



## Emergency Management Neighborhood Networks Program

June 8, 2012

### CHARTER

1. The Neighborhood Networks program is an Emergency Management supported system for encouraging communications among residents of Marlboro. It is intended as a system for sharing information between the town and residents, especially during disasters and other emergencies.

2. The goal of the network is to share reliable information up and down and throughout the communications tree. Conceptually, Neighborhood Networks form a tree with six geographic Areas divided into approximately 20 Neighborhoods of 15-25 households each. To disseminate information, the Town contacts Area Organizers who pass the information through Neighborhood Coordinators to residents. To report problems or status information, residents contact Neighborhood Coordinators, who pass the information through Area Organizers to the Town.

3. Committee Membership and Meetings. The primary and alternate Area Organizers form the membership of the Neighborhood Networks Committee. The full Committee will meet at least once a year to discuss the program, update the charter and map as required, and elect a Committee Chair.

4. Responsibilities.

a. Committee Chair. The Chair is responsible for coordinating and moderating annual meetings and recruiting (and replacing as required) Area Organizers.

b. Area Organizers. Each Area should have a primary and alternate Organizer.

Organizers:

- define boundaries within and between their Areas as required
- recruit and support their Neighborhood Coordinators
- replace Neighborhood Coordinators as required
- distribute Town information to Neighborhood Coordinators as required
- request and report Neighborhood information for the Town during emergencies
- clean up area bulletin boards at least once a month to clear old posters and make sure information is up to date

c. Neighborhood Coordinators. Each Neighborhood should have a primary and alternate Coordinator. Area Organizers can also be Neighborhood Coordinators.

Coordinators:

- organize, maintain, and circulate communications trees (e.g. email lists, phone numbers, radio links) within their Neighborhoods
- share official information with residents as required during an emergency
- maintain and report status of residents in their Neighborhoods during emergencies (may involve going or sending people door-to-door)
- welcome and explain the Neighborhood Networks program to new residents

d. Residents. Participation in the Neighborhood Networks program is entirely voluntary. However, since the focus is communications during an emergency, Marlboro strongly encourages all residents to participate.

Residents:

- know who their Neighborhood Coordinators are so that they can contact them in case of emergency
- provide contact information to Neighborhood Coordinators

e. Town of Marlboro. The Town will support committee members as required in creating products for their Areas and Neighborhoods (such as by making copies). The Town will provide resources to maintain Area bulletin boards. The Emergency Management Director (EMD) will provide administrative support as needed to the Neighborhood Networks Committee and Coordinators, including maintaining copies of this charter, the neighborhood map, and contact information for the Area Organizers and Neighborhood Coordinators.

5. Network Activation.

a. Marlboro will primarily use Neighborhood Networks to gather and share information before and during an emergency. As a rule, the Town will not use networks to distribute routine information. However, the Town will test the system twice every year, once in the winter to pass on information about Town Meeting and once in the summer to pass on information about the Town Fair.

b. Area Organizers and Neighborhood Coordinators should use their networks to check on the status of residents when conditions are unclear. For example, an ice storm may not affect most of the town, but a Neighborhood Coordinator might call around and discover (and then report) that a few residents are without power and roads are blocked by fallen trees.

c. Residents should call 9-1-1 when faced with an immediate emergency such as a fire or an accident. However, they should use their Neighborhood Network to report ongoing low-level emergency situations, especially if they do not have phone service. Examples might include: power outages lasting over 24 hours, roads blocked for more than 12 hours, stranded travelers, and residents running low on food, water, medicines or medical supplies.

6. Bulletin Boards. The Town may build information bulletin boards for each Area with key information about the town for residents and travelers. Generally, half of each board will be for Town information and the other half will be for residents to post items of local interest. Town information may include maps of the town with mobile phone coverage areas, locations of residents with town or fire radios, residences where lost travelers can ask for help, etc. In the event of an emergency where communications are down for long periods, the Town will work to ensure that information is updated at least once a day and use the boards to make announcements.

7. Area and Neighborhood Boundaries.

a. Boundaries will shift over time due to any number of factors. Areas and Neighborhoods may change boundaries at any time subject to the agreement of the Organizers and Coordinators involved.

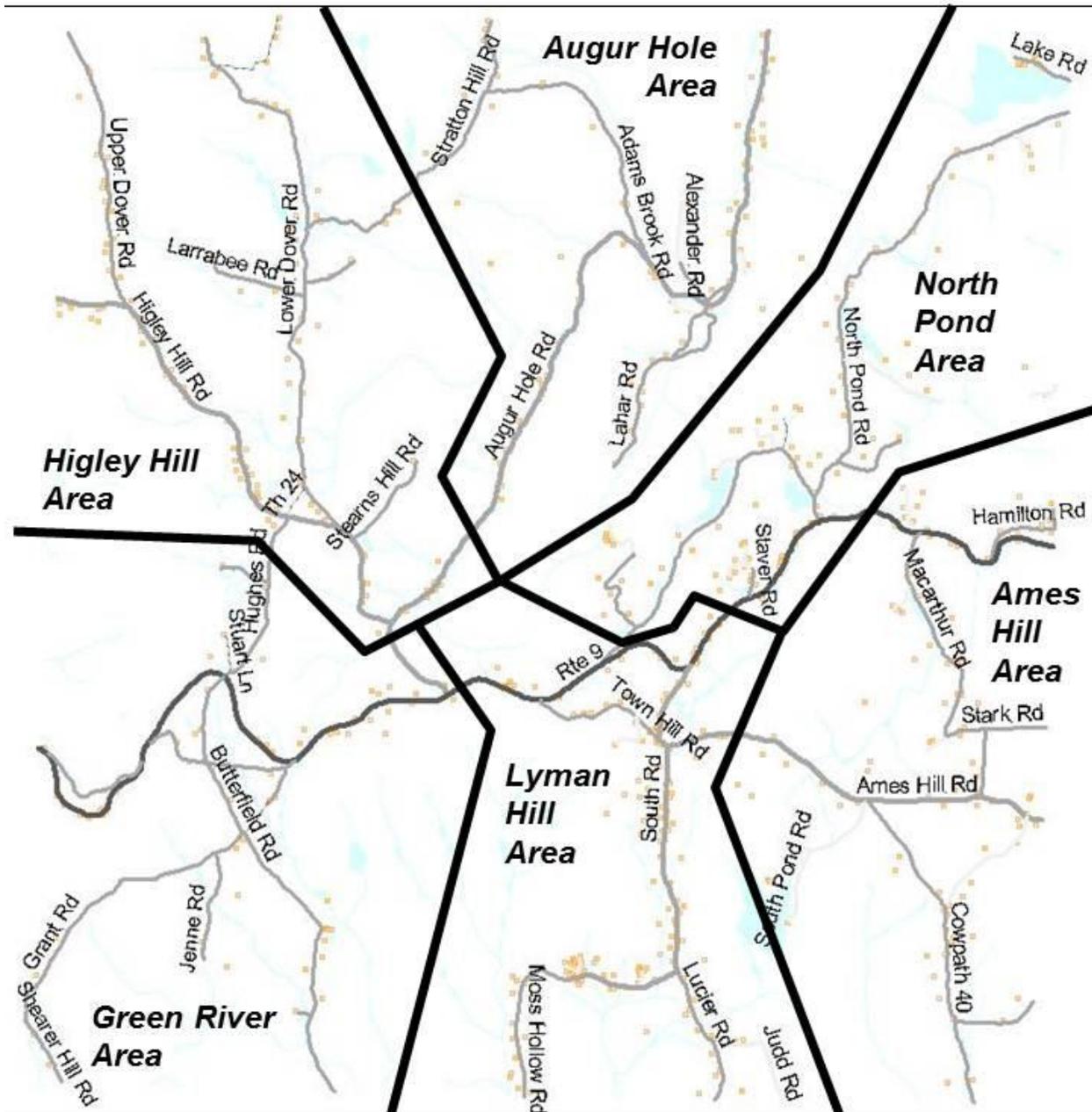
b. Residents may participate in different Neighborhood communications trees by talking to the Coordinators involved.

c. If no-one is willing to act as a Coordinator for a Neighborhood or an Organizer for an Area, this program simply will not serve that Neighborhood or Area until someone volunteers to take on the role of Coordinator or Organizer.

8. Charter Changes. A majority of the members of the Neighborhood Networks Committee may make changes to this document by proposing them and voting on them at a meeting.

Attachment:  
Neighborhood Networks Map

# Marlboro Neighborhood Networks



*Initial map as of June 8, 2012 – may change significantly over time!  
Area Organizers will adjust boundaries as desired/required*