# 3.1 Network Member Roles and Responsibilities

**Purpose:** This tool provides a sample framework of responsibilities for major phases of emergency planning and response.

**Directions:** Network members have different roles and responsibilities as listed below. Adapt the roles and responsibilities provided to fit local needs. Bold, bracketed spaces indicate where specific information should be inserted before distributing to network members.

## Network Member Role:

Your role is to be a communication conduit between the **[name of network]** and the population you serve so that information about transportation in an emergency is available in an understandable format and delivered by a trusted source.

## Network Member Responsibilities:

The **[name of network]** appreciates your commitment as a volunteer member and aims to limit the amount of time you are asked to perform activities outside of your everyday responsibilities. The responsibilities that are typically associated with the **[name of network]** membership can change depending on whether the network is in a non-activated or activated state or in the recovery phase.

### Non-Activated Phase

The non-activated state of the network means an emergency has not occurred. You may be asked to perform periodic tasks or activities that will help you prepare for a Network Alert, disseminate transportation information to your constituents, and assist the **[name of network]** with network maintenance and related functions.

In a non-activated state, your network member responsibilities may be to:

* Perform the activities listed in the **Network Member Planning Checklist** (in Chapter 3 Tools) in advance of a Network Alert.
* Participate in Network Alert exercises or other broader tabletop drills that focus on communication and transportation.
* Respond to Network Alert tests conducted by the **[name of network]** (usually twice a year).
* Recommend others who may be appropriate for the **[name of network]**. Characteristics the [name of network] typically looks for in its members include broad outreach capacity, existing communication networks, and dedication to service.
* Advise **[name of network]** on how to best communicate with your population and recommend new outreach techniques, as well as new ways to identify and locate vulnerable populations in your locale.

### Activated Phase

In an emergency, the **[lead agency]** will activate the network by sending you an alert and other critical transportation information by phone, e-mail, or other appropriate channels. Upon receipt of the information, network members will be responsible for delivering information to your population group and/or networks of people who can further deliver the information in a format that is easy for people to understand.

When the **[name of network]** is activated, your responsibilities may be to:

* Make yourself available and accessible to receive a Network Alert from the **[name of network]** (even in a power outage or other circumstance that may make communication difficult).
* Perform the actions identified in the **Network Member Planning Checklist** (in Chapter 3 Tools) immediately after a Network Alert is issued.

### Recovery Phase

As a member of the **[name of network]**, you can help people after the event by staying informed and delivering new information to your community, local partners, and the **[name of network]**.

After the event:

* Perform communication activities during the recovery phase.
* Share your successes, challenges, and lessons learned with others.

Adapted from Kentucky Cabinet for Health and Family Services/Department for Public Health. Kentucky Outreach and Information Network.