Incident Management Team Position Task Book

All-Hazards Public Information Officer

March 15, 2007



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All-Hazards Public Information Officer

Version: March 15, 2007

INDIVIDUAL'S NAME, DUTY STATION, AND PHONE NUMBER
POSITION TASK BOOK INITIATED BY:
OFFICIAL'S NAME, TITLE, DUTY STATION, AND PHONE NUMBER

EVALUATOR

Do ${\it NOT}$ complete this unless you are recommending the trainee for certification

VERIFICATION/CERTIFICATION OF COMPLETED POSITION TASK BOOK FOR THE POSITION OF				
FINAL EVALUATOR'S VERIFICATION				
I verify that all tasks have been performed and are documented with appropriate initials.				
I also verify that				
I also verify that has performed as a trainee and should therefore be considered for certification in this position.				
FINAL EVALUATOR'S SIGNATURE AND DATE				
EVALUATOR'S PRINTED NAME, TITLE, DUTY STATION, AND PHONE NUMBER				
AGENCY HEAD RECOMMENDATION FOR CERTIFICATION				
I certify that				
I certify that has met all requirements for qualification in this position and I recommend that they be certified for				
the position.				
OFFICIAL'S SIGNATURE AND DATE				
OFFICIAL'S NAME TITLE, DUTY STATION, AND PHONE NUMBER				
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INCIDENT MANAGEMENT SYSTEM POSITION TASK BOOK

Position Task Books (PTBs) were developed for designated positions as described under the National Interagency Incident Management System (NIIMS) and have been incorporated into the National Incident Management System (NIMS). The position task book is used by the authority having jurisdiction to certify that the person to whom the task book belongs meets the standards recommended by the National (NIMS) Integration Center (NIC).

Each PTB lists the performance requirements (tasks) for the specific position in a format that allows a trainee to be evaluated against written guidelines. Successful performance of all tasks, as observed and recorded by an evaluator, will result in a recommendation that the trainee be certified in that position. Evaluation and confirmation of the individual's performance of all the tasks may involve more than one evaluator and can occur on incidents, in classroom simulation, and in other work situations. Designated PTBs require position performance during which the majority of required tasks are demonstrated on a single incident. It is important that performance be critically evaluated and accurately recorded by each evaluator. All tasks must be evaluated. All bullet statements within a task that require an action (contain an action verb) must be demonstrated before that task can be signed off.

A brief list of responsibilities also appears below.

RESPONSIBILITIES:

1. The **Agency Management** is responsible for:

- Selecting trainees based on the needs of their organization or area Incident Management Teams.
- Providing opportunities for evaluation and/or making the trainee available for evaluation.

2. The **Individual** is responsible for:

- Reviewing and understanding instructions in the PTB.
- Identifying desired objectives/goals.
- Providing background information to an evaluator.
- Satisfactorily demonstrating completion of all tasks for an assigned position within three years.
- Assuring the evaluation record is complete.
- Notifying the local agency head when the PTB is completed, and obtaining their signature recommending certification.
- Keeping the original PTB in personal records.

3. The **Evaluator** is responsible for:

- Being qualified and proficient in the position being evaluated.
- Meeting with the trainee and determining past experience, current qualifications, and desired objectives/goals.
- Reviewing tasks with the trainee.
- Explaining to the trainee the evaluation procedures that will be utilized and which objectives may be attained.
- Identifying tasks to be performed during the evaluation period.

- Accurately evaluating and recording demonstrated performance of tasks. Dating and initialing completion of the
 task shall document satisfactory performance. Unsatisfactory performance shall be documented in the Evaluation
 Record.
- Completing the Evaluation Record found at the end of each PTB.
- 4. The **Final Evaluator** is responsible for signing the verification statement inside the front cover of the PTB when all tasks have been initialed.
- 5. The **Agency Head** or designee is responsible for:
 - Issuing the PTB to document task performance.
 - Explaining to the trainee the purpose and processes of the PTB, as well as the trainee's responsibilities.
 - Tracking progress of the trainee.
 - Identifying incident evaluation opportunities.
 - Identifying and assigning an evaluator that can provide a positive experience for the trainee, and make an accurate and honest appraisal of the trainee's performance.
 - Documenting the assignment.
 - Conducting progress reviews.
 - Conducting a closeout interview with the trainee and evaluator and assuring that documentation is proper and complete.

Competency 1: Assume position responsibilities

Description: Successfully assume role of Public Information Officer and initiate position activities at the appropriate time according to the following behaviors.

Behavior 1: Ensure readiness for assignment.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Obtain and assemble information and materials needed for kit. Kit will be assembled and prepared prior to receiving an assignment. Kit will contain critical items needed for functioning during the first 48 hours. Kit will be easily transportable and within agency weight limitation. The basic information and materials needed may include, but is not limited to, any of the following:	O		
Reference Material			
Position manual.			
 PMS 410-1, Fireline Handbook. 			
 Field Operations Guide ICS 420-1. 			
Forms			
ICS Form 214, Unit Log.			
ICS Form 213, General Message.			
Supplies			
Printing calculator.			
Telephone and contact documentation log sheets.			
Local media directory.			
Camera/film.			
Appropriate office supplies.			

Behavior 2: Ensure readiness of self and subordinates [crew] for assignment.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
Arrive properly equipped at incident assigned location within acceptable time limits. Check in according to agency guidelines.	I		

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Behavior 3: Ensure availability, qualifications, and capabilities of resources to complete assignment.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
 Determine immediate staffing and resource needs. Assess incident complexity and media interest. Gather additional supplies to support effort, if needed. 	I		

Behavior 4: Gather, update, and apply situational information relevant to the assignment.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
 Obtain complete information from dispatch upon initial activation. Incident name. Incident order number. Request number. Incident number. Reporting location (drop point). Phone contacts. Radio frequencies. Transportation arrangements/travel routes. Reporting times. 	I		
 Gather all available information necessary to accurately assess incident, make appropriate decisions about immediate needs and actions including: Assigned Incident Commander's name/location. Type of incident. Current resource commitments. Current situation status. Expected duration of incident. Terrain. Weather (current and expected). Agency Administrator's briefing. 	I		

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TASK	CODE	EVALUATION RECORD #	EVALUATOR
 Stablish contact with Incident Commander or Lead Information Officer to obtain briefing. Review Incident Commander's ICS Form 201 (Incident Briefing) and ICS Form 202 (Summary of Incident Organization), if available. Contact responsible agencies' public affairs staff for briefing on local issues. Obtain local information. Obtain media contact list. 	I		
4. Review available documentation.Incident Action Plan.Strategy objectives and WSFA, as appropriate.	I		
 5. Determine expectations of Incident Commander/ Agency Administrator regarding gathering and disseminating of information. Participation in interviews. Media access (ground and air). Release of sensitive information. Investigation and cause. Need or location of information center. 	I		

Behavior 5: Establish effective relationships with relevant personnel.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Maintain positive working relationships with all coworkers, incident personnel, local publics, and agencies.	I		
2. Employ good listening/responding skills with coworkers, incident personnel, media, and public.	I		
3. Obviously support cooperating and participating agencies in contacts with the media and public. Written materials (news releases, fact sheets) should reflect support of other agencies.	I		

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TASK	CODE	EVALUATION RECORD #	EVALUATOR
4. Demonstrate respect for, and sensitivity toward, all cultures in contacts with incident personnel, public, and media, and in all written materials.	I		
5. Ensure that information personnel maintain a neat and professional appearance at all times.	I		
6. Practice "service concept" with public/media/incident personnel.	I		
7. Serve as contact point for media calling the incident.	I		

Behavior 6: Ensure ability to use tools necessary to complete assignment.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
 Demonstrate familiarity with communications equipment, procedures, and basic functions/capabilities of: Hand-held, portable, multi-channel radios. Portable scanner. Cellular telephone. Facsimile machine (FAX). 	I		

Behavior 7: Establish organization structure, reporting procedures, and chain of command of assigned resources.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Establish system/schedule for obtaining incident	I		
information.			
• ICS Form 209's.			
 Communication with agency dispatch. 			
 Follow-up briefings from Incident Commander. 			

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Behavior 8: Understand and comply with ICS concepts and principles.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Maintain appropriate span of control through the assignment of Assistant Public Information Officers from appropriate agencies and/or organizations.	I		
2. Demonstrate knowledge of ICS structure, principles, positions, and ICS forms.	I		
3. Act as agent of the Incident Commander.	I		

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Competency 2: Lead assigned personnel

Description: Influence, guide, and direct assigned personnel to accomplish objectives and desired outcomes in a rapidly changing, high-risk environment.

Behavior 1: Model leadership principles of Duty, Respect and Integrity.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
 Exhibit principles of duty. Be proficient in your job, both technically and as a leader. Make sound and timely decisions. Ensure that tasks are understood, supervised and accomplished. Develop your subordinates for the future. 	I		
 2. Exhibit principles of respect. Know your subordinates and look out for their wellbeing. Keep your subordinates informed. Build the team. Employ your subordinates in accordance with their capabilities. 	I		
 3. Exhibit principles of integrity. Know yourself and seek improvement. Seek responsibility and accept responsibility for your actions. Set the example. 	I		

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

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Recognize potentially hazardous situations.	I		
2. Inform subordinates of hazards.	I		
3. Ensure that special precautions are taken when extraordinary hazards exist.	I		
4. Ensure adequate rest is provided to all unit personnel.	I		

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Behavior 3: Establish work assignments and performance expectations, monitor performance, and provide feedback.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Brief and keep subordinates informed and updated.	I		
Ensure necessary support staff is aware of planning meeting assignments.	I		
3. Provide ongoing feedback to subordinates during incident and demobilization.	I		
4. Evaluate performance of subordinates as required by agency policy.	I		

Behavior 4: Emphasize teamwork.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
 Establish cohesiveness among assigned resources. Establish trust through open communication. 	I		
Require commitment.			
 Set expectations of accountability. 			
Bring focus to the team result.			

Behavior 5: Coordinate interdependent activities.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Coordinate with other information functions.	I		
MAC group.			
Area command.			
• Dispatch.			
• NIFC.			
 Cooperating agencies. 			
Other incidents.			

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Competency 3: Communicate effectively

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

Behavior 1: Ensure all relevant information is exchanged during check-in, briefings and debriefings.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
 Establish contact with Incident Commander or Lead Information Officer to obtain briefing. Review Incident Commander's ICS Form 201 (Incident Briefing) and ICS Form 202 (Summary of Incident Organization), if available. Contact responsible agencies' public affairs staff for briefing on local issues. Obtain local information. Obtain media contact list. 	I		
2. Review available documentation.Incident Action Plan.Strategy objectives and WSFA, as appropriate.	I		
 3. Determine expectations of Incident Commander/ Agency Administrator regarding gathering and disseminating of information. Participation in interviews. Media access (ground and air). Release of sensitive information. Investigation and cause. Need or location of information center. 	I		
 4. Participate in briefings/meetings. Develop information updates based on information received. Apprise Incident Commander of sensitive information and community needs. 	I		

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TASK	CODE	EVALUATION RECORD #	EVALUATOR
 5. Assist with post-incident information strategy and procedure. Assist in organizing briefing material and documentation materials for jurisdictional agency information staff. Assist jurisdictional agency with the preparation of a post incident information strategy. 	I		

Behavior 2: Ensure documentation is complete and disposition is appropriate.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Document all media contacts on media log.	I		
2. Document key activities/highlights on Unit Log, ICS Form 214.	I		
3. Complete and submit required ICS documentation and other documentation as requested by Incident Commander and/or Agency Administrator.	I		
4. Complete and submit ICS Form 221 if required.	I		

Behavior 3: Gather, produce and distribute information as required by established guidelines and ensure understanding by recipient.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
Obtain updated maps and other visuals to aid PIOs and other incident personnel in briefing the media on incident status.	I		
2. Take photographs and video of the incident and related activities.	I		
3. Obtain community street maps, emergency numbers for local contacts.	I		
Update and post incident fact sheet or newsletter at various locations in community.	I		

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TASK	CODE	EVALUATION RECORD #	EVALUATOR
 5. Prepare and disseminate information internally to personnel on incident. • Establish bulletin board(s) at ICP and other incident locations. • Assist with development of newsletter as appropriate. • Develop news clipping sheet for posting at bulletin board locations. 	I		
6. Prepare briefing materials for VIP visits and assist with planning, coordination, and logistics for visits.	I		

Behavior 4: Develop and implement plans and gain concurrence of affected agencies and the public.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Assist in the preparation of the Demobilization Plan.	I		

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Competency 4: Ensure completion of assigned actions to meet identified objectives

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

Behavior 1: Take appropriate action based on assessed risks.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
 Initiate contact and respond to inquiries from media. Call wire services with initial information and updates. Provide phone numbers for media to call for further information. 	I		
2. Serve as incident spokesperson.	I		
3. Be alert to rumors and take appropriate action.	I		

Behavior 2: Modify approach based on evaluation of incident situation

TASK	CODE	EVALUATION RECORD #	EVALUATOR
 Respond to special situations within incident. Prepare briefing paper/news release for approval of Lead Information Officer, Incident Commander or Agency Administrator. 	I		

Behavior 3: Follow established and safety procedures relevant to given assignment.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
 Follow safety procedures and be aware of incident-specific hazards. Have available and use appropriate personal protective equipment. Follow established safety procedures. Consider LCES. Brief media and public on safety concerns of the incident. 	I		
Provide personal protective equipment to media covering incident.	I		

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TASK	CODE	EVALUATION RECORD #	EVALUATOR
3. Obtain clearance for access to incident from operations personnel.	I		

Behavior 4: Provide logistical support as necessary.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
Arrange and schedule media overflights of the incident and obtain information on media personnel and media aircraft.	I		
2. Provide ground transportation and escorts for media.	I		
3. Prepare briefing materials for VIP visits and assist with planning, coordination, and logistics for visits.	I		

Behavior 5: Develop appropriate information releases and conduct media interviews according to established protocol.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
Develop information updates based on information received.	I		
2. Gather information and prepare/update fact sheet/news release.	I		
3. Clear information release with the Lead Information Officer.	I		
4. Inform media outlets of information center, phone numbers, location, and operating hours.	I		
5. Conduct interview and provide updates to media calling the information center.	I		
6. Maintain log of media names, organization, and types of requests for information.	I		
7. Follow up on media requests for callbacks and additional information.	I		
8. Gather and prepare releases on environmental, safety, prevention, rehabilitation, and other messages about the incident.	I		

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TASK	CODE	EVALUATION RECORD #	EVALUATOR
9. Arrange and schedule phone and in-person interviews for the media with incident personnel.	I		
10. Determine when Incident Commander and other personnel will be available for media interviews.	I		
11. Arrange interviews/briefings for the media with Incident Commander and other incident personnel.	I		
 12. Handle community relations responsibilities, as needed. Make initial contacts and updates for community leaders and other local cooperating public service. Obtain community street maps, emergency numbers for local contacts. Update and post incident fact sheet or newsletter at various locations in community. Moderate, host or prepare for information briefings. Inform affected public about evacuation centers. 	I		
 13. Respond to special situations within incident. Prepare briefing paper/news release for approval of Lead Information Officer, Incident Commander or Agency Administrator. 	I		
 14. Prepare a fact sheet and/or news release that describes the nature of the incident and addresses who, what, where, when, and why. Size. Location (proximity to well-known locations or communities). Time and date of origin Cause (if cleared). What is threatened. Resources to be protected. Costs to date. Damages (property and resources). Current and expected weather conditions. Predicted containment/control. Agencies/jurisdiction. Cooperating agencies. Equipment and resources committed and responding. 	I		

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Behavior 6: Plan for demobilization and ensure demobilization procedures are followed.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Receive demobilization instructions from supervisor.	I		
Ensure that incident and agency demobilization procedures are followed.	I		
3. Complete and submit ICS Form 221 if required.	I		

Behavior 7: Transfer position duties while ensuring continuity of authority and knowledge and taking into account the increasing or decreasing incident complexity.

TASK	CODE	EVALUATION RECORD #	EVALUATOR
1. Determine with replacement time of transfer.	I		
Communicate transfer of command to operations and command staff.	I		
3. If necessary, coordinate with agencies about transfer of command back to local jurisdiction.	I		

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INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORD

There are four separate blocks allowing evaluations to be made. These evaluations may be made on incidents, simulations in classroom, or in daily duties, depending on what the position task book indicates. This should be sufficient for qualification in the position if the individual is adequately prepared. If additional blocks are needed, a page can be copied from a blank task book and attached.

Complete These Items at the START of the Evaluation Period:

Evaluator's name, incident/office title, and agency: List the name of the Evaluator, his/her incident position or office title, and agency.

Evaluator's home unit address and phone: Self-explanatory

#: The number next to the evaluator's name in the upper left corner of the evaluation record identifies a particular incident or group of incidents. This number should be placed in the column labeled "Evaluation Record #" on the PTB for each task performed satisfactorily. This number will enable reviewers of the completed PTB to ascertain the qualifications of the different evaluators prior to making the appropriate sign-off on the PTB.

Location of Incident/Simulation: Identify the location where the tasks were performed by agency and office.

Incident Kind: Enter kind of incident; e.g., Hazmat, wildland fire, structural fire, search and rescue, flood, tornado, etc.

Complete These Items at the END of the Evaluation Period:

Number and Type of Resources: Enter the number of resources and types assigned to the incident pertinent to the Trainee's task book position.

Duration: Enter inclusive dates during which the Trainee was evaluated. This block may indicate a span of time covering several small and similar incidents if the Trainee has been evaluated on that basis; e.g., several initial attack wildfires in similar fuel types.

Recommendation: Check as appropriate and/or make comments regarding the future needs for development of this trainee.

Date: List the date the record is being completed.

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

Evaluator's relevant certification: List your certification relevant to the Trainee position you supervised.

Evaluation Record

TRA	NINEE NAME		TRAINEE POSITION	
#1 Evaluator's name: Incident/office title &	agency:			
Evaluator's home unit addre	ss & phone:			
Name and Location of Incident or Situation (agency & area)	Incident Kind (Hazmat, tornado, flood, structural fire, wildfire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	
			to	
I recommend the following The individual has The individual was Not all tasks were e The individual is se knowledge and skill Recommendations:	by me have been performed und for further development of this successfully performed all tasks not able to complete certain task avaluated on this assignment and everely deficient in the performalls needed) prior to additional assignment.	Trainee. If for the position and should be the comments below) or added an additional assignment is the contract of tasks for the position assignment(s) as a Trainee.	pe considered for certification. itional guidance is required. needed to complete the evaluate and needs further training (both	tion.
Evaluator's relevant agency of		.,		
#2 Evaluator's name: Incident/office title &	agency:			
Evaluator's home unit addre	ss & phone:			
Name and Location of Incident or Situation (agency & area)	Incident Kind (Hazmat, tornado, flood, structural fire, wildfire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	
			to	
The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above named Trainee. I recommend the following for further development of this Trainee. The individual has successfully performed all tasks for the position and should be considered for certification. The individual was not able to complete certain tasks (comments below) or additional guidance is required. Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. The individual is severely deficient in the performance of tasks for the position and needs further training (both required & knowledge and skills needed) prior to additional assignment(s) as a Trainee. Recommendations: Recommendations:				
Date:	Evaluator's initials certification or rating:	»:		

Evaluation Record

(Continuation Sheet)

TRA	AINEE NAME		TRAINEE POSITION		
#3 Evaluator's name: Incident/office title &	agency:				
Evaluator's home unit addre	ess & phone:				
Name and Location of Incident or Situation (agency & area)	Incident Kind (Hazmat, tornado, flood, structural fire, wildfire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)		
			to		
I recommend the following The individual has The individual was Not all tasks were of the individual is so knowledge and skit. Recommendations: Date:	The tasks initialed & dated by me have been performed under my supervision in a satisfactory manner by the above named Trainee. I recommend the following for further development of this Trainee. The individual has successfully performed all tasks for the position and should be considered for certification. The individual was not able to complete certain tasks (comments below) or additional guidance is required. Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. The individual is severely deficient in the performance of tasks for the position and needs further training (both required & knowledge and skills needed) prior to additional assignment(s) as a Trainee. Recommendations: Recommendations:				
Evaluator's relevant agency	certification or rating:				
#4 Evaluator's name: Incident/office title &	agency:				
Evaluator's home unit addre	ess & phone:				
Name and Location of Incident or Situation (agency & area)	Incident Kind (Hazmat, tornado, flood, structural fire, wildfire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)		
			to		
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Date: Evaluator's relevant agency	Evaluator's initial certification or rating:	s:	_		