

Crisis Communications Intake Response Form

Criticality Level (select one):

EQUIPMENT

ROUTINE

MODERATE

SEVERE

Use this form to help your office respond to critical incidents.

Incident: ☐ Voting Equipment ☐ Mail/Sorting Equipment ☐ Software/System Issues ☐ Other _____

Date/Time of Incident: _____

Location: ☐ Polling Location ☐ Election Office ☐ Operations Center ☐ Drop Box ☐ Other _____

Details: Include any relevant details that may be helpful as you and your team continue to respond to the incident.

Who to Notify: Include complete contact information for those who may need to be notified about the incident.

Name	Internal/External		Phone Number	Email	Notified	Notify 911
	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>

Talking Points: Use this section to help convey key messages clearly and consistently to various audiences.

What happened?_____

How is it affecting people?_____

What actions are being taken?_____

What do we want people to do?_____

Channels: What methods will you use to communicate this information? Consider your resources and who should know.

- ☐ Press Release
- ☐ News Conference
- ☐ Emergency Alert System
- ☐ Social Media
- ☐ SMS
- ☐ Email
- ☐ Phone
- ☐ Website
- ☐ Other _____

Holding Statements: Use this section to adapt these holding statement templates for the incident at hand, or craft a new statement. Holding statements are short and concise and are a way for you to notify the press and public of an emerging incident.

1. _____ became aware of a malfunction of _____ at _____, where delays of up to _____ hours are anticipated for _____. Voters should plan to visit one of _____ other voting locations in _____ as we work to resolve the issue. Additional information can be found by visiting _____.

2. _____ is currently experiencing delays with _____ at our main elections office located at _____. Services will be temporarily relocated to _____ as we investigate the issue in coordination with _____. More information and further updates can be found at _____.

3. _____

Next Steps: Detail next steps in managing the crisis or incident.

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____

Press Conference Plan (optional): Hosting a press conference during a crisis can assist with delivering your consistent core message to multiple reporters at one event. Create a general plan for press conferences to maintain preparedness and continuity.

Date & Time	Location	Statement? (Y/N)	Speakers	Q&A? (Y/N)