

Operations Supervisor Process Guide

1. OGV Responsibilities

2. SQ/CCV Responsibilities

3. Operations Supervisor Responsibilities

Attachment 1: Operations Supervisor Upgrade Checklist

Attachment 2: Operations Supervisor Daily Checklist

Attachment 3: Abnormal Procedures Guide

Attachment 4: Waiver Request Process

Attachment 5: Aircraft Phone Numbers

1. OGV Responsibilities

1.1. Monitor the Operations Supervisor (Ops Sup) upgrade training process.

1.2. Provide Operations Supervisors with a guide to perform duties IAW AFI 11-418 and AFI 11-418 55 WG SUP.

2. SQ/CCV Responsibilities

2.1. Execute Ops Sup Program IAW applicable process guide.

2.2. Provide Go/No-Go training to Ops Sup candidate IAW Go/No-Go program.

2.3. Maintain “Authorized to Authenticate Flight Authorizations / Go/No-Go Certifying Officials” Memo IAW Go/No-Go program.

2.4. Provide Ops Sup with a Daily Checklist. Attachment 2 provides a framework to ensure Ops Sup provide aircrew required information to accomplish a mission. Squadrons are encouraged to develop local Ops Sup procedures to better suit the mission/unit requirements.

3. Ops Sup Responsibilities

3.1. Complete Ops Sup Upgrade Checklist (Attachment 1).

3.2. Maintain a qualification in a squadron assigned aircraft IAW AFI-418 55 WG SUP (Instructor qualification recommended).

3.3. Accomplish Daily Checklist (Attachment 2) prior to commencing daily flying operations.
NOTE: Squadron Ops Sup may amend the Daily Checklist to better suit mission/unit requirements.

3.4. Be available IAW AFI 11-418 4.4.1. If the Ops Sup will not remain in the unit complex, contact information will be made available to SQ/DO, SQ/CC or designated representative.

3.5. During an emergency or an abnormal situation, be available to provide aircrews with guidance, timely advice and assistance to determine a correct course of action. Utilize Abnormal Procedures Guide (Attachment 3) as necessary.

3.6. Be responsible to the OG/CC for monitoring and supervising all phases of unit flying operations. Direct appropriate actions, on behalf of the OG/CC, to correct/prevent unsafe situations.

3.7 Post required phone number listings at Step Desk and Ops Sup duty location IAW AFI-418 55 WG SUP 4.4.1.4 (see Attachment 7)

3.8 Waivers and sortie cancellation requests will be routed through the SQ/CC or DO to the OG/CD or CC IAW AFI 11-418 55WG Sup, paragraph 2.2.1.1. Sorties can only be cancelled by the OG/CC, regardless of reason.

3.8.1. Do not call 55th Wing Scheduling directly to work any waivers or cancellations with the 55 OG/CC or CD.

3.9 Inform the 55 OG and appropriate base agencies affected by aircrew, aircraft and/or mission changes (e.g. 55th Wing Scheduling, Combat Crew Communications, Transportation, etc.).

3.10 Contact 55th Wing Scheduling for all air refueling track scheduling changes. Contact the air refueling squadrons or command post directly for all day-of coordination concerns to include status updates and ARCT changes.

Attachment 1

OPS SUP UPGRADE CHECKLIST (18 Jul 18)

MEMORANDUMS FOR 55 OGV

FROM: (circle one) **38RS 45RS 343RS 338CTS 55OSS**

SUBJECT: Squadron Commander's Nomination for Operations Supervisor

Training To Be Accomplished in Checklist Order	Trained by Date/Initials
Nominated by SQ/CC	____/____
Review AFI 11-418 & AFI 11-418 55WG Supplement (Self Study)	____/____
Shadow squadron Ops Sup during a fly day (must perform at least 1 aircraft launch/recovery)	____/____
Complete squadron Go/No Go training (Self Study with SARM)	____/____
Run squadron fly day checklist (with qualified Ops Sup)	____/____
Review squadron Ops Sup Continuity Book (Self Study)	____/____
Meet with AMU supervision (AMU Chief - 402-294-4475)	____/____
Meet with Wing Scheduling (402-294-6010 Discuss resolving scheduling issues w/Daily Executor)	____/____
Squadron DO briefing	____/____
Squadron CC briefing	____/____
Meet with squadron Chief of Training Flight (update Letter of Xs in PEX)	____/____
Meet with squadron Chief of Stan/Eval (add to squadron-level appointment letter/upload to Intelink)	____/____

Note: Only currently qualified Squadron Top 3 can initial off trainees.

_____ has been interviewed and trained on the requirements and expectations of an Operations Supervisor.

(FIRST M. LAST), Lt Col,
USAF Commander,
(Squadron)

Attachment 2 Ops Sup Daily Checklist

Day Prior:

- Post required base agency phone numbers in Step Desk/Ops Sup location (Attachment 7)
- Check the next day's step times and schedule
- Confirm SDO and ARMS troops are contacted
- Review next day's Go/No-Go's

Ops Sup Day:

1. Show NLT 30 minutes prior to first crew step brief time
2. Verify prior to aircrew step:
 - a. [Aircraft and spare status](#) (parking/fuel load/FMC-PMC-NMC)
 - i. If PMC, verify impact on sortie
 - ii. If NMC, verify ETIC and plan of spare use
 - iii. Utilize [MOC Chat](#) as necessary
 - b. [Weather conditions](#)
 - c. [Airfield Status](#)
 - d. [BWC](#) and [NOTAMS](#) (for Offutt AFB and divert airfields)
3. Step Brief
 - a. Ensure all crew are present and on time
 - b. Instruct each crew member to list ORM number on flight orders
 - c. Brief the crew all applicable information (see Attachment 6 for recommended items)
 - i. Aircraft status, location, and configuration (e.g. Fuel status)
 - ii. Scheduled and available airspace
 - iii. Applicable weather for locations that aircrew are flying
 - iv. Significant local hazards and BWC
4. Review paperwork
 - a. Flight Authorizations
 - i. Aircraft Commander initials any current day changes and on Aircraft Commander Review line in block 16
 - ii. Aircraft Commander must sign on Aircraft Commander Signature line in block 16 if any crew member is added to the original crew line-up (hand written)
 - iii. If authorized, sign in block 18 "For" the operations officer
 - b. Go/No-Go
 - i. Verify completion of any previously non-compliant items
 - ii. Verify Go/No-Go compliance for individuals hand-written on Go/No-Go checklist
 - iii. **Ops Sup signs** on Certifying Official line after all discrepancies have been resolved. Note: Individuals that have not complied with all Go/No-Go requirements will be stricken from the flight authorizations.
 - c. Aircrew Briefing Certificate – review for completion.
5. Review: Mission profile to include training and evaluation requirements
6. Collect Paperwork
 - a. Copy of flight plan
 - b. Copy of weight and balance

- c. Copy of ORM
 - d. Copy of briefing certificate
- 7. Brief DO after takeoff (see email format below)
- 8. Monitor aircraft flying operations
 - a. Maintain a listening watch on the radio
 - b. Maintain SA on aircraft via UNILINK during duty period
 - c. Check WX as required
 - d. Check NOTAMS as required
- 9. If sortie cancels for any reason, notify Current Operations

Ops Sup Closing Checklist:

- 1. Ensure next day's Flight Authorization and Go/No-Go paperwork are reviewed, if required
- 2. Pass on any information to next day's Ops Sup, if required
- 3. Turn off radio
- 4. If a Squadron jet is still airborne, leave a contact number with the SQ/DO, SQ/CC or designated representative prior to departing base in case any issues occur through landing and engine shutdown.

Attachment 3 Abnormal Procedures Guide

IN FLIGHT EMERGENCY (IFE)

A. Evaluate local conditions affecting emergency aircraft recovery

1. Evaluate local and divert airfield weather
2. Evaluate runway condition and navigation aid status
3. Consider Bird Watch Condition (BWC)

B. Obtain from IFE aircraft (as situation dictates)

1. Call sign: _____
2. Type of aircraft: _____
3. Tail Number: _____
4. Nature of IFE: _____
5. Landing Runway: _____
6. ETA: _____
7. Winds: _____
8. Fuel on board: _____
9. Souls on board: _____
10. Hazardous cargo: _____
11. Intentions _____

C. Contact 55 WG Command Post

1. Advise Command Post to run their INFLIGHT EMERGENCY checklist
2. Relay the above information

CI. Be prepared to provide the aircrew assistance

1. Do they need expert technical assistance?
2. Do they want to use 321.0 MHz or Squadron discrete frequency?

CII. Notify SQ/DO and SQ/CC

CIII. Prepare to offer periodic details of emergency. Give a running narrative ONLY if the 55 OG/CC requests it.

55th WING AIRCRAFT DIVERT

THE FINAL DIVERT DECISION REMAINS WITH THE AIRCRAFT COMMANDER

A. Consult with SQ/DO and establish optimum divert airfield

1. Contact OSS/OSOS for the priority divert airfields
 - a. Duty Scheduler: (402) 294-6010
 - b. Cell: (402) 639-7985
2. If time permits, call the divert base to ensure airfield suitability
 - a. Reference AFI 11-418 55 WG SUP Attachment 3 for Regional Command Post and UHF Frequencies
 - b. Reference AFI 11-418 55 WG SUP Attachment 4 for FSS & TOWER phone numbers.

B. Collect the following information (as situation dictates)

1. Call Sign: _____
2. Tail Number: _____
3. Divert Airfield: _____
4. ETA or ATA: _____
5. Personnel on Board: _____
6. MX Status: _____
7. Brevity Codes: _____
8. Reason for Divert: _____

C. Contact the 55 WG Command Post

1. Have Command Post run their 55th WING AIRCRAFT DIVERT checklist
2. Provide Command Post all divert information
3. Command Post will conduct a comprehensive communications checklist to inform all required parties

WEATHER RECALL

A. Coordinate with SQ/DO and OG/CC with weather information

B. If the decision to recall aircraft has been made

1. RC/TC/WC-135: Contact aircraft via ARINC
2. If no response, or if aircraft does not have ARINC capability, call directly. See Attachment 5 for aircraft phone numbers

C. Contact 55 WG Command Post and advise them of weather recall

D. If weather conditions deteriorate to permit a weather divert then run the 55th WING AIRCRAFT DIVERT checklist

ADJUSTING GROSS WEIGHT

No prior approval is required for fuel jettisoning during an aircraft emergency when immediate reduction of gross weight is a critical factor in safely recovering aircraft/personnel.

DO NOT USE THE WORDS “FUEL DUMP” OR “JETTISON” OVER THE RADIO

A. Upon request from PIC to adjust gross weight, collect the following information

1. Call Sign: _____
2. Tail Number: _____
3. Reason for dump: _____
4. Was an emergency declared? _____

B. Obtain SQ/CC or DEPCO approval for PIC to adjust gross weight

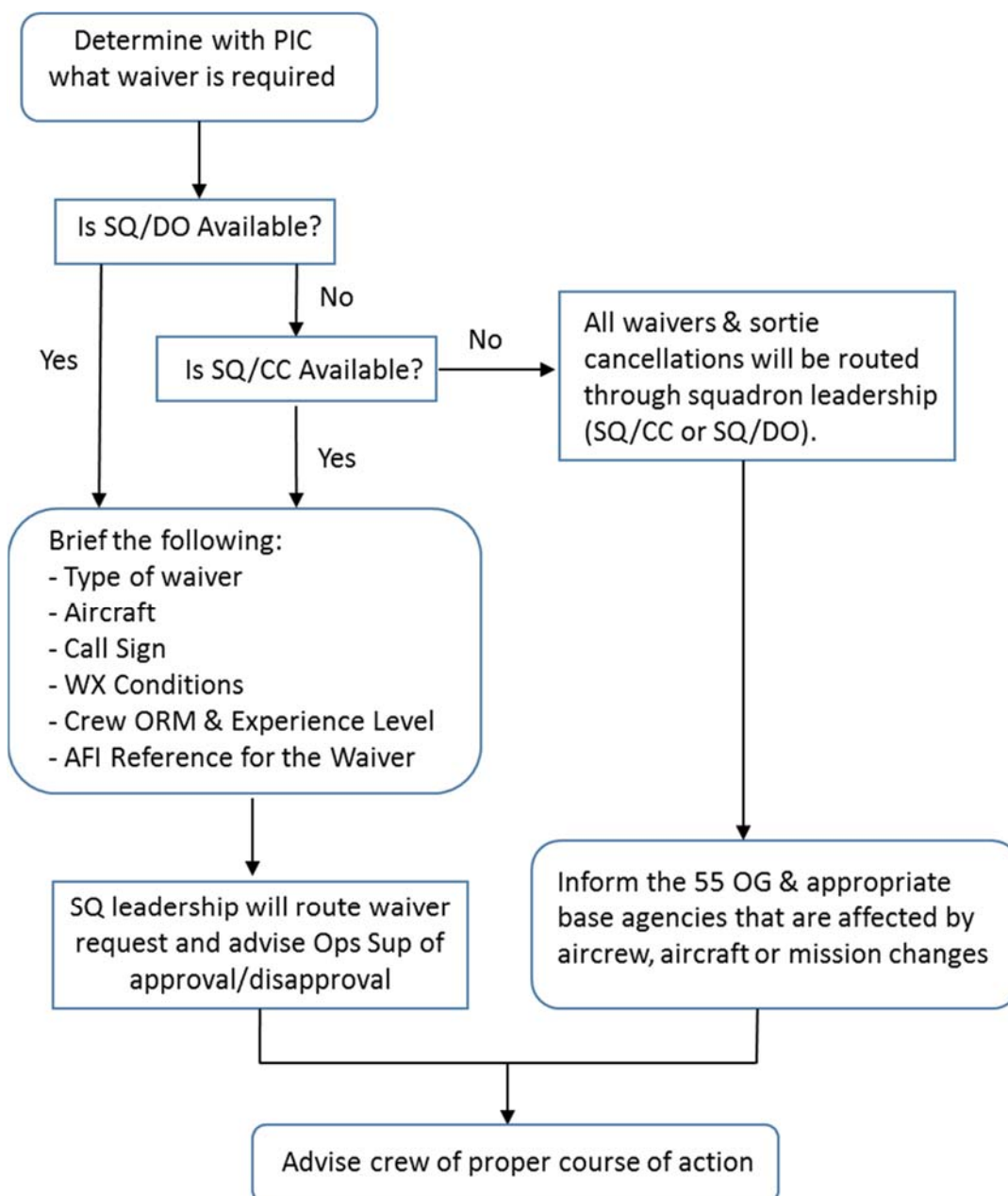
C. Contact 55 WG Command Post and advise them to run ADJUSTING GROSS WEIGHT checklist

D. When the aircrew land, have them provide the following information

1. Flight Conditions
2. Altitude
3. Airspeed
4. Air Temperature
5. Wind direction and velocity
6. Type and amount of fuel
7. Aircraft type
8. Position at time of jettison
9. Time and duration of jettison activity
10. Reason jettison was accomplished

E. Retain the information for 6 months as documentation in the event of claim against the government resulting from fuel jettison

Attachment 4 Waiver Request Process



Attachment 5
Aircraft Phone Numbers

Tail Number	Octal	Inmarsat Classic Aero H+ Direct Dial Voice	Iridium SIM CH 1 MSISDN Voice	HF SELCAL
6414848	53400703	1-203-574-6121	8816 224 69107	LRQS
6414842	53400704	1-203-346-0436	8816 224 69143	LSAP
6414843	53400705	1-203-346-2401	8816 224 69140	N/A
6414844	53400706	1-203-346-3192	8816 224 69109	N/A
6414845	53400707	1-203-575-5345	8816 224 69097	LQCE
6414846	53400710	1-203-346-0437	See ATS Calling Procedures	LQJS
6414841	53400711	1-203-346-0552	ATS	DRHQ
6309792	53400712	1-203-346-2495	N/A ATT	N/A
6204135	53400713	1-203-346-2739	N/A ATT	N/A
6204131	53400714	1-203-346-2786	8816 224 69146	LRHP
6204138	53400715	1-203-346-2428	8816 224 69103	LSHK
6204134	53400716	1-203-346-0559	8816 224 69147	LSHM
6204132	53400717	N/A ATT	N/A ATT	LSCF
6204139	53400720	1-203-346-2429	8816 224 69100	LSCF
6204125	53400722	1-203-346-0473	N/A ATT	N/A
6204130	53400721	1-203-346-2465	N/A ATT	N/A
6204126	53411123	1-203-346-0474	N/A ATT	N/A
6414833	20741614	44 152 225 4023	8816 224 69149	KRHP
6414838	20741634	44 152 225 4041	8816 224 69092	KSJP
6414830	20741635	N/A ATT	N/A ATT	KRBG
6414847	53400724	1-203-346-2596	See ATS Calling Procedures	CLAK
6414849	53400725	N/A ATT	N/A ATT	N/A
6102663	53400726	N/A ATT	N/A ATT	N/A
6204128	53400727	N/A ATT	N/A ATT	N/A
6102662	53400730	1-203-346-2413	See ATS Calling Procedures	BGHJ
6204129	53400723	N/A ATT	See ATS Calling Procedures	N/A
6204127	53411124	N/A ATT	8816 224 69098	N/A
6204133	53400731	N/A ATT	8816 224 69104	N/A
6102667	53404501	N/A ATT	8816 414 06384	N/A
6203582	53411745	N/A ATT	See ATS Calling Procedures	N/A

ATS (BL - A3) Gnd to Acft Calling Procedures	
1	Dial +1 480 730 3900
2	Enter User ID: 110055
3	Enter PIN: 5594
4	Enter the call priority Max Priority 3 or 4 (Normal calling priority should always be set to 3 or 4, priority 1 and 2 reserved for ATC)
5	Enter the 8-digit octal ICAO number 53400723 (Acft 129)

Non ATS (BL - A1 & BL - A2) Gnd to Acft Calling Procedures			
Gnd to Air	Tempe AZ	1-480-768-2500	+ 12 digit number
	Ex. RJ 848	1-480-768-2500	8816 224 69107

TO CALL THE OC-135B

Step 1. Ground caller dials the appropriate telephone number for the desired aircraft preceded by a "1", just as caller would for any ordinary long distance number.

Example (C-17 Fleet ID 00183A): 1 + 646-663-2382

Step 2. After dialing, there will normally be two ring tones followed by a single "bong" tone. After bong tone, enter PIN followed by "#" (# not mandatory, but speeds process).

Listen for normal landline ringing. After (usually) 5 rings, there may be a lengthy pause followed by a series of long tonal rings, indicating a successful link to the aircraft.

Note: The call should be completed if the aircraft is logged on to a satellite, otherwise short tone bursts (e.g. busy signal) will indicate the aircraft is not available.

61-2670: (646) 663-2017

61-2672: (646) 663-2018

Pin#: 1221

Attachment 6**OPS SUP DAILY STEP BRIEF CHECKLIST**
(Recommended Items)**Go/No-Go's/SIIs****Currency/FCIFs****NOTAMs and Weather****AHAS/BAM****Flight Plan****ISB/PSB****Aircraft and Airfield Status****Tanker Base NOTAMs and Weather****Transition Base(s) and Alternate Fields****Mission Plan****Risk Management****Update Safety Concerns****Sign Off Mission Paperwork**

Attachment 7

OPS SUP BASE AGENCY PHONE LISTING
(COA 27 Nov 18)

338 CTS			38th RS (SNOOP)			343rd RS (HOOVR)			45th RS (COBRA)		
	Office			Office			Office			Office	
CC	294-0338		CC	294-0038		CC	232-0343		CC	294-6078	
DO	232-7426		DO	294-0033		DO	294-3752		DO	294-5757/7980	
OPS SUP	232-7488		OPS SUP	294-3298		OPS SUP	294-2756		OPS SUP	294-7981	
ADO	232-7489		ADO	294-3298		ADO	232-4357		ADO	294-5757	
ADO	232-7488		Scheds	294-3238		Scheds	294-7769		Scheds	232-7434	
Scheds	232-9916		ARMS	294-0169		ARMS	294-7749		ARMS	294-3017	
ARMS	232-9338		SDO	294-3298		SDO	294-2756		SDO	294-7980	
Fax-CCR	232-7415								Fax	294-3657	
Fax-Ops	232-5661										

97th IS (& ATC)			MX		Support / 55 OSS				55th Leadership		
	Office			Office		Office	Cell	Fax		Office	PersonalCell
CC	294-2309		MOC	294-5147/8	Base Ops	294-3207/3240		294-8575	WG/CC	294-5555	968-6125
DO	294-0771		83 AMU OIC	294-6851	Cmd Post	294-3725		294-1046	WG/CCE	294-2030	
SDO(Chief)	294-0935		Lead Pro Supr	294-7027	Tower	294-5344			WG/CV	294-5555	547-8035
ADO	294-0554		Pro Supr	294-4463	WG Sched	294-6010	639-7985		OG/CC	294-5468	402-490-3333
Sched	232-1902		MX Debrief	294-9064	Airfld Ops	294-3207/3240			OG/CD	294-5468	504-0148
Watch Cntr	232-2662				WX	294-3459		294-8575	WG Safety	294-6357	
ARMS	232-2324				Transpo	294-4375		294-4377	Chaplain	294-6244	
					CrewComm	294-5471	490-8461		Op Locs		
					Minne Ctr	DSN 939-1160			95 RS/DO	314-238-2744	
					Scheduling	Executor cell:	639-7985		95 RS/Det 1	314-266-1320	
					OSS/ADO	294-2841			82 RS/DO	315-634-9723	
			Eppley Twr	346-6678	Flt Doc	294-7346			763 ERS/DO	318-455-4041	

Ops Sup Required Phone Numbers