# Exercise Evaluation Guide

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| *Exercise Name: Zoo Ready 15*  *Exercise Date: 07/13-15/2015* | *Organization/Jurisdiction:*  Association of Zoos and Aquariums | *Venue:*  FoodSHIELD |
| **Response** | | |
| *Exercise Objective:* Demonstrate the communication system within their facility (Number 2) | | |
| *Core Capability:* **Operational Communications**  Ensure the capacity for timely communications in support of security, situational awareness, and operations by any and all means available, among and between affected communities in the impact area and all response forces. | | |
| **Organizational Capability Target 1: The zoological institution is able to communicate internally with all stakeholders.**  *Critical Task:* The zoological institution has sufficient planning, staff, and technology to communicate with staff and employees.  *Critical Task:* The zoological institution has planned for communicating with guests, vendors, and contractors inside the institution.  *Critical Task:* The zoological institution has planned for communications with their governing boards. | | |
| **Organizational Capability Target 2: The zoological institution is able to communicate with local emergency resources including police, fire, and emergency medical personnel.**  *Critical Task:* The zoological institution has the ability to communicate with local first response agencies.  *Critical Task:* The zoological institution has plans in place to communicate with other institutions to assist with collection animals.  *Critical Task:* The zoological institution is able to receive pre-event warnings and briefings from local emergency response agencies. | | |
| **Organizational Capability Target 3: The zoological institution is able to provide information on the incident to the public through a multi-modal plan.**  *Critical Task:* The institution has pre-determined a Public Information Officer.  *Critical Task:* The institution has pre-scripted messages for the most likely events to occur at the facility.  *Critical Task:* The institution is able to communicate with the public through a multi-modal plan that includes the media and use of social media platforms.  *Critical Task:* The institution is able to participate within a local Joint Information Center or Joint Information System within their local  community. | | |

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| **Organizational Capability Target** | **Associated Critical Tasks** | **Observation Notes and**  **Explanation of Rating** | **Target Rating** |
| **The zoological institution is able to communicate internally with all stakeholders.** | * The zoological institution has sufficient planning, staff, and technology to communicate with staff and employees. * The zoological institution has planned for communicating with guests, vendors, and contractors inside the institution. * The zoological institution has planned for communications with their governing boards. |  |  |
| **The zoological institution is able to communicate with local emergency resources including police, fire, and emergency medical personnel.** | * The zoological institution has the ability to communicate with local first response agencies. * The zoological institution has plans in place to communicate with other institutions to assist with collection animals. * The zoological institution is able to receive pre-event warnings and briefings from local emergency response agencies. |  |  |
| **The zoological institution is able to provide information on the incident to the public through a multi-modal plan.** | * The institution has a pre-established Public Information Officer. * The institution has pre-scripted messages for the most likely events to occur at the facility. * The institution is able to communicate with the public through a multi-modal plan involving social networks and media. * The institution is able to participate within a local Joint Information Center or Joint Information System within their local community. |  |  |
|  |  | **Final Core Capability Rating** |  |

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| **Ratings Key** |
| P – Performed without Challenges  S – Performed with Some Challenges  M – Performed with Major Challenges  U – Unable to be Performed |

Evaluator Name

Evaluator E-mail

Phone

## Ratings Definitions

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| **Performed without Challenges (P)** | The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. |
| **Performed with Some Challenges (S)** | The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified. |
| **Performed with Major Challenges (M)** | The targets and critical tasks associated with the core capability were completed in a manner that achieved the objective(s), but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks for the public or for emergency workers; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws. |
| **Unable to be Performed (U)** | The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s). |