

Speeds Law

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Thoughts from the Emergency Coordinator

General:

1. Have fun! ARES is serious, but not so serious you can't have fun.
2. Don't sweat the small stuff; most things in life are small stuff. Keep problems in perspective.
3. Amateur Radio is a hobby.
4. Kent County ARES is a somewhat "Para-military" organization with very clearly defined lines of authority; although, I will strive to effect consensus among the group in decision-making.
5. Amateur Radio emergency communications is a narrow field; competing technology with cellular telephones, the Internet, home pages, geo-stationary satellites, personal radio service, etc. have all diluted the uniqueness which we bring to served agencies.
6. Don't blame people; blame processes.
7. Treat everything as a process.
8. Amateur Radio and emergency communications should be fun; when it stops being fun, stop doing it.
9. "We" are "they." We can do most anything we want to provide service to our customers if there is the commitment and planning to affect it.

Customers:

10. "Served agencies" are our customers; the voice of the customer will drive our organization.
11. It's not important how things are; it's only important how things are perceived they are, especially with our customers. We are, as we are perceived.

Perspective and balance:

12. Amateur Radio does not exist just for emergency communications; DXing, QRP, contesting, home brewing, rag chewing, etc. can be just as fulfilling to other Amateurs as emergency communications is to us.
13. Keep your "Amateur Radio" life in perspective; it's not as important as your family, your personal beliefs, or your job.
14. Know your limits. Don't over commit. Trying to do "too many" things results in not doing any one thing effectively.

ARES Goals:

15. Our ARES goals are Quality, Delivery, Safety, Morale, and Innovation
16. Pursue the objective of consistently exceeding our customer's expectations.
17. Build quality into our ARES organization.
18. Involve everyone.
19. Improve continuously.
20. If you don't have the opportunity to learn and improve your skills and become a better "communicator", and feel your time donated to ARES is well spent, then I have failed as a leader.

Volunteer Commitment:

21. If you make a commitment to do something, do it; don't just talk about doing it.
22. Don't act like a jerk.
23. All volunteers in ARES will have an equal opportunity to learn and be part of the group; however, those volunteers who demonstrate an energetic attitude, competent performance, and professional appearance, and represent the organization effectively will be counted on the most to serve our customers.
24. I'd rather have ten trained volunteers with 85% commitment than 50 untrained volunteers with 25% commitment.
25. As ARES volunteers we have a personal obligation of improving ourselves through training and exercising. If we are not improving our skills as individuals within the organization, then the organization is not improving as a whole.
26. Put up or shut up.
27. Walk the talk.
28. Don't try to take the monkey off your back by putting it on my back.

Volunteer Performance:

29. I don't care what license class you are; I do care how effectively you perform, how you act, and what energy and interest level you bring to the organization.
30. You reap what you sew.
31. If you don't come to functions with a good attitude, properly prepared with necessary equipment and personal material, looking and acting like a professional, and are on time, then you have failed as a volunteer.
32. Even volunteers can be fired from this organization.
33. P⁷
34. Don't ask to borrow my pencil.

Volunteer Professionalism:

35. If you spend more time talking than listening, you've got it backwards.
36. As emergency communicators we operate various types of communications equipment and are responsible for handling messages and information; we are not cops; we are not experts on "everything"; we have no special privileges with jurisdictional authorities, we don't speed when going to an assignment, we don't crash red lights, etc. See number 22.
37. Keep emotion and opinion out of your role as an emergency communicator.
38. Solve problems using facts and data.
39. What you do as an individual member of Kent County ARES is a reflection on all members of Kent County ARES.
40. The success of Kent County ARES is dependent upon the personal accountability of its members.
41. You will be known by the signal you put on the air. A poor signal reflects poorly on you.
42. Speak English! Listen to what you are saying and how you are saying it.
43. What is said here stays here.
44. Don't try to change my opinion with your opinion; give me the facts.

If you disagree with any of this . . . let's talk!