

2014

DIRECTORATE OF PLANS, TRAINING MOBILIZATION AND SECURITY

Customer Handbook

To help you understand the services provided by DPTMS, we have prepared this handbook as a guide to the most important work we do, **SERVING YOU!**



Fort Huachuca

6/30/2014

CUSTOMER HANDBOOK

WELCOME!

This Customer Handbook is a tool to help you become familiar with the services offered by the Directorate of Plans, Training, Mobilization and Security (DPTMS).

A Message from the Office of the Director

Dear Customer,

To help you understand the services provided by DPTMS, we have prepared this handbook as a guide to the most important work we do, SERVING YOU!

We serve you and the installation by providing an array of services including: air traffic control, airfield / airspace management, oversight on disaster preparedness, contingency planning, coordination / synchronization for operational missions, tenant / non tenant support, training aids, training area, land and facility scheduling, deployment support and coordination, antiterrorism (AT), force protection services and all facets of personnel security.

We support both current and contingency operations, planning for upcoming training or special events, processing background investigations and security clearances, approving foreign travel and installation access. The AT Officer assists installation organizations with threat assessments for events, promotes AT awareness by publishing Random Antiterrorism Measures (RAM), publishes AT Alerts and Newsletters, and upon request conducts AT Awareness Training at unit or organizational level. The Directorate conducts installation disaster planning and provides information to the community on family disaster planning and preparedness.

The DPTMS staff members are proud professionals who are ready to meet your needs. Please call us; we are here to assist you.



David L. Koch
Director

CUSTOMER HANDBOOK

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1. Who We Are and What We Do? Although we are a small directorate, we have a highly trained and professional workforce to assist you. We are organized with a Director's Office and three Divisions; Plans and Operations, Training, and Airfield.

a. Our Mission. Direct, coordinate and synchronizes installation garrison operations, training support activities while providing force protection, mobilization and demobilization / reserve component training support, force modernization, operational planning and emergency operations functions, in order to provide a focused training environment for the Senior Commander and tenant organizations.

b. Our Vision. A team of flexible and responsible professionals, dedicated to providing the best possible service to units and individuals serving our Nation.

c. Our Goals:

- (1) Maintain customer focus to meet their requirements.
- (2) Recruit, develop, and retain a customer service-oriented workforce.
- (3) Support our community's well-being through effective contingency planning and disaster preparedness.
- (4) Enhance mission and Soldier readiness through excellent training support.
- (5) Protect the installation by strictly enforcing installation access, Emergency management and AT programs.
- (6) Effectively manage resources and protect the environment.

d. Our Values:

- (1) **Respect:** Listen to people and treat them with dignity.
- (2) **Honesty:** Be truthful and sincere in all of our actions.
- (3) **Integrity:** Do the right thing at all times.
- (4) **Trust:** Earn the confidence of others by providing exceptional service.
- (5) **Reliability:** Accomplish what we promise.
- (6) **Duty:** Fulfill our obligations to the best of our ability.
- (7) **Fun:** Enjoy what we do.

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2. How We Get “Stuff” Done. The following information provides specific instructions on how to get “stuff” done. The first step in requesting support is for you to tell us what you need as soon as you become aware of your requirements. This will help us... to help you!

3. Plans Branch.

a. Plans

(1) Installation Contingency Plans: DPTMS prepares contingency plans for potential response to natural disaster, and terrorist events. DPTMS encourages organizational, family, and individual preparedness to lessen the impact of these type events. Individuals should also be familiar with both organizational and installation Continuity of Operations plans to ensure mission success under potential adverse conditions. In the event of an emergency, DPTMS is responsible for activating the Emergency Operations Center (EOC) to oversee and coordinate the response to and recovery from any event. **Contingency Plans**. Tenant organizations should have and become familiar with current installation contingency plans. These plans are available upon request from the Plans Officer at 533-2292.

(2) Emergency Planning: Coordinates and synchronizes the installation protection needs with a focus towards preserving and protecting force structure, mitigating crisis impacts on facilities and base operations and services.

(3) Long Range Calendar forecasting 1 – 5 Years: The Plans Branch develops and maintains a long range planning calendar, highlighting large events years in advance for planning and de-confliction. Tenants are encouraged to provide unit specific information on a regular basis. Meetings are typically held once a quarter by the Plans Branch.

b. Antiterrorism (AT) Assistance and Awareness (533-6995). We can assist you with the following Antiterrorism services:

(1) Force Protection Executive Committee (FPEC). This committee meets semi-annually and focuses on establishing Antiterrorism and Force Protection policy throughout the command.

(2) Force Protection Working Group (FPWG). This group meets at least quarterly and focuses on near term trends and developments, which could adversely affect the installation and their command. This group also conducts Special Event Antiterrorism (AT) Risk Assessments.

(3) Special Event AT Risk Assessments: Each major event on or off the installation requires an AT Risk Assessment in order to ensure that proper measures are taken in accordance with current threat levels and potential vulnerabilities associated with various types of events. If your organization is conducting a special

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event on or off post, please provide information about the event at least 10 working days in advance to the AT Office. Information needed includes type of event, location, date/time, number of attendees, senior ranking personnel expected, whether the event has been publicized off post, has the public been invited, vendors expected, etc. In order to ensure there are no potential threats to our personnel, submit requests for off-post trips through the AT section at least ten (10) working days prior to the scheduled trip. Contact the AT section at 533- 6995/7951 for more information.

(4) Random Antiterrorism Measures (RAM) Program: IAW DoD Instruction 2000.16, Antiterrorism Standards, all organizations must conduct periodic Random Antiterrorism Measures (RAM) to deter possible terrorist attacks, alter our security profile, enhance AT awareness, and educate personnel on Force Protection Measures in the event of a change in the Force Protection Condition (FPCON) Level. The Garrison ATO provides guidance and assistance to designated organizational ATO monitors implementing this program.

(5) AT Awareness and Training: The DPTMS AT Office provides tools, briefings, and training to educate installation personnel on the terrorist threat, protective measures, and how to respond in the event of a terrorist attack. AT handouts on Recognizing and Reporting Suspicious Activity and Understanding Force Protection Conditions for Families are available upon request. AT posters are placed in common areas such as the Post Exchange and are updated to highlight important information on current AT subjects. Contact 533-6995 for additional assistance.

(6) 24/7 Terrorism Reporting Hotline: If you observe any actions that seem out of the ordinary or of a potentially threatening nature, you should report it anytime by calling the Fort Huachuca Military Police at (520) 533-3000 or the **Fort Huachuca iWATCH Hotline - 538-6969**. Remember, "If you see something, say something."

c. Emergency Management Officer. (533-0070). We can assist you in emergency preparedness:

(1) Installation Protection Working Group (IPWG): This group meets at least quarterly and focuses on near term trends and developments, which could adversely affect the installation and their command. This group also conducts Special Event Antiterrorism (AT) Risk Assessments.

(2) Protection Executive Council (PEC): This committee meets semi-annually and focuses on establishing Antiterrorism and Force Protection policy throughout the command.

(3) Homeland Security Exercise Evaluation Program (HSEEP): HSEEP is a capabilities- and performance-based exercise program that includes a cycle, mix, and range of exercise activities of varying degrees of complexity and interaction. The purpose of HSEEP is to build self-sustaining exercise programs and

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provide a standardized policy, methodology, and terminology for designing, developing, conducting, evaluating and improving all exercises. The HSEEP methodology provides different exercise types for both discussion and operations based objectives, which can aide a jurisdiction in examining plans, capabilities, and identifying gaps.

(4) Federal Emergency Management Agency (FEMA) Training: We can assist you with coordinating for training with the Arizona Division of Emergency Management. Further, we can assist you with Emergency Preparedness and assist with creating and Emergency Action Plan for your home and family.

4. Operations Branch:

a. Supporting your Training or Special Event. The Garrison can provide a wide range of services for your training or special event (facilities, logistical support, etc). Instead of dealing with each garrison directorate responsible for these services, DPTMS will do all the coordination for you. This enables essential coordination of garrison support and mission requirements to ensure the success of your training or special event. Listed below are essential steps in planning your event. Additional information and forms can be found on the DPTMS Operations SharePoint site at: <https://intranet.hua.army.mil/sites/DPTMS/SitePages/OPERATIONS.aspx> .

(1) Request for Training Facilities/Areas. Facilities and training sites are scheduled on a “first come, first served” basis. To determine if a facility is available, check the Training Calendar <https://ikn.army.mil/apps/macal/#>. To reserve a facility or training area, please send all requests via email to USArmy.huachuca.imcom-central.mbx.huac-watch@mail.mil. DPTMS is responsible for scheduling use of the several garrison facilities. For these facilities contact the listed points of contact to schedule your event. Reservations are on a first come first served basis. Contact the IOC at 533-2291, during duty hours.

- Brown Parade Field and Gazebo
- Chaffee Parade Field
- Cochise Theater
- Unclassified VTC
- DPTMS Classroom
- IOC Conference Room
- Tactical Vehicle Park
- Small Arms Ranges
- Training Areas / Facilities

(2) Scheduling Events: DPTMS maintains a master schedule of events. This aids in deconflicting events so that organizations are not competing for the same resources. When you are planning events, review the Garrison Master and Installation Calendars at <https://ikn.army.mil/apps/macal/#> to see if any other events might conflict with when you would like to hold your event.

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(3) Outdoor Training. Physical Readiness Training (PRT) Formations on Road Ways. To ensure the safety of participants and to regulate on-post traffic, units desiring to use roadways for PT Formations with two or more elements must conduct and implement a Composite Risk Management Plan. Additionally, you must submit a request through DCSOPS to DPTMS with your Composite Risk Management Plan so that Presidio of Monterey (POM) Police can regulate traffic. Units must also provide personnel from each element to serve as road guards to block cross-traffic. Refer to FH Regulation 600-2.

(4) Change of Command/Responsibility Ceremonies. Periodically installation organizations perform Change of Command or other formal ceremonies at Brown Parade Field. In addition to scheduling use of Brown Parade Field for rehearsals and ceremonies, DPTMS can provide valuable assistance in arranging for the ceremony. We can arrange for cutting of grass, blocking parking/traffic, and advise on use of available sound systems. Refer to FH Regulation 1-202.

(5) Installation – Wide Events and Off-post Event. DPTMS represents the garrison during working group meetings for major installation events or off-post civil events. We also coordinate garrison support for these events (transportation, security, etc), saving the project officer time and effort. The organizational project officers for major events should send request to DPTMS so a representative can be assigned to their event working group.

(6) Request for Support Forms. For request for support forms you can call the IOC at (520)-533-2291 or send an email to usarmy.huachuca.imcom-central.mbx.huac-watch@mail.mil. The forms can also be found on the DPTMS Operations SharePoint at: <https://intranet.hua.army.mil/sites/DPTMS/SitePages/OPERATIONS.aspx>

b. Installation Operations Center. Coordinate and synchronize day to day and future operations for the garrison while maintaining situational awareness across the entire installation and area of responsibility. Provides technical expertise and leadership to ensure quality, timely and accurate collection and reporting to higher, adjacent and subordinate headquarters using classified and unclassified systems. Receive, analyze, recommend and disseminate timely and appropriate resources to internal and external requests for manpower, equipment and or services. The IOC ensures the installation maintains 24/7 capability as required for situational awareness (SA) and Common Operating Picture (COP) of critical information and events, allowing the Garrison and Senior Commander the ability to make informed and timely decisions.

The Installation Operations Center hours of operations are Monday – Friday, 0730 – 1630 with a on-call staff member available 24/7. Facility Reservations will be maintained at the DPTMS for Cochise Theater, Brown Parade Field and Chaffee Parade Field.

(1) Core Competencies:

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(a). Installation Tasking Authority. Serves as the functional integrator and synchronizer throughout Fort Huachuca for all installation level events and ceremonies.

(b). Maintains a common operating picture.

(c). Conducts mission analysis of OPORDs and Directives from Higher Headquarters.

(d). Maintains the Fort Huachuca Installation Operations Center (IOC) and Emergency Operation Center (EOC).

(e). Provides Mission Command for Emergency Management response and consequence management operations.

(f). Coordinates and publishes installation orders and directives.

(2) Operation Orders (OPORD). An Operations Order, often abbreviated as OPORD, is an executable plan that directs a unit to conduct a military operation. An Operations Order will describe the situation facing the unit, the mission of the unit, and what activities the unit will conduct to achieve the mission goals. Normally an Operations Order will be generated at a regiment, brigade, division, or corps headquarters and then given to lower echelons to implement. Each lower echelon as they receive an operations order will in turn develop their own Operations Order which removes extraneous detail and adds details focused on what and how that subunit will implement the higher level OPORD. So an Operations Order at a particular level of the military organization will trigger units involved in the operation to develop their own Operations Order which will borrow from the Operations Order given them so far as the situation and mission but will then add additional details for the activities a specific unit is to conduct.

A standardized multi paragraph format is used by the United States Department of Defense's armed services and most other military forces. An OPORD is designed to organize both generalities and specifics of a mission into five standard topics (paragraphs): Situation, Mission, Execution, Sustainment (formerly Service Support, and known as Admin & Logistics in the Marine Corps), and Command and Signal. Higher level units which have extensive lists or details in a topic will move most of the material to an Annex or an Appendix to the order. This also allows an order be customized to a recipient by easily removing extraneous information for that recipient.

(3) Fragmentary Orders (FRAGO): An abbreviated form of an operation order, usually issued on a day-to-day basis, that eliminates the need for restating information contained in a basic operation order. It may be issued in sections.

(4) Severe Weather Dissemination: Libby Army Airfield receives daily weather reports from Joint Environmental Toolkit (JET) they will forward any severe weather warnings through the DPTMS office.

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(5) Central Tasking Office (CTO): Process support request for non tenant organizations and manages and tracks suspense for IMCOM orders and HQ DA EXORDs.

(6) Operation Security (OPSEC): Operations security (OPSEC) is a process of identifying critical information and subsequently analyzing friendly actions attendant to military operations and other activities to:

(a). Identify those actions that can be observed by adversary intelligence systems.

(b). Determine indicators that hostile intelligence systems might obtain that could be interpreted or pieced together to derive critical information in time to be useful to adversaries.

(c). Select and execute measures that eliminate or reduce to an acceptable level the vulnerabilities of friendly actions to adversary exploitation.

(7) Commanders Critical Information Requirements (CCIR): A comprehensive list of information requirements identified by the commander as being critical in facilitating timely information management and the decision making process that affect successful mission accomplishment.

(8) Serious Incident Reporting (SIR): A formal notification to HQDA of a serious incident as prescribed by AR 190-45.

c. Emergency Operation Center (EOC). The Emergency Operations Center will be activated as needed to ensure the Garrison and Senior Commander can make informed and timely decisions. We have the capability to expand operations as required to execute Antiterrorism / Force Protection and All Hazards Response Plan Contingency Operations (real world or exercise) and ARFORGEN.

Located in Southeastern Arizona, Fort Huachuca can experience natural disasters, which include flash floods, severe weather storms, wildland fires, and earthquakes. Our region (FEMA IX) could also face possible disruptions to transportation and utility systems; airplane accidents; hazardous material spills; criminal and terrorist incidents; and the spread of contagious disease.

In order to maintain readiness and ensure the well-being of our Soldiers, civilians, retirees and their families, we all need to be prepared to respond to all possible emergencies. Disasters can strike quickly and without warning. What would you do if basic services—food, water, gas, electricity, medical care, telephones—were cut off? Emergency Preparedness means being prepared for all kinds of emergencies; being able to respond in time of crisis to save lives and property; and to help your community return to normal life after a disaster occurs.

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(1) Core Competencies:

- (a). Prepare the installations for multi-agency, multijurisdictional emergencies.
- (b). Provide comprehensive protection for all personnel against all natural, technological man-made, and terrorism hazards.
- (c). Sustain critical operations during an emergency. Maintain and/or restore essential operations and essential services post-incident.

(2) Emergency Warning and Notification on Fort Huachuca: Under certain situations there may be a need to release timely and accurate information to the post concerning emergency preparedness, response and recovery in a cooperative approach with the media. Information will be disseminated or available through a variety of mediums. Monitor the following during emergency situations for the most current information:

- (a). Installation Information Hotline 520-538-4636
- (b). Command Access Channel (Channel 97)
- (c). Mass Notification System (MNS)
- (d). Desktop Alert
- (e). Unit and organization telephone rosters and email alerts
- (f). Facebook - <https://www.facebook.com/u.s.armyforthuachuca>

(3) Emergency Management Telephone Listing

Position	Telephone
Emergency Manager	(520) 533-0070
Emergency Planner	(520) 533-2292

5. Training Division

a. Range Operations: We provide excellent customer service through a safe, realistic, and well maintained training environment for all ranges and training facilities on Fort Huachuca; always putting the needs of the Warrior at the forefront of all we do. Schedule, manage, and control the use of Fort Huachuca Ranges and Training Areas, in accordance with AR 385-63, Range Safety, and Fort Huachuca Regulation 385-8, Range Operations. Fire Desk: The Fire Desk is the nexus of Range Operations. This is

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where you sign for the ranges, facilities and training areas. You also receive any needed equipment required by Range Operations to safely conduct your training.

(1) Range Scheduling: Soldiers, Civilian and Contractors must submit request for any range, facility or training area through the Range Facility Management Support System (RFMSS) for approval by the Range Scheduler. The Range Scheduler manages all training area and de-conflicts dual use to any area. All trouble tickets for system outages must be submitted through the Scheduler for processing.

<https://rfmss2002.belvoir.army.mil/huachuca/pages/login.aspx>

(2) Range Certification: Soldiers and Civilian signing for any range, facility or training area on Fort Huachuca must complete the range certification course. This course informs you of the requirements and responsibilities for the Officer-in-Charge and Range Safety Officer. Courses are offered on the First and Third Wednesday of every month at 0800 and 1300. They are held in the classroom on Range 8, located on Garden Canyon Road. This training is valid for 1 year.

(3) Ammo Manager: Soldiers, Civilian and Contractors must submit ammo request in TAMIS (Total Ammunition Management Information System) for any ammunition requirement. They must attend a 3 day course to gain access to the system. The request must be submitted by the requester, approve by someone other than themselves before it can be validated by the Ammo Manager. All ammunition request will be submitted electronically. <https://tamis.army.mil/default.aspx>

(4) Unexploded Ordinance (UXO): Unexploded ordinance is located throughout the training areas of Fort Huachuca. DO NOT handle any UXO, mark the location, contact Range Operations at 533-7093 or (the MP's during non-duty hours at 533-3000). We ask that you be available should the Range Safety staff have addition questions.

(5) Range Operations Telephone Listing

Position	Telephone
Installation Range Officer	(520) 533-7095
Range Safety	(520) 533-7311/8373
Range Scheduling	(520) 533-1014
Range Live Fire Desk	(520) 533-7093

b. Training Support Center: The Fort Huachuca Training Support Center (TSC) provides a variety of training aids, devices, simulators and simulations (TADSS), as well as relevant and responsive training support, enabling commanders to accomplish training objectives, standards and successfully operate across an ever evolving full spectrum of conflict.

(1) Core Competencies:

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(a). The TSC mission is authorized IAW AR 350-38, Training Device Policies and Management and AR 5-9, Area Support Responsibilities.

(b). Supports commands throughout Arizona with training aids and device requirements.

(c). Manage & account for all TADSS within the State of Arizona.

(d). Provides warehousing, loan and issue of TADSS and GTAs including MILES (MILES 2000).

(e). Provides training and usage of the Engagement Skills Trainer II (EST II) and HMMWV Egress Assistance Trainer (HEAT) facilities.

c. Multi Visual Information (MVI): We provide official DA photography and offer an assortment of multimedia products and services to support your mission to include state-of-the-art productions, audiovisual and photography services, ceremony support, multimedia presentations, and highly-detailed custom graphic products. To schedule an appointment for photos or request Visual Information services submit work requests online using the Department of the Army Visual Information Ordering Site (VIOS): <https://www.vios-west.army.mil> or <https://www.vios-akowest.army.mil> and select "DA3903". We are open on most training holidays and closed on all federal holidays.

(1) MVI Telephone Listing

Position	Telephone
Multimedia Supervisor	(520)-533-7102
DA Photos	(520)-533-6316

6. Mobilization:

a. SRP / Reverse SRP: We provide procedural guidance, assistance and coordinate support to Reserve Soldiers as they process through Fort Huachuca for rapid training. In addition to Reserve Soldiers we coordinate and provide home station Active Army units with deployment and redeployment processing. We coordinate activities and locations in support of Soldier Readiness Processing (SRP) and Reverse Soldier Readiness Processing (RSRP) for deploying home station units. Coordinate and assist commanders in processing small teams in support of Overseas Contingency Operations (OCO).

Position	Telephone
Mobilization & Emergency Planner	(520)-533-2292

b. Reporting:

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(1) Individual Ready Reserves (IRR): The Individual Ready Reserve (IRR) is a category of the Ready Reserve of the Reserve Component of the Armed Forces of the United States composed of former active duty or reserve military personnel and is authorized under 10 U.S.C. ch. 1005.

(2) Individual Mobilized Augmentee (IMA): An individual mobilization augmentee is an individual army reservist attending drills that receives training and is pre-assigned to an active component organization, a selective service system, or a Federal Emergency Management Agency billet that must be filled on, or shortly after, mobilization.

(a.) IRR and IMA Soldiers should report directly to their assigned training unit. Should the Soldier be unsure as to where they must report, contact the DPTMS Mobilization & Emergency planner for assistance. During noncore hours (1630-0730, weekends and Holidays) contact the Installation Operation center at 520-533-2291 for assistance.

7. Security Office (533-7950). We can assist you with the following security services:

a. Processing of New Personnel Security Investigations: Suitability/New Hires. The DPTMS Security section assists in the processing of background investigations for new civilian employees. New employees and contractors receive a security brief during in-processing. All personnel are required to undergo a background investigation. New employees are provided the required forms in their in-processing packet from CPAC.

(1) Military and civilian personnel assigned to US Army Garrison, Fort Huachuca, should contact the Security section for assistance with completion of forms; call (533-7950) for an appointment. The Security Office is located in Building 31122, Room B22.

b. Foreign Travel: All foreign travel requires "Foreign Travel Briefs" by the security manager or antiterrorism office. Foreign travel requires pre-approval from local commander/ director for overseas travel whether for personal leave or official travel (TDY or permissive TDY). Currently foreign travel to Mexico is prohibited for all Active duty component personnel. Mexico travel waivers are provided on a case by case basis, contact security manager for appointment and information.

c. Personnel Security: Initiates clearance and background investigations; to include fingerprinting and tracking the investigation. Advise the Command and Directors regarding derogatory information and ensure incident reports are entered in JPAS and to DOD CAF, as appropriate. Assist personnel with security questions. Assist personnel in responding to correspondence from DOD CAF regarding their clearance. Provide in/out processing briefings and annual security training. Send visit authorization requests for employees via JPAS and receive visit requests for cleared visitors to Garrison organizations.

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d. Industrial Security: Ensure contract employees have the required background investigation for their duties. Coordinate with COR and Directorate regarding derogatory/adverse information with contract employees. Reviews the statement of work (SOW) and contract DD254, as appropriate to ensure proper security requirements are met for the duties performed.

e. Fingerprinting: We finger print for government employment purposes only. Services are provided by appointment only. Contact the security manager at 520-533-7950 to schedule an appointment. Please bring a valid form of identification.

f. Security Education Training Awareness (SETA): Provides in/out processing briefings, special briefings and annual refresher training. Provide Foreign Travel briefings for personnel taking leave or being assigned overseas.

8. Libby Army Airfield:

a. LAAF Overview: We can assist you with a joint service airfield with the City of Sierra Vista AZ, supporting manned and unmanned aircrafts. Airfield operations and services include Base Flight Operations, Control Tower/Ground Approach Control Facility, USAF Weather, Airport Safety, Airspace Management, Flight Simulator, Refuel Facility, and Crash/Fire/Rescue station. Its primary mission is to support the 2-13th Aviation Regiment in training Soldiers on Unmanned Aircraft Systems (UASs) operations, 304th Military Intelligence Battalion Special Electronics Mission Aircraft (SEMA, RC-12s), other users include general aviation, Forestry (P-2s, SEATS, C-130s, DC-10s, and BAe-146s), Department of Homeland Security (Customs & Border Protection, MQ-9s, ASTAR-350s), and USAF, 355th FW (A-10s), 162d FW (F-16s), 161st ARW (KR-35s), and the 139th AW (Bradys, MO ANG, C-130s). With significant restricted airspace, and a tactical airstrips, we offer some of the best training opportunities for DoD large aircraft within the continental United States. The airfield is available 24 hours a day, with POL's operating hours of 0600-1800L. Support outside of these core hours is available on a reimbursable basis. The City managed side offers self fueling, if given advance notice, they can provide refueling after hours.

b. LAAF Services:

- Operating Hours Mon 0730L – 2300L Fri, except weekends and holidays
- Sequencing and separation of manned and unmanned aircraft
- Flight Planning, Filing, NOTAMS, and Airfield Support
- Airfield Safety Support
- Airspace Management Support
- Air Traffic Control Navigational Aid Support
- Emergency Response, Aircraft Rescue and Fire Fighting (ARFF Support)
- Aviation Weather Support

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c. LAAF Division Telephone Listing:

Position	Telephone
Airfield Manager	(520)-533-2861
Safety Officer	(520)-538-3795
Airfield Operations Officer	(520)-533-5650
Base Operations	(520)-538-2860
	(520)-538-5538 (fax)
ATC Manager	(520)-538-2849
	(520)-538-1312 (fax)
ATC Maintenance	(520)-538-2874
	(520)-538-2809 (fax)
Weather Office (WX)	(520)-538-3798
Noise Complaints	(520)-533-1850

9. Interactive Customer Evaluation: Please let us know if we are meeting your expectations and if we are doing a good job by leaving an ICE Comment at one of the links below:

- a. [Emergency Management](#)
- b. [Reserve Support](#)
- c. [Antiterrorism/Force Protection](#)
- d. [Installation Operations Center](#)
- e. [DPTMS Operations, Tasking, Nontenant Support, Ceremonies](#)
- f. [Range Control](#)
- g. [Training Support Center](#)
- h. [Multimedia Visual Information \(MVI\)](#)
- i. [Airfield Operations \(LAAF\)](#)
- j. [Security Office](#)

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