

**TASK BOOK FOR THE POSITION OF
PUBLIC INFORMATION OFFICER
(PIOF)**



PMS 311-07

FEBRUARY 2006

TASK BOOK ASSIGNED TO:
INDIVIDUAL'S NAME, DUTY STATION, AND PHONE NUMBER
TASK BOOK INITIATED BY:
OFFICIAL'S NAME, TITLE, DUTY STATION, AND PHONE NUMBER
LOCATION AND DATE THAT TASK BOOK WAS INITIATED

The material contained in this book accurately defines the performance expected of the position for which it was developed. This task book is approved for use as a position qualification document in accordance with the instructions contained herein.

EVALUATOR

DO NOT COMPLETE THIS UNLESS YOU ARE RECOMMENDING THE TRAINEE FOR CERTIFICATION

**VERIFICATION/CERTIFICATION OF COMPLETED 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 _____

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 CERTIFICATION

I certify that _____

has met all requirements for qualification in this position and that such qualification has been issued.

CERTIFYING OFFICIAL'S SIGNATURE AND DATE

CERTIFYING OFFICIAL'S NAME, TITLE, DUTY STATION, AND PHONE NUMBER

Copies of this publication are available at the following website:

<http://www.nwcg.gov/pms/taskbook/taskbook.htm>

NATIONAL WILDFIRE COORDINATING GROUP POSITION TASK BOOK

Position Task Books (PTBs) have been developed for designated positions within the National Interagency Incident Management System (NIIMS). 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 to the agency that the Trainee be certified in that position.

Evaluation and confirmation of the Trainee's performance of all the tasks may involve more than one Evaluator and can occur on incidents, in classroom simulations, and in other work situations. **Designated PTBs require position performance during which the majority of required tasks are demonstrated on a wildland fire. Wildland fire includes; wildfire, prescribed fire, and wildland fire use. Some positions require that specific tasks be performed on a wildfire. Performance of these tasks on other kinds of incidents is NOT qualifying.** It is important that performance be critically evaluated and accurately recorded by each Evaluator. All tasks must be evaluated before recommending certification. All bullet statements within a task which require an action (containing an action verb) must be demonstrated before that task can be signed off.

A more detailed description of this process, definitions of terms, and responsibilities are included in the PMS 310-1, NIIMS Wildland Fire Qualification System Guide. A brief list of responsibilities also appears below.

RESPONSIBILITIES:

1. The **Home Unit/Certifying Official** is responsible for:
 - Selecting Trainees based on the needs of the Home Unit/Certifying Official and agreements with cooperators.
 - Ensuring individuals selected as Trainees are qualified in any prerequisite position and have successfully completed all Required Training prior to PTB initiation, task evaluation and/or position performance.
 - Initiating and explaining the purpose and proper use of the PTB, and the training, qualification and certification process.
 - Ensuring the Trainee has the opportunity to acquire the knowledge/skills necessary to perform the position.
 - Providing opportunities for non-incident ("O") task evaluation, for position performance assignments on local incidents, and/or make the Trainee available for assignments to larger incidents.
 - Tracking the progress of the Trainee.
 - Reviewing and confirming the completion of the PTB and making a determination of certification.
 - Issuing proof of certification as required by PMS 310-1.

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

- Reviewing and understanding instructions in the PTB.
- Meeting with the Trainer/Coach and/or Evaluator and identifying desired goals and objectives for an assignment.
- Ensuring readiness to perform the tasks of the position prior to undertaking a position performance assignment.
- Providing background information (training and experience) to the Trainer/Coach and/or Evaluator.
- Completing the PTB within the three-year time limit. If the PTB is not completed in three years from the date of the PTB initiation (or first task being evaluated), the PTB will no longer be valid. A new PTB may be initiated, but all current qualification standards will then apply.
- Ensuring a qualified Evaluator completes the appropriate Evaluation Record, initials completed tasks, and enters a number in the Evaluation Record # column.
- Providing a copy of the completed PTB to the Home Unit/Certifying Official.
- Retaining the original PTB.
- Providing proof of qualifications on an incident.

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

- Being qualified in the position being evaluated.
- Meeting with the Trainee and determining past experience and training, current qualifications, desired goals and objectives of the assignment.
- Reviewing the tasks in the PTB with the Trainee and explaining the procedures that will be used in the evaluation and the objectives which should be met during the assignment.
- Reaching an agreement with the Trainee on the specific tasks which can be performed and evaluated during the assignment.
- Accurately evaluating and recording the demonstrated performance of tasks.
- Completing the appropriate evaluation record in the back of the PTB.
- Completing the verification statement inside the front cover of the PTB once all tasks in the PTB have been completed and signed off.

4. The Trainer/Coach is responsible for:

- Being qualified in the position for which training is being provided.
- Meeting with the Trainee and determining past experience and training, current qualifications, desired goals and objectives of the assignment.
- Reviewing the tasks in the PTB with the Trainee and explaining the procedures that will be used in the training assignment and the objectives which should be met during the assignment.
- Reaching an agreement with the Trainee of the specific tasks which can be performed during the assignment.
- Documenting training assignment according to agency policy or Home Unit/Certifying Official procedures.

5. The **Training Specialist** is responsible for:

- Meeting with the Trainee and determining the type of assignment necessary (position performance or on-the-job training).
- Identifying opportunities for on-the-job training and position performance assignments which meet the Trainee's needs and objectives.
- Working with the incident or Home Unit/Certifying Official to identify and assign qualified Evaluators.
- Initiating a PTB after acquiring authorization from the appropriate agency official of the Home Unit.
- Documenting all on-the-job training and position performance assignments.
- Conducting periodic progress reviews to ensure assignments are proceeding as planned.
- Conducting a close-out interview with the Trainee and Evaluator to ensure that the PTB has been properly completed.

QUALIFICATION RECORD

POSITION: PUBLIC INFORMATION OFFICER (PIOF)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p><u>GENERAL</u></p> <p>1. <u>Obtain and assemble materials needed for an Information kit.</u></p> <p>Kit will be assembled 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 (per National Mobilization Guide).</p> <p>Suggested kit items:</p> <ul style="list-style-type: none"> • PMS 410-1, NWCG Fireline Handbook. • Incident Response Pocket Guide (IRPG), NFES 1077 • ICS 214, Unit Log. • ICS 213, General Message. • Telephone and contact documentation log sheets. • Camera • Office supplies. 	O		

*Code: O = Task can be completed in a variety of situations such as a classroom, simulation, prescribed fire, daily job, etc.

I = Task must be performed on an incident which is managed under the Incident Command System (ICS). Kind of incidents include; wildland fire (wildfire, prescribed fire, wildland fire use), structural fire, oil spill, search and rescue, hazmat, and an emergency or non-emergency (planned event or unplanned).

W = Task must be performed on a wildfire incident.

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R = Rare events rarely occur and opportunities to evaluate performance in a real setting are limited. Examples include; accidents, injuries, vehicle or aircraft crashes, etc. The Evaluator may be able to determine, through interview, if the Trainee would be able to perform the task in a real situation.

QUALIFICATION RECORD
Continuation Sheet

POSITION: PUBLIC INFORMATION OFFICER (PIOF)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
2. <u>Ensure safety and welfare of yourself and others.</u> <ul style="list-style-type: none"> • Follow safety procedures and be aware of incident-specific hazards. • Have and use appropriate personal protective equipment (PPE). • Identify hazards, inform others, and follow risk management process as identified in IRPG. • Address Lookouts, Communication, Escape Routes, and Safety Zones (LCES). • Brief media and public on safety concerns of the incident. • Follow the work/rest guidelines. 	I		
3. <u>Demonstrate familiarity with communications equipment, procedures, and basic functions/capabilities of:</u> <ul style="list-style-type: none"> • Handheld, portable, multi-channel radios. • Facsimile machine (FAX). • Computer. 	O		

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QUALIFICATION RECORD
Continuation Sheet

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>4. <u>Maintain positive interpersonal relationships.</u></p> <ul style="list-style-type: none"> • Maintain positive working relationships with co-workers, incident personnel, communities, and agencies. • Actively listen and respond appropriately to co-workers, incident personnel, media, and public. • Support participating agencies in contacts with the media and public. Written materials (news releases, fact sheets) should reflect support of other agencies. • Demonstrate respect for, and sensitivity toward, all cultures in contacts with incident personnel, public, and media. • Maintain a neat and professional appearance at all times. • Practice good customer service with public, media, and incident personnel. • Seek to be flexible and adaptable in a dynamic environment. • Be a team player. • Be alert to rumors and take appropriate action. 	I		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: PUBLIC INFORMATION OFFICER (PIOF)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p><u>MOBILIZATION</u></p> <p>5. <u>Obtain complete information from dispatch upon initial activation.</u></p> <ul style="list-style-type: none"> • Incident name and number. • Incident order number (O-number). • Name and location of Incident Commander or Lead Information Officer. • Type of incident. • Expected duration of assignment. • Reporting location, time and date. • Phone contacts. • Travel arrangements. • Weather, terrain and living conditions (pack appropriately). 	I		
<p><u>INCIDENT ACTIVITIES</u></p> <p>6. <u>Check in at incident:</u></p> <ul style="list-style-type: none"> • Properly equipped (including personal identification, incident qualification card and information kit). • Within acceptable time limits. • According to agency guidelines. • Briefing from Incident Commander or Lead Information Officer. 	O		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: PUBLIC INFORMATION OFFICER (PIOF)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
7. <u>Review available documentation.</u> <ul style="list-style-type: none"> • Delegation of Authority. • Incident Action Plan (IAP). • Materials appropriate to the incident such as Wildland Fire Situation Analysis (WFSA), Wildland Fire Implementation Plan (WFIP), or other all risk documents. • Agency Administrator’s briefing. 	I		
8. <u>Determine Incident Commander/Agency Administrator’s expectations regarding the dissemination of information.</u> <ul style="list-style-type: none"> • Participation in interviews. • Media access (ground and air). • Release of sensitive information including investigation and cause. • Location of information center. • Protocol for approving information release. 	I		

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
9. <u>Establish how and when to obtain current incident information.</u> <ul style="list-style-type: none"> • ICS 209 • Communication with agency dispatch. • Follow-up briefings from Incident Commander and other key personnel. • Obtain update maps and other visuals. 	I		
10. <u>Prepare a fact sheet for the incident. Key topics may include:</u> <ul style="list-style-type: none"> • Location (proximity to well-known locations or communities). • Size of affected area. • Time and date of origin. • Cause (if cleared). • What is threatened. • Resources to be protected/benefited. • Costs to date. • Damages (property and resources). • Current and expected weather conditions. • Expected duration of incident (e.g., containment, control, etc.). • Agencies, jurisdictions and cooperators. • Equipment and resources committed and responding. • Special messages. • Incident objectives. 	I		

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
11. <u>Participate in briefings and meetings.</u> <ul style="list-style-type: none"> • Develop information updates based on information received. • Apprise Incident Commander of sensitive information and community needs. 	I		
12. <u>Facilitate media relations.</u> <ul style="list-style-type: none"> • Be courteous, positive and responsive to the media. • Publicize information center, phone numbers, location, operating hours and web sites. • Maintain log of media names, organization, and types of requests for information. • Follow up on media requests for callbacks and additional information. • Document key activities/highlights on ICS 214, Unit Log. • Give interviews that are concise, accurate, up-to-date, well planned and consistent with current information and messages. • Arrange and schedule phone and in-person interviews for the media with incident personnel and provide interviewees with talking points and coaching. 	I		

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QUALIFICATION RECORD
Continuation Sheet

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
13. <u>Coordinate a safe and informative escort.</u> <ul style="list-style-type: none"> • Provide personal protective equipment (PPE) as appropriate. • Obtain clearance from Operations for access to the incident. • Ensure that escorts are qualified and have adequate communication equipment. • Provide safety briefing to participants. • Provide current information (e.g., fact sheets, news release, talking points). 	I		
14. <u>Demonstrate writing skills in a variety of formats, such as thank you notes, talking points, and news releases.</u> <ul style="list-style-type: none"> • Write clearly, concisely and appropriately for the audience. 	O		
15. <u>Assist with effective community relations.</u> <ul style="list-style-type: none"> • Provide updates for community leaders and other partners. • Post current incident fact sheet or newsletter at appropriate locations. • Prepare for information meetings. • Establish and maintain personal contacts as needed (trapline). 	I		

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QUALIFICATION RECORD
Continuation Sheet

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TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
16. <u>Prepare and disseminate information to incident personnel.</u> <ul style="list-style-type: none"> • Establish and maintain bulletin board(s) at Incident Command Post (ICP) and other incident locations. • Assist with development of newsletter as appropriate. 	I		
17. <u>Incorporate approved special messages and information into routine incident information.</u> <ul style="list-style-type: none"> • Safety • Prevention • Resource benefits. • Environmental protection measures. • Interagency cooperation. • Rehabilitation and resource recovery programs. • Recognition and praise for local community and volunteer support. 	I		
18. <u>Help prepare briefing materials for VIP visits and assist with planning, coordination, and logistics for visits.</u>	I		
19. <u>Identify and plan for special situations within the incident.</u>	I/R		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: PUBLIC INFORMATION OFFICER (PIOF)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
20. <u>Coordinate with other information functions which may include joint information center, area command, dispatch, cooperating agencies, and other incidents.</u>	I		
21. <u>Complete and submit required ICS documentation as requested by supervisor.</u>	I		
<u>DEMOBILIZATION</u>			
22. <u>Transfer incident information and pending commitments to host agency or incoming information personnel before departure.</u>	I		
23. <u>Demobilize and check out.</u> Ensure that incident and agency demobilization procedures are followed (complete and submit ICS 221, Demobilization Checkout, if required).	I		

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INSTRUCTIONS FOR 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 in the upper left corner of the Evaluation Record identifies a particular experience or group of experiences. This number should be placed in the column labeled "Evaluation Record #" on the Qualification Record for each task performed satisfactorily.

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

Incident Kind: Enter kind of incident; e.g., wildfire, prescribed fire, wildland fire use, search and rescue, flood, 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.

Management Level or Prescribed Fire Complexity Level: Indicates ICS organization level; i.e., Type 5, Type 4, Type 3, Type 2, Type 1, Area Command or prescribed fire complexity level (low, moderate, high).

NFFL Fuel Model: For wildfire, prescribed fire and wildland fire use experience enter number (1-13) of the fuel model(s) in which the incident occurred and under which the Trainee was evaluated.

- | | | | |
|--------------|---------------------------------|---------------|--------------------------------|
| Grass | 1. Short Grass (1 foot) | Timber | 8. Closed Timber Litter |
| Group | 2. Timber (grass & understory) | Group | 9. Hardwood Litter |
| | 3. Tall Grass (2-1/2 feet) | | 10. Timber (litter understory) |
| Brush | 4. Chaparral (6 feet) | Slash | 11. Light Logging Slash |
| Group | 5. Brush (2 feet) | Group | 12. Medium Logging Slash |
| | 6. Dormant Brush-Hardwood Slash | | 13. Heavy Logging Slash |
| | 7. Southern Rough | | |

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 Qualifications Record.

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

Evaluation Record

TRAINEE NAME

TRAINEE POSITION

#1	Evaluator's name: Incident/office title & agency:				
Evaluator's home unit address & phone:					
Name and Location of Incident or Simulation (agency & area)	Incident Kind (wildland fire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
			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: _____ _____ Date: _____ Evaluator's initials: _____ Evaluator's relevant red card (or agency certification) rating: _____					

#2	Evaluator's name: Incident/office title & agency:				
Evaluator's home unit address & phone:					
Name and Location of Incident or Simulation (agency & area)	Incident Kind (wildland fire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
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**Evaluation Record
(Continuation Sheet)**

TRAINEE NAME		TRAINEE POSITION			
#3	Evaluator's name: Incident/office title & agency:				
Evaluator' home unit address & phone:					
Name and Location of Incident or Simulation (agency & area)	Incident Kind (wildland fire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
			to		
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#4	Evaluator's name: Incident/office title & agency:				
Evaluator' home unit address & phone:					
Name and Location of Incident or Simulation (agency & area)	Incident Kind (wildland fire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Management Level or Prescribed Fire Complexity Level	NFFL Fuel Model(s)
			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. <input type="checkbox"/> The individual has successfully performed all tasks for the position and should be considered for certification. <input type="checkbox"/> The individual was not able to complete certain tasks (comments below) or additional guidance is required. <input type="checkbox"/> Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation. <input type="checkbox"/> 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: _____ Date: _____ Evaluator's initials: _____ Evaluator's relevant red card (or agency certification) rating: _____					