

Communications & Incident Response

Quick Reference Guide for Using
Your PACE Communications Plan



PLAN FOR PACE

Identify, develop and practice the different parts of your PACE communications plan in the event of an incident or emergency. Your plan should define the communications channels you rely on in normal situations and in emergencies: Primary, Alternate, Contingency, and Emergency.

Step Zero: Is anyone's life in danger?

YES

NO



Call 911

Follow safety or evacuation procedures. Then notify the election office.

If you can't reach anyone:

Stay open unless there is danger to life. Ensure the security of ballots and equipment. Write down what happened and when. Keep trying.

Report to the main election office.

This covers any incident (threat, suspicious item, voter intimidation, equipment or supply problem) or any loss of contact. See the back of this card for contact numbers.

- P PRIMARY:** No confirmed contact after two tries/five minutes? Move to Alternate.
- A ALTERNATE:** Still no confirmed contact? Move to Contingency.
- C CONTINGENCY:** Still no confirmed contact? Move to Emergency.
- E EMERGENCY:** Send a runner to [designated location].

Return to Primary only when the office confirms it's restored.

EVERY MESSAGE

Who & where

What happened

What you need

Callback

Time

Key Contacts & Resources

JURISDICTION:

ROLE	PRIMARY	BACKUP/RADIO
Election Office Hotline <i>Incidents & All Reports</i>		
Field Supervisor/Rover		
Local Emergency Management		
Law Enforcement <i>Non-Emergency</i>		
Election Equipment/ IT Support		
State Election Office		
State Emergency Management		
State Fusion Center		
Our Emergency/ Incident Plan:		

Status Updates: The election office posts updates at:

OUR PACE PLAN

	POLLING PLACES	ELECTION OFFICE	MOVE TO NEXT LEVEL WHEN...
P			
A			
C			
E			

Suggested: P = cell phone · A = landline (non-VoIP preferred) · C = two-way radio (emergency management-issued) or relay through on-site law enforcement · E = runner

CHECK YOUR PLAN:

- ☐ Does each level use a different device and a different network?
- ☐ Is your landline VoIP? If so, it may fail with the internet.
- ☐ If you rely on law enforcement radio, will an officer be on site or reachable?
- ☐ If at a remote location, does the main election office have the same plan you do?

Access resources
and more:

