Collective Intelligence in Emergency Management: Social Media's Emerging Role in the Emergency Operations Center

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CERTIFICATION STATEMENT

I hereby certify that this paper constitutes my own product, that where the language of others is set forth, quotation marks so indicate, and that appropriate credit is given where I have used the language, ideas, expressions, or writings of another.

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ABSTRACT

The problem was that the Novato Fire District did not utilize social media technology to gather or share intelligence during Emergency Operations Center activations. The purpose of this applied research project was to recommend a social media usage program for the Novato Fire District’s Emergency Operations Center. Descriptive methodology, literature review, two personal communications and a statistical sampling of fire agencies utilizing facebook supported the research questions. The research questions included what were collective intelligence and social media; how was social media used by individuals and organizations during events and disasters; how many fire agencies maintained a facebook page and used them to distribute emergency information; and which emergency management social media programs should be recommended for the Novato Fire District’s Emergency Operations Center. The procedures included two data collection experiments, one a statistical sampling of United States fire agencies using facebook, to support the literature review and research questions. This research is one of the first Executive Fire Officer Applied Research Projects that addressed this emerging subject. The results found the public has a sociological need to gather and share information, a desire to help after a disaster, increased public accessibility to social media technology and an expectation that government agencies provide information. The results also found few fire agencies maintained a facebook presence and even fewer distributed post-disaster information. These results supported the recommendation to adopt a social media program for the Novato Fire District’s Emergency Operations Center.
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INTRODUCTION

The problem is that the Novato Fire District (NFD) does not utilize social media technology to gather or share intelligence during Emergency Operations Center (EOC) activations, which could cause unnecessary loss of life or increased injury, damage and suffering to community members and rescuers. The absence of a social media program could create scenarios where the EOC does not understand the magnitude of the emergency or disaster. The EOC could be unaware of emerging or expanding incidents; could conduct an inaccurate damage assessment; or create a sequence of events where emergency managers incorrectly select strategic priorities. The EOC could also be unable to provide critical or accurate information to the community through traditional media channels such as television or radio. Not doing so could create unnecessary risk to the community and its rescuers; create unanticipated challenges due to inaccurate damage assessment causing an improper response resulting in financial harm to the NFD, increase the workload of the EOC and ultimately a decline in public opinion and trust of the NFD. The purpose of this applied research project is to recommend a social media usage program for the NFD’s EOC. This research paper uses descriptive methodology to answer the following questions, what is collective intelligence and social media; how is social media used by individuals and organizations during events and disasters; how many fire agencies maintain a facebook page and use them to distribute emergency information; and which emergency management social media programs should be recommended for the NFD’s EOC. Literature review, two personal communications and two data collection experiments, one a statistical sampling of United States (US) fire agencies using facebook, support the research and recommendation to adopt a social media program for the NFD EOC.
BACKGROUND AND SIGNIFICANCE

The background to this study is that the NFD is a special district formed in 1926 pursuant to the California Fire Protection District Law. The District’s legal authority and responsibilities are contained in the State of California Health and Safety Code under the Fire Protection District Law of 1987. Five elected directors govern the NFD. The NFD provides all risk fire suppression, emergency medical service including paramedic ambulance transportation, basic and advanced rescue, hazardous materials response, emergency management, risk reduction, fire inspection, plans review, public education, and fire investigation services to approximately 65,000 people and a business hours service population estimated at 77,000 people. The Insurance Service Office (ISO) rates the NFD as a three in hydrant supplied areas and a nine in non-hydrant supplied rural areas. Located in Marin County, 20 miles north of San Francisco, the NFD encompasses 71 square miles that includes the City of Novato, a 23 square mile general-purpose governmental entity incorporated in 1960. The NFD is primarily a residential community with a variety of business including retail and light industrial and a redeveloped former US Air Force Base. Over 50 percent of the land in the NFD are undeveloped areas including farms, ranches, marshes and open spaces of seasonal grass and oak woodlands. A significant portion of the NFD is part of the coastal range foothills and restricted from development by permanent open space regulations. The NFD employs 83 career members including 65 suppression shift personnel, 8 staff and command chief officers and 10 non-sworn civilian personnel. A minimum daily staffing of 20 suppression shift personnel staff five paramedic engine companies, two transport paramedic ambulance companies, one truck company and one shift battalion chief officer.

The NFD became an internationally accredited fire agency by the Center for Fire Accreditation International (CFAI) in August 2009. The CFAI is an independent organization
who assists fire and emergency service agencies around the world to achieve organizational and professional excellence through a strategic self-assessment model and accreditation process. The outcome is to provide continuous quality improvement and enhancement of service delivery to the community. After the NFD completed a detailed self-assessment process, the CFAI measured the NFD on 244 performance indicators prior to recommending accreditation. A performance indicator is the designated level of accomplishment in relationship to a benchmark and the ability of the agency to demonstrate those specific tasks.

The NFD is at risk for natural and manmade disasters and emergencies including seasonal flooding, wildland urban interface (WUI) fires and earthquakes. Manmade incidents include hazardous materials emergencies, primarily transportation-related emergencies, as one US Highway and one State Highway divides the NFD into four quadrants and serves as the hub for population concentration and community development. These natural or manmade disasters require support from an EOC.

The San Pablo Bay and the Petaluma River form the eastern border of the NFD. Several seasonal and year-round urban and small streams bisect residential and commercial sections of the NFD and drain the coastal foothills watershed into the San Pablo Bay. These streams are subject to tidal influences, and during large winter rain events, they occasionally overrun their banks, and flood low-lying neighborhoods. The Federal Emergency Management Agency (FEMA) Flood Insurance Rate Maps have identified significant portions of the NFD as moderate to high risk for flooding. By FEMA’s definition, these communities have a one percent or greater chance of shallow flooding each year, usually in the form of sheet flow where water seeks a path to a channel by flowing overland with an average depth of two feet. These moderate to high risk areas have a 26 percent chance of flooding over the life of a 30-year mortgage (Federal
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Emergency Management Agency [FEMA], 2009). Elevations of these neighborhoods range from five to 20 feet above sea level.

Designated WUI areas comprise the southern, western and northern boundaries. The WUI is a geographical area where structures and other human development meets or intermingles with wildland or vegetative fuels (California Department of Forestry and Fire Protection, Fire and Resource Assessment Program, 2004). The WUI comprises 17.6 square miles or approximately 25 percent of the NFD. Over 27,000 residents occupy residential structures in the designated WUI or approximately 42 percent of the population of the NFD. Wildland fires typically occur in the NFD from May 1 to November 15. Wildland fires occurring in the WUI designated areas account for 92 percent of the wildland fires in the NFD from 1999 to 2010. The NFD has experienced WUI fires that have transitioned from the wildland to structures, notably the Michelle Circle Fire of August 23, 2002, that destroyed three residential structures and damaged eleven others, and the Hidden Oaks Fire of September 17, 2000, that destroyed one residential structure and damaged three others. No lives were lost, but several firefighters were injured, one seriously. The fire damage from these two fires approached five million dollars.

The community of Novato is located among seismically active fault zones in the San Francisco Bay Area of Northern California. Three fault zones lie within ten miles of Novato, including the Rogers Creek, Hayward and the San Andreas Fault zones. The United States Geological Survey (USGS) released a San Francisco Bay Region Probability report in April 2008, which calculated a 63 percent probability of a magnitude 6.7 or greater magnitude earthquake in the region before the year 2036 (United States Geological Survey [USGS], 2008). A magnitude 6.7 earthquake could render 155,000 homes uninhabitable and force 360,000
people from their homes in the Bay Area (Association of Bay Area Governments [ABAG], 2003).

Hazardous materials are routinely transported throughout the community, primarily along U.S. Highway 101 and State Highway 37 and in buried underground pipelines. The NFD has experienced a significant hazardous materials emergency at the intersection or these roads. Specifically, on the morning of July 14, 1999, a traffic accident occurred involving a tractor-trailer carrying two incompatible chemicals. The truck overturned, and the chemicals mixed and reacted. This caused a lingering vapor cloud to form that threatened to envelop sections of highway that became impassable due to stranded motorists. Several hundred motorists were trapped on the highway in their cars in mid-July. The vapor cloud then traveled downwind towards a residential community and shelter-in-place orders were broadcast through the available radio and television media outlets. Two buried high-pressure natural gas transmission pipelines, one 16 inches in diameter and one 14 inches in diameter cross through the NFD generally along U.S. Highway 101. In a September 24, 2010 information release, Pacific Gas and Electric, the utility serving Novato and Northern California, identified three segments of pipelines in Novato as in the top 100 for repair due to age, design characteristics and potential pipe corrosion (Pacific Gas & Electric, 2010).

On July 25, 2006, the NFD entered into a memorandum of understanding (MOU) with the City of Novato to operate an EOC program and facility in the NFD’s Administration and Command Center. Prior to the MOU, each entity had independently operated separate EOCs. Both entities have established joint training and shared EOC staffing responsibilities. Since the MOU agreement, the joint EOC has activated to support six community emergencies, all winter storms.
In one winter storm of December 31, 2005, dozens of community members and rescuers experienced a near miss when during an emergency evacuation in the pre-dawn hours, large mud and debris flows trapped these people. The storm had blocked a seasonal creek with debris when large sections of the hillside slid through homes, streets and inundated the neighborhood with three feet of mud and debris. EOC staff did not know the severity of the situation prior to sending firefighters and police offices into this narrow canyon neighborhood.

Currently, the joint EOC gathers incident intelligence from a variety of sources including local news television stations displayed on large screen televisions mounted on walls in offices and common areas. Field crew reports, emergency and non-emergency phone calls, and internet sites serve as additional information gathering sources. The Operations Section collects information from field reports and incident tracking while the Planning Section collects information from television and internet sources through its situation status and advance planning responsibilities.

In 2008, the joint EOC collaborated with Marin Radio Amateur Civil Emergency Service (RACES) to place trained ham radio operators in the EOC. The RACES members have the capability to provide redundant ham radio communications and send photographs from the community into the EOC via ham radios. This photographic process supports damage assessment activities, but the transmission technology is often slow.

The NFD and the City of Novato purchased a telephone emergency notification system (TENS) in June 2008. The NFD also has access to a redundant TENS through the Marin County Sheriff’s Office (MCSO) as part of the NFD’s contract for dispatch service with the MCSO. The impetus for purchasing a second TENS was due to the failure of the MCSO’s system during a large winter storm in January 2008. In advance of the wettest part of the storm, multiple agency
requests to notify wide areas in and around flood-prone communities throughout Marin County overloaded the countywide TENS. All outgoing Novato calls were queued in the TENS for over four hours, which exceeded a system-designed two-hour expiration time limit. Not only did the emergency notification calls not go out, but the system operators did not notify the NFD of this failure. Joint EOC staff discovered the TENS failure only after residents in the affected neighborhoods complained about a lack of notification.

The significance of this is that the NFD has a demonstrated risk of disasters and emergencies that could adversely affect the community and create the potential to harm community members or rescuers. During past incidents requiring EOC activations, several intelligence-gathering limitations were noted including call volume, personnel, systems and technology has made it difficult to gather timely intelligence from the community or conduct a meaningful initial damage assessment. Previous events requiring EOC activations have generated over 500 calls for service in short periods, typically a few hours. The daily volume for calls for service in the NFD is approximately 14 per day. Staffing limitations frequently preclude the use of safety personnel to conduct initial damage assessments as safety personnel are committed to incidents and off-duty personnel have struggled to get back into the NFD. EOC staff has relied on incoming calls for service, partial windshield surveys, internet sites, primarily weather sites, and Bay Area-wide reports from television stations. Technology has been advancing where the EOC can obtain photographs from the field either through RACES members or safety personnel emailing photos taken from camera cell phones.

As the Executive Analysis of Fire Service Operations in Emergency Management course binder (2009) and class at the National Fire Academy prepares senior fire officers to administer effectively the fire agency’s operations (FEMA/USFA/NFA, 2009, p.SM 1-3), this paper directly
addresses emergency management by examining and evaluating improved EOC effectiveness using emerging technology. By assessing a social media program for gathering and sharing EOC intelligence, this applied research project links to the United States Fire Administration (USFA) operational objectives. First is the creation of a collective intelligence gathering and sharing program targeted at the 2,500 communities in which the fire department is a partner in a Community Multi-Hazard Risk Reduction Plan. Second, is a focus on information gathering and sharing in an emergency or disaster to reduce firefighter deaths. Finally, this research responds in a timely manner to emerging issues.

LITERATURE REVIEW

The objective of literature review is to develop a better understanding of the research questions by examining the historical and classical foundations of social theory followed by the theories of collective intelligence, social media, disaster social science and the emerging theory of crisis informatics. Next, the review observes social media and collective intelligence academic and military research followed by business studies in social media, specifically crisis communications. The literature review then narrows the subject to an assessment of government, emergency management and fire agency’s social media programs. Finally, a summary of the observations and their influence on this applied research project concludes the literature review.

The foundations of classical social theory support a better understanding of collective intelligence and social media. Merton (1967) states social theories describe a desire for humans to interact, to learn from one another, share wisdom to increase knowledge and how groups work together to make decisions. Bourdieu (1986) offers the social capital theory. He articulates that social networks are a source of wealth, that social capital is the total of potential and actual resources of relationships, acquaintances and recognitions, otherwise known as group
membership. Bourdieu suggested people form social networks based upon the ability of the network to help the person make money or keep the money he already had. The social value of the membership increases with the collective size of the group, as there are greater social assets to draw from. Field’s (2003) social capital theory position is that relationships matter and social networks are a valuable asset where people build communities and commit themselves to each other. A sense of belonging and the human experience of trust and tolerance bring benefits to people in the network including mutual intellect.

Collective intelligence is the group or shared intelligence that comes from many different individuals working together (Wikipedia, 2010). Surowiecki (2004) advocates that a diverse autonomous group is likely to make better decisions and predictions than individuals are. While people come together in groups to be more intelligent, Pentland (2007) cautions that problems may arise such as conflict and group think to the point that collective stupidity may take over and the best an organization can do is break even. The size of the potential problems is in proportion to the size of the group. The basic social need for people to connect for friendship, financial means or to become smarter combined with technology growth set the foundation for social media.

A dictionary definition of social media is a medium that uses web-based technologies to turn communication into interactive dialogues. Social media also describes a group of Internet-based sites and applications that build on personal interaction and technology that allows for the creation and exchange of user-generated information (Wikipedia, 2010). Borders (2009) describe social media as a 50-year-old evolving technology started by technology-inclined people hacking into telephone lines in the late 1950’s. These people had knowledge of the phone system and stolen or engineered phone company equipment to create tones to fool the system. The goal was
to create a cost free conference call community spanning multiple states. The technology evolved into computer bulletin board services in the 1970s and 1980s. Kaplan and Haenlein (2010) describe the 1979 formation of the Usenet, a worldwide discussion system that allowed web users to post public messages. Commercial online services such as America Online formed thereafter in 1985. Once the World Wide Web became widely available to the public in 1991, large numbers of people gained access to new delivery technologies. Current social media provides technology and a means for many community members to collaborate easily. Social media differs from traditional forms of media communication in that there is communal participation, the communication is visible, permanent and the user is encouraged to share or forward the communication with his network. Jenkins (2006) describes that the delivery technologies have combined with the communal nature of humans so that social media is as large a part of our community lives as face-to-face conversations. Jenkins concludes the current social media revolution as one where people can free themselves from mass media and focus on the content they find personally meaningful.

As the theories of collective intelligence and social media narrow to the field of emergency management, the research examines another sociology theory, disaster social science. The study of disaster social science began in the 1950’s as a way to examine individual and societal behaviors before, during and after disasters. Quarantelli (2003) describes pro-social behaviors noting that individuals respond to help one another with an example where civilian rescuers perform 90 percent of all search and rescue in collapsed structures. Civilians also seek information and contribute their observations. Quarantelli cites the lack of information from government authorities creates a perception among civilians of who is in charge, leading to distrust. The challenge for emergency organizations in the crisis phase of disaster response is the
lack of information flow within and between organizations as well as to and from the organizations and community. Sociologists have long studied how civilians respond in disasters (Perry, 2006) and documented their selfless behavior as first responders. Kendra and Wachtendorf, (2003) note a convergence of civilians into the physical disaster areas while Palen (2007) documents similar online social media behavior of civilians rushing to the internet to support the disaster often moments after the event.

Collective intelligence, social media theory and disaster social science meet the practice of emergency management in an emerging theory known as crisis informatics. Palen (2007) describes crisis informatics as the “intersecting trajectories of social, technical and information matters in crises and disasters.” The goal of this developing academic field is to enlarge aspects of disaster response to include social media technology in efforts to improve information transfer to the public, which will have implications for emergency management policy and practice. As internet availability increases, online forums and sites have allowed civilians in affected areas as well as those outside of the disaster area to share information and coordinate grassroots support efforts. Crisis informatics focuses on disaster mitigation, preparedness, response and recovery and targets the needs of the public, not emergency response agencies. Palen and Liu (2007) conclude that the traditional model of sharing information from authorities to the public via press releases and public announcements is outdated and will be replaced by much more complex forms of user-generated social communication.

Next, literature review examines academic research and applications of collective intelligence and social media. Refereed academic papers examine social media history, basic definitions, qualitative measures of accuracy in user-generated social media and academic applications in fields where the research goal is to engage, inform or educate communities.
Kaplan and Haenlein (2010) present social media history and academic definitions and descriptions with an emphasis on what social media is not. The authors trace the history of social media declaring that it is far from groundbreaking. The authors classify multiple social media categories such as collaborative projects, blogs, content communities, social networking sites, virtual game worlds, and virtual social worlds. With the availability of high-speed internet access, social networking sites such as MySpace formed in 2003 and Facebook in 2004. Finally, the research suggests practical applications for organizations using social media by understanding that social media is a very active and fast-moving domain. Agichteni, Castillo, Donato, Gionis, and Mishne (2008) measured the quality of social media information available, such as the accuracy of user-generated information and quality ratings from community members. Using community feedback, the authors attempt to identify high quality content automatically and conclude that systems to identify high-quality community feedback replicate human decisions. These technological systems entail a process to identify qualitatively and qualitatively good online feedback and answers. Racaniello (2010) utilizes social communication methods such as web blogs, shared online journals, internet-based collaboration and multimedia to create an unconventional online virology textbook, *The Principles of Virology*, where multiple researchers with differing specialties are responsible for researching and writing different book chapters. Social media technology allows authors and students immediate and ongoing access to the constantly evolving virology textbook. In addition, Racaniello founded BioCrowd (http://www.biocrowd.com), a social media blog and facebook group whose designated purpose is to bring together students, scientists, business people and others who share a passion for bioscience. Sitar, Hartman, Graham and Ledgerwood (2009) found regular and timely use of social media broadened the Human Immunodeficiency Virus (HIV) Vaccine Research Center’s
outreach capacity. Web site traffic increased 25% and volunteer referral sources increased 16%. While academic research has focused on theories and social media research applications, military studies are examined next to develop a better understanding of this paper’s research questions.

All branches of the US Military utilize social communications as a way to recruit new members, lead, inform and connect current ones, their families, as well as veterans. Challenges for connecting military personnel are maintaining troop security and force discipline. The official United States Marine Corps facebook page has over 750,000 people who have identified themselves as liking the page (http://www.facebook.com/marinecorps) while the United States Army has approximately 525,000 people (http://www.facebook.com/USArmy). Miles (2009) states the Army utilizes social media to reach potential recruits in the 18 to 24 year-old age demographic who regularly use social networking sites, to direct them to the Army recruiting web site, and to help answer questions about military service in a non-threatening environment. The Department of Defense has created a social media office and an executive-level office head, the Deputy Assistant Secretary of Defense (Public Affairs) for Outreach and Social Media, to oversee and set strategic direction for all branches of the armed services (US Department of Defense, 2010). The goal is to achieve dialogues with Americans and the global community as well as military and their families utilizing traditional and social media. Perry (2010) found the Army’s initial efforts in 2008 to establish a facebook presence uncovered numerous Army web pages with no official affiliation. Military leaders worried whether there was a valid government presence and who was telling their story. Perry notes Army leaders at the highest levels are embracing social media and incorporating it into their basic operations. Kyzer (2009) provides some basic social media strategic considerations, if the Army is not there to communicate their message, someone else will do it for them. A presence in social media is not only necessary, but
the medium requires valuable content and staff to provide consistent content. An Army recommendation is made to explore each social media platform before utilizing it and to develop a communications strategy. As the Army or individual leaders develop their social media presence, they are directed to consider the size and scope of the distinction and tailor the profile and participation accordingly. On February 26, 2010, the military revised its policy against personnel using social media from Department of Defense computers or personal computers used on military facilities (Miles, 2010). Use requirements include accessing social media from non-classified computers; identifying restricted web sites, activity and political uses; and ensuring use did not conflict with operational matters. Perry cautions soldiers, civilians, and family members to follow two basic principles: operations security and the Uniform Code of Military Justice. Military social media use is not without conflicting research. Abrams (2010) raises concerns that military personnel could compromise military and computer security due to information leaks and malicious computer hackers or even state-sponsored Internet attacks. Abrams also raises security deployment concerns as recent improvements in social media and handheld cell phones technology allow users to automatically post their location via global positioning satellite (GPS) enabled cell phones. Beizer (2009) notes the Army utilized social media to share official news and information during the base shooting crisis at Fort Hood on November 5, 2009. Both official military sources and unofficial sources utilized social media to share information and assistance. People posting to social media sites from inside the base let others know they were all right while people posting from outside the base sought information, offered assistance and prayers. Beizer notes the soldiers’ familiarity with social media and texting technologies, stating these people grew up with the technology and derive their news and information from Internet sources. The Fort Hood military crisis was another example where technology intersected with the event
and a sociological response to inform and support. Next, literature review examines business applications and examples of social media use in emergency or crisis communications.

As the focus of literature review narrows, social media business and commerce applications are reviewed. A specific focus on public relations and crisis communication challenges faced by businesses in the realm of social media is presented. Businesses have found the dominion of social media to be both profitable and challenging, particularly when faced with a rapid response to emerging issues and corporate disasters. In April 2009, Domino’s Pizza faced a public relations disaster when two employees from a franchise in Conover, North Carolina filmed themselves altering customer’s food by committing a series of public health violations including blowing nose mucous onto sandwiches. These employees posted the video on YouTube, which is an online video uploading and sharing site. York (2009) describes that within 24 hours, nearly 30,000 people had viewed the video and major media outlets including NBC and the Wall Street Journal had picked up the story. Before YouTube removed the video, over one million people viewed it on their site, but more damaging, millions more viewed the video on other web sites as the video was copied and pasted onto other’s web pages in a propagation known as going “viral”. The term “viral” describes the Internet sharing process of videos, through electronic means, from person to person similar to that of a spreading harmful computer virus. The Domino’s brand, carefully cultivated for 49 years, was damaged in less than 30 minutes (Solis, 2009). A Media Curves survey conducted days after the video aired on YouTube found that 65 percent of people who had eaten Domino’s Pizza would be less likely to do so after viewing the video (Kessler, 2009). Domino’s initially reacted slowly and did not present a cohesive and effective response until 48 hours after the video’s posting on YouTube. Domino’s realized the majority of the conversations were occurring outside the traditional media on social
media sites, which is where Domino’s concentrated their formal corporate response (Flandez, 2009) including a YouTube video response by Domino’s President, Patrick Doyle.

A lack of reaction speed, a traditional corporate response in non-social media combined with erroneous corporate-released information leading to a lack of trust are identified as significant issues confronting British Petroleum (BP) after the April 20, 2010 oil well blowout in the Gulf of Mexico. BP’s Facebook account remained silent nearly one week after the blowout and their Twitter account did not contain one corporate response to numerous negative posts (Torbin, 2010). BP did utilize its web site and traditional forms of corporate media and public relations with press releases, briefings and other forms of conventional communication, but like the Domino’s case, many of the discussions were online in social media sites. Buskirk (2010) found BP did not begin a formal social media network campaign until one month after the spill. During BP’s social media absence, anti-BP groups with social media savvy set up numerous protest Facebook sites and even a parody Twitter site, BP Global PR. Czarnecka (2010) in a June 2010 survey of Twitter account followers, found approximately 15,000 people were following the official BP Twitter account while the parody, anti-BP account had 175,000 followers. Twitter’s policy to allow parody accounts prohibited BP from legally removing the site, which BP attempted to do, drawing additional public ridicule for their action to silence critics. Buskirk notes BP’s late use of social networking was a problem, but its reliance on traditional advertising to communicate their message likely was the wrong approach as the harshest criticism took place in social media sites. Capstick (2010) cites an observation from many experts that BP used an old public relations playbook on the new field of social media communications. This disconnect was quickly seized upon by organizations such as the satirical BP Twitter account and Greenpeace. When BP did activate their social media campaign, the company’s legal team
advised not to apologize or admit wrongdoing (Buskirk). Seitz-Wald (2010) notes that when BP established its social media accounts, it disabled the comments feature on YouTube, facebook and Twitter, which did not allow people to comment or vent frustrations. This action led to increased animosity, distrust and negative comments from the social media as BP was portrayed as a company more interested in rehabilitating its corporate image than the Gulf. Czarnecka notes BP’s problem is not a lack of social media involvement, but a lack of credibility, noting no amount of social media and public relations can help until it stops the leak and cleans up the ocean. Corporate emergencies and crisis communications have highlighted immediate communication challenges for these organizations, as it would for government organizations and fire agencies as well.

Over the last three and a half years, government and emergency response organizations have faced similar rapidly escalating incidents, some of national significance; intersecting with emerging social media challenges and expectations. Literature review next examines the Virginia Tech shooting disaster of April 2007, the Southern California wildfire siege of October 2007, and the Boulder, Colorado Wildland Urban Interface fire of September 2010 to provide fire agency perspective on the research questions.

On April 16, 2007, at the Virginia Tech University campus, a single gunman killed 32 people in an approximately two-and-a-half hour period. All but two of the killings occurred between 9:30 and 9:50 am (Wikipedia, 2008). Palen, Vieweg, Sutton, Liu and Hughes (2007) found many students initially received notification of the shootings in one of two traditional ways, emails and phone calls. Official Virginia Tech emails, the first one sent at 9:26 am, advised of a related shooting that occurred at 7:15 am, and a second email, sent at 9:50 am, advised students to stay inside, as there was a shooting. Richmond (2007) notes that Virginia
Tech had an overreliance on email technology and the expectation students would retrieve messages immediately. Jones (2007) found students and faculty filed blog entries on campus newspaper’s web site beginning at 9:47 am in attempts attempted to confirm information about two university shootings. Between 8:30 and 10:00 am, cell phone and landline phone calls between individuals, and not part of an official notification from Virginia Tech, notified students of the incident or students notifying family and friends. Palen et al. (2007) document social media usage, a tribute to a victim on their facebook wall, occurred at 10:23 am, approximately 30 to 50 minutes after the majority of the shooting. By 11:13 am, the first tribute facebook page formed and at 11:34 am, the “I’m OK at VT” facebook page was established. The first facebook exchanges centered on peoples’ well-being such as, “I’m OK” and “Are you OK?” types of messages. Over the course of the next day, unofficial Virginia Tech social media sites correctly identified all victims except one before the official Virginia Tech notification at 7:15 pm on April 17, 2007. Ultimately, facebook had over 500 groups that included the Virginia Tech Shooting as its topic or purpose. Two major findings in the Virginia Tech Review Panel (Massengill, 2007) conclude:

The Virginia Tech Police Department erred in not requesting that the Policy Group issue a campus-wide notification that two persons had been killed and that all students and staff should be cautious and alert. Senior university administrators, acting as the emergency Policy Group, failed to issue an all-campus notification about the West Ambler Johnston killings until almost 2 hours had elapsed. University practice may have conflicted with written policies.

Literature review is absent on whether Virginia Tech police, administrators, or their Emergency Policy Group utilized social media to gather or disseminate information via social media sources
in the crisis phase of the shooting. Next, literature review examines a second large-scale social media collective intelligence event, the October 2007 wildfires in Southern California, that highlight parallels to the Virginia Tech event and look at an emphasis on public perceptions of limitations in fire service web capabilities and fire service perceptions of citizen-generated information.

On October 20, 2007, a series of wildfires burned across Southern California resulting in nine deaths, approximately 1,500 homes destroyed and half a million acres burned (Wikipedia, 2008). Sutton, Palen and Shklovski (2008) found information sharing and civilian reporting practices suggest that social media technology is gaining prominence in the disaster field, despite concern by officials about the legitimacy of information shared this way. McCarthy and Boyd (2005) found public officials often view non-official, citizen-generated communications as having potential to spread rumor and misinformation, which could affect public safety. Sutton et al. found that the information citizens posted to social media and non-government affiliated web sites reported fire details, including the status of homes damaged or destroyed. Researchers cite evidence of government and fire agencies utilizing official web page technology to inform at-risk communities with the United States Forest Service, Orange County Fire Authority and San Diego Office of Emergency Services specifically mentioned. Criticisms of these and other fire agencies and emergency services web sites include posting old information, being too slow in updating details and technological limitations due to increased web traffic that slowed or crashed the systems to the point citizens turned elsewhere for information. Further, Sutton et al. found that the community expected fire agencies to provide detailed information and when it was not available, they turned elsewhere. These included community forums that provided useful information, including San Bernardino Mountains’ based rimoftheworld.net and
socalmountains.com. Both community forum web sites had been created several years prior in mountain communities facing catastrophic fire threats due to drought and bark beadle diseased forests. Kasperson (2003) and Sorensen (2000) previously documented a loss of trust in local governments who fail to provide timely information during a disaster. Taylor, Gillette, Hodgson, and Downing (2005) found people urgently seek real time information when wildfire threatens communities, will use information from any source to satisfy their needs and believed media and official fire sources did not meet their needs. Much like Massengill (2007) and Palen et al. (2007) conclude in the Virginia Tech shooting, Sutton et al. found citizen-led social media preceded official fire service reports. Similar to the Virginia Tech shooting, gaps or delays in official reporting led to citizen-driven collective intelligence reporting via social media sites. Palen and Liu (2007) conclude that the technological enhancements will continue to increase citizen participation in disasters through information gathering and reporting and those formal response organizations must find a way to incorporate this activity in their incident command structure. Much like the Virginia Tech shooting, there is no research evidence to suggest that fire agencies used citizen-created collective intelligence to gather or distribute incident information.

Next, the September 2010 wildland fire in the Boulder, Colorado is examined for increasingly sophisticated social media usage in disasters and emergencies.

The Fourmile Canyon Fire began on September 6, 2010 at 10:07 am in the mountains west of Boulder, Colorado. Driven by strong winds, the fire moved downhill into the wildland urban interface of Boulder (InciWeb, Incident Information System, 2010). A total of 169 homes were destroyed and damage estimates approach 80 million dollars (http://www.dailycamera.com/fourmile-canyon-fire). Research has documented collective and social media actions occurring in the community as well as a governmental request that the
public to utilize social media. A citizen with computer expertise, Andrew Hyde, identified as a key member in Boulder’s tech community, started a Twitter feed at 11:34 am, approximately one and a half hours after the first dispatch. Twitter is a text-based social media site that limits its messages to 140 characters. People using Twitter can post and retrieve messages on a cell phone.

A second collective intelligence event occurred when a local news correspondent and journalism professor at the University of Colorado, Sandra Fish, began posting fire dispatch information onto Twitter at 11:35 am, using the live web-based scanner she located on the Boulder County web site (Fish, 2010). Previously, there had been no personal or social media connection between Hyde and Fish. Fish noted she posted because she could not locate anything online about the fire on any government agency or local news sites, but that Twitter accounts and photos of the fire were appearing in social media sites. By 1:17 pm, Spataro (2010) notes a Google map being updated by a third citizen gathering data from the first two Twitter accounts. Spataro notes the primary Twitter content included evacuation efforts, losses, displaced victims and firefighters who lost their homes. Boulder County and the City of Boulder advised the public to utilize social media sites for the latest information on the fire with the City of Boulder making the initial advisement on facebook at 2:32 pm on September 6, 2010 (http://www.facebook.com/?ref=logo#!/bouldercolorado.gov?v=wall). Later that afternoon, between 3:23 and 5:41 pm, the Boulder County Sheriff’s Communication Center attempted to place 2,610 reverse 911 calls to neighborhoods that needed to evacuate in advance of the fire. Reverse 911 is a technology system, which sends phone messages to landlines or other communication devices such as cell phones or email. None of these calls occurred due to a software failure. Further, in areas where phone and or electrical service were interrupted by the fire, all calls failed due to infrastructure failures. Once again, these government agencies advised
citizens look to social media sites for urgent news and information (Boulder County Sheriff, 2010). Updates continued on facebook, Twitter, and the Boulder County Office of Emergency Management. Spataro found that when fire agency communication failed, the community quickly shared evacuation information on social media sites. Fish concludes that government agencies should fully embrace social media, instead of “just dipping their toes in the water occasionally. There's much to be gained from interacting and sharing with the community when disaster strikes.” Spataro suggests government agencies create social media crisis plans, collaborate with community leaders to help with social media communication and empower the community to be helpful and proactive in an emergency. White, Plotnick, Kushma, Hiltz and Turoff (2009) also recommend that fire agencies use social networks as mass notification tools in the event of disasters. Research does not indicate if fire agencies or the EOC utilized collective intelligence or social media to gather information although it could be inferred that if they used social media to distribute information, social media was used to gather information. In the last three years, literature review documents increasing social media use and citizen sophistication. Next, literature review examines the number of fire agencies who have a presence on facebook and utilize it to distribute emergency information.

In 2009 US fire agency census, the National Fire Protection Association reported a total of 30,165 US fire agencies (NFPA, 2009). Literature review sought to determine the number of fire agencies in the US that have established a profile on facebook and have used their page to collect or distribute emergency information. A facebook profile is defined as a fire agency creating a facebook page or wall where the agency and other facebook members can post comments to the page thus creating an online conversation. In August 2010, facebook identified over 500 million active users; with 143 million in the US. 41.6 percent of the US population has
a facebook account (Wells, 2010). While there is extensive, almost daily, literature presented on facebook’s size and number of subscribers, there is no existing current literature specific to the number of fire agencies on facebook. Exhaustive literature review attempted to identify sources of a fire agency census on facebook, but none exists. Next, the researcher contacted facebook to assist in a fire agency census. When asked how many fire agencies established or maintained a profile on facebook, Fred Wolens, a facebook Public Policy Representative, said he was unable to tell me as facebook’s search engine limitations do not classify pages based on fire agencies and that facebook’s internal search tools are nearly as limited as the public’s. (F. Wolens, personal communication, October 7, 2010).

A summary of literature review highlights existing sociological theories and behaviors in emergencies and disasters, case studies showing how social media’s technological advancements have been used with increasing sophistication and community expectations of information in times of emergencies and disasters. Complex organizational challenges are identified on multiple occasions in the military, business and the fire service. Challenges noted in literature include the organization forming a rapid communications response, specifically in the social media realm, creating a system to collect, validate and distribute citizen-generated social media information and establishing an accepted organizational recognition that any community expects rapid information. Absent the official information, the community will seek their own noting the technology to gather and distribute the information is efficient and rapid. Literature is not completely in agreement with respect to social media usage, especially in the areas of military security and in spreading rumors or misinformation by the public.

Influences supporting research includes the multiple works by Palen (2010) and the research by Taylor, Gillette, Hodgson, and Downing (2005) for the United States Geographical
Service. Palen’s breadth and depth of research with technology, sociology and the intersection of disasters has authority in this research. It has been influential to see the evolution over the last three and a half years of the case studies demonstrating the rapid adoption of social media after an emergency or disaster, the immediate penetration into the community and the absence of government social media use to receive or distribute information.

PROCEDURES

This applied research project uses descriptive research methodologies with literature review, two personal communications and two data collection experiments to develop the final study results. Literature review evaluates past and current theories, emerging collective intelligence and social media practices in the military, business and the fire service to answer the research questions. Literature review uses periodical, non-periodical and online sources. Literature review supports the research questions except how many fire agencies maintain a presence on facebook and utilize their pages to distribute emergency information. The researcher conducted the personal communication with the facebook representative after exhaustive research failed to answer the one research question noted above. The facebook personal communication and a second with a fire statistics subject matter expert support the data experiments, including one statistical sampling. While the first personal communication with the facebook representative did not support answering the question, it did provide direction on a second personal communication. This led to a statistical sampling experiment to answer the research question.

There is a great deal of current research on the subject of social media, collective intelligence and facebook outside of the fire service, but current research specific to the fire service has been directed towards significant disasters. As of October 15, 2010, a search of the
National Fire Academy’s Learning Resource Center online catalogue using the term “social media” returns 40 periodicals, but no Applied Research Papers (APRs). The term “collective intelligence” returns two periodical articles, but no APRs. Next, the term “facebook” returns one periodical but no APRs. The researcher concludes that this APR is likely the first to study social media, collective intelligence and facebook usage by fire agencies in emergency management applications.

The researcher chose facebook as the platform to study due to its size and percentage of US population membership compared to other social media applications. In August 2010, facebook documents over 500 million active users, with 600,000 to 700,000 new users joining per day (Smith, 2009). Facebook accounts for 143 million in the US, which represents 41.6 percent of the US population with a facebook account. The other large social media platform, Twitter, has only 105 million users worldwide, 17 million in the US, which represents seven percent of the US population (http://www.convinceandconvert.com/twitter/7-surprising-statistics-about-twitter-in-america/).

The researcher created two sets of experiments to answer the research question, how many fire agencies maintain a presence on facebook and utilize their pages to distribute emergency information. In the first data collection procedure, a facebook account under the researcher’s name was used and search terms were individually entered into the search bar feature located at the top of the facebook page. The facebook search feature allows users to search people, pages and groups. A facebook page is one that is created by any registered business or organization.

Experiment 1: Three search terms are evaluated individually and include “Fire Department”, “Fire District” and “County Fire”. The first search term “Fire Department” was
typed into the facebook search box and the search query returned a total answer along with the first ten individual page links. The facebook search engine design returned ten results per screen with an arrow at the bottom and the term “More”. Each set of ten unique fire department pages were examined for validity, and if determined to be a valid data point, cut and pasted into an Excel spreadsheet for further analysis. Valid data points were determined to be official fire department pages. Pages determined to be invalid for the purposes of this study include drum and pipe bands, honor guards, community emergency response teams (CERT), fire buff pages and other non-official fire department use pages. This process continued in groups of ten until the search engine noted there were no longer results to return. Next, the term “Fire District” was typed into the facebook search box and the pages evaluated for validity using the same procedure for “Fire Department”. Lastly, the search term “County Fire” was searched using identical data point validity criteria. On the second search and third searches one additional evaluation procedure was established, checking for duplicate fire agencies that were listed under one or more of the search criteria. Duplicate returns were not considered valid data points except for the first data point. The researcher became concerned with this experiment due to the large difference in search result numbers from the initial search page and the more detailed, page-by-page results from the facebook search engine. This lack of confidence in the data led the researcher to discontinue the first experiment and create a second one using statistical sampling. The researcher will address this matter in assumptions and limitations.

Experiment 2: A second data collection experiment, this one utilizing statistical sampling of all US fire agencies, was created to increase the accuracy of how many fire agencies maintain a presence on facebook and utilize their pages to distribute emergency information. Once this experiment was created, the researcher interviewed Paul Rottenberg of FireStats, LLC to
determine the soundness of the experiment and the expectation of valid results. FireStats, LLC is a consulting company specializing in fire service data analysis, teaching fire officers how to conduct data analysis. Paul Rottenberg is a designated subject matter expert in deployment analysis for the National Fire Academy (http://www.firestats.com/consultants.html). The researcher has previously attended Mr. Rottenberg’s data analysis class and FireStats, LLC is a hired consultant for the NFD, supporting the District’s data analysis needs for Standards of Cover, deployment and Center for Public Safety Excellence Accreditation. The researcher devised and conducted the experiment and utilized Paul Rottenberg to confer about the meaning and definitions of statistical sampling and to support a better understanding of the research procedures. Rottenberg (personal communication, October 22, 2010) describes statistical sampling as a process by which a researcher uses statistical tools to project what the likely values are in a given population of data. Statistical sampling can be designed when not all of the data is available and an estimate is the best method to determine an answer. Sampling can also be used when the data set is so large or the experiment so complicated that sampling can provide similar results. Finally, sampling can be used when all of the data is known, but other influences outside the studies scope impact the data and results. A statistical sampling will predict how a representative data sample relates to the whole data set, the same way pollsters project election results. In this experiment, all of the data was available, but statistical sampling was used because of the experiment limitation with the facebook search engine’s constraint to search one fire agency at a time. This proved to be labor-intensive cutting and pasting each fire agency’s name, one at a time, into the search engine.

Other statistical sampling definitions of note are population size, sample size, confidence interval and confidence level. Population size is the total number of data points available. The
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Sample size is the number of samples the researcher will use from the population size. Confidence interval is also called the margin of error. The confidence interval is how far the calculated estimate is likely to be from the true answer. Best practice recommends a five percent confidence interval. Finally, the confidence level is a measure of how certain the answer will be within the confidence interval. Best practice statistics usage recommends a 95 percent confidence level. Confidence level tells the researcher how many times the analysis could be performed and expect the answer to be within the confidence interval. Using the best practice example, if the experiment was performed 100 times, in 95 of those experiments, the results would fall in the five percent confidence interval. The second experiment’s parameters were designed to meet best practices.

The second experiment consisted of a statistical sampling of all 50 United States. All states were listed on an Excel spreadsheet in alphabetical order. A third party Excel add-on software program from Ablebits.com was used to randomly select ten states. Each state had an equal chance of being selected, no preference was given to region, statehood recognition date or population size. Ten states were selected in an attempt to get a sufficient population size that would make a relevant experiment, attempt to attain regional representation and account for variations in local technology acceptance. Next, each of the ten selected states’ fire marshal office and other web site listing fire agencies by state were queried to access a comprehensive database of every fire department in the state. Every fire agency was considered, career, combination, volunteer and private fire brigade. A complete listing for each state’s fire agencies was placed onto a new Excel spreadsheet. Once all ten state’s fire department listings were placed on the spreadsheet, the same Excel add-on software program from Ablebits.com was used to randomly select a sample size that would achieve a benchmark 95 percent confidence level.
and a five percent confidence interval based upon the population size. This newly created sample
of randomly selected fire agencies was cut and pasted into the facebook search engine, one at a
time, for evaluation. The evaluation supported answering two important research questions: how
many fire agencies maintain a facebook page and how many fire agencies use these pages to
distribute emergency information. This data was entered into the Excel spreadsheet next to the
agency name under the column facebook page and emergency information. The letter Y meant
Yes the agency met the criteria and N meant No the agency did not meet the criteria. The
researcher completed data analysis by totaling sums of the answers and comparing the results to
other known data. Findings and their implication will be presented in the discussion section.

Assumptions and Limitations

The researcher assumed fire service data would be readily accessible, which it was not. The
facebook search engine and facebook-provided fire agency data were inconsistent and did
not meet confidence measures to be considered relevant data. The first experiment was
abandoned, as it was not valid, and a second experiment created. An assumption was also made
that facebook would have the ability to quickly produce a specific data request, either through its
search engine or when personally contacted. Limitations include a lack of specific fire agency
related research on social media uses during disasters and no research data available until
September 2010 on any fire agency usage of social media during a disaster. At a more
fundamental level, data had to be created to determine the number of fire agencies who have a
facebook presence and use their page to distribute emergency information. When fire agency
research is noted, it is in the larger scope of emergency management or large-scale disasters
where the fire service is part of an integrated and unified response. As noted above, this is the
first APR to specifically address this matter within the scope and authority of the fire service.
One the other hand a limitation is narrowing the research materials as copious amounts of current literature is available on the subject of social media and collective intelligence, with new articles and updated information and technology becoming available every day.

An objective yes or no answer to, “does a fire agency maintain a facebook page?” was readily available, there was an official facebook page or there was not. More challenging was the subjective evaluation to “does the fire agency use their facebook page to distribute emergency information?” Prior to reviewing each page, the researcher established criteria to determine if emergency information was posted to the agency’s facebook page; did the agency post event-related information posted prior to an emergency. This includes hurricane, tornado and fire weather warnings specific to the agency’s geographic area and did the agency distribute warnings during or immediately after a large emergency or disaster. The researcher reviewed wall posts for the previous 12 months to determine if the agency posted emergency information. A lack of emergency information on facebook could also be attributed to a lack of significant emergency activity in the selected fire agency.

Another limitation was noted, specific to city fire departments not being listed as a separate, searchable, entity. It is not uncommon for full service cities providing police, fire, public work and community services to have one city page instead of pages for each city department. Experiment results may be slightly lower due to this city fire department effect.

The primary limitation however, relates to the first experiment and the lack of search features and analysis in facebook. The researcher became concerned with this experiment due to differing data numbers and incomplete returns from the facebook search engine. It is also unknown if there is a limit to search returns on facebook as the pages returned differed significantly from the initial search result page. This caused the researcher to abandon the
experiment and start over with a broad, data sampling approach, trial examining all US fire agencies. Specific number details with facebook’s search engine will be discussed in the results section.

RESULTS

Literature review supports answering most research questions. Specifically, the theories of collective intelligence and social media are reviewed extensively to support answering the research question, what is collective intelligence and social media. Several academic, military and emergency management and fire case studies have examined how individuals and organizations use social media during events and disasters. The research question, how many fire agencies maintain a facebook page and use them to distribute emergency information, is the focus of this section. The final research question, which social media program should be recommended for the NFD’s EOC, will be discussed in the recommendations section of his APR.

As part of this research, and the absence of previous studies, new data was created in a scientific attempt to answer the research question, how many fire agencies maintain a facebook page and use them to distribute emergency information. Two experiments, one unsuccessful, supported answering this research question.

Experiment 1: The search term “Fire Department” returned an initial search total of “About 8,800 Results” on facebook’s search engine with the first ten unique results on this page. Each set of ten facebook pages were evaluated until page 55 when facebook’s search engine indicated there were no additional results. Using the validity criteria, 516 valid pages were identified out of 550. Valid page information was cut and pasted into an Excel spread sheet. Data selected for study included the fire agency’s name and the number of facebook users who indicated they liked the agency. The highest number of likes was the official FDNY facebook
page with 41,654 likes to a low of 20 likes for the Newport Fire Department. There is no explanation in research or offered by facebook’s web site or staff to explain the difference between the initial 8,800 results and the searched 550 results.

Next, the search term “Fire District” returned an initial search total of “About 1,000 Results” with the first ten unique results on this page. Each set of ten pages was evaluated until page 35 when facebook’s search engine indicated there were no additional results. Using the validity criteria, 337 valid pages were identified out of 350. Valid page information was cut and pasted into an Excel spread sheet. Data selected for study included the fire agency’s name and the number of facebook users who indicated they liked the agency. The highest number of likes was the St. Lucie County Fire District facebook page with 1,323 likes to a low of one like for the Sangamon Valley Fire Protection District. There is no explanation in research or offered by facebook’s web site or staff to explain the difference between the initial 1,000 results and the searched 350 results.

Finally, the search term “County Fire” returned an initial search total of “About 1,900 Results” with the first ten unique results on this page. Each set of ten pages was evaluated until page 22 when facebook’s search engine indicated there were no additional results. Using the validity criteria, 196 valid pages were identified out of 220. Valid page information was cut and pasted into an Excel spread sheet. Data selected for study included the fire agency’s name and the number of facebook users who indicated they liked the agency. The highest number of likes was the Orange County Fire Authority facebook page with 3,899 likes to a low of one like for the Bolivar County Volunteer Fire Department. There is no explanation in research or offered by facebook’s web site or staff to explain the difference between the initial 1,900 results and the searched 220 results.
Several fire agencies appeared on each list. For example, the Kern County Fire Department appeared on both searches “Fire Department” and “County Fire”. When this occurred, the agency was counted only once.

Using the facebook search engine and their available technology, about 11,700 fire agencies returned in one of the three searches. However, only 1,120 actual results returned from the detailed search, before subtracting for duplicates or non-official pages. After accounting for the invalid data, only 1,049 fire agencies appeared in the researcher’s detailed analysis. The large differences in search engine totals compared to actual pages listed, in this example the search term fire department, and the facebook page results stopping at 550 results when the initial screen indicated about 8,800 results demonstrated significant limitations and concerned the researcher about the validity of this experiment. No further data analysis was undertaken, the experiment was discontinued and a second experiment created.

Experiment 2: Following procedures, ten randomly selected states began to establish the population size. A random selection of ten states includes California, Florida, Kansas, Louisiana, Maine, Massachusetts, New Mexico, Ohio, Oregon and South Dakota. The ten states selected represent 20 percent of the total states and 29 percent of the US population. To complete the population size calculation, an internet search of state fire marshal offices and one commercial web site, www.fire101.com, identifies 4,917 fire agencies in these ten states. There are 30,165 listed fire agencies in the US (National Fire Protection Association, 2009). The population size of experiment two, 4,917-fire agencies represents 16.30 percent of all US fire agencies. Next, a calculation was made to establish a sample size for the experiment that would meet statistical best practices of five percent or less confidence interval and a 95 percent confidence level. A sample size of 356 randomly selected data points was established. Each one of the randomly
selected fire agencies was evaluated, one at a time, using the facebook search engine. If the agency had a facebook page, the page was then evaluated to determine if emergency information had been distributed in the previous 12 months.

Experiment 2 determined that 52 fire agencies in the sample size met the criteria of having established an official facebook page or 14.61 percent of US fire agencies. Of the 52 fire agencies in the sample size with a facebook page, 8 agencies or 15.38 percent with pages, used facebook to distribute emergency information before or after a large emergency or disaster.

Applying these results to the entire US Fire Service, the range of fire agencies who have a facebook page are within the range of 4,187 to 4,627 with a 95 percent confidence level. This range was calculated by multiplying the percentage from the statistical sampling with the population size of the US fire service. The sum equaled 4,407 fire agencies. Using the confidence interval of 5 percent above and below the sum equaled 4,187 and 4,627. Further, using the same methodology applied to the number of agencies who have a facebook page and use them to distribute emergency information fall within the range of 644 to 712 fire agencies. This second range is achieved in one of two ways. The first is multiplying the previously identified range of US fire agencies that have a facebook page by 15.38 percent. The second calculation is multiplying the previously calculated sum of 4,407 times the 15.38 percent of agencies who have a facebook page use them for emergency information distribution. Then the 5 percent above and below margin of error would be calculate, which achieved the same answer.

Future researchers could perform similar experiments and arrive at a result that falls within this range 95 percent of the time. Other researchers may suggest analyzing the entire US fire service to be more representative and that may be an appropriate project for a future researcher. Using an online sample size calculator (http://www.surveysystem.com/sscalc.htm)
that mirrors the Executive Fire Officer Applied Research Self-Study Guide (FEMA, 2005), it is interesting to note that given the population size of the US fire service, 30,165, the sample size needed to achieve similar confidence intervals and levels is 379, which are only 23 more fire agencies than this research examined.

The last, and most important, analysis is that the percentage of fire agencies that have a facebook page is significantly less, 64.88 percent less, that the percentage of the US population having facebook pages. This research found only 14.61 percent of the US fire service had a facebook page, but earlier research by insidefacebook.com found that 41.6 percent of the US population had a facebook account. Given the literature review on disaster sociology, technology and community expectations, there is an opportunity for the NFD and the fire service to increase their social media presence.

DISCUSSION

Omnipresent computer technology has significant consequences on emergency management practice, structures, and policy. The study shows a correlation between the literature review, the experiment results and the research questions. The results validate the need for the NFD to establish a social media presence and system to gather and distribute emergency information. The research findings indicate connecting important principles of disaster social science, collective intelligence and social media to the intersection of disasters. The relationship between the study results and findings of others will be discussed. Finally, there will discussions on organizational implications from the results with a recommendation that the NFD adopt a social media program.

Extensive research and personal experience has shown how people react in emergencies and disaster. Applying Merton’s theory (1967) to emergencies, the human need to interact and
learn from one another to make better decisions occurs frequently during emergencies. The researcher has personally witnessed this behavior on large emergency incidents and there are numerous photos and videos showing people standing at the edge of emergency incidents, watching intently and conversing freely about the event. Prior to the emergency, many of these people did not know each other. Relating Bourdieu (1986) and Field’s (2003) theory of social capital, the NFD should look to its network of advocates in the community as a source of wealth and value it accordingly. There is a great deal of trust placed upon the relationship between the NFD and the community. From a strategic financial perspective, the NFD needs its relationship with the community for continued tax-supported revenue. Should the NFD not maintain its social membership with the community, they would, and appropriately so, demand changes and withhold their support. Ultimately, gaining this back would require great effort to repair this loss of trust.

Surowiecki (2004) has found that diverse groups make better decisions. Having multiple disciplines in NFD EOC supports this theory. Every large public agency within the Novato sphere of influence is represented in key EOC leadership and liaison positions. That being said, there clearly is room for improvement as research suggests. Specifically, there has been a limited system to gather or collect intelligence from the community during a large emergency or disaster. It is interesting to note, that intelligence gathering, or situational awareness, occurs on a daily basis within the NFD. Specifically, chief officers maintain Google alerts accounts which notify the subscriber whenever a news story, blog post or web site posts a story with the terms, Novato Fire, Novato Fire District or Novato Fire Protection District. Additionally, staff reviews local internet news sources to anticipate community issues or concerns. This situational awareness can easily be transitioned to emergency management within the EOC. Pentland (2007)
clearly warns about collective stupidity and his words serve as a warning about group think although the researcher believes some conflict, if managed in a positive fashion, is appropriate for making good decisions. Pentland’s findings also provide a warning to utilize information appropriately. Specifically, and other researchers note similar concerns, to exercise due diligence with the information gathered from the public. This due diligence in social media may be challenging to fire agencies responding quickly after disasters.

Many other fields have already adopted, and embraced, social media as a way of conducting business. The fire service as well as the NFD has typically adopted technology after the effectiveness has been proven elsewhere. While Borders (2009) describes the 50-year history of social media technology, the research findings in this paper demonstrate a lack of social media use by US fire agencies. Specifically, US fire agencies use facebook 64.88 percent less than the US population. While this researcher does not believe completely in Jenkins’ (2006) findings that social media is as large a part as face-to-face conversations, there is a great deal of credence given Jenkins’ findings of individuals seeking content they find personally meaningful instead of accepting mass media content. Sutton, Palen and Shklovski (2008) report similar findings after the 2007 Southern California Wildfires. The important note for the NFD is that the community will seek out very detailed and specific details, what-this-means-to-me types of information, in times of crisis. The NFD has the opportunity, and research warns to be ready, to deliver this information or risk having the community go elsewhere and lose trust in the NFD as Kasperson (2003), Quarantelli (2003) and Sorensen (2000) have noted. The findings also suggest the NFD examine its third party vendor-provided web site and internet service providers to ensure additional traffic can be supported on a moment’s notice so the community will not find those sources of information slow or crashed due to heavy use.
Kendra and Wachtendorf (2003), Palen (2007), Perry (2006) and Quarantelli (2003) document disaster sociology theories, past experience and case studies to demonstrate the community will respond in a pro-social, selfless, fashion to help out, gather and exchange information. NFD and the researcher’s past experience and knowledge validate these findings and provide a note that the NFD should plan for this community response. The NFD has previously seen this behavior, knows it will occur again and it must be ready to handle an outpouring of disaster support, in person and online. Palen found people will rush to the social media immediately following the disaster seeking information and a way to help out. Often, fire agencies are singularly focused on the event that the larger perspectives are lost. In this case, the spontaneous voluntary community response would need to be encouraged, embraced and managed. This is in line with NFD’s mission, vision and values to support the community and to be responsive to the changing needs of the community.

Just as Sitar, Hartman, Graham and Ledgerwood (2009) found regular and timely use of social media broadened the Human Immunodeficiency Virus (HIV) Vaccine Research Center’s outreach capacity, Massengill (2007) and Palen et al. (2007) found in the Virginia Tech Shooting and White, Plotnick, Kushma, Hiltz and Turoff (2009) found in wildland urban interface fires, mass notification and information sharing may be a matter of life and death. The NFD recognizes people will urgently seek information to help make better decisions, especially those involving evacuation. The NFD may not be able to physically save these citizens, but we can save them with information. We could also be saving our own in that we reduce the chances of an emergent rescue because the community gained the information it needed and evacuated when they had a safe opportunity.
There is significance given to Palen and Liu’s (2007) research documenting potential NFD challenges when they state command and control models do not easily adapt to the increased data seeking and generating public information via social media methods. It is understood and accepted that traditional press releases and public announcements, the NFD and fire service’s traditional reliance, will give rise to improvised communication from non-official governmental organizations. As part of the NFD’s preparation, these reporting changes are recommended and are currently in practice today on the NFD’s facebook page (http://www.facebook.com/NovatoFireDistrict). As proven by the data analysis that fire agency facebook representation is significantly less than the US population demonstrates both a technical challenge, starting a facebook page, and an adaptive challenge, changing the belief that most fire agencies see themselves as information providers rather than information exchangers.

As McCarthy and Boyd’s (2005) research on how government members view non-official, citizen-generated communications as having potential to spread rumor and misinformation, which could affect public safety creates documents, the NFD would need to also make an adaptive change in their beliefs by accepting misinformation, even rumors, will exist in social media. The NFD and fire agencies accept that individuals will seek communications from government authorities and their social network using all available technological means. Adaptive change would need to be placed in the context given the most important expectation is speed of information. Some comfort can be provided to fire agencies concerned with accuracy and misinformation by Agichteni, Castillo, Donato, Gionis, and Mishne (2008) who describe the social media realm as self-correcting and self-policing and conclude that systems to identify high-quality community feedback replicates human decisions. An example of self-correcting and self-policing can be found in Racaniello’s virology text books and online collective intelligence.
Many people can contribute and the community is expected to self-correct inaccurate data of improper behavior.

As Quarantelli (2003) noted, and the challenge for the NFD, the immediate focus of emergency organizations is on disaster response and there are higher priority tasks for staff or there is limited staff to share significant information with the citizens. One of the most critical concerns and challenges for the NFD is who in the organization, likely a senior staff member or who within the EOC, is available and trained to immediately assume this role after a large emergency of disaster. Furthering this challenge is who will pay for this training and position given the economic challenges the NFD is facing, the limited staff to support this and the focus of staff on higher priority operational tasks related to the emergency. The NFD’s expectation would be that this social media position would be staffed by an executive-level person with operational background who can quickly receive information, make operational sense out of it and then rapidly communicate this within the organization and back out into the community via social media.

In an examination of the military’s research and social media presence, there are implications for the NFD as the military has readily adopted social media technology with the goal of connecting the military with the global community. On a smaller scale, the NFD wants to connect with its communities to better serve them. The research shows sophisticated military facebook pages consistent with that of large corporations. The military recognizes their communities expect this, whether future recruits (Miles, 2009), current members, their families or veterans. The Department of Defense’s appointment of an executive-level official to oversee their program is of particular interest and validates the recommendation that an executive-level person within the NFD oversee social media policy and deployment. Perry’s (2010) surprise in
finding numerous web pages with Army logos and materials, but with no official connection or
sanction serves as a warning for all government agencies as does Kyzer’s (2009) key statement,
if the Army is not there to communicate their message, someone else will do it for them. As
many other researchers have shown, if agencies are not in the social media domain, communicate
via traditional means or communicate late, someone else will communicate for them. The NFD
would lose control over the message if it does not effectively access the social media
marketplace. As with the military, security would be of concern to the NFD. In particular,
evacuated areas that were noted on facebook pages could be targets for looting. No research has
been done to see if looting actually occurred as a result of social media, or traditional media,
descriptions, television for example, that showed evacuated areas. Force security issues would
not be an issue for the fire service although law enforcement may have concerns. As Beizer
(2009) notes from a crisis management perspective, the Fort Hood shooting appeared to
demonstrate the Army did not have a social media crisis communications plan. This is interesting
to note that an organization the size of the Army would be posting on their facebook page asking
for media patience as it sorts out the details. Ultimately, the Army was unable to keep up with
the multiple postings and it makes the researcher ponder if keeping up with social media during
the crisis phase is a reasonable expectation. The implications for the NFD would be to readjust
expectations of social media response. It would seem reasonable to post information to social
media sites with clear timelines to update reports, for example every 30 minutes or to the best of
the NFD’s ability. If the Army is not staffed to respond in a short period of time, how would the
NFD with significantly fewer resources.

Response is at the heart of the Domino’s research. The strategic threat posed by
employees created very short time frames to respond. Further, the forum to post a response
provides important implications to the NFD. It should strike fear into any fire agency or business executive to think that Domino’s 49 year reputation was damaged in less than 30 minutes (Solis, 2009) and (Kessler, 2009) by employees filming each other. It would be a reasonable expectation to let all fire agency members know they should act as if the camera is always on. York (2009) details the time frame for response to a corporate threat, 24 hours or less is expected, 48 hours is too long as in the Domino’s case. The forum of response is a lesson Domino’s learned quickly, as opposed to BP. Domino’s received high marks for a multi-pronged response, including video from Domino’s CEO on YouTube and ongoing facebook entries and responses as this is where the majority of the conversations were occurring. Based upon York’s assessment of Domino’s experience, implications for the NFD to develop best practices to include: 1) identification of a crisis team including the executive in charge, public relations and social media experts; 2) pre-plan for worst-case scenarios; 3) track and maintain an Internet and social media presence on sites such as facebook; 4) meet and respond to the community and conversations where they are, and; 5) don’t wait to respond, the suggested response period is 24 hours or less.

Lessons learned for the NFD from the ongoing Gulf catastrophe and a crisis of confidence in BP could best be summed up as do the exact opposite they did. Literature is silent on BP’s motivations, but the researcher is left to conjecture if it was corporate hubris, focus on stopping the leak, or trying to control an uncontrollable situation. Torbin’s (2010) findings that BP waited as long as they did to respond in the social media arena is inexcusable and a lesson to learn for the NFD. It is shocking to review Torbin’s findings that BP’s social media sites remained silent for a week and they waited a month to begin a formal campaign while others anti-BP organizations gathered their forces and posted freely with no response. What is understandable that a corporation the size of BP would use a traditional public relations and
crisis management program to defend it, but what BP had not realized was that social media changed the game. BP should have realized this when the parody Twitter site possessed a ten to one ratio of users. Then, to further damage its reputation in social media, BP attempted to disable the parody account and ban comments from their social media pages. The significant implication for the NFD is to be constantly vigilant in social media sites and respond at once with honesty, candor and transparency while allowing comments from social media circles. As Capstick (2010) expressed, BP’s social media team’s response should have been to thank people, correct any factual errors, and then share updated information. The significance to NFD in its social media relations is to keep responses short, accurate and polite, and to link to a place where aggregated information about the crisis can be found. As Torbin noted, BP may have been unable to stem the negative response due to the magnitude of the event, but they could have minimized the exposure in social media circles much the way Domino’s had done. Other implications for the NFD include keeping all avenues of communication open, don’t disable the technology so people are unable to respond, remain transparent, and respond quickly. As Czarnecka (2010) and Seitz-Wald (2010) noted, the issue no longer became the response and the public relations tactics were quite sound. The issue for BP was a strategic lack of trust in the company that cost one CEO his job and threatens BP’s long term corporate livelihood. While the lack of apologizing may help BP in court, it created a lack of trust and transparency in the social media domain. Finally, applying Kyzer’s (2009) key statement about the Army to this situation, while BP struggled to find its message, and a response that would be trusted, others in the realm of social media told BP’s story for them. Lesson learned for the NFD; respond quickly and in a way that is trustworthy.
The Virginia Tech Shooting, while terribly tragic, offers a glimpse into the evolving social media usage during a crisis. Key themes emerged, what communications tools were used to notify, what was notified and when was notification provided. Facebook’s original target audience was college students so it is not a surprise that this platform was extensively used (Palen et al., 2007), but what is of interest is how most students received initial notification by phone and email. Typically, students and younger members of society have embraced newer technologies in advance of the general population as Miles (2009) noted in the Army’s attempts to recruit and reach younger people. Another important implication for the NFD is the lack of email usage by the students and the reliance of Virginia Tech on this avenue of notification as Palen, L., Vieweg, S., Sutton, J., Liu S., & Hughes, A. (2007) noted. Jones (2007) noted students missed or did not look at their emails and residence hall advisors resorted to handwriting notes on whiteboards in the dorms advising students to stay inside. Massengill (2007) reported an estimated 96 percent of students at Virginia Tech carried cell phones. Most brought them to classes or wherever else they go. A text message to cell phones probably will reach more students faster than an e-mail message because the devices are more portable and can be rung. The implication for the NFD is that multiple and varied communication sources will need to be used to communicate with the community. This includes social media, traditional mass media, reverse 911 phone calls and face-to-face contacts by going door-to-door if safe. The key communication implication is that social media is a tool, one of several communication tools. Richmond (2007) noted that if social media is viewed as a tool to enhance communications, depending on the goal, the benefits of social media would be recognized and adoption would be more widespread. It would have been interesting to note through literature if Virginia Tech official used social media tools to gather information as literature has been absent on this phase.
of the incident. Further research to the NFD community could determine the likely communication modes used by the community, especially differing age groups, including cell phones, email and landlines. An effective crisis communication plan would then be able to be created. What is surprising is the speed in which Jones and Palen et al. (2007) document the earliest social media usage, one while the shooting may have still been occurring and a second one approximately 30 to 50 minutes after the shooting. This is before the scene was secured and the immediate crisis had been brought under control by the authorities. The implication for NFD is the speed which social media will begin during large emergencies or disasters.

Trust emerges as a key theme and implication for the NFD in the social media literature documenting the October 2007 fire siege in Southern California. Two trust issues with significant implications for the NFD include public officials lack of trust in social media and civilian reporting and the public’s lack of trust in government and emergency response agencies for not communicating timely and effectively. Indeed, the spread of misinformation is a concern that the NFD should not ignore, but studies show (Agichteni, Castillo, Donato, Gionis, and Mishne, 2008) the reality is much more benign than the long-held belief. Palen and Liu (2007) acknowledge that citizen participation via social media will continue to increase and government agencies must find a way to incorporate this response into their strategic framework. As part of adaptive change, this researcher suggests the NFD, government officials and agencies should embrace the technology and find ways to minimize the concerns over misinformation and rumors. But as both McCarthy and Boyd (2005) and Sutton, Palen and Shklovski (2008) acknowledge, there are trust concerns with public officials being wary of community driven information. They have, however, found with each new disaster, social media communications are growing as a means for enhancing critical and accurate dissemination of information within
the public. This research suggests social media communication provides the opportunity for the public to engage, even create information, rather than be passive consumers of mass media. The implication for the NFD is that social media supports non-official, citizen-generated communication, allowing interaction between the public that has been demonstrated through sociology theories and practical case studies to be collectively resourceful, self-policing and generating information that cannot otherwise be easily obtained. Implications are that knowledge people will seek information from any means available and will lose trust in the fire service if information is not provided (Taylor, Gillette, Hodgson, and Downing, 2005). Trust concerns from the public towards government agencies’ performance in emergencies and disasters should be a high priority as noted by Kasperson (2003) and Sorensen (2000). NFD’s guiding principles cite earning and maintaining the public trust as one of our highest obligations. An important implication for the NFD is that in creating a social media communication system, it must support public trust. Research notes the concerns that generate a lack of trust towards government agencies including communication availability via a functional web site, quick dissemination of critical information and redundant communication infrastructure to prevent system failures. As the US Fire Service has studied how people behave in fires which led to enhanced fire safety engineering, the same theories must be applied towards engineering functional social media communication solutions. We know how people will act after a large emergency therefore design a system to appropriately serve this emerging need.

The recent Fourmile Canyon Fire in Boulder, Colorado provides the most recent observations of human intervention after a disaster, the capability and ease of use with social technology and more importantly, it documents for the first time a government agency encouraging social media use. As Fish (2010) notes, she became involved after she could not
find any official disaster information online 30 minutes after the start of the fire. It is of note that
the fire occurred on Labor Day morning, Monday, September 6, 2010. It is likely that all support
personnel from local government agencies were not working due to the holiday. Further, a
personal observation about the capabilities of the internet, this researcher was able to listen to
live emergency radio traffic and view real-time video of this incident approximately two hours
after the fire started, from his home office in California. The public became involved early, one
setting up a Twitter account, a second one rebroadcasting official emergency dispatch
information obtained from the county’s web site. The implication for the NFD is that people,
some with subject matter expertise, will quickly become involved and, to the best of their
abilities, support the incident. There did not appear to be citizen-generated misinformation or
rumor, and during the crisis phase of any major disaster, there will always be confusion, chaos,
and challenges to obtain and communicate correct details. Spataro (2010) notes there did appear
to be honest efforts, from citizens with backgrounds in journalism and technology. It is also
interesting to note that the Fourmile Canyon Fire occurred on the outskirts of Boulder, Colorado,
which is home to a major research University, the University of Colorado, and the home to the
previously cited influential author of several articles for this paper, Leysia Palen. There is no
literature evidence that Palen had better prepared her community or that her research created an
enhanced response. There is evidence of normalized human social disaster response followed by
the encouragement of local government officials to access social media. It would be of note for
future research to examine the local official’s motivation in encouraging social media use. There
is evidence of a system breakdown with the reverse 911 failures, but it appears the social media
encouragement occurred prior to the communication breakdowns. While Fish, Spataro (2010)
and the City of Boulder facebook page advised citizens to use social media sites, there is no
research evidence to suggest fire agencies used social media to gather intelligence from the community to help make better decisions. There is evidence on Boulder’s facebook page that it rebroadcast the information posted on the Twitter account. The important implications for the NFD is that as Spataro (2010) and White, Plotnick, Kushma, Hiltz and Turoff (2009) recommend that fire agencies utilize social media as mass notification services. Clearly this would not take the place of other systems, but rather a complimentary tool to existing communication infrastructure. The final, and most important implication for the NFD, is that social media use by the community in this situation was successful and the rumor and misinformation fears of government officials did not materialize.

The academic research papers and multi-discipline case studies are becoming increasingly blunt in their assessment and expectation of government agency support of social media and embracing technology. In support of this assessment, a research decision was made to evaluate one social media technology platform. Facebook was chosen because of its size, percentage of US users and the researcher had a contact within the company. Although the research question seemed simple, establish a census of fire agency facebook users, the answer was not simple to obtain. Further, the researcher wanted an unbiased accounting of US fire agencies taken in an anonymous, widespread, examination rather than a limited examination of colleagues via a web-based, surveymonkey, type of experiment. The results presented indicate a starting point for future researchers and motivation for other fire agencies not currently represented on facebook, to initiate their page. In this era of cost-conscious government, it is hard to argue a financial reason to not being on facebook as the service is free.

In the end, possibly the most important discussion of the results is that the percentage of fire agencies that have a facebook page is significantly less, 64.88 percent less, that the
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percentage of the US population having a facebook page. This research found only 14.61 percent of the US fire service had a facebook page, but earlier research by insidefacebook.com found that 41.6 percent of the US population had a facebook account. Given the literature review on disaster sociology, technology and community expectations, the implication for the NFD is that there is an opportunity to increase service and safety with social media presence in times of emergency or disasters. This is in alignment with the NFD’s mission to care for, protect and serve our communities.

RECOMMENDATIONS

The research findings lead to the logical recommendation that the NFD establish a social media program for the NFD EOC. Objective scientific data has demonstrated the need, the community expectation and the underutilization of this important communication tool. The data has shown US fire agencies are underrepresented in this technology use, the community will expect a social media presence and that government agencies be responsive in providing details. Data and literature have also provided a clear indication of successful, and unsuccessful, use by military, business and the fire service. The most important recommendation of this applied research is for the NFD to continue with the timely implementation of a social media program on a daily basis and especially, during EOC activations and emergencies. The recommendation to support a social media program in the NFD EOC comes from literature review and the data collection and analysis experiments. The collected data support the recommendations. Objective scientific data has driven the social media decision rather than supposition.

As noted in the data analysis, fire agency facebook representation is significantly less than the US population demonstrates both a technical challenge for the NFD, starting a facebook page, and an adaptive challenge, changing the belief that the NFD sees itself as an information
provider rather than information exchangers. As part of technical challenge, and following the research recommendation, the NFD has already established a facebook page (http://www.facebook.com/NovatoFireDistrict).

The research recommends a staff position at the highest levels within the NFD and EOC command structure, with this position being part of the general staff and reporting directly to the incident commander, much the same way the information officer position has been positioned. The recommendation to adopt a social media program will need to account for shrinking budgets and staff. There is limited capacity among current NFD staff to adopt this extra workload. A thorough task study of this proposed position is recommended to identify daily, non-disaster, responsibilities and more importantly, to identify those responsibilities that would need to occur immediately following a major emergency or disaster. One of the most critical concerns and challenges for the NFD is who in the organization or a senior staff member within the EOC is available and trained to immediately assume this role after a large emergency of disaster. Furthering this challenge is who will pay for training and position responsibilities given the economic challenges, the limited staff to support this and the focus of staff on higher priority operational tasks related to the emergency. The NFD’s expectation would be that this social media position be staffed by an executive-level person with operational background who can quickly receive information, make operational sense out of it and then rapidly communicate this within the organization and back out into the community via social media.

The problem was that the NFD did not utilize social media technology to gather or share intelligence during EOC activations, which could cause unnecessary loss of life or increased injury, damage and suffering to community members and rescuers. As demonstrated, social media technology is an important tool for the NFD EOC. The purpose of this applied research
project was to recommend a social media usage program for the NFD’s EOC. The recommendations relate to the problem and purpose

Future readers are encouraged to utilize this applied research project to create fire agency and EOC social media programs that meet the needs of their communities. Future readers and researchers can move this study forward by evaluating law enforcement uses of social media, comparing the percentage of facebook pages to that of other internet communication methods such as web pages, determining the accuracy and legitimacy of public-generated disaster data and compare it to data received from professional disaster responders and evaluating how EOCs utilize data gathered from social media sources.
REFERENCE LIST


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### APPENDIX A

**Experiment 1 Data**

Facebook screenshot: October 26, 2010: Search term “fire department” returns About 8,800 Results

<table>
<thead>
<tr>
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<th># of Likes</th>
<th>Name</th>
<th># of Likes</th>
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Collective Intelligence in Emergency Management 71
facebook screenshot: October 26, 2010: Search term “fire district” returns About 1,000 Results

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TOTAL FIRE DISTRICT COUNT: 337
facebook screenshot: October 26, 2010: Search term “county fire” returns About 1,900 Results

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Collective Intelligence in Emergency Management

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**TOTAL COUNTY FIRE COUNT: 196**
### APPENDIX B

#### Experiment 2: Data Sample

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<td>Manchester Fire Dept. Manchester</td>
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<td>St. Helena Fire Dept. Saint Helena(707)</td>
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<td>Marysville Fire Dept. Marysville</td>
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<td>Mayfield Village Fire Dept Mayfield</td>
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<td>McIntosh Vol. Fire Dept. MCINTOSH</td>
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<td>Meade Co Fire Dept Meade</td>
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<td>UNION FIRE DEPT. UNION937-836-2399</td>
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<td>City of Olmsted Falls, Division of Fire Olmsted Falls(440) 235-3238</td>
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<td>ST. George Fire Protection Dist. BATON ROUGE (225) 389-8600</td>
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<td>DeGraff Fire Dept. DeGraff937-585-6632</td>
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<td>Sumner County Fire Dist. #3 Oxford620-455-2244</td>
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<td>Dixie County Fire Rescue</td>
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<td>Suwannee Valley Vol. Fire Dept.</td>
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<td>Dixon VFD Dixon(505) 579-4652</td>
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<td>SYRACUSE FIRE DEPT SYRACUSE(620) 384-7364</td>
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<td>Dog Island Vol. Fire Dept.</td>
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<td>Tallulah Fire Dept. Tallulah(318) 574-5470</td>
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<td>Doniphan Company Rural Fire Dist. #4 Elwood(913) 365-5020</td>
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<td>Temecula Fire Service Temecula(951) 694-6405</td>
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<td>Duke Field Fire Dept.</td>
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<td>The Onida Fire Dept. Onida(605) 258-2231</td>
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<td>Dunham TWP Vol. Fire Dept., Inc. Belpre(740) 401-0430</td>
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<td>Tiller RFPD Tiller(541) 825-3685</td>
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<td>Ebbetts Pass Fire Dept Arnold(209)</td>
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<td>795-1646</td>
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<td>Haven(508) 696-4246</td>
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<td>Elyria Fire Dept. Elyria(440) 322-1024</td>
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<td>Town Of Lincoln Fire Dept. Lincoln(781) 259-8114</td>
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<td>Enterprise Fire Dept. Enterprise541-426-4196</td>
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<td>Trent Vol. Fire Dept. Trent(605) 428-5606</td>
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<td>Eureka Fire Dept. Eureka(620) 583-5611</td>
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<td>Trenton Fire Dept.</td>
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<td>Everett Fire Dept. Everett(617) 394-2347</td>
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<td>Tulare Fire Dept. Tulare(559) 684-4300</td>
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<td>Fayette II Vol. Fire Dept. Station 700 South Point740-894-4656</td>
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<td>Tupper Plains Fire Dept., Inc. Tupper Plains740-667-6324</td>
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<td>Foothill Fire Protection Dist. Valley Springs209-772-1268</td>
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<td>Turton Vol. Fire Dept., Inc. Turton605-897-6622</td>
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<td>Fowlers Bluff Vol. Fire Dept.</td>
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<td>Valley Center FPD Valley Center(760) 751-7600</td>
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<td>Frazeyburg Vol. Fire Dept., Inc. Frazeyburg740-828-2300</td>
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<td>Ventura City Fire Dept. Ventura(805) 339-4300</td>
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<td>FREEMAN FIRE DEPT FREEMAN(605) 925-7025</td>
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<td>Village of Bosque Farms Fire Dept. Bosque Farms505-869-2357</td>
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<td>Fremont Fire Dept. Fremont(419) 332-4131</td>
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<td>Wabaunsee County Fire Dist. #3 Harveyville(785) 589-2424</td>
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<td>Fremont Fire Dept. Fremont510-494-4285</td>
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<td>Wakefield Fire Dept Wakefield(781) 246-6432</td>
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<td>Graeagle FPD Graeagle(530) 836-1340</td>
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<td>Wamego City Fire Dept. Wamego(785) 456-6965</td>
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<td>Warren City Fire Dept. Warren(330) 841-2542</td>
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<td>Greenhorn Creek Fire Dept. Quincy530-283-6450</td>
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<td>Wasco State Prison Fire Dept. Wasco(661) 758-8400</td>
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<td>Watrous VFD Watrous(505) 425-9750</td>
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<td>Groton Fire Dept. Groton(978) 448-6333</td>
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<td>Hall Summit VFD Hall Summit</td>
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<td>West Stanislaus County Fire Protection Dist. Patterson(209) 892-5621</td>
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<td>Western Holmes County Fire Dist. Lakeville(330) 378-2723</td>
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<td>Havana Vol. Fire Dept.</td>
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<td>Weymouth Fire Dept. Weymouth(781) 337-5151</td>
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<td>Haviland Vol. Fire Dept. Haviland(620) 862-5317</td>
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<td>White City Vol. Fire Dept. White City(785) 349-2228</td>
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<td>Haynesville Fire Dept. Haynesville(318) 624-1234</td>
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<td>Hayward Fire Dept Hayward(510) 583-4940</td>
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<td>Wilson Fire Dept. Inc. Wilson(785) 658-2446</td>
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<td>Heflin Fire Dept Heflin(318) 377-6758</td>
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<td>Zuni Independent Fire Dist. #8 Zuni</td>
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**APPENDIX C**

*Experiment 2: Data Sample*

**Florida**

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<td>Alva Fire Dept.</td>
<td>Marathon Fire Rescue</td>
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<td>Marco Island Fire Dept.</td>
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<td>Apalachicola Vol. Fire Dept.</td>
<td>Margate Coconut Creek Fire Rescue</td>
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<td>Apopka Fire Dept.</td>
<td>Marianna Fire-Rescue</td>
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<td>Arcadia Fire Dept.</td>
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<td>Martin Cty. Fire-Rescue</td>
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<td>Athena Vol. Fire Dept.</td>
<td>Matlacha-Pine Island Fire Control District</td>
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<td>Atlantic Beach Fire Rescue</td>
<td>Mayo Fire Dept.</td>
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<td>Melbourne Fire Dept.</td>
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<td>Mexico Beach Dept. of Public Safety</td>
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<td>Miami Dept. of Fire-Rescue</td>
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<td>Miami-Dade Cty. Fire Rescue</td>
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<td>Miami-Dade Cty. Fire Rescue Station 7 (West Little River)</td>
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<td>Baxter Vol. Fire Dept.</td>
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<td>Miami-Dade Cty. Fire Rescue Station 30 (Miami Shores Village Fire Dept.)</td>
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Bayshore Fire Rescue
Bear Creek - Youngstown Vol. Fire Dept.
Bell Vol. Fire Dept. - merged into Gilchrist Cty. Fire Rescue
Belle Glade Fire-Rescue
Belleair Bluffs Fire Dept.
Bellview Vol. Fire Dept.
Bellville Vol. Fire Dept.
Berrydale Vol. Fire Dept.
Beulah Fire & Rescue
Big Coppitt Vol. Fire & Rescue
Big Corkscrew Island Fire Control and Rescue District
Big Pine Key Vol. Fire Dept.
Blackman Fire Dept.
Bloomingdale Vol. Fire Dept.
Blountstown Fire Dept.
Boca Grande Fire Dept.
Boca Raton Fire-Rescue Services
Bonifay Fire Dept.
Bonita Springs Fire Control & Rescue District
Booker Park Vol. Fire Dept.
Bostwick Vol. Fire Dept.
Boynton Beach Fire Rescue
Braden Rive Fire Control and Rescue District
Bradenton Fire Dept.
Branford Vol. Fire Dept.
Brent Vol. Fire Dept.
Brevard Cty. Fire Rescue
Bristol Vol. Fire Dept.
Bronson Fire Dept.
Brooker Vol. Fire Dept.
Brooksville Fire Dept.
Broward Cty. Fire-Rescue
Brownsville Vol. Fire Dept.
Bryceville Vol. Fire Dept.
Buckhead Ridge Community Vol. Fire Company
Bunnell Fire Dept.
Bushnell Vol. Fire Dept. - merged into Sumter Cty. Fire Rescue
Callahan Vol. Fire Dept.
Callaway Fire Dept.
Caloosa Lake Vol. Fire Dept.
Micco Vol. Fire Dept.
Miccosukee Vol. Fire Dept.
Midway Vol. Fire Dept.
Midway Fire District
Milton Fire Dept.
Minneola Fire Dept.
Miramar Fire Rescue
Molino Vol. Fire Dept.
Monroe Cty. Fire Rescue
Monticello Vol. Fire Dept.
Montura-Flaghole Vol. Fire Dept.
Montverde Fire Dept.
Moore Haven Fire Dept.
Morriston Montbrook Vol. Fire Dept.
Mossy Head - Oakwood Hills Fire Rescue
Mossy Pond Vol. Fire Dept.
Mount Dora Fire Dept.
Mululla Vol. Fire Dept.
Mulberry Fire Dept.
Munson Vol. Fire and Rescue District
Muse Vol. Fire Dept.
Myakka City Fire Rescue
Myrtle Grove Vol. Fire Dept.
NAFKW Fire Dept.
Naples Fire Rescue
Narcoossee Vol. Fire Dept. (Osceola Cty. FR)
NAS Regional Fire Service
Nassau Cty. Fire Rescue
Nassauville Vol. Fire Dept.
Naval Air Station - Whiting Field - Fire Dept.
Naval Air Station - Mayport - Fire Service
Navarre Beach Fire Dept.
New Port Richey Fire and Emergency Services
New Smyrna Beach Fire & Rescue Dept.
Niceville Fire Dept.
Coral Gables Fire Dept.
Coral Springs Fire Dept.
Cork - Knights Vol. Fire Dept.
Cottontale Vol. Fire Dept.
Crescent Beach Vol. Fire Dept.
Crescent City Fire Dept.
Crestview Fire Dept.
Cross City Fire Dept.
Cross Creek Vol. Fire Dept.
Crossroads Vol. Fire Dept.
Crystal River Fire Dept.
Cuyler Vol. Fire Dept.
Dade City Fire Rescue
Dalkeith Vol. Fire Dept.
Dania Beach Fire Rescue
Darlington Gaskin Fire Rescue
Davenport Fire and Rescue
Davie Fire Rescue Dept.
Day Vol. Fire Dept.
Daytona Beach Fire Dept.
Daytona Beach Shores Dept. of Public Safety
DeBary Fire Services
Deep Creek Vol. Fire Dept.
Deerfield Beach Fire Rescue
DeFuniak Springs Fire Dept.
DeLand Fire Dept.
Delwood Vol. Fire Dept.
Delray Beach Fire-Rescue Dept.
Deltona Fire Dept.
DeRosa Plaza Vol. Fire Dept. - merged into Citrus Cty. Fire Rescue
Desoto City Vol. Fire Dept.
DeSoto Cty. Fire-Rescue
Destin Fire Control District
Dixie Cty. Fire Rescue
Dog Island Vol. Fire Dept.
Dorcas Fire District
Dover - Turkey Creek Fire Rescue
Dowling Park Vol. Fire Dept.
Duette Vol. Fire Dept.
Osceola Cty. Fire Rescue - Unofficial
Otter Creek Fire Dept.
Overstreet Vol. Fire Dept.
Oviedo Fire Rescue
Ozello Vol. Fire Dept. - merged into Citrus Cty. Fire Rescue
Pace Vol. Fire Dept.
Pahokee Fire Rescue Dept.
Paisley Vol. Fire Dept. - See Lake Cty. Fire Rescue
Palatka Fire Dept.
Palm Bay Fire Rescue Dept.
Palm Beach Cty. Fire Rescue
Palm Beach Cty. Station 27
Palm Beach Fire-Rescue
Palm Beach Gardens Fire/Rescue
Palm Beach Shores Vol. Fire Dept.
Palm Coast Fire Rescue
Palm Harbor Fire Dept.
Palm Springs Fire Rescue
Palm Valley Vol. Fire Dept.
Palmdale Vol. Fire Dept.
Panacea Vol. Fire Dept.
Panama City Fire Dept.
Panama City Beach Fire Dept.
Parker Fire Dept.
Parkland Public Safety Dept.
Parrish Fire Control District
Pasco Cty. Fire Dept.
Patrick AFB Fire
Paxton Fire Dept.
Pedro Vol. Fire Dept.
Pembroke Pines Fire Dept.
Penny Farms Vol. Fire Dept.
Pensacola Beach Vol. Fire Dept.
Pensacola Fire Dept.
Pensacola NAS Fire Dept.
Perry Fire Dept.
Peters Road Vol. Fire Dept.
Pine Island Vol. Fire Dept.
Pine Log Fire Dept.
Duke Field Fire Dept.
Dundee Fire Dept.
Dunedin Fire Dept.
Dunnellon Fire Rescue Dept.
East Lake Fire Rescue
East Manatee Fire Rescue District
East Milton Vol. Fire Dept.
East Naples Fire Control and Rescue District
East Niceville Fire District
East Palatka Vol. Fire Dept.
Eastpoint Vol. Fire Dept.
Eatonville Fire Dept.
Ebros Vol. Fire Dept.
Econfina Vol. Fire Dept.
Edgewater Fire-Rescue
Eglin AFB Fire Dept.
Electra Vol. Fire Dept.
Ellisville Vol. Fire Dept.
Englewood Fire Dept.
Enesly Fire-Rescue
Escambia Cty. Fire-Rescue
Espanola Vol. Fire Dept.
Estero Fire Rescue
Eustis Fire Dept.
Falmouth Fire Rescue
Fanning Springs Fire Dept.
Fedhaven Vol. Fire Company
Felda Vol. Fire Dept.
Fernandina Beach Fire-Rescue Dept.
Ferry Pass Fire Dept.
First District Fire Dept.
Five Points Vol. Fire Dept.
Flagler Beach Fire Dept.
Flagler Cty. Fire Rescue
Florahome-Grandin Vol. Fire Dept.
Floral City Vol. Fire Dept. - merged into Citrus Cty. Fire Rescue
Florida Highlands Vol. Fire Dept.
Florida State Hospital Fire Dept.
Florosa Fire Control District
Fort Drum Vol. Fire Dept.
Fort Lauderdale Fire-Rescue
Pinellas Park Fire Dept.
Pinellas Suncoast Fire Rescue
Pinetta Vol. Fire Dept.
Pioneer Fire Dept.
Pittman Fire Dept.
Placid Lakes Vol. Fire Dept.
Plant City Fire Dept.
Plantation Fire Dept.
Pleasant Grove Fire Dept.
Polk Cty. Fire Services
Pomona Park - Lake Como Vol. Fire Dept.
Pompano Beach Fire Rescue
Pompano Highlands Vol. Fire Dept.
Ponce de Leon Fire Dept.
Ponce Inlet Fire Dept.
Ponte Vedra Vol. Fire Dept.
Port Orange Fire & Rescue
Port Richey Fire Dept.
Port St. Joe Fire Dept.
Precinct 21 Vol. Fire Dept.
Providence Vol. Fire Dept.
Punta Gorda Fire Dept.
Putnam Cty. Vol. Fire Services
Quincy Fire Dept.
Raiford Vol. Fire Dept.
Rainbow Lake Vol. Fire Dept.
Ranchette Fire/Rescue
Ratiff Road Vol. Fire Dept.
Reedy Creek Dept. of Emergency Services
Red Bay Fire Dept.
Red Oak Vol. Fire Dept.
River Road Vol. Fire Dept.
River Stink Fire Service
Riverdale Vol. Fire Dept.
Riverside Vol. Fire Dept.
Riviera Beach Fire Rescue
Robertsville Vol. Fire Dept.
Rock Bluff Community Vol. Fire Dept.
Rockledge Fire and Emergency Services
Fort Meade Fire Dept.
Fort Myers Fire Rescue
Fort Myers Beach Fire Control District
Fort Myers Shores Fire Dept.
Fort Odgen Vol. Fire Dept.
Fort Walton Beach Fire Dept.
Four Communities Vol. Fire Dept.
Fowlers Bluff Vol. Fire Dept.
Franklin Cty. Fire Dept.s
Francis Vol. Fire Dept.
Freeport Fire Dept.
Frostproof Fire Dept.
Fruitland Park Fire Rescue
Gainesville Fire Rescue
Genoa Vol. Fire Dept.
Georges Lake Vol. Fire Dept.
Georgetown-Fruitland Vol. Fire Dept.
Gilchrist Cty. Fire Rescue
Glades Cty. Fire Rescue
Glen St. Mary Fire Dept.
Glen St. Mary Vol. Fire Dept.
Glendale Vol. Fire Dept.
Golden Gate Fire Control and Rescue District
Gospel Island Vol. Fire Dept. - merged into Citrus Cty. Fire Rescue
Grape Hammock Vol. Fire Dept.
Green Cove Springs Fire Dept.
Green Hills - Fountain Vol. Fire Dept.
Greenacres Dept. of Public Safety
Greenhead Vol. Fire Dept.
Greensboro Vol. Fire Dept.
Greenville Vol. Fire Dept.
Grenelefe Vol. Fire Dept.
Gretna Vol. Fire Dept.
Gritney Fire Dept.
Groveland Fire Dept.
Gulf Breeze Vol. Fire Dept.
Gulfport Fire Dept.
Rolling Woods Vol. Fire Dept.
Roseland Vol. Fire Dept.
Rosewood Vol. Fire Dept.
Royal Vol. Fire Dept. - merged into Sumter Cty. Fire Rescue
Safety Harbor Fire Dept.
Salem Vol. Fire Dept.
Sampson Vol. Fire Dept.
San Antonio Fire Dept.
San Antonio Vol. Fire Dept.
San Carlos Park Fire Protection & Rescue Service District
Sanderson Vol. Fire Dept.
Sanford Fire Dept.
Sanibel Fire Control District
Sarasota Bradenton Airport Fire Dept.
Sarasota Cty. Emergency Services - Fire Dept.
Satellite Beach Fire Dept.
Satsuma Vol. Fire Dept.
Scotts Ferry Vol. Fire Dept.
Scottsmoor Vol. Fire Dept.
Sebastian Vol. Fire Dept.
Sebring Airport Vol. Fire Dept.
Sebring Fire/Rescue
Seffner - Mango Fire/Rescue
Seminole Cty. EMS/Fire/Rescue Division
Seminole Fire Rescue
Seminole Tribe of Florida Emergency Services
Shady Grove Vol. Fire Dept.
Shell Point Vol. Fire Dept.
Shiloh Fire Dept.
Sirmans Vol. Fire Dept.
Skyline Fire & Rescue District
Smith Creek Vol. Fire Dept.
Smyrna Beach Fire Dept.
Sneads Vol. Fire Dept.
Solutia Vol. Fire Dept.
Sopchopy Fire Dept.
South 561 Vol. Fire Dept.
South Bay Fire Rescue
South Central Vol. Fire Dept.
South Daytona Fire Rescue Dept.
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Hurlburt Field AFB Fire Dept.
Ichetucknee - South Columbia Vol. Fire Dept.
Imokalee Fire Dept.
Indianantic Fire Dept.
Indian Harbour Beach Vol. Fire Dept.
Indian Lakes-Tropicana Vol. Fire Dept.
Indian River Cty. Fire Rescue Division
Indian River Shores Fire Dept.
Indian Rocks Vol. Firemans’ Assoc.
Inglis Fire Dept.
Innomerity Point Vol. Fire Dept.
Interlachen Vol. Fire Dept.
Interlachen Lake Estates Vol. Fire Dept.
Inverness Fire Dept. - merged into Citrus Cty. Fire Rescue
Iona-McGregor Fire Protection and Rescue Service District
Islamorada Fire Rescue
Isles of Capri Fire Rescue
Jackson Cty. Fire Rescue
Jackson Guard Fire Dept.
Jacksonville Beach Fire Dept.
Jacksonville Fire/Rescue Dept.
Jacksonville Naval Air Station Fire
Jan-Phyl Vol. Fire Dept.
Jasper Fire and Rescue Dept.
Jay Vol. Fire District
Jefferson Cty. Fire Rescue
Jennings Fire Dept.
Jensen Beach Vol. Fire Dept.
Jonesville Fire Dept.
Jupiter Island Public Safety Dept.
Kennedy Space Center Fire Dept.
Key Biscayne Fire Rescue Dept.
Key Largo Vol. Fire-Rescue Dept.
Key West Fire Dept.
Key West Naval Station Fire Dept.
Kinard Vol. Fire Dept.
Kissimmee Fire Dept.
Kissimmee River Vol. Fire Dept.
Korona Vol. Fire Dept.
LaBelle Fire Dept.
LaCrosse Fire-Rescue Dept.
Sunny Hills Vol. Fire Dept.
Sunrise Fire-Rescue
Suwanee Cty. Fire Rescue
Suwanee Valley Vol. Fire Dept.
Suwanee Vol. Fire Dept.
Switzerland Vol. Fire Dept.
Sycamore Vol. Fire Dept.
Tallahassee Fire Dept.
Tamarac Fire Rescue
Tampa Bay Golf&CC Vol. Fire Dept.
Tampa Fire Rescue
Tarpon Springs Fire Dept.
Tavares Fire-Rescue Dept.
Tavernier Vol. Fire Dept.
Taylor Beaches Vol. Fire Dept.
Taylor Cty. Fire & Rescue
Taylor Vol. Fire Dept.
Temple Terrace Fire Dept.
Tequestra Fire-Rescue Dept.
The Groves Vol. Fire Dept.
The Villages Fire Rescue
Theresa Vol. Fire Dept.
Thomas Drive Vol. Fire Dept.
Tice Fire Protection and Rescue District
Timberlane Vol. Fire Dept.
Titusville Fire and Emergency Services
Trailer Estates Vol. Fire Dept.
Travelers Rest Vol. Fire Dept.
Treasure Island Fire Dept.
Trenton Fire Dept.
Tri-Community Fire Association
Tri-Village Fire Dept.
Twin Bridges Vol. Fire Dept.
Tyndall AFB Fire Dept.
Umatilla Fire Dept.
United Fire Dept.
Upper Captiva Fire Dept.
Useppa Island Fire Dept.
Valparaiso Vol. Fire Dept.
Venice Fire Dept.
Venus Vol. Fire Dept.
Lake Alfred Fire Dept.
Lake Butler Vol. Fire Dept.
Lake City Fire Dept.
Lake Cty. Fire Rescue
Lake Forest Vol. Fire Dept.
Lake Hamilton Vol. Fire Dept.
Lake Iamonia Vol. Fire Dept.
Lake Jackson Vol. Fire Dept.
Lake Mack Vol. Fire Dept. - See Lake Cty. Fire Rescue
Lake Mary Fire Dept.
Lake Norris Vol. Fire Dept.
Lake Panasoffkee Vol. Fire Dept. - merged into Sumter Cty. Fire Rescue
Lake Park Fire Rescue
Lake Placid Vol. Fire Dept.
Lake Talquin Vol. Fire Dept.
Lake Troppincan Vol. Fire Dept.
Lake Underhill Fire Dept.
Lake Wales Fire Dept.
Lake Worth Fire Dept.
Lakeland Fire Dept.
Lakeport Vol. Fire Dept.
Lamont Vol. Fire Dept.
Land O' Lakes Vol. Fire Dept.
Largo Fire Rescue
Lauderdale Lakes Fire and Rescue
Lauderhill Fire Rescue
Laurel Hill Fire Dept.
Lawtey Vol. Fire Rescue
Layton Vol. Fire Dept.
Lealman Special Fire District
Lee Cty. ARFF Dept.
Lee Vol. Fire Dept.
Leesburg Fire Dept.
Lehigh Acres Fire Dept.
Liberty Fire District
Lighthouse Point Fire Rescue
Lincoln Heights Vol. Fire Dept.
Little Gasparilla Island Fire and Rescue
Live Oak Fire Dept.

Vernon Fire and Rescue
Volusia Cty. Fire Services
Waccasassa Vol. Fire Dept. - merged into Gilchrist Cty. Fire Rescue
Wacissa Vol. Fire Dept.
Wakulla Station Vol. Fire Dept.
Waldo Fire Dept.
Walnut Hill Vol. Fire Dept.
Warrington Vol. Fire Dept.
Washington Cty. Fire Rescue
Waukeenah Vol. Fire Dept.
Wausau Fire Dept.
Waverly Vol. Fire Dept.
Webster Vol. Fire Dept. - merged into Sumter Cty. Fire Rescue
Welaka Vol. Fire Dept.
Wellborn Vol. Fire Dept.
West Bay Woodville Vol. Fire Dept.
West Columbia Vol. Fire Dept.
West District Fire Authority
West End Vol. Fire Dept.
West Hillsborough Vol. Fire Dept.
West Manatee Fire Rescue
West Palm Beach Fire Rescue
West Paso Vol. Fire Dept.
West Pensacola Vol. Fire Dept.
West Putnam Vol. Fire Dept.
West Sebring Vol. Fire Dept.
West Suwannee Vol. Fire Dept.
Westside Vol. Fire Dept.
Westville Vol. Fire Dept.
Wetumpka Vol. Fire Dept.
Wewahitchka Fire Dept.
White City Vol. Fire Dept.
White Springs Vol. Fire-Rescue
Whitfield Fire Control District
Wildwood Vol. Fire Dept. - merged into Sumter Cty. Fire Rescue
Williston Vol. Fire Dept.
Windsor Vol. Fire Dept.
Winfield Vol. Fire Dept.
Winter Garden Fire Dept.
Louisiana

Abbeville: Abbeville Fire Dept.
Acadia/Evangeline Fire Dist. Basile
ADDIS VOL. FIRE DEPT. ADDIS
Allen Parish Fire Dist. 50berlin
Allen Parish Fire Dist. # 4
Allen Parish Vol. 3 Fire Dept #2
Alsen F.D. Baton Rouge 225-774-3473
Anacoco Vol. Fire Dept. Anacoco 239-
Avondale Vol. Fire Company Avondale (504) 349-
BALDWIN VOL. FIRE DEPT., INC. BALDWIN 923-
Bastrop Fire Dept. Bastrop 283-3353
Baton Rouge Fire Dept. Baton Rouge 225-354-1400
Bayou Black VFD Dist. #9 Houma 879-3359
Bayou Blue VFD Grossetete 648-2760
Bayou Blue Vol. Fire Dept. Houma 876-
Bayou Cane VFD Houma 580-7230
Bayou Pigeon Vol. Fire Dept. Plaquemine
Beauregard Parish Fire Dist. #3 Dry Creek 328-
Bell City-Hayes-Holmwood (Ward 2 FD 1) Bell City
BELLE CHASSE VOL. FIRE DEPT. BELLE CHASSE
Benton Fire Dist. #4, Fire Dept. Benton 318-965-
Bernice Fire Dept. Bernice 285-9020
Berwick Vol. Fire Dept. Berwick 385-
Bienville Parish Fire Dist. #6 Castor 318-
Bogalusa Fire Dept. Bogalusa 732-6219
Boothville-Venice Vol. Fire Dept. Venice
Bossier City Fire Dept. Bossier City 741-8700
Bossier Parish Fire Dist. #7 Plain Dealing 326-
Bourg Vol. Fire Dept. Bourg 594-9588
Branch VFD Branch 334-7466
Bridge City Vol. Fire Company #1 Bridge City 504-
Brouillette Vol. Fire Dept. Marksville 318-253-
Broussard Fire Dept. Broussard 837-9867

Winter Haven Fire Dept.
Winter Park Fire-Rescue
Winter Springs Fire Dept.
Woodville Vol. Fire Dept.
Worthington Springs Vol. Fire Dept.
Yankeetown Vol. Fire Dept.
Yulee Vol. Fire Dept.
Zephyrhills Fire Dept.
LeBlanc Vol. Fire Dept. Abbeville
Leesville Fire Dept. Leesville 239-7950
Lincoln Parish Fire Dist. No. 1 Dubach
Little Caillou VFD Chauvin 594-7775
Dept. Trout 992-9088
Livingston Fire Dept. Livingston 686-7158
Livingston Parish Fire Dist. 11 Independence
LIVINGSTON PARISH FIRE DIST. # 10
Livingston Parish Fire Dist. # 4
Livingston Parish Fire Dist. 5 Denham
Livingston Parish Fire Dist. NO 1
Livonia Vol. Fire Dept. Livonia 637-
Lockport VFD Lockport 532-3876
LOREAUVILLE VOL. FIRE DEP
Luling Vol. Fire Dept. Luling 785-
Lutcher VFD Lutcher 869-3647
Mamou Fire Dist. #2 Mamou 468-2616
Mangham Fire Dist. Mangham 248-2472
Mansfield Fire Dept. Mansfield 872-4221
MANSURA VOL. FIRE DEPT.
Maringouin VFD Maringouin 625-3277
Marksville Fire Dept. Marksville 253-7776
MARRERO ESTELLE VOL. FIRE. NO. 1
Marrero Harvey Vol. Fire Co. #1 Marrero (504) 349-
Maurice Fire Dept. Maurice 893-6406
Milton Vol. Fire Dept. Youngsville
Monroe Fire Dept. Monroe 318-299-2474
Montegut Point-Aux-Chenes Fire Dept. Montegut 5
Monterey FPD #1 Monterey 386-2377
Morgan City Fire Dept. Morgan City 380-4617
NASJRB New Orleans Fire Dept New Orleans (504) 6
Natalbany Vol. Fire Dept. Natalbany
Natchitoches Fire Dept. Natchitoches 357-3
Collective Intelligence in Emergency Management 99

BROWNSFIELD FIRE DEPT.
Bunkie Fire Dept Bunkie 346-6021
Caddo Parish Fire Dist. # 4 Keithville 925-2200
Caddo Parish Fire Dist. Seven Oil City 995-7114
Caddo Parish Fire Dist. Two Shreveport 425-2712
Calcasieu Parish Ward 4 Fire Dist. 2 Sulphur 583-
Cameron Vol. Fire Dept. Cameron 775-7
Cankton VFDCankton 668-4477
Caren cro Fire Dept Caren cro 896-6121
Central Fire Dist. #4 Baton Rouge 261-
Chitimacha Fire Charenton 923-4326
Church Point Vol. Fire Dept. Church Point
City of Baker Fire Dept. Baker 225-775-3712
City of Donaldsonville Fire Dept. Donaldsonville
City of Gonzales Fire Dept. Gonzales 644-5
City of Harahan Fire Dept. Harahan (504) 737-9957
City of Pineville Fire Dept. Pineville 449-5665
Claiborne Parish Fire Dist. #5 Athens 927-5383
Claiborne Parish Fire Dist. #6 Lisbon 353-6503
Community VFD Pitkin 634-5489
Concord Vol. Fire Dept. Oak Grove 428-
Concordia Parish Fire Dist. #2 Vidalia 336-5068
Crowville Vol. Fire Dept. Crowville 722-
David Crockett Steam Fire Company #1 Gretna (504) 363-
Delhi VFD Delhi 878-3792
Denham Springs Fire Dept. Denham Springs -
DeQuincy VFD DeQuincy 786-4821
DeRidder Fire Dept. DeRidder 462-8929
Desoto Fire Dist. #1 Logansport 697-5150
DeSoto Fire Dist. #9 Frierson 797-5673
De Soto Fire Dist. 3 Stonewall 925-0087
DeSoto Fire Dist. #8 Mansfield 318-872-2453
Dist. #10 Holly Beach/ Johnson Bayou Vol. Fire
DIST. 13 Vol. Fire Dept. ABBEVILLE
Dist. Six Fire Dept. Baton Rouge 225-355-3110
Dubberly VFD Dubberly 377-9043
East Bank Consolidated Fire Dept. Jefferson (504) -
East Carroll Fire Dept. Lake Providence 559-
East Central Bossier Parish Fire Dist. #1 Haughton 318-
East Columbia Vol. Fire Dept. Columbia 318-
East Iberville VFD St. Gabriel 642-9980
East Side Fire Dist. 5 Baton Rouge

Natchitoches Parish Fire Dist. #1
Natchitoches Parish Fire Dist. #8
New Iberia Fire Dept. New Iberia 369-2370
New Llano Vol. Fire Dept. New Llano
New Orleans Fire Dept. New Orleans 504-565
Newellton Fire Dept. Newellton 766-3004
Nine Mile Point Fire Dept. Nine Mile Point (504)
North Bienville Parish Fire
North Helena VFDP #3 Greensburg
North Sabine Fire Dist. Zwolle 645-
Northeast Bossier Parish Fire Dept. #5P
Oak Ridge Vol. Fire Dept. Oak Ridge -
Oakdale Fire Dept. Oakdale 218-335-1155
Olla Vol. Fire Dept. Olla 495-3919
Opelousas Fire Dept. Opelousas 948-5210
Ouachita Parish Fire Dist. #1 West--
Paincourtville Vol. Fire Dept. Paincourtville 369-7134
Patterson Vol. Fire Dept. Patterson 985-395-
Paulina Grand Point Belmont Vol. Fire Dept. Paulina
Pecan Island Fire Dept. Kaplan 337-737-2501
Pierre Part VFD Pierre Part 252-6431
Pine Prairie Vol. Fire Dept. Pine Prairie 337-599-2277
Pitkin VFD Pitkin 358-3511
Plaquemine Fire Dept. Plaquemine 687-7335
Plaucheville VFD Plaucheville 922-3548
Pointe Coupee Fire Dist. #5 New Roads 225-638-
PONCHATOULA VOL. FIRE DEPT.
Prairie Vol. Fire Dept. Arnaudville -
Prairieville VFD Prairieville 673-6663
Pride Vol. Fire Dept. Pride 654-3903
Quitman FPD Quitman 259-8888
Rapides Parish Fire Dist. #3 Tioga 318-640-8227
Rapides Parish Fire Dist. #6 Deville 318-466-3555
Rapides Parish Fire Dist. #7 Pineville 318-448-4017
Rapides Parish Fire Dist. #9 Alexandria 767-
Rapides Parish Fire Dist.
Rayne VFD Rayne 334-4443
Red River Parishwide Fire Dist.
RESERVE VOL. FIRE DEPT. RESER
Richard Vol. Fire Dept. Church Point
Ridgecrest Vol. Fire Dept. Ridgecrest
Rocky Branch & Crossroads VFD Farmerville
Rosedale Vol. Fire Dept. Rosedale
Collective Intelligence in Emergency Management 100

East Side St. Charles Parish Vol. Fire DepaDestrehan
Eden Fellowship Vol. Fire Dept.Troux
Effie Vol. Fire Dept.Effie100-100-1000
Egan Vol. Fire Dept.Egan337-783-3749
Eighth Ward Vol. Fire Dept.Robert 845-
Elizabeth Vol. Fire Dept.Elizabeth318-634-
England Industrial Airpark Fire DeptAlexandria318-448-
Erwinville Vol. Fire Dept.Port Allen
Ethel Vol. Fire Dept.ethel225-683-8001
Eunice Fire Dept.Eunice 457-5102
Evangeline Vol. Fire Dept./ Acadia Fire District #3
Farmerville Fire Dept.Farmerville 368-1759
Ferriday Fire Dept.Ferriday 757-3611
Fifth Ward VFDMarksville 240-8006
Fire Dist. Dist. EightRayville318-728-2288
Fire Dist. # 10 (Powhatan)Powhatan 356-9100
Fire Dist. 3 Ward 4 Allen ParishGrant
Fire Dist. #4 of Saint
Fire Dist. #7, Vermilion ParishAbeville(
FIRE DIST. 3VENTRESS
Fire Dist. Four Natchitoches ParishProvanclal 472-8767
Fiske Union Vol. Fire Dept.Oak Grove
Flatwoods VFDFlatwoods 793-2033
Fort Polk Fire & Emergency ServicesFort Polk 531-
Four Corners Vol. Fire Dept.Jeanerette
Franklin Fire Dept.Franklin337-828-6328
Franklinton Vol. Fire Dept.Franklinton
French Settlement VFDFrench Settlement 698-3510
Galvez Lake Vol. Fire Dept.Prairieville
GEISMAR VFEDGEISMAR 673-3396
Glenmora Fire Dept.Glenmora 748-7787
Grand Caillou Fire Dept.Dulac 563-4112
Grand Coteau Vol. Fire Dept.Grand
Grand Isle Vol. Fire Company #1Grand Isle985
Grant Parish Dist. 4 Vol. Fire Dept.Georgetown000-000-
Grant Parish Fire Dist # 5/ Pollock Fire DeptPollock
Grant Parish Fire Dist. 1Colfax 627-2636
Grant Parish Fire Dist. 3Dry Prong 899-5341
Grayson Vol. Fire Dept.Grayson 649-
Gueydan Vol. Fire Dept.Gueydan 536-6539
Rosepine Vol. Fire Dept.Rosepine337-463-
Ruston Fire Dept.Ruston318-251-8607
Saint Amant Vol. Fire Dept.Saint Amant
Saint Tammany Fire Dist. # 1Slidell 649-3665
Sandy Hill Vol. Fire Dept.Leesville337-
Sandy Lake Fire Dist.Jonesville318-339-2369
Sarepta Fire Dist. No 5Sarepta 847-4333
Schriever Vol. Fire Dept., Inc.Schriever 446-8498
Scott Vol. Fire Dept., Inc.Scott 235-
Shreveport Fire DeptShreveport 673-6650
Simpson Vol. Fire Dept.Simpson337-383-
Slagle VFDSlagle 239-7088
Sorrento Vol. Fire Dept.Sorrento225-675-
South Bossier Fire Dist. # 2Elm Grove 987-
South Vacherie Vol. Fire Dept.Vacherie 265-2409
Southeast Fire TerritoryClinton225-683-
Springhill Fire Dist. #1Springhill 539-3678
ST Francisville Fire Dept.ST Francisville225-6
ST John VFDThibodaux 448-0618
St Joseph Fire Dept.St Joseph 766-3004
St Landry Parish Fire Dist. #2Port Barre 585-
ST Rose Vol. Fire Dept.St Rose(504) 467-
ST Tammany Fire Dist. 6Covington 893-3311
ST Tammany Fire Dist. 9Bush 886-5608
St Tammany FPD #7Pearl River 863-5111
St Tammany Parish Fire Dist. #4Mandeville 626-8671
St. Bernard Parish Fire DepartmnrnChalmette504-278-
ST. George Fire Dist.BATON ROUGE 389-8600
St John Westside VFDEdgard 497-3441

St. Landry Parish Fire Dist. 3Opelousas 948-3679
St. Tammany Fire Dist. #1Slidell 649-3665
St. Tammany Fire Dist. No. 5Folsom 796-5266
St. Tammany Fire Dist. 12Covington985-
St. Tammany Parish Fire Dist. 2Madisonville985-845-
Start-Girard Fire Dist.Start318-728-4840
Sulphur Fire DeptSulphur337-527-4545
Summerville-Rosefield Vol. Fire Dept.Olla 992-0144
Sun VFD Dist. #1Sun 886-3543
Sunset VFDSunset 662-3131
Tallulah Fire Dept.Tallulah 574-5470
Tangipahoa Parish Fire Distrtict #1Mentz985-748-9412
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HAHNVILLE VOL. FIRE DEPT.HAHNVILLE 783-784
Hall Summit VFD Hall Summit 000-000-0000
Hammond Fire Dept. Hammond 542-3475
Harrisonburg Vol. Fire Dept. Harrisonburg 744-5048
Harvey Vol. Fire Company #2 (6th Fire Dist)
Haughton Fire Dept. Haughton 318-949-9500
Haynesville Fire Dept. Haynesville 624-1234
Heflin Fire Dept. Heflin 377-6758
Henry Fire Dept. Erath 937-5479
Hessmer Fire Dept. Hessmer 563-4511
Hodge Fire Dist. Hodge 395-2375
Holiday Village Vol. Fire Dept. Pineville(318)
Holly Ridge Fire Dept. Rayville (911) 100-1000
Homer Fire Dept. Homer 927-5383
Houma Fire Dept. Houma 873-6391
Hudson Creek Fire Dist. 6 Dry Prong 641-1460
Iberia Parrish FPD #1 New Iberia 365-5872
Independence Vol. Fire Dept. Independence
Indian Bayou VFD Kaplan 643-6846
Iota Vol. Fire Dept. Iota 779-2538
Iowa Fire Dist. #1, Ward 8,
Jackson Fire Dept. Jackson 634-2627
Jeanerette Vol. Fire Dept. Jeanerette 276-2335
Jeff Davis Fire Dist. #2 Jennings 337-584-2240
Jefferson Davis Fire Dist. 4 Lake Arthur 774-3721
Jennings Fire Dept. Jennings 337-821-5507
Jonesboro VFD Jonesboro 259-5028
Jonesville VFD Jonesville 339-8596
Judice Vol. Fire Dept. Duson 337-984-0321
Kaplan Fire Dept. Kaplan 643-8603
Kenner Vol. Fire Company Kenner 504-468-4024
Kentwood Vol. Fire Dept. Kentwood
Kilolina Vol. Fire Dist. Kilolina 783-2956
Klondivke Fire Dept. Gueydan 536-6963
LA State Penn Fire Dept. Angola 655-2335
LaCamp Vol. Fire Dept. Leesville
Lacombe Vol. Fire Dept. Lacombe
Lafayette Fire Dept. Lafayette 291-8700
Lafitte Barataria Crown Point VFCLafitte(504) 689-2086
Lafourche Fire Dist. #1 Vol. Lake Charles
Lafourche Parish Fire Dist. #3 Galliano 985-632-8068
Tensas Parish Fire Dist. #1 ST Joseph 766-3004
Terrytown 5th Dist. Vol. Fire Dept. Terrytown 504-349-3499
Thibodaux VFD Thibodaux 447-1986
Third Dist. Vol. Fire Dept. River
Tullos Vol. Fire Dept. Tullos 354-6499
Union Convent VFD Convent 562-7855
Urania Fire Dept. Urania 318-495-3452
Vacherie VFD #1 Vacherie 265-2721
Vernon Parish Fire Dist. #1, Dry Forks Leesville 337-318-786-1111
Vinton Fire Dept. Vinton 589-3977
Ward 1 & 2 Dist. #1 Florien 586-4286
Ward 2 Fire Dist #1 Bastrop 281-8069
Ward 2 Vol. Fire Dept. Pioneer 428-
Ward 5 Fire Prot. Dist. of Evangeline Parish
Ward 8 Fire Dist. #2 Lake Charles -
Ward 8 FPD #1 Collinston 874-9171
Ward Four FPD Jonesboro 259-6672
Ward One Fire Dept. Lake Charles 855-
Ward One Rural Fire Dist. Delhi 878-2632
Ward Seven Fire Dist. #1 Vinton 589-2901
Ward Two Fire District Eros 318-249-3300
HERMON 877-5029
Washington Parish Fire Dist. #8 Franklinton 985-
Washington Parish Fire Dist. #1
Washington Parish Fire Dist. #7
Washinton Parish Fire Dist. #5 Angie 986-5777
Waterproof Fire Dept. Waterproof 766-3004
Webster Parish Fire Dist. #3 Doyline 745-3460
Webster Parish Fire Dist. #8 (Cotton Valley Fire Dept.)
West Baton Rouge Fire Sub Dist. 3 Port
West Baton Rouge Fire Sub Dist. #2Brusly
West Feliciana Parish Fire Dist. #1 Saint
Westlake Fire Dept. Westlake 436-7417
Westwego Vol. Fire Company #1 Westwego
White Castle VFD White Castle 545-9214
Whitehall Fire Dist. Vol. Fire & Rescue
Wilmer VFD Kentwood 748-4787
Wilson VFD Wilson 629-5415
<table>
<thead>
<tr>
<th>Town</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Lake Arthur Fire Dept.</td>
<td>Lake Arthur 774-3791</td>
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<tr>
<td>Lake Charles Fire Dept.</td>
<td>Lake Charles</td>
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<td>Lakefront Airport Fire Dept.</td>
<td>New Orleans</td>
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<td>LaPlace Vol. Fire Dept.</td>
<td>LaPlace</td>
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<td>Massachusetts</td>
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<tr>
<td>Zachary Fire/Rescue</td>
<td>(225) 654-0026</td>
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<td>104th FW Barnes ANG Fire/Resc</td>
<td>Westfield</td>
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<tr>
<td>Abington Fire Dept</td>
<td>Abington 982-2114</td>
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<td>Acton Fire Dept</td>
<td>Acton 264-9645</td>
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<td>Acushnet Fire-Rescue</td>
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<td>Adams Fire Dept</td>
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<td>Agawam Fire Dept</td>
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<td>Alford Fire Dept</td>
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<td>Amesbury Fire Rescue Dept.</td>
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<td>Amherst Fire Dept</td>
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<td>Andover Fire Dept</td>
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<td>Aquinnah Vol. Fire Dept</td>
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<td>Attleboro Fire Dept</td>
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<td>Barnstable Fire Dept</td>
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<td>Becket Fire Dept</td>
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<td>Bedford Fire Dept</td>
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<td>Belmont Fire Dept</td>
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<td>Berkley Fire &amp; Rescue Dept</td>
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<td>Berkshire County Fire Dept</td>
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<td>BlandfordBlandford</td>
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<td>Bolton Fire Dept</td>
<td>Bolton 779-2203</td>
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<td>Bondsville Fire Dept</td>
<td>District 3Bondsville</td>
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<tr>
<td>Boston Fire Dept</td>
<td>Boston(617) 343-3710</td>
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<td>BOURNE FIRE DEPT.BOURNE</td>
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<td>Boxborough Fire Dept</td>
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<td>Winn Parish Fire Dist.</td>
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<td>Winnfield Fire Dept</td>
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<td>Woodland VFDClinton</td>
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<td>Millis Fire Dept</td>
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<td>Millville Fire &amp; Rescue</td>
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<td>Milton Fire Dept</td>
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<td>Monmouth Fire Dept</td>
<td>Monmouth(207) 933-4545</td>
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<td>Monroe Vol. Fire Dept</td>
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<td>Monson Fire Dept</td>
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<td>Montague Center Fire Dept</td>
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<td>Monterey Fire Dept</td>
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<td>Nahant Fire Dept</td>
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<td>Nantucket Fire Dept</td>
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<td>New Ashford Vol. Fire Dept</td>
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<td>New Bedford Fire Dept</td>
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<td>New Braintree Fire Dept</td>
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<tr>
<td>New Marlborough Fire &amp; Rescue</td>
<td>Southfield 229-8100</td>
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<td>New Salem Fire Dept</td>
<td>New Salem 544-3345</td>
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<td>Newbury Fire Dept</td>
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<td>Newburyport Fire Dept</td>
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<td>Newton Fire Dept</td>
<td>Newton(617) 552-7272</td>
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<td>North Adams Fire Dept</td>
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<td>North Andover Fire Dept</td>
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<td>North Reading Fire Dept</td>
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<td>Northampton Fire Dept</td>
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<td>Northbridge Fire Dept</td>
<td>Whitinsville 234-8448</td>
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<td>Norton Fire-Rescue</td>
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<td>Norwell Fire Dept</td>
<td>Norwell 659-8156</td>
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<td>Norwood Fire Dept</td>
<td>Norwood 440-5200</td>
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<tr>
<td>Oakham Fire Dept</td>
<td>Oakham 882-5555</td>
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</table>
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Boxford Fire Dept. BOXFORD 978-887-5725
Braintree, MABraintree 843-3601
Brewster Fire Dept. Brewster 896-7018
Bridgewater Fire Dept. Bridgewater 697-0900
Brimfield Fire Dept. Brimfield 245-7334
Brockton Fire Dept. Brockton 588-0585
Brookfield Fire Dept. Brookfield 867-7306
Brookline Fire Dept. Brookline (617) 730-2272
Buckland Fire District Buckland 413-625-2302
Burlington Fire Dept. Burlington 270-1925
Cambridge Fire Dept. Cambridge (617) 349-4920
Canton Fire Dept. Canton 575-6654
Carlisle Fire Dept. Carlisle 369-2242
Carver Fire Dept. Carver 866-3440
Centerville-Osterville-Marstons Mills (COMM) Fire
Charlemont Fire Dept. Charlemont 339-4460
Charlton Fire Dept. Charlton City 248-2299
Chatham Fire Rescue Dept. Chatham
Chelmsford Fire Dept. Chelmsford 250-5267
Chelsea Fire Dept. Chelsea (617) 884-2010
Cheshire Vol. Fire Dept. Hoosac
Chester Fire Dept. Chester 354-3558
Chesterfield Fire Dept. Chesterfield 296-4049
Chicopee Fire Dept. Chicopee 594-1600
City of Leominster Fire Dept. Leominster
City of Lowell Fire Dept. Lowell 978-459-5553
City of Quincy Fire Dept. Quincy (617) 376-1011
City of Somerset Fire Dept. Somerset
Clarksburg Vol. Fire Company Clarksburg
Clinton Fire Dept. Clinton 978-365-4165
Colrain Fire Dept. Colrain 624-5528
Concord Fire Dept. Concord 318-3450
Conway Fire Dept. Conway 369-4755
Cotuit Fire Dept. Cotuit 428-2210
Cumnnington Fire Dept. Cumnnington
Dalton Fire Dept. Dalton 684-0500
Danvers Fire Dept. Danvers 774-2425
Dartmouth Fire Dist. # 3 Dartmouth 997-6761
Dartmouth Fire District 1 Dartmouth 996-1596
Dartmouth Fire District 2 Dartmouth 636-2441
Dedham Fire Dept. Dedham 751-9400
Dennis Fire Rescue West Dennis 398-2242
Dept. of Community Safety - Fire Services Arlington

Onset Fire District Fire Dept. Onset 508-295-2122
Orange Fire Dept. Orange 544-3145
Orleans Fire Dept. Orleans 255-0050
Otis Air National Guard Fire Dept. Buzzards Bay 968-4020
Otis Fire Dept. Otis 269-4409
Palmer Fire-Rescue District No. 1 Palmer 283-3861
Paxton Fire Dept. Paxton 508-991-6600
Peabody Fire Dept. Peabody 531-3444
Pelham Fire Dept. Pelham 253-3311
Pembroke Fire Dept. Pembroke 781-293-2300
Pepperell Fire Dept. Pepperell 433-2113
Peru VFD Peru 655-8811
Petersham Fire Dept. Petersham 724-3371
Pittsfield Fire Dept. Pittsfield 448-9764
Plainfield Fire - EMS Plainfield 634-5582
Plainville Fire Dept. Plainville 695-2525
Plymouth Fire Dept. Plymouth 830-4213
Plympton Fire Dept. Plympton 585-2633
Princeton Fire Dept. Princeton 464-2707
Provincetown Fire Dept. Provincetown 508-487-7023
Randolph Fire Dept. Randolph 961-0991
Raynham Fire Dept. Raynham 824-2713
Reading Fire Dept. Reading 944-3132
Rehoboth Fire Dept. Rehoboth 252-3775
Revere Fire Dept. Revere 286-8365
Richmond Fire Dept. Richmond 698-3366
Rockland Fire Dept. Rockland 878-2123
Rockport Fire Dept. Rockport 546-2842
Rowe Fire Dept. Rowe 413-339-4001
Rowley Fire Dept. Rowley 948-3812
Royalston Fire Dept. Royalston 249-8138
Russell Fire Dept. Russell 862-3345
Rutland Fire Dept. Rutland 886-4107
Salem Fire Dept. Salem 744-6990
Salisbury Fire Rescue Salisbury 465-3631
Sandwich Fire Dept. Sandwich 888-0525
Saugus Fire Dept. Saugus 941-1170
Savoy VFD Savoy 743-3846
Scituate Fire Dept. Scituate 545-8748
Seekonk Fire Dept. Seekonk 336-8510
Sheffield Fire Dept. Sheffield 229-7033
Shelburne Falls Fire District Shelburne Falls 625-6392
Devens Fire Dept. Devens 772-4600
Dighton Fire Dept. Dighton 669-6611
Douglas Fire Dept. Douglas 476-2267
Dover Fire Dept. Dover 785-1130
Dracut Fire Dept. Dracut 454-2113
Dudley Fire Dept. Dudley 949-8040
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East Bridgewater Fire Dept. East Bridgewater
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East Longmeadow Fire Dept. East Longmeadow 525-5430
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Edgartown Fire Dept. Edgartown 627-5167
Egremont Fire Dept. South Egremont 413-528-Erving Fire Dept. Erving 422-2800
Essex Fire Dept. Essex 768-6363
Everett Fire Dept. Everett (617) 394-2347
Fairhaven Fire Dept. Fairhaven 994-1428
Fall River Fire Dept. Fall River 508-324-2743
Falmouth Fire/ Rescue Falmouth 548-2325
Fitchburg Fire Dept. Fitchburg 345-9660
Florida Vol. Fire Dept. Florida 413-663-5417
Foxborough Fire & Rescue Dept. Foxborough 543-1238
Framingham Fire Dept. Framingham 620-Franklin Fire Dept. Franklin 528-2323
Freetown Fire Dept. East Freetown 763-4828
Gardner Fire Dept. Gardner 632-3541
Georgetown Fire Dept. Georgetown 978-352-7575
Gill Fire Dept. Gill 863-8955
Gloucester Fire Dept. Gloucester 281-9760
Gosnold Fire Dept. Cuttyhull 990-7408
Grafton Fire Dept. Grafton 839-4606
Granby Fire Dept. Granby 467-9696
Great Barrington Fire Dept. Great Barrington 528-Greenfield Fire Dept. Greenfield 413-774-4737
Groton Fire Dept. Groton 448-6333
Hadley Fire Dept. Hadley 413-584-0874
Halifax Fire Dept. Halifax 293-1752
Hamilton Fire Dept. Hamilton 468-5560
Hampden VFD Hampden 566-3314
Hanover Fire Dept. Hanover 826-3151
Hanscom AFB Fire Dept. Hanscom AFB 377
Shelburne Vol. Fire Dept. Shelburne 625-6796
Sherborn Fire and Rescue Dept. Sherborn 508-653-3270
Shirley Fire Dept. Shirley 425-4334
Shrewsbury, Massachusetts SHREWSBURY 841-8522
Somerset Fire Dept. Somerset 646-2810
South Deerfield Fire Dept. South Deerfield 665-2313
South Hadley Fire Dept. District 2 South Hadley 534-5803
South Hadley MA Fire District #1 South Hadley 413-532-5343
Southampton Fire Dept. Southampton 527-1700
Southborough Fire Dept. Southborough 485-3235
Southwick Fire Dept. Southwick 569-6363
Spencer Fire Dept. Spencer 885-3555
Springfield Fire Dept. Springfield 787-6411
Sterling Fire Dept. Sterling 422-6633
Stoneham Fire Dept. Stoneham 438-0127
Stoughton Fire/ Rescue Stoughton 344-3170
Stow Fire Dept. Stow 897-4537
Sudbury Fire/ Rescue Dept. Sudbury 443-2239
Sunderland Fire Dept. Sunderland 665-2465
Sutton Fire Dept. Sutton 865-8737
Swampscott Fire Dept. SWAMPSCOTT 595-4050
Swansea Fire Dept. Swansea 672-4305
Taunton Fire Dept. Taunton 508-821-1464
Templeton Fire Dept. Baldwinville 939-2222
Tewksbury Fire Dept. Tewksbury 640-4410
Three Rivers Fire Dept. Three Rivers 283-7161
Tisbury Fire Dept. Vineyard Haven 696-4246
Tolland VFD Tolland 258-4531
Topsfield Topsfield 887-5148
Town of Ashfield Fire Dept. Ashfield 628-4406
Town of Barre Fire Dept. Barre 978-355-5030
Town of Blackstone Fire Dept. Blackstone 883-1030
Town Of Boylston Fire Dept. Boylston (518) 869-2261
Town of Groveland Fire Dept. Groveland 978-372-1923
Town Of Lincoln Fire Dept. Lincoln 259-8114
Town of Littleton Fire Dept. Littleton 952-2302
Town of Medfield Fire Dept. Medfield 359-2323
Town Of North Attleborough Fire Dept North Attleborough 699-0140
Town of Northborough Fire Dept. Northborough 393-1537
Town Of Oak Bluffs Oak Bluffs 693-0077
Town of Sandisfield Fire Dept. Sandisfield 413-258-4742
Town of Sharon Fire Dept. Sharon 781-784-1522
Town of Southbridge Fire Dept. Southbridge 508-764-5430
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Harvard Fire Dept. Harvard 456-3648
Harwich Fire Dept. Harwich 430-7548
Hatfield Fire Dept. Hatfield 247-9008
Haverhill Fire Dept. Haverhill 373-8460
Hawley Fire Dept. Hawley 339-4267
Heath Fire Dept. Heath 337-4462
Hingham Fire Dept. Hingham 741-1480
Holbrook Fire Dept. Holbrook 781-767-2234
Holden Fire Dept. Holden 829-0266
Holliston Fire Dept. Holliston 429-4631
Holyoke Fire Dept. Holyoke 534-2250
Hopedale Fire Dept. Hopedale 473-1050
HOPKINTON FIRE DEPT.
Hubbardston Fire Dept. Hubbardston 928-
Hudson Fire Dept. Hudson 562-5565
Hull Fire Dept. Hull 925-8111
Huntington Fire Dept. Huntington 667-3368
Hyannis Fire Dept. Hyannis 775-1300
Ipswich Fire Dept. Ipswich 356-6630
Kingston Fire Dept. Kingston 585-0532
Lakeville Fire Dept. Lakeville 947-4121
Lancaster Fire Dept. Lancaster 365-3502
Lawrence Fire Dept. Lawrence 798-1234
Lee Fire Dept. Lee 243-2100
Leicester Fire Dept. Leicester 892-7022
Lenox Fire Dept. Lenox 637-2347
Leverett Fire Dept. Leverett 548-9225
Lexington Fire Dept. Lexington 862-0272
Leyden Vol. Fire Dept. Leyden 774-4111
Longmeadow Fire Dept. Longmeadow 567-
Ludlow Fire Dept. Ludlow 583-8332
Lunenburg Fire Dept. Lunenburg 582-4155
Lynn Fire Dept. Lynn 593-1234
Lynnfield Fire Dept. Lynnfield 334-5152
Malden Fire Dept. Malden 397-7383
Manchester Fire Dept. Manchester 526-4040
Mansfield Fire Dept. Mansfield 261-7493
Marblehead Fire Dept. Marblehead 631-0142
Marion Fire Dept. Marion 748-1177
Marlborough Fire Dept. Marlborough 624-

Town of Sturbridge, Massachusetts, Sturbridge FD Sturbridge 508-347-2525
Town of Watertown Fire Dept. Watertown (617) 972-6514
Townsend Fire Dept. Townsend 597-8150
Truro Fire Rescue, Truro 487-7548
Turners Falls Fire Dept. Turners Falls 863-9023
Tyngsborough Fire Dept. Tyngsborough 649-7671
Tyngsboro VFCTyngsboro 243-0448
Upton Fire Dept. Upton 529-3421
Uxbridge Fire Dept. Uxbridge 278-2787
Wakefield Fire Dept. Wakefield 246-6432
Walpole Fire Dept. Walpole 668-0260
Waltham Fire Dept. Waltham 314-3700
Ware Fire Dept. Ware 967-5901
Wareham Fire Dept. Wareham 295-2973
Warren Fire Dept. Warren 436-5444
Washington Fire Dept. Washington 623-6019
Wayland Fire Dept. Wayland 358-7951
Webster Fire Dept. Webster 949-3875
Wellesley Fire Dept. Wellesley 781-235-1300
Wellfleet Fire Dept. Wellfleet 349-3754
Wendell Fire Dept. Wendell Depot 544-3500
Wenham Fire Dept. Wenham 468-5508
West Barnstable Fire Dept. West Barnstable 362-3241
West Boylston Fire Dept. West Boylston 835-3821
West Bridgewater Fire Dept. West Bridgewater 894-1285
West Brookfield Fire Dept. West Brookfield 508-867-1408
West Springfield Fire Dept. West Springfield 732-2650
West Stockbridge Fire Dept. West Stockbridge 413-232-4200
West Tisbury Fire Dept. West Tisbury 508-693-9555
Westborough Fire Dept. Westborough 366-3040
Westfield Fire Dept. Westfield 562-2329
Westford Fire Dept. Westford 692-5542
Westhampton Fire Dept. Westhampton 529-7181
Westminster Fire Dept. Westminster 874-2313
Weston Fire Dept. Weston 893-2324
Westover ARB Fire Dept. Chicopee 557-3818
Westport Fire Dept. Westport 636-1110
Westwood Fire Dept. Westwood 320-1060
Weymouth Fire Dept. Weymouth 337-5151
Whately Fire Dept. Whately 665-2230
Whitman Fire-Rescue Whitman 447-7626
Wilbraham Fire Dept. Wilbraham 596-3122
Williamstown Fire Dept. Williamstown 458-8113
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New Mexico

16 Springs Canyon VFDCloudcroft 687-3287
ABETTAS VFDBOSQUE 864-0520
Alamo West Fire Rescue Alamogordo 434-3686
Amalia/Ventero VFDAmalia 586-2348
Angel Fire Fire Dept.Angel Fire 377-3347
Animas Vol. Fire & Rescue Dept. Animas
Arch Vol. Fire and Ambulance Dept.
ARREY-DERRY FIRE DEPT.ARREY
Artesia Fire Dept.Artesia 505-746-5051
Atoka Fire Dept.Artesial 746-9562
Bard-Endee Fire DistrictBard 576-2233
Bayard Vol. Fire Dept.Bayard 505-537-
Bernalillo Cty. Fire & RescueAlbuquerque 505-761-
Berrendo VFDRoswell 623-4210
Bloomfield Fire DeptBloomfield 632-6363
Bluewater Acres-McKinley Cty. Fire Dept.Thoreau
Boles Acres Fire & RescueAlamogordo 437-0071
Bonito Vol. Fire Dept.Altos 336-4308
Brazos Canyon VFDChamita 588-0014
Broadview Fire DeptBroadview 456-8654
Burro FlatsLa Luz 434-5801
C.H.E.T. Vol. Fire Dept.Holman 505-387-
CABALLO FIRE & RESCUE CABALLO 743-
Cabo Lucero VFDLas Vegas 425-7261
Candy Kitchen VFDEMS Pinehill 775-3670
Canjilon/Cebolla Fire Dept.Canjilon 550-490-
Capitan Vol. Fire Dept.Capitan 505-354-
Capulin Fire Dept.Clayton 100-100-1000
Carlsbad Fire Dept.Carlsbad 885-3125
CAUSEY FIRE DEPT.CAUSEY 273-
Cebolleta Vol. Fire Dept.Cebolleta

Los Ranchos Fire Dept.Albuquerque 505-345-9148
Loving Fire Dept.Loving 505-745-3600
Lovington Fire Dept.Lovington 505-396-2359
Luna Fire & Ambulance Luna 547-2444
Magdalena Fire Dept.Magdalena 505-854-3268
Maljamar Fire Dept.Maljamar 676-4100
Maxwell Vol. Fire Dept.Maxwell 375-2317
Mayhill Vol. Fire & EMSMayhill 687-3416
McIntosh Fire Dept. TCFD District 3McIntosh 384-2810
Meadow Lake Vol. Fire and Rescue Los Lunas
Melrose Vol. Fire Dept.Melrose 505-372-6151
Mesquite Vol. Fire Dept.Mesquite 505-233-4662
Miami VFDMiami 483-2801
Midway Fire & EMXDexter 505-347-2145
Milnesand Fire & AmbulanceMilnesand 675-2411
Monticello-Placita VFDMonticello 743-2146
Mora Vol. Fire Dept.Mora 505-387-5000
Mosquito Vol. Fire Dept.Mosquito 673-2448
Mountaintair VFDMountaintair 847-0147
NASA - JSC - White Sands Test FacilityLas Cruces 505-524-5641
Navajo Pine Vol. Fire Dept.Navajo 777-2233
New Mexico State Pen Fire Dept.Santa Fe 827-8564
New Mexico State UniversityLas Cruces 646-2519
New Mexico State University Fire & Emergency
Nogal Fire DeptNogal 354-3016
Ocate/Ojo Feliz VFDOcate 000-000-0000
Ojo Caliente Vol. Fire and Rescue
Ojo Sarco Vol. Fire Dept.Ojo Sarco 689-2243

Wilmington Fire Dept.Wilmington 658-3346
WINCHENDON FIRE DEPT.WINCHENDON 297-2323
Winchester Fire Dept.Winchester 729-1802
Windsor VFDWindsor 684-3236
Winthrop Fire Dept.Winthrop 617-846-3474
Woburn Fire Dept.Woburn 781-932-4580
Worthington Fire-RescueWorthington 238-4445
Wrentham Fire Dept.Wrentham 384-3131
Yarmouth Fire Dept.South Yarmouth 398-2212

Marshfield Fire Dept.Marshfield 837-1315
Mashpee Fire & RescueMashpee 539-1454
Massport Fire RescueEast Boston 617-561-3400
Mattapoisett Fire Dept.Mattapoisett 758-4150
Maynard Fire Dept.Maynard 897-1015
Medford Fire Dept.Medford 781-396-9400
Medway Fire Dept.Medway 508-533-3213
Melrose Fire Dept.Melrose 979-4403

LOS LUNAS FIRE DEPT.LOS LUNAS 866-2116
Los Ranchos Fire Dept.Albuquerque 505-345-9148
Loving Fire Dept.Loving 505-745-3600
Lovington Fire Dept.Lovington 505-396-2359
Luna Fire & Ambulance Luna 547-2444
Magdalena Fire Dept.Magdalena 505-854-3268
Maljamar Fire Dept.Maljamar 676-4100
Maxwell Vol. Fire Dept.Maxwell 375-2317
Mayhill Vol. Fire & EMS Mayhill 687-3416
McIntosh Fire Dept. TCFD District 3 McIntosh 384-2810
Meadow Lake Vol. Fire and Rescue Los Lunas
Melrose Vol. Fire Dept.Melrose 505-372-6151
Mesquite Vol. Fire Dept.Mesquite 505-233-4662
Miami VFD Miami 483-2801
Midway Fire & EMXDexter 505-347-2145
Milnesand Fire & Ambulance Milnesand 675-2411
Monticello-Placita VFDMonticello 743-2146
Mora Vol. Fire Dept.Mora 505-387-5000
Mosquito Vol. Fire Dept.Mosquito 673-2448
Mountaintair VFDMountaintair 847-0147
NASA - JSC - White Sands Test FacilityLas Cruces 505-524-5641
Navajo Pine Vol. Fire Dept.Navajo 777-2233
New Mexico State Pen Fire Dept.Santa Fe 827-8564
New Mexico State UniversityLas Cruces 646-2519
New Mexico State University Fire & Emergency
Nogal Fire DeptNogal 354-3016
Ocate/Ojo Feliz VFDOcate 000-000-0000
Ojo Caliente Vol. Fire and Rescue
Ojo Sarco Vol. Fire Dept.Ojo Sarco 689-2243
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Cedar Hill Fire Dept.Aztec 334-3345
Cerro Fire DeptCerro 586-1317
Chama Fire DeptChama 756-2621
Chamberino Vol. Fire Dept.Chamberino 882-1025
Chamita VFDSan Juan Pueblo 852-4849
Chaparral VFDCaparral 824-4755
Chaves Cty.Dexter505-734-5401
Cimarron Vol. Fire Dept.Cimarron505-
City of Belen Fire Dept.Belen505-864-6321
City of Hobbs Fire Dept.Hobbs 397-9308
City of Las Vegas Fire DeptLas Vegas 425-6321
City of Moriarty Fire.Moriarty 832-
City of Roswell Fire Dept.Roswell 624-
Clayton Fire and RescueClayton505-374-2435
Clovis Fire DeptClivs 769-7814
Columbus VFDColumbus 531-2225
Conchas Dam Fire and RescueConchas Dam505-868-
Conservancy Fire District #3Tucumcari505-487-6557
Conservancy Fire District #2Tucumcari 487-
Cooks Peak Fire District403Deming505-544-8729
Corrales Fire Dept.Corrales 898-7501
Cotton City Vol. Fire Dept.Amaras000-
Cottonwood Vol. Fire Dept.Artesia
Crownpoint VFDCrownpoint 786-7385
Cuba Vol. Fire Dept.Cuba 289-3456
Cubero Vol. Fire Dept.Cubero505-552-
Datil Fire DeptDatil 772-5566
DEMING FIRE DEPT.DEMING 546-
Dexter Fire & RescueDexter 734-5401
Dixon VFDDixon 579-4652
Dora Fire Dept.Dora 477-2411
Dungan Vol. Fire Dept.Alamogordo
Dunken Fire Dept.Dunken505-687-3389
Eagle Nest Vol. Fire Dept.Eagle Nest505-
East Grand Plains VFDRoswell 624-2018
El Dorado Fire and RescueSanta Fe 466-0348
El Pueblo Fire DeptRibera 421-3834
El Rito Vol. Fire Dept.El Rito505-581-
Elida Fire and RescueElida505-274-6465
Estancia Fire Dept.Estancia505-384-4338
Eunice Fire and RescueEunice505-394-3258
Farley Fire DeptRaton 375-2652
Organ/ East Mesa Vol. Fire; Dona Ana Cty. District #5
Oro Vista Fire & RescueAlamogordo 434-6999
Pecos Canyon Vol. Fire and RescueTererro 757-2591
Peralta Fire DeptPeralta 869-9083
Pie Town Vol. Fire Dept.Pie Town 772-2666
Pine Hill VFDPine Hill 775-3337
Pinehaven VFDFallon 778-5959
Placitas Vol. Fire BrigadePlacitas505-867-5080
Playas Fire DistrictPlayas 436-2230
Pojoaque Vol. Fire Dept.Santa Fe 455-2446
Ponderosa Vol. Fire Dept.Ponderosa505-834-0816
Portales Fire Dept.Portales505-356-4406
Pueblo of Laguna Fire - RescueLaguna 552-1108
Quay Fire DeptTucumcari 487-2002
Queen Vol. Fire Dept.Carlsbad 981-2498
Rabbit Ear VFDClayton 374-8896
Ramah VFD #5Ramah 783-4252
Regina Vol. Fire/RescueRegina 289-4002
Rio Felix Fire Dept.Flying H 687-3075
Rio Fernando Fire District, IncTaos 751-1608
Rio Rancho Dept. of Public SafetyRio Rancho 891-5900
Riverside Vol. Fire Dept.Artesia 365-7900
Rowe Vol. Fire Dept.Rowe505-757-2991
Roy Vol. Fire Dept.Roy 485-2541
Ruidoso Fire DeptRuidoso 257-4116
Sacramento Weed Vol. Fire and RescueDeportWeed 687-
San Antonio Fire Dept.San Antonio 835-2114
San Jon Vol. Fire Dept.San Jon 576-2567
San Juan Cty. Fire Dept. District 11Aztec 632-2437
San Mateo Vol. Fire & RescueGrants 287-4704
Santa Clara Pueblo Fire Dept.Espanola505-753-7326
Santa Fe Cty. Fire Dept.Santa Fe 992-3070
Santa Fe Fire Dept.Santa Fe 955-3110
Santa Rita/ Hanover/ Fierro Vol. Fire Dept.Hanover
Santa Rosa Fire Dept.Santa Rosa505-472-3601
Santa Teresa Vol. Fire Dept.Santa Teresa505-589-0023
Sapello-Rociada VFCSapello 425-7133
Sapillo Creek Vol. Fire & RescueSilver City 536-3104
Sedan Fire DistrictSedan505-374-2774
Sheridan Fire 7 RescueLas Vegas 425-7729
Socorro Fire Dept.Socorro 835-3969
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Fence Lake VFDFence Lake 788-2209
Folsom Vol. Fire Dept.Folsom505-278-
Forrest Fire Dept.Melrose 458-6058
Fort Sumner Fire Dept.Fort Sumner 355-
Ft Wingate Fire Dept.Ft Wingate 488-5261
GALISTEO VOL. FIRE AND RESCUE GALISTEO
GALLUP FIRE DEPT.GALLUP 722-
Golondrinas Vol. Fire Dept.Mora 387-9111
Grenville VF DGrenville 278-3322
Guadalupita VF DGuadalupita 387-2888
Harding Cty. Rural Fire Dept. District #1
Hidalgo Cty. Fire Dist 1 Lordsburg 542-
High Rolls VF DHigh Rolls 682-3634
Hillsboro Fire/Rescue Dept.Hillsboro 895-
Hope Vol. Fire Dept.Hope505-484-3351
Horse Mountain Fire Dept.Datil505-772-5015
Jack Rabbit Flats VFDTularosa505-585-2848
Jemez Springs VF D Jemez Springs 829-3131
Joel VFDFarflshad 885-4966
JordanMcAlister505-458-6491
Knowles Fire Dept.Hobbs 392-7469
La Cueva Vol. Fire Dept. Jemez Springs
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La Luz Vol. Fire Dept. La Luz 434-
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La Mesa Vol. Fire Dept. La Mesa505-233-
La Puebla Fire District of Santa Fe Cty. Fire Dept. La Puebla505-753-1177
LAGUNA VISTA ESTATES VF D RUTHERFON
La Huerta VFDCarlsbad 887-6353
Lakeshore Fire Dept.Elephant Butte 744-4172
Las Alturas Vol. Fire Dept. Las Cruces
Las Cruces Fire Dept. Las Cruces 528-3473
Las Palomas Vol. Fire Dept. Williamsburg 894-3742
Latir VFDCuesta 586-0645
Lincoln Vol. Fire Dept.Lincoln505-653-
Loco Hills Fire Dept.Loco Hills 677-2349
Lordsburg Fire Dept.Lordsburg 542-9261
Los Alamos Fire Dept.Los Alamos505-662-8301
Los Chavez Fire Dept.Belen505-864-2000
South Valley Vol. Fire Dept.Las Cruces505-647-0320
Springer Fire Dept.Springer 483-2685
Stanley VFDSterling 832-2664
Sun Country Vol. Fire Dept. Artesia 484-3599
Sunshine Vol. Fire Dept.Deming 546-6911
Sunspot Vol. Fire Dept. Sunspot505-434-7195
Taos Ski Valley Fire Dept.Taos Ski Valley 776-8220
Tatum Vol. Fire Dept.Tatum505-398-3473
Tesorque Vol. Fire District Tesuque 988-3807
Teyco VFDTexico 482-9044
Town of Bernalillo Fire/ Rescue Bernalillo 771-7134
Town of Hurley Fire Dept. Hurley505-537-2958
Town of Mesilla Vol. Fire Dept. Mesilla 523-1311
Town of Silver City Fire Dept.SILVER CITY505-538-2591
Treminta VFDTreminta 641-5260
Tres Piedras Fire District Tres Piedras 751-1593
Truth or Consequences Vol. Fire Dept. Truth or Consequences 894-
Tucumcari Fire Dept. Tucumcari505-461-4400
Turquoise Trail VFDFerrilios 471-2715
Tyrone Vol. Fire/ Rescue Dept. Tyrone505-538-8733
Union Cty., Amistad-Hayden Fire Dept. Clayton100-100
Upper Mimbres Vol. Fire and Rescue Mimbres505-536-2811
Ute Park Fire Dept./ Colax Cty. District #3 Ute Park505-
Vanderwagon Vol. Fire Dept. Vanderwagon 778-5511
Veguita Fire Dept. Veguita505-861-2283
Velarde Vol. Fire Dept. Velarde000-000-0000
Village of Bosque Farms Fire Dept. Bosque Farms505-869-
Village of House Fire Dept. House Emergency House505-279-7777
Village of Reserve Fire Dept. Reserve 533-6276
Village of Ruidoso Downs Fire Dept. Ruidoso Downs505-378-
Village of Tijeras Fire & Rescue Tijeras505-281-3511
Wagon Mound VF DWagon Mound 666-2170
Watrous VF DWatrous 425-9750
White Sands Missile Range Fire Dept. White Sands
White's City Fire Dept. Whites City 785-2219
Wild Horse Ranch Vol. Fire Dept. Pie Town 772-
Winston Chloride Vol. Fire Dept. Winston
Zia Pueblo VF DZia Pueblo
Zuni Independent Fire District # 8
Oregon

Adair Rural Fire Protection District(Corvallis) 541-745-7212
Adrian Rural Fire Protection District Adrian(541) 372-2220
Agness Illatie Volunteer Fire Dept. Agness(541) 247-
Albany Fire Dept. Albany(541) 917-7700
Amity Fire District Amity(503) 835-2311
Applegate Valley RFPD #9 Jacksonville(541) 899-1050
Arlington FDD Arlington(541) 454-2900
Ashland Fire and Rescue Ashland(541) 482-2770
Astoria Volunteer Fire Dept. Astoria(503) 325-2345
Aumsville Rural Fire Protection District Aumsville(503) 566-3491
Aurora Rural Fire Protection District Aurora(503) 678-5966
BAKER CITY FIRE DEPT. BAKER CITY
Baker RFD Baker(541) 524-9346
Bandon Rural Fire Protection District Bandon
Banks Fire District #13 Banks(503) 324-6262
Bay City Volunteer fire Dept. Bay City
Black Butte Ranch RFPD Sisters(541) 595-2288
Blue River Volunteer Fire Dept. Blue River
Bly Rural FPDBly(541) 353-2317
Boardman Rural Fire Protection District Boardman
Boring Fire District #59 Boring(503) 663-4638
Brookings Fire/Rescue Brookings(541) 469-2163
Brownsville Rural Fire District Brownsville(541) 466-5227
Butte Falls Volunteer Fire Dept. Butte Falls
Canyon Fire District No. 62 Canyon(503) 266-5851
Cannon Beach Rural Fire Protection District Cannon Beach
Canyon City Volunteer Fire Dept. Canyon
Cape Ferrelo RFPDBrookings(541) 469-5637
Carlton Fire Dept. Carlton(503) 852-6562
Cascade Locks Fire & EMS Cascade Locks
Central Oregon Coast Fire & Rescue Waldport
Charleston Rural Fire Protection District Coos Bay
CHEMULP RFPDCHEMULT(541) 355-2255
Chiloquin-Agency Lake Rural Fire Protection District
City of Condon Volunteer Fire Dept. Condon(541) 384-
City of Dallas Fire Dept. Dallas(503) 831-3541
City of Eugene Fire & EMS Dept. Eugene(541) 682-7100
City of Garibaldi Fire Dept. Garibaldi(503) 322-3635
City of Gold Beach Fire Dept. Gold Beach(541) 247-
City of Gresham Fire and Emergency Services Gresham
City of Milton-Freewater Fire Dept. Milton-
Lakeview Fire Dept. Lakeview(541) 947-2504
Lane County Fire District # 1 Veneta(541) 935-2226
Lane Rural Fire/Rescue Eugene(541) 688-1770
Langlois Rural Fire Protection District Langlois(541) 348-2564
LaPine Rural Fire Protection District La Pine(541) 536-2935
Lebanon Fire District Lebanon(541) 451-1901
Lewis & Clark Fire District Astoria(503) 325-4192
Lexington VFD Lexinton(541) 989-8515
Lookingglass Rural Fire District Roseburg(541) 679-5555
Lorane RFPDLorane(541) 942-1233
Lostine Fire Dept. Lostine(541) 569-2415
Lowell Rural Fire Protection District Lowell(541) 937-3393
Lyons Rural Fire Protection District Lyons(503) 859-2410
Manzanita Dept. of Public Safety Manzanita(503) 368-7229
Marion County Rural Fire Protection District #1 Salem
McKenzie Fire & Rescue Walterville(541) 746-6312
McMinnville Fire Dept. McMinnville(503) 435-5800
Medford Fire Dept. Medford(541) 774-2300
Medical Springs Rural Fire Protection District Medical Springs
Merrill RFPDMerrill(541) 798-5508
Mid-Columbia Fire and Rescue The Dalles(541) 296-9445
Mill City Rural Fire Protection District Mill City(503) 897-2390
Millington Rural Fire Protection District #5
Milo Rural Volunteer Fire Dept. Days Creek(541) 825-3661
Milton Freewater Rural Fire Dept. Milton Freewater
Mist-Birkenfeld Rural Fire Protection District Mist(503) 755-2710
Mitchell Volunteer Fire Dept. Mitchell(541) 462-3111
Mohawk Valley RFPD Marcola(541) 933-5508
Molalla RFPD #3 Molalla(503) 829-2200
Monitor RFPD #58 Woodburn(503) 634-2570
Monroe RFPD Monroe(541) 847-5170
Moro Rural Fire Protection District Moro(541) 565-3100
Mosier Fire Department Mosier(541) 478-4335
Mt Angel Fire Dept. Mt Angel(503) 845-2438
Mt Vernon VFD Mt Vernon(541) 932-4688
Mt Angel Rur.F.Prot.Dist. Mount Angel(503) 845-2438
Multnomah County Rural Fire Protection District
Myrtle Creek Volunteer Fire Dept. Myrtle Creek
Myrtle Point Fire Dept. Myrtle Point(541) 572-5422
Nehalem VFD Nehalem(503) 368-6800
Netarts-Oceanside Rural Fire Protection District Netarts
City of Oakridge Fire Dept.Oakridge 541-782-2416
City of Roseburg Fire Dept.Roseburg (541) 673-4459
Clackamas County Fire District #1 Milwaukie 503-742-2600
Clackamas County Rural Fire Protection Dist. #68 (Clatskanie) 503-728-2025
Cleveland Rural Fire Protection DistrictSisters(541) 548-
Coburg Fire DistrictCoburg 541-686-2347
Colestin RFPD Ashland(541) 488-1768
Colton Rural Fire Protection District #70 Colton 503-824-2545
Coos Bay Fire and Rescue Coos Bay (541) 269-1191
Coquille Fire Dept. Coquille 541-396-2322
Cornelius RFPD Cornelius(503) 357-3840
Corvallis (OR) Fire Dept.; & Corvallis RFPD Corvallis( Cottage Grove/South Lane Rural Cottage Grove (541) 942-
Cove Rural FPDCove(541) 568-7734
Crescent Lake National Park Fire Dept. Crater Lake( Crescent-Odell Lakes Rural Fire Protection District Crescent Cres F PDCrescent(541) 433-2466
CRESWELL RURAL FIRE PROTECTION -
Crook County Fire & Rescue Prineville (541) 447-5011
Crooked River Ranch Rural Fire Protection DistrictTerrebonne
Days Creek Rural Fire District Days Creek 541-825-3216
Dayton Fire District Dayton (503) 864-3558
Deadwood Creek Fire Service Deadwood(541) 964-3029
Dee Rural Fire Protection District Hood River 541-354-1830
Depoe Bay RFD Depoe Bay (541) 765-2202
Dexter Rural Fire Protection District Dexter (541) 937-3045
Dora-Sitkum Rural Fire Protection District
Douglas County Fire District # 2 Roseburg (541) 673-5503
Drain Rural Fire Protection District Drain 541-836-2282
Drakes Crossing Rural Fire Protection District
Dundee Fire & Rescue Dundee 503-554-8442
East Umatilla County Rural Fire Dept. Weston
Echo Rural Fire Dept. Echo (541) 376-8118
Elgin Rural Fire Dept. Elgin (541) 437-1828
Elkton Rural Fire Dept. Elkton (541) 584-2300
Elsie-Vinemaple RFPD #1 Seaside (503) 755-2233
Enterprise Fire Dept. Enterprise(541) 426-4196
Estacada Rural Fire District # 69 Estacada (503) 630-7712
Evans Valley Fire District # 6 Rogue River (541) 582-0678
Fair Oaks Rural Fire Protection District Sutherlin
Fairview RFPD Coquille (541) 396-3473
Falls City Fire Dept. Falls City (503) 787-3767

New Pine Creek RFPD New Pine Creek (530) 946-4104
Newberg Fire Dept. Newberg (503) 537-1230
North Bend Fire & Rescue North Bend (541) 756-7757
North Douglas County Fire and EMS Drain 541-836-2282
North Gilliam County FRPD Arlington (541) 454-2900
North Lincoln Fire & Rescue District Lincoln City (541) 996-2233
North Sherman County Rural Fire Protection District Wasco (541)-
Oakland Rural Fire Dept. Oakland (541) 459-5427
Odell Rural Fire Protection District Hood River 541-354-1648
Olney - Walluski Rural Fire District # 35 Astoria (503) 325-5440
Ontario Fire & Rescue/ Ontario Rural Ontario (541) 881-3233
Ophir Rural Fire Protection District Gold Beach 541-247-2452
Paisley VFD Paisley (541) 943-3124
Parkdale Rural Fire Protection District Parkdale 541-352-6166
Pendleton Fire and Ambulance Service Pendleton 541-276-1442
Philomath Fire & Rescue Philomath (541) 929-3002
Phoenix Volunteer Fire Dept. Phoenix (541) 535-2883
Pilot Rock RFPD Pilot Rock 541-443-3473
Pine Grove Rural Fire Dept. Hood River (541) 386-2900
Pine Hollow Fire Dept. Tygh Valley (541) 544-2338
Pine Valley RFPD Halfway (541) 742-6796
Pistol River Fire District Pistol River 100-100-1000
Pleasant Hill Rural Fire Protection District Pleasant Hill (541) 747-8016
Polk County Fire District #1 Independence (503) 838-1510
Portland Air Base Fire & Rescue ANG Portland (503) 335-4890
Portland Fire & Rescue Portland (503) 823-3906
Powder River Rural Fire Protection District Sumpter 541-894-0140
Powers Volunteer Fire Dept. Powers (541) 439-2411
Prairie City Volunteer Fire Dept. Prairie City (541) 820-3605
Rainer Fire Dept Rainer (503) 556-3672
Redmond Fire and Rescue Redmond (541) 504-5000
Reedsport Volunteer Fire Dept. Reedsport (541) 271-2423
Rice Hill Rural Fire Dept. Oakland (541) 849-2508
Riddle Volunteer Fire Dept. Riddle (541) 874-2373
Rockaway Beach Fire Dept. Rockaway Beach (503) 355-2291
Rogue River Fire District Rogue River (541) 582-4411
Rogue Valley International-Medford Fire Dept Medford (541) 776-2830
Rufus Volunteer Fire Dept. Rufus (541) 739-2222
Rural/Metro Fire Dept. Grants Pass (541) 474-1218
Salem Fire Dept. Salem (503) 588-6245
Sandy Rural Fire Protection District #72 Sandy (503) 668-8093
Santa Clara Rural Fire Protection District Eugene (541) 688-3697
Scappoose RFD Scappoose(503) 543-5026
Collective Intelligence in Emergency Management

Forest Grove Fire & Rescue (503) 992-3240
Fossil Volunteer Fire Dept. Fossil (541) 763-2222
Gardiner Rural Fire Protection District Gardiner
Gaston Fire District Gaston (503) 985-7575
Gates RFPD Gates (503) 897-2929
Gearhart Volunteer Fire Dept. Gearhart (503) 738-7838
Gladstone Fire Gladstone (503) 656-4253
Glide Rural Fire Protection District Glide (541) 496-0224
Goshen Rural Fire Protection District Eugene (541) 747-3104
Grants Pass Fire Rescue Grants Pass (541) 471-8560
Greenacres Rural Fire Protection District Coos Bay
Haines FPD Haines (541) 856-3220
Halsey Shedd Fire Protection District Halsey (541) 369-2419
Hamlet VF DS Seaside (503) 738-8188
Hillsboro Fire District Hillsboro (541) 681-6166
Hines Fire Dept. Hines (541) 573-2251
Hood River Fire Dept. Hood River (541) 386-3939
Hoodland Fire District #74 Welches (503) 622-3256
Hooskins - Kings Valley RFP D Philomath (541) 929-2111
Hubbard RFPD Hubbard (503) 981-9454
Huntington Volunteer Fire Dept.
Idanha-Detroit RFPD Detroit (503) 854-3494
Illinois Valley Rural Fire Protection District Cave
Imbler RFPD Imbler (541) 534-6351
Ione RFPD Ione (541) 422-7303
Irrigon Rural Fire Protection District Irrigon (541) 922-3133
Jackson County Fire District #5 Phoenix (541) 535-4222
Jackson County Fire District No. 3 White City (541) 826-7100
Jackson County Fire District No. 4 Shady Cove (541) 878-4801
Jacksonville Fire Dept. Jacksonville (541) 899-7246
Jefferson County Fire District #1 Madras (541) 475-7274
Jefferson RFPD Jefferson (541) 327-8222
John Day Fire Dept. John Day (541) 575-1855
Jordan Valley VFD Jordan Valley (541) 586-2460
Joseph Fire Dept. Joseph (541) 432-3832
Junction City Rural Fire Protection District Junction City
Keating RFPD Baker City (541) 523-6047
SCIO RURAL FIRE PROTECTION DISTRICT SCIO (503) 394-3000
Scottsburg Rural Fire District Scottsburg (541) 587-4300
Seal Rock Rural FP DS Seal Rock (541) 563-4441
Seaside Fire and Rescue Seaside (503) 738-5420
Seneca Volunteer Fire Dept. Seneca (541) 542-2161
Sheridan Fire District Sheridan (503) 843-2467
Shutter Creek Correctional Institution Fire Dept. North Bend (541) 756-6666
Siletz Rural Fire Protection District Siletz (541) 444-2043
Silver Lake Rural Fire Protection District Silverlake (541) 576-2555
Silverton Fire District Silverton (503) 873-5328
Sisters-Camp Sherman RFPD Sisters (541) 549-0771
Siuslaw Valley Fire and Rescue Florence (541) 997-3212
Sixes Rural Fire Protection Dept. Sixes (541) 332-9090
South Sherman Fire District Grass Valley (541) 333-2525
Spray Volunteer Fire Dept. Spray (541) 462-2069
Springfield Fire and Life Safety Springfield (541) 726-3737
St. Paul Rural Fire Protection District St. Paul (503) 633-4602
St. Helens Rural Fire District St. Helens (503) 397-2990
Stanfield Fire District Stanfield (541) 449-1123
Stayton Rural Fire Protection District Stayton (503) 769-2601
Sublimity Fire District Sublimity (503) 769-3282
Sumpter Volunteer Fire Dept. Sumpter (541) 894-2314
Sunriver Sunriver (541) 593-8622
Surprise Springs Rural Fire & Rescue Richland (541) 893-6977
Sutherlin Fire Dept. Sutherlin (541) 459-1394
SW Polk County Rural Fire Protection District Rickreall (503) 831-3533
Sweet Home Fire & Ambulance District Sweet Home (541) 367-5882
Swiss Home Deadwood Rural Fire Protection District Swiss Home
Tangent Rural Fire Protection District Tangent (541) 928-8722
Tennyson RFD Tennyson (541) 679-1882
Thomas Creek / Westside R.F.P.D. Lakeview (541) 947-2446
Three Rivers Volunteer Fire Dept. Culver (541) 480-5343
Tillamook Fire District Tillamook (503) 842-7587
Tiller RFPDTiller (541) 825-3685
Toledo Fire Rescue Toledo (541) 336-3311
Tri City Rural Fire Protection District #4 Myrtle Creek (541) 863-6871
Tualatin Valley Fire & Rescue Aloha (503) 649-8577
Turner Fire District Turner (503) 743-2190
U.S. Coast Guard Air Station Astoria Warrenton (503) 861-6211
Umatilla Chemical Depot Fire Dept. HERMISTON (541) 564-5210
Umatilla Rural Fire Protection District Umatilla (541) 922-3718
Umatilla Tribal Fire Dept. Pendleton (541) 276-2126
Union Emergency Services Fire Dept. Union (541) 562-6226
Collective Intelligence in Emergency Management

Keizer Fire District
Keizer(503) 390-9111
Kellogg Rural Fire District
Oakland(541) 459-7911
Keno Fire Dept.
Keno(541) 883-3062
Kingsley Field Fire Dept.
Klamath Falls(541) 885-6382
Klamath County Fire District #1
Klamath(541) 885-2056
Klamath County Fire District 3
Sprague River 501-533-2141
Knappa Fire District
Astoria(503) 458-6610
La Grande Fire Dept. (City)
La Grande(541) 963-3123
LA GRANDE RURAL FIRE PROTECTION DISTRICT
Lafayette F.D.
Lafayette 503-864-2824
Lake Creek Fire and Rescue
Blachly(541) 925-3064
Lake Creek Rural Fire District
Eagle Point(541) 826-2163
Lake Oswego Fire Dept.
Lake Oswego(503) 635-0275
Wolf Creek Rural Fire Protection District
Wolf Creek
Woodburn Fire District
Woodburn
Yachats Rural Fire Protection District
Yachats
Yamhill FPDYamhill

Ohio

180th Ohio Air National Guard Fire Dept.
Swanton
Aberdeen-Huntington Twp.
Vol. Fire Dept.
Aberdeen
Ada-Liberty TWP Fire Dept.
Ada 634-0880
Adamsville Community Fire Dept.
Adamsville-796-Adena
VFCAdena 546-4113
Aid TWP Vol Fire Dept., Inc.
Willow Wood
AKRON FIRE DEPT.
AKRON 375-2411
Albany Area VFD
Albany 698-7286
Alexandria-Saint Albans TWP Fire Dept.
Alexandria
Allen - Clay Joint Fire District
Genoa 419-855-4733
Allen TWP Fire Dept.
Marysville 642-5536
Alliance Fire Dept.
Alliance 821-1213
Alvordton-Millcreek TWP Fire Department
Amanda TWP Fire Dept.
Amanda 969-2629
Amberley Village Fire Dept.
Cincinnati 531-2040
Ames-Bern- Amesville VFD
Amesville 448-7235
Amherst Fire Dept.
Amherst 988-4117
Amsterdam Vol Fire Dept., Inc.
Amsterdam
Anderson TWP Fire & Rescue Dept.
Cincinnati 62
Andover Vol Fire Dept., Inc.
Andover 293-
Anna Fire Dept.
Anna 394-2116
Ansonia VFD
Ansonia 337-1811
Antioch Community Vol Fire Dept.
Antioch-
Antrim Community Vol Fire Dept.
Freeport-
Upper McKenzie Rural Fire Protection District
McKenzie Bridge(541) 822-
Vale City and Rural Fire Dept.
Vale 541-473-3796
Veronica RFPD
Veronica(503) 429-8252
Wallowa Volunteer Fire Dept.
Wallowa 541-886-2422
Warrenton Fire Dept.
Warrenton(503) 861-2494
Washington County Fire District #2
North Plains(503) 647-9900
West Side Rural Fire Protection District
Hood River(541) 386-5551
West Valley Fire District
Willamina(503) 876-2004
Westfir Vol.
Fire Dept.
Westfir 541-782-3733
Wheeler Point Volunteer Fire Association, Inc.
Spray(541) 468-2223
Willamina Fire District
Willamina(503) 876-2004
William RFPD
Williams(541) 846-7644
Winston Dillard Fire Dept.
Winston(541) 679-8721

Lowellville Vol Fire Dept.
Lowellville 536-6415
Ludlow Falls Fire Dept.
Ludlow Falls 698-
Lynchtown Area Joint Fire and Ambulance District
Lynchtown Fire Dept.
Lynchtown 473-9
Lyons-Royalton Fire Dept.
Lyons 419-923-2841
Macedonia Macedon 468-8339
Mad River Twp.
Fire & EMS
Nonos 864-7429
Madeira & Indian Hill Joint Fire District
Madison Fire District
Madison 428-1522
Madison Twp.
Fire & Ems
South Charleston
Madison Twp. Fire Dept.
Groveport(614) 6415
Madison Twp.
Fire Dept.
Newark
Madison Twp.
Fire Dept.
Mansfield 589-
Madison Twp.
Kunkle Fire Dept.
Kunkle 737-3073
Madison-Jefferson Joint Fire District
Oak Hill
Malta-McConnelsville Vol Fire Dept.
Malvern Fire Dept.
Malvern 863-1515
Manchester Fire Dept.
Manchester 549-
Mansfield Fire Dept.
Mansfield 755-9814
Mantua-Shalersville Fire Dept.
Mantua 274-3535
MAPLE HEIGHTS
MAPLE HEIGHTS(216) 662-
Maplewood Vol Fire Dept.
Marblehead Fire Dept.
Marblehead 798-
Margaretta TWP Fire Dept.
Castalia
Collective Intelligence in Emergency Management

Bellaire Fire Dept. Bellaire 676-5880
Bellbrook Fire Dept. Bellbrook 848-3272
Belle Valley Vol Fire Dept. Belle Valley
Bellefontaine Fire Dept. Bellefontaine 599-6168
Bellevue Fire Dept. Bellevue 483-2659
Belmont Vol Fire Dept. Belmont 484-1154
Beloit Fire Dept. Beloit 938-6820
Benton Twp VFD Piketon 493-3945
Berea Fire Dept. Berea 234-1214
Berlin TWP Fire Dept. Berlin Center 547-
Berlin TWP Fire Dept. Delaware 548-6031
Berlin TWP Fire Dept. Berlin Heights 588-
Bethel TWP Fire Dept. Medway 849-1556
Bethel TWP Fire Dept. Tipp City 845-4274
Bethel Twp. V.F.D. Lower Salem 934-2828
Bethel-Tate Fire Dept. Bethel 734-4444
BETHELDA FIRE DEPT. BETHELDA-484-
Bethlehem Fire And Rescue Inc. Navarre 879-5800
BETTYSVILLE VOL. FIRE DEPT. BETTYSVILLE 986-
Beverly Vol Fire Dept. Beverly 984-2252
Big Walnut Joint Fire District Marengo 253-2222
Bladensburg Vol Fire Dept. Bladensburg -
Blanchard TWP Vol Fire Dept. Benton
Blanchard TWP/ Gilboa Fire Dept. Ottawa 456-
Blanchester Marion TWP Fire District Blanchester--
Bloom TWP Fire Dept. Lithopolis (614) 837-5530
Bloomfield TWP & Rescue Squad Bloomdale
Bloomfield TWP, Vol, Fire Dept. N. Bloomfield-685-
Bloomfield Vol Fire Dept. Jackson 286-
Boardman F.D. Boardman 726-4199
Bokoescreek TWP Fire Dept. West Mansfield
Bolivar Vol Fire Dept. Inc. Bolivar 874-3115
Botkins Fire Dept. Botkins 693-3314
Bowerston Vol Fire Dept. Bowerston 269-
Bowling Green Fire Division Bowling Green 352-3106
Braceville TWP Fire Dept. Newton Falls 898-
Bradford Fire & rescue Services Bradford 448-2686
Bradner Fire Dept. Bradner 288-2012
Brady Lake Fire Dept. Ravenna 673-2345
Brady TWP Fire Dept. West Unity 924-2345
Brecksville Fire Dept. Brecksville 526-2640
Bremen-Rushcreek Fire Dept. Bremen 569-4826

Milffin VFD Ashland 368-5127
Milan TWP Fire Dept. Milan 419-499-2675
Milford Community Fire Department Milford 8
Milford TWP Fire Dept. Collinsville 726-
Miller City Vol Fire Dept. Miller
Millersport Fire Dept. Millersport 467-
Millville Fire Dept. Hamilton 863-3410
Milton Twp Fire District Milton Center 669-2663
Mineral City Vol Fire Dept. Mineral City
Minerva Park Vol Fire Dept.
Minerva Vol Fire Dept. Minerva
Mingo Junction Fire & E.M.S. Mingo Junction
Mogadore Fire Dept. Mogadore 628-4896
Monclova TWP Fire/ Rescue Dept.
Monday Creek Twp VFD Logan 000-000-0000
Monroe TWP Fire Dept. New Richmond
Monroe TWP Fire Dept. Johnstown
Monroe TWP/ Lucas Fire Dept. Lucas 892-
Monroe Vol Fire Dept. Conneaut
Montezuma Community Fire Co., Inc. Montezuma 268-
Montgomery Fire Dept. Montgomery 985-1633
Montpelier Fire Dept. Montpelier 485-
Montville VFD Montville 968-3318
MOOREFIELD TWP FIRE DEPT.
Moorefield Twp VFD Piedmont 968-4603
Moraine Fire Dept. Moraine 535-1120
Morgan Hose Company Vol Fire Dept.
Morgan TWP Vol Fire Dept.
Morgan TWP Vol Fire Dept.
Morral- Salt Rock TWP Fire Dept.
Morrow Fire Dept. Morrow 899-2222
Mount Pleasant Vol Fire Dept.
Mount Vernon Fire Dept. Mount Vernon
Mowrystown Fire & Rescue Mowrystown 442-
Mt Gilead Fire Dept. Mt Gilead 946-2551
Mt. Healthy Fire Dept. Mt Healthy 931-8840
Mt. Orab Fire Dept., Inc. Mt Orab 444-
Munroe Falls Fire Dept. Munroe Falls 688-
Munson Fire Dept. Munson 286-6797
Murray City VFD Murray City 762-2362
Nankin/Orange TWP Vol Fire Dept.
Napoleon Fire Dept. Napoleon 592-0441
National Trail VFD Gratiot 787-2466
Brewster Fire Dept. BREWSTER- 767- 4212
Bridgeport Fire Dept. Bridgeport 635- 0202
Brilliant Vol Fire Dept. Brilliant 598- 4151
Brimfield Fire Dept. Kent 678- 9244
Bristol Fire Dept. Bristolville 889- 2176
Broadview Heights Fire Dept. Broadview Heights 526-
Brook Park Fire Dept. Brook Park(216) 433- 1215
Brookfield TWP Fire Dept. Brookfield 448-
Brooklyn Heights Fire Dept. Brooklyn Heights(216)
Brookside Fire Dept. Bridgeport 635- 1997
Brookville Fire Dept. Brookville 833- 2345
Brown TWP Fire Dept. Malvern 863- 0176
Brunswick Hills TWP Fire Dept. Brunswick-
Buckeye Lake Village Fire Dept. Buckeye Lake
Buckland Vol Fire Dept. Inc. Buckland 419- 657-
Bucyrus Fire Dept. Bucyrus 562- 1351
Bucyrus TWP Fire Dept. Bucyrus 419- 562- 6446
Burbank Vol Fire Dept. Burbank 624- 2464
Burghill-Vernon Vol Fire Dept. Kinsman 772-
Burkettsville Community Fire Dept. Burkettsville 375- 4752
Burlington-Fayette Fire Dept. South Point 894- 5300
Butler Twp Fire Dept. Dayton 890- 2491
Byesville Vol Fire Dept. Byesville 685- 6222
Byrd Twp VFD Decatur 373- 2
Cairo Monroe TWP Fire Dept. Cairo 641- 5735
Calcutta Fire Dept. Calcutta 386- 5458
Caldwell Vol Fire Company, Inc. Caldwell 732- 2802
Cambier College Twp Fire Dept. Gambier 427- 3000
Cambridge Fire Dept. Cambridge 432- 3232
Camden Somers Fire/ Rescue Camden 452- 1239
Camden TWP Fire Dept. Kipton 775- 3456
Campbell Fire Dept. CAMPBELL 755- 8082
Canton Fire Dept. Canton 489- 3411
Canton TWP Fire Dept. Canton 484- 6165
Cardinal Joint Fire District Canfield 533- 4316
Carlisle Fire Dept. Carlisle 746- 0555
Carlisle TWP Fire Dept. Lagrange- 458- 5178
Carroll Cty. Vol Fire Dept. Carrollton 627- 3903
Carroll TWP Fire Dept. Oak Harbor 898- 9621
Carrollton Village Fire Dept. Carrollton 627- 2889
Cartland City Fire Dept. Cartland 637- 2891
Navarre Village Fire Dept. Navarre 879-
Neffs Fire Dept. Station 32 Neffs 676- 5563
Negley Vol Fire Dept. Association Inc.
Nelsonville Division of Fire Nelsonville 753-
New Alexandria VFD Mingo Junction 598- 3417
New Athens Vol Fire & Emergency Dept
New Bavaria/Pleasant Twp Fire Dept
New Boston Fire Dept New Boston 456- 4107
New Bremen German TWP Fire Dept.
New Carlisle Fire Division New Carlisle- 845- 8401
New Concord Fire Dept. New Concord 8
New Franklin Fire Dept. Akron 882- 3111
New Jasper Twp Fire Dept Xenia 374- 7
New Knoxville-Washington TWP Fire Dept
New Lebanon Fire Dept New Lebanon 687- 7510
New Lexington Fire Dept New Lexington
New London Fire Dept New London 929- 0022
New Madison Community Vol Fire Co Inc.
New Matamoras Vol Fire Dept.
New Miami Fire Dept Hamilton 895- 3581
New Middletown Village Fire
New Pittsburg Fire
New Richmond Fire Dept
New Riegel Fire Dept New Riegel 595- 2648
New Straitsville Vol Fire
New Vision Fire and Rescue, Inc. Marion 387-
New Waterford Vol Fire
Newark Fire Dept Newark- 349- 6750
Newburgh Heights Fire
Newbury Vol Fire Dept. Inc.
Newcomerstown Emergency Rescue Squad, Inc.
NEWPORT VOL FIRE DEPT.,
Newton TWP Fire
NF Joint Fire District Newton Falls 872- 7306
Nile TWP Vol Fire Dept. Friendship- 858- 4042
Niles Fire Dept. Niles 544- 9022
Nimishillen TWP Fire Dept. Louisville 453- 5880
Noble TWP Fire Dept. Defiance 782- 0733
N. Randall Fire Dept. N. Randall 216- 587- 9283
N. Canton Fire Dept. N. Canton 499- 3404
N. College Hill Fire Dept. N. College Hill 521- 3950
N. Georgetown Vol Fire Dept. N. Georgetown 525-
N. Kingsville VFD N Kingsville 224- 0877
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City Of Kirtland Fire Dept.Kirtland-256-8979
City of Mentor-on-the-Lake Fire Dept.Mentor-on-the-
City Of Miamisburg Fire Dept.Miamisburg 847-6691
City of Monroe, Division of FireMonroe-539-8380
City of New Brunswick/Division of FireBrunswick 225-2780
City of New Philadelphia Fire Dept.New Philadelphia 343-
City of N. Olmsted Fire Dept.N. Olmsted-777-1214
City of Oakwood Public Safety Dept.Dayton-298-2122
City of Olmsted Falls, Division of FireOlmsted Falls 235-
City of OxfordOxford 524-4731
City of Reading Fire Dept.Reading-733-5537
City of Riverside Fire Dept.Riverside-258-6460
City of Springfield Fire Rescue DivisionSpringfield 324-7605
City of St. Marys Fire Dept.St Marys419-394-2361
City Of Steubenville Fire Dept.Steubenville 283-6063
City of Stow Fire Dept.Stow 688-7130
City of Struthers Fire Dept.Struthers-755-2122
City of Trenton Division of FireTrenton 988-0004
City of Waverly, Ohio Fire Dept.Waverly-947-2826
City of Westlake Fire Dept.Westlake 871-3441
City of Whitehall Fire DivisionWhitehall(614) 237-5478
City of Worthington Division of Fire and EMS
City of Xenia Fire DivisionXenia-376-7280
City of Youngstown Fire Dept.Youngstown-747-3
City Parma Fire Dept.Parma 885-1217
Clarksville VFDClarksville 289-2192
Clayton Fire Dept.Englewood-856-3500
CLEARCREEK FIRE DISTRICTSPRINGBORO 748-2766
Clearcreek TWP Fire Dept.Stoutsville 474-6438
Cleveland Fire Dept.Cleveland216-664-6800
Cleveland Heights Fire Dept.Cleveland Heights(216) 291-
Cleveland Hopkins International Airport Fire-Rescue Dept.
Cleves Fire Dept.Cleves 941-1111
Clinton Fire Dept.Clinton 882-4828
Clinton Highland Joint Fire DistrictNew Vienna-987-2713
Clinton South joint Fire DistrictMidland 783-2775
Clinton TWP Fire Dept.Shreve 567-3411
Clinton TWP Fire Dept.Columbus(614) 475-0022
Clinton Twp VFDTiffin 448-4447
Clyde Fire Dept.Clyde419-547-8357
Coal Grove Fire Dept.Caloh Grove 532-0778
Coalton Vol Fire Dept.Coalton 286-5748
Coitsville Fire Dept.Lowellville000-000-0000

Pemberville-Freedom Fire Dept.Pemberville 287-4593
Pepper Pike Fire Dept.Pepper Pike(216) 831-8500
Perkins TWP Fire Dept.Sandusky626-1334
Perry Joint Fire DistrictPerry 259-2880
Perry TWP Fire Dept.Massillon 833-3865
Perry TWP VFDIronton 533-4131
Perry TWP Vol Fire Dept. & EMSScio-627-9153
Perry Twp FDLima 221-2345
Perry TWP Fire Dept.Zanesville 452-3293
Perry Twp VFDSalem 332-4676
Perry-Congress Fire District, Johnsville Fire Dept.Shauck
Perrysburg Fire DivisionPerrysburg 872-8025
Perrysburg Twp Fire Dept.Perrysburg 872-8879
Phillipsburg Fire Dept.Philipsburg 884-7620
Pic-A-Way Fire DistrictNEW HOLLAND-495-5643
Pierce TWP Fire Dept.Cincinnati 752-6273
Pike TWP Fire & Emergency Dept.N. Hampton-964-
Piketon Seal Twp Fire Dept.Piketon 289-2531
Pioneer Fire Dept.Pioneer 737-2614
PIQUA FIRE DEPT.Piqua 778-2012
Pitt TWP Vol Fire Dept.Harpster 496-2735
Pittsburgh Fire Dept.Pittsburgh 692-5536
Plain TWP Fire and RescueCanton 492-4089
Plain TWP Fire Dept.New Albany614-855-7370
Pleasant City VFDPleasant City 685-3900
Pleasant Hill Vol Fire Dept.Steubenville 282-9601
Pleasant Hill-Newton TWP Joint Fire Dept.Pleasant Hill
Pleasant Twp Fire Dept.Pleasantville 468-3385
Pleasant TWP Fire Dept.Grove City(614) 877-4375
Pleasant TWP Fire Dept.Catawba 828-1347
Pleasant TWP Vol Fire Dept.Marion 389-6029
Pleasant Valley Joint Fire DistrictPlain City(614) 873-
Plymouth TWP Fire Dept.Ashabula-993-4350
Plymouth VFDPlymouth 687-5101
Polk-Jackson-Perry Polk 945-2681
POMEROY VOL FIRE DEPT.POMEROY 992-2663
Port Clinton Fire Dept.Port Clinton 734-3430
Port Columbus Aircraft Rescue Firefighting
Port Jefferson Community Fire CompanyPort Jefferson
Port William Fire Dept.Port William-486-5300
Portage Fire DistrictOak Harbor 898-3109
Porter TWP Fire Dept.Wheelersburg-574-6030
Porter-Kingston Fire DistrictSunbury 524-5050
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<td>COLUMBIANA FIRE DEPT.</td>
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<td>COLUMBUS DIVISION OF FIRECOLUMBUS</td>
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<td>Columbus Grove Vol Fire Dept.</td>
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<td>Concord- Greene Vol Fire Dept.</td>
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<td>Cuyahoga Falls Fire Dept.</td>
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<td>Richmond Heights Fire Dept.</td>
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<td>Richmond Vol Fire and Rescue Company, Inc.</td>
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<td>Rio Grande Vol Fire Dept.</td>
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<td>Ripley Fire Dept.</td>
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<td>Rittman Fire and Rescue</td>
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<td>Robertsville VFD</td>
<td>862-2131</td>
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<td>Rochester Vol Fire Dept.</td>
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<td>Rock Hill Vol Fire Dept. &amp; EMS</td>
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<td>Rockford Community Fire Co Inc.</td>
<td>363-3611</td>
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<td>Rocky Ridge Vol Fire Dept.</td>
<td>898-9541</td>
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<td>Rocky River Fire Dept.</td>
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<td>Rome Fire Dept.</td>
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<td>ROME TWP VOL FIRE DEPT.</td>
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<td>Rome Vol Fire Dept., Inc.</td>
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Georgetown Vol Fire Dept.Georgetown 378-4414
German TWP Fire Dept.Springfield-964-8994
Germantown Fire Dept.Germantown 855-6567
Gettysburg Rural Fire Dept., Inc.Gettysburg 447-2121
Gibsonburg Vol Fire Dept.Gibsonburg 637-2160
Girard Fire Dept.Girard 545-0318
Glandorf Vol Fire Dept.Glandorf 538-6953
Glencoe Vol Fire Dept.Glencoe 671-9800
Glendale Fire Dept.Glendale 771-7864
Glenmoor Vol Fire Dept.East Liverpool 386-5109
Glouster Fire Dept.Gloster 767-2824
GM Powertrain Fire Brigade.Defeance 784-7460
Gnadenhutten Fire Dept.Gnadenhutten 254-4985
Golf Manor Fire Dept.Cincinnati-531-2022
Gorham Fayette Fire Dept.Fayette 237-2716
Goshen TWP Fire and EMS.Goshen 722-3473
Grafton TWP Fire Dept.Grafton 926-2166
Grafton Village Fire Dept.Grafton 926-2075
Grand Rapids TWP Fire Dept.Grand Rapids 832-5461
Grand River Vol Fire Dept.Grand River 352-9133
Granger TWP Fire & Rescue Dept.Medina 239-2111
Granville Vol Fire Dept.Incorporated.Granville 587-0261
Gratis Fire Dept.Gratis-787-4592
Graysville Community VFD.Graysville 934-2510
Green Camp TWP Vol Fire Dept.Green Camp-528-2489
Green Spring Rural Vol Fire Dept.Green Spring 419-639-
Green TWP Fire Dept.Stout-549-2243
Green TWP Vol Fire Dept.Franklin Furnace-354-9200
Green TWP Fire & EMS.Cincinnati 574-0474
Green TWP Vol Fire Dept.Greenford 533-4841
Greene Vol Fire & Rescue N.Bloomfield 583-3645
Greenfield Fire Dept.greenfield 981-4010
Greenfield TWP Fire Dept.Carroll 756-4644
Greenfield TWP Vol Fire Dept.Patriot 379-2322
Greenhills Fire Dept.Greenhills 589-3583
Greentown Vol Fire Dept.Uniontown 494-3002
Greenville Fire Dept.Greenville 548-3040
Groton TWP Fire Dept.Castalia 483-7840
Grover Hill Vol Fire Dept.Grover Hill 587-3328
Gustavus TWP Vol Firefighters.Farmdale 876-1500
Hambden Fire Dept.Chardon 285-3329
Hamden Vol Fire Dept.Hamden 384-5359
Hamersville Fire Dept.Hamersville 379-1822
St Clair TWP Fire & Rescue.Hamilton 867-0066
St Henry VFD.Henry 678-2031
ST Marys TWP Fire Dept.ST Marys 394-2834
St. Bernard Fire Dept.St.Bernard-242-9555
STERLING FIRE DISTRICT.939-2121
Stockdale Vol. Fire Dept.Stockdale 820-2512
Stockport Vol Fire Dept.Stockport 559-2311
Stone Creek Fire & Rescue.Stone Creek 243-1072
Stratton VFDS.Stratton 537-4127
Streetsboro Fire Dept.Streetsboro 636-4664
Strongsville Fire and Emergency Services.Strongsville
Suffield Mogadore 628-9240
Sugarcreek Fire Dept.Sugarcreek 852-4316
Sugarcreek Twp Fire Dept.Dayton 848-7344
Sullivan Vol Fire Dept.Sullivan 736-2255
Summerfield Vol Fire Dep., Inc.Summerfield-838-6600
Sunset Heights Vol Fire Dept.Bridgeport 635-0093
Sycamore TWP EMS & Fire Dept.Cincinnati 792-8565
Sycamore Vol Fire and Rescue.Sycamore 927-2900
Sylvania TWP Fire Dept.Sylvania 882-7676
Sycamore Vol Fire Dept.Sycamore 992-7524
Tallmadge Fire Dept.Tallmadge 633-0970
Tappan Lake Vol Fire Dept., Inc.Scio 269-9204
Terrace Park Fire Dept.Terrace Park 831-2196
Thompson Fire Dept.Thompson 298-1405
Thornville-Twon Twp Fire Dept.Townville 246-6735
Three Rivers Fire District.Coshocto 622-9361
Tiffin Fire/Rescue Division.Tiffin 448-5448
Tiffin TWP Vol Fire Dept.Evansport 428-3011
Tiltonsville VFD.Tiltonsville 859-2664
Tipp City Fire Dept.Tipp City 667-3112
Tiro-Auburn V.F.D.347-8699
Toledo Fire Dept.Toledo 245-1125
Toronto Fire Dept.Toronto 537-1021
Town & Country Fire district west.Salem 853-4022
Townsend TWP Vol Fire Dept., Inc.Vickery 547-9747
Townsend Twp Fire Dept.Townsend 668-2495
Tri-Community Joint Fire District.Greenwich 752-3333
Tri-Cty. Joint Fire District.Mount Sterling 869-2643
Tri-TWP Fire Dept.Delaware 369-2703
Tri-Valley Fire District.Zanesfield 599-3473
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Hamilton TWP Fire Dept.Columbus(614) 491-1700
Hamilton TWP Vol Fire Dept.Ironton-532-3055
Hamilton Twp Fire RescueMaineville 683-1622
Hamilton TWP Vol Fire Dept. & RescueOak Hill 286-2772
Hamler Vol Fire Dept.Hamler 274-3671
Hanover TWP Fire Dept.Hamilton-863-6652
Hanover TWP Vol Fire Association, INC.Hanoverton 222-
Hanover Vol Fire Dept.Newark 763-4674
Harlan TWP Fire and RescuePleasant Plain-877-2727
Harlem TWP Division of FireGalena 965-2661
Harmony Twp Fire DeptSouth Vienna 568-0135
Harpersfield VFDGeneva 466-1064
Harris-Elmore Vol Fire Dept.Elmore419-862-3332
Harrison Fire Dept.Harrison 367-4194
Harrison TWP Fire Dept.Ashville 983-4115
Harrison TWP Fire Dept.Crown City-256-1548
Harrison TWP Vol Fire Dept.Philo-674-7325
Harrison Twp Fire DeptDayton 454-4832
Harrison Twp Fire DeptChillicothe 775-2046
Harrison Twp Fire DeptLondonderry 887-2727
Harrsville Vol Fire CompanyHarrsville-546-3242
Harrod VFDHarrod 648-4282
Hartford TWP Vol Fire Dept.Hartford-772-2211
Hartford VFD, Inc.Croton 893-3291
Hartsgrove Vol Rome 474-0415
Hartville Fire Dept.Hartville 877-2478
Heath Fire Dept.Heath 522-4585
Hebron Fire Dept.Hebron 928-4721
Helena Community VFDHelena 638-2011
Hicksville Vol Fire Dept.Hicksville 542-1348
Higginsport Vol Fire Dept.Higginsport-375-4141
Highland Co. N. Joint Fire & Ambulance DistrLeesburg-780-
Highland Heights Fire DeptHighland Heights 442-6
Highland Hills Fire Dept.Highland Hills216-591-1021
Highland Twp Fire DeptDefiance 395-2206
HIGHLANDTOWN VOL FIRE DEPT, INC.SALINEVILLE
Hillndale Vol Fire Dept.Mingo Junction 283-1141
Hillsboro Fire & RescueHillsboro(397) 393-2902
Hinckley Fire Dept.Hinckley-278-5291
Hiram Fire Dept.Hiram 569-9826
Holgate Vol Fire Dept.Holgate419-264-1412
Holland Fire Dept.Holland 865-7104
Hollansburg Vol Fire Dept.Hollansburg 997-4881

Trotwood Fire Dept.Trotwood 837-2416
Troy Fire Dept.Troy 335-5678
Troy TWP Vol Fire Dept.Luckey 833-5422
Troy TWP Vol Fire Dept.Burton-834-1810
Troy Twp Fire Lexington 884-3118
Trumbull TWP Fire RescueGeneva 474-0090
Truro TWP Fire Dept.Reynoldsburg(614) 866-7391
Tuppers Plains Fire Dept., Inc.Tuppers Plains-667-6324
Turtlecreek TWP Fire Lebanon 932-4902
Tuscarawas Warwick Vol Fire Dept.Tuscarawas 922-
Twin Twp VFDBourneville 626-2686
Twinsburg Fire DeptTwinsburg 963-6256
UHRRICHESVILLE FIRE DEPT.UHRRICHESVILLE-922-
Union City Fire Dept.Union City 968-5605
UNION FIRE DEPT.UNION-836-2399
Union TWP - Rawson Fire Dept.Rawson 963-4301
Union TWP Fire Dept.Cincinnati 528-4446
Union TWP Fire Dept. #1Chillicothe 775-8004
Union TWP/South Lebanon Fire Dept.South Lebanon-
Union TWP-Mt. Cory Vol Fire Dept.Mt Cory 477-5260
Union TWP Fire Dept.Milford Center 349-4455
Union TWP Vol Fire Dept.McDermott 259-3043
Unionport Vol Fire & Rescue Inc.Unionport-944-1587
Uniontown Fire Dept.Uniontown 699-3239
Uniopolis Vol Fire Dept.Uniopolis 738-8350
University Heights Fire DeptUniversity Heights(216) 3
Upper Arlington Fire DivisionUpper Arlington(614) 583-
Upper Sandusky Fire Dept.Upper Sandusky 294-3322
Upper TWP Vol Fire Dept.Ironton 532-4800
Urbana Fire Dept.Urbana 652-4371
Utica VFDUtica 892-2222
Valley City -Liverpool TWP Fire Dept.Valley City 483-
Valley Fire DistrictPeninsula 657-2292
Valley TWP Vol Fire Dept.Lucasville 259-5251
Valley View Fire Dept.Valley View(216) 524-6469
Van Wert Fire Dept.Van Wert 238-4918
Vandalia Fire DivisionVandalia 898-2261
Vanlue Fire Dept., Inc.Vanlue 387-7665
Vermillion Fire DeptVermillion 967-0123
Vernon TWP Vol Fire Dept. Wheelerburg 574-5473
Verona Fire Dept.Verona-884-5616
VERSAILLES FIRE DEPT.VERSAILLES-526-3112
Vienna Fire Dept.VIENNA-394-1218
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<td>Kansas Fire &amp; Rescue</td>
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<td>Kingsville Vol Fire Dept.</td>
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<td>Westminster RFD</td>
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<td>Winona Fire Dept., Inc. Winona</td>
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**Maine**

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**Collective Intelligence in Emergency Management**

Zoar Vol Fire Dept., Inc.Zoar 874-2069

New London Fire Dept., Inc.New London 555-5555

Loveland Fire Dept., Inc.Loveland 555-5555

Millsdale Fire Dept., Inc.Millsdale 555-5555

Milo Fire Dept., Inc.Milo 555-5555

Milton Fire Dept., Inc.Milton 555-5555

Milroy Fire Dept., Inc.Milroy 555-5555

Millville Fire Dept., Inc.Millville 555-5555

Minden Fire Dept., Inc.Minden 555-5555

Mineral Fire Dept., Inc.Mineral 555-5555
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Belmont Fire and Rescue Belmond-342-4100
Berwick Fire Dept.Berwick 698-1174
Bethel Fire Dept.Bethel 824-2665
Biddeford Fire Dept.Biddeford 282-6632
Bingham Fire Dept.Bingham 672-3081
Blue Hill Fire Dept.Blue Hill 374-2261
Boothbay Fire Dept.Boothbay 633-6437
Boothbay Harbor Fire Dept.Boothbay Harbor-633-4220
Bowdoin Fire and RescueBowdoin-666-3021
Bowdoinham Fire Dept.Bowdoinham 666-5961
Bradley Vol. Fire Dept.Bradley 827-9273
Bremen Fire Dept.Bremen 529-5326
Brewer Fire Dept.Brewer 989-3000
Bridgewater Fire Dept.Bridgewater 429-9856
Bridgton Fire Dept.Bridgton 647-8814
Bristol Fire & RescueNew Harbor 677-3200
Brooksville Fire Dept.Brooksville-326-4904
Brownville Fire Dept.Brownville-965-2561
Brunswick Fire Dept.Brunswick 725-5541
Brunswick Naval Air Station Fire Dept.Brunswick 921-2678
Buckfield Fire Dept.Buckfield-336-2463
 Bucksport Fire Dept.Bucksport 469-7951
Burnham Fire Dept.Burnham 100-100-1000
Buxton Fire-RescueBuxton 929-3099
Byron Vol. Fire Dept.Byron000-000-0000
Calais Fire Dept.Calais 454-7400
Camden Fire Dept.Camden 236-7950
Canton Vol. Fire Dept.Canton 597-2404
Cape Elizabeth Fire Dept.Cape Elizabeth 799-6409
Cape Porpoise Fire Dept.Cape Porpoise 967-4917
Caratunk Vol. Fire Dept.Caratunk 672-4004
Caribou Fire & AmbulanceCaribou 493-4204
CARMEL Vol. FIRE Dept.CARMEL 848-5051
Casco Fire Dept.Casco-693-6850
Castine Vol. Fire Dept.Castine-326-8767
Charlotte Vol. Fire Dept.Charlotte 454-8078
Chelsea Fire Dept.Chelsea 582-4802
Cherryfield Vol. Fire Dept.Cherryfield 564-7416
Chestderville Fire Dept.Chestderville 778-9633
China Village Vol. Fire Dept.China000-000-0000

Mount Desert Fire-Rescue Dept.Northeast Harbor 276-3356
Mount Vernon Fire Dept.Mount Vernon 293-2114
Mt. Chase Fire Dept.Mt. Chase 528-2900
Naples Fire Dept.Naples 693-6850
NCTAMS LAT Detacment Cutler Fire DivisionCutler 259-8260
New Gloucester Fire/RescueNew Gloucester 926-4142
New Sharon Fire/RescueNew Sharon-778-2710
Newcastle Fire Dept.Newcastle 563-3888
Newfield Fire Dept.Newfield 793-8832
Newport Fire Dept.Newport 368-2533
Norridgewock Fire Dept.Norridgewock 634-2208
North Berwick Fire Dept.North Berwick 676-2611
North Haven Fire Dept.North Haven 867-4634
North Yarmouth Fire/RescueNorth Yarmouth 829-3025
Northport Vol. Fire Dept.Northport 338-6200
Norway Fire Dept.Norway 743-5300
Oakfield Fire Dept.Oakfield-757-8140
Oakland Fire Dept.Oakland 465-2631
Ogunquit Fire Dept.Ogunquit 646-5112
Old Orchard Fire RescueOld Orchard Beach 934-4911
Old Town Fire Dept.Old Town 827-3400
Orland Fire Dept.Orland 469-3079
Orono Fire Dept.Orono 866-4000
Orrington Vol. Fire Dept.Orrington-825-3530
Or's & Bailey Islands Fire Dept.Or's Island000-000-0000
Ottisfield Fire Dept.Ottisfield-627-7057
Owlshead Fire Dept.Owlshead-596-7167
Oxford Fire Dept.Oxford 539-4509
Palermo Vol. Fire Dept., Inc.Palermo-993-2585
Paris Fire Dept.Paris-743-2501
Patten Fire Dept.Patten 528-2197
Pembroke VFD-Pembroke000-000-0000
Penobscot Nation Fire Dept.Indian Island-827-2935
Perry Vol. Fire Dept.Perry000-000-0000
Peru Fire Dept.Peru 562-7551
Phillips Municipal Fire Dept.Phillips 639-3317
Phippsburg Fire Dept.Phippsburg 389-2417
Pittsfield Fire Dept.Pittsfield 487-4439
Pittston Fire Dept.PITTSTON 582-8737
Pleasant Point Fire Dept.Perry-853-2551
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City of Rockland Fire Dept.Rockland 594-0318
City of Saco Fire Dept.Saco 282-3244
Clifton Fire Dept.Clifton-843-5132
Clinton Fire Dept.Clinton 426-8522
Cooper Vol. Fire Dept.Cooper000-000-0000
Corinth Fire Dept.Corinth-285-3303
Cornish Vol. Fire Dept.Cornish 625-3355
Cornville Vol. Fire Dept.Cornville 474-8995
Cumberland Fire Dept.Cumberland-829-5421
Cundy's Harbor Vol. Fire Dept., Inc.Harpswell-729-0622
Cushing Fire Dept.Cushing 354-2375
Danforth Fire Dept.Danforth 448-2255
Deblois Fire Dept.Deblois 638-2561
Dedham-Lucerne Fire Dept.Holden 843-7530
Deer Isle Fire Dept.Deer Isle-348-6618
Danville Fire Dept.Danville-452-2300
Dennys River Vol. Fire Dept.Dennysville-726-4006
Detroit Fire and RescueDetroit 257-3107
Dexter Fire Dept.Dexter 924-7301
Dixfield Fire CompanyDixfield-562-7629
Dover-Foxcroft Fire Dept.Dover-Foxcroft 564-2610
Durham Fire & RescueDurham 353-6269
East Dixfield Fire Dept.East Dixfield000-000-0000
Eastbrook Vol. Fire Dept.Eastbrook-565-8907
Easton Fire Dept.Easton 488-6652
Eddington Fire Dept.Eddington 843-5251
Elliot Fire Dept.Elliot 439-1253
Ellsworth Fire Dept.Ellsworth 667-8666
Eastis Fire Dept.Stratton 246-4391
Fairfield Fire RescueFairfield 453-2429
Falmouth Fire-EMS Dept.Falmouth 781-2610
Farmingdale Fire Dept.Farmingdale 582-2225
FARMINGTON FIRE RESCUEFARMINGTON 778-3235
Fayette Fire Dept.Fayette-685-3503
Fort Fairfield Fire Dept.Fort Fairfield 472-3809
Fort Kent Fire & RescueFort Kent 834-3575
Franklin Fire Dept.Franklin 565-2929
Freedom Vol. Fire Dept.Freedom 382-6110
Freeport Fire RescueFreeport 865-3421
Friendship Fire Dept.FRIENDSHIP-832-4857
Frye Island Fire Dept.Frye Island 655-8618
Fryeburg Fire Dept.Fryeburg 935-2615
Gardiner Fire Dept.Gardiner 582-4535
Plymouth Fire Dept.Plymouth-257-3010
Portland Fire Dept.Portland 874-8400
Pownal Fire and RescuePownal 688-2211
Presque Isle Fire Dept.Presque Isle 769-0881
Prospect Fire Dept.Prospect-567-3661
Randolph Fire Dept.Randolph 582-5808
Rangeley Fire Dept.Rangeley-864-3800
Raymond Fire and RescueRaymond 655-7851
Readfield Fire Dept.Readfield 685-4401
Richmond Fire Dept.Richmond 737-8821
Robinson Vol. Fire Dept., Inc.Robbinston-454-3474
Rockport Fire Dept.Rockport 236-4437
Rockwood Vol. Fire/Rockwood-534-7400
Rumford Fire Dept.Rumford 364-2901
Sabattus Fire Dept.Sabattus 375-4201
Saco Valley Fire AssociationFryeburg-697-2475
Saint Agatha Vol. Fire Dept.Saint Agatha-543-6608
Saint George Fire Dept.Tenants Harbor 372-6363
Salem Fire Dept.Salem-684-3533
Sanford Fire Dept.Sanford 324-9160
Sangerville Fire Dept.Sangerville 876-4181
Scarborough Fire Dept.Scarborough 883-4542
Searsport Vol. Fire Dept.Searsport-342-5325
Searsport Fire Dept.Searsport 548-2302
Sebago Fire Dept.Sebago 787-4515
Sebec Vol. Fire Dept.Sebec 564-2090
Sedgwick Fire Dept.Sedgwick 359-8997
Sherman Mills Fire Dept.Sherman Mills000-000-0000
Sidney Fire Dept.Sidney 547-3159
Skowhegan Fire Dept.Skowhegan 474-3400
Smithfield Vol. Fire Dept.Smithfield-362-6286
Solon Vol. Fire Dept.Solon 643-2291
South Berwick Fire Dept.South Berwick 384-2731
South Bristol Fire Dept.South Bristol-644-8389
SOUTH HIRAM FIRE Dept.HIRAM 625-4824
South Portland Fire Dept.South Portland 799-3314
South Thomaston Fire Dept.South Thomaston-593-9380
Southwest Harbor Fire Dept.Southwest Harbor 244-7911
Springfield Fire Dept.Springfield 738-4134
ST Albans Vol. Fire Dept.ST Albans 938-4475
St Francis Fire Dept.St Francis 398-3175
Standish Fire Emergency Management ServicesStandish 642-4343
Glenburn Fire Dept. Glenburn-942-6118
Goldensboro Fire Dept. Prospect Harbor 963-5582
Goodwins Mills Fire Dept., Inc. Lyman 499-2362
Gorham Fire Dept. Gorham 839-6762
Grand Isle Fire Dept. Grand Isle 895-3595
Greensbush Fire Dept. Orono 826-2202
Greene Maine Fire Dept. Greene-946-5192
Greenwood Fire Dept. Greenwood 875-2888
Hallowell Fire Dept. Hallowell 623-2860
Hampden Fire Dept. Hampden-682-4586
Hancock Vol. Fire Assocation Hancock 422-3393
Harrington Vol. Fire Dept. Harrington 483-4750
Harrison Fire Dept. Harrison 583-6011
Haynesville Fire Dept. Haynesville-448-2239
Hebron Vol. Fire Dept. Hebron-966-0
Hersham Fire Dept. Hersham 848-5910
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Hope Fire Dept. Hope 763-3411
Houlton Fire Dept. Houlton 532-1320
Hudson Vol. Fire Dept. Hudson 327-2125
Indian Township Fire & Rescue Indian Township 796-2274
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Isle Au Haut Fie Dept. Isle Au Haut-335-2014
Jackman - Moose River Fire Dept. Jackman 668-4043
Jackson Vol. Fire Dept. Jackson 000-000-0000
Jay Fire/ Rescue Dept. Jay 897-6766
Jefferson Fire and Rescue Jefferson 549-5394
Kennecunk Fire Rescue Kennebunk 985-2102
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Town of East Machias Fire Dept. East Machias-255-8598
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Town of Winterport Fire Dept. Winterport 223-4062
Tremont Vol. Fire Dept. Bass Harbor-244-3586
Trenton Fire Dept. Trenton 667-7
Triangle Fire Dept. Burlington 732-3176
Union Fire Dept Union 785-4306
Unity Vol. Fire Dept. Unity 948-5763
Van Buren Fire Dept. Van Buren 868-2800
Vassalboro Fire Dept. North Vassalboro 872-2341
Veazie Fire Dept. Veazie 945-5627
Vinalhaven VFD Vinalhaven 863-4604
Waldo Vol. Fire Dept. Waldo-342-5122
Waldoboro Fire Dept. Waldoboro 832-5369
Wales Fire Dept. Wales 375-4056
Waltham Vol. Fire Dept. Waltham 584-3473
Washburn Fire and Rescue Washburn 455-8485
Waterboro Fire & EMS Waterboro 247-5299
Waterford Fire Dept. Waterford 583-2410
WATERVILLE FIRE-RESCUE WATERVILLE 680-4735
Wayne Fire Dept. Wayne 685-4600
Wellington Vol. Fire Dept. Wellington 683-2606
Wells Fire Dept. Wells 646-7912
West Fork Vol. Fire Dept. West Fork 663-2214
West Gardiner Fire Dept. West Gardiner 724-3256
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Brandon Fire Dept
Brandt Vol. Fire Dept.Brandt
Brentford Fire Dept.Brentford
Bridgewater Fire Dept.Bridgewater
Bristol Fire Dept.
Brookings Fire Dept
Brownsville Vol. Fire Dept.Deadwood
Bruce Fire Dept.Bruce
Bryant Vol. Fire Dept.Bryant
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Buffalo Vol. Fire Dept.
Burke VFD
Camp Crook Vol. Fire Dept.Camp Crook
Canova Fire Dept.Canova
Canton Vol. Fire Dept.
Cascade Fire Dept.Hot Springs
Castle Rock Vol. Fire Dept.Newell
Castlewood Fire Dept.Castlewood
Cavour Vol. Fire Dept.Cavour
Centerville Fire Dept.Centerville
Chamberlain Vol. Fire Dept.Chamberlain
Chancellor Vol. Fire Dept.Inc.Chancellor
CITY OF PIERRE FIRE DEPT.
Claire City Vol. Fire Dept.Claire City
Clark Vol. Fire Dept.Clerk
Clear Lake Vol. Fire Dept., Inc.Clear Lake
Colman Fire and RescueColman
Colome Vol. Fire Dept.Colome
Colton Vol. Fire Dept., Inc.Colton
Columbia Community Fire Dept.Columbia
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Corona Fire Dept.Corona
Corsica Community Fire DeptCorsica
Cresbard Fire Dept.Cresbard
Crooks Fire Dept.Crooks
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Monroe Vol. Fire Dept.Monroe
Montrose Vol. Fire Dept.Montrose
Mound City Vol. Fire Dept.Mound City
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Murdo Vol Fire Dept.Murdo
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Ravinia Fire Dept.Ravinia
Raymond Fire Community Association
DeSmet Fire Dept 854-3976
Dewey VFD 662-6136
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FREEMAN FIRE DEPT FREEMAN 925-7025
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Gettysburg Vol. Fire Dept 765-9131
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Groton Community Fire Dept 397-8347
Harrisburg Comm Fire Dept 743-5700
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Hayward Vol. Fire Dept 666-4609
Hazel VFD Hazel 628-2250
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Highlands VFD Edgemont 890-0049
Ree Heights Fire Dept 682-7000
Renner Fire Rescue 332-4090
Revillo Vol. Fire Dept 623-4315
Rockerville Vol. Fire Dept., Inc 399-3721
Roscoe VFD Roscoe
Rosedale Fire Dept 239-4282
Salem Fire Dept 583-4200
Selby Fire Dept 649-3674
Silver City Vol. Fire Dept 574-2149
Sinai Fire Dept 826-4153
Sioux Falls Fire Rescue 367-7173
Sisseton Fire Dept 698-7141
Smithwick Vol. Fire Dept Smithwick
South Dakota Air National Guard 988-5789
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The Onida Fire Dept 258-2231
Tolstoy Fire Dept, Inc Tolstoy 442-2467
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Tripp Fire Dept Tripp
Tulare Vol. Fire Dept 596-4105
Turton Vol. Fire Dept, Inc 897-6622
Utica VFD Utica 665-8185
Vale Fire Dept Vale 456-1666
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Veblen Vol. Fire Dept Veblen 738-2113
Vermillion Fire Dept 677-7079
Vetul VFD Tuthill 685-1091
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Vivian Fire Dept 683-4455
Vivian Fire Department 890-0049

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**California**

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Brisbane Fire Dept.Daly 991-8138
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calipatria fire Dept.calipatria 348-4144
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Camp Meeker Vol. Fire Company, Fire DivisionCamp Meeker
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Camp RobertsCamp Roberts 238-8406
Montague Fire Dept.Montague 459-5343
Montclair Fire Dept.Montclair -1217
Monte Vista Fire Dist.Montclair -1217
Montebello Fire Dept.Montebello(323) 887-4512
Montecito Fire Dist.Santa Barbara-969-7762
Monterey Airport Fire Dept.Monterey 648-7008
Monterey Fire Dept.Monterey-646-3900
Monterey Park Fire Dept.Monterey Park-307-1271
Montezuma Fire Dist.Rio Vista 374-5962
Montezuma Fire Dist.Stockton-464-5234
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Morro Bay Fire Dept.Morro Bay 772-6242
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Mount Shasta Fire Dist.Mount Shasta 926-0702
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Mountain Fire/Rescue VFCMountian Ranch 728-3180
Mountain Valley Vol. Fire Dept.Dunlap 338-1100
Mountain View Fire Dept.Mountain View650-903-6365
Mountain View Fire Dist.Crows Landing-634-4766
MT. LAGUNA VOL. FIRE Mount LAGUNA 473-8281
Muir Beach Vol. Fire Dept.Muir Beach 380-9627
Mule Creek State Prison Fire Dept.Ione 274-4911
Murphys FPDMurphys 728-3864
Murrieta Fire Dept.Murrieta 304-3473
Napa Cty. Fire Dept.Saint Helena 967-1400
NASA/Ames Fire Dept.
National Fire Dept.National 336-4550
Naval Postgraduate School Fire Dept.
Nevada Fire Dept.Nevada 265-2351
Nevada Cty. Consolidated Fire Dist.
Newark Fire Dept.Newark 790-7218
Newcastle Fire Dist.Newcastle 663-9369
newmon VFDNewmon 862-1716
Newport Beach Fire Dept
Nice Vol. Fire & RescueNice 274-8834
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Collective Intelligence in Emergency Management

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Correctional Training Facility Fire Dept Soledad
Corte Madera Fire Dept.Corte Medera 927-5077
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Cottonwood Fire Dist.Cottonwood 347-4737
Courtland Fire Dist.Courtland 916-775-1210
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Crescent FPD Crescent 464-2421
Crest Forest Fire Dist.Crestline 338-3311
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Culver Fire Dept.Culver 253-5900
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De Luz Vol. Fire Dept.Fallbrook 728-3300
Deer Springs Fire Dist. Escondido 749-8001
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Delta Fire Dist.Rio Vista 374-2233
Denair VFDDenair 632-5032
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Duell Vocational Institution Fire Dept.Tracy 835-4141
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Donner Summit Fire Dept.Soda Springs 428-3000
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Doyle FPD Doyle 827-2681
Dry Creek/Sotoyome Vol. Fire Company Healdsburg 431-3360
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East Contra Costa Fire Dist.Brentwood 634-3400
East Cty. Fire Prevention Dist.El Cajon 579-6034
East Zone Tahoe National Forest Fire Dept.Sierraville 994-
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Robbins Vol. Fire Dept.Robbins 738-4220
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Ross Fire Dept.Ross 453-7434
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Rubidoux Fire Service Rubidoux 683-4561
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Ryer Island Fire Dist.Walnut Grove 916-775-2302
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</tr>
<tr>
<td>S.ern Marin Fire Dist.</td>
<td>Mill Valley-388-2</td>
</tr>
<tr>
<td>Spring Valley Vol. Fire Dept.</td>
<td>San Jose-422-8753</td>
</tr>
<tr>
<td>Squaw Valley Fire Dept.</td>
<td>Olympic Valley-583-6111</td>
</tr>
<tr>
<td>St. Helena Fire Dept.</td>
<td>Saint Helena-967-2880</td>
</tr>
<tr>
<td>Stanislaus Consolidated Fire</td>
<td>Dist.Modesto-552-3700</td>
</tr>
<tr>
<td>Stinson Beach Vol. Fire Dept.</td>
<td>Stinson Beach-868-0622</td>
</tr>
<tr>
<td>Stockton Fire Dept.</td>
<td>Stockton-937-8801</td>
</tr>
<tr>
<td>Strawberry Vol. Fire Dept.</td>
<td>Strawberry-965-3513</td>
</tr>
<tr>
<td>Suisun Fire Dist.</td>
<td>Fairfield-425-3605</td>
</tr>
<tr>
<td>Susan River Fire Dist.</td>
<td>Susanville-257-7477</td>
</tr>
<tr>
<td>Susanville Fire Dept.</td>
<td>Susanville-257-5152</td>
</tr>
<tr>
<td>Sutter Cty. Fire Dept.</td>
<td>Yuba-822-7400</td>
</tr>
<tr>
<td>Sutter Creek FPDS</td>
<td>Sutter Creek-267-0285</td>
</tr>
<tr>
<td>Sycuan Fire Dept.</td>
<td>El Cajon-445-2893</td>
</tr>
<tr>
<td>Taft Fire Dept.</td>
<td>Taft-765-4136</td>
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<tr>
<td>Tehachapi Fire Dept.</td>
<td>Tehachapi-822-2230</td>
</tr>
<tr>
<td>Tehama Cty. Fire Dept.</td>
<td>Red Bluff-528-5199</td>
</tr>
</tbody>
</table>
Collective Intelligence in Emergency Management 140

Herald Fire Dist. Herald 748-2322
Hermosa Beach Fire Dept. Hermosa Beach 376-2479
Hesperia Fire Dist. Hesperia 947-1601
Higgins Area FPD Auburn 269-2488
Highland Fire Dept. Highland 862-3031
Hollister Fire Dept. Hollister 636-4325
Holtville Fire Dept. Holtville 356-2673
Honeydew Vol. Fire Company Honeydew 629-3445
Hoopa VFD Hoopa 625-4615
Hopland Vol. Fire Dept. Hopland 744-1222
Hornbrook Vol. Fire Dist. Hornbrook 475-3064
Hughson Fire Dist. Hughson
Humboldt No. 1 FPD Eureka 445-4900
Huntington Beach Fire Dept. Huntington Beach 536-5411
Huntington Lake Vol. Fire Dept. Lakeshore 893-2347
Hyampom VFD Hyampom 628-4451
Idyllwild FPD Idyllwild 659-2153
Igo-Ono Vol. Fire Company Igo 396-2400
Imperial Beach Fire Dept. Imperial Beach 423-8223
IMPERIAL Cty. FIRE DEPT. IMPERIAL-355-1191
Indian Wells Fire Service Indian Wells 568-5252
Indio Fire Service Indio 347-0756
Inverness Vol. Fire Dept. Inverness 415-669-7151
Inyo National Forest, & Bishop Field fire, BLM
Iowa Hill Fire Dept. Iowa Hill 277-3753
Isleton Fire Dept. Isleton 916-777-7776
Jackson Valley Fire Dist. Jone 763-5848
Jackson VFD Jackson 223-1646
Jamestown Fire Dist. Jamestown 984-5623
Jenny Lino FPD Valley Springs 786-2227
Julian Cuyamaca Fire Dist. Julian 765-1
June Lake Fire Dist. June Lake 648-7390
Kelseyville FPD Kelseyville 279-4268
Kensington Fire Dist. El Cerito 215-4450
Kensington Fire Dist. Kensington 527-8395
Kentfield Fire Dist. Kentfield 453-7464
Kenwood Fire Dist. Kenwood 833-2042
Kern Cty. Fire Dept. Bakersfield 391-7000
Keswick Vol. Fire Company Redding 246-3566
Keyes Fire Dist. Keyes 634-7690

Temecula Fire Service Temecula 694-6405
Templeton Fire Dept. Templeton 434-4911
Thornton Rural Fire Dist. Thornton 794-2460
Tiburon Fire Dist. Tiburon 435-7200
Timber Cove Fire Dist. Cazadero 847-3299
Torrance Fire Dept. Torrance 781-7000
Tracy Fire Dept. Tracy -4700
Travis AFB Fire Dept. Travis AFB 424-3886
Trinity Center Vol. Fire Dept. Trinity Center 266-3677
Truckee Fire Dist. Truckee 582-7850
Tulare Cty. Fire Dept. Visalia 732-5954
Tulare Fire Dist. Tulare 684-4300
Tulelake Multi Cty. Fire Dist. Tulelake-667-2997
Tuolumne Cty. Fire Dept. Sonora 533-5548
Tuolumne Fire Dist. Tuolumne -4505
Turlock Fire and Emergency Services Turlock 668-5580
Turlock Rural Fire Dist. Turlock 632-3953
Twain Harte C.S.D.- Fire and Rescue Division Twain Harte
Twentynine Palms Fire Dept. Twentynine Palms 367-7524
UCSC FIRE DEPT. SANTA CRUZ 459-2344
Ukiah Fire Dept. Ukiah 463-3
Ukiah Valley Fire Dist. Ukiah 462-7921
Ultramar Fire Dept Martinez 370-3686
Union Fire Dept. Union 675-5470
University California at Davis Fire Dept. Davis 752-1236
University California Riverside Riverside 787-6309
Upland Fire Dept. Upland 931-4180
Upper Lake Fire Dist. Upper Lake 275-2446
USDA Forest Service Summit R.D. Pinecrest 965-3434
USDA-Forest Service-Six Rivers NF LTRD Willow Creek
Vacaville Fire Dept. Vacaville 449-5452
Valero Refinery Fire Dept. Benicia 745-7693
Valero Wilmington Fire Dept. Wilmington 495-5460
Vallejo Fire Dept. Vallejo 648-4526
Valley Center FPD Valley Center 751-0
Valley Ford Vol. Fire Dept. Valley Ford 876-3080
Vandenberg Fire Dept. Vandenberg AFB 606-3111
Ventura Fire Dept. Ventura 339-4300
Ventura Cty. Fire Dist. Camarillo 389-9710
Victorville Fire Dept. Victorville 955-5226
Viejas Fire Dept. Alpine 659-2376
Visalia Fire Dept Visalia 713-4266
Vista (California) Fire Dept. Vista-726-2144
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King Fire Dept. King 385-3430
Kings Cty. Fire Dept. Hanford 582-3211
Kingsburg Fire Dept. Kingsburg 897-5457
Kirkwood VFD Kirkwood 258-4444
Klamath River Vol. Fire Company Horsecreek 496-3434
Kneeland VFD Kneeland 442-3252
Knights Landing Fire Dept. Knights Landing 735-6409
LA GRANGE FIRE DEPTLA GRANGE 853-9710
La Habra Heights Fire Dept. La Habra Heights 694-8283
La Honda Fire Brigade La Honda 747-0381
La Mesa Fire Dept. La Mesa 667-1355
La Quinta Fire Service La Quinta 564-4351
La Verne Fire Dept. La Verne 596-5991
Laguna Beach Fire Dept. Laguna Beach 497-0700
Lake Cty. Fire Dist. Clearlake 994-2170
Lake Elsinore ServiceLake Elsinore 674-2161
Lake Mohave Ranchos Fire Dist. Dolan Springs 767-3300
Lake Shastina Fire Dist. Weed 938-3161
Lake Valley Fire Dist. S. Lake Tahoe 577-3737
Lakehead Vol. Fire Company Lakehead 238-2129
Lakeport Fire Dist. Lakeport 263-4396
Lakeside Fire Dist. Lakeside 390-2350
Lakeville Vol. Fire Dept. Petaluma 762-2075
Lanterman Developmental Center Pomona 444-7500
LaPorte Vol. Fire Dept. LaPorte 675-2557
Larkspur Fire Dept. Larkspur 927-5014
Lassen National Forest Fire & Aviation Susanville 257-2151
Lathrop-Manzeca Fire Dist. Lathrop 858-2331
Laton Vol. Fire Dept. Laton 923-4802
Latrobe Fire Dist. Shingle Springs 677-6366
Lawrence Livermore Fire Dist. Livermore 422-5194
Lee Vining Vol. Fire Dept. Lee Vining 647-6400
Leggett Valley Fire And Rescue Leggett - 6334
Lemon Grove Fire Dept. Lemon Grove 825-3835
Lemoore Vol. Fire Dept. Lemoore 924-6797
Lewiston Vol. Fire Dept. Lewiston 778-3711
Liberty Rural Cty. Fire Dist. Acampo 339-1329
Likely Vol. Fire Dist. Likely-233-4817
LINCOLN FIRE Dept. LINCOLN 645-4040
Linda Fire Dist. Marysville 743-1553
Linden-Peters Rural Cty. Fire Dist. Linden 887-3710
Linden-Peters Rural Cty. Fire Dist. Linden 887-3710
Walt Disney Studios Fire Dept. Burbank-560-1171
Warner Bros Studios Fire Dept. Burbank 954-5640
Wasco State Prison Fire Dept. Wasco 758-4800
Washington Fire Dept. Washington 265-3166
Waterloo Morada RFPD Stockton 931-3107
Watsonville Fire Dept. Watsonville 728-6060
Weaverville Fire Dept. Weaverville-623-6156
Weed Fire Dept. Weed 938-5030
Weott VFD Weott-946-1953
West Almanor CSD Chester 259-5112
West Covina Fire Dept. West Covina-338-8800
West Plainfield Fire Dept. Davis 756-0212
West Point Fire Dist. West Point-293-7000
West Stanislaus Cty. Fire Dist. Patterson 892-5621
Westmorland Fire Dist. Westmorland 344-3411
Westport Fire Dist. Modesto-537-1391
Westport Vol. Fire Dept. Westport 964-4646
Westwood Fire Dept. Westwood-256-3589
Wheeler Crest Fire Dept Bishop
White Mountain Fire Dist. Benton 933-2252
Whitethorn Fire Dist. Whitethorn-986-7728
Willow Creek VFD Willow Creek 629-2229
Willow Oak FPD Woodlaine 662-0781
Wills Fire Dept. Willows 934-3323
Wilton Fire Dist. Wilton 687-6920
Windsor Fire Dist. Windsor 838-1170
Winter Haven Fire Dist. Winter Haven 572-0549
Winters Fire Dept. Winters 795-4131
Wonder Valley Fire Dept. 29 Palms 367-3761
Woodbridge Fire Dist. Woodbridge 369-1945
Woodfords Fire Dept. Markleeville-694-2922
Woodlake Fire Dist. Woodlake 564-2181
Woodland Fire Dept. Woodland -5860
Woodside Fire Dist. Woodside 851-1594
Yermo CSD Yermo 254-2331
Yolo Fire Dist. Yolo-662-0566
Yreka Vol. Fire Dept. Yreka 841-2383
Yuba Fire Dept. Yuba 822-4689
Zamora FPD Zamora 662-8892
Zayante Fire Dist. Felton 335-0

Kansas
7 Twp and Westmoreland Fire Dept Westmoreland 457-3736
Abilene Fire Abilene 263-1121
Albert Vol. Fire Albert 923-4665
Alma Fire Alma 765-3922
Alta Vista City Fire Dept Alta Vista 499-6
Altoona Vol. Fire Altoona 568-2777
Anderson Cty. Rural Fire Garnett-448-6797
Anderson Cty. Rural Fire Kincaid 439-5631
Andover Fire-Rescue Andover 733-1863
Anthony Fire Anthony 842-5434
Arkansas City Fire Arkansas City 441-4430
Arma Vol. Fire Arma 347-4600
Ashland Rural Fire Ashland 635-2531
Atchison Vol. Fire Dist. #5 Huron-847-6879
Atchison Cty. Fire Dist. #1 Atchison 367-2090
Atchison Cty. Fire Dist. #2 Effingham
Atchison Fire Atchison 367-4329
Athol City & Rural Fire Athol 695-2216
Attica Dist. #1 Fire Dept Attica 254-7265
Aurora Vol. Fire Aurora 464-3359
Baldwin City Fire Baldwin City 594-3678
Barber Cty. Rural Fire Dist. #1 Medicine Lodge 886-3961
Bartlett-Hackberry Township Fire Bartlett 226-3409
Baxter Springs Vol. Fire Baxter Springs 856-3536
Bazine RFDBazine 398-2495
Beattie RFD 3 Beattie 353-2555
Beaver Vol. Fire Claflin 587-3352
Belleville Fire Belleville-527-2139
Belleville Rural Fire #3 Peru-249-5919
Belpre Fire Dept Belpre 995-3775
Belvue Fire Belvue 456-7698
Bentley Vol. Fire Bentley-796-1799
Beverly Rural Fire Beverly 436-2378
Blue Township Fire-Rescue Manhattan 776-3182
Bonner Springs Fire Bonner Springs 422-5674
Bourbon Cty. Fire Dist. #3 Fort Scott 829-5115
Bucklin VFD Bucklin 227-4646
Buffalo Vol. Fire Buffalo-537-8755
Burdett Fire Burdett 525-6279
Burton Consolidated Fire Dist. #5 Burton-463-2235
Bushton Fire Bushton 562-3407
Butler Cty. Fire Dist. #7 Benton-778-1155

Liberty TWP Woodbine Fire Dist. #1
Lincoln Rural Fire #1 Lincoln 524-5216
Lindsborg Vol. Fire Dept Lindsborg 227-2988
Linn Valley Lakes FPALinn Valley 757-2910
LITTLE RIVER FIRE LITTLE RIVER
Logan Cty. Fire Oakley 672-3233
Logan Fire Logan-689-7546
Longford Rural Fire Dist. NO 1 Longford-388-2312
Longton Vol. Fire Longton 642-2225
Lorraine Green Garden Fire Lorraine-472-1072
Louisburg Fire Louisburg 837-4700
Louisville Township Fire Wamego 456-9506
Lucas Rural Fire #2 Lucas 525-6124
Macksville Fire Macksville 348-2575
Madison VFD Madison 437-2556
Manhattan of Fire Services Manhattan 587-4500
Marion Cty. Fire Dist. 5 Lincolnville 924-5700
Marion Cty. Fire Dist. #6 Lost Springs 983-4410
Marion Cty. Fire Dist. #2 Goessel 367-8189
Marion Cty. Fire Dist. #3 Ramona 965-2689
Marion Cty. Fire Dist. #7 Tampa 965-7777
Marion Fire Dept Marion 382-3833
Marysville Fire Marysville 562-5331
Mayett Rural Fire Dist. #1 Mayetta 966-2442
McConnell AFB Fire McConnell AFB 759-3902
McDonald Fire McDonald 538-2222
McFarland Fire McFarland 765-3700
MCO Rural Fire Dist. #1 Beloit 593-6658
McPherson Cty. Fire Dept #4 Conway-834-2225
McPherson Cty. Fire Dist. #5 Inman 585-6600
McPherson Cty. RFD #1 Canton 628-4498
McPherson Cty. Rural Fire #2 Marquette 546-2403
McPherson Cty. Rural Fire Dist. #9 Galva 654-3303
McPherson Fire McPherson 245-2505
Meade Co Fire Dept Meade 873-2289
Medicine Lodge Vol. Fire Medicine Lodge 886-3908
Menlo Fire Menlo 855-2254
Merriam Fire Dept Merriam 722-7730
Milford Vol. Fire Milford 463-5490
Miller Rural Fire Miller
Mission TWP Fire Topeka 478-4053
Montezuma Fire Dept Montezuma 846-2267
MONTGOMERY Cty. RURAL FIRE Dist. #1
Colby Fire Colby 460-4454
Columbus Fire Columbus 429-1592
Colwey Cty. Fire Dist. NO 1Dexter 876-3296
Colwich Vol. Fire Colwich 796-1004
Consolidated Fire Dist. #2 Prairie Village 432-1105
Courtland Vol. Fire Courtland 374-4260
Cowley Cty. Fire Dist. #2Atlanta 394-2222
Cowley Cty. Fire Dist. #3Burden 438-2317
Cowley Cty. Fire Dist. #8 Cambridge-467-4111
Cowley Cty. Fire Dist. 4 Udall 782-3333
Crawford Cty. Fire Dist. #2Arma 347-4600
Crawford Township Rural Fire Girard 724-6118
Cuba Fire Cuba(787) 729-3444
Cutler Township Fire Rantoul 869-3680
DAMAR Vol. FIRE DAMAR 839-4445
Decatur Cty. Rural Fire Oberlin-475-8100
Decatur Co RFD No. 6 Dwight
Delavan Fire Dist. #5 RuralDelavan-466-2218
Delia Rural Fire Dist. #5 Delia-771-3155
Delphos Rural Fire , Fire Dist. #3Delphos-523-4311
Delphos Fire and Rescue Derby 778-5819
DeSoto Fire DeSoto 583-1196
Dickinson Cty. Fire Dist. #1Enterprise 263-8152
Dodge City Fire Dept Dodge City 225-8187
Doniphan Company Rural Fire Dist. #4 Elwood 365-5020
Doniphan Cty. Rural Fire Dist. #2 Highland 442-3838
Dorrance Fire Dist. #4 Dorrance-666-4484
Downs Fire Downs 454-6622
Dwight RFD No. 6 Dwight
Easton Township Fire Easton-773-5504
Edna Vol. Fire Edna 922-3321
Edwardsville Fire Edwardsville 422-5460
El Dorado Fire Dept El Dorado 321-9100
Elk City Vol. Fire Elk City 627-2483
Elk Cty. Rural Fire Howard 374-2108
Elk Falls Fire Dept Elk Falls 329-4321
Elkhart Vol. Fire Elkhart(320) 697-2110
Ellinwood Fire Ellinwood 564-2408
Ellis Cty. RFDHays 625-1061
Ellsworth Fire Ellsworth 472-4091
Emporia Fire /Lyon Cty. EMS Emporia 343-4230
Englewood Fire Dept Englewood 539-2411
Enterprise Fire Enterprise 263-8323
Ottawa Cty. Rural Fire Dist. #2 Minneapolis-392-2176
Ottawa Fire Ottawa 242-2561
Overland Park Fire Overland Park 888-6066
Ozawke Fire Dist. #7 Ozawke 876-2200
Palco Fire Palco-737-4285
Parsons Fire Parsons 421-7050
Penalosa VFD Penalosa
Phillips Cty. Rural Fire #2 Long Island
Phillipsburg Fire Dept Phillipsburg 543-5317
Pittsburg Fire Pittsburg 231-1870
Plain VFD Plains
Plainville Fire Plainville 434-2331
Pleasanton City Fire Pleasanton 352-8257
Pomona Fire Pomona 566-3522
Potawatomi Tribal Emergency Services Mayetta 966-2164
Pottawatomie Co RFD #2 Havensville
Pottawatomie Cty. Fire Dist. #10 St. George-494-2433
Pottawatomie Cty. Fire Dist. 6 Olsburg 468-3325
Pottawatomie Cty. Jt. RFD #4 Wheaton 396-4555
Pottawatomie Township Vol. Fire Lane-869-3155
Potwin Fire Potwin 752-3447
Prairie View Fire Prairie View 973-2200
Pratt Cty. Fire-Rescue Pratt 672-4130
Pratt Cty.-Township 12 Vol. Fire Pratt 672-4130
Preston Rur Fire Dept Twp #6 Preston 656-8871
QUENEMO FIRE DEPT QUENEMO 759-1027
Quinter Vol. Fire Quinter-754-3821
Randall Rural Fire Randall
Rawlins Cty. Dist. #3 McDonald 538-2222
Redfield Fire Redfield 756-4444
Reno County Fire Dist. #3 Nickerson 422-3411
Reno Cty. Fire Dist. #4 Arlington 538-3882
Reno Cty. Fire Dist. #7 Turon-497-6501
Reno Cty. Fire Dist. #8 Yoder 662-3523
Reno Township Fire Dept Linwood 723-3498
Reno-Harvey Jt Fire Dist #2 Buhler 543-6460
Reno-Kingman Joint Fire Dist. #1
Republic Co. Fire Dist., #11 Norway 335-2585
Republic Fire Dist. #9 Republic 361-2354
Richmond Consolidated Fire Dist.
Riley Cty. Fire Dist. #1 Manhattan 537-6333
RILEY FIRE Riley 485-2424
Rock Creek Township Fire Meriden 484-2424
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Erie Fire Dept 244-5330
Eureka Fire Eureka 583-5611
Fairmount Township Fire Basehor 724-4911
Fire Dist. #1 of Douglas Cty. Lecompton 887-6221
Fire Dist. #11 Jefferson Cty. Valley Falls 945-3731
Florence Fire Florence-878-4296
Ford Cty. Fire & EMS Dodge City 227-4638
Fort Leavenworth Fire & Emergency Services
Fort Riley Fire Fort Riley 239-4257
Fort Scott Fire Fort Scott 223-2140
Frankfort Fire Dept. Frankfort 292-4240
Fredonia Fire Fredonia 378-2188
Frontenac Fire Frontenac-231-5730
Galatia Fire Dept Galatia 935-4350
Galena Fire Galena 783-5134
Galesburg Vol. Fire Galesburg

Garden City Fire Garden City 276-1140
Gardner Public Safety GARDNER 856-7312
Garfield TWP Fire Garden City 275-7957
Garland RFD Dist. #2 Garland 223-5704
Garnett Fire Dept Garnett 448-5428
Geary Cty. Fire Junction City 238-2261
Glasco Rural Fire Dept #2 Glasco 568-2583
Goodland Fire Goodland 890-4545
Gorham Fire Dist. #1 Gorham 637-5385
Graham Co.F.D. Hill City-421-3455
Grainfield Fire Grainfield 673-5595
GROUNDBY PLAZA FIRE
Grant Cty. Fire Ulysses 424-1260
Gray Cty. Rural Fire Cimarron 855-7731
Great Bend Fire/ EMS Great Bend 793-4140
Greeley Fire dept. Greeley 867-2440
Greenwood Cty. Rural Fire #1 Madison 437-2068
Grenola Vol. Fire Grenola 358-2860
Grinell Rural Fire Grinell-824-3277
Gypsum City Fire Dept Gypsum

Halstead Fire Halstead 835-2606
Hamilton Cty. Rural Fire Syria 384-5147
Hanover Fire Dept Hanover 337-2597
Harper Fire Dept Harper 896-7311
Harrison Twp Fire - EMS Rautoul 878-3449
Harvey Cty. Fire Dist. #1 Walton 837-3252
Haskell TWP Vol. Fire Sublette

Rozel Fire Rozel-527-4414
Rush Company Fire Dist. #1 La Crosse-222-2511
Rush Cty. Fire Dist. #3 Rush Center 372-4298
Rush Cty. Fire Dist. #6 Liebenthal 222-3114
Russell City Fire Department Russell 483-6311
Russell Cty. Fire Dist. #5 Bunker Hill 483-5100
Sabetha Fire Sabetha 284-2158
Saint Marys Fire Saint Marys 437-6459
Salina Fire Salina 826-7340
Salina Cty. Fire Dist. #5 New Cambria 823-1028
Salina Cty. Fire Dist. No. 6 Smolan-668-2299
Saline Cty. RFD #2 Mentor 667-3583
Saline Cty. Rural Fire #3 Salina 822-4503
Saline Cty. Rural Fire Dist. #1 Gypsum 536-4457
Sarcoxie Township Fire Mc Louth 842-4770
Satanta/ Dudley TWP Fire Satanta 649-2500
Scott City Fire Scott City 872-5593
Scott Cty. Fire Scott City 872-5593
Sedgwick Cty. Fire Dist. #1 Wichita 660-3473
Sedwick Vol. Fire Sedgwick 772-5700
Seneca Vol. Fire Seneca (783) 336-2747
Severy Vol. Fire Severy-736-2323
Seward Cty. Fire Liberal 626-3267
Shawnee Cty. Fire Dist. #1 Silver Lake 582-4667
Shawnee Cty. Fire Dist. #3 Rossville Fire
Shawnee Cty. Fire Dist. 2 Auburn 256-2526
Shawnee Fire Shawnee-631-1080
Shawnee Heights Fire Dist. Tecumseh 379-0566
Sheridan Cty. Rural Fire Dist. #1 Hoxie 675-3773
Sherman Township Fire Linwood-301-3400
Sherman TWP Fire Dept Farlington 362-3791
Smith Center Fire Smith Center 282-3812
Smith Cty. Rural Fire Dist. #1 Kensington 476-2432
Soldier Township Fire Topeka 286-2123
Solomon Fire Dept Solomon 655-2414
South Hutchinson (Kansas) Vol. Fire Dept
St Francis Vol. Fire St Francis 332-2560
St. John Vol. Fire St John 549-3208
St. Paul Mission Township Fire St. Paul 449-2710
Stafford Cty. Rural Fire Dist. #1 St John 549-3478
Stafford Fire Stafford 234-5011
STANTON Cty. FIRE JOHNSON 492-2125
Sterling Fire Sterling 278-3423
Larned State Hospital Safety/Security Larned 285-4490
Lawrence-Douglas Cty. Fire & Medical Dept.
Leavenworth Cty. Fire Dist. #1 Lansing 727-5844
Leavenworth Fire Leavenworth 682-3346
Leawood Fire Leawood 681-6788
Lebanon Vol. Fire Lebanon 389-1141
Lenexa Fire Lenexa 888-6380
Lenora Fire Lenora 567-4899
Liberal Fire Liberal 626-0128
Westphalia Fire Dept Westphalia 489-2431
White City Vol. Fire White City 349-2228
Whitewater River Consolidated Fire Dist.
Whiting TWP Fire Whiting 873-3280
Wichita Fire Wichita 268-4441
Willow Springs Twp Fire Dept Baldwin City 594-6686
Wilson Fire Dept, Inc. Wilson 658-2446
Winfield Fire Winfield 221-5560
Yates Center Vol. Fire Yates Center 625-2118
APPENDIX D

Screenshot of Novato Fire District’s facebook page

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