2011 has been an exceptionally devastating year for wildfires in the United States, with major blazes effecting Arizona, Texas, and New Mexico. Few areas face as large of a wildfire threat as the western United States, which has an abundance of burnable brush, trees, and undergrowth in an area with little rainfall. Drought conditions continue in much of the South West region, with over 8 million acres burned so far. With millions in property, lives and livelihoods at stake, government agencies use all the technology and tools at their disposal to contain these disasters.
Jive Partners With Reserve And The Department of Homeland Security To Fight Wildfires.

In late May 2011 a giant wildfire, known as the Wallow Fire, raced across eastern Arizona, forcing the evacuation of thousands of residents and hopping the border into New Mexico.

It’s Getting Hot In Here
The Wallow fire was one of the largest wildfires ever to threaten Arizona. The fire sent plumes of smoke over a vast area and tied up traffic, closing many highways. Dry weather and fierce winds caused the fire to spread quickly, frustrating the more than 4,000 firefighters assigned to the blaze.

The High School in Reserve, New Mexico, was set up as an emergency shelter for evacuees and a base of operations for the Department of Homeland Security during the disaster. The High School, a Jive Hosted VoIP client, was well positioned to help authorities fight the blaze.

Chad Fuller, the IT Coordinator for Reserve Independent Schools was heavily involved in the effort.

“Due to natural disasters… there has been a growing need for public safety agencies to intercommunicate across jurisdictions and disciplines, as well as with the state’s emergency coordinating agency,” said Paul.

“Tackling a fire the size of the Wallow requires a solid strategy, advanced technology, coordinated administrators, and courageous firefighters willing to do battle with the blaze and the elements fueling it.

Paul Lord, a Communications Officer for the Department of Homeland Security and Emergency Response, was one of the officials leading the team in Reserve.”
Jive Communications > Case Study > Fighting Through Wildfires

Jive Gets In On The Action
The Department of Homeland Security needed to quickly appropriate Reserve’s Hosted VoIP system for emergency use.

Chad, along with several students and the help of Jive’s support team, was able to re-provision its IP phones, and provide the Department of Homeland Security with a fully operational, customized phone system in less than three hours.

“My students and I were able to provide the team with everything they needed with respect to both communications and technology,” said Chad. “I was commended by the National Defense Agency, and received a personal thank you from NM Governor Suzana Martinez.”

Chad acknowledged Jive’s participation and service in the emergency situation in an official letter from Reserve Independent Schools.

“I could not have done this without your team,” wrote Chad. “Your quality of service and willingness to help, even in off-hours, was outstanding. In a very tough time for many in our community, you came through with a level of customer service that was above and beyond.”

The Wallow Fire, which consumed over a half million acres and required over 4,000 personnel, was the largest fire in Arizona history. Jive is proud to have been a part of the team fighting to protect property, and save lives.

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Jive Hosted VoIP is a fully-managed, cloud-based service, offering the highest in voice quality and reliability.

“Communications interoperability underpins the ability of federal, State, local, and tribal entities to work together effectively to prevent, protect against, respond to, and recover from major disasters, and other emergencies”