

“Don't walk in front of me; I may not follow. Don't walk behind me; I may not lead. Just walk beside me and be my friend.”

Albert Camus

# METERS

## FALL of 2015 Forward

*Theme for the year*  
*Readiness: delivering the perception*

Jim Snyder, AJ4NO

You play the way you practice-Pop Warner



**shifthappens**

# AGENDA

- RECOGNITION
- MANAGEMENT PRINCIPLES
- TRAINING
- PATH FORWARD
- FEEDBACK

# THANK YOU!

- RETIRING BOARD MEMBERS
- OFFICERS
- COMMITTEE CHAIRS
- THE MEMBERSHIP



# Management Principles

- Safety and civility in all dimensions
- Ability to deliver to customers that which is promised/expected
  - RADOs
    - Trained to level required for tasking
    - Prepared to arrive and survive for 24-72 hours
  - Training
    - All facets of emergency communications
    - HF, UHF, VHF,
    - Field-deployable antennas
    - Digital modes
    - Interpersonal skills

# Management Principles

- Ensure operations
  - Translucent approaching transparent
  - Democratic blend of Board steering and membership requirements
- Establish expectations for all position holders
  - Position descriptions for incumbents
  - Description of their needs/wants
- Streamline organizational model
- Align bylaws/business model to current environment

# Management Principles

## Maximize Time Investment Return

- ALL MEETINGS WILL HAVE AGENDAS
- MEETINGS WILL HAVE ONE HOUR TARGET
- TECHNOLOGY WILL BE EMPLOYED TO MAXIMIZE BENEFIT (BRIDGE TELCON FOR BOARD MTG)
- INFORMATION SHARED THROUGH EMAIL, SOCIAL MEDIA, WEB PRESENCE
- CONTINUOUS CUSTOMER SURVEILLANCE



# MANAGEMENT PRINCIPLES

- MATCH COMMITMENTS TO RESOURCE
  - Can't deliver?
  - Adapt, overcome
  - Can't deliver
  - Don't promise
- RELY ON MOUS/MOAs TO BOLSTER RESOURCE



**MIDDLE EAST TENNESSEE  
EMERGENCY RADIO SERVICE, Inc.**

**Club Call KC4EM**

# METERS STRATEGIC PLAN

*...the path forward*

**Abstract:** This plan will be the result of a series of planning workshops conducted by the METERS Board of Directors. It is a living document and will be presented here for review, comment and support as a precursor to adoption as the Roadmap for investment of METERS resources. The view will incorporate the entirety of the organization and its operation.

**The METERS Board of Directors**

**11/01/2015**

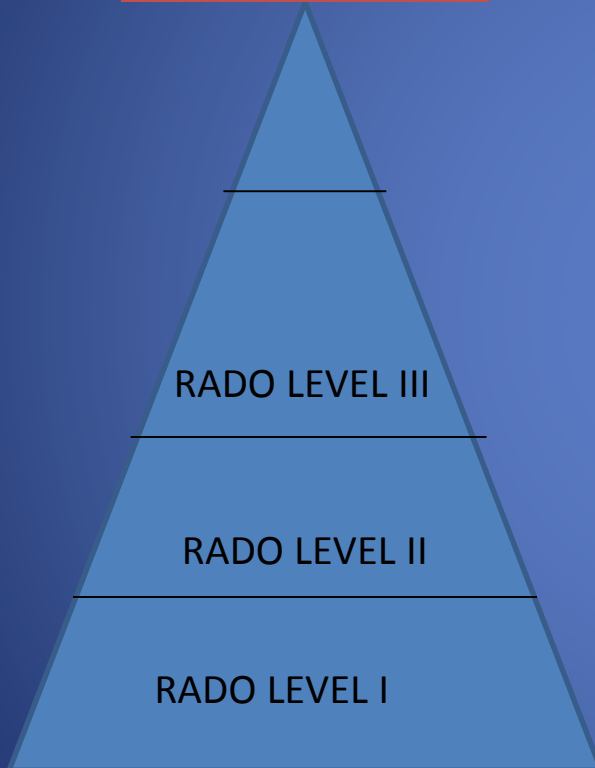
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# BUSINESS ANALYSIS PROCESS

- VISION
- MISSION
- OBJECTIVES
- STRATEGIC OBJECTIVES
  - Strategies for achieving
  - Goals
  - Projects
  - Tasks

# TRAINING GOAL

**Auxiliary  
Communicators**



**2015**

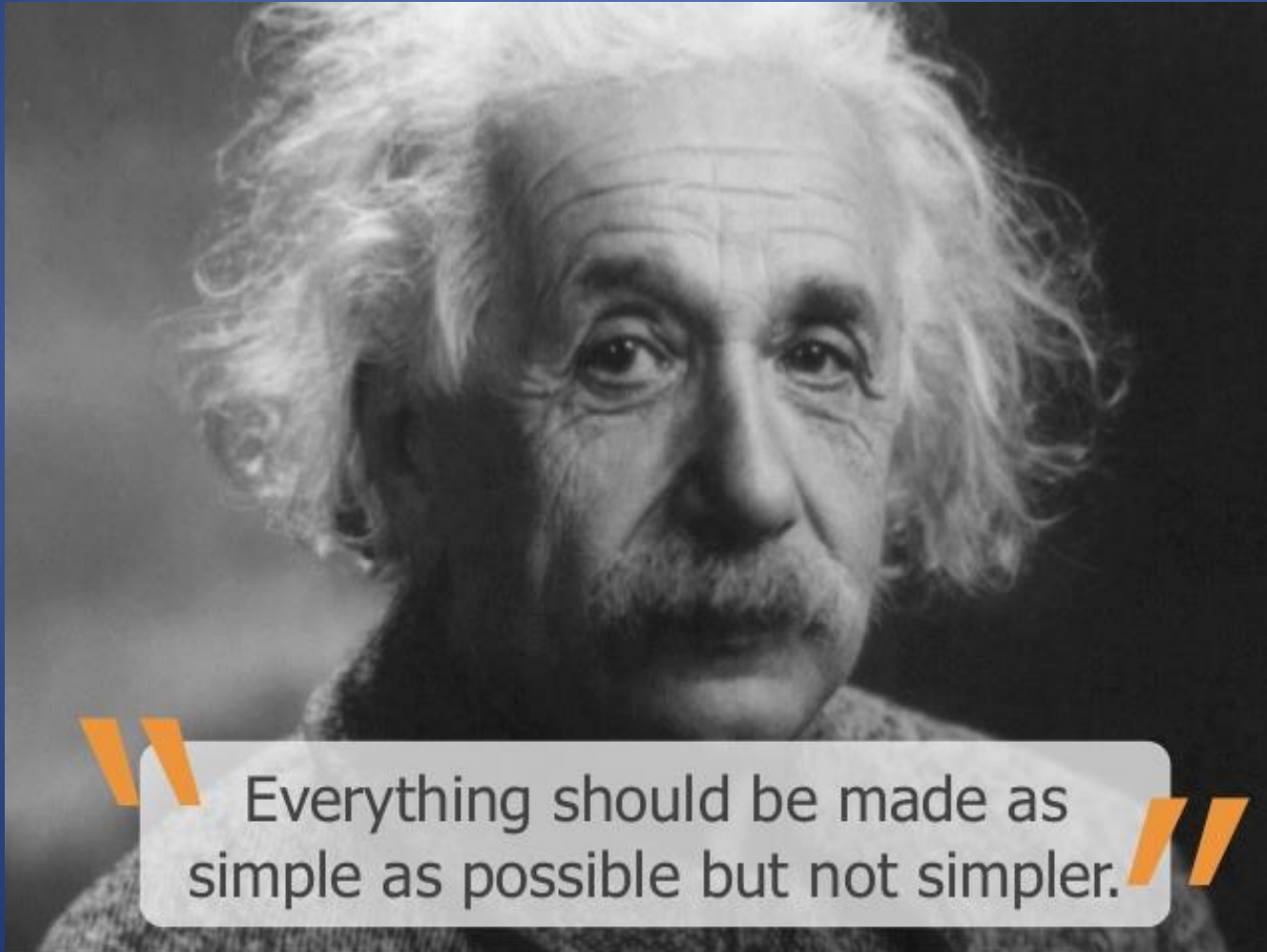
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# TRAINING

- ALL TRAINING WILL SUPPORT THE MISSION
- ALL PROGRAMS WILL SUPPORT THE MISSION
- RADOs
  - Demonstrated competence
  - Certification
  - Readiness/Preparedness
  - Availability
  - Everyone a contributor

*You play the way you practice-Pop Warner*

# HOW SHALL WE PROCEED?



Everything should be made as simple as possible but not simpler.



# PATH FORWARD

- Continue supporting KCHD
- Explore support to other Knox Agencies
- Improve documentation of ARES/METERS hours with periodic report to KEMA
- Continue to educate Mayors and others
  - The more they know...
- Update and supplement MOAs/MOUs with partners

# PATH FORWARD (cont)

- Training, Training, Training
  - Frequent
  - Accessible
- Synch commitments with resource and bench strength
- Re-examine nets
  - Content
  - Frequency

KEEP IT REASONABLE



# LET'S HEAR FROM YOU

- How many people could be at KEMA tomorrow at 10 AM for deployment for 24-72 hours?
- What do you want from METERS?
- What are you willing to invest to get what you want?
  - Time
  - Money
  - Training
- How do you feel about what you have heard tonight?