

California Wing Mission Alerting Officer (WMAO) Guide

The CAWG has been supplied with a contact telephone number to be used by our customers to initiate our services. This telephone number must be maintained at all times. This document describes the way in which you will help CAWG put our alerting service into place.

Each Group shall be responsible for providing alerting services for the California Wing on a rotational basis. The duty periods shall be one half of a calendar month. The month shall be divided as follows. One period is from 0000 Zulu on the first day of the month until 2400 Zulu on the 15th day of the month. The second period is from 0000 Zulu on the 16th day of the month until 2400 Zulu on the last day of the month.

Each Group Commander shall be responsible for providing the services of a Group Wing Mission Alerting Officer Coordinator (GWMAOC). Each Squadron Commander shall be responsible for providing the services of a Squadron Wing Mission Alerting Officer Coordinator (SWMOAC). The SWMOAC will supply personnel to act as WMAOs during the assigned duty period.

The duties of the GWMAOC will be as follows.

1. Schedule the individual Squadron's duty periods based on Squadron senior membership size.
2. Supply all necessary materials and information to the SWMAOCs.
3. Receive reports on handed off missions.
4. Shall consolidate all the WMAO worksheets onto the Form 19g, California GroupWMAO Activity Report and submit them, as per instructions on the forms, to the California Wing Documentation Officer (also listed on form) within 3 days of the completion of your duty time. These documents can be started as soon as you begin receiving reports from your WMAOs.
5. Keep records at the Group level of all activities associated with each duty period. These records are to be kept for a minimum of 3 years.

The duties of the SWMAOC will be as follows.

1. Schedule the individuals who will act as WMAOs during the Squadron's assigned duty period.
2. Supply a list of those acting as Squadron WMAOs for each duty period along with the time, date and phone number of each person to the GWMAOC at least 2 days prior to the Group's duty period..
3. Monitor the Squadron's WMAOs to insure that the Contact Telephone number (909) is manned at all times.

The Squadron WMAOs are the heart of the operation. They are the ones who will make it work.

1. The WMAO must have a phone that will be available to receive the 909 call or have a pager that can be programmed to receive the 909 number. "Call waiting" would be ideal but in **no case** should an answering machine be allowed to receive the call.
2. At least 1 hour prior to your scheduled duty time, each WMAO should call the 909 contact number to inform the previous WMAO (that you are replacing) notifying them that you are ready to take over the duty at the prescribed time.
3. Be responsible for accepting requests for CAWG services and handing off the mission to a qualified Incident Commander (IC) or Incident Commander Trainee (ICT). The WMAO will call IC's from the MOST current list (which can be downloaded from the wing website). Do not skip ICs that have a history of not responding. It is important to document negative responses in order to get our IC list trimmed to those who will be available to do the job. See special circumstances (#7) below for future instructions.
4. The WMAO will use the supplied WMAO Work Sheet (see attached) during contact by our customers to be sure of receiving all of the required information. This is a good place to record your responses from the ICs that you have called.
5. Remember that all times and dates are to be recorded as Zulu. For example, if you get a call at 10 PM PST on 13 MAR, the Zulu time is 0600 and the Zulu date is 14MAR.
6. Contact the GWMAOC at the end of your tour of duty with the information on the WMAO Work Sheet. This can be best done by E-mail, or by phone if necessary. If you E-mail the information (via attachment or just the info) on the Work Sheet to the GWMAOC, you can either scan the whole sheet or just send the information in the blanks. Please send the information in the order given. You will have to list the names of all the ICs that you tried to make contact with and their response.
7. Special circumstances
 - A. If the WMAO is sure that the mission is a missing aircraft, Major Ostrat should be called first and if no response the Group Mentor should be called immediately. If those two people cannot be contacted go down the list below until someone is reached. The phone numbers for the following people can be found in the current CAWG IC list.
 - Maj. Jan Ostrat
 - Director of ES (DOS)
 - Director of Operations (DO)
 - Wing Commander (CC)
 - B. If you cannot contact a IC/ICT after the tenth negative IC/ICT response you can send a Redcap page by sending a SHORT email to REDCAP@cawg.cap.gov Note you can only send a message to this address if you are on the list to receive redcap messages. Wait 15 minutes and if you have not received a response follow up with a second page. Again wait 15 minutes and then go to the above list in 7A starting with the mentor
 - C. If the request is from the OES go to 7A and start with Maj. Ostrat and work down
 - D. If you receive a call from the National Operations Center (NOC) requesting our assistance you are to go to 7A and start with Maj. Ostrat and work down

The GWMAOC will be given the current phone credit card number for each duty period. This number is not for general distribution but is to be distributed through the SWMAOCs to the WMAOs. The WMAO shall offer the IC the current credit card number if he or she does not have it. Instructions on the use of the number will be distributed with the number.

CAWG's 909 contact telephone number is for use by our customers and should be restricted to the customers and WMAOs. See attached for instructions on using the 909 number.

This procedure is designed to simplify the way we do our job and share the work load. If every one along the line does his or her part in a timely fashion, we will truly be the professionals that our customers expect us to be.