Ayda Kianmehr, & Duygu Pamukcu. (2022). Analyzing Citizens' Needs during an Extreme Heat Event, based on 311 Service Requests: A Case Study of the 2021 Heatwave in Vancouver, British Columbia. In Rob Grace, & Hossein Baharmand (Eds.), *ISCRAM 2022 Conference Proceedings – 19th International Conference on Information Systems for Crisis Response and Management* (pp. 174–182). Tarbes, France.