

## RPG Functional Reliability: Personnel Backups

Purpose: Summary description of backing up missing coordinators

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A number of factors affect the ability of RPG as an organization, and the coordinators as individuals, to take needed actions in case of an emergency. Probably the most basic is the availability of some person (preferably trained) to fulfill the role of coordinator.

With the exception of wildfires, most emergencies occur with little or no advance notice. During the daytime, and to some extent in the evenings, coordinators may be away from their homes, either on or off campus, without their radios and other emergency gear. Their cell phone may be the only means by which they can find out about an emergency, either via OneCall Now for an RVM-declared Incident, or by a call from the Area Coordinator. For this presentation, “Area Coordinator” is used to mean either cottage Area Coordinator or Building (Building Sector) Coordinator, and “Local Coordinator” is used to mean either cottage Neighborhood Coordinator or tower Floor Coordinator. Specific examples of absences and protocols to resolve their problems are presented and discussed below.

1. Planned long term absence (vacation, medical procedure or condition). Designated backup needed if possible.
2. Planned short term absence (at least overnight, but no longer than a few days). Notify Area Coordinator (and backup, if any).
3. Unplanned short-term absence. A procedure for responsibility reassignment is needed; activation of group or individual backup, if any.

The inherent differences in job responsibility between Area and Local Coordinators creates a greater need for replacing Area Coordinators, who are essential for local net operations and communication with RVM via the RPG Terrace Radio Room (TRR).

Backup possibilities for Area Coordinators include:

-- Specific individuals recruited and trained as Area Coordinator backup for a specific building or cottage Area;

-- A Local Coordinator with overall knowledge of the Area in which they will serve as backup, as well as having the training and skills needed to perform Area Coordinator responsibilities.

Backups for Local Coordinators might include;

-- Specific individuals recruited and trained as Local Coordinator backup for a specific apartment floor or cottage neighborhood;

-- An Area Coordinator with overall knowledge of an apartment floor or cottage street for which they will serve as backup, as well as having the qualifications and training needed to perform Local Coordinator responsibilities;

An essential element for an effective backup plan is a communication protocol for reassigning responsibilities among available Coordinator personnel, for calling up any available backups, and for reincorporating absent Coordinators when they return. These plans should include:

- Digitized emergency notification lists for all identified backups;
- Encouragement for coordinators and backups to have their mobile phones available whenever practicable;
- Each Area should have an action plan for Local Coordinators in the event that a recognized Incident or emergency occurs when an Area Coordinator is not available;
- Area Coordinators should take responsibility for storing or supplying radios and vests if it is not handled directly between a coordinator and their backup;
- Visits to new residents and the semi-annual Readiness Refresher (October and April) events should be used to identify additional people willing and able to contribute to RPG efforts. A backup can be an ideal entry-level position.