

**BY ORDER OF THE  
911TH AIRLIFT WING COMMANDER**

**911TH AIRLIFT WING INSTRUCTION  
10-404**



**9 SEPTEMBER 2011**

**Operations**

**911TH AIRLIFT WING UNIT RECALL  
PROCEDURES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

---

**ACCESSIBILITY:** Publications and forms are available on the e-Publishing website at [www.e-publishing.af.mil](http://www.e-publishing.af.mil) for downloading or ordering.

**RELEASABILITY:** There are no releasability restrictions on this publication.

---

OPR: 911 AW/CC

Certified by: 911 AW/CC  
(Colonel Jeffrey T. Pennington.)

Pages: 33

---

This instruction implements AFPD 10-4, *Operations Plans*. It articulates AFRC procedural guidance for notifying and assembling personnel under actual, alert and test conditions. This instruction addresses information protected by the *Privacy Act of 1974*. The authority to collect and maintain this information is title 10 United States Code, Section 8013. Following the guidance in AFI 33-332, *Privacy Act Program*, give a Privacy Act statement orally or in writing to anyone from whom you are collecting personal information that will be put in a system of records, regardless of how you collect or record the answers. The utilization of the Emergency Notification System (ENS) is fully negotiable for bargaining unit employees at all locations within the 911 AW. Bargaining unit employees (to include Emergency Essential personnel) may voluntarily provide contact information through ENS, but are not mandated. Additionally, local CPFs must notify local unions and satisfy all bargaining obligations prior to soliciting and using data from the ENS database. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at <https://afirms.amc.af.mil/>.”

1.	GENERAL: .....	2
2.	RESPONSIBILITIES: .....	2
3.	RECALL ROSTERS. ....	5
4.	NOTIFICATION SYSTEM. ....	5
5.	PERSONNEL RECALL REPORTING PROCEDURES. ....	7

6.	RECALL DOCUMENTATION ATTACHMENTS. ....	7
7.	PERSONNEL ACCOUNTABILITY. ....	8
<b>Attachment 1—GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION</b>		<b>9</b>
<b>Attachment 2—911 AW NOTIFICATION RESULTS (SAMPLE FORMAT)</b>		<b>10</b>
<b>Attachment 3—911 AW/UNIT COMMUNICATIONS TEST/RECALL RESULTS FORMAT</b>		<b>11</b>
<b>Attachment 4—SAMPLE RECALL ROSTER</b>		<b>12</b>
<b>Attachment 5—ENS CHECKLISTS/INSTRUCTIONS</b>		<b>13</b>
<b>Attachment 6—DISTRO LIST CREATION INSTRUCTIONS FOR UNIT ENS MONITORS</b>		<b>17</b>
<b>Attachment 7—RECALL/NOTIFICATION PROCEDURES</b>		<b>18</b>
<b>Attachment 8—RECALL APPOINTMENT LETTER FORMAT</b>		<b>20</b>
<b>Attachment 9—PYRAMID RECALL FLOWCHART</b>		<b>21</b>
<b>Attachment 10—RECALL DECISION MATRIX</b>		<b>22</b>
<b>Attachment 11—SUGGESTED MICT LOCAL RECALL CHECKLIST</b>		<b>24</b>
<b>Attachment 12—RECALL ROSTER FORMAT</b>		<b>27</b>
<b>Attachment 13—PRIMARY ALERTER WORKSHEET-CP UTILIZATION</b>		<b>28</b>
<b>Attachment 14—ALERT RECALL WORKSHEET-UNITS</b>		<b>29</b>
<b>Attachment 15—RECALL RESPONSE TRACKER</b>		<b>32</b>

**1. GENERAL:** The ability of a commander to recall his or her unit members is one of the basic premises for a unit to mobilize, meet its wartime commitments and disseminate information to unit members in defined emergencies. To accomplish this, the commander must have a plan that ensures he or she will be able to contact and assemble all assigned personnel within the required response time as designated in the mobilization order or through determined direction of the commander. The response time could be as early as the time stipulated in the Designed Operational Capability (DOC) Statement for units which have a DOC statement and/or as indicated by the installation commander's informed decision on any defined emergency situation.

## **2. RESPONSIBILITIES:**

### 2.1. Wing Commander will:

- 2.1.1. Ensure each unit has a recall plan in place to meet wartime and peacetime recall requirements.
- 2.1.2. Identify in writing a primary and alternate Wing Recall Program Manager.
- 2.1.3. Ensure accurate and timely reporting of recall results.

2.1.4. Ensure the plan includes accountability procedures to be used during a natural disaster or national emergency.

2.1.5. Ensure the Wing exercises and conducts a no-notice communications test at least once annually to demonstrate the ability to contact all assigned Wing personnel.

2.1.6. Program adequate funding in annual budget estimates to conduct at least one communications test each fiscal year.

2.1.7. Ensure Wing Operating Instruction for unit recall procedures is created.

2.2. Group Commanders will:

2.2.1. Identify in writing a primary and alternate program monitor for the group.

2.3. 911 AW Command Post will:

2.3.1. Initiate 911 AW directed communication tests and actual recalls via message or other alternate means, monitor NAF/Local Authority reporting and forward results to 911 AW CAT.

2.3.2. Initiate communication tests and actual recalls for 911 AW assigned personnel, monitor Directorate reporting, and forward results to 911 AW CAT. (See [Attachment 2](#) for format.)

2.3.2.1. Monitor units' status during 911 AW-directed communications tests or actual recall.

2.3.2.2. Monitor actual unit recalls due to real world disasters or contingencies.

2.3.3. Consolidate unit reports and forward to 911 AW Command Center and 911 AW CAT. (See [Attachment 3](#) for message format.)

2.3.3.1. Function as the Commander's representative for initiating and monitoring recall progression and accomplishing appropriate recall and/or communications test reporting. Controllers will not be designated a key alerter for groups/squadrons, outside of CP personnel notifications.

2.3.4. Maintain a current recall roster for each assigned unit to include GSUs and on-base tenant organizations in case of local natural disaster/emergency.

2.3.5. Maintain recall and communications test results for the Wing.

2.3.6. Upon initiation of an actual recall or mobilization submit reports in accordance with applicable guidance and procedures.

2.4. 911 AW Contingency Action Team (CAT) will:

2.4.1. Monitor, compile and report results of 911 AW directed communications tests or actual recalls at the direction of the commander, vice commander or other designated authority.

2.5. 911 MSG/DPMD will:

2.5.1. Provide the personal contact information for the Emergency Notification System (ENS) database.

2.6. Unit Commanders will:

2.6.1. Appoint primary and alternate recall program monitors in writing and ensure those appointed are aware of responsibilities and reporting procedures. Dual assignment of Unit Control Center monitors as recall program monitors is encouraged for continuity of effort.

2.7. Unit Recall Program Monitors will:

2.7.1. Ensure unit recall programs fall into the guidelines of this regulation.

2.7.2. Establish Key Alerters in your unit based on geographic area so that it is cost effective to recall personnel.

2.7.3. Develop a positive validation system for monthly verification of individual, address, and telephone data. Accurate information is essential for a current notification roster of all assigned personnel, as it is used to notify under alert, actual recall, and test conditions.

2.7.4. Provide Command Post with a monthly update of recall rosters to include specific instructions for use of unit recall program and pyramid rosters.

2.7.5. Report recall and communications test results to the Command Post with timely updates for proper reporting to higher headquarters.

2.7.6. Develop procedures for recall or mobilization under degraded communications conditions (comm-out).

2.7.7. Maintain a specific alternate recall plan so that messengers can be sent to members' homes if they cannot be contacted by phone.

2.7.8. Ensure recall procedures include provisions for these notifications to be made by unit members. (Units may establish contacts with local law enforcement, civil defense, Civil Air Patrol (CAP), and other local agencies for assistance in notifying personnel; however, these sources should not be considered the primary means of notification. During an actual comm-out situation, other priorities would probably limit the support these agencies could provide.) Alternate recall plans should be flexible. For example, the comm-out condition may only affect the base and immediate surrounding area. In some cases, contact via messenger may not be practical (for example, members who reside out of state or long distances from base).

2.7.9. Become qualified through training from a certified ENS administrator (Command Post personnel), then maintain the ENS database for their respective unit by validating unit data monthly in conjunction with monthly recall roster updates.

2.8. Unit Members will:

2.8.1. Provide the following mandatory information: name, address, ALL phone numbers to include home, business, cellular, and email addresses. If home address is a post office box, maintain specific directions to the member's home. Failure to do so can have an adverse effect on mobilization of the unit.

2.8.2. Notify their unit recall program monitor with changes to address, phone numbers or email.

2.8.3. Military members are required to provide up-to-date contact information via the Virtual Military Personnel Flight Application (vMPF). Civilian members who wish to provide personal contact information should do so using the ENS self service application. All members are responsible for the accuracy of their own contact information.

2.9. Unit Network Control Centers and CSTs will work with the Enterprise Service Desk and local communications squadron planners to ensure each workstation is loaded with the current version and correct PID of the IWS/Alerts client software. Updates to the IWS Alerts desktop client will have to be coordinated with the host base MCCC and I-NOSC supporting the local base under the AFNET enterprise.

### **3. RECALL ROSTERS.**

3.1. Units will create a pyramid notification system (recall roster) that includes specific instructions for use, notification types and phraseology, a pyramid notification system and Excel spreadsheet with information identified in para 2.10.1. (See [Attachment 4](#) for spreadsheet format.)

3.1.1. Recall Pyramids. The pyramid recall system will utilize quality considerations such as: key alerters will have availability and access to communications necessary to make notifications; consider grouping all those who live in the same distant community and members who do not have a street address will provide brief directions to their homes.

3.1.1.1. Group Pyramids will begin at the group and will include all assigned squadrons.

3.1.1.2. Unit Pyramids will begin with the group and will include every individual in the unit to include civilians, traditional reservists, Air Reserve Technicians, and Active Guard and Reserve personnel.

3.2. Recall rosters will:

3.2.1. Include specific instructions for use, notification phraseology, pyramids, and Excel spreadsheets.

3.2.2. Be responsive and cost effective when possible. Consolidate personnel by area and/or ZIP Code where practical to better facilitate comm-out procedures.

3.2.3. Specify alternate procedures in the event of the loss of primary communications.

3.2.4. Comply with the provisions of the Privacy Act of 1974, Title 5, U.S.C., Section 552a, as amended and AFI 33-332.

3.2.5. Include procedures for reporting results of an actual or test notification to the recall program monitor for timely reporting. See paragraph 6 for reporting procedures.

3.2.6. Consider operations security (OPSEC) in all actions.

3.2.7. Recall rosters will identify personnel essential to the unit in the event a Type 2 Essential Personnel Recall is initiated.

### **4. NOTIFICATION SYSTEM.**

4.1. The unit commander is responsible for contacting assigned personnel as follows. Recall should not stop until 100 percent notification.

4.2. The Command Post will initiate unit recalls via ENS (**Attachment 5** for ENS Procedures) as the primary means with manual telephones being an alternate means. Local 911 AW/CP procedures for activating/utilization of (AtHoc) are maintained in Command Post (**Attachment 6**). Unless absolutely essential to the mission, do not use radio, television, or newspapers to notify individuals of an alert to mobilize until DoD has provided detailed information to Congress and the public.

4.3. Upon direction from AFRC Public Affairs, the Wing Commander will use the news media to expedite recall. The unit public affairs office provides guidance and assistance concerning the release of this information.

4.4. When notifying unit members, relay the message directly to the member. (PIN validation will suffice when ENS is used.) Messages to co-workers, family members, answering machines, etc., do not constitute contact.

4.5. Notification Types. The types of recalls/notifications listed below will be created in the ENS (**Attachment 7**).

4.5.1. TYPE 1: ALL PERSONNEL RECALL. All civilian and military personnel report to duty section by \_\_\_\_\_. *Script: This is (name and organization) with a type one (All Personnel) recall. Pass this notification in accordance with your pyramid alert roster and report for duty by \_\_\_\_\_ hours to your normal duty station. If assigned to a UTC, bring your mobility bag.*

4.5.2. TYPE 2: ESSENTIAL PERSONNEL RECALL. Only military personnel will report to duty section by \_\_\_\_\_. Civilian personnel will report at normal duty time. *Script: This is (name and organization) with a type two (Essential Personnel Report) recall. Pass this notification in accordance with your alert pyramid roster and military report for duty by \_\_\_\_\_ hours to your normal duty station. If assigned to a UTC, bring your mobility bag.*

4.5.3. TYPE 3: COMMUNICATIONS-OUT RECALL. (Separate recall roster) Personnel will be contacted in person or by runner. *Script: This is (name and organization) with a type Three (Comm-Out) recall. Pass this notification in accordance with your alert pyramid roster in person or by runner and then report for duty to your normal duty station. If assigned to a UTC, bring your mobility bag.*

4.5.4. TYPE 4: SELECTIVE RECALL. Only personnel identified by Wing or Unit CC, or a designated representative will be notified. *Script: This is (name and organization) with a type four (Selective) recall. Pass this notification to identified personnel in accordance with your pyramid alert roster and report for duty by \_\_\_\_\_ hours to your normal duty station. If assigned to a UTC, bring your mobility bag.*

4.5.5. TYPE 5: TELEPHONE RECALL. All personnel will be notified but **will not** immediately report to their duty section or assembly area. Members will report at normal duty time. *Script: This is (name and organization) with a type five (Telephone) recall. Pass this notification in accordance with your pyramid alert roster and report for duty at your normal time.*

4.5.6. TYPE 6: TELEPHONE STANDBY. All personnel will be notified but **will not** immediately report to their duty section or assembly area. Members will remain at home and be available for further instructions. *Script: This is (name and organization) with a type six (Telephone Standby) notification. Pass this notification in accordance with your pyramid alert roster and remain on telephone standby for further instructions.*

4.5.7. TYPE 7: SEVERE WEATHER EVACUATION NOTIFICATION. If time permits, all personnel will be notified. *Script: This is (name and organization) with a type seven (Severe Weather / Evacuation) notification. Based on CAT/BS directive.*

4.5.8. TYPE 8: FORCE PROTECTION CONDITION (FPCON) NOTIFICATION. All civilian and military personnel will be notified. *Script: This is (name and organization) with a type eight (Force Protection change) notification. There has been a Force Protection Condition change. We are now in FPCON \_\_\_\_\_. Pass this notification in accordance with your pyramid alert roster.*

4.5.9. TYPE 9: ALERT NOTIFICATION. When authorized by the Secretary of the Air Force, affected reservists may be alerted for possible recall. Whenever possible, these members are given reasonable advance notice before they must report. The following alert phraseology is provided as a Script: *“This is (grade, name, and duty assignment) with a type 9 (Alert) Notification. You are placed on alert for possible short-notice recall to active duty. This is not a notice to report. This alert is to allow time for you to arrange your personal and business affairs. You will remain in this alert status until recalled or notified of alert cancellation. Do you understand?”* Note the time at which each individual was notified and any problems encountered.

4.5.10. TYPE 10. COMMUNICATIONS TEST. When directed by AFRC/CV, WG/CC or Unit Commander, all personnel will be notified. Script: *—This is (name and organization) with a type ten (communications test). Assembly is NOT required. Do you understand?* Continue with any further instructions or guidance based on commander input. Note the time at which each individual was notified and any problems encountered. For Communication tests, non-participating members identified by Personnel Readiness Unit (PRU), members on leave, TDY, deployed will be considered contacted.

## **5. PERSONNEL RECALL REPORTING PROCEDURES.**

5.1. Commanders, through their respective unit/group control centers (UCCs/GCCs), will report recall progress/results every 6 hours starting from reference time, until recall is complete. Recall is not complete until every member is contacted.

5.2. Key Alerters will report to their respective unit recall program monitors or GCCs/UCCs.

5.3. Group GCCs will report recall results of all assigned units to the Command Post NLT every 6 hours until recall is complete.

5.4. Squadron UCCs. UCCs will report recall results of all assigned personnel to their respective GCC NLT every 6 hours until recall is complete.

5.5. Command Posts will report recall progress / results in accordance with attachment 2 every 6 hours to respective NAF until 100% notification.

## **6. RECALL DOCUMENTATION ATTACHMENTS.**

- 6.1. Attachment 8 (Recall Appointment Letter Format)
- 6.2. Attachment 9 (Pyramid Recall Flowchart)
- 6.3. Attachment 10 (Recall Decision Matrix)
- 6.4. Attachment 11 (Suggested MICT Local Recall Checklist)
- 6.5. Attachment 12 (Recall Roster Format)
- 6.6. Attachment 13 (Primary Alerter Worksheet—CP Utilization)
- 6.7. Attachment 14 (Alert Recall Worksheet—Units)
- 6.8. Attachment 15 (Recall Response Tracker)

**7. PERSONNEL ACCOUNTABILITY.**

- 7.1. AFRC policy for personnel accountability and management responsibility is found in AFI 10-218, as supplemented.

JEFFREY T. PENNINGTON, Col, USAFR  
Commander

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 10-2, *Readiness*.

AFI 10-402, *USAF Mobilization Planning*.

AFI 10-218, *Personnel accountability in Conjunction with natural Disasters or National Emergencies*.

AFMAN 10-401, *USAF Operation Planning Process*.

***Adopted Forms***

AF Form 847, *Recommendation for Change of Publication*

***Terms***

**Alert**—An emergency notification to warn personnel of an impending action which requires increased readiness or mobilization.

**Assembly**—All personnel signing in at their unit of assignment.

**Communications Outage (Comm-Out)**—Lost or degraded communications capability.

**Communications Test**—A test of the effectiveness of unit's notification procedures. Assembly is not required.

**Contact**—For notification purposes, contact is complete when a unit member is notified, in person, of a communications test, alert or recall and acknowledges receipt and understanding.

**Recall**—Actual recall to personnel by competent authority.

**Unit**—The lowest level of command that is subject to recall. All units, including NAFs, wings, groups, squadrons, flights, detachments, operating locations, hospitals, clinics, etc., follow the procedures in this instruction.

**Unit Notification Procedures**—Procedures for contacting personnel, including notification and assembly.

**Attachment 2****911 AW NOTIFICATION RESULTS (SAMPLE FORMAT)**

1. DATE AND TIME NOTIFIED OF TEST OR RECALL (ZULU):

2. START DATE and TIME:

3. REPORT AS OF DATE and TIME:

4. DIRECTORATE DATA: (DIRECTORATE NAME)

TOTAL:(ASSIGNED) \_\_\_\_\_

CONTACTED: (NUMBER/PERCENT) \_\_\_\_\_ / \_\_\_\_\_

ASSEMBLED: (NUMBER/PERCENT) \_\_\_\_\_ / \_\_\_\_\_

5. REMARKS: (DIRECTOR'S COMMENTS)

6. NAME AND TELEPHONE NUMBER OF DIRECTORATE POC:

Attachment 3

911 AW/UNIT COMMUNICATIONS TEST/RECALL RESULTS FORMAT

UNIT	NOTIFICATION TIME/DATE	PAS CODE	UIC	ASSIGNED	CONTACTED/ ASSEMBLED	%	AUTHENTICATOR/POC NAME/PHONE
911 AW	13 APR 11	A00	11	100	50	50	Ryan 474-8743

REMARKS: (COMMANDER'S COMMENTS, PROBLEMS, LIMITING FACTORS) NAME AND TELEPHONE NUMBER OF AUTHENTICATING INDIVIDUAL/POC:

**Attachment 4****SAMPLE RECALL ROSTER**

Recall Rosters will be designed in Microsoft Excel and be formatted in the following manner.  
Additional columns may be added to the end of the document.

UNIT	RANK	LAST NAME	FIRST NAME	STREET	CITY	ST	ZIP	WORK/CELL PHONE	E-MAIL
911 AW	TSgt	Miller	John	777 Way	Pittsburgh	PA	15108	474-1234/ 474-5678	John.miller@us.af.mil

“FOR OFFICIAL USE ONLY: DISCLOSURE OF HOME PHONE NUMBERS FOR OTHER THAN OFFICIAL PURPOSES IS PROHIBITED BY THE PRIVACY ACT OF 1974.”

## Attachment 5

### ENS CHECKLISTS/INSTRUCTIONS

#### Creating a Distribution List:

1. In the Navigation bar, select Users and Groups, then select Distribution Lists.
2. Click the New button.
3. Select the type of distribution list to create:
  - a. A Static List consists of predefined (hard-coded) user names. Populate the list by importing a distribution list or by selecting existing IWSAlerts user names.
  - b. A Dynamic List consists of a variable set of users resulting from a query of standard and custom attributes. This list is populated just before an alert is published, and therefore can change between alerts.
4. Click the Continue button.
5. Type a name and description for the new list.
6. Determine who can update the distribution list after it is imported to IWSAlerts by selecting one of the following:
  - a. End users and operators
  - b. Operators only
  - c. External sources such as an Active Directory. (Updates are performed using the import distribution list feature.)
7. Click the Save button.
8. Click View/Edit Members to populate the new Distribution List

#### Creating a Scenario:

1. In the Navigation bar, select Studio, then Scenario Manager.
2. Click the New button.
3. Select the alert channel from the dropdown list for categorizing the new scenario.
4. Optionally select an existing scenario as a basis for the new scenario.
5. Edit the Scenario Details, Message Details, and Response Options.
6. Select the Available in home page Quick Publisher check box to display the new scenario on the IWSAlerts home page.
7. Schedule the alert duration, for keeping the alert live and attempting delivery. Also specify the length of time to keep the alert in the User Archive.
8. To create a recurring scenario, which issues repeated alarms based on a schedule, select the Activate Recurrence check box.
9. Click the Next button.
10. Select the target groups, delivery devices and notification options.
11. Click the Next button.
12. Verify the new scenario information, then click the Save button.

#### Publishing a Scenario:

1. In the Navigation bar, click Publisher, then Alert Publisher.
2. Select an alert channel from the drop-down list.
3. Select a scenario.
4. Editing the message components as necessary.
5. Click the Next button and complete the targeting options.
6. Select the delivery devices used to send the alert.
7. Select the notification options that pertain to desktop and telephony alert notification delivery.

8. Click the Next button and review the confirmation page.
9. If ready to send the Alert, click the Publish Now button.

### **Update End User Information:**

1. Log into Reserves network workstation with your CAC.
2. Ensure your workstation has the IWS Alerts client software installed; this is identified by the Purple Globe in the Notification Area.
3. Right click on the purple globe and select Access Self Service from the list.
4. The Self Service module will open as a web page in Internet Explorer.
5. Enter your information under the Devices and My Info tab. NOTE: If you use the mobile phone as your primary (or only) phone number, enter this number into both the Home and Mobile slots.
6. Save each page before moving to the next.
7. When finished close Internet Explorer

### **Monthly Communications Check:**

1. Log into IWS Alerts Management System (<https://alerts.afrc.af.mil/client>)
  2. In the Navigation bar select Publisher
  3. Select Scenario Publisher.
- Note: If a Communication Check scenario was not created, use the Create a Scenario checklist to create one.
- a. Choose Tests from the Show all Scenarios drop down list
  - b. Select to Edit & Publish the Communication Check scenario
  - c. Set Alert Content and Schedule complete according to the prompts below and select next.
  - d. HEADER: (Unit Designation) MONTHLY ENS TEST
  - e. BODY: In accordance with Air Force Reserve Command Instruction Ten Dash Four Zero Four, this is the (UNIT) command post communications test. Any questions, contact the (UNIT) command post at (CP DSN). Please acknowledge by selecting from the following options.
  - f. URL: Blank
  - g. RESPONSE: Acknowledge
  - h. START TIME: As soon as I click the Publish button (or set a predetermined time)
  - i. ALERT DURATION: 9 Hours
  - j. REMOVE AFTER: 1 Day
  - k. Select Next
  - l. TARGETING: (Note: Create a Monthly Comm Check group by using the Creating a Group checklist.)
    - 1) Choose Groups
    - 2) Select Select/Modify
    - 3) Choose AFRC Monthly Comm Check
  - m. DELIVERY: Select Enforce Delivery As Defined Below & Medium
  - n. Prioritize as follows:
    - 1) Desktop popup (default)
    - 2) E-Mail Work
    - 3) Phone Work
    - 4) Phone Mobile
  - o. Configure Modification Options:
    - 1) Desktop Delivery Options: Select Popup design, preview
    - 2) Telephony Delivery Options:
      1. Select Replay Message

2. Call Analysis
3. Leave Full Message
- 3) Contact Cycle:
  1. Contact Cycle Delay: 00:10
  2. Text Device Delay: 00:10
  3. Contact Attempt Cycles: 2
  4. Stop Contacting Recipient If:
    - a. Recipient Answered Phone
    - b. Recipient listened to entire message
  - p. Confirm Alert Details: Review the targeted users and preview the popup
4. If ready to send test, Select Publish Now!
5. Once the scenario is complete, log the percentage of personnel contacted in the events log and print out a copy of the results.
6. Forward test results to NAF via e-mail.

**Monthly Contact Information Validation:**

1. Log into IWS Alerts Management System (<https://alerts.afrc.af.mil/client>)
2. In the Navigation bar, click Publisher
3. Select Alert Publisher
4. From Select Channel choose Recalls
5. From Select Scenario choose Contact Information Validation
6. Fill in Alert Content:
  - a. HEADER: (Unit Designation) MONTHLY CONTACT VALIDATION
  - b. BODY: In accordance with Air Force Reserve Command Instruction Ten Dash Four Zero Four, this is the (UNIT) contact information validation. All wing personnel must access the Self Service module from the A F R C I W S Alerts, the purple globe, and update your contact information. Any questions, contact the (UNIT) command post at (CP DSN).
  - c. URL: Blank
  - d. RESPONSE: Acknowledge
  - e. START TIME: As soon as I click the Publish button (or set a predetermined time)
  - f. ALERT DURATION: 9 Hours
  - g. REMOVE AFTER: 1 Day
  - h. Select Next
  - i. TARGETING:
    - 1) Select All Target my Entire User Base and All Permitted Distribution Lists  
or
    - 2) (Note: Create a Monthly Comm Check group by using the Creating a Group checklist.)
    - 3) Choose Groups
    - 4) Select Select/Modify
    - 5) Choose Unit Contact Validation
  - j. DELIVERY: Select Enforce Delivery As Defined Below
    - 1) Prioritize as follows:
      1. Desktop popup (default)
      2. E-Mail Work
      3. E-Mail Home
  - k. Configure Modification Options:
    - 1) Desktop Delivery Options: Select Popup design, preview
    - 2) Telephony Delivery Options:

1. Select Replay Message
2. Call Analysis
3. Leave Full Message
- 3) Contact Cycle:
  1. Contact Cycle Delay: 00:10
  2. Text Device Delay: 00:10
  3. Contact Attempt Cycles: 2
  4. Stop Contacting Recipient If:
    - a. Recipient Answered Phone
    - b. Recipient listened to entire message
  1. Confirm Alert Details: Review the targeted users and preview the popup
7. If ready to send test, Select Publish Now!
8. Once the scenario is complete, log the percentage of personnel contacted in the events log and print out a copy of the results.

**Attachment 6****DISTRO LIST CREATION INSTRUCTIONS FOR UNIT ENS MONITORS**

1. Log into AtHoc Website using the username and password provided to you by the CP. Website is: <https://alerts.afrc.af.mil/client/auth/login?ReturnUrl=%2fclient%2f>
2. On left side of screen under “Users and Groups” click on “Distribution Lists”.
3. Click on “New”.
4. Click on “Static List” button, then click “continue”.
5. Type in Group or Unit Name (i.e. 911 SFS), then click “Updatable by End Users and Operators”, this enables your unit members (end users) info to be updated automatically when purple globe is updated by them. Click “Save”.
6. Ensure your added distribution list name is highlighted at the top. On bottom half of screen click “View/Edit This List” button.
7. Click “Add Members”.
8. Select Members, use the “Ctrl” key to select multiple members. Then click “Add Selected Users”. Then click “Save”. If you could not locate the member in that list, that may mean the purple globe is not loaded on the computer they frequently log into, or they have not yet logged in because they are still new to the unit. In this case, use your pyramid notification list to notify those members in the event of a recall to ensure 100% results/notification.

## Attachment 7

## RECALL/NOTIFICATION PROCEDURES

1. CLASSIFICATION <b>UNCLASSIFIED</b>	2. DATE PREPARED (YYYYMMDD) 20110315	3. PAGE 1 OF 2 PAGES
4. CONTROLLER CHECKLIST TITLE AND NUMBER RECALL/NOTIFICATION PROCEDURES		C-0:
1. VERIFY CORRECT CHECKLIST		RECORD DTG: Z
2. FILL IN BELOW INFORMATION PROVIDED BY AW/CC OR DESIGNATED ALTERNATE:		
A. NOTIFICATION METHOD (circle one): ATHOC / MANUAL PHONES / RUNNER (comm-out)		
B. RECALL/NOTIFICATION TYPE (definitions listed below):		
LISTING OF RECALL/NOTIFICATION TYPES:		
TYPE 1: ALL PERSONNEL RECALL. All civilian and military personnel report to duty section by		
TYPE 2: ESSENTIAL PERSONNEL RECALL. Only military personnel will report to duty section by		
TYPE 3: COMMUNICATIONS-OUT RECALL.		
TYPE 4: SELECTIVE RECALL. Only personnel identified by Wing or Unit CC, or a designated rep will be notified.		
TYPE 5: TELEPHONE RECALL. All personnel will be notified but will not immediately report to their duty section or assembly area. Members will report at normal duty time.		
TYPE 6: TELEPHONE STANDBY. All personnel will be notified but will not immediately report to their duty section or assembly area. Members will remain at home and be available for further instructions.		
TYPE 7: SEVERE WEATHER EVACUATION NOTIFICATION. If time permits, all personnel will be notified.		
TYPE 8: FORCE PROTECTION CONDITION (FPCON) NOTIFICATION. All civilian and military personnel will be notified.		
TYPE 9: ALERT NOTIFICATION. When authorized by the Secretary of the Air Force, affected reservists may be alerted for possible recall. Whenever possible, these members are given reasonable advance notice before they must report.		
TYPE 10: COMMUNICATIONS TEST. When directed by AFRC/CV, WG/CC or Unit Commander, all personnel		
5. REFERENCES AFRCI 10-404, 911AW MOBILITY PLAN 10-402 & 10-403	6. CLASSIFICATION <b>UNCLASSIFIED</b>	
AMC FORM 178, AUG 92 (MT-V1) REPLACES MAC FORM 178, JUN 88		CCC CONTROLLER CHECKLIST

1. CLASSIFICATION <b>UNCLASSIFIED</b>	2. DATE PREPARED (YYYYMMDD) 20110315
3. PAGE 2 OF 2 PAGES	
4. CONTROLLER CHECKLIST TITLE AND NUMBER RECALL/NOTIFICATION PROCEDURES <span style="float: right;">C-05</span>	
<p>_____ E. UNDER TARGETING EXPAND "DISTRIBUTION LISTS" BY CLICKING "+". DO NOT CHECK THE "DISTRO LIST" BOX!!</p> <p>_____ F. CHECK THE FOLLOWING BOXES UNDER DISTRIBUTION LISTS:            911 AW STAFF, AMXS, ASTS, 911 CES, 911 COMM SQ, FSS, SFS, LOGISTICS READINESS SQUADRON,            MOF, MXG, MXS, 911 OG, 758AS, 32 APS.</p> <p>_____ G. UNDER "DEVICES" CHECK "DESKTOP POPUP", "PHONE-WORK", "PHONE-HOME", "PHONE-MOBILE", "EMAIL-HOME", "EMAIL-WORK", DELIVERY ORDER FOR PHONES IS MOBILE FIRST, WORK SECOND, HOME THIRD.</p> <p>_____ H. UNDER "SCHEDULE AND ADVANCED OPTIONS" SET ALERT DURATION FOR 24 HOURS.</p> <p>_____ I. CLICK "REVIEW AND PUBLISH" BUTTON AT BOTTOM OF SCREEN THEN "PUBLISH NOW".</p> <p>_____ 5. IF USING MANUAL PHONES USE BELOW VERBIAGE AND NOTIFY PERSONNEL OR THEIR ALTERNATE:            "THIS IS _____ FROM THE COMMAND POST, WITH A (identify type # &amp; name) _____/            PASS THIS NOTIFICATION IN ACCORDANCE WITH YOUR ALERT PYRAMID ROSTER. PLEASE DIRECT YOUR GCC'S OR UCC'S TO REPORT PROGRESS/RESULTS TO THE COMMAND POST EVERY 6 HOURS UNTIL EVERY MEMBER IS CONTACTED."            _____ A. MSG/CC (x8743)                      _____ D. ASTS Sr ART (Cari Lennon, X8237)            _____ B. MXG/CC (x8172)            _____ C. OG/CC (x8136)</p> <p>_____ 6. NOTIFY CP OIC TO INITIATE PYRAMID ALERT RECALL.</p> <p>_____ 7. FOR COMM-OUTAGES DURING DUTY HOURS AND NO OTHER MEANS AVAIL, SEND RUNNER TO</p>	
5. REFERENCES AFRCI 10-404, 911AW MOBILITY PLAN 10-402 & 10-403	5. CLASSIFICATION <b>UNCLASSIFIED</b>
<b>AMC FORM 178, AUG 92 (MT-V1)</b> <small>REPLACES MAC FORM 178, JUN 88</small>	
<b>CCC CONTROLLER CHECKLIST</b>	

## Attachment 8

## RECALL APPOINTMENT LETTER FORMAT



DEPARTMENT OF THE AIR FORCE  
AIR FORCE RESERVE COMMAND

Date

MEMORANDUM FOR 911 AW/CP

FROM:

SUBJECT: Appointment Letter for Wing/Group/Unit Recall Program

1. The following personnel are assigned as the primary and alternate Recall Program Managers:

**PRIMARY GROUP RECALL MANAGER:**

NAME:  
RANK:  
PHONE:  
EMAIL:

**ALTERNATE GROUP RECALL MANAGER:**

NAME:  
RANK:  
PHONE:  
EMAIL:

2. This letter supersedes any previous correspondence, same subject.

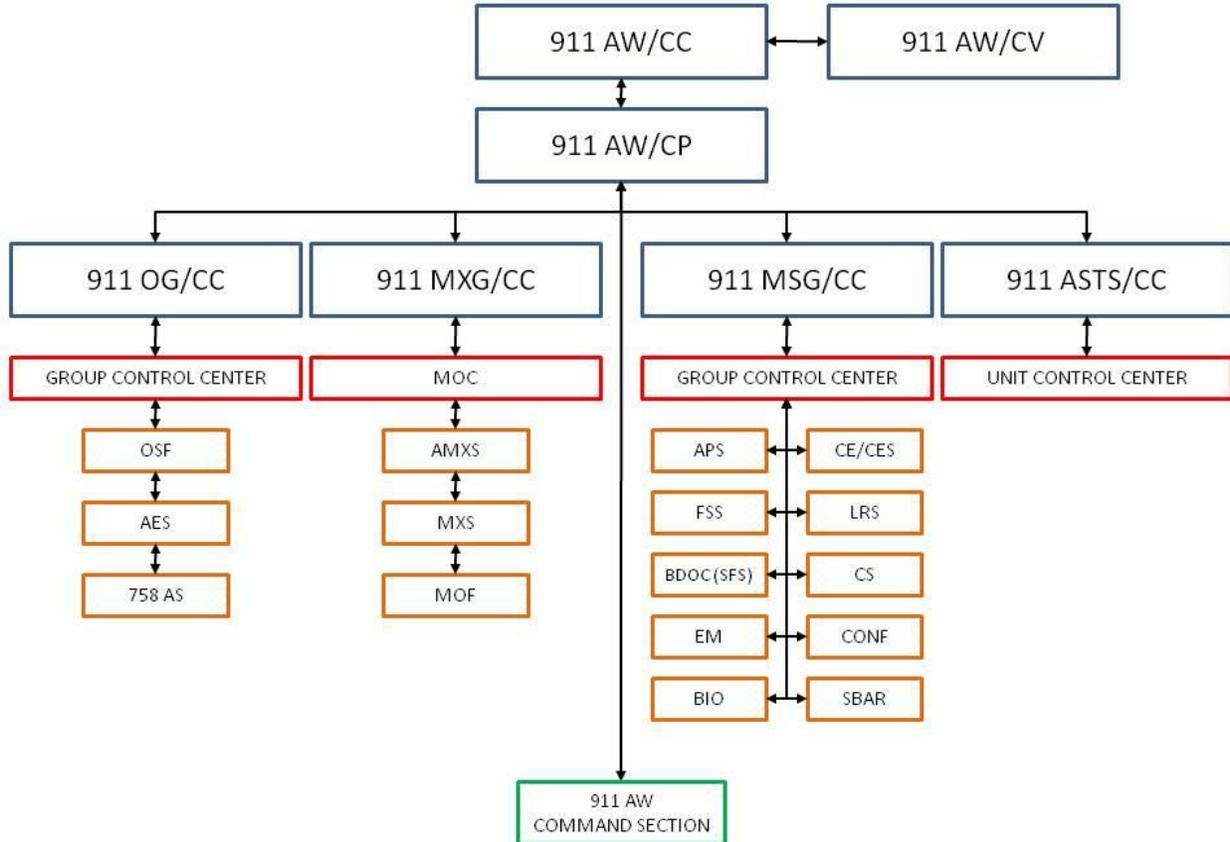
Wing/Group/Unit CC SIGNATURE BLOCK

Commander

Attachment 9

PYRAMID RECALL FLOWCHART

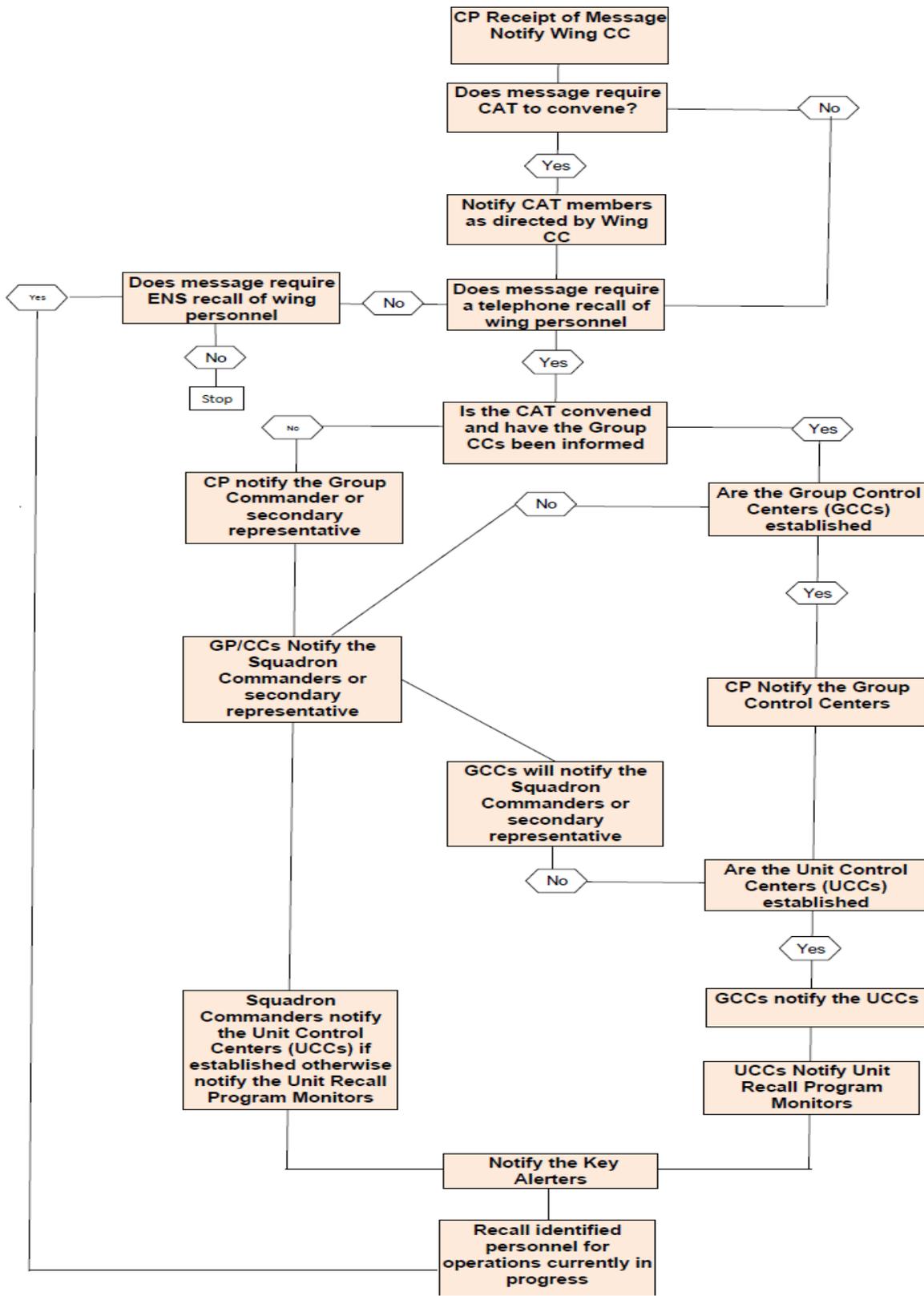
PERSONAL DATA - PRIVACY ACT OF 1974



This document contains information which must be protected under 50 USC 3161 and 50 CFR 172.163. Privacy Act of 1974, as amended, applies. Authority: The legal authority, 50 C.F.R. 172.163. Purpose: Notification of unit personnel for the purpose of mobilizations, deployments and exercises. Routine Use: Information will not be disclosed outside DOD. Disclosure: Mandatory. Failure to do so could have an adverse effect and could make you liable to administrative or disciplinary action and be disqualified from eligibility in the Air Force Reserve. For AFSSC 10-404, para 3.1.5 and AF 10-410, para 2.4.

**Attachment 10**

**RECALL DECISION MATRIX**



Attachment 11

SUGGESTED MICT LOCAL RECALL CHECKLIST

Attachment 11  
Recall MICT Checklists

YES	NO	N/A	Item
			1. In accordance with 911 AWI 10-404 Unit Recall, has the 452 AMW has developed procedures for conducting pyramid recall of wing personnel
			2. Is the wing guidance will be supplemented by individual squadrons/units to ensure recall plans are in place to meet wartime and peacetime recall requirements
			3. Does the 452 AMW Wing Commander:
			a. Identify in writing a primary and alternate Wing Recall Program Manager.
			b. Ensure accurate and timely reporting of recall rosters.
			c. Ensure a plan that includes accountability procedures to be used during a natural disaster or national emergency.
			d. Conduct a no-notice communications test at least once annually to demonstrate the ability to contact all assigned
			e. Provide adequate funds in an annual budget estimate to conduct at last one communications test each fiscal year.
			f. Ensure a wing operating instruction is created outlining unit recall procedures.
			g. Ensure the use of the ENS system as the primary tool for emergency notification and recalls
			g. Assign the Wing/Unit Recall Monitors as ENS Program Managers
			4. Do the Group Commanders:
			a. Identify in writing a primary and alternate program monitor for the group.
			5. Does the Command Post:
			a. Function as the Commander's representative for initiating and monitoring recall progression
			b. Accomplish appropriate recall and/or communications test reporting.
			c. Controllers will not be designated a key alerter for groups/squadrons, outside of CP personnel notifications.
			d. Maintain a current recall roster for each assigned unit to include GSUs.
			e. Maintain recall and communications test results for the Wing (for 90 days).
			f. Use the ENS System for wing recall and emergency notifications that require more than 10 notifications.
			g. Ensure that each controller is thoroughly trained on ENS operations
			h. Train all Program Managers on their responsibilities and system functionality on IWS alerts to include user updates and after action reports
			i. Conduct a Monthly Communication Check with a minimum of 10 personnel contacting 100% of those end users using both phone and email

			j. Conduct a monthly contact information validation every UTA for all wing personnel
			k. Send the monthly test results to the appropriate NAF command center
			l. Create appropriate checklists as outlined in 911 AWI 10-404
<b>6. Do the Unit Commanders:</b>			
			a. Appoint primary and alternate recall program monitors in writing.
			b. Ensure those appointed are aware of responsibilities and reporting procedures.
<b>7. Do the Unit Recall Program Monitors:</b>			
			a. Ensure unit recall programs fall into the guidelines of 911 AWI 10-404.
			b. Establish Key Alerters in your unit based on geographic area (for comm outage) so that it is cost effective to recall personnel.
			c. Develop a positive validation system for monthly verification of individual, address, and telephone data.
			d. Provide Command Post with a monthly update of recall rosters to include specific instructions for use of unit recall program and pyramid rosters.
			e. Report recall and communications test results to the Command Post with timely updates for proper reporting to higher headquarters.
			f. Develop procedures for recall or mobilization under degraded communications conditions (comm-out).
			g. Maintain a specific alternate recall plan so that messengers can be sent to members' homes if they cannot be contacted by phone.
			h. Ensure recall procedures include provisions for these notifications to be made by unit members.
			i. Become qualified through training from a certified ENS administrator (command post personnel) and then maintain the ENS database for their respective unit by validating unit data monthly in conjunction with monthly recall roster updates
			j. Create and maintain a comprehensive system to monitor and update the information in the ENS database.
			k. Train and educate all unit personnel (end users)
			l. Assign Operator/Administrator roles (limited for full administrative rights) based on local requirements
<b>8. Do the Unit Members:</b>			
			a. Provide the following mandatory information to the Unit Recall Program Monitor: name, address, ALL phone numbers to include home, business, cellular, and email addresses.
			b. If home address is a post office box, maintain specific directions to the member's home.
			c. Notify their unit recall program monitor with changes to address, phone numbers or email
<b>9. Does the Pyramid Recall:</b>			
			a. Include specific instructions for use, notification phraseology, pyramids, and excel spreadsheets.

			b. Be responsive and cost effective when possible. Consolidate personnel by area and/or ZIP Code when practical.
			c. Specify alternate procedures in the event of the loss of primary communications.
			d. Comply with provisions of the Privacy Act 1974.
			e. Include procedures for reporting results of an actual or test notification to the recall program monitor for timely reporting.
			f. Consider operations security (OPSEC) in all actions. Identify personnel essential to the unit in the event a Type 2 Essential Personnel Recall is initiated.
			g. Continue recall procedures until 100 percent notification.
<b>10. Do the Reporting Procedures:</b>			
			a. Require Key Alerters to report to their respective unit recall program monitors within 6 hrs and as outlined in 911 AWI 10-404.
			b. Require unit recall program monitors to report to their respective unit control centers within 6 hrs and as outlined in 911 AWI 10-404.
			c. Require Squadron Commanders (or designated representatives) to report to their respective Group Operations Center (if applicable) or the Group Commander within 6 hrs and as outlined in 911 AWI 10-404.
			d. Require Group UCCs (if applicable) or Group Commanders to report recall results of all assigned squadrons to the Command Post NLT every 6 hours until recall is complete.
			e. Require Command Post to recall progress / results in accordance with Attachment 2 (911 AWI 10-404) every 6 hours to respective NAF until 100% notification.
<b>11. Types of Recall:</b>			
			a. Do the recall procedures include the following types of recall with their corresponding script as outlined in 911 AWI 10-404.
			TYPE 1: ALL PERSONNEL RECALL
			TYPE 2: ESSENTIAL PERSONNEL RECALL
			TYPE 3: COMMUNICATIONS-OUT RECALL
			TYPE 4: SELECTIVE RECALL
			TYPE 5: TELEPHONE RECALL
			TYPE 6: TELEPHONE STANDBY
			TYPE 7: SEVERE WEATHER EVACUATION NOTIFICATION
			TYPE 8: FORCE PROTECTION CONDITION (FPCON) NOTIFICATION.
			Type 9: ALERT NOTIFICATION
			TYPE 10. COMMUNICATIONS TEST

**Attachment 12**  
**RECALL ROSTER FORMAT**

(INSERT GP/SQD/FLT/SECTION NAME) RECALL ROSTER

	ORG	RANK	LAST NAME	FIRST NAME	MISSION ESSENTIAL?	STREET	CITY	STATE	ZIP		PHONE	EMAIL
CIVs:												
											H	
											C	
											W	
											H	
											C	
											W	
											H	
											C	
											W	
											H	
											C	
											W	
											H	
											C	
											W	
											H	
											C	
											W	
											H	
											C	
											W	
											H	
											C	
											W	
											H	
											C	
											W	

"FOR OFFICIAL USE ONLY: DISCLOSURE OF HOME PHONE NUMBERS FOR OTHER THAN OFFICIAL BUSINESS PURPOSES IS PROHIBITED BY THE PRIVACY ACT OF 1974."



**Attachment 14**

**ALERT RECALL WORKSHEET-UNITS**







