



# FEMA

POSITION TASK BOOK FOR THE POSITION OF  
**INCIDENT COMMAND SYSTEM PUBLIC INFORMATION  
OFFICER (TYPE 3)**

Version: June 2021

Check the appropriate position type:

☐ Single Type    ☐ Type 1    ☐ Type 2    ☐ Type 3

|  |
|--|
| <b>POSITION TASK BOOK ASSIGNED TO:</b>   |
| TRAINEE'S NAME:                          |
| DUTY STATION:                            |
| PHONE NUMBER:                            |
| EMAIL:                                   |
| <b>POSITION TASK BOOK INITIATED BY:</b>  |
| OFFICIAL'S NAME:                         |
| TITLE:                                   |
| DUTY STATION:                            |
| PHONE NUMBER:                            |
| EMAIL:                                   |
| <b>POSITION TASK BOOK WAS INITIATED:</b> |
| LOCATION:                                |
| DATE:                                    |

## Evaluator Verification

*(Do not complete this form unless you are recommending the trainee for all-hazards certification.)*

### FINAL EVALUATOR VERIFICATION

I verify that \_\_\_\_\_  
has successfully completed all tasks as a trainee and should therefore be considered for certification in this position. I also verify that all tasks are documented with appropriate initials.

FINAL EVALUATOR'S SIGNATURE:

DATE:

FINAL EVALUATOR'S PRINTED NAME:

TITLE:

DUTY STATION:

PHONE NUMBER:

EMAIL:

## Documentation of Agency Certification

### DOCUMENTATION OF AGENCY CERTIFICATION

I certify that \_\_\_\_\_  
has successfully met all of the criteria set out in the National Incident Management System (NIMS) Job Title/Position Qualifications document for the position and will hereby receive certification of his/her qualification.

OFFICIAL'S SIGNATURE:

DATE:

OFFICIAL'S NAME:

TITLE:

DUTY STATION:

PHONE NUMBER:

EMAIL:

## Position Task Book Overview

The Position Task Book (PTB) documents the performance criteria a trainee must meet to be certified for a position within the National Qualification System (NQS). The performance criteria are associated with core NQS competencies, behaviors and tasks.

**A trainee may not work on multiple position type PTBs for a specific position at the same time; for example, a trainee may not simultaneously work on a Type 1 Incident Commander PTB and a Type 2 Incident Commander PTB. If a position has multiple types, the trainee must, in most cases, qualify at the lowest type before pursuing the next higher type. For example, before seeking qualification for a Type 1 position, an individual must first qualify at the Type 3 level and then at the Type 2 level.**

### *Evaluation Process*

- Evaluators observe and review a trainee's completion of PTB tasks, initialing and dating each successfully completed task in the PTB.
- Evaluators complete an Evaluation Record Form after each evaluation period by documenting the trainee's performance.
- The Authority Having Jurisdiction (AHJ) may not have enough resources to ensure that every evaluator is qualified in the position being assessed. Therefore, a trainee's supervisor may evaluate the completion of PTB tasks. For example, a Logistics Section Chief has the authority to sign off on completed PTB tasks for a Food Unit Leader trainee.
- The final evaluator is a leader who verifies that a trainee has completed the PTB and met all requirements for the position. A final evaluator is generally qualified in the same position for which the trainee is applying. When possible, the evaluator and the final evaluator should not be the same person, but in situations with limited resources, the evaluator can also serve as the final evaluator.
- Once the final evaluator has completed the Final Evaluator Verification, he/she forwards it to the Qualifications Review Board (QRB) along with supporting evidence that the trainee has completed all position requirements.
- After the QRB review, the AHJ completes the Documentation of Agency Certification form as appropriate.

### *Transferring Qualifications*

- Personnel who have documentation of previous education, training or significant on-the-job incident experience may receive credit toward qualification for a given position. Each AHJ establishes the requirements for transferring qualifications from another AHJ.
- If an AHJ chooses not to accept a trainee's existing certification of qualification, the trainee may be reevaluated in the specific position and issued a new PTB.
- An individual may hold multiple certifications of qualification (that is, the Final Evaluator Verification form and the Documentation of Agency Certification form) along with the completed PTB.

## Position Task Book Competencies, Behaviors and Tasks

**The PTB sets minimum criteria for certification for a position. The AHJ has the authority to add content to the baseline PTB competencies, behaviors and tasks as necessary.**

The PTB covers all type levels for a given position, but an AHJ may check only one “Type” box and work on only one type at a time. (The National Incident Management System (NIMS) Job Title/Position Qualifications document describes all types.)

**Command and General Staff job titles/positions qualifications are typed based on incident complexity, while all other NIMS positions are typed based on the minimum qualifications.**

### *Definitions*

**Competency:** An observable, measurable pattern of knowledge, skills, abilities and other characteristics an individual needs to perform an activity and its associated tasks. A competency specifies the skillset a person needs to possess to complete the tasks successfully.

**Behavior:** An observable work activity or a group of similar tasks necessary to perform the activity.

**Task:** A specific, demonstrable action necessary for successful performance in a position. Trainees must demonstrate completion of required tasks.

- Occasionally, PTB tasks are unique to one of the types; for example, certain tasks apply only to a Type 3 Incident Commander, not to a Type 2 or Type 1 Incident Commander. In those cases, the PTB indicates the corresponding type at the beginning of the task.
- All tasks require evaluation. Bullet statements within a task are only examples and do not need to be performed to have a task signed off.

### *PTB Task Codes*

For each of the tasks listed in the Position Task Book (PTB), there are one or more codes describing the circumstances in which the trainee can perform tasks related to the position. If a task has multiple codes listed, it means the evaluator can assess the trainee on any of those circumstances as opposed to evaluating the trainee on all of the listed codes.

**Code C:** Task performed in training or classroom setting, including seminars and workshops.

**Code E:** Task performed on a full-scale exercise with equipment deployment under the Incident Command System (ICS).

**Code F:** Task performed during a functional exercise managed under the ICS.

**Code I:** Task performed on an incident or event managed under ICS. Examples of incidents and events that may employ ICS include but are not limited to an oil spill, search and rescue, hazardous material response, fire and emergency or non-emergency (planned or unplanned) events.

**Code J:** Task performed as part of day-to-day job duties.

**Code T:** Task performed during a tabletop exercise.

**Code R:** Task performed very rarely and required only if applicable to the event. *Note:* Assignment of Code R is not recommended. However, AHJs may add at their discretion to tasks added to NQS PTBs.

## How to Complete the Evaluation Record Form

Each Evaluation Record Form (see next page) covers one evaluation period. Evaluation periods may involve incidents, classroom simulations or daily duties, depending on what the PTB recommends. The AHJ determines the number of evaluations required for position qualification and certification. If evaluators need additional evaluation periods, they can copy pages from a blank PTB and attach them to the PTB in question.

### Complete these items AT THE START of the evaluation period:

***Evaluation Record Number:*** Label each evaluation record with a number to identify the incident(s), exercise(s) or event(s) during which the trainee completed the PTB tasks. The evaluator should also write this number in the PTB column labeled “Evaluation Record #” for each task performed satisfactorily. This number enables reviewers of the completed PTB to ascertain the evaluators’ qualifications before signing off on the PTB.

***Evaluator’s name; Incident/office title and agency:*** List the name of the evaluator, his/her incident position or office title and the evaluator’s home agency.

***Evaluator’s home jurisdiction address and phone:*** List evaluator’s home jurisdiction address and phone number.

***Name and location of incident or simulation/exercise:*** Identify the name (if applicable) and location where the trainee performed the tasks.

***Incident kind:*** Enter the kind of incident (such as hazmat, law enforcement, wildland fire, structural fire, search and rescue, flood or tornado).

### Complete these items AT THE END of the evaluation period:

***Number and kind of resources:*** Enter the number of resources assigned to the incident and their kind (such as team, personnel and equipment) pertinent to the trainee’s PTB.

***Evaluation period:*** Enter inclusive dates of trainee evaluation. This time span may cover several small, similar incidents.

***Position type:*** Enter position type (such as Type 3, Type 2, Type 1 or Single Type).

***Recommendation:*** Check the appropriate line and make comments below regarding the trainee’s future development needs.

***Additional recommendations/comments:*** Provide additional recommendations and comments about trainee, as necessary.

***Date:*** List the current date.

***Evaluator’s initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the PTB.

***Evaluator’s relevant qualification:*** List your certification relevant to the trainee position you supervised.

## Evaluation Record Form

|   |
|---|
| <b>TRAINEE NAME:</b>  |
| <b>TRAINEE POSITION:</b>  |
| <b>Evaluation Record Number:</b>  |
| <b>Evaluator's name:</b>  |
| <b>Incident/office title and agency:</b>  |
| <b>Evaluator's home jurisdiction address and phone:</b>   |
| <b>Name and location of incident or simulation/exercise:</b>  |
| <b>Incident kind:</b>   |
| <b>Number and kind of resources:</b>  |
| <b>Evaluation period:</b>   |
| <b>Position type:</b>   |
| <b>Recommendation:</b><br>The above named trainee performed the initialed and dated tasks under my supervision. I recommend the following for this trainee's further development:<br><input type="checkbox"/> The trainee has successfully performed all required tasks for the position. The AHJ should consider the individual for certification.<br><input type="checkbox"/> The trainee could not complete certain tasks or needs additional guidance. See comments below.<br><input type="checkbox"/> Not all tasks were evaluated on this assignment. An additional assignment is needed to complete the evaluation.<br><input type="checkbox"/> The trainee is severely deficient in the performance of tasks and needs further training prior to additional assignment(s) as a trainee for this position. |
| <b>Additional recommendations/comments:</b>   |
| <b>Date:</b>  |
| <b>Evaluator's initials:</b>  |
| <b>Evaluator's relevant qualification:</b>  |

## INCIDENT COMMAND SYSTEM PUBLIC INFORMATION OFFICER (TYPE 3)

### 1. Competency: Assume position responsibilities

*Description:* Successfully assume the role of ICS PIO and initiate position activities at the appropriate time according to the following behaviors.

#### 1a. Behavior: Ensure readiness for assignment

| TASK   | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|--|---------|---------------------|-----------------------------|
| <b>1.</b> Obtain, assemble and prepare information and materials for go-kit. The kit should contain critical items for the assignment and be easily transportable: <ul style="list-style-type: none"> <li>● Supplies:               <ul style="list-style-type: none"> <li>○ Office supplies appropriate to the function</li> <li>○ Authority Having Jurisdiction (AHJ) identification badge and qualification card</li> </ul> </li> <li>● Reference materials:               <ul style="list-style-type: none"> <li>○ Functional guidelines relative to incident type (agency guidance or other functional guidelines)</li> <li>○ AHJ operations guides or other operational guides</li> <li>○ Position manuals</li> </ul> </li> <li>● Forms:               <ul style="list-style-type: none"> <li>○ Agency-specific forms appropriate to the function</li> </ul> </li> </ul> | E, F, I |                     |                             |
| <b>2.</b> Obtain complete incident and logistical information: <ul style="list-style-type: none"> <li>● Incident name, number, anticipated duration, size, type, responsibilities and expectations</li> <li>● Reporting time and location</li> <li>● Transportation arrangements and travel routes</li> <li>● Contact procedures during travel (telephone/radio)</li> <li>● Expected working conditions</li> <li>● Personal Protective Equipment (PPE)</li> <li>● Security measures</li> <li>● Updated contact information and information links</li> </ul>  | E, F, I |                     |                             |
| <b>3.</b> Arrive properly equipped at designated time and location and check in according to agency/organization guidelines: <ul style="list-style-type: none"> <li>● Arrive with go-kit and any additional equipment</li> <li>● Carry out check-in procedures and ensure assigned personnel do the same</li> </ul>  | E, F, I |                     |                             |

#### 1b. Behavior: Obtain information relevant to position assignment

| TASK | CODE | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|------|------|---------------------|-----------------------------|
|      |      |                     |                             |

|   |         |  |  |
|---|---------|--|--|
| <p>4. Receive briefing from the Incident Commander (IC) or outgoing ICS PIO:</p> <ul style="list-style-type: none"> <li>● Meetings and briefings schedule</li> <li>● Situational assessment</li> <li>● Incident objectives</li> <li>● Strategy</li> <li>● Hazards to incident personnel and public</li> <li>● Agencies/jurisdictions involved</li> <li>● Organizational structure</li> <li>● Resources summary</li> <li>● Logistical needs</li> <li>● Ordering procedures</li> <li>● Incident priorities and status: life safety, incident stabilization, property and environment</li> <li>● Timing and scheduling</li> <li>● Expected products</li> <li>● Media contact list</li> <li>● Press conference or pool areas</li> <li>● Agency representative list (from Liaison Officer)</li> <li>● Social media contacts and activity levels</li> <li>● List of external stakeholders and potential issues, such as political, social, environmental and volunteer related</li> </ul> | E, F, I |  |  |
| <p>5. Obtain and review necessary documentation:</p> <ul style="list-style-type: none"> <li>● Copy of Delegation of Authority, Letter of Expectation, Letter of Agreement or Memorandum of Understanding (MOU)</li> <li>● Applicable plans and reports</li> <li>● Directories: phone, notification</li> <li>● Written incident status summary</li> <li>● Authorizations: cell phones, rental vehicles, computers</li> </ul>   | E, F, I |  |  |
| <p>6. Contact public information staff and established information center(s) to determine:</p> <ul style="list-style-type: none"> <li>● Level of public and media interest in incident</li> <li>● Numbers of media representatives on the scene or intending to travel to the scene</li> <li>● Incident information activities already underway</li> <li>● Primary point of contact (POC) for media and public</li> <li>● Community issues and concerns</li> <li>● Number of PIOs currently assigned</li> <li>● Social media activity and complexity</li> </ul>   | E, F, I |  |  |
| <p>7. Determine expectations regarding gathering and disseminating information; review guidelines related to:</p> <ul style="list-style-type: none"> <li>● Participation in interviews</li> <li>● Media access, including ground and air travel</li> <li>● Release of sensitive information</li> <li>● Incident investigation and cause</li> <li>● Location of information center</li> <li>● Controlled access of media</li> <li>● Employment of press groups in operational areas or in/near incident facilities</li> </ul>  | E, F, I |  |  |
| <p>8. Obtain community street maps and emergency numbers for local contacts.</p>  | E, F, I |  |  |

### **1c. Behavior: Establish or determine organizational structure, resource and staffing needs**



| TASK   | CODE    | EVALUATION<br>RECORD # | EVALUATOR<br>INITIALS AND<br>DATE |
|--|---------|------------------------|-----------------------------------|
| <b>9.</b> Evaluate staffing needs required to manage the incident: <ul style="list-style-type: none"> <li>● Ensure consistency with National Incident Management System (NIMS) organizational structure</li> <li>● Identify training opportunities</li> <li>● Ensure use of established procedures for ordering resources</li> <li>● Request appropriate technical specialists to assist with special incident conditions</li> </ul> | E, F, I |                        |                                   |
| <b>10.</b> Utilize assistant ICS PIOs, as necessary: <ul style="list-style-type: none"> <li>● Establish appropriate organization and assign roles and responsibilities, while maintaining span of control</li> </ul>   | E, F, I |                        |                                   |

## 2. Competency: Lead assigned personnel

*Description:* Influence, lead and direct assigned personnel to accomplish objectives and desired outcomes in a potentially rapidly changing environment.

### 2a. Behavior: Model leadership values and principles

| TASK   | CODE             | EVALUATION<br>RECORD # | EVALUATOR<br>INITIALS AND<br>DATE |
|--|------------------|------------------------|-----------------------------------|
| <b>11.</b> Understand and comply with NIMS/ICS concepts and principles: <ul style="list-style-type: none"> <li>● Establish and modify an effective organization based on changing incident and resource conditions</li> <li>● Maintain appropriate span of control</li> <li>● Act as a representative of incident leadership</li> </ul>  | E, F, I          |                        |                                   |
| <b>12.</b> Create a positive work environment: <ul style="list-style-type: none"> <li>● Communicate leader's intent and guidance</li> <li>● Manage function and its activities effectively</li> <li>● Proactively assume responsibility for the function and initiate action</li> </ul>  | E, F, I          |                        |                                   |
| <b>13.</b> Exhibit principles of duty, respect and integrity as a leader.  | C, E, F, I, J, T |                        |                                   |
| <b>14.</b> Establish and maintain positive interpersonal and interagency working relationships: <ul style="list-style-type: none"> <li>● Understand scope, roles, responsibilities, jurisdiction and authority of responding agencies</li> <li>● Outgoing incident staff or teams</li> <li>● Local agencies</li> <li>● AHJ</li> <li>● Policy Group</li> <li>● Public</li> <li>● Supporting agencies</li> </ul> | E, F, I          |                        |                                   |

### 2b. Behavior: Communicate incident priorities and supervise personnel

| TASK  | CODE    | EVALUATION<br>RECORD # | EVALUATOR<br>INITIALS AND<br>DATE |
|---|---------|------------------------|-----------------------------------|
| <b>15.</b> Communicate with assigned personnel: <ul style="list-style-type: none"> <li>● Communicate priorities, objectives, strategies and any changes</li> <li>● Inform personnel of their assigned tasks and expectations</li> <li>● Clearly explain conflict resolution procedures and ensure that personnel understand</li> <li>● Ensure that assigned objectives and expectations for the operational period are reasonable and accurate</li> </ul> | E, F, I |                        |                                   |

|  |         |  |  |
|--|---------|--|--|
| <b>16.</b> Ensure that staff follows all applicable agency/jurisdiction policies, contracts, standard operating procedures and agreements: <ul style="list-style-type: none"> <li>● Federal, state, local, tribal, territorial and regional relationships, as appropriate</li> <li>● Roles and responsibilities of potential responder agencies</li> <li>● Scope, jurisdiction and authority of potential responder agencies' contingency plans</li> </ul> | E, F, I |  |  |
| <b>17.</b> Supervise and hold personnel accountable for executing assigned tasks: <ul style="list-style-type: none"> <li>● Identify and promptly resolve disagreements, issues and misunderstandings</li> <li>● Prioritize work while considering immediate support for incident operations</li> </ul>   | E, F, I |  |  |
| <b>18.</b> Ensure debriefings occur and participate as necessary: <ul style="list-style-type: none"> <li>● Ensure incident situation status information is current and complete</li> </ul>   | E, F, I |  |  |

**2c. Behavior: Ensure the health, safety, welfare and accountability of assigned personnel**

| <b>TASK</b>  | <b>CODE</b> | <b>EVALUATION<br/>RECORD #</b> | <b>EVALUATOR<br/>INITIALS AND<br/>DATE</b> |
|--|-------------|--------------------------------|--|
| <b>19.</b> Evaluate mental and physical fatigue of assigned personnel: <ul style="list-style-type: none"> <li>● Ensure adequate rest is provided to section personnel</li> </ul>   | E, F, I     |                                |  |
| <b>20.</b> Recognize potentially hazardous situations, inform assigned personnel of hazards and take precautions to mitigate risk: <ul style="list-style-type: none"> <li>● Adjust operations in response to hazards, weather and other relevant events</li> </ul>   | E, F, I     |                                |  |
| <b>21.</b> Demonstrate knowledge of and comply with relevant health and safety requirements: <ul style="list-style-type: none"> <li>● Direct and oversee operations to ensure compliance with health and safety considerations and guidelines</li> <li>● Coordinate with the Safety Officer to ensure that assigned personnel follow safety guidelines</li> </ul>  | E, F, I     |                                |  |
| <b>22.</b> Report or explain the procedures for reporting unexpected occurrences, such as fire, death, injury, illness, exposure to pathogens or hazardous materials (HAZMAT), accident, political contact or property loss or damage: <ul style="list-style-type: none"> <li>● Ensure report contains nature of event, location, magnitude, personnel involved and initial action taken (such as helicopter picking up injured or an appropriate subsequent action)</li> <li>● Ensure the protection of Personally Identifiable Information (PII) while reporting</li> <li>● Obtain information from the following sources regarding special hazards, threats or unexpected occurrences: subordinates, personal observation, other incident personnel and off-incident personnel</li> </ul> | E, F, I     |                                |  |
| <b>23.</b> Ensure media and public are aware of incident-specific hazards as well as health and safety procedures.   | E, F, I     |                                |  |

**2d. Behavior: Identify opportunities and meet requirements to provide equal access and reasonable accommodation in all activities**

| <b>TASK</b>  | <b>CODE</b> | <b>EVALUATION<br/>RECORD #</b> | <b>EVALUATOR<br/>INITIALS AND<br/>DATE</b> |
|--|-------------|--------------------------------|--|
| <b>24.</b> Demonstrate the ability to identify opportunities for universal accessibility.  | E, F, I, J  |                                |  |
| <b>25.</b> Demonstrate the ability to assess and monitor for physical access, programmatic access and effective communications access. | E, F, I, J  |                                |  |
| <b>26.</b> Provide equal access, disability accommodations and access and functional needs (AFN) accommodations.                       | E, F, I, J  |                                |  |
| <b>27.</b> Demonstrate knowledge and use of inclusive, person- first language.   | E, F, I, J  |                                |  |

### 3. Competency: Conduct operations and ensure completion of assigned tasks

*Description:* Identify, analyze and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established time frame.

#### 3a. Behavior: Set the incident priorities

| TASK   | CODE    | EVALUATION<br>RECORD # | EVALUATOR<br>INITIALS AND<br>DATE |
|--|---------|------------------------|-----------------------------------|
| <b>28.</b> Attend and participate in strategy meetings as necessary: <ul style="list-style-type: none"> <li>● Assess organizational needs</li> <li>● Identify additional resource needs</li> <li>● Identify critical factors to ensure incident success</li> <li>● Prioritize incident objectives</li> </ul> | E, F, I |                        |                                   |
| <b>29.</b> Disseminate priorities and expected completion timelines to staff.  | E, F, I |                        |                                   |
| <b>30.</b> Analyze work assignments and staffing levels to ensure achievement of incident objectives.  | E, F, I |                        |                                   |
| <b>31.</b> Hold staff accountable for communicated priorities and deadlines.   | E, F, I |                        |                                   |
| <b>32.</b> Establish and oversee execution of Joint Information System (JIS) communication objectives.   | E, F, I |                        |                                   |

#### 3b. Behavior: Develop and implement plans

| TASK   | CODE    | EVALUATION<br>RECORD # | EVALUATOR<br>INITIALS AND<br>DATE |
|--|---------|------------------------|-----------------------------------|
| <b>33.</b> Participate in the planning process: <ul style="list-style-type: none"> <li>● Prepare for and participate in planning meetings</li> <li>● Assist in the development of plans, as necessary:               <ul style="list-style-type: none"> <li>○ Long-range</li> <li>○ Strategic</li> <li>○ Contingency</li> <li>○ Demobilization</li> <li>○ Continuity of Operations Plan (COOP)</li> </ul> </li> </ul>  | E, F, I |                        |                                   |
| <b>34.</b> Review, validate and modify plans: <ul style="list-style-type: none"> <li>● Emergency public information and warnings</li> <li>● Analyze alternate strategies and explain decisions</li> <li>● Review information covering health and safety principles, known hazards and importance of all periods</li> <li>● Validate function organizational structure</li> <li>● Validate function resource assignments</li> <li>● Review reserve resources</li> <li>● Evaluate immediate support needs</li> </ul> | E, F, I |                        |                                   |
| <b>35.</b> Approve completed plans: <ul style="list-style-type: none"> <li>● Ensure plans are complete, accurate, realistically attainable and relevant to the incident objectives</li> </ul>  | E, F, I |                        |                                   |

| <b>TASK</b>  | <b>CODE</b> | <b>EVALUATION<br/>RECORD #</b> | <b>EVALUATOR<br/>INITIALS AND<br/>DATE</b> |
|--|-------------|--------------------------------|--|
| <b>36.</b> Establish effective relationships with stakeholders and partners in the impacted jurisdiction(s).   | E, F, I     |                                |  |
| <b>37.</b> Establish effective relationships and coordinate with incident personnel:<br><ul style="list-style-type: none"> <li>● IMT personnel</li> <li>● Other supporting personnel</li> </ul>  | E, F, I     |                                |  |
| <b>38.</b> Interact and coordinate with other information functions:<br><ul style="list-style-type: none"> <li>● Multiagency Coordination Group (MAC Group)</li> <li>● Area command</li> <li>● Incident command/Unified Command</li> <li>● Policy Group</li> <li>● Assisting and cooperating agencies</li> <li>● Staff at other incidents or incident sites</li> </ul> | E, F, I     |                                |  |

### **3d. Behavior: Apply agency policy, contracts and agreements**

| <b>TASK</b>  | <b>CODE</b> | <b>EVALUATION<br/>RECORD #</b> | <b>EVALUATOR<br/>INITIALS AND<br/>DATE</b> |
|--|-------------|--------------------------------|--|
| <b>39.</b> Demonstrate knowledge of and apply relevant legal, regulatory and fiscal constraints.   | E, F, I     |                                |  |
| <b>40.</b> Complete all work according to organization/agency direction, policy and incident objectives:<br><ul style="list-style-type: none"> <li>● Ensure that personnel complete all documentation requirements according to organization/agency direction, policy and incident objectives</li> </ul> | E, F, I     |                                |  |

### **3e. Behavior: Account for incident costs**

| <b>TASK</b>   | <b>CODE</b> | <b>EVALUATION<br/>RECORD #</b> | <b>EVALUATOR<br/>INITIALS AND<br/>DATE</b> |
|---|-------------|--------------------------------|--|
| <b>41.</b> Review documents for accuracy, timeliness and appropriate distribution.  | E, F, I     |                                |  |
| <b>42.</b> Maintain and collect personal records related to the incident:<br><ul style="list-style-type: none"> <li>● Time sheets</li> <li>● Rental records</li> <li>● Accident forms</li> <li>● Property records <ul style="list-style-type: none"> <li>○ Equipment time records</li> </ul> </li> <li>● Receipts</li> </ul>                | E, F, I     |                                |  |
| <b>43.</b> Maintain and submit incident records for events, personnel, equipment, supplies and other data for incident management needs:<br><ul style="list-style-type: none"> <li>● Property loss/damage reports</li> <li>● Agency-required incident reports</li> <li>● Activity log</li> <li>● Changes in strategy and tactics</li> </ul> | E, F, I     |                                |  |

**3f. Behavior: Coordinate with state, local, tribal, territorial and other federal agency officials to ensure unity of effort**

| TASK  | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|---|---------|---------------------|-----------------------------|
| 44. Ensure that local officials receive the necessary information and support.                                  | E, F, I |                     |                             |
| 45. Ensure that appropriate sections are aware of local officials' concerns.                                    | E, F, I |                     |                             |
| 46. Ensure that state and local officials provide the necessary support and information to fulfill the mission. | E, F, I |                     |                             |
| 47. Identify and promptly resolve disagreements, issues and misunderstandings.                                  | E, F, I |                     |                             |

**3g. Behavior: Take actions and make decisions as the ICS PIO**

| TASK  | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|---|---------|---------------------|-----------------------------|
| 48. Issue appropriate communications based on emerging situations: <ul style="list-style-type: none"> <li>● Evacuation or shelter-in-place orders</li> <li>● Shelters</li> <li>● Road closures</li> <li>● School and government service closures</li> <li>● Hazardous conditions</li> </ul>   | E, F, I |                     |                             |
| 49. Investigate rumors and take appropriate personal protective action and or corrective action.  | E, F, I |                     |                             |
| 50. Respond to special situations concerning the incident: <ul style="list-style-type: none"> <li>● Consult with incident leaders to determine the ICS PIO's role</li> <li>● Determine agencies' policies or protocols regarding special situations and release of information</li> <li>● Supervise preparation of briefing materials</li> <li>● Ensure incident leadership reviews and approves information</li> <li>● Coordinate with involved agencies</li> <li>● Convey accurate and timely information to incident personnel</li> <li>● Develop strategy for informing and involving officials in consultation with incident leaders</li> <li>● Arrange for post-incident stress debriefing for information personnel, if necessary</li> </ul> | I       |                     |                             |

**3h. Behavior: Develop appropriate information releases and conduct media interviews according to protocol**

| TASK  | CODE    | EVALUATION<br>RECORD # | EVALUATOR<br>INITIALS AND<br>DATE |
|---|---------|------------------------|-----------------------------------|
| 51. Schedule and facilitate press conferences:<br><ul style="list-style-type: none"> <li>● Ensure key staff members are in attendance and available for questions</li> </ul>  | E, F, I |                        |                                   |
| 52. Anticipate interview questions and practice responses.  | E, F, I |                        |                                   |
| 53. Deliver interviews that are concise, accurate, up to date, well planned and consistent with current information and messages.   | E, F, I |                        |                                   |
| 54. Arrange and schedule phone or in-person interviews for the media with incident personnel and provide interviewees with key messages.  | E, F, I |                        |                                   |
| 55. Handle community relations responsibilities:<br><ul style="list-style-type: none"> <li>● Make initial contacts with community leaders and local cooperating public services and provide periodic updates</li> <li>● Obtain community street maps and emergency numbers for local contacts</li> <li>● Update and post incident fact sheet or newsletter at various locations in the community</li> <li>● Moderate, host or prepare for information briefings</li> <li>● Inform affected public about evacuation centers</li> </ul> | I       |                        |                                   |
| 56. Demonstrate writing skills appropriate to the audience in a variety of formats.   | E, F, I |                        |                                   |

### 3i. Behavior: Provide logistical support as necessary

| TASK   | CODE    | EVALUATION<br>RECORD # | EVALUATOR<br>INITIALS AND<br>DATE |
|--|---------|------------------------|-----------------------------------|
| 57. Arrange and schedule media access to the incident and obtain information on media personnel and media aircraft.  | E, I    |                        |                                   |
| 58. Coordinate assignments for officials' visits or community meetings:<br><ul style="list-style-type: none"> <li>● Planning and coordination</li> <li>● Logistics</li> <li>● Briefing materials</li> </ul>  | E, I    |                        |                                   |
| 59. Provide adequate notice to all staff if press will visit operational areas and provide guidance on protecting work materials from press cameras.   | E, I    |                        |                                   |
| 60. Coordinate with field personnel and the Incident Command Post (ICP) to provide media escorts:<br><ul style="list-style-type: none"> <li>● Provide PPE as appropriate</li> <li>● Ensure designated escorts are qualified and have adequate communication equipment</li> </ul> | E, F, I |                        |                                   |

### 3j. Behavior: Manage information systems and flow



| <b>TASK</b>   | <b>CODE</b> | <b>EVALUATION<br/>RECORD #</b> | <b>EVALUATOR<br/>INITIALS AND<br/>DATE</b> |
|---|-------------|--------------------------------|--|
| <b>61.</b> Establish and supervise the Joint Information Center (JIC) and JIS:<br><ul style="list-style-type: none"> <li>● Supervise JIC Manager and assistant PIOs in gathering and disseminating routine incident information</li> </ul>  | E, F, I     |                                |  |
| <b>62.</b> Develop external information flow procedures to meet leadership's expectations:<br><ul style="list-style-type: none"> <li>● Establish system for securing approvals, if required, for press releases</li> <li>● Demonstrate sensitivity to various organizational requirements and the cultural and political climate of the jurisdiction when disseminating information</li> </ul>  | E, F, I     |                                |  |
| <b>63.</b> Establish a system and schedule for obtaining incident information:<br><ul style="list-style-type: none"> <li>● Incident status summary</li> <li>● Situation report</li> <li>● Communication with agency/organization dispatch</li> <li>● Social media monitoring</li> <li>● Meetings and briefings</li> <li>● Incident Action Plan (IAP)</li> </ul>   | E, F, I     |                                |  |
| <b>64.</b> Identify assisting and cooperating agencies and contacts.  | E, F, I     |                                |  |
| <b>65.</b> Assess priorities and strategies to meet the most critical public information needs.   | E, F, I     |                                |  |
| <b>66.</b> Establish procedures for distributing information to incident personnel and cooperating and participating agencies (local, regional, national).  | E, F, I     |                                |  |
| <b>67.</b> Develop, implement and monitor approved social media and other digital information tools:<br><ul style="list-style-type: none"> <li>● Ensure incident leadership approves all incident information released via social media networks</li> <li>● Develop methods for monitoring mentions of the incident in online media, including blogs, social media and other venues</li> <li>● Assist incident leaders in ensuring all incident personnel understand the chain of command for social media related to the incident</li> </ul> | E, F, I     |                                |  |
| <b>68.</b> Evaluate and monitor media coverage of incident:<br><ul style="list-style-type: none"> <li>● Internet, including blogs</li> </ul>  | I           |                                |  |
| <b>69.</b> Adjust outreach tactics based on emerging issues.  | E, I        |                                |  |

**3k. Behavior: Produce and disseminate messaging**

| <b>TASK</b> | <b>CODE</b> | <b>EVALUATION<br/>RECORD #</b> | <b>EVALUATOR<br/>INITIALS AND<br/>DATE</b> |
|-------------|-------------|--------------------------------|--|
|-------------|-------------|--------------------------------|--|

|   |         |  |  |
|---|---------|--|--|
| <b>70.</b> Provide current and timely information to external audiences: <ul style="list-style-type: none"> <li>● Media releases</li> <li>● Press kits</li> <li>● Talking points</li> <li>● Incident status summaries</li> </ul>  | E, F, I |  |  |
| <b>71.</b> Provide safety information to the public and the media, as appropriate.  | E, F, I |  |  |
| <b>72.</b> Prepare, approve and distribute fact sheets and news releases to address basic incident facts—who, what, when, where and why: <ul style="list-style-type: none"> <li>● Update fact sheets and news releases regularly</li> <li>● Use internet technology where available</li> <li>● Support social media postings</li> </ul>   | E, F, I |  |  |
| <b>73.</b> Assign and monitor preparation and updating of information products: <ul style="list-style-type: none"> <li>● Fact sheets</li> <li>● Visuals</li> <li>● News releases</li> <li>● Social media postings</li> </ul>  | E, F, I |  |  |
| <b>74.</b> Prepare briefing materials for incident leaders.   | E, F, I |  |  |
| <b>75.</b> Incorporate approved special messages and information into routine incident information: <ul style="list-style-type: none"> <li>● Safety</li> <li>● Prevention</li> <li>● Resource benefits</li> <li>● Environmental protection measures</li> <li>● Interagency cooperation</li> <li>● Rehabilitation and resource recovery programs</li> <li>● Recognition of local community and volunteer support</li> <li>● Efficiency of operations and cost containment</li> <li>● Photographs and video of the incident and related activities</li> </ul> | E, F, I |  |  |

#### 4. Competency: Communicate effectively

*Description:* Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment.

##### 4a. Behavior: Ensure the exchange of relevant information during briefings

| TASK   | CODE    | EVALUATION<br>RECORD # | EVALUATOR<br>INITIALS AND<br>DATE |
|--|---------|------------------------|-----------------------------------|
| <b>76.</b> Prepare for and participate in briefings: <ul style="list-style-type: none"> <li>● Ensure briefings are accurate, timely and include appropriate personnel</li> <li>● Brief external support organizations</li> <li>● Share and evaluate information</li> </ul>   | E, F, I |                        |                                   |
| <b>77.</b> Lead staff briefings and debriefings.   | E, F, I |                        |                                   |
| <b>78.</b> Attend leading agency official meetings, Command and General Staff meetings and other staff meetings and briefings as the supervisor outlines and share pertinent information that may affect the team's management of the incident: <ul style="list-style-type: none"> <li>● Present:               <ul style="list-style-type: none"> <li>○ Changes to the IAP or relevant plans</li> <li>○ Current conditions, priorities and special considerations</li> <li>○ Staff-specific information and instructions</li> <li>○ Special health and safety issues</li> <li>○ Situational assessment</li> </ul> </li> <li>● Receive priorities, goals and objectives</li> </ul> | E, F, I |                        |                                   |
| <b>79.</b> Prepare briefing materials for officials' visits and assist with planning, coordination and logistics.  | E, F, I |                        |                                   |

## 5. Competency: Prepare for demobilization/transfer

*Description:* Demobilize position and transfer position duties.

### 5a. Behavior: Transfer position duties while ensuring continuity

| TASK  | CODE             | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|---|------------------|---------------------|-----------------------------|
| <b>80.</b> Complete the process for demobilizing position responsibilities: <ul style="list-style-type: none"> <li>● Brief and provide complete and accurate records to relief personnel</li> <li>● Discuss equipment release considerations</li> <li>● Provide information to supervisor to assist with decisions on release priorities</li> <li>● Coordinate with appropriate partners regarding demobilization procedures</li> <li>● Brief personnel on demobilization responsibilities</li> <li>● Ensure personnel demobilize in a timely and complete manner</li> <li>● Emphasize safety and accountability during this phase of operations</li> </ul> | C, E, F, I, J, T |                     |                             |
| <b>81.</b> Coordinate an efficient transfer of position duties when deactivating or demobilizing resources: <ul style="list-style-type: none"> <li>● Inform assigned personnel</li> <li>● Notify incoming personnel when and where transition of positions will occur</li> <li>● Conduct transition effectively</li> <li>● Document follow-up action and submit to agency representative</li> </ul>   | E, F, I          |                     |                             |
| <b>82.</b> Complete all necessary reports and narratives following common standards before turnover: <ul style="list-style-type: none"> <li>● Shift change</li> <li>● End of operational period</li> <li>● Reassignment</li> <li>● Deactivation/demobilization</li> </ul>   | E, F, I          |                     |                             |
| <b>83.</b> Participate in transition or incident closeout: <ul style="list-style-type: none"> <li>● Conduct debriefings with agency administrator(s) as requested</li> <li>● Close out incident as appropriate for the AHJ</li> </ul>   | E, F, I          |                     |                             |

### 5b. Behavior: Plan for demobilization and ensure staff follow demobilization process

| TASK   | CODE    | EVALUATION RECORD # | EVALUATOR INITIALS AND DATE |
|--|---------|---------------------|-----------------------------|
| <b>84.</b> Participate in the development, approval and implementation of the demobilization plan: <ul style="list-style-type: none"> <li>● Coordinate with appropriate partners regarding demobilization procedures</li> <li>● Coordinate needs and responsibilities</li> </ul> | E, F, I |                     |                             |
| <b>85.</b> Prepare public information portion of transition plan.  | E, F, I |                     |                             |