



An Equal Opportunity Employer

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Recommendations Regarding NET Program from Resolutions Northwest

Communication

NET members would like to hear more regularly about the program, and to feel responded to when they give feedback to the program.

- a. *Provide regular and predictable communication to NET leaders and members, in a consistently appreciative tone.*
- b. *Create and constantly inform about a channel for NETs to respond and give feedback to the Bureau. Reply in a responsive, timely and public manner to all feedback. Demonstrate that the Bureau is transparent and accessible.*

Team Organization

A significant function of NET leaders is to increase preparedness in their communities.

- a. *Support NET leaders in building their teams through team organization practices.*

Messaging

The Bureau and NET members share a sense of urgent concern about disaster preparedness that they would like to see reflected in public messages about the program.

- a. *Develop internal and external messages that both NETs and the Bureau may use about the work of the Bureau and the NET program for delivery to other city entities, preparedness agencies, and the public.*

NET Actualization

NET members and the Bureau share a belief that the NET program has great potential that can best be realized by having a NET presence throughout the city.

- a. *Create and implement a plan for increasing NET presence in all neighborhoods. Pay particular attention to issues of equity, to make sure that age, race, socio-economic status and ability are not barriers to preparedness or resilience in a disaster.*

Recognition

Volunteers must be acknowledged for their work in a meaningful way in order for the NET program to achieve its potential.

- a. *Provide consistent and repeated acknowledgement to volunteers.*

- b. Create a system to provide recognition for skills and training volunteers bring or gain, while maintaining clarity about which skills and training are specifically indemnified by the NET program.*
- c. Regularly acknowledge the work of committees/task forces/ work groups. Demonstrate how that work has been used.*

Tiered Training

The current training structure has a high registrant drop off rate, long waiting periods between trainings, and does not meet the various needs of a public desiring to be trained at different levels.

- a. Create and put into place a multi-tiered training program, so that the many different levels of individual interest in preparedness (i.e. for self, for family, for neighbors, as well as for interfacing with the city's response) can be served. Use a gateway model so that each level provides access to the next highest level. Clarify roles and responsibilities for graduates of each training level.*

Volunteer Input and Leadership

The Bureau needs the input and experience of volunteer leaders in order to have a successful NET program. The volunteers are passionate about the work and have such divergent ideas about how best to govern themselves that they became unable to continue their work.

- a. Implement a code of conduct to gain commitment to appropriate interactions among volunteers and between volunteers and Bureau staff.*
- b. Discontinue the Advisory Committee structure until such time as the Bureau can maintain ground rules for operation of a self-governing structure, or replace the Advisory Committee with different structure(s) for volunteer leadership and input.*
- c. Carry forward the work of the subcommittees into task specific work groups that disappear when the work is completed*

Volunteer Management Systems

NET members and the Bureau experience a less than optimal volunteer relationship that diminishes trust in the system.

- a. Use technology to improve tracking of volunteers in the program, to ensure that new NETs are contacted and welcomed and to support NET leaders in their team building activities.*
- b. Increase expectations for volunteer accountability to the program, and support compliance with consistent, appreciative communication.*
- c. Create criteria for volunteer leadership, and a system for ensuring that criteria are met. Clarify roles and responsibilities for volunteer leaders.*