

“I don’t know who to talk to about this question” ....

1. Email your Ground Control Lead at their Apo email
2. Be cool. Everyone is busy
3. Call them after a couple of days, or right-away if it’s urgent
4. Email your board Liaison after a couple more days (everyone has a Liaison) or sooner if it’s urgent
5. Lastly, if you still can’t get an answer, email [missioncontrol@apogaea.com](mailto:missioncontrol@apogaea.com) and we’ll connect you to the right person
6. Don’t let important questions linger... all these steps should take no more than a week!!!

# Ground Control

- ♥ Make sure you have your Liaison's and Lead's phone numbers and that they have yours
- ♥ Find your Daily Leads and get them Ratified
- ♥ Identify required Shift Slots and send to Bug
- ♥ Read your department's Ember Report from 2012
- ♥ Write "How We Do It" checklist for next year

# Responsible, Accountable, Consulted, Decides

Who / What	Choosing Apo Budget	Creating Apo Policy	Adding Ignition Members	Finding Apo Volunteers
Daily Leads	Consulted on budget items	Consulted on policy	Consulted on new team members	Consulted on shift decisions
Ground Control Leaders	Responsible for drafting department budget	Responsible for drafting department policy	Responsible for finding new Daily Leads	Responsible for identifying list of shifts and volunteer counts
Individual Board Liaisons	Accountable for drafting department budget, and keeping department to budget	Accountable for drafting department policy, and ensuring leads are following policy	Accountable for finding Ground Control and other Leads, proposing new Ignition positions, defining “success” for lead roles, and ensuring their performance	Accountable for identifying list of shifts and volunteer counts
Board	Hears proposal, decides on budget	Hears proposal, decides on policy	Hears proposal, decides on Ratification of new Ignition members	Hears proposal, decides on volunteer counts