



















**Table 2. The four decision types regarding citizen initiatives, and the changes it brings to the response and to the RIO-Suite collaboration process**

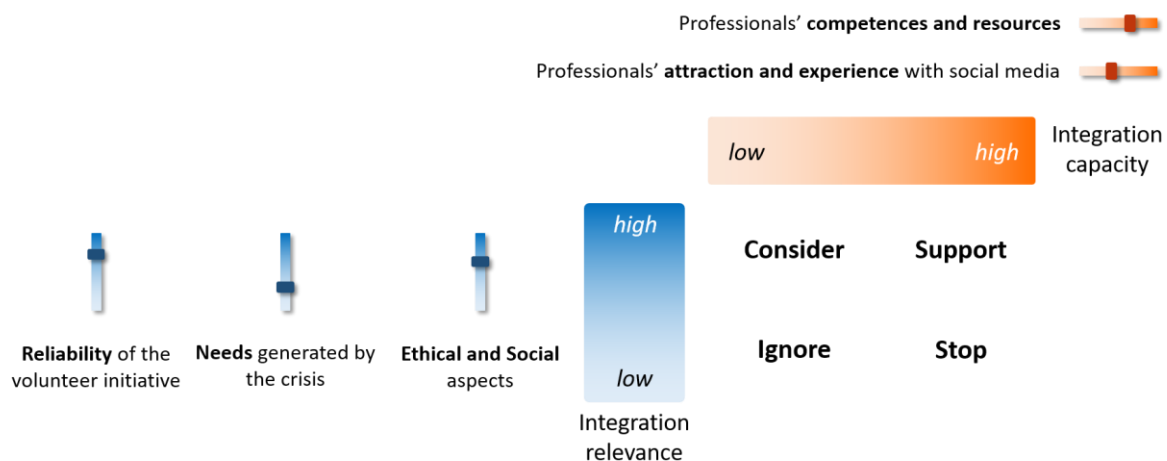
| Decision type | Potential change in the crisis response   | Potential impact on the collaboration process   |
|---------------|---|---|
| Ignore        | None  | None  |
| Stop          | <ul style="list-style-type: none"> <li>• Mobilize official crisis responders, their resources and their skills</li> <li>• Volunteers switching to another task</li> <li>• Anxiety, distrust from the population</li> <li>• Increasing complexity of the crisis</li> </ul> | <ul style="list-style-type: none"> <li>• Adding professional tasks</li> </ul>   |
| Consider      | None  | <ul style="list-style-type: none"> <li>• Adding the current volunteer tasks</li> </ul>  |
| Support       | <ul style="list-style-type: none"> <li>• Mobilize official crisis responders, their resources and their skills</li> <li>• Dedicate resources to the citizen action</li> </ul>   | <ul style="list-style-type: none"> <li>• Adding the current volunteer tasks</li> <li>• Removing, Updating or Adding professional tasks</li> </ul> |

**DISCUSSION AND CONCLUSION**

Given the previous research on the subject, a fifth type of decision could be added: *crowd tasking*, as some tools presented in the literature review do. As this decision aims to pre-register volunteers and control citizens’ behavior in the crisis response, it doesn’t appear in the scope of objectives of RIO-Suite so far.

The four decision types presented in this article, and the parameters of influence on the decision-making might be closely correlated. For example, given a volunteer initiative, the gravity or complexity of the crisis might change the decision professionals will make.

Among the parameters of influence on volunteer integration, some tend to increase the relevance for professionals to do it: the reliability of the initiative, the needs generated by the crisis, and the ethical and social possibilities for integration. The remaining parameters, the professionals’ competences and resources, and their attraction and experience with social media might be limiting to make an opportunity happen: the more professionals are overwhelmed, the less time they will be able to devote to the integration. These first hypotheses of correlation between the parameters and the decision types are presented in Figure 4 and will be discussed in future research work, based on case studies, interviews and observations.



**Figure 4. First attempt of framework for correlation between influence parameters and decision types**

To summarize, this work in progress paper presents (i) the global parameters that can influence the crisis responders’ decision making, and (ii) the four identified decision types regarding citizen initiatives. Future research work will focus on studying the correlations between (i) and (ii).



