State of Florida

Emergency Operations Center
Position Qualification System

EOC Public Information Officer

May 2025

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Florida
EOC Support Team

EOC Public Information Officer
(PIO-EOC)

Version: May 2025

POSITION TASK BOOK ASSIGNED TO:
TRAINEE NAME:
ORGANIZATION:
PHONE NUMBER:
E-MAIL ADDRESS:

POSITION TASK BOOK INITIATED BY:
INITIATOR NAME:
TITLE / POSITION:
ORGANIZATION:
PHONE NUMBER:
E-MAIL ADDRESS:
INITIATION DATE:

Disclaimer: If this Task Book and Qualification Guide (SOG) conflict, the SOG shall take precedence.

CERTIFICATION

DO NOT COMPLETE THIS PAGE UNLESS YOU ARE RECOMMENDING THE TRAINEE FOR QUALIFICATION

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

EOC Public Information Officer

Final Evaluator Verification

I verify that all tasks were satisfactorily performed by the Trainee and are appropriately initialed.
Final Evaluator comments should be provided on final page of this document.

_____ should be considered for qualification in this position.
TRAINEE NAME

_____   _____
FINAL EVALUATOR'S PRINTED NAME   *TITLE*

_____   _____
FINAL EVALUATOR'S SIGNATURE   *AGENCY / ORGANIZATION*

_____
EMAIL ADDRESS

_____   _____
PHONE NUMBER   *DATE*

QUALIFICATION REVIEW BOARD

_____   _____
QRB SIGNATURE   *DATE*

CERTIFYING OFFICIAL

I certify that the Trainee listed above has met all the requirements for qualification in this position.

_____   _____
CERTIFYING OFFICIAL SIGNATURE   *DATE*

EOC PUBLIC INFORMATION OFFICER

Position Description

The Public Information Officer (PIO) is responsible for communicating incident-related information to the public, media, incident personnel, and other agencies or organizations, including developing and releasing updates as needed. Depending on the size or complexity of the incident, a lead PIO should be assigned for each incident and may have assistants, as necessary, including supporting PIOs representing other responding agencies or jurisdictions.

In addition, the Public Information Officer:
1. Establish relationships with local news outlets to disseminate lifesaving information.
2. Communicate with reporters locally, nationally, and globally.
3. Communicate critical information internally to staff.
4. Issue public statements for the Emergency Operations Center.
5. Monitor and ensure accuracy of social media and news outlets.
6. Share critical information on social media and keep appropriate websites updated.
7. Work with Command Staff to relay activation priorities and develop media materials in written, graphic, and video/audio formats.
8. Manage the Joint Information Center and issue emergency alerts with warning staff.

Required Trainings

The following training courses must be completed prior to requesting the task book:

- IS-29, IS-42, IS-100, IS-247, IS-700, IS-800, IS-2200, IS-2900, E/G/L-0191, E/G/L2300

- Certificate of completion for the Professional Development series (IS-120.c, IS-230.e, IS235.c, IS-240.c, IS-241.c, IS-242.c, IS-244.b)

Recommended Trainings

The following training courses are recommended to be completed by the applicant:

- E/K/L105

Currency

Credentials issued by the Florida Division of Emergency Management for the Operations Section Coordinator position remain valid for five (5) years.

EMERGENCY OPERATIONS CENTER (EOC)
POSITION TASK BOOK (PTB)

Background

Position Task Books (PTBs) are designed to be used by any individual (trainee) interested in becoming qualified in one or more EOC positions under the Florida Qualification System (FQS), which meets or exceeds National Qualification System (NQS) standards. PTBs are a tool to document experiences indicating successful completion of tasks that are specific to a position.

Qualified Evaluators verify successful completion of tasks by signing and dating corresponding tasks in the PTB. They also fill out an Evaluation Record at the back of the PTB for each qualifying experience in which they observed the trainee complete tasks.

Successful performance of all tasks that meet the standards outlined in the EOC Qualification SOG will result in a recommendation to the Florida Division of Emergency Management (FDEM) that the trainee be recognized as qualified in that position. Evaluation and confirmation of the trainee's performance while completing tasks requires more than one training assignment and several different Qualified Evaluators. Tasks may be evaluated on incidents or events, in a classroom setting, in HSEEP compliant functional or full-scale exercises, and during normal job duties. Review the PTB Code Definitions section of this task book for additional information.

For appeals, currency, and revocation processes, see the EOC Position Qualification SOG.

Task Book Qualification Process

Step 1 – Request Task Book – Submit a PTB application in the *[PLATFORM IN DEVELOPMENT]*.. After the application is submitted, the FDEM Credentialing Unit will review the application for completeness and verify that requisite trainings are complete prior to initiating the task book. If deficiencies in the application exist, the applicant will be notified and offered guidance on how to address the deficiencies. If no deficiencies are noted, then the FDEM Credentialing Unit will initiate the task book and provide a copy to the applicant.

Step 2 – First Task Completion - The applicant is required to identify when the first task has been completed and signed off in the task book by completing that section in the *[PLATFORM IN DEVELOPMENT]*. After this date, the applicant will have one (1) year to complete any outstanding training and three (3) years to complete this task book.

Step 3 – Task Book Completion - The performance requirements (tasks) listed in each PTB are based on FEMA's EOC Skillsets. Where appropriate, additional tasks have been added to ensure alignment with Florida practices and standards. Numerous bullet statements are listed under each task. They are guidelines/examples for the Qualified Evaluator to ensure that the spirit of the task is completed by the trainee; not all bullet statements are required to be completed by the trainee so long as the overall intent of the task has been satisfied. Once the task book has been completed (within the three (3) year timeframe) the applicant uploads their completed task book to SharePoint and requests the QRB review their PTB.

Step 4 – QRB Review - Upon receipt of a completed task book, the Qualification Review Board will review the task book for accuracy and provide a recommendation for qualification or provide additional direction to the applicant.

Step 5 – Qualification Approval - Once qualification has been recommended by the QRB, FDEM will provide final approval and written notification to the applicant that they have met the qualification requirements.

Responsibilities for the Task Book System

1. Authority Having Jurisdiction (AHJ):
- Select trainees based on the needs of the organization or to fulfill Emergency Management Performance Grant obligations and/or other Mutual Aid agreements.
- Provide opportunities for evaluation and/or making the trainee available for evaluation.

2. The Individual/Trainee:
- Review and understand instructions in the PTB.
- Identify desired objectives/goals whenever an opportunity for evaluation is recognized.
- Provide background information to an evaluator and ensure that evaluation records are complete.
- Complete outstanding training within one (1) year of the first task sign-off.
- Complete all tasks for an assigned position within three (3) years of the first task sign-off.
- Notify FDEM when the PTB is complete.
- Retain the original PTB and upload a copy of the PTB *[PLATFORM IN DEVELOPMENT]*.

3. Qualified Evaluator(s):
- Must be credentialed by FDEM in the position they are evaluating or in a position that directly supervises the position being evaluated.
- Each PTB must include at least two (2) separate Qualified Evaluators. This means no single Qualified Evaluator can complete all the signatures within a single task book.
- Review tasks with the trainee.
- Explain evaluation procedures and which tasks may be performed during the evaluation period.
- Accurately evaluate and record demonstrated performance of tasks.
- Initial and date completion tasks within the task book to indicate satisfactory performance. Unsatisfactory performance should also be documented.
- Complete an Evaluation Record found at the end of each PTB.

4. Final Evaluator:
- Must be credentialed by FDEM in the position they are evaluating.
- Ensure that the trainee has satisfactorily completed all tasks for the position being sought within the timeframes allowed in the EOC Qualification SOG.
- Complete the Final Evaluator's Verification statement inside the front cover of the PTB and the Final Evaluator's Comments form on the final page of the PTB.
- If no Final Evaluators are available locally, the applicant may locate potential evaluators *[PLATFORM IN DEVELOPMENT]*. A final evaluation may be conducted over the phone, video chat, or other communication media.

5. Qualification Review Board:
- Review all completed task books, training records, and supplemental documentation to ensure accuracy, completeness, and conformity to the EOC Qualification SOG.
- Ensure tasks were performed in the proper type of incident or exercise and that the individual met all requirements established in the EOC Qualification SOG.
- Upon review and approval by the QRB, the individual will be certified and recommended to receive a credential from the Executive Director for the Florida Division of Emergency Management.

6. Final Qualification Authority:
- The FDEM Executive Director, or their designee, are the final qualification authority responsible for issuing qualifications to applicants when approved through the process described above. FDEM is also responsible for maintaining records for qualified personnel.

PTB Code Definitions

PTB Codes are associated with individual tasks and are used to indicate whether a task can be evaluated during an incident, event, exercise, training, or normal job duties. Tasks completed during a qualifying experience that are not specified for the task are invalid and will not be validated by an evaluator. The evaluator should circle the appropriate code indicating the type of experience used to evaluate the trainee.

Each task has at least one code. If more than one code is listed, the task may be completed on any of the listed experiences (e.g., if codes I,V,E,F,T,C,D) are all listed beside a task, then the task may be completed during either an incident, planned event, training environment, etc.).

***Please note that at least 1 or more skillsets must be signed off during an incident. Any skillsets signed off during a planned event, or exercise must consist of two or more consecutive operational periods. ***

Task Code: I – Incident

Incidents include any occurrence (natural or manmade) that necessitates a response to protect life or property. An incident were Trainees have tasks evaluated and initialed, or the incident is used to maintain currency of an individual's qualification, should:
- Be of equal or greater complexity level than the complexity level indicated on the Trainee's PTB (if indicated), or, in the case of maintaining Currency, the position qualifications level. If no complexity level is indicated, the experience must be a minimum of Type 3 complexity in accordance with the National Incident Management System (NIMS) Incident Complexity Guide.
- Be of sufficient length to provide adequate opportunities to demonstrate the knowledge, skills, and abilities necessary to learn, practice, and eventually be evaluated on PTB tasks in question.
- Include performance of the duties of the position for at least two distinct, separate operational periods under the supervision of a Qualified Evaluator. Operational periods for incidents can be of various lengths, usually 12 or 24 hours, but should not be shorter than 8 hours.
- Include a written Action Plan (e.g., Incident Action Plan, Event Action Plan, Incident Support Plan, etc.) for one (1) operational period unless specified otherwise in Appendix A – Position Requirements. In addition, Applicants must also include additional ICS 203 or ICS 207 forms (or similar) to satisfactorily document that they served in the selected position for at least two (2) operational periods during each qualifying experience.
- Involve a partial or full EOC activation.

Qualified Evaluator: Qualified Evaluators must be credentialed in the same position being evaluated or a superior ICS position (e.g., SITL tasks may be evaluated by a qualified IC, PSC, or SITL).

Task Code V: – Planned Event

Events are scheduled non-emergency activities (e.g., sporting event, concert, parade, etc.) that require multi-jurisdictional support or include multiple agencies from within a single jurisdiction. An event where Trainees have tasks evaluated and initialed, or the event is used to maintain currency of an individual's qualification, should:
- Be of equal or greater complexity level than the complexity level indicated on the Trainee's PTB, or, in the case of maintaining Currency, the position qualifications level. If no complexity level is indicated, the incident must be a minimum of Type 3 complexity in accordance with the National Incident Management System (NIMS) Incident Complexity Guide.
- Be of sufficient length to provide adequate opportunities to demonstrate the knowledge, skills, and abilities necessary to learn, practice, and eventually be evaluated on PTB tasks in question or practice.
- Include performance of the duties of the position for at least two distinct, separate operational periods under the supervision of a Qualified Evaluator. Operational periods for events can be of various lengths, usually 12 or 24 hours, but should not be shorter than 8 hours.
- Include a written Action Plan (e.g., Incident Action Plan, Event Action Plan, Incident Support Plan,

etc.) for one (1) operational period unless specified otherwise in Appendix A – Position Requirements. In addition, Applicants must also include additional ICS 203 or ICS 207 forms (or similar) to satisfactorily document that they served in the selected position for at least two (2) operational periods during each qualifying experience.
- Require on-scene management of the event.
- Involve coordination among multiple jurisdictions (preferred) or significant multi-agency coordination within the same jurisdiction to facilitate the sharing of information, resources, and support needed to achieve incident objectives.

Qualified Evaluator: Qualified Evaluators must be credentialed in the same position being evaluated or a position that supervises the Trainee. Must be qualified in the position being evaluated or a superior ICS position (e.g., SITL tasks may be evaluated by a qualified IC, PSC, or SITL).

Task Code E: Full-Scale
Full-scale exercises are operationally focused and are typically the most complex and resource-intensive of the exercise types. Full-scale exercises often involve multiple agencies, jurisdictions/organizations, and real-time movement of resources.

Qualified Evaluator: Qualified Evaluators must be credentialed in the same position being evaluated or a position that supervises the Trainee.

Task Code F: Functional Exercise:
Functional exercises are operationally focused exercises designed to test and evaluate capabilities and functions while in a realistic, real-time environment; however, movement of resources is usually simulated.

Qualified Evaluator: Qualified Evaluators must be credentialed in the same position being evaluated or a position that supervises the Trainee.

Full-Scale and Functional Exercise guidelines:
These guidelines provide consistency and authenticity when using an operations-based exercise, to evaluate personnel, provide an opportunity for Trainees to complete tasks in their PTBs, or maintain qualification Currency for an EOC position identified within this Guide.

Exercise players should be given an appropriate level of foundational knowledge through classroom or other learning methods to ensure they are sufficiently prepared for an exercise. Players should not engage in an exercise unprepared, especially Trainees. Exercises are not intended to be a primary means to learn fundamentals, nor are they the appropriate venue for demonstrating performance without adequate preparatory learning and practice opportunities.

A full-scale or functional exercise where Trainees have tasks evaluated and initialed, or the exercise is used to maintain currency of an individual's qualification, should:
- Be operations-based, either a functional or full-scale exercise.
- Include an incident scenario that is equal to or higher than the complexity type rating for the EOC positions that are using PTBs or the EOC positions being exercised to maintain Currency in those positions. If no complexity level is indicated, the incident must be a minimum of Type 3 complexity in accordance with the National Incident Management System (NIMS) Incident Complexity Guide.
- Include performance of the duties of the position for at least two distinct, separate operational periods under the supervision of a Qualified Evaluator. Operational periods for full-scale and functional exercises can be of various lengths but should not be shorter than 4 hours and require at least one complete cycle of the planning process.
- Include a written Action Plan (e.g., Incident Action Plan, Event Action Plan, Incident Support Plan, etc.) for one (1) operational period unless specified otherwise in Appendix A – Position

Requirements. In addition, Applicants must also include additional ICS 203 or ICS 207 forms to satisfactorily document that they served in the selected position for at least two (2) operational periods during each qualifying experience.
• Be conducted in compliance with Homeland Security Exercise and Evaluation Program (HSEEP) guidelines.

Task Code T: Tabletop Exercise

Tabletop exercises are discussion-based exercises in response to a scenario intended to generate a dialogue of various issues to facilitate a conceptual understanding, identify strengths and areas for improvement, and/or achieve changes in perceptions about plans, policies, or procedures.

A Tabletop exercise where Trainees have tasks evaluated and initialed, or the exercise is used to maintain currency of an individual's qualification, should include performance of the duties of the position for at least one operational period. Operational periods for tabletop exercises can be of various lengths but should not be shorter than 2 hours.

Qualified Evaluator: Evaluators for tabletop exercises are not required to be credentialed in the same position being evaluated or a position that supervises the Trainee. An Exercise Facilitator or Direct Supervisor that is not qualified through the FQS may sign the PTB as the Qualified Evaluator for these experiences.

Task Code C: Classroom Trainings, Seminars, and Workshops

Classroom training includes learning opportunities that occur within a class environment that tests knowledge and skills associated with one or more tasks in the PTB. Seminars are a form of instruction that has the function of bringing together small groups to actively participate in recurring meetings. Each seminar should focus on a particular subject.

Workshops are interactive meetings in which a group of people collaborate to solve a problem or achieve a goal. Workshops are often led by an Exercise Facilitator and can range from a couple of hours to multiple days.

Qualified Evaluator: Qualified Evaluators for classroom training, seminars, and workshops are not required to be credentialed in the same position being evaluated or a position that supervises the Trainee. An Instructor, Exercise Facilitator, or Direct Supervisor that is not qualified through the FQS may sign the PTB as the Qualified Evaluator for these experiences.
Must be qualified in the position being evaluated or a superior ICS position (e.g., SITL tasks may be evaluated by a qualified IC, PSC, or SITL).

Task Code D: Daily Job Duties

Actions which are performed as part of the Trainee's normal daily job duties that are applicable to the Trainee's PTB tasks may be verified by the Trainee's Direct Supervisor, even if the Supervisor does not hold a certification through the Division.

Qualified Evaluator: Trainee's Direct Supervisor, even if they do not hold any certifications through the Division.

Emergency Operations Center (EOC) Skillset: Coordination and Individual Contribution

Task Categories:

- Complete common coordination and accountability tasks associated with all positions within the EOC.

Task Category: **Complete common coordination and accountability tasks associated with all positions within the EOC.**

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Demonstrate understanding of EOC activation and operations, including how your function relates to other incident support activities: • Demonstrate general awareness of local risks and hazards.	I,V,E,F T,C		
2. Demonstrate understanding of your position's key duties, tasks and responsibilities.	I,V,E,F, T,C		
3. Maintain a positive, professional, and calm demeanor to promote a positive work environment.	I,V,E,F		
4. Demonstrate effective communication skills, such as the ability to translate technical jargon into plain language.	I,V,E,F D		
5. Comply with relevant health and safety requirements.	I,V,E,F		
6. Demonstrate understanding of EOC Continuity of Operations (COOP), succession plan, emergency procedures, and safety guidelines.	I,V,E,F, T, C		
7. Participate in the EOC planning process.	I,V,E,F		
8. Participate in appropriate EOC meetings and briefings related to your assigned function.	I,V,E,F		
9. Follow general internal and external information flow processes: • Demonstrate knowledge of information management systems, such as incident management software.	I,V,E,F		
10. Manage Essential Elements of Information (EEIs) and critical information requests in accordance with processes and procedures: • Follow EOC approval authorities; • Properly handle Personally Identifiable Information (PII) and sensitive information; • Provide proper documentation for record-keeping and accountability; and • Provide information for reports and in support of leadership decision-making.	I,V,E,F		
11. Practice proper documentation management processes and procedures:	I,V,E,F		

EOC Public Information Officer

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
• File structures; • Naming conventions; • Archiving processes; and • Position logs.			
12. Follow processes for resource requests, prioritization, deployment, tracking, reassignment, and demobilization.	I,V,E,F		
13. Participate in the efficient transition of resources and processes from response to recovery.	I,V,E,F		
14. Transfer responsibilities upon completion of assignment: • Transfer to replacement, recovery personnel, or other responsible party; and • If necessary, shift responsibilities to a non-disaster/day-to-day job.	I,V,E,F		
15. Participate in EOC training and exercises.	E,F		
16. Participate in the after-action review and improvement planning process.	I,V,E,F, T		

EOC Skillset: Leadership

Task Categories:
- Be proficient in the job, both technically and as a leader.
- Supervise staff to ensure understanding and accomplishment of duties and tasks.
- Coordinate to foster unity of effort.

Task Category: **Be proficient in the job, both technically and as a leader.**

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Exhibit principles of duty, respect, and integrity by: • Making sound and timely decisions; and • Seeking and accepting responsibility for actions.	I,V,E,F		
2. Demonstrate understanding of EOC and Policy Group roles, responsibilities, and authorities: • Describe how this mission may change in a different organization, jurisdiction, or operating environment.	I,V,E,F T, D		
3. Demonstrate understanding of external sources of assistance: • What resources could be available; • When they could become available; • How to acquire them; and • Necessary approvals.	I,V,E,F T, D		
4. Communicate with the leadership and policy group to facilitate and inform decision-making: • Communicate options, considerations, and recommendations; and • Keep subordinates informed.	I,V,E,F		

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TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
5. Assist with the development of strategies and tasks to support the goals and objectives of incident command or the EOC.	I,V,E,F		
6. Obtain relevant information to guide operational decisions.	I,V,E,F		
7. Guide personnel as they identify and address gaps in critical information.	I,V,E,F		
8. Establish metrics and benchmarks for program performance and monitor progress through completion.	I,V,E,F,D		
9. Monitor and manage stakeholder expectations: • Communicate policy, process, and procedural changes.	I,V,E,F		
10. Oversee ordering and organization of resources to achieve objectives: • Understand constraints and limitations.	I,V,E,F, D		
11. Continuously evaluate EOC processes, procedures, and priorities: • Coordinate with performance improvement personnel.	I,V,E,F,T		
12. Suggest ways to improve processes and procedures, and then help implement improvements: • Facilitate conversations about process performance; • Assess processes; • Determine gaps; and • Take steps for improvement.	I,V,E,F		

Task Category: **Supervise staff to ensure understanding and accomplishment of duties and tasks.**

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
13. Use leadership styles appropriate to the situation.	I,V,E,F		
14. Establish and communicate processes and procedures.	I,V,E,F		
15. Assign tasks and clearly communicate expectations.	I,V,E,F		
16. Emphasize and foster teamwork.	I,V,E,F		
17. Manage conflict and coordinate problem-solving: • Manage conflicting viewpoints. • Assess alternative courses of action; • Determine and communicate a way forward; and • Ensure follow-through and escalate to appropriate level as necessary.	I,V,E,F		
18. Prepare and discuss feedback with subordinates: • Monitor performance and discuss task understanding; and • Evaluate performance and complete personnel performance evaluations.	I,V,E,F		

EOC Public Information Officer

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
19. Support the health, safety, and welfare of assigned personnel: • Direct operations based on health and safety considerations and guidelines; • Ensure that personnel follow safety guidelines appropriately; • Spot-check operations to ensure compliance with safety guidelines; • Make resources available to support staff health and safety; and • Monitor staff for signs of mental and physical fatigue.	I,V,E,F		

Task Category: **Coordinate to foster unity of effort.**

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
20. Establish and maintain positive interpersonal and interorganizational working relationships.	I,V,E,F D		
21. Demonstrate ability to influence others outside your chain of command.	I,V,E,F D		
22. Ensure staff activities align with the EOC's operational rhythm.	I,V,E,F		
23. Ensure unity of effort by promoting continuous coordination and cooperation among all subordinates.	I,V,F		

Emergency Operations Center (EOC) Skillset: Policy and Direction

Task Categories:
- Demonstrate an understanding of the responsibilities, authorities, policies, priorities, capabilities, constraints, and limitations of the organization/jurisdiction you represent.
- Demonstrate an understanding of a coordinated response with the IC/UC and EOC and the roles and responsibilities of all parties involved.

Task Category: **Demonstrate an understanding of the responsibilities, authorities, policies, priorities, capabilities, constraints, and limitations of the organization/jurisdiction you represent.**

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Demonstrate knowledge of your organization's financial and legal regulations and general authorities.	I,V,E, F T, D		
2. Demonstrate knowledge of the whole-community concept and of the impacted community's cultural and political sensitivities.	I,V,E, F ,T, D		
3. Demonstrate awareness of your organization's operational and resource capabilities.	I, V,E, F,T, D		
4. Provide guidance on strategic priorities and resource support to incident personnel and stakeholders.	I, V, E, F		

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TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
5. Request and participate in relevant meetings and briefings.	I, V, E, F		
6. Work with legal counsel and EOC leadership to ensure informed decision-making.	I, V, E, F		
7. Authorize protective measures for life and safety based on legal authorities. Examples may include but are not limited to the institution of curfews and evacuation requirements.	I, V, E, F		
8. Provide guidance and authorization for information-sharing with external agencies and the public.	I, V, E, F		
9. Interact with external government contacts, including those at the local, state, tribal, territorial, and/or federal levels.	I, V, E, F		
10. Review and approve plans and procedures.	I, V, E, F		
11. Support the after-action review and improvement planning process.	I, V, E, F		

Task Category: **Demonstrate an understanding of a coordinated response with the IC/UC and EOC and the roles and responsibilities of all parties involved.**

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
12. Authorize external resource requests according to organizational authorities: • Memorandums of Understanding (MOU); • Memorandums of Agreement (MOA); • Mutual Aid Agreements (MAA); and • Declarations.	I, V, E, F		
13. Understand the roles and relationships of the Policy Group, EOC, and other incident personnel.	I, V, E, F, T		
14. Demonstrate awareness of the impacted community, including, for example: • Rules and regulations; • Culture; and • Demographics.	I, V, E, F, T, D		
15. Participate in organizational training and exercises.	I, V, E,F, T		
16. Help to establish and communicate policy decisions.	I, V, E, F		
17. Monitor objectives, strategies, and tactics for the current operational period.	I, V, E, F		

Emergency Operations Center (EOC) Skillset: Action Tracking

Task Categories:
- Perform action tracking.

Task Category: **Perform action tracking.**

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Collect and track open tasks, issues and action items through resolution.	I,V,E,F		
2. Communicate issues horizontally to relevant stakeholders and vertically to leadership as necessary to create awareness and ensure completion.	I,V,E,F		

Emergency Operations Center (EOC) Skillset: Public Affairs Coordination

Task Categories:
- Manage EOC efforts to regularly provide accurate information to the MAC Group/Policy Group and the public.
- Advise the MAC group/Policy Group, EOC leadership, and personnel on public information and warning.

Task Category: **Manage EOC-related efforts to provide information and warning to the public.**

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Demonstrate working knowledge of traditional, community, ethnic, and social media.	I, V, E, F, T, D		
2. Collect and validate information: • Establish ways to collect information from the public; • Analyze all forms of media, including traditional and social media, for accuracy and critical communications needs; • Validate information, making it actionable; and • Identify emerging trends and issues.	I, V, E, F, D		
3. Coordinate with EOC situational awareness personnel for shared analysis of information.	I, V, E, F		
4. Handle Personally Identifiable Information (PII), Health Insurance Portability and Accountability Act (HIPAA), For Official use Only (FOUO), Law Enforcement Sensitive (LES), regulated information, and other sensitive materials appropriately.	I, V, E, F, D		
5. Disseminate information using all forms of media, including social media, and public alert and warning systems.	I, V, E, F		

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TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
6. Manage media relations: • Establish and maintain lines of communication with the media; • Schedule interviews; • Create media briefing packets; and • Organize and lead media visits.	I, V, E, F		
7. Coordinate news conferences and public briefings: • Prepare speakers; • Engage interpreters; and • Follow up with media.	I, V, E, F, D		
8. Coordinate Very Important Person (VIP) visits.	I, V, E, F		
9. Draft and obtain approvals for press releases, emergency announcements, educational flyers, safety tips, fact sheets, etc.	I, V, E, F, D		
10. Coordinate with internal and external stakeholders: • Attend meetings, as appropriate; and • Ensure development of internal talking points.	I, V, E, F		
11. Ensure messages are accessible to all, including those with limited English proficiency, disabilities, and access and functional needs: 12. Ensure accessibility and engage reputable interpreters and translators.	I, V, E, F, D		
13. Establish contact with other EOC organizations and other public affairs personnel: 14. Establish information sharing priorities and processes.	I,V,E,F		
15. Understand plans and procedures for Joint Information Center (JIC) and Joint Information System (JIS) operations: 16. Manage the JIC/JIS, as appropriate. 17. Liaise with other JIC/JIS entities.	I,V,E,F		

Emergency Operations Center (EOC) Supplemental Skillset: WebEOC Mission Management

Task Categories:
• Demonstrate proficiency in leveraging WebEOC for effective resource management.

Task Category: Demonstrate proficiency in leveraging WebEOC for effective resource management.

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
5. Demonstrate the ability to submit resource requests accurately and monitor their status in WebEOC. • Enter a new mission, ensuring all required fields (e.g., title, description, lifeline, points of contact, location, etc.) are completed.	**I, V, E, F,T**		

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
• Update mission status based on progress (e.g., Coordinating, In-Progress, Complete). • Add detailed comments for clarity and record-keeping.			
6. Review and verify assigned mission requests in WebEOC to ensure they include all necessary and appropriate information for effective mission tasking and resource fulfillment. • Review each mission request for critical details relevant to the resource being requested. • Verify that contact information for the requesting entity and any special instructions (e.g., accessibility concerns, time sensitivity) are clearly outlined. • If details are missing or unclear, communicate with the requester to obtain additional information and update the mission request accordingly.	I, V, E, F, T		
7. Task and monitor missions assigned to your branch using WebEOC. • Oversee the progression of missions from initiation to completion, ensuring proper documentation at each step. • Ensure timely status updates and comments are logged by personnel completing mission tasks.	I, V, E, F, T		

Emergency Operations Center (EOC) Supplemental Skillset: Meeting Management

Task Categories:
• Facilitate focused, goal-oriented meetings.

Task Category: Facilitate focused, goal-oriented meetings.

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Prepare for and execute a tactics meeting. • Review current operational needs, objectives, and priorities before the tactics meeting. • Ensure appropriate stakeholders are in attendance, including other Branches or Sections, as applicable. • Draft a concise, focused agenda that includes key objectives, timelines, and discussion points. • Identify specific resource requirements, assignments, and timelines to be addressed. • Facilitate the meeting by ensuring all participating teams contribute to strategy and tactic development.	I, V, E, F, T		
2. Capture and document key points and decisions. • Assign a note-taker to record critical decisions, action items, and deadlines discussed in the meeting.	I, V, E, F, T		

EOC Public Information Officer

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
• Ensure documentation includes responsible parties for each task or follow-up item. • Provide updates to leadership on branch progress and any challenges requiring escalation.			
3. Communicate strategies, tactics, priorities, and changes effectively. • Present information clearly and concisely, tailoring language to the audience's level of understanding. • Use visual aids (e.g., maps, charts). • Confirm understanding by asking staff to summarize key takeaways or action items.	**I, V, E, F,T**		
4. Maintain professionalism and composure under stress. • Model a calm and confident demeanor. • Redirect unproductive discussions or escalating tensions back to actionable topics.	**I, V, E, F, T**		

Emergency Operations Center (EOC) Supplemental Skillset: PIO

Task Categories:

• Demonstrate understanding of community dynamics and needs

• Demonstrate knowledge of key elements of the Public Information officer role, and position specific responsibilities.

Task Category: Demonstrate the ability to successfully execute the role of Public Information Officer (PIO).

TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Monitor compliance with information management processes and procedures. • Comply with agency policies regarding social media communications, interactions, and promotion. • Comply with agency policies regarding interaction with media and the press.	I, V, E, F		
2. Demonstrate knowledge of community demographics, culture, needs, and capacities.	I, V, E, F, T		
3. Demonstrate knowledge of the whole community and any cultural sensitivities related to recovery objectives: • Identify potential economic, cultural, and environmental impacts of agency communications.	I, V, E, F, T		
4. Support activities that promote proactive community engagement, public participation, and public awareness of short-term, intermediate, and long-term recovery and resilience activities: • Memorials, vigils, and emotional/mental health campaigns.	I, V, E, F, T		

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TASKS	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
• Activities that acknowledge cultural, religious, and other unique characteristics in the community. • Efforts of Voluntary Organizations Active in Disaster (VOAD).			

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EOC Public Information Officer

INSTRUCTIONS FOR COMPLETING THE EVALUATION RECORDS

Each task book includes four blank evaluation records to be completed by a qualified evaluator. These evaluations may be made during any qualifying experience (e.g., incidents, events, trainings, daily job duties, etc.). If additional evaluation records 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, Agency, and Email: List the name of the evaluator, incident position or office title, agency or organization, and email address.

Evaluator's Home Unit Address and Primary Phone Number: Self-explanatory.

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

Location of Incident/Simulation: Identify the location where the tasks were performed.

Incident Kind: Enter kind of incident (e.g., hazmat, hurricane, search and rescue, flood, tornado, etc.)

Complexity: Identify complexity of incident or sub-incident that the evaluation is for by Type.

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 which are pertinent to the trainee's task book position.

Duration: Enter inclusive dates during which the trainee was evaluated. Evaluation dates must be consecutive.

Recommendation: Provide comments regarding recommended next steps or future needs for development of the trainee.

Date: List the date the record was completed by the evaluator.

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

Evaluator's Relevant Qualifications*: List your relevant qualifications to the trainee position that you supervised, and include the date and agency (e.g., FDEM) of qualification. Only individuals actively credentialed through FQS are eligible to sign task books as a Qualified Evaluator for Task Codes "I," "E," and "X".

   *EXAMPLE: PC-EOC, FDEM, 7/4/2024

EVALUATION RECORD

_____	EOC Public Information Officer
TRAINEE NAME	**TRAINEE POSITION**

#1	Evaluator's name:		Email:	
Evaluator's Incident/Office Title:			Agency:	
Evaluator's Unit Address:			Phone:	

Incident Details (Name and location of incident/event/exercise)	**Incident Kind** (HazMat, tornado, flood, structural fire, wildfire, USAR, etc.)	**Resources** (Number and type of resources pertinent to Trainee's position)	**Duration** (Dates the Trainee fulfilled the position being evaluated)	**Complexity** (Type 1, 2, 3)

The tasks initialed and dated by me were 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 qualification.
_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.
_____ The individual was not able to complete certain tasks (comments below) or additional guidance is required.
_____ The individual is severely deficient in the performance of tasks for the position and needs further training (both required and knowledge and skills needed) prior to additional assignment(s) as a trainee.

Recommendations: _____

_____

Date: _____   Evaluator's initials: _____

Evaluator's Relevant Qualifications, Agency & Date: _____

Evaluator description of incident/event and additional comments:

EOC Public Information Officer

EVALUATION RECORD

TRAINEE NAME	EOC Public Information Officer TRAINEE POSITION

#2	Evaluator's name:	Email:		
Evaluator's Incident/Office Title:		Agency:		
Evaluator's Unit Address:		Phone:		
Incident Details (Name and location of incident/event/exercise)	**Incident Kind** (HazMat, tornado, flood, structural fire, wildfire, USAR, etc.)	**Resources** (Number and type of resources pertinent to Trainee's position)	**Duration** (Dates the Trainee fulfilled the position being evaluated)	**Complexity** (Type 1, 2, 3)

The tasks initialed and dated by me were 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 qualification.
_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.
_____ The individual was not able to complete certain tasks (comments below) or additional guidance is required.
_____ The individual is severely deficient in the performance of tasks for the position and needs further training (both required and knowledge and skills needed) prior to additional assignment(s) as a trainee.

Recommendations: _____

_____

Date: _____ Evaluator's initials: _____

Evaluator's Relevant Qualifications, Agency & Date: _____

Evaluator description of incident/event and additional comments:

EVALUATION RECORD

TRAINEE NAME	EOC Public Information Officer
	TRAINEE POSITION

#3	Evaluator's name:	Email:		
Evaluator's Incident/Office Title:		Agency:		
Evaluator's Unit Address:		Phone:		
Incident Details (Name and location of incident/event/exercise)	**Incident Kind** (HazMat, tornado, flood, structural fire, wildfire, USAR, etc.)	**Resources** (Number and type of resources pertinent to Trainee's position)	**Duration** (Dates the Trainee fulfilled the position being evaluated)	**Complexity** (Type 1, 2, 3)

The tasks initialed and dated by me were 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 qualification.
_____ Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.
_____ The individual was not able to complete certain tasks (comments below) or additional guidance is required.
_____ The individual is severely deficient in the performance of tasks for the position and needs further training (both required and knowledge and skills needed) prior to additional assignment(s) as a trainee.

Recommendations: _____

_____

Date: _____   Evaluator's initials: _____

Evaluator's Relevant Qualifications, Agency & Date: _____

Evaluator description of incident/event and additional comments:

EOC Public Information Officer

EVALUATION RECORD

<u>EOC Public Information Officer</u>

TRAINEE NAME   **TRAINEE POSITION**

#4	Evaluator's name:		Email:	
Evaluator's Incident/Office Title:		Agency:		
Evaluator's Unit Address:		Phone:		

Incident Details (Name and location of incident/event/exercise)	**Incident Kind** (HazMat, tornado, flood, structural fire, wildfire, USAR, etc.)	**Resources** (Number and type of resources pertinent to Trainee's position)	**Duration** (Dates the Trainee fulfilled the position being evaluated)	**Complexity** (Type 1, 2, 3)

The tasks initialed and dated by me were 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 qualification.
    _____   Not all tasks were evaluated on this assignment and an additional assignment is needed to complete the evaluation.
    _____   The individual was not able to complete certain tasks (comments below) or additional guidance is required.
    _____   The individual is severely deficient in the performance of tasks for the position and needs further training (both required and knowledge and skills needed) prior to additional assignment(s) as a trainee.

Recommendations: _____

_____

Date: _____   Evaluator's initials: _____

Evaluator's Relevant Qualifications, Agency & Date: _____

Evaluator description of incident/event and additional comments:

EOC Public Information Officer

FINAL EVALUATOR COMMENTS

DATE: _____

EOC Public Information
Officer

_____   _____   _____
TRAINEE NAME   TRAINEE POSITION   FINAL EVALUATOR NAME

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EOC Public Information Officer