THREAT ASSESSMENT GUIDE FOR HOUSES OF WORSHIP

Since 1995, over 1,500 houses of worship have been damaged by fire or bombing. Since that time, the National Church Arson Task Force (NCATF) has monitored every incident and identified common causes of fires. Many fires are preventable. The purpose of this booklet is to share what we have learned with the hope that it will help members of the faith community protect their facilities.

This booklet includes checklists designed to assist in determining your vulnerability to fire and bombing incidents. These guidelines have been developed from years of investigating and studying causes of fires, as well as from insurance companies and fire prevention experts. Leaders in the faith community are encouraged to utilize these checklists to see where improvements can be made. The lists are not all inclusive. You are encouraged to contact your local fire department, law enforcement agency or insurance representative for additional assistance. Church Mutual Insurance Company offers a 13-minute video with steps to protect your house of worship. The video is available at no cost by calling 1-800-554-2642.

You may communicate with the Bureau of Alcohol, Tobacco and Firearms (ATF) with any concerns or information regarding fires or bombings at houses of worship. The ATF Church Arson Section may be contacted through ATF’s website at www.atf.treas.gov. Once in the website, click on the NCATF banner. There you will find the annual reports to the president, this threat assessment guide, as well as a link which you may send an e-mail. We encourage you to use the site for education and to provide any pertinent information you have regarding crimes at houses of worship. You may also visit the Federal Bureau of Investigation’s (FBI) website at www.fbi.gov.

ARSON

Since 1995, the NCATF has recorded the arson of almost 900 houses of worship in the United States. Arson remains the leading cause of fire at worship facilities. The first step in prevention is to be aware of the potential for arson at your facility. Motives vary widely: vandalism, pyromania, to cover up evidence of other crimes (such as burglary), financial profit, retaliation, and racial/religious discrimination (hate crimes).

Assess your particular organization’s potential to be a victim of an arson attack. Are there disgruntled persons or disputes that could motivate someone to commit arson? Also, be aware that if your congregation is involved in controversial social or political issues, you may be at risk of an attack.

Houses of worship are particularly vulnerable to arson due to their frequent periods of vacancy. Many houses of worship are only occupied a few hours a week. This allows an arsonist a wide window of opportunity to commit a crime. Help close this window of opportunity by requesting members of your congregation to be attentive to the facility on their way to work or shopping. Many of your members are likely to drive by your worship center many times during the week. Encourage them to take a few moments and drive through the parking lot and check the building. Increased activity around a house of worship may discourage an arsonist.
Advise them that if they encounter a suspicious person or activity not to challenge them, but to call the police.

Also, contact your local law enforcement agency and establish a rapport with the officers who routinely patrol your area. Familiarize them with times of worship and activities so that they will be alerted when people are present at off-times.

Nearby residents or business people may be an excellent resource in protecting your house of worship. Get to know them and ask them to be on alert for suspicious activity and to report it to the police. Provide them with a contact person’s name and telephone number to call if they are not sure a vehicle or person should be at the building.

Studies have identified that more fires occur on Halloween and Independence Day. Ask your neighbors, members and police department to be especially watchful during these times.

If possible, install fire and burglar alarms at your house of worship. Alarms often cost less than people think and can save your facility in the event of a fire.

To protect persons who are present in the event of a fire, prepare an emergency evacuation plan. Post the plan on bulletin boards and make sure all are familiar with it. Consider conducting periodic fire drills. These are especially important if you have numerous children in your congregation.

Use the arson prevention checklist in this booklet to help assess your vulnerability to arson. Your local fire, police and insurance representative may provide additional assistance in taking a survey.

Finally, consider the following steps to help prevent arson at your worship facility:

- Cut shrubbery and trees to provide better visibility.
- Do not allow signs to block the view of the building.
- Secure ladders and stairways that give access to the roof.
- Consider decorative or wrought iron protection for windows.
- Install floodlights to the exterior of the building.
Accidental Fires

During the past five years, the National Church Arson Task Force has studied all houses of worship fires nationwide. We have learned that many of the accidental fires could have been prevented.

Some common causes of accidental fires at houses of worship and ways to prevent them include:

- **Construction/Maintenance Tools - Never** leave construction/maintenance tools such as propane torch or soldering tools unattended.

- **Improper Storage of Combustible Material - Always** store flammable liquids/materials such as paint, paint thinners, cleaning solutions and propane in a safe environment. **Never** store these items or any other flammable materials near heat or flame. **Never** store combustibles near a furnace or water heater. Also, **never** store combustibles inside or in storage areas near the building.

- **Kitchen Stoves/Coffee Makers (Appliances)** - If you have kitchen facilities, **never** leave kitchen stoves, coffee makers or any other electrical appliance unattended. **Always** turn off and unplug your appliances before leaving. Have a Type K fire extinguisher in your kitchen and be sure all personnel know how to use it properly.

- **Weather Related Fires (Lightning Strike)** - Houses of worship are particularly vulnerable to lightening strikes. Your best protection is a lightning protection system that has been certified by the Lightning Protection Institute (LPI) or Underwriters Laboratories (UL.). Your insurance representative or fire department can provide more information.

- **Malfunctioning of Furnace/Air Conditioner** - Annual inspections by qualified personnel are recommended on all heating and air conditioning units to ensure they are in safe working order.

- **Malfunctioning or Overheating of Water Heater in Baptismal Pool** - Most manufacturers and insurance representatives recommend the water be drained from baptisteries after use. If draining the baptistery is not desirable, consider turning off heaters and motors when the building is vacant. **Always** have repairs conducted by qualified technicians.

- **Poor Electrical Wiring - Always** make sure that your electrical wiring is up to code and have a qualified electrician do the repairs. If your building is over 30 years old, it is advisable to have the wiring inspected by a qualified electrical contractor.

- **Unattended Space Heaters - Never** leave space heaters on while unattended. **Always** make sure that the heater is turned off before leaving the premises. If an extension cord must be used, make sure it is the appropriate type and never overload an electrical outlet.
• **Unattended Candles/Incense - Never** leave candles or incense burning while unattended or overnight. **Always** make sure these items are placed on a heat resistant surface and that they are not left burning near combustible materials such as cloth. (See Storage of Combustible Materials above.) Make sure lit materials are cool before disposal. Remember, the use of lit materials should be supervised by an adult.

Here are some additional tips for preventing accidental fires at your house of worship:

• Discourage smoking within or near the exterior of the structure.

• Inspect all electrical cords and extension cords in use. Discard any frayed, cracked or dried out cords.

• Make sure that all wall sockets and light switches are equipped with faceplates.

• Store gasoline and gasoline operated equipment in vented storage areas or fire resistant enclosures.

• Insure that proper size fuses are used in fuse box.

• Never store combustibles/flammable liquids near heat or flame. Store away from church property in a safe place.

• Never leave Christmas tree lights or candles on overnight or while unattended.

• Make sure all draperies and furnishings are made of fire retardant fabrics.

• Make sure electronic musical instruments are turned off while not in use. If left on, the motor can overheat and cause a fire.

• Keep kitchen stoves and appliances in good working order.

• Make sure all kitchen appliances are turned off before leaving the building.

• If you allow persons to sleep in your facility, be aware there is an increased risk of fire and other property damage. If you intend to let people sleep in your building, be sure to first check with local authorities to make sure you are not in violation of local habitation codes. It is also wise to provide supervision, prohibit smoking and cooking and to install an early warning fire alarm.
**Fire Extinguishers:** Your worship facility should have at least one fire extinguisher for every 2,500 square feet and a minimum of one extinguisher on each level of your building. There should be no more than 75 feet of travel from anyplace in your building to a fire extinguisher. Local ordinances may require more, so check with your fire department for information specific to your particular area.

Fire extinguishers are classified by types of fires on which they are effective:

- **Type A** – effective on ordinary combustibles such as paper, cloth, wood or trash.
- **Type B** – effective on flammable liquids such as gasoline, paint, oil, grease or tar.
- **Type C** – effective on electrical fires.
- **Type K** – for use in kitchens on combustible cooking materials.

A fire extinguisher rated as **Type ABC** is recommended in all areas of your worship facility except kitchen areas. If you have a kitchen, place a Type K extinguisher near the kitchen exit and within 30 feet of cooking appliances, but not immediately above or beside them.

Fire extinguishers should be inspected monthly by a trained person. Staff and members who are regularly at your facility should be familiar with each extinguisher's operation.

In deciding whether or not to fight a fire with a fire extinguisher, keep the following in mind:

- Has everyone left the building and has the fire department been called?
- Is the fire confined to a small area and not spreading?
- Do you have an unobstructed escape route?
- Is your extinguisher rated for your fire?
- Do you know how to use the extinguisher properly?

If in doubt about any of these questions, leave immediately, close off the area and wait for the fire department.

**Bombings**

Bombs can be constructed to look like anything and can be placed or delivered in any number of ways. The probability of finding a bomb that looks like the stereotypical bomb is almost nonexistent. The only common denominator that exists among bombs is that they are designed and intended to explode.

What can you do to help prevent a bombing disaster? First, consider whether you or your organization could be a possible target. Motives for bombings include revenge, extortion, terrorism and business disputes.
If your organization is active in controversial political and/or social issues, be aware that you could be targeted for violence.

If a suspicious object or package is found in your facility, under no circumstances should anyone move, jar or touch the object. Removing and disarming a bomb must be left to the professionals. Call your local police department immediately!

While waiting for their arrival, take the following steps:

- Identify the danger area. Generally, a 300-foot area should be considered in the danger zone, including floors below and above the object.
- Follow your evacuation plan and evacuate the building.
- Open all door and windows in order to minimize damage in the event the device explodes.
- Do not re-enter the building until bomb squad personnel tell you it is safe.

**Bomb Threats**

Unfortunately, bomb threats do occur at houses of worship. Instruct all staff and members who answer the telephone how to respond to bomb threats. Proper planning for these incidents can reduce panic, instill confidence in leadership and help ensure a calm and safe response.

A calm response to the caller provides the best chance of obtaining additional information. Often, the bomber wants to avoid injuries or deaths. If the caller is told that the building is occupied and cannot be evacuated in time, the bomber may be willing to give more specific information on the bomb’s location.

Remember, the caller is the best source of information about the bomb. Place a copy of the Bomb Threat Checklist found in the back of this booklet by each telephone in your worship facility.

When a bomb threat is received:

- Keep the caller on the line as long as possible. Ask him/her to repeat the message. Write down every word spoken by the person.
- If the caller does not volunteer the location of the bomb, ask him/her where it is.
- Calmly inform the caller that the building is occupied and that people may be injured or killed.
- Listen for background noise, such as motors running, music playing, and any other sounds which may give a clue as to the location of the caller.
Pay particular attention to the voice of the caller (male, female), voice quality (calm, excited), accents and speech impediments.

Report the threat immediately to your local law enforcement agency. After you have reported to your local law enforcement agency, you may also report the threat to the NCATF through our web site at www.atf.treas.gov.

Remain available for law enforcement to interview you.

**Mail Bombs**

Mail bombs may have excessive postage. Normally a bomber does not want to mail a parcel over the counter and have to deal face-to-face with a window clerk.

The return address may be fictitious or non-existent.

The postmark may show a different location than the return address.

Mail bombs may bear restricted endorsements, such as “Personal” or “Private.” This is particularly important when the addressee does not usually receive personal mail.

Mail bombs may display distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering.

Parcel bombs may be unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed “Fragile—Handle With Care” or “Rush—Do Not Delay.”

Letter bombs may feel rigid or appear uneven or lopsided.

Package bombs may have irregular shapes, soft spots or bulges.

Mail bombs may have protruding wires, aluminum foil or oil stains and may emit a peculiar odor.

Be suspicious of any letters or packages arriving before or after a phone call from an unknown person asking if the item was received.

Packages wrapped in string are automatically suspicious, since modern packaging materials have virtually eliminated the need for twine or string.

If your organization does not normally receive mail from foreign sources, be cautious of packages containing foreign writing, addresses or postage.

**NOTE:** To utilize these guidelines it is important to know the types of mail your organization receives.
If you become suspicious of a mailing and are unable to verify the contents, observe the following safety precautions:

- **Do not** open the article.
- Isolate the suspect parcel and evacuate the immediate area.
- Do not put the article in water or a confined space, such as a desk drawer or cabinet.
- If possible, open windows in the immediate area to assist in venting potentially explosive gases.
- If you have any reason to believe a letter or package is suspicious, do not take a chance or worry about possible embarrassment if the item turns out to be innocent. Contact your local police department immediately. They would rather respond to a false alarm than respond to a blast scene.
SUSPECT DESCRIPTION

FILL OUT AS BEST YOU CAN
GIVE TO THE FIRST POLICE OFFICER ON THE SCENE

<p>| | | | | |</p>
<table>
<thead>
<tr>
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<tr>
<td>SEX</td>
<td>RACE</td>
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<td>HEIGHT</td>
<td>WEIGHT</td>
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<td>HAIR</td>
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<tr>
<td>GLASSES TYPE</td>
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<td>TIE</td>
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<tr>
<td>COMPLEXION</td>
<td></td>
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<td>SHIRT</td>
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<tr>
<td>SCARS/MARKS</td>
<td></td>
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<td></td>
<td>COAT</td>
</tr>
<tr>
<td>TATTOOS</td>
<td></td>
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<td></td>
<td>TROUSERS</td>
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<td></td>
<td></td>
<td></td>
<td>SHOES</td>
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</table>

AUTO LICENSE, MAKE, COLOR
DIRECTION OF TRAVEL
ADDITIONAL INFORMATION:
WARNING! Suspect Letter and Package Indicators

MAILED FROM FOREIGN COUNTRY
EXCESSIVE OR NO POSTAGE

PERSONAL

G ENER AL GU N N
FT. DI XON N. Y

SpecIAL
D Eli veRY
1 350 7 8

RIGID OR BULKY ENVELOPE
ADDRESS:
- BADLY TYPED OR WRITTEN
- MISSPELLED
- TITLE WITH NO NAME
- WRONG TITLE WITH NAME

PRECAUTIONS:
1. Never accept mail, especially packages, while in a foreign country.
2. Make sure family members and clerical staff know to refuse all unexpected mail at home or office.
3. Remember - IT MAY BE A BOMB - Treat it as suspect.

FOR MORE INFORMATION ON BOMB SECURITY OR BOMB THREATS, CONTACT YOUR LOCAL ATF OFFICE.

ATF I 3324.1 (6/95)
## ACCIDENTAL FIRE PREVENTION

### CHECKLIST

<table>
<thead>
<tr>
<th>OK</th>
<th>Needs Work</th>
<th>TAKING ACTION TO PREVENT FIRES FROM STARTING IS THE BEST PROTECTION YOU CAN PROVIDE YOUR FACILITY.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Ensure exit doors provide easy escape from inside the building (no locks or fasteners).</td>
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<td>Keep exits free of obstruction at all times.</td>
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<td></td>
<td></td>
<td>All exits clearly marked with lighted signs.</td>
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<td></td>
<td></td>
<td>Make sure electrical system complies with fire code.</td>
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<tr>
<td></td>
<td></td>
<td>Furnace and air conditioner inspected for proper working condition.</td>
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<tr>
<td></td>
<td></td>
<td>Walls and ceiling of furnace room lined with fire-resistant material.</td>
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<td></td>
<td></td>
<td>Combustible materials and flammable liquids stored properly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Draperies, upholstery and furnishings made of fire-retardant materials.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Furnace room free of combustibles.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Use and disposal of incense and candles supervised by an adult.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Electrical system inspected for safe functioning.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Electrical and extension cords inspected for safe operation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Face plates on all electrical outlets.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Smoke detectors installed and tested regularly.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Test fire alarms and sprinkler system periodically, if applicable.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>At least one fire extinguisher every 2,500 square feet.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All personnel trained in fire extinguisher use.</td>
</tr>
</tbody>
</table>
## Checklist

**TAKING ACTION TO PREVENT FIRES FROM STARTING IS THE BEST PROTECTION YOU CAN PROVIDE YOUR FACILITY.**

<table>
<thead>
<tr>
<th>OK</th>
<th>Needs Work</th>
<th>Light up exterior of the building and surrounding area.</th>
</tr>
</thead>
<tbody>
<tr>
<td>否</td>
<td>✔</td>
<td>Motion-activated lighting near doors and windows.</td>
</tr>
<tr>
<td>否</td>
<td>✔</td>
<td>Shrubbery and trees trimmed allowing building to be more visible.</td>
</tr>
<tr>
<td>否</td>
<td>✔</td>
<td>Adequate locks on all outside doors and windows.</td>
</tr>
<tr>
<td>否</td>
<td>✔</td>
<td>Consider installing an alarm system.</td>
</tr>
<tr>
<td>否</td>
<td>✔</td>
<td>Maintain current list of keyholders.</td>
</tr>
<tr>
<td>否</td>
<td>✔</td>
<td>All doors and windows locked when building is not occupied.</td>
</tr>
<tr>
<td>否</td>
<td>✔</td>
<td>Solicit volunteers to check building during periods of vacancy.</td>
</tr>
<tr>
<td>否</td>
<td>✔</td>
<td>Establish rapport with local law enforcement.</td>
</tr>
<tr>
<td>否</td>
<td>✔</td>
<td>Ask neighbors to report suspicious activity.</td>
</tr>
<tr>
<td>否</td>
<td>✔</td>
<td>Keep exits free of obstruction at all times.</td>
</tr>
<tr>
<td>否</td>
<td>✔</td>
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</tr>
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<td>否</td>
<td>✔</td>
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</tr>
</tbody>
</table>
1. When is the bomb going to explode?

2. Where is the bomb right now?

3. What does the bomb look like?

4. What kind of bomb is it?

5. What will cause the bomb to explode?

6. Did you place the bomb?

7. Why?

8. What is address?

9. What is your name?

**EXACT WORDING OF BOMB THREAT:**

[Blank line]

[Blank line]

[Blank line]

[Sex of caller: __ Race: ___]

[Age: ___ Length of call: ___]

[Telephone number at which call is received:]

[Time call received:]

[Date call received: ___/___/___]

**CALLER'S VOICE**

[___ Calm ___ Nasal]

[___ Soft ___ Angry]

[___ Stutter ___ Loud]

[___ Excited ___ Lisp]

[___ Laughter ___ Slow]

[___ Rasp ___ Crying]

[___ Rapid ___ Deep]

[___ Normal ___ Distinct]
____ Slurred  ______ Whispers
____ Ragged  ______ Clearing Throat
____ Deep Breathing  ______ Cracking voice
____ Disguised  ______ Accent
____ Familiar  *(If voice is familiar, who did it sound like?)*

BACKGROUND SOUNDS:
____ Street noises  ______ Factory machinery
____ Voices  ______ Crockery
____ Animal noises  ______ Clear
____ PA System  ______ Static
____ Music  ______ House noises
____ Long distance  ______ Local
____ Motor  ______ Office machinery
____ Booth  ______ Other *(Please Specify)*

BOMB THREAT LANGUAGE:
____ Well spoken *(education)*  ______ Incoherent
____ Foul  ______ Message read by threat maker
____ Taped  ______ Irrational

REMARKS:
________________________________________________________________________________
________________________________________________________________________________

Your name:
________________________________________________________________________________

Your position:
________________________________________________________________________________

Your telephone number:
________________________________________________________________________________

Date checklist completed: ___/___/___

________________________________________________________________________________

________________________________________________________________________________

________________________________________________________________________________

Your name:
________________________________________________________________________________

Your position:
________________________________________________________________________________

Your telephone number:
________________________________________________________________________________

Date checklist completed: ___/___/___
NATIONAL CHURCH ARSON TASK FORCE

ATF NATIONAL ARSON HOTLINE 1-888-ATF-FIRE (283-3473)
(Operational 24 Hours A Day)

ATF NATIONAL BOMB HOTLINE 1-888-ATF-BOMB (283-2662)
(Operational 24 Hours A Day)

DEPARTMENT OF JUSTICE - CIVIL RIGHTS SECTION 202-514-3204

CLEARINGHOUSE FOR ARSON PREVENTION RESOURCES 1-888-603-3100
(8-5 Eastern Time, M-F)

HOUSING AND URBAN DEVELOPMENT (HUD) 202-708-0614, ext560
(NATIONAL REBUILDING INITIATIVE)

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA) 1-800-462-9029
(DISASTER TELE-A-REGISTRATION)

ATF FIELD OFFICES

ATLANTA FIELD DIVISION: 404-679-5170
Atlanta, GA (Arson II Group) 404-331-4851
Macon, GA 912-474-0477
Savannah, GA 912-652-4251

Baltimore Field Division: 410-962-0897
Baltimore, MD 410-962-4115
Hyattsville, MD 202-927-3200
Wilmington, DE 302-573-6102

BOSTON FIELD DIVISION: 617-565-7042
Albany, NY 518-431-4182
Buffalo, NY 716-551-4041
Boston, MA 617-565-7050
Burlington, VT 802-951-6593
New Haven, CT 203-773-2060
<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portland, ME</td>
<td>207-780-3324</td>
</tr>
<tr>
<td>Concord, NH</td>
<td>603-223-0071</td>
</tr>
<tr>
<td>Providence, RI</td>
<td>401-528-4366</td>
</tr>
<tr>
<td>Rochester, NY</td>
<td>716-263-5720</td>
</tr>
<tr>
<td>Syracuse, NY</td>
<td>315-448-0889</td>
</tr>
<tr>
<td>Springfield, MA</td>
<td>413-785-0007</td>
</tr>
<tr>
<td>Worcester, MA</td>
<td>508-793-0240</td>
</tr>
<tr>
<td>Charlotte, NC (Group I)</td>
<td>704-344-6126</td>
</tr>
<tr>
<td>Charlotte, NC (Group II)</td>
<td>704-344-6119</td>
</tr>
<tr>
<td>Charleston, SC</td>
<td>843-727-4275</td>
</tr>
<tr>
<td>Columbia, SC</td>
<td>803-765-5723</td>
</tr>
<tr>
<td>Fayetteville, SC</td>
<td>910-483-3030</td>
</tr>
<tr>
<td>Greenville, SC</td>
<td>864-232-3221</td>
</tr>
<tr>
<td>Greensboro, NC</td>
<td>336-547-4224</td>
</tr>
<tr>
<td>Raleigh, NC</td>
<td>919-856-4366</td>
</tr>
<tr>
<td>Wilmington, NC</td>
<td>910-815-4936</td>
</tr>
<tr>
<td>Chicago, IL (Arson Group)</td>
<td>312-886-5441</td>
</tr>
<tr>
<td>Fairview Heights, IL</td>
<td>618-632-9380</td>
</tr>
<tr>
<td>Springfield, IL</td>
<td>217-492-4273</td>
</tr>
<tr>
<td>Columbus, OH</td>
<td>614-469-5303</td>
</tr>
<tr>
<td>Cincinnati, OH</td>
<td>513-684-3354</td>
</tr>
<tr>
<td>Cleveland, OH</td>
<td>216-522-3080</td>
</tr>
<tr>
<td>Columbus, OH</td>
<td>614-469-6717</td>
</tr>
</tbody>
</table>
Fort Wayne, IN ---------------------------------------------- 219-424-4440
Indianapolis, IN ------------------------------------------ 317-226-7464
Toledo, OH ----------------------------------------------- 419-259-7520
Youngstown, OH ------------------------------------------ 330-747-8285
Merrillville, IN ------------------------------------------ 219-791-0702
DALLAS FIELD DIVISION: --------------------------------- 214-767-2250
Dallas, TX ----------------------------------------------- 214-767-0530
El Paso, TX --------------------------------------------- 915-534-6449
Fort Worth, TX ------------------------------------------ 817-978-2771
Lubbock, TX --------------------------------------------- 806-798-1030
Oklahoma City, OK --------------------------------------- 405-297-5060
Tyler, TX ----------------------------------------------- 903-590-1475
Tulsa, OK ----------------------------------------------- 918-581-7731
DETROIT FIELD DIVISION ---------------------------------- 313-393-6000
Detroit, MI --------------------------------------------- 313-393-6036
Flint, MI ----------------------------------------------- 810-766-5010
Grand Rapids, MI ---------------------------------------- 616-456-2566
HOUSTON FIELD DIVISION ------------------------------- 281-449-2073
Austin, TX --------------------------------------------- 512-349-4545
Beaumont, TX ------------------------------------------- 409-835-0062
Corpus Christi, TX -------------------------------------- 361-888-3392
Houston, TX ------------------------------------------- 281-449-2093
McAllen, TX -------------------------------------------- 956-687-5207
San Antonio, TX ----------------------------------------- 210-805-2727
Waco, TX ----------------------------------------------- 254-741-9900
KANSAS CITY FIELD DIVISION --------------------------------- 816-421-3440
Des Moines, IA ------------------------------------------ 515-284-4372
Kansas City, MO ----------------------------------------- 816-421-3231
Omaha, NE --------------------------------------------- 402-493-3651
Springfield, MO ----------------------------------------- 417-864-4707
Wichita, KS -------------------------------------------- 316-269-6229
Cape Girardeau, MO ------------------------------------- 573-335-3163
St. Louis, MO ------------------------------------------ 314-539-7100
LOS ANGELES FIELD DIVISION ----------------------------- 213-894-4812
Los Angeles, CA ---------------------------------------- 213-894-4840
Long Beach, CA ----------------------------------------- 310-980-3434
Riverside, CA ------------------------------------------ 909-276-6031
Santa Ana, CA ------------------------------------------ 714-246-8210
San Diego, CA ------------------------------------------ 619-557-6046
Van Nuys, CA ------------------------------------------- 818-756-4350
LOUISVILLE FIELD DIVISION ------------------------------- 502-582-5211
Ashland, KY -------------------------------------------- 606-329-8092
Bowling Green, KY -------------------------------------- 270-781-7090
Charleston, WV ----------------------------------------- 304-347-5249
Lexington, KY ------------------------------------------ 606-233-2771
Louisville, KY ----------------------------------------- 502-582-5213
Martinsburg, WV ---------------------------------------- 304-263-8948
Wheeling, WV ------------------------------------------- 304-232-4170
MIAMI FIELD DIVISION

Ft. Lauderdale, FL
Hato Rey, San Juan, PR
Miami, FL
St. Thomas, VI
West Palm Beach, FL

NASHVILLE FIELD DIVISION

Birmingham, AL
Chattanooga, TN
Huntsville, AL
Knoxville, TN
Memphis, TN
Mobile, AL
Montgomery, AL
Nashville, TN

NEW ORLEANS FIELD DIVISION

Baton Rouge, LA
Gulfport, MS
Jackson, MS
Little Rock, AR
New Orleans, LA
Oxford, MS
Shreveport, LA
NEW YORK FIELD DIVISION 212-466-5145
Melville, NY 516-694-8372
New York, NY 718-896-6400

PHILADELPHIA FIELD DIVISION 215-597-7266
Atlantic City, NJ 609-625-2228
Camden, NJ 609-968-4884
Harrisburg, PA 717-221-3402
Philadelphia, PA 215-597-9080
Pittsburgh, PA 412-395-6911
Reading, PA 610-320-5222
Trenton, NJ 609-989-2155

PHOENIX FIELD DIVISION 602-776-5400
Albuquerque, NM 505-346-6914
Colorado Springs, CO 719-473-0166
Cheyenne, WY 307-772-2346
Denver, CO 303-866-1173
Phoenix, AZ 602-776-5440
Salt Lake City, UT 801-524-5853
Tucson, AZ 520-670-4725

SAN FRANCISCO FIELD DIVISION 415-744-7001
Bakersfield, CA 661-861-4420
Fresno, CA 559-487-5093
Las Vegas, NV 702-388-6584
Reno, NV 775-784-5251
Oakland, CA 510-637-3431
Tampa, FL ------------------------------------------------------------- 813-228-2184
WASHINGTON FIELD DIVISION ------------------------------------------ 202-927-8810
Bristol, VA ------------------------------------------------------------- 540-466-2727
Falls Church, VA -------------------------------------------------------- 703-285-2551
Norfolk, VA ------------------------------------------------------------- 757-441-3190
Richmond, VA ----------------------------------------------------------- 804-560-0005
Roanoke, VA ------------------------------------------------------------- 540-857-2300
Washington, DC ---------------------------------------------------------- 202-927-0890
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San Antonio, TX ----------------------------------------------- 210-225-6741
San Diego, CA --------------------------------------------- 619-565-1255
San Francisco, CA ----------------------------------------- 415-553-7400
San Juan, PR ---------------------------------------------- 787-754-6000
Seattle, WA ---------------------------------------------- 206-622-0460
Springfield, IL ------------------------------------------- 217-522-9675
Tampa, FL ----------------------------------------------- 813-273-4566
Washington, D C ----------------------------------------- 202-278-2000