

Mark Latonero, & Irina Shklovski. (2010). Respectfully yours in safety and service: Emergency management & social media evangelism. In C. Zobel B. T. S. French (Ed.), *ISCRAM 2010 - 7th International Conference on Information Systems for Crisis Response and Management: Defining Crisis Management 3.0, Proceedings*. Seattle, WA: Information Systems for Crisis Response and Management, ISCRAM.