A Publication of the **National Wildfire Coordinating Group**

NWCG Task Book for the Position of:



PUBLIC INFORMATION OFFICER COMPLEX (PIOC)

PMS 311-106 JANUARY 2023

Task Book Assigned To:
Trainee's Name:
Home Unit/Agency:
Home Unit Phone Number:
Task Book Initiated By:
Official's Name:
Home Unit Title:
Home Unit/Agency:
Home Unit Phone Number:
Home Unit Address:
Date 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.

Verification/Certification of Completed Task Book for the Position of:

PUBLIC INFORMATION OFFICER COMPLEX (PIOC)

Final Evaluator's Verification To be completed **ONLY** when you are recommending the Trainee for certification. has successfully performed I verify that (Trainee name) as a Trainee by demonstrating all tasks for the position listed above and should be considered for certification in this position. All tasks are documented with appropriate initials. Final Evaluator's Signature: Final Evaluator's Printed Name: Home Unit Title: Home Unit/Agency: Home Unit Phone Number: _____ Date: _____ **Agency Certification** I certify that (Trainee name) ______ has met all requirements for qualification in the above position and that such qualification has been issued. Certifying Official's Signature: Certifying Official's Printed Name: ______ Title: _____ Home Unit/Agency: _____ Home Unit Phone Number: ______ Date: _____

This document is posted at the NWCG website: https://www.nwcg.gov/publications/position-taskbooks

NATIONAL WILDFIRE COORDINATING GROUP (NWCG) POSITION TASK BOOK

NWCG Position Task Books (PTBs) have been developed for designated National Incident Management System (NIMS) positions. Each PTB lists the competencies, behaviors, and tasks required for successful performance in specific positions. Trainees must be observed completing all tasks and show knowledge and competency in their performance during the completion of this PTB.

Trainees are evaluated during this process by qualified Evaluators, and the Trainee's performance is documented in the PTB for each task by the Evaluator's initials and date of completion. An Evaluation Record will be completed by all Evaluators documenting the Trainee's progress after each Evaluation opportunity.

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 while completing all tasks may occur on one or more training assignments and may involve more than one Evaluator during any opportunity.

INCIDENT/EVENT CODING

Each task has a code associated with the type of training assignment where the task may be completed. While tasks can be performed in any situation, they must be evaluated on the specific type of incident/event for which they are coded. For example, tasks coded W must be evaluated on a wildfire. Performance of any task on other than the designated assignment is not valid for qualification. The codes are defined as:

O = **Other**: In any situation (classroom, simulation, daily job, incident, prescribed fire, etc.).

I = Incident: Task must be performed on an incident managed under the Incident Command System (ICS). Examples include wildland fire, structural fire, oil spill, search and rescue, hazardous material, and an emergency or non-emergency (planned or unplanned) event.

W = **Wildfire**: Task must be performed on a wildfire incident.

RX = **Prescribed fire**: Task must be performed on a prescribed fire incident.

W/RX = **Wildfire OR prescribed fire**: Task must be performed on a wildfire OR prescribed fire incident.

R = **Rare event**: Rare events such as accidents, injuries, vehicle or aircraft crashes occur infrequently and opportunities to evaluate performance in a real setting are limited. The Evaluator should determine, through interview, if the Trainee would be able to perform the task in a real situation.

Tasks within the PTB are numbered sequentially; however, the numbering does NOT indicate the order in which the tasks need to be performed or evaluated. The bullets under each numbered task are examples or indicators of items or actions related to the task. The purpose of the bullets is to assist the Evaluator in evaluating the Trainee; the bullets are not all-inclusive. Evaluate and initial ONLY the numbered tasks. DO NOT evaluate and initial each individual bullet.

A more detailed description of this process and definitions of terms are included in the *NWCG Standards for Wildland Fire Position Qualifications*, PMS 310-1, https://www.nwcg.gov/publications/310-1.

RESPONSIBILITIES

The responsibilities of the Home Unit/Agency, Trainee, Coach, Training Specialist, Evaluator, Final Evaluator, and Certifying Official are identified in the *NWCG Standards for Wildland Fire Position Qualifications*, PMS 310-1. It is incumbent upon each of these individuals to ensure their responsibilities are met.

INSTRUCTIONS FOR THE POSITION TASK BOOK EVALUATION RECORD

Evaluation Record #

Each Evaluator will need to complete an Evaluation Record. Each Evaluation Record should be numbered sequentially. Place this number at the top of the Evaluation Record page and also use it in the column labeled "Evaluation Record #" for each numbered task the Trainee has satisfactorily performed.

Trainee Information

Print the Trainee's name, position on the incident/event, home unit/agency, and the home unit/agency address and phone number.

Evaluator Information

Print the Evaluator's name, position on the incident/event, home unit/agency, and the home unit/agency address and phone number.

Incident/Event Information

Incident/Event Name: Print the incident/event name.

Reference: Enter the incident code and/or fire code.

Duration: Enter inclusive dates during which the Trainee was evaluated.

Incident Kind: Circle the kind of incident and specify if other (e.g., search and rescue, flood, etc.).

Location: Enter the geographic area, agency, and state.

Management Type or Prescribed Fire Complexity Level: Circle the ICS organization level or the prescribed fire complexity level.

Fire Behavior Prediction System (FBPS) Fuel Model Group: Circle the Fuel Model Group letter that corresponds to the predominant fuel type in which the incident/event occurred.

G = Grass Group (includes FBPS Fuel Models 1-3): $1 = \text{short grass } (1 \text{ foot}); 2 = \text{timber with grass understory}; <math>3 = \text{tall grass } (1\frac{1}{2} - 2 \text{ feet})$

B = Brush Group (includes FBPS Fuel Models 4 - 6): 4 = Chaparral (6 feet); 5 = Brush (2 feet); 6 = dormant brush/hardwood slash; 7 = Southern rough

T = Timber Group (includes FBPS Fuel Models 8 - 10): 8 = closed timber litter; 9 = hardwood litter; 10 = timber (with litter understory)

S = Slash Group (includes FBPS Fuel Models 11 - 13): 11 = light logging slash; 12 = medium logging slash; 13 = heavy logging slash

Evaluator's Recommendation

For 1-4, initial only one line as appropriate, this will allow for comparison with your initials in the Oualifications Record.

Comments: Additional information specific to the Evaluator's recommendation. The Evaluator should note any deficiencies, additional assignment needs, or additional focus areas that were identified. Record additional remarks/recommendations on an Individual Performance Evaluation or by attaching an additional sheet to the Evaluation Record.

Evaluator's Signature: Sign here to authenticate the recommendation.

Date: Document the date the Evaluation Record is completed.

Evaluator's Relevant Qualification (or agency certification): List your qualification or certification relevant to the Trainee position you supervised.

Note: Evaluators must be either qualified in the position being evaluated or supervise the Trainee; Final Evaluators must be qualified in the Trainee position they are evaluating.

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

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
Behavior: Ensure readiness for assignment.			
 Complete required team management responsibilities. Section recruitment and selection Standard operating procedures Team building Section roster Necessary equipment 	0		
Behavior: Understand and comply with incident safe	ety proc	edures and p	practices.
2. Survey Public Information Officer's skills/capabilities/interests and match to opportunities when possible.	I		
3. Ensure media/public is aware of incident-specific hazards and safety procedures.	Ι		
4. Ensure subordinates integrate safety considerations into all aspects of their duties.	I		
Behavior: Ensure availability, qualifications, and ca assignment.	pabilitie	es of resourc	es to complete
 5. Evaluate staffing, equipment and supply needs required to manage the section for short and long duration. Organize to meet the needs for management and control of the section. Make appropriate decisions about immediate needs and actions. Order additional resources through established channel. Identify training opportunities. 	I		

	TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
6.	 Contact unit public information staff and/or established information center(s). Level of public/media interest in incident. Amount of media on scene. Incident information activities already underway. Primary point of contact for media and public. Community issues and concern. Number of Public Information Officers currently assigned. 	I		
7.	Establish contact with Incident Management Team (IMT) to obtain initial information and review available documentation. • Incident Action Plan (IAP) or other relevant plan • Incident organization chart • Delegation of Authority • Most current Incident Status Summary, (ICS 209)	I		
8.	Coordinate with local unit and Incident Commander to gather information in existing contracts or agreements applicable to the incident information function.	I		
9.	Establish and maintain positive interpersonal and interagency working relationships.	I		
В	ehavior: Gather, update, and apply situational info	rmatio	n relevant to	the assignment.
10.	 Establish procedures for distributing information to incident personnel, cooperating and participating agencies (local, regional, national). Demonstrate knowledge of relevant communication technology and trends. 	Ι		
11.	Prepare briefing materials for Incident Commander and Agency Administrator, as needed.	I		
12.	Prepare, approve, and distribute fact sheets/news releases to address basic incident facts (address who, what, when, where, and why). • Update on regular basis. • Demonstrate use of appropriate tools, communication devices, and equipment.	I		

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
 13. Issue appropriate communications based on emerging situations. • Evacuations • Road closures • Smoke conditions 	I		
 14. Incorporate approved special messages/information into routine incident information. Safety Prevention Resource benefits Environmental protection measures Interagency cooperation Rehabilitation and resource recovery programs Recognition of local community and volunteer support Efficiency of operations/cost containment 	I		
15. Investigate rumors and take appropriate corrective action.	Ι		
 16. Respond to special situations within the incident. Consult with Incident Commander and Agency Administrator to determine Public Information Officer's role. Determine agencies' policies or protocols regarding special situations and release of information. Supervise preparation of briefing materials. Ensure information is reviewed and approved by Incident Commander and/or Agency Administrator. Coordinate with involved agencies. Arrange for post-incident stress debriefing for information personnel, if needed. Convey accurate and timely information to incident personnel. Develop strategy for informing/involving very important persons (VIPs) in consultation with Incident Commander and Agency Administrator. 	I		

Competency: Lead assigned personnel.

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

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
Behavior: Model leadership values and principles.			
 17. Exhibit principles of duty. Be proficient in your job, both technically, and as a leader. Make sound and timely decisions. Ensure tasks are understood, supervised, and accomplished. Develop your subordinates for the future. 	I		
 18. Exhibit principles of respect. Know your subordinates and look out for their well-being. Keep your subordinates informed. Build the team. Employ your subordinates in accordance with their capabilities. 	I		
 19. Exhibit principles of integrity. Know yourself and seek improvement. Seek responsibility and accept responsibility for your actions. Set the example. 	I		
 20. Continually self-assess for personal competency/comfort as incident complexity changes. Determine appropriate staffing and support for current incident complexity. Recognize personal limitations. 	I		
Behavior: Ensure the safety, welfare, and accountab	ility of	assigned per	sonnel.
 21. Provide for the safety and welfare of assigned resources. Recognize, mitigate, and communicate potentially hazardous situations. Monitor condition of assigned resources. Account for assigned resources. 	I		

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
 22. Follow safety procedures and be aware of incident-specific hazards. Personal Protective Equipment (PPE) Lookouts, Communications, Escape Routes, and Safety Zones (LCES) Hazards (inform others) Transportation and aviation procedures Work/rest guidelines 	I		
Behavior: Establish work assignments and perform performance, and provide feedback.	nance exp	ectations, m	onitor
23. Develop Organizational Chart for complex incident.	I		
 24. Apply the ICS. Follow chain of command. Maintain appropriate span of control. Use appropriate ICS forms. Use appropriate ICS terminology. 	I		
 25. Establish/supervise information center. Oversee Public Information Officers in the gathering and dissemination of routine incident information. 	I		
26. Establish work schedule for information staff.	I		
 27. Effectively assess incident priorities, scale, and associated needs, develop strategies (staffing and operational) for changing incident complexity. Triage initial priorities. Maintain awareness of potential for change. 	I		
 28. Assign and monitor preparation and update of information products. Fact sheets Visuals News releases 	O		

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
 29. Ensure subordinates understand assignment for operational period. Provide clear, concise instructions, and allow for feedback. Assign responsibilities for media support (e.g., ground and air access to the incident). Assign specific roles in special situations. 	I		
30. Complete daily review of staffing requirements.	I		
 31. Develop the schedule and assignments based on plans, expected situations, and operations. Create assignments based on incident priorities and availability of appropriate staff. Establish expectations of workflow. 	I		
 32. Continually evaluate performance. Communicate deficiencies immediately and take corrective action. Provide training opportunities where available. Complete personnel performance evaluations according to agency guidelines. 	I		
Behavior: Emphasize teamwork.	1		
 33. Establish cohesiveness among assigned resources. Provide for open communication. Seek commitment. Set expectations for accountability. Focus on the team result. 	I		
Behavior: Coordinate interdependent activities.			
34. Identify cooperating agencies and contact points.	I		
 35. Establish/supervise community relations function in coordination with jurisdictional agency. Establish and maintain coordination with Agency Administrator or designee. 	I		

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
 36. Develop and maintain regular relationships and communication with Command and General Staff to coordinate external and internal messaging. Work with LOFR, IC, and other relevant staff for critical communications (evacuations, closures, etc.). Respond to request (attend cooperator's meetings, provide special updates, etc.). 	I		
 37. Determine and follow procedures for coordinating with other information functions. Area command and other incidents Local communications centers (Joint Information Center) Cooperating agencies 	I		
 38. Coordinate with operations and safety to provide media escort. Provide personal protective equipment (PPE) as appropriate. Ensure designated escorts are qualified and have adequate communication equipment. 	I		
 39. Coordinate an efficient transfer of position duties when mobilizing/demobilizing (e.g., incoming IMT, host agency). • Inform subordinate staff and IC. • Document follow-up actions needed and submit to supervisor. 	Ι		
 40. Coordinate assignments for VIP visits and/or community meetings. Planning/Coordination Logistics Briefing materials 	O		
41. Transfer incident information and pending commitments to host unit information staff.	I		
 42. Coordinate with cooperating agencies to produce a post-incident information strategy. Special issues (e.g., archeological sites, access) 	I		
43. Review and approve subordinate time reports.	О		
44. Ensure contacts/significant events are documented.	I		

Evaluate the numbered tasks ONLY. DO NOT evaluate bullets; they are provided as examples/additional clarification.

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
45. Complete and submit Activity Logs, (ICS 214).	О		
46. Complete and submit information documentation package.	I		
 47. Anticipate demobilization of resources. • Identify excess resources. • Prepare schedule for demobilization. 	I		
 48. Demobilize and check out. Receive demobilization instructions from incident supervisor. If required, complete Demobilization Check-Out, (ICS 221), and submit completed form to the appropriate person. 	О		
 49. Ensure demobilization of resources. Brief subordinate staff on demobilization procedures and responsibilities. Ensure incident and agency demobilization procedures are followed. 	I		

Competency: 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: Ensure relevant information is exchanged during briefings and debriefings. Ι 50. Participate in briefings and meetings as assigned. 51. Conduct information staff briefings on a regular basis. Ι • Review and assess assignment; adapt based on field feedback and changing incident priorities. 52. Brief Incident Commander and Agency Administrator Ι on media and public relations/concerns. O 53. Anticipate interview questions and practice responses. 54. Give interviews that are concise, accurate, up to date, O well planned, and consistent with current information and messages.

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
55. Arrange and schedule phone and/or in-person interviews for the media with incident personnel and provide interviewees with key messages.	О		

Competency: 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: Administer and/or apply agency policy, contracts, and agreements.			
56. Demonstrate knowledge of applicable laws, policies, and procedures.	I		
Behavior: Gather, analyze, and validate information and make recommendations for setting priorities.	pertine	nt to the inc	ident or event
57. Monitor and document media coverage of incident.Internet/web logs.	0		
58. Adjust outreach tactics based on emerging issues.	Ι		
Behavior: Make appropriate decisions based on analysis of gathered information.			
 59. Participate in PACE (Primary, Alternate, Contingency and Emergency) plan modeling, and/or other models for strategic planning as a fully functioning part of the Command staff. • Identify and provide potential outcomes for planning alternatives. • Provide continual feedback on impacts to public through evaluation/metrics. 	I		
60. Anticipate and coordinate strategies to address large-scale or long-term issues and concerns, assessing social, political, economic, and internal and external cultural factors with appropriate legislative affairs and agency/organizational representatives.	I		

TASK	C O D E	EVAL. RECORD #	EVALUATOR: Initial & date upon completion of task
 61. Develop and assess changing communications plans that reflect immediate and long-term goals. Receive Incident Commander's approval. Incorporate outreach to internal audiences. Coordinate with jurisdictional agency(s) to address specific issues and incorporate key messages. 	I		

	Evaluation Record #
	Trainee Information
Printed Na	ame:
Trainee Po	osition on Incident/Event:
Home Unit	t/Agency:
Home Unit	it /Agency Address and Phone Number:
	Evaluator Information
Printed Na	ame:
Evaluator I	Position on Incident/Event:
Home Unit	t/Agency:
Home Unit	it /Agency Address and Phone Number:
	Incident/Event Information
Incident/Ev	vent Name: Reference (Incident Number/Fire Code):
Duration:	
Incident Ki	find: Wildfire, Prescribed Fire, All Hazard, Other (specify):
Location (i	include Geographic Area, Agency, and State):
Manageme	ent Type (circle one): Type 5, Type 4, Type 3, Type 2, Type 1, Area Command, Complex Incident Manageme
OR Prescri	ribed Fire Complexity Level (circle one): Low, Moderate, High
FBPS Fuel	l Model Letter: G = Grass, B = Brush, T = Timber, S = Slash
	Evaluator's Recommendation (Initial only one line as appropriate)
1)	The tasks initialed and dated by me on the Qualification Record have been performed under my supervision a satisfactory manner. The Trainee has successfully performed all tasks in the PTB for the position. I have completed the Final Evaluator's Verification section and recommend the Trainee be considered for agency certification.
2)	The tasks initialed and dated by me on the Qualification Record have been performed under my supervision a satisfactory manner. However, opportunities were not available for all tasks (or all uncompleted tasks) to be performed and evaluated on this assignment. An additional assignment is needed to complete the evaluation.
3)	The Trainee did not complete certain tasks in the PTB in a satisfactory manner and additional training, guidance, or experience is recommended.
4)	The individual is severely deficient in the performance of tasks in the PTB for the position and additional training, guidance, or experience is recommended prior to another training assignment.
Comments	s:
Evaluator's	's Signature: Date:

Additional Evaluation Record Sheets can be downloaded at https://www.nwcg.gov/publications/position-taskbooks.

Evaluator's Relevant Qualification (or agency certification):

	Evaluation Record #
	Trainee Information
Printed Na	ame:
Trainee Po	osition on Incident/Event:
Home Unit	it/Agency:
Home Unit	it /Agency Address and Phone Number:
	Evaluator Information
Printed Na	ame:
Evaluator I	Position on Incident/Event:
Home Unit	it/Agency:
Home Unit	it /Agency Address and Phone Number:
	Incident/Event Information
Incident/Ev	Event Name: Reference (Incident Number/Fire Code):
Duration:	
Incident K	Kind: Wildfire, Prescribed Fire, All Hazard, Other (specify):
Location (i	(include Geographic Area, Agency, and State):
Manageme	ent Type (circle one): Type 5, Type 4, Type 3, Type 2, Type 1, Area Command, Complex Incident Manageme
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4)	The individual is severely deficient in the performance of tasks in the PTB for the position and additional training, guidance, or experience is recommended prior to another training assignment.
Comments	s:
Evaluator's	's Signature: Date:

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Evaluator's Relevant Qualification (or agency certification):