NEVADA WING OPERATING INSTUCTION 09-02
24 May 2009
Operations
ALERTING PROCEDURES

PURPOSE: To establish a consistent and easily operated system for squadron or wing wide alerting of Emergency services personnel. This system will utilize the pager capabilities of the WMU (wmu.nat.cap.gov) and the contact listings of eServices (www.capnhq.gov), both of which are already established and functional. Personnel are advised that ALL alerts are a notification of a mission either in progress or anticipated. It is important to note that no member should report to a base or other location until specifically instructed to do so.

I. ESTABLISHING THE SYSTEM:

A. INDIVIDUAL LEVEL -- All ES personnel who have a text-capable cell phone should enter their cell phone paging information into eServices as follows.

1. Attachment I is a listing of wireless carriers and the required information to receive a page via a cell phone.
2. ES personnel should go to eServices and enter their cell phone as an email address in the ALPHA PAGER section of CONTACTS as an EMERGENCY CONTACT. As an example for a hypothetical Verizon customer this would be 7758421234@vtext.com. The member's specific carrier information from Attachment I should be used for the email address portion.
3. The alpha pager should be listed as an EMERGENCY contact.
4. ES Personnel should be familiar with the AVAILABILITY section of the WMU so that during a mission they can list their availability, thus providing mission base staff a pool to plan and draw from. It is vital that this pool exist so that additional personnel are available in case the mission is extended.

B. SQUADRON LEVEL – Squadron Commanders must ensure that the Duty Assignment module of eServices is up-to-date with all required ES positions.

1. In addition to any other duties Squadron Commanders should ensure that three (3) persons are listed as ALERTING OFFICERS in the eServices Duty Assignment module. These may be any ES qualified persons in the squadron, however normally the Operations Officer, ES Officer, and Squadron Commander should be alerting officers, as alerting officers will be the initial persons notified during an alert. Please note that ALERTING OFFICER is a position unto itself – do not assume that the Squadron Commander, for example, will automatically be alerted unless he is also assigned as an ALERTING OFFICER.
2. The Squadron Alerting Officer on-call is responsible for alerting the squadron's ES members – it is not the responsibility of the Wing or the Incident Commander. Those squadron members who have listed pagers can be alerted automatically using the WMU, but others must be contacted individually by the alerting officer.
3. The squadrons should set up a rotation so that not all three alerting officers are on-call at the same time. This will eliminate having the IC receive three calls from the same unit.

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C. WING LEVEL – The wing will establish and maintain current notification numbers for on-call Incident Commanders to handle all missions assigned to the Nevada Wing. A rotating list will be established to prevent one person from being "on-call" for extended periods of times.

II. Notification Table and Procedures

A. The system is a roll-down system. A customer alerts the on-call IC. The on-call IC alerts (or serves as) an actual mission IC. The mission IC alerts the squadron alerting officers. The squadron alerting officers alert the squadron members. At all levels alerts can be issued automatically via the WMU or manually.

B. Immediately following mission notification by the AFRCC, Nevada Highway Patrol, the CAP National Operations Center, or Nevada Emergency Operations Center, the on- call IC will determine if he or she is capable of handling the mission based on experience and training. If not, immediate notification to a more qualified IC should be made.

C. The IC handling the mission should then:

1. Determine if an immediate response is required and should contact individual squadrons to get an initial launch in progress. Contact should also be made with other mission base staff personnel should a mission base be required.
2. Post an alert message to nvwgalert@nvwg.cap.gov with the mission number, description of the mission, and a notification of procedures to follow. Generally these procedures would include the instruction that personnel should update their availability in the WMU so that mission base staffs have a pool to plan and draw from. Any other immediate instruction can be posted at that time.
3. Via the WMU, the IC should issue a pager alert as required which may be localized or Wing Wide by paging the ALERTING OFFICERS of the required unit(s) or entire wing. Instructions should include checking e-mail for full instructions or calling the IC or other person as directed.
4. Once the Squadron alerting officer has been briefed, the squadron officer should notify the squadron ES personnel either by using the WMU page system to notify that individual unit, or by phone tree. Use of the pager system is encouraged as it will save time. Squadron personnel can contact the squadron alerting officer for briefing and instructions.

Certified 01/04/2016
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Supersedes: N/A
Distribution: Wing Staff, Unit Commanders, Wing Website
CFW/USAF, GFW DET/CO

OPR: NV/CS
Approved by: NV/CC

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ATTACHMENT I

The following is a list of the most probably cellular phone carriers in this area. Use it to determine your carrier's method of sending e-mail to your cell phone. To test to see if you have the correct information, simply use your e-mail to send your phone a message. If you get the email then you have it correct and should then enter it into the CONTACT section of eServices.

Enter it as an EMERGENCY PAGER contact.
Alltel number@message.alltel.com.
Ameritech (ACSWireless) number@paging.acswireless.com
AT&T number@att.net
AT&T number@worldnet.att.net
Bellsouth number@bellsouth.cl
BellSouth Mobility number@blsdcs.net
CellularOne West number@mycellone.com
Cingular number@mobile.mycingular.com
Cingular Blue (formerly AT&T Wireless) number@mmode.com
Cingular IM Plus/Bellsouth IPS@imcingular.com
Cingular IM Plus/Bellsouth IPS Cellphones@mobile.mycingular.com
Metrocall Pager number@page.metrocall.com
Nextel number@messaging.nextel.com
Powertel number@ptel.net
Primtel number@sms.primtel.ru
PSC Wireless number@sms.pscel.com
Qualcomm username@pager.qualcomm.com
Qwest number@qwestmp.com
Sprint PCS number@messaging.sprintpcs.com
Sprint PCS number@sprintpcs.com
SunCom number@tms.suncom.com.
SureWest Communications number@mobile.surewest.com
T-Mobile USA number@tmomail.net
T-Mobile USA (Sidekick) username@tmail.com
US Cellular number@email.uscc.net
Verizon Wireless number@vtext.com
Verizon Wireless (formerly Airtouch) number@airtouchpaging.com.
Virgin Mobile USA number@vmobl.com
The following is ONLY for former AirTouch customers. Verizon Wireless customers should use Verizon
Wireless instead.
Verizon Wireless (myairmail.com) number@myairmail.com
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E-Signed : 01/25/2016 09:59 PM CST

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Comments: N/A
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