



TRACK 3: Volunteers in Crisis and Emergency Management

21st International Conference on
INFORMATION SYSTEMS FOR CRISIS RESPONSE AND MANAGEMENT

*“Theme: Embracing the Crisis Management
Lifecycle”*

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University of Münster and State Fire Service Institute North Rhine-Westphalia
<https://iscram2024.ercis.org/>

THE TRACK OVERVIEW

Sufficient emergency resources are essential for emergency services to provide timely help to affected people and to minimize damage to public and private assets and the environment. Emergency services, however, face resource shortages and increasing demand over time. As a result, their response times increase, resulting in lower survival chances of affected people and more severe damage to properties and the environment. Furthermore, during big emergencies and disasters such as an earthquake, the already limited resources are usually insufficient for emergency services to manage the situation in the best possible manner. Thus, emergency services need to utilize and effectively manage all their available resources. These can be divided into traditional resources, such as ambulances, and new and emerging resources, such as volunteers.

The importance of volunteerism in crisis management and emergency response has been known for decades and is once again highlighted by current events such as, COVID-19 pandemic, the war in Ukraine, floods, storms, and wildfires due to climate change. While crises occur, emergency responders also need to attend to smaller frequent emergencies, for example house fires, medical emergencies, accidents, and traffic incidents. In these circumstances, volunteers can and do make a difference in first response. On one hand, there is a need to train and integrate volunteers within disaster management preparation, response, and recovery as



well as within emergency management operations. On the other hand, both full-time and volunteer disaster and emergency and crisis responders need to adapt their practices in order to realize the benefits of both available information and communications technologies in support of these practices and the spontaneous initiatives they may support.

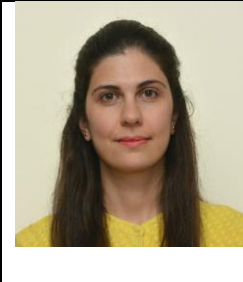


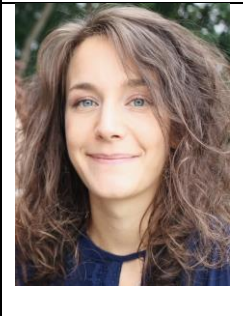
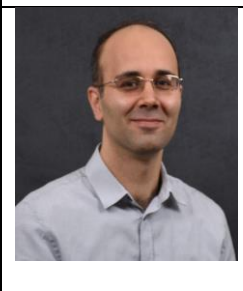
The aim of this track is to showcase current research on how the involvement of volunteers can support crisis and emergency management using various ICT and decision models, and what are the needs, challenges, and solutions. The track is broad, and we invite papers that provide rich descriptions or evaluations on integration of volunteers and on design, development, and the use of related technology support.

TRACK TOPICS

Possible topics of interest for this track include, but are not limited to the following:

- *Designing, developing, using, and evaluating ICT for volunteers in crisis and emergency response*
- *Designing decision models for management of volunteers in crisis and emergency response*
- *Community engagement in disaster preparedness and response and interaction with the first responders*
- *Integration of the citizen community in the emergency response*
- *Social media, crowdsourcing, and citizens' initiatives*
- *Digitalization and digital co-production*
- *Novel technologies for volunteers as first responders*
- *Various forms of volunteerism (e.g., the public, bystanders, spontaneous volunteers, semi-organized and organized volunteers)*
- *Coordination of volunteers and information systems support*
- *Volunteerism during the pandemics and vaccination campaigns*
- *Specialization and dynamic resource allocation of volunteers for an optimized response*
- *Building resilience in civil society and a civil defense*

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