails with snow/hurricane or health-related information. This level deals with finding employment – providing for one's family.

BASIC TRANSACTIONS

For government, that's the basic transactions - getting a driver's license, renewing a passport, applying for food stamps or paying taxes for services that support society.

Pyramid

SELF-ACTUALIZATION — Morality, creativity, spontaneity, problem solving, lack of prejudice, acceptance of facts

ESTEEM — Self-esteem, confidence, achievement, respect of others, respect by others

LOVE/BELONGING — Friendship, family, sexual intimacy

SAFETY — Security of: body, employment, resources, morality, the family, health, property

PHYSIOLOGICAL — Breathing, food, water, sex, sleep, homeostasis, excretion

10 QUESTIONS EVERY RESILIENT COMMUNITY SHOULD ASK

1. What kind of data is important to our organization?

2. Have we prioritized our data?

3. How is data currently accessible to employees during a crisis? What can we do to improve?

4. What location based solutions already exist to start addressing my problem?

5. What role does technology play and what's our technology roadmap?

6. How often are we planning and preparing for a crisis?

7. How do we become more agile and proactive to address complex problems our community faces?

8. How have we encouraged collaboration? Have we engaged the right stakeholders to discuss how to become more resilient?

9. What are the biggest threats to our community? Environmental, infrastructure, transportation, climate change, other? How do we mitigate the threats?

10. What kinds of opportunities exist for us?