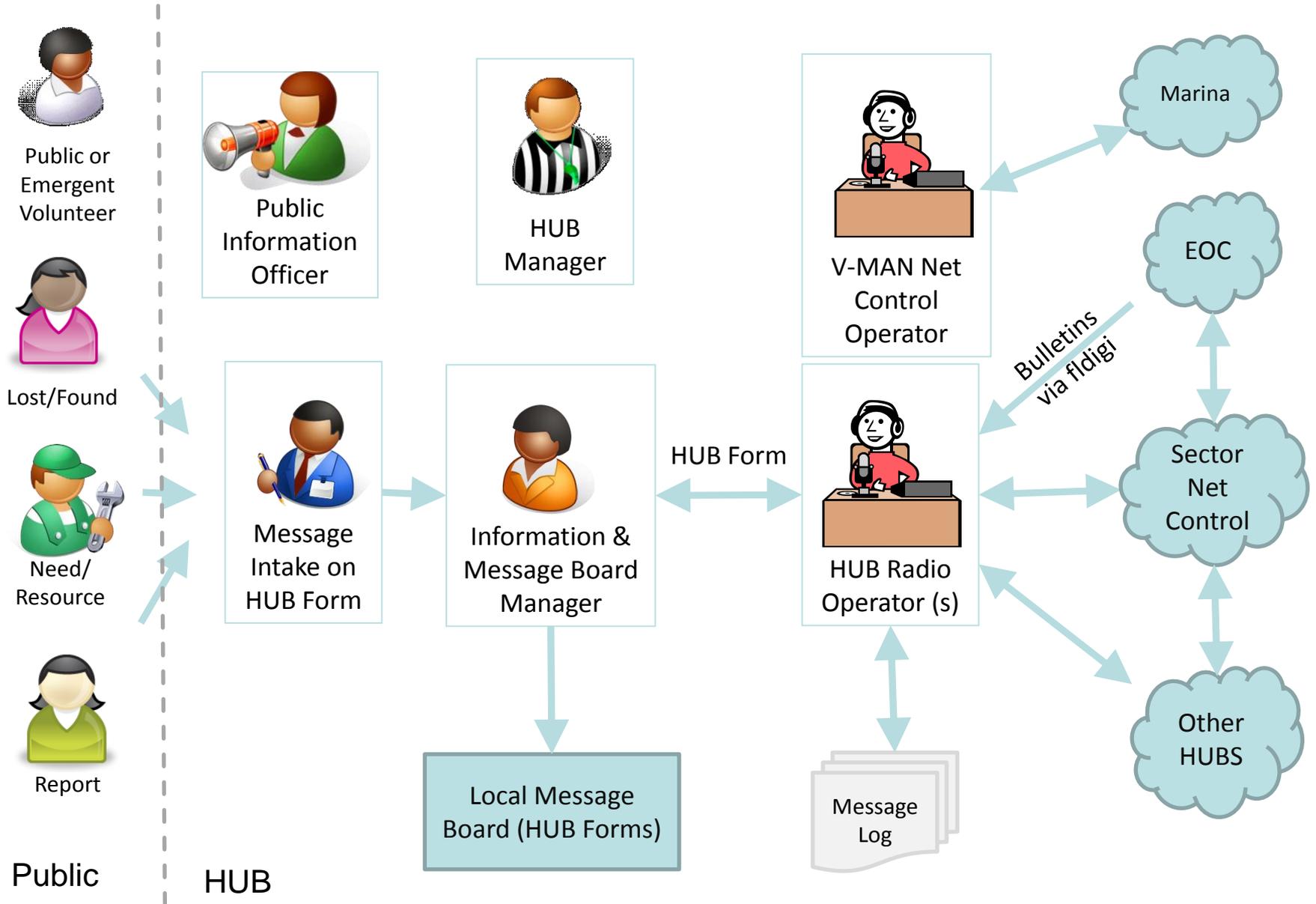


Shilshole HUB Organization and Information Flow





HUB Manager

Why do we need a HUB Manager?



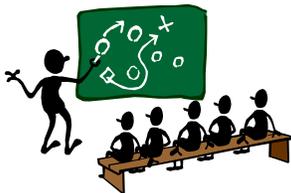
The HUB team needs a Manager and someone who has general oversight of the HUB operations. This person is the HUB Manager.

What does a HUB Manager do?



- Assimilates and trains emergent volunteers.
- Provides general direction to the HUB operation.
- Troubleshoots problems as they arise.
- Keeps an eye on health and safety issues at the HUB.
- Helps balance workloads if necessary.

How does a HUB Manager do their job?



- Outlines mission and responsibilities to the team.
- Delivers safety briefing.
- Makes assignment changes as new volunteers arrive and coaches people on understanding their Job descriptions
- Wanders around to stay familiar with operating status.
- Keeps the volunteer log up to date.

What happens if the HUB Manager is successful?



- If done effectively, the HUB will be safe and effective in its operations.



Greeter/Message Taker

Why do we need a Greeter/Message Taker?



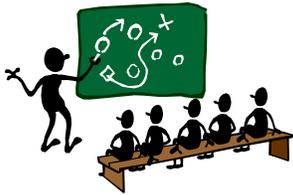
The Greeter/Message Taker is the first (and usually only) point of contact for someone needing help and support.

What does a Greeter/Message Taker do?



- Handles help requests if someone has lost or found something; needs or can provide something or has something to report.
- Provides an understanding ear.
- Captures relevant information for HUB action.

How does a Greeter/Message Taker do their job?



- Proactively approaches and listens to people needing help.
- Coaches people on filling out the top portion of the Message Form.
- Forwards the form to the Message Manager for local posting or transmission out of the area.

What happens if the Greeter/Message Taker is successful?



- If done effectively, the person needing help will feel heard and supported and has a bigger chance of getting help.
 - Their needs will be reliably sent to the channel that can provide the best response to their needs.
-



Information and Message Board Manager

Why do we need an Information and Message Board Manager?



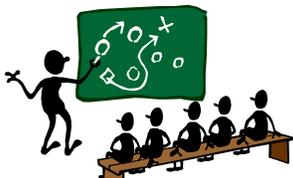
- Messages need to be routed properly so that they reliably get to their intended destinations.
- The Message Board needs to be kept up to date, and well organized so that information can be easily accessed.

What does an Information and Message Board Manager do?



- Receives incoming messages and routes them to the proper destination.
- Posts messages routed to the Message Board.
- Helps answer queries about what's on the message board.

How does a Information and Message Board Manager do their job?



- Receives HUB Forms from the Greeter/Message Taker.
- Decides if the issue can be resolved locally and, if so, posts on the Message Board otherwise passes to the Radio Operator.
- Re-posts message on Message Board after Radio Transmission is complete.
- Keeps the Message Board organized in an orderly manner and stays familiar with what's posted.

What happens if the Information and Message Board Manager is successful?



- If done accurately, information will be reliably transmitted to its intended recipient in a timely manner.
 - Chances of getting help are increased.
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PIO- Public Information Officer

Why do we need a Public Information Officer?



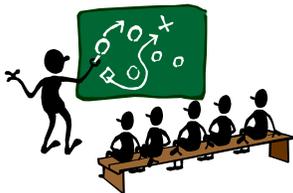
- The PIO is the official source of information for what's happening at the HUB.
- The PIO makes sure that the public is accurately informed and has their questions answered appropriately.
- We need someone to promote the HUB concept to the general public.

What does a Public Information Officer do?



- Handles requests for information about HUB and drill activities.
- Explains to visitors what is happening.
- Directs people with needs to the Greeter/Message Taker.
- Captures visitor contact information for after-action follow-up.

How does a Public Information Officer do their job?



- Familiarizes themselves with the contents of the press release.
- Proactively approaches visitors and asks if they have questions or would like to know what's happening.
- Explains the Drill using information from the Press Release.
- Offers the Visitor Log sheet and asks if they would like to receive follow-up information.

What happens if the Public Information Officer is successful?



- If done effectively, visitors will understand what's happening.
 - Informed people will be more useful in the future.
 - Familiarization with ShilsholePrepares and emergency preparedness will increase.
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Radio Operator

Why do we need a Radio Operator?



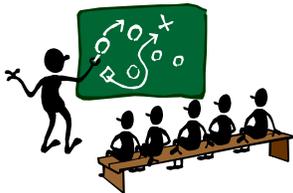
The HUB needs to be able to communicate with out of the area resources in the event conventional communications facilities are inoperable.

What does a Radio Operator do?



- Responsible for setup and operation of radio equipment and supporting technology.
- Transmits and receives voice and digital communications as required.
- Keeps track of communications.
- Is proficient in Emcomm practices.

How does a Radio Operator do their job?



- Sets up and tests radio and associated equipment
- Attends Emcomm training and has Amateur Radio License.
- Receives HUB Form from Message Manager and transmits to relevant station. Receives messages from other stations and sends to Message Manager for posting.
- Logs all communications in Comm Log

What happens if the Radio Operator is successful?



- If done effectively, information will reliably make it to the desired destination.



V-MAN Net Control Operator

Why do we need a V-MAN Net Control Operator?



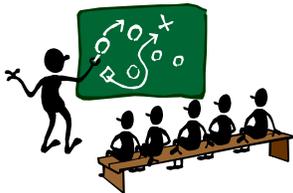
We need to activate our V-MAN net in times of marina emergency.

What does a V-MAN Net Control Operator do?



- Is net control for the V-MAN net.
- Transmits and receives voice communications as necessary.

How does a V-MAN Net Control Operator do their job?



- Sets up and tests Marine VHF equipment at the HUB.
- Convenes V-MAN net, does roll call, and keeps track of participating stations.
- Receives HUB Form from Message Manager and transmits to relevant station. Receives messages from other stations and sends to Message Manager for posting.

What happens if the V-MAN Net Control Operator is successful?



- If done effectively, information will reliably make it to the desired destination.