

A Publication of the
National Wildfire
Coordinating Group

NATIONAL INTERAGENCY INCIDENT MANAGEMENT SYSTEM

Sponsored by
United States
Department of Agriculture

TASK BOOK FOR THE POSITION OF

United States
Department of the Interior

INFORMATION OFFICER TYPE 1 (IOF1)

National Association of
State Foresters

INFORMATION OFFICER TYPE 2 (IOF2)



PMS 311-06
NFES 2305

August 1993

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.

**VERIFICATION / CERTIFICATION OF COMPLETED TASK BOOK
FOR THE POSITION OF**

FINAL EVALUATOR'S VERIFICATION

I verify that all tasks have been performed and are complete with signatures. I also verify that

has performed as a trainee and should therefore be considered for certification in this position.

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

Additional copies of this publication may be ordered from:

National Interagency Fire Center, ATTN: Supply
3833 S. Development Avenue
Boise, Idaho 83705-5354

Order NFES # 2305

NATIONAL WILDFIRE COORDINATING GROUP POSITION TASK BOOK

Position Task Books (PTB) have been developed for designated positions within the National Interagency Incident Management System. 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 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. Some positions also required that specific tasks be performed on a wildland fire—performance of these tasks on other types of incidents are NOT qualifying. 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 which require an action (contain 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 Wildland Fire Qualification Subsystem Guide 310-1. A brief list of responsibilities also appears below.

RESPONSIBILITIES:

1. The **Local Office** is responsible for:
 - Selecting trainees based on the needs of the local office and the geographic area.
 - Ensuring that the trainee meets the training and experience requirements included in the Wildland Fire Qualification Subsystem Guide 310-1.
 - Issuing PTBs to document task performance.
 - Explaining to the trainee the purpose and processes of the PTB as well as the trainee's responsibilities.
 - Providing opportunities for evaluation and/or making the trainee available for evaluation.
 - Providing an evaluator for local assignments.
 - Tracking progress of the trainee.
 - Confirming PTB completion.
 - Determining certification per local policy.
 - Issuing proof of certification.

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 local office personnel when the PTB is completed and providing a copy.
 - 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. Satisfactory performance shall be documented by dating and initialing completion of the task. Unsatisfactory performance shall be documented in the Evaluation Record.
 - Completing the Evaluation Record found at the end of each PTB.
 - Signing the verification statement inside the front cover of the PTB when all tasks have been initialed.
4. The **Training Specialist** is responsible for:
- 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.
 - Providing PTBs to approved trainees on the incident when local agency was unable to provide them.
 - Documenting the assignment.
 - Conducting progress reviews.
 - Conducting a close-out interview with the trainee and evaluator and assuring that documentation is proper and complete.

QUALIFICATION RECORD

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p><u>GENERAL</u></p> <p>1. <u>Kit should contain those items specified in task book for IOF3. In addition, the kit should contain the following:</u></p> <ul style="list-style-type: none"> • Regional/National media directories. • NIFC national IOF directory. • ICS resource order forms. 	O		
<p>2. <u>Provide for the safety and welfare of assigned personnel during the entire period of supervision.</u></p> <ul style="list-style-type: none"> • Recognizes potentially hazardous situations. • Informs subordinates of hazards. • Ensures that special precautions are taken when extraordinary hazards exist. • Ensures adequate rest is provided to all unit personnel. 	I		

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 I = task must be performed on an incident (flood, fire, search & rescue, etc.)
 W = task must be performed on a wildfire incident
 /R = Rare event—the evaluation assignment may not provide opportunities to demonstrate performance. The evaluator may be able to determine skills/knowledge through interview or the home office may need to arrange for another assignment or a simulation.

QUALIFICATION RECORD
Continuation Sheet

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>3. <u>Maintain positive interpersonal relationships.</u></p> <ul style="list-style-type: none"> • Employ good listening/responding skills with co-workers, incident personnel, media and public. • Employ conflict resolution skills to resolve problems within incident staff or with outside interests. • Maintain a positive work environment for all information personnel. • Demonstrate respect for and sensitivity toward all cultures in contacts with incident personnel, public, and media, and in all written materials. • Visibly support cooperating and participating agencies in contacts with the media and public. Written materials (news releases, fact sheets) should reflect support of other agencies. • Ensure that information personnel maintain a neat and professional appearance at all times. 	O		

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MOBILIZATION

4. Obtain complete information from dispatch upon initial activation.

- Incident name.
- Incident order number.
- Request number.
- Reporting location.
- Reporting time.
- Transportation arrangements/travel routes.
- Contact procedures during travel (telephone/radio).

I

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QUALIFICATION RECORD
Continuation Sheet

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>5. <u>Contact agency public affairs officer and/or established information center(s) by telephone to determine the following:</u></p> <ul style="list-style-type: none"> • 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. 	O		
<p><u>INCIDENT ACTIVITIES</u></p> <p>6. <u>Establish contact with Incident Management Team to obtain initial information and review available documentation such as:</u></p> <ul style="list-style-type: none"> • Incident Action Plan. • Incident Organization Chart. • Any jurisdictional agency-specific reports. 	I		
<p>7. <u>Establish policy with Incident Commander, Incident Management Team members, Agency Administrator, Agency Public Affairs Officer, incident investigators regarding information dissemination:</u></p> <ul style="list-style-type: none"> • Ground and air access for news media. • Participation in interviews. • Release of sensitive information (incl. Cause). • Coordination with agency public affairs functions. 	O		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>8. <u>Develop and receive Incident Commander's approval of a comprehensive, proactive communications strategy that reflects both immediate and long-term goals. It should address the following:</u></p> <ul style="list-style-type: none"> • Incident Commander's needs. • Jurisdictional agency's needs. • Acquisition and dissemination of non-routine information. • Media needs and access (air/ground). • Information center operations. • Field information operations (incl. Media escort). • Community relations. • Secondary information centers. • Internal information. • Special projects. • VIP's/special situation/sensitive issues. • Information monitoring. • Rumor control. • Documentation (written/photo/video). • Demobilization. 	O		
<p>9. <u>Submit orders to meet immediate and long-term needs for center and field operations including:</u></p> <ul style="list-style-type: none"> • Staffing. • Equipment. • Supplies. 	O		
<p>10. <u>Initiate/approve a fact sheet/news release to address basic incident facts. Update on regular basis.</u></p>	O		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
11. <u>Initiate contact with and respond to inquiries from media.</u>	O		
12. <u>Participate in briefings, meetings, special sessions as a member of the Incident Management Team.</u>	I		
13. <u>Conduct information staff briefings on a regular basis to address.</u> <ul style="list-style-type: none"> • Current and projected conditions. • Sensitive issues. • Interview procedures/information monitoring. • Center and field staffing schedules. • Ground and air transportation for IOFs. • Communications. • Accommodations. • Uniform policy. 	O		
14. <u>Brief information personnel on incident-specific hazards and safety procedures, addressing the following:</u> <ul style="list-style-type: none"> • Safety elements of Incident Action Plan. • Personal protective gear (for IOFs and media). • Fire weather and behavior. • Identification/avoidance of hazardous conditions. • Vehicle and aircraft safety. • Lookouts, communications, escape routes, safety zones. 	I		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>15. <u>Establish/supervise information center.</u></p> <ul style="list-style-type: none"> • Oversee IOFs in the gathering and dissemination of routine incident information. • Assign IOFs to prepare/update fact sheets, visuals. • Prepare or direct preparation of briefing materials for IC and Agency Administrator, as needed. • Host/moderate/serve as spokesperson for media or public briefings and other special presentations. • Monitor media coverage of incident. • Ensure that all contacts, significant events are documented. • Brief IC and Agency Administrator on media and public reactions/concerns regarding incident activities. • Contact media outlets to correct errors of fact and control rumors about the incident. 	O		
<p>16. <u>Establish/supervise field information function.</u></p> <ul style="list-style-type: none"> • Direct IOFs in providing media with ground and air access to the incident. • Ensure that media/public are briefed on incident-specific hazards and safety procedures. • Ensure that personal protective gear is provided for media. • Ensure that all contacts and significant events are documented. 	I		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>17. <u>In cooperation with jurisdictional agency, establish/supervise community relations function.</u></p> <ul style="list-style-type: none"> • Obtain maps/information about affected communities. • Establish point of contact for local publics to obtain incident information. • Develop or approve information posting plan and establish secondary information centers where large numbers of citizens can be informed. • Develop or approve fact sheet/flyer containing basic incident facts and items of interest to affected communities. • Provide opportunities for local public, key contacts to view the incident and incident base. • Plan/host/moderate/serve as spokesperson for public briefings. • Convey citizen issues/concerns to Incident Commander and Agency Administrator. • Use local community access television to convey incident information. 	I		
<p>18. <u>Establish/supervise procedures for distributing information to incident personnel, and cooperating and participating agencies (local, regional, national).</u></p> <ul style="list-style-type: none"> • Information kiosks at incident base. • Incident newsletter. • Telephone and FAX updates. • Video updates. 	O		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>19. <u>In coordination with jurisdictional agency, develop/approve special messages for incorporation into routine incident information.</u></p> <ul style="list-style-type: none"> • Positive messages concerning incident. • Agency cooperation. • Community/volunteer contributions. • Resource/ecosystem management implications, policies and activities. • Fire prevention. • Public safety. 	O		
<p>20. <u>In consultation with Incident Commander and Agency Administrator, develop strategy for informing/involving VIPs (elected officials, others).</u></p> <ul style="list-style-type: none"> • Develop briefing materials. • Plan/host/moderate/serve as spokesperson for VIP briefings and tours. 	O		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<p>21. <u>Respond to special situations within an incident (e.g., fatalities).</u></p> <ul style="list-style-type: none"> • Consult with Incident Commander and Agency Administrator to determine Information Officer's role. • Determine agencies' policies regarding special situations. • Assign IOFs to situation (accident scene, hospital, etc.) and determine the need for additional resources. • Plan/moderate/serve as spokesperson for press/VIP briefings related to special situation. • Supervise preparation of briefing materials. • Ensure that all information is reviewed/confirmed/approved by Incident Commander and Agency Administrator. • Coordinate with other involved agencies. • Arrange for post-incident stress debriefing for information personnel, if needed. • Convey accurate and timely information to incident personnel. 	O		
<p>22. <u>Determine and follow procedures for coordinating with other information functions (MAC, Area Command, NIFC, local Communications Centers, cooperating agencies, other incidents).</u></p>	W		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
23. <u>Complete, review, approve, submit required ICS documentation and other reports requested by Incident Commander and Agency Administrator.</u>	O		
24. <u>Supervise subordinate IOFs.</u> <ul style="list-style-type: none"> • Do a survey of IOFs' skills/ capabilities/interests and match to opportunities when possible. • Determine training/development needs and opportunities. • Coach less experienced IOFs. • Ensure accurate timekeeping. 	O		
<u>DEMOBILIZATION</u> 25. <u>Prepare information personnel demobilization plan keyed to level of media and public interest and information needs of incident personnel.</u> <ul style="list-style-type: none"> • Identify excess IOF resources. • Coordinate with Liaison Officer on agency-specific standards for demobilization. • Establish IOF release priorities and procedures. • Brief information personnel on demobilization priorities/procedures. 	O		

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QUALIFICATION RECORD
Continuation Sheet

POSITION: INFORMATION OFFICER TYPE 1 & 2 (IOF1 & IOF2)

TASK	C O D E*	EVALUATION RECORD #	EVALUATOR: Initial & date upon completion of task
<ul style="list-style-type: none"> • Maintain accounting system for personnel and supplies moved from closed incident to another incident. • Coordinate with Facilities Unit Leader. • Document unusual conditions or media and public concerns. • Transfer all documentation to Documentation Unit. • Review subordinates' task books and certify successfully completed qualifications. • Complete performance evaluation forms and identify training needs as required by agency policy. 			
<p>26. <u>If requested, assist jurisdictional agency with preparation of a post-incident information strategic plan addressing:</u></p> <ul style="list-style-type: none"> • Rehabilitation efforts. • Short- and long-term environmental concerns. • Special issues (e.g., archeological sites). • Community information needs. • Hazard mitigation. <ul style="list-style-type: none"> • Convey to jurisdictional agency public affairs officer copies of any documentation, photographs, video, maps and visuals that may be of use following the incident. • Assist jurisdictional agency with acquisition of incident video produced by news media. 	O		

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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, by simulation 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.

Evaluator's name, incident/office title & agency: List the name of the evaluator, his/her incident position (on incidents) or office title, and agency.

Evaluator's home unit address & phone: self explanatory

#: The number in the upper left corner of the experience block identifies a particular experience or group of experiences. This number should be placed in the column labeled "Evaluation Record #" on the Qualification Record in order to indicate the circumstances under which a particular task was performed.

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

Incident Type: Enter type of incident, e.g., wildfire, search and rescue, flood, etc.

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 individual was evaluated. This block may indicate a span of time covering several small and similar incidents if the individual has been evaluated on that basis, i.e., several initial attack fires in similar fuel types.

Mgt. Level: Indicate ICS organization level, i.e., Type 4, Type 3, Type 2, Type 1 or Area Command.

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

- | | |
|---------------------------------|--------------------------------|
| 1. Short Grass (1 foot) | 8. Closed Timber Litter |
| 2. Timber (grass & understory) | 9. Hardwood Litter |
| 3. Tall grass (2 1/2 feet) | 10. Timber (litter understory) |
| 4. Chaparral (6 feet) | 11. Light Logging Slash |
| 5. Brush (2 feet) | 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:					
Location of Incident or Simulation (agency & area)	Incident Type (wildfire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Mgt. Level (Area Command, Type 1, 2, 3, or 4)	NFFL Fuel Model
			to		
<p>The tasks initialed & dated by me have been performed under my supervision and in a satisfactory manner by the above named trainee. I recommend the following for further development of this trainee:</p> <p>_____ The individual has successfully performed all tasks for the position and should be considered for certification.</p> <p>_____ The individual was not able to complete certain tasks (comments below) or additional guidance is required.</p> <p>_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.</p> <p>_____ The individual is severely deficient in the performance of tasks for the position and must complete all training (both mandatory & suggested) prior to further assignment as a trainee.</p> <p>Recommendations: _____</p> <p>_____</p> <p>Date: _____ Evaluator's initials: _____ Evaluator's relevant red card (or agency certification) rating: _____</p>					

#2	Evaluator's name, incident/office title & agency:				
Evaluator's home unit address & phone:					
Location of Incident or Simulation (agency & area)	Incident Type (wildfire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Mgt. Level (Area Command, Type 1, 2, 3, or 4)	NFFL Fuel Model
			to		
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**Evaluation Record
(Continuation Sheet)**

TRAINEE NAME		TRAINEE POSITION			
#3	Evaluator's name, incident/office title & agency:				
Evaluator's home unit address & phone:					
Location of Incident or Simulation (agency & area)	Incident Type (wildfire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Mgt. Level (Area Command, Type 1, 2, 3, or 4)	NFFL Fuel Model
			to		
<p>The tasks initialed & dated by me have been performed under my supervision and in a satisfactory manner by the above named trainee. I recommend the following for further development of this trainee:</p> <p>_____ The individual has successfully performed all tasks for the position and should be considered for certification.</p> <p>_____ The individual was not able to complete certain tasks (comments below) or additional guidance is required.</p> <p>_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.</p> <p>_____ The individual is severely deficient in the performance of tasks for the position and must complete all training (both mandatory & suggested) prior to further assignment as a trainee.</p> <p>Recommendations: _____</p> <p>_____</p> <p>Date: _____ Evaluator's initials: _____ Evaluator's relevant red card (or agency certification) rating: _____</p>					

#4	Evaluator's name, incident/office title & agency:				
Evaluator's home unit address & phone:					
Location of Incident or Simulation (agency & area)	Incident Type (wildfire, search & rescue, etc.)	Number & Type of Resources Pertinent to Trainee's Position	Duration (inclusive dates in trainee status)	Mgt. Level (Area Command, Type 1, 2, 3, or 4)	NFFL Fuel Model
			to		
<p>The tasks initialed & dated by me have been performed under my supervision and in a satisfactory manner by the above named trainee. I recommend the following for further development of this trainee:</p> <p>_____ The individual has successfully performed all tasks for the position and should be considered for certification.</p> <p>_____ The individual was not able to complete certain tasks (comments below) or additional guidance is required.</p> <p>_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.</p> <p>_____ The individual is severely deficient in the performance of tasks for the position and must complete all training (both mandatory & suggested) prior to further assignment as a trainee.</p> <p>Recommendations: _____</p> <p>_____</p> <p>Date: _____ Evaluator's initials: _____ Evaluator's relevant red card (or agency certification) rating: _____</p>					