# BY ORDER OF THE COMMANDER 30TH SPACE WING

30TH SPACE WING INSTRUCTION 13-103
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Space Missile Command and Control

# WESTERN RANGE SCHEDULING

# COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction establishes policies, procedures, and responsibilities for scheduling operations at the 30th Space Wing (30 SW) Western Range (WR). It defines the methods by which 30 SW resources are committed for range operations and planned maintenance. This procedure allows for scheduling Range User operations support requirements for ballistic missiles, spacelift, surveillance, and aircraft test flights. This document implements DoD Directive 3200.11, *Major Range and Test Facility Base Summary of Capabilities*, dated 26 January 1998. This instruction applies to all personnel and agencies that require the use of these resources.

The Paperwork Reduction Act of 1974 as amended in 1996 and AFI 37-160, Volume 8, *The Air Force Publications and Forms Management—Developing and Processing Forms*, affects this publication.

Range Scheduling Mission. The 30th Range Squadron Scheduling Section (30 RANS/DOUS) is the single scheduling authority for all launches, launch associated tests, and internal range activities requiring Western Range and base support resources. The objective is to ensure that all test operations and associated data requirements are fully supported at a date and time selected by the range user, or as close to the range user's request as possible. Range Scheduling will honor each authorized schedule request consistent with mission priorities, range capabilities, economy of operations, availability of funds, and established safety and security criteria.

**Exemption Statement.** The reporting requirement in this directive, 30 SWI 13-103, is exempt from licensing in accordance with paragraph 2.11.6 of AFI 37-124, *The Information Collections and Reports Management Program; Controlling Internal, Public, and Interagency Air Force Information Collections.* 

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#### **GENERAL**

- **1.1. Scheduling Philosophy.** The scheduling philosophy of 30 RANS/DOUS is to serve as the wing's impartial broker by accommodating all requests based on the following criteria. Major milestone critical path operations will usually take precedence over test operations. Requests for operation support from range users will only be accepted from authorized schedulers who have been designated, in writing, by unit commanders or commercial project directors to the 30 RANS/DOUS.
  - 1.1.1. Scheduling conflicts that arise during an operation will be resolved by the Range Control Officer (RCO), Aeronautical Operations Control Officer (AOCO), or 30 RANS/DOUS as required. All other scheduling problems and conflicts will be resolved by 30 RANS/DOUS after negotiating with the affected users and other support agencies.

# 1.2. Operations Policies.

- 1.2.1. Scheduling Priority. In the event of an unresolved scheduling conflict, excluding launches, 30 RANS/DOUS will assign priorities based upon criticality of operation, WR resource availability and launch slot allocation when placing operations on the Weekly Range Operations Schedule.
- 1.2.2. Corrective maintenance, prelaunch, and launch support will normally have priority over other instrumentation scheduling requests.
- 1.2.3. Critical milestone prelaunch certification operations that must be successfully completed on the date requested and determined as essential to meet a customer's launch date will be regarded as having priority over other operations that, if scheduled for another period, would not cause a launch date change.
- 1.2.4. Prelaunch instrumentation calibration checks will normally be scheduled during normal duty hours on the workday preceding launch (L-1 day checks). These checks will carry the associated launch operation priority.
- 1.2.5. Additional factors, such as: inter-range support, communications, national urgency, orbital parameters, space or scientific achievement, DoD exercises, and planned maintenance will be strongly considered when determining scheduling priority.
- 1.2.6. Resources are committed for support by 30 RANS/DOUS upon request and in accordance with applicable Operation Directives (ODs), internal test directives, teletype instructions, and verbal agreements deemed necessary to ensure efficient use of range resources. Resources will be allocated to support the maximum number of operation requirements. Resources include, but are not limited to instrumentation sites, airspace, radio frequencies, support facilities, and base support activities.
- 1.2.7. All requests for operational support of 30~SW assets will be requested through and scheduled by 30~RANS/DOUS.
- **1.3. Operation Number Assignment.** The Scheduling Section assigns operation numbers to each scheduled test to track and control test support. Operation numbers consist of four digits preceded by an alpha character that identifies the lead range or type of activity. Alpha character designators are:

# ALPHA PREFIXDESCRIPTION OF TEST

Α Eastern Range (ER) lead range operations using Western Range resources C Corrective maintenance OPSCAP Red - Non Mission Capable D Post-operation data processing F Frequency clearance only operations G Air Force Flight Test Center (AFFTC) lead range operations using Western Range resources Η Pacific Missile Range Facility (PMRF) lead range operations using Western Range resources K Kwajalein Missile Range (KMR) lead range operations using Western Range resources L Corrective Maintenance Operation Capability (OPSCAP) Yellow -Partial Mission Capable M Preventive maintenance

R Range tours and demos

System modification

Operational Test & Evaluation (OT&E)

using Western Range resources

Naval Air Warfare Center (NAWC), Pt. Mugu, lead range operations

N

O

P

- S Software development
- T Internal Western Range test, evaluation, and training operations
- V Data Center batch processing
- W Western Range user requested test
- Z Alaska lead range operations using Western Range resources
- **1.4. Transaction Codes.** Each operation is tracked from the time it first appears on the schedule until its final disposition. All activity on each operation is recorded on an operation record card and loaded in the Range Automated Tasking System (RATS). Each transaction is identified by type for RATS data entry and record-keeping. Transaction codes used by 30 RANS/DOUS to enter operational data in RATS are:
  - 1.4.1. (A) Add An operation added to the current schedule.
  - 1.4.2. (X) Cancellation A termination after some range time has been expended. It will not reappear under same operation number. Transferred to historical file.
  - 1.4.3. (C) Complete A successful termination of an operation. Transferred to historical file.
  - 1.4.4. (E) Extension Used to extend the end of the window after start of an operation.
  - 1.4.5. (F) Forecast A scheduled operation in the forecast.
  - 1.4.6. (I) Indefinite A scheduled operation is suspended; rescheduling information is pending. Rescheduling date and time is unknown.
  - 1.4.7. (D) Delete A termination before any range time is used. Transferred to historical file.
  - 1.4.8. (R) Reschedule A change of date and/or time of an operation that is on the schedule prior to the start of setup.
  - 1.4.9. (S) Scrub Termination of an operation after some range time has been expended. May reappear with same operation number.
  - 1.4.10. (U) Update A change of operation resources or requirements that do not affect the scheduled date or time.
- **1.5. Hours of Operation.** The Real Time Scheduling and Control Center (30 RANS/DOUS) is normally operational Monday-Friday (0700-1600), excluding major holidays. Scheduling will support all launch countdown operations that occur outside of normal duty hours. Staffing will be no earlier than two hours prior to the planned T-0, or as directed, until completion of the operation. Western Range resources are normally operational from 0800-1600, Monday through Friday.

- **1.6. Overtime Operations.** Overtime for range user support, including setup time, is fully reimbursable. Air Force Space Command organizational support for engineering modifications to systems, and systems testing, may be scheduled during off duty hours in order to meet project and contract requirements.
  - 1.6.1. The Wing Office of Primary Responsibility (WOPR) is the approval authority for scheduling support for after duty hours. The WOPR will confirm that the range customer (both commercial and government) has funds available to cover civilian overtime requests.
  - 1.6.2. Group commanders will serve as the approval authority for overtime for non-reimbursable work (i.e., overtime funded from direct funds).
  - 1.6.3. Requests for overtime after normal duty hours may be coordinated by contacting the duty RCO who will coordinate 30 OG/CC approval via the normal chain of command.. The duty RCO can be reached through the 30 SW Command Post at DSN 276-9961. Overtime support will be dependent upon WOPR coordination, and resource and personnel availability.
- **1.7. Extension of Overtime Operations.** Operations scheduled outside of normal range hours may be extended if instrumentation and personnel are available. Request for extensions of operations may not be accepted if Western Range crew rest requirements will be exceeded. Rescheduled tests will be accepted with their start times dependent upon personnel and instrumentation availability.
- **1.8.** Hazardous Test Operations. Hazardous test operations will be scheduled IAW EWR 127-1, *Range Safety Requirements*.
- **1.9. Operational Resource Certification.** Instrumentation, communications, and data systems (both hardware and software) will normally be committed for use by Western Range users only after formal operational certification procedures are completed by 30 CS/SCM. After the system certificate is approved, scheduling operational resources will be in accordance with Paragraph **1.2.**.

#### PLANNING AND SCHEDULING

- **2.1. Program Support Manager (PSM).** The PSM is the primary point of contact to the range customer during document generation; activities include: obtaining, coordinating, and defining customer and range safety operational requirements. The PSM is responsible for all Universal Documentation System (UDS) actions, and will coordinate support range and base agency support prior to the mission execution phase. As the lead planner for spacelift and ballistic missile test launches and aeronautical test missions, the PSM advises range operators and contract personnel during actual operations.
- **2.2.** Universal Documentation System (UDS). Western Range missions are conducted utilizing the UDS. The Range Commanders Council has adopted UDS as the national standard for documenting range operational requirements. It incorporates program and safety requirements into a single tasking document known as the Operation Directive (OD). The OD defines operational requirements and is used by Range Scheduling (30 RANS/DOUS), to schedule and task operational systems and base support agencies. It also provides the basis for charging customers for their support. The UDS is divided into three levels.
  - 2.2.1. UDS Level One. UDS Level One is used for new customers and is run by Wing Plans
  - (30 SW/XP), who acts as the Wing's "front door" for all new customers. New customers submit a Program Introduction (PI) to 30 SW/XP, which describes the purpose, objectives, and general level of support the program requires. 30 SW/XP coordinates a Wing response known as the Statement of Capability (SC), signed by the Wing Commander, approving the program to operate on the WR. It provides a general list of systems available for use. Level One documentation is generally required approximately 18 to 36 months before the program's first operation.
  - 2.2.2. UDS Level Two. UDS Level Two documentation is used for long lead time programs and is run by the Program Support Manager (PSM). The customer submits a Program Requirements Document (PRD) to the PSM, which defines program requirements in more detail than the PI. The PSM responds with a coordinated Wing response, known as the Program Support Plan (PSP). The PSP identifies which system requirements can be met, which can be developed or procured, and which cannot be met. Requirements, which exceed current capabilities, must be developed through the 30 SW Improvement and Modernization (I&M) program or procured at the customer's expense. By law, commercial customers will pay for all capabilities that must be developed or procured. UDS Level Two is accomplished approximately 6-18 months before the program's first operation.
  - 2.2.3. UDS Level Three. UDS Level Three documentation is used to define operational requirements for a specific operation and is managed by the PSM. The customer submits an Operational Requirements (OR) document to the PSM, which defines specific program requirements for systems and supporting base agencies. For each OR, there is a Range Safety Operational Requirements (RSOR) document sent to the PSM by 30 SW/SE, that defines specific safety requirements for that operation. Both the OR and RSOR are due to the PSM no less than 60 days prior to the first required support. The PSM responds with a coordinated tasking document, known as the Operations Directive (OD). The OD is used by the customers to schedule and task operational systems, supporting ranges, and base support agencies, and as a basis for reimbursement. The OD is published approximately 30 days prior to the first required support. For programs that require extended support, the OD can be published in three sections. Section one provides general program information. Section two provides

specific tasking for pre-operational testing. Section three provides the specific tasking for the operation.

- **2.3. The Advance Forecast Element (30 RANS/DOUS).** Provides administrative support facilities and personnel for operation of the Joint Pacific Area Scheduling Office (JPASO) in accordance with the charter granted by the Office of the Under Secretary for Defense Research & Engineering Test and Evaluation on 26 March 1968.
- **2.4. Joint Pacific Area Scheduling Office (JPASO).** All tests and support for Pacific space launch, ballistic, and reentry operations regardless of point of origin, will be coordinated and scheduled through the JPASO.
  - 2.4.1. JPASO will plan and chair the quarterly inter-range scheduling conference. JPASO will present a consolidated six-month schedule that includes all Pacific area operations, other DoD range operations which affect Pacific area sensors, and shared resources such as the Advanced Range Instrumentation Aircraft (ARIA) and the Air Force Satellite Control Network (AFSCN). This schedule will contain:
    - 2.4.1.1. The six-month comprehensive schedule of all major operations and sensor downtimes affecting member organizations.
    - 2.4.1.2. A forecast of all major operations currently projected for the period beyond six months.
    - 2.4.1.3. ARIA Scheduling. JPASO will act as the lead range scheduling office for all ARIA missions in support of Western Range operations. In addition, JPASO will provide scheduling support for all customers and ranges in the geographic area westerly from 90 degrees west longitude to 90 degrees east longitude. 30 RANS/DOUS will also participate with the
    - 452d Flight Test Squadron and Eastern Range Scheduling Office in forecast mission planning and the daily scheduling of ARIA resources.
- **2.5. Scheduling Procedures.** The schedule for Pacific space launch, ballistic, and reentry operations will be derived based on the range users' mandatory requirements and will, to the maximum possible extent, fulfill less-than-mandatory requirements with the remaining resources, taking into consideration national priorities, requested launch dates, and the efficient and economical use of resources. The following sections describe this philosophy in detail.
  - 2.5.1. Acceptance of Schedule Requests: Requests for operation support from range users will only be accepted from authorized schedulers who have been formally designated in writing, by unit commanders or commercial project directors, to 30 RANS/DOUS (Attachment 2).
  - 2.5.2. All schedule requests must include a valid Job Order Number (JON). 30 SW/XP serves as the office of initial contact to establish customer-funded JONs. Institutional JONs may be used as required to facilitate testing.
  - 2.5.3. All operations which have a valid OD, or which fall within the definition of minor support, will qualify for scheduling. All other requests for operation support will be considered based on time and resource availability.
  - 2.5.4. JPASO scheduling conflicts will be resolved IAW the JPASO charter.

- **2.6.** Launch Slot Allocation. HQ AFSPC, in providing MAJCOM oversight for procedures and responsibilities for spacelift scheduling, conducts and chairs a Current Launch Schedule (CLS) review. Launch date changes within the 15-month CLS are approved by the respective space wing, provided all customers (launch vehicle, payload, maintenance) affected by the change concur. When concurrence cannot be reached by affected customers at the wing, 14 AF will review the change request and resolve conflicts to the schedule. If schedule conflicts cannot be resolved by 14 AF, an out-of-cycle Current Launch Schedule Review Board (CLSRB) will convene to review and adjudicate any disagreements. HQ AFSPC/DO tracks and approves changes or additions to launch opportunities between 16 and 36 months. Changes involving opportunities not yet released, due to excess capacity, must be approved by the CLSRB.
  - 2.6.1. Forecast of Major Launches and Range Downtimes. Requests should be submitted by letter to 30 RANS/DOUS as soon as they are known, and a valid and funded JON must accompany this request. 30 RANS/DOUS will prepare a long-range forecast for launches; requests will be processed in the order they are received.
  - 2.6.2. Launch Schedule Change Request. Letter requests for launch and range maintenance down-times are received from authorized range agencies and range customers. Requests are coordinated with local support agencies and outside ranges/facilities, as required. Requests are then scrubbed to identify potential conflicts with the requested activity (launch or maintenance) and resolved by mutual agreement between the range and customers. After conflicts are resolved either a Launch Schedule Change Request Form (for launches) or Range Maintenance Downtime Request (for maintenance) is drafted, and is processed up through the chain of command. Once approval comes back, the launch or maintenance request is placed on the official Combined Launch Schedule Review Board (CLSRB) approved schedule.
  - 2.6.3. If a range user requests a launch date that is in conflict with other launch dates or scheduled maintenance, the user may negotiate support accommodations with an existing operation, provided mutual agreement is obtained from the parties impacted and WR capabilities can support the change. When negotiation between users is not possible, 30 RANS/DOUS will determine and offer alternative supportable dates. If proposed solutions are not acceptable to the involved parties, 30 RANS/DOUS will pursue elevation of the issue through the chain of command as a routine process for resolution.
  - 2.6.4. Scheduling Symbiotic Operations. A symbiotic operation, which is to run concurrent with a primary launch operation, will not be scheduled without the written approval of the project office conducting the primary operation. It is the responsibility of the owner of the symbiotic operation to request such approval directly from the range user launch project office. The range user desiring to schedule this type of operation will present written approval to 30 RANS/DOUS in sufficient time to coordinate and schedule the requirements.
  - 2.6.5. Requests for changes to the WR Launch Schedule must be coordinated through
  - 30 RANS/DOUS JPASO to determine availability of range resources to accommodate the proposed change. Users may submit their launch date requests by letter or signed and dated fax request. In evaluating the request, JPASO will consider possible impacts to other range operations and critical path prelaunch operations required by other customers to meet their currently scheduled launch date. Newly submitted launch date requests will be evaluated by JPASO with a recommendation forwarded for 30 SW review. JPASO recommendations will be included in the 30 RANS request for 14 AF or AFSPC/DO CLSRB approval, as required. The 30 RANS/DOUS recommendation will be based on range turnaround allowances for instrumentation support resources to transition from the T-0 time of

one mission type to the T-0 time of a following mission type. If approval is required for a launch date change or addition above JPASO's authority, the change will not be made to the official schedule until approval is granted. Upon receipt of official notification, the JPASO will inform the user representative submitting the request, by telephone, of JPASO's determination regarding their request.

2.6.6. The range user's requested date is scheduled with the understanding that normally two launch attempts will be available. If the launch is not completed on the scheduled date, the following day will normally be available for a second attempt. Every effort will be made to accommodate a user that has scrubbed on a first attempt and may require more than 24 hours of turnaround time for a second launch attempt. Other mission considerations may preclude such subsequent scheduling. An unscheduled user seeking range time or resources may negotiate an arrangement with an existing range user regarding the use of range time and/or resources, provided that the parties impacted are agreeable, and WR capabilities can support the change.

#### 2.6.7. Exceptions to the rule are:

- 2.6.7.1. If a range user requests a launch date that would allow them only one attempt prior to a date for a previously scheduled launch customer, the requester will be informed that only one attempt is available. If the requesting user is not successful on the first launch attempt they must move to a date that is open and supportable by the range. A user that desires to place their launch on the range schedule ahead of another previously scheduled launch may negotiate a schedule change with the customer involved provided mutual agreement is obtained, and WR capabilities can support the change.
- 2.6.7.2. If a range user desires to submit a launch date request based on the expectation that a previously scheduled customer will not require their second day of launch opportunity, they must agree to relinquish their request if the previously scheduled customer elects to use their second attempt day. Any launch customer wishing to advance ahead of, insert themselves between, or propose minimum turnaround time following a previously scheduled launch may negotiate a schedule change with the customers involved, provided mutual agreement is obtained, and WR capabilities can support the change.
- 2.6.7.3. After a requested change to launch dates is coordinated, approved, and the range user notified of any stipulation affecting the launch date, the previous launch date is available to other range users. Range users do not always reschedule a launch date when the program date has slipped. The actual reschedule sometimes lags from days to weeks after a slip is known. Range Scheduling activities can be labor intensive when rescheduling occurs, as all integrated and associated operations must be rescheduled. Additionally, there is significant impact on other range users operations when moving their activities because of a change. Range users are strongly encouraged to relinquish their scheduled date and request an indefinite status when they determine that the scheduled date cannot be met. It is highly recommended to delay rescheduling prelaunch operations until a definite launch date is determined.
- 2.6.7.4. Support planning of major aeronautical operations should be coordinated with the 30 RANS/DOUF Program Support Manager (PSM), prior to submitting a scheduling request.
- **2.7. Operational Status Meeting.** 30 RANS/DOUS compiles launch, range and pad maintenance, range downtimes as well as specified prelaunch activities into a PowerPoint presentation for display at the weekly 30 SW/CC Operational Status Meeting (OSM). Inputs are derived from the approved CLSRB,

Space Launch Manifest, the Range Automated Tasking System (RATS) for prelaunch activities, and range customers and launch squadrons. Finally, the PowerPoint slides are e-mailed to the 30 SW Command Post for inclusion into the OSM presentation. Changes to the OSM slides are either e-mailed or verbally relayed to the Command Post.

- **2.8.** Current Launch Schedule Review Board (CLSRB) Process. 30 RANS/DOUS provides launch schedule information for inclusion into the AFSPC Space Launch Manifest which is briefed semiannually at the CLSRB meeting.
- **2.9. Data Production Planning and Control.** The scheduling section is responsible for test data production, planning, data quality, and data delivery. The scheduling section manages all test data production including prelaunch, launch, and special data requirements. It also coordinates the planning, scheduling, evaluation, and delivery of test data with range users, support ranges, and other DoD agencies. The data production schedule is normally controlled by the availability of the data centers, which are used to produce the required data items and the data delivery times listed in the Data Distribution Listings (DDL). Customers' requests for changes to the data production schedule will be processed according to Paragraph **3.3.**. For a detailed discussion of how the Western Range supports customer data requirements, see **Chapter 6**.
  - 2.9.1. The scheduling section provides control of all real time test data production and interfaces with the range user on all inquiries or complaints.
- **2.10.** Weekly Forecast Element. The forecast section will integrate and publish a weekly forecast schedule including all range users schedule requirements, internal range test requirements including maintenance, modifications, software development, prelaunch readiness tests, and other range requirements. The Range Operations Schedule is firm at 1200L Thursday for the following week. Late changes will be limited and subject to the following rules:
  - 2.10.1. Additional requirements to the schedule will be allowed if no previously scheduled requirements exist for the desired time period and the resources necessary for support are available.
  - 2.10.2. The weekly schedule is available for pickup at 0900 each Friday morning, Building 7000, Room 114.
  - 2.10.3. The weekly schedule contains all range operations for a 7-day period starting the following Sunday at 0001L through the following Saturday at 2400L.
- **2.11. Scheduling of Major Prelaunch Operations.** Requests for scheduling major prelaunch operations, (e.g., mission dress rehearsal, flight program verification, range checks, etc.) will be submitted at least 30 calendar days prior to launch date. This is necessary in order to de-conflict critical milestone prelaunch certifications that must be successfully completed on the date requested and determined as essential to meet a customer's launch date from other range operations. Other prelaunch forecast operations requests will be submitted prior to 1200 local time on Thursday of each week for the next week period.
- **2.12. Real Time Scheduling Element.** Real Time Scheduling will provide real time tasking in response to requests for specific documented tests requiring range and base resources to support prelaunch, launch, and postlaunch activities. Real time range support will be provided according to mission priorities and

established safety and security criteria that are consistent with the optimum use of support facilities. Real Time Scheduling will verify that all requested support is funded before committing resources.

- 2.13. Maintenance Operations and Coordination Center (MOCC). The 30th Space Wing MOCC manages operation and maintenance schedules for 30 SW and WR resources that are required for operational support of prelaunch, launch, and postlaunch processing. It coordinates and integrates all construction, modifications, and utility support for 30 SW managed activities that may have impact on operational support. The MOCC, makes decisions, in the event of any site failure, to substitute other wing facilities or facilities controlled by other agencies which are capable of producing the required support. The MOCC resolves conflicts between users providing alternate methods and deviations from the prescribed support plan to keep the schedule moving. In the event an operation is pre-empted by others, the MOCC evaluates the availability of resources and makes recommendations for rescheduling the operation. The MOCC provides a centralized POC for 30 SW senior leadership and support agencies, performs official notifications, supports Battle Staff and Contingency Operations, manages the 30 SW MOCC Internet page (www.mocc.vafb.af.mil), coordinates Current Launch Schedule Review Board (CLSRB) actions, coordinates Spacelift Status Messages (SSM), and provides status reporting for all 30 SW assets.
  - 2.13.1. The MOCC coordinates, schedules, and monitors the status of all 30 SW resources required for operational support of DoD, civilian, and commercial spacelift operations. When resources are available without conflict, the commitment of the resource by the resource provider organization constitutes scheduling of the resource. In cases where the resource provider commits availability to the MOCC in advance of requests the MOCC may act as the scheduling authority to schedule the resource based on that prior commitment. If two or more users request the same resource for the same time period, the MOCC shall attempt to foster an agreement between the involved users and the resource provider that optimizes the use of the resource. If the involved users and the resource provider do not agree upon a schedule for the resource, the MOCC shall determine supportable dates for the users and schedule the support based upon official policy and guidance. The MOCC will disseminate the scheduling decision, including the basis for that decision, to all appropriate parties. If proposed solutions are not acceptable to the involved parties, 30 RANS/DOUS will elevate the issue through the chain of command for resolution.
  - 2.13.2. Resources used primarily by the owning organization, but generally available for use by other external or internal agencies, will be scheduled through the MOCC. Organizations with resources not available to other external or internal agencies, but impact operational support, will report status to the MOCC. In all cases the MOCC seeks to provide relevant information to all appropriate parties: commanders, resource managers, requesting organizations, and provider organizations. Resource status reporting enhances the efficient use of wing resources by providing better information for making resource use decisions. The exchange of information between squadrons and users must be in sufficient detail to allow the MOCC to comply with scheduling, coordination, reporting requirements, and to identify potential problem areas. During periods of contingency operations, whether simulated or real, the MOCC assumes increased responsibility for the coordination effort.
  - 2.13.3. The MOCC has limited logistics requirements, principally relating to its information and communication systems. The MOCC is co-chaired by the 30th Communications Squadron Mission Systems Flight, 30 CS/SCM. The MOCC supports maintenance and Improvement and Modernization (I&M) activities, with the appropriate priority to support long-term reliable and efficient operation of spacelift systems. In general, corrective maintenance on mission essential equipment will be con-

ducted as required to ensure mission completion. All other routine maintenance activities will be scheduled, on a non-interference basis to on-going operations, with the scheduling function.

#### RESPONSIBILITIES AND PROCEDURES.

- **3.1. Prerequisites for Scheduling.** All addressees must provide 30 RANS/DOUS with two separate listings of authorized scheduling personnel. The first listing will include only those individuals responsible for scheduling launch operations. These individuals must have first hand knowledge of launch activities along with the authority to make scheduling decisions. A letter will be required from the range user unit commander or launch director to add, delete, or reschedule launch operations. The second listing will contain personnel authorized to schedule all other range activities. These listings must be updated annually or when personnel changes occur (**Attachment 2**).
- **3.2. Scheduling Actions by Range Users.** Prior to submitting the first forecast of planned test activity, the range user's scheduling representatives will meet with 30 RANS/DOUS to discuss standard procedures including the following:
  - 3.2.1. Long Range Forecast. Each range user will submit an updated forecast of planned test activity to 30 RANS/DOUS five workdays prior to the next JPASO conference. This forecast will be submitted to 30 RANS/DOUS and will be classified in accordance with the individual Program Security Classification Guide. The forecast will also include information applicable to each test, such as:
    - 3.2.1.1. Operation Number, if assigned.
    - 3.2.1.2. Month, date, and time of test to be conducted.
    - 3.2.1.3. Program Job Order Number.
    - 3.2.1.4. Vehicle Type.
    - 3.2.1.5. Operation Directive (OD) Number.
    - 3.2.1.6. Launch Site.
    - 3.2.1.7. Mobile sensor requirements.
    - 3.2.1.8. Impact area.
  - 3.2.2. Weekly Schedule Request. This request lists the range user's firm schedule requirements for pretests and launch activities for the next forecast week (Paragraph 2.5.). The request will be submitted to 30 RANS/DOUS on 30 SW Form 5587, **Schedule Record Card (Attachment 3)** prior to 1200 local each Thursday. Each schedule request will include the following information:
    - 3.2.2.1. Date and time test is desired.
    - 3.2.2.2. OD Number and exceptions or additions.
    - 3.2.2.3. Job Order Number (JON).
    - 3.2.2.4. Location (building, area, or launch site).
    - 3.2.2.5. 30 RANS Program Support Manager (PSM).
    - 3.2.2.6. Identity of the range user, test conductor, and their operational telephone numbers.
    - 3.2.2.7. Associated operation number.

- 3.2.2.8. For prelaunch support operations, define data items required if greater or less than specified in the OD.
- **3.3. Real Time Schedule.** Control of the real time schedule, including all forecasted, added, rescheduled, or extended operations is the responsibility of the Real Time Scheduling Element. Authorized scheduling representatives must coordinate all changes, updates, extensions, compilations, etc., through Real Time Scheduling as soon as possible. Operations added to the real time schedule would require the same information identified in Paragraphs **3.2.2.** and **3.2.2.1.** through **3.2.2.8.** Scheduling requests submitted by FAX should be confirmed by telephone within 15 minutes of their submission.
  - 3.3.1. Operation requests must be in compliance with EWR 127-1, **Range Safety** (or a waiver obtained); and the hazardous procedures to be used must be approved by the Wing Safety Office (30 SW/SE).
  - 3.3.2. A minimum of 24-hour notification is required for operations that require airspace coordination, Missile Operations Support, Civil Engineering, and Southern Pacific Railroad Trainmaster support.
  - 3.3.3. Scheduling requests submitted in real time will not be accepted if in conflict with other operations already scheduled. If range user's requested support is in conflict with operations already scheduled, the user may negotiate support accommodation with an existing operation, provided mutual agreement can be obtained from the parties involved and WR capabilities can support the change. When negotiations between users is not possible, 30 RANS/DOUS will offer alternative support date/ times.
  - 3.3.4. When an operation is scheduled, all support listed in the OD will be committed to that operation except for deletions requested by or agreed to with the customer. Any agency requiring instrumentation or facilities not listed in the OD must contact Operations Planning (30 RANS/DOUF) for determination and approval. Scheduling will coordinate with appropriate 30 SW agencies, contractor offices, and support ranges to determine the availability of the WR to support the added requirements. If support can be provided and adequate coordination accomplished, the additional requirements will be added to the operation. This will constitute commitment and authorize support agencies to issue the necessary instructions. Additional requirements for operations should be requested not later than 1200 local time the day prior to the requested support.
  - 3.3.5. Users, upon completion of the test, advise Range Scheduling of the completion time, whether or not the test support was satisfactory, and identify any unclassified test support problems. This information will be entered into the final WR record of the test for historical proposes. Notify Range Scheduling of any changes in the post-operation data requirements immediately upon completion of each test.
  - 3.3.6. Operations, which exceed their currently scheduled window without requesting an extension or rescheduling, will be closed out if Range Scheduling is unable to contact the user.
- **3.4. Western Range Internal Test Scheduling.** Offices of Primary Responsibility (OPRs) will schedule all internal range tests through the Range Operation and Maintenance Support Services Contract (ROMSSC) Range Scheduling Support (RSS) Office. Internal tests include preventive maintenance, modifications, engineering and software development, etc. OPRs include, but are not limited to, 30 SW/LG and subordinate organizations, Air Force Material Command SMC/CWV, and the ROMSSC contrac-

tors supporting these agencies. All requests must be approved by the appropriate OPR before submission to the RSS. The RSS will coordinate with all support agencies before submitting the schedule requests to Range Scheduling. The tasking office will process and integrate all approved internal test requests into the overall schedule as described in **Attachment 1**.

# **3.5. Other Responsibilities of Range Users.** The range user will:

- 3.5.1. Provide representation at the JPASO quarterly conference.
- 3.5.2. Inform JPASO of the status of all operations on the long range forecast as changes occur.
- 3.5.3. Base Activities Notifications. Inform Range Scheduling Office at ext. 6-8825 when user scheduled base support activities (maintenance or modification to power, roads, water, etc.) that could impact unscheduled launch processing. The user must pick up a weekly forecast of operations.

#### SCHEDULES AND STATISTICAL REPORTS

- **4.1. Forecasts, Schedules, and Reports.** The items listed below are prepared and distributed by 30 RANS/DOUS. Agencies desiring regular or random forecasts, schedules, or reports must send a written request, with justification, to 30 RANS/DOUS. Requests from non-Government agencies must be endorsed by the requester's military sponsor or contract monitoring officer prior to forwarding to 30 RANS/DOUS.
  - 4.1.1. Pacific Area Operations Forecast. This forecast is published quarterly and includes all future schedule launch operations in the Pacific Area, as well as all major tests using WR resources.
  - 4.1.2. One Year Forecast of Operations. This message is transmitted no later than the fifth workday of each month and includes all future launch operations in the Pacific Area, as well as all major tests using WR resources.
  - 4.1.3. Weekly Forecast. A forecast of all range activity for a 7-day period starting the following Sunday. This schedule is published every Friday morning.
  - 4.1.4. Daily Schedule. A daily operations schedule is distributed by the Operation Information System (OIS) each workday. Operations may appear on this schedule at times differing from those designated in the weekly forecast due to changes in requirements. Therefore, all support agencies associated with test operation will review the daily OIS schedule for final requirements.
  - 4.1.5. Unclassified Space and Ballistic Schedule. The one year 30 SW Space and Ballistic launch schedule in PowerPoint format.
- **4.2. Resource Utilization Summary.** The Western Range Operations and Workload Summary is published monthly. It provides a quantitative measurement of the capacity of range systems to do work and the amount of work performed by range systems. This summary is generated from data that is collected, stored, and processed in the Range Utilization Measurement System (RUMS). Requests for changes in distribution requirements for this document are to be submitted in writing to 30 RANS/DOUS.

#### **OPERATIONS SECURITY**

- **5.1. Schedule Classification.** Some programs impose security classification requirements on activities associated with the program. Often this causes schedules to be classified. When required, the schedules must be handled in accordance with DoD security directives and the program security classification guides. A summary of applicable security classification guidance is usually published in the program's Operations Directive (OD).
  - 5.1.1. Daily and weekly schedules published by 30 RANS/DOUS are always unclassified. Reference to classified aspects of a program, test, or activity will be limited to the Western Range Operations Number, date and time of that operation test title, and location. No other information regarding the classified aspects of a program will be written, discussed, or revealed in unclassified form.
  - 5.1.2. The fact that an operation has been completed does not mean the operation is declassified. Detailed guidance regarding the security classification of information is available from the program security classification guide. A required course of action is to protect the security of post-operation activities in the same manner as used prior to the operation, unless otherwise directed by the range user, program official, or security classification guide.
- **5.2. Operations Security (OPSEC) Practices.** A great deal of "operations information," although unclassified, is considered "sensitive" and will be treated on a need-to-know basis. Observations of general launch complex activities, certain correspondence and telephone calls during routine business, and the implementation of various plans and activities related to the conduct of operations can all be indicators for an impending operation. All personnel must be alert to the fact that sensitive unclassified information, if freely discussed, can compromise classified information by compilation. Information pertaining to any aspect of test operations will not be discussed with anyone except those whose duties require the information. Strangers, neighbors, friends, and relatives are not in this need-to-know category. Such terms as "launch," "firing operation," or other terms denoting an actual operation will be avoided.

#### DATA PRODUCTION POLICIES AND PROCEDURES

- **6.1. Data Production Responsibilities.** The 30 RANS/DOUS Scheduling Controller on duty manages the WR Data Production schedule and coordinates with range users, support ranges, and WR agencies on data production planning scheduling, data evaluation, and data delivery.
- **6.2. Test Data Changes.** Changes to the established operations directive and data distribution listing requirements can be made as follows:
  - 6.2.1. If the range user wishes to delete or modify data requirements prior to a scheduled operation, they must submit their changes in writing to the 30 RANS/DOUF or 30 RANS/DOUN Program Support Manager (PSM). If the change is valid, the PSM will revise the documentation. Within 12 hours of the scheduled window, 30 RANS/DOUS will accept emergency technical changes for test data and coordinate with the appropriate PSM for approval.
  - 6.2.2. If range users wish to delete or modify data requirements after the completion of a scheduled test, they should call 30 RANS/DOUS. Scheduling will coordinate all requests for modifications to post-operation data with the PSM. If approved, 30 RANS/DOUS will either take the change request directly from the user or dispatch a data courier to pick up the 30 SW Form 5583, **Data Request** (Attachment 4).
- **6.3. Data Status.** Information pertaining to specific data items, such as when and how shipped, pickup dates, special handling instructions, etc., will be provided by 30 RANS/DOUS on request.
- **6.4. Data Discrepancies.** In the event the range user finds errors in the test dates, they should contact 30 RANS/DOUS as soon as the discrepancy is discovered and provide answers to the following questions:
  - 6.4.1. Is complete replacement of data required?
  - 6.4.2. Is partial replacement of the discrepant data required? Be specific.
  - 6.4.3. May the Range have the discrepant data back? If so, when?
  - 6.4.4. How soon is replacement data required?
  - 6.4.5. After 30 RANS/DOUS obtains the above information, a Data Request will be initiated directing the ROMSSC to produce replacement data in time to meet the range user's specified data delivery time when possible.
- **6.5.** Range Data Questionnaire (RDQ). A blank Range Data Questionnaire (RDQ) Memorandum (Attachment 5) and a WR memorandum on data quality are issued with each data package delivered to range users. The range user is requested to provide
- 30 RANS/DOUF a completed RDQ within 60 days following an operation from which unsatisfactory data was received. 30 RANS/DOUF will distribute the returned RDQ to the applicable 30 RANS flight for control of documentation, and will track each RDQ through its administrative cycle.
- **6.6. Data Requests.** The 30 SW Form 5583, **Data Request**, is designed to provide a quick-response method of obtaining specific data items after the range user has submitted his total test data requirements:

- 6.6.1. 30 SW Form 5583 will be used:
  - 6.6.1.1. To request a one-time data item for a single test.
  - 6.6.1.2. To obtain a special data item that was not previously identified in the original list of data requirements.
  - 6.6.1.3. To obtain follow-up data that is required because of unexpected results from previous tests.
  - 6.6.1.4. To have data tapes picked up, degaussed, and recertified, whenever magnetic tapes are no longer required by range users.
  - 6.6.1.5. To identify requirements for a data item that is not in the Standard Operational Data Item Manual (SODIM).
  - 6.6.1.6. To increase the number of copies of a data item that are specified in the OD.
  - 6.6.1.7. To activate delivery of data items coded "On Request" in the documentation.
  - 6.6.1.8. The data request will not be used to circumvent the submission of the data requirements in accordance with the Universal Documentation System (UDS).
  - 6.6.1.9. Data requests from aerospace contractors will not be accepted without the specific approval of the military sponsor or the military technical monitor of the contract.
  - 6.6.1.10. Data produced in response to a data request is produced on a "first-in, first-out" basis. Normal delivery for "routine" data requests is 72 hours, "expedite" data requests, require 24 hours. However, these times are subject to range activity and equipment availability. In any case, 30 RANS/DOUS will contact the requester and negotiate an acceptable data delivery time.
- **6.7. Data Handling.** The WR operates a Data Courier Service for the pickup and distribution of test data. All test data deliveries on Vandenberg AFB will be made via a WR Data Courier. Unclassified test data is shipped off base via United Parcel Service (UPS) or fourth class parcel post. If the test data is classified, it goes out as first class registered mail. The Data Handling Center attempts to send most unclassified data out via UPS since it is faster and cheaper.
- **6.8. Data Quality Control.** The ROMSSC performs a sample inspection of all WR data. Normally, most data items, which have been inspected, will have an inspection stamp on the label. During the inspection process, the inspector may find some data that has minor deficiencies in the labels, minor dropouts, or a pen failure. If there are minor discrepancies that do not invalidate the data, the discrepancies will be identified with a Quality Control Synopsis. If the test data recipient does not agree with the inspector's assessment of the data, notify
- 30 RANS/DOUS immediately.
- **6.9. Data Storage.** The WR does not have the capability to store range users' test data for more than 30 days. Therefore, range users are required to accept permanent custody of their test data upon delivery by a Data Courier. Request for "On Request" data must be submitted within 72 hours after completion of the test.

- **6.10. Test Data Planning.** There are times when the quality of test data cannot be guaranteed due to unusual test conditions. These conditions are:
  - 6.10.1. Engineering Test Basis (ETB) data should be available to users in the event of a launch anomaly, following approval by 30 MXS/MXR.
  - 6.10.2. Limited Commitment Basis (LCB) Data. The Western Range may commit range resources that are not fully developed or that have not met all acceptance criteria established by the appropriate range agencies in order to meet range user objectives. Any LCB system called up will be at the range user's cost and the LCB data will be on a "best available basis." Since data timelines and data quality cannot be guaranteed, LCB data will be delivered to the range user only after the approval of the PSM.
- **6.11. Postlaunch User-Supplied Flight Parameters.** The range user is required to provide various launch "event times" to the WR within two hours after launch. Postlaunch data processing cannot start until the WR has the event times. These event times must be in writing and must be signed by the government sponsor or contract monitor. If the information is classified, it must be marked in accordance with applicable security directives. Delay in providing these launch dependent flight parameters will result in comparable delays in the production of the operational test data.
- **6.12.** Western Range Data Mail Address. Any test data or operational documentation intended for the Western Range should be addressed as follows:

Western Range

30 RANS, Data Handling Office

816 13th Street Ste 115

Vandenberg AFB CA 93437-5233

**6.13. Availability of Scheduling Forms.** 30 SW scheduling forms can be obtained by calling 30 RANS/DOUS, DSN 276-8825 or COMM (805) 928-4700.

#### **NOTES:**

30 RANS/DOUS requires an original copy of each form submitted by range users.

30 RANS/DOUS will provide training on the use of 30 SW test data forms upon request.

#### Forms Prescribed:

30 SW Form 5587, Schedule Record Card

30 SW Form 5583, Data Request

EDWARD L. BOLTON, JR., Lt Col, USAF Commander, 30th Range Squadron

#### Attachment 1

# GLOSSARY OF REFERENCES, ABBREVIATIONS AND ACRONYMS, TERMS

# References

DoD Directive 3200.11, Major Range and Test Facility Base Summary of Capabilities

AFI 37-106, Volume 8, The Air Force Publications and Forms Management-Developing and Processing Forms

AFI 37-124, The Information Collections and Reports Management Program; Controlling Internal, Public, and Interagency Air Force Information Collections

EWR 127-1, Range Safety Requirements

Acronyms and Abbreviations

**AFFTC** Air Force Flight Test Center

**AFSCN** Air Force Satellite Control Center

**AOCO** Aeronautical Operations Control Center

ARIA Advanced Range Instrumentation Aircraft

**CLS** Current Launch Schedule

**CLSRB** Current Launch Schedule Review Board

**DDL** Data Distribution List

ER Eastern Range

**ETB** Engineering Test Basis

**HQ AFSPC** Headquarter Air Force Space Command

**I&M** Improvement and Modernization

JPASO Joint Pacific Area Scheduling Office

JON Job Order Number

**KMR** Kwajalein Missile Range

**MAJCOM** Major Command

**MOCC** Maintenance Operations and Coordination Center

**NAWC** Naval Air Warfare Center

**OD** Operation Directives

**OPSEC** Operation Security

**OPR** Office of Primary Responsibility

**OPSCAP** Operations Capability

**OR** Operational Requirement

**OIS** Operation Information System

**OSM** Operation Status Meeting

**OT&E** Operational Test and Evaluation

PI Program Introduction

**PMRF** Pacific Missile Range Facility

**PRD** Program Requirements Document

**PSM** Program Support Manager

**RATS** Range Automated Tasking System

**RCO** Range Control Officer

**RDQ** Range Data Questionnaire

**ROMSSC** Range Operation and Maintenance Support Services

**RSOR** Range Safety Operational Requirement

**RSS** Range Scheduling Support

**RUMS** Range Utilization Measurement System

**SC** Statement of Capability

**SSM** Spacelift Status Messages

**UDS** Universal Documentation System

**WOPR** Wing Office of Primary Responsibility

**WR** Western Range

30 CS/SCM 30<sup>th</sup> Communications Squadron Chief Missions Flight

**30 OG/CC** 30 Operations Group Commander

**30 RANS/DOUF** 30th Range Squadron Operation Planning

30 RANS/DOUS 30th Range Squadron Scheduling Section

**30 SW** 30th Space Wing

**30 SW/LG** 30<sup>th</sup> Space Wing Logistics

30 SW/SE 30th Space Wing Safety Office

30 SW/XP 30th Space Wing Plans

**SMC/CWV** Space and Missile Center Program Manager

#### **Terms**

**Aeronautical Operations Control Officer (AOCO)**—An individual who coordinates all Area Control Center (ACC) uprange support for flight test operations, ensuring air controllers comply with military, DoD, and FAA rules and procedures. The AOCO provides real time notification in support of

aeronautical test operations.

Allocation of Resources——A commitment by Range Scheduling (30 RANS/DOUS) of

30 SW resources required to support an operation. It includes, but is not limited to, instrumentation, airspace, frequencies, support facilities, and base activities.

**Associated Operation**—An operation conducted to support the objective of some other major milestone event or launch-related activity as its basic source. Associated Operations are charged to the same account (JON) they are linked to.

**Downtime**—The time a system, site, or facility is not available to support Range operations. Downtime is required for unplanned contingencies and scheduled maintenance, engineering modification, repair, etc.

**Job Order Number (JON)**—A five-digit program account number that is assigned to track all costs incurred in support of operations scheduled at the Western Range (WR). Costs shall be billed in accordance with DOD 7000.14-R.

**Launch Operation**—A complete countdown including ignition firing and lift-off of a missile or other launch vehicle and plus count activities.

**Major Support Operation**—A major milestone prelaunch activity that requires major WR, or other support range resources. An example of a major milestone operation would be: Combined System Test (CST), Wet Dress Rehearsal (WDR), Mission Dress Rehearsal (MDR), range check.

**Minor Support Operation**—Any operation that does not require a major commitment of WR instrumentation resources.

**Operation**—A procedure that commits resources, including (as appropriate), tracking and data acquisition, data reduction, communications, meteorology, utilities, photography, security, frequency management and control, and all other base support services relevant to the 30 SW mission. This includes other ranges when range support is required beyond the nominal boundaries or capabilities of the lead activity.

**Operations Test Conductor**—A range user representative who is responsible for the technical conduct of an operation. The operations test conductor must be available at a console or telephone during the scheduled operation.

Range Control Officer (RCO)—An individual responsible for controlling real time operation support activities. This may include allocation of range resources, imposing operation cutoffs, determining reasons and disseminating information for holds and scrubs, coordinating, and authorizing operation countdowns.

Range Operations and Maintenance Support Service Contractor—The contractor responsible for operations, maintenance, improvement and modernization, and sustainment.

Range Operations Schedule—The formally accepted workload schedule. The schedule is transmitted daily, Monday through Friday, except federal holidays, and officially specifies all operations to be supported by the WR during the current week. Specific support questions should be directed to the 30 RANS/DOUS, Real Time Section, as schedules require continuous updating.

**Range Scheduling**—Range Scheduling serves as the principal point of contact with the user for planning, execution, and coordination with other activities to obtain total support.

**Range User**—An agent or agency authorized to conduct operations on the WR.

**Related Operation**—An operation conducted to achieve an objective not associated to, but dependent upon, a major operation for meeting planned objectives. Related operations are linked to certain operations but charged to a different JON.

**Symbiotic Operation**—An association between two or more different programs running concurrent operations that may or may not benefit each other (i.e., MDR concurrent with an F-16 operation). Symbiotic operations are charged to a different account (JON) than their linked mission.

**(T-0) Time**—A predetermined time period within the range user's window at which an event will take place, unless otherwise specified. Usually, T-0 is at the start of the operation.

**Zulu Time (Z) also referred to as Greenwich Mean Time (GMT) or Uni—versal Time Constant (UTC).** Pacific Standard Time plus 8 hours (last Sunday in October through first Sunday in April) or Pacific Daylight Saving Time plus 7 hours (first Sunday in April through last Sunday in October). All WR scheduled message traffic uses Zulu time. **Note:** Daylight Savings Time changes at 0200L the first Sunday in April and the last Sunday in October.

#### **Attachment 2**

#### SAMPLE SCHEDULING REPRESENTATIVE MEMORANDUM

SAMPLE MEMORANDUM

MEMORANDUM FOR 30 RANS/CC

Date: Current Date

ATTN: MR. DANA BAYLIS

816 13th Street Suite 207

Vandenberg AFB CA 93437-5233

FROM: (YOUR ORGANIZATION)

(YOUR ADDRESS)

SUBJECT: (Name of Program) Scheduling Representatives for VAFB Operations

The following personnel are authorized to schedule/reschedule or slip **launch operations** for (Name of Program):

Name: Phone:

The following personnel are authorized to schedule/reschedule or slip **non-launch operations** for the (Name of Program:

Name: Phone:

Provide a point of contact telephone number for after hours coordination and questions.

YOUR ORGANIZATION'S COMMANDER/ PROGRAM MANAGER

Attachment 3
SAMPLE 30 SW FORM 5587, SCHEDULE RECORD CARD (FRONT)

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# **Attachment 4**

# SAMPLE 30 SW FORM 5583, DATA REQUEST

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02 ON REQUEST (72 HOUR LIMIT)	05 NON	V-REC	IPT OF	DATA	08 1	ENGINEERING	G ANALYSIS
03 SPECIAL REQUEST	06 M ABORT		UNCT	ION O	R 09 I	FSC WORK RE	EQUEST
30 SW FORM 5583, MAY 99	( <i>EF-V1</i> )	(For	m Flow	2.15)	ı		

#### **Attachment 5**

# SAMPLE RANGE DATA QUESTIONNAIRE MEMORANDUM FORM

MEMORANDUM FOR 30 RANS/DOUF 816 13TH Street Suite 207 Vandenberg AFB CA 93437-5233 FROM: \_\_\_\_\_ SUBJECT: Range Data Questionnaire 1. Please fill out the information below, fold and return to us. We need your input, if the Western Range is not giving you satisfactory service: a. Operation Number \_\_\_\_\_ OD Number \_\_\_\_ OD Date \_\_\_\_ b. Data Item \_\_\_\_\_ Item Number \_\_\_\_\_ c. Data Source\_\_\_\_\_ Data Recipient \_\_\_\_\_ d. Person to be Contacted Phone Number 2. If there was a discrepancy in the data handling, we would like for you to check off area(s) where the discrepancy was found: Quality\_\_\_\_ Quantity\_\_\_\_ Reproduction\_\_\_\_ Labeling\_\_\_\_ Identification\_\_\_\_ Timing\_\_\_\_ Late Delivery\_\_\_\_ Time Intervals\_\_\_\_ Packaging Security Classification Other 3. Please provide any remarks/comments that can describe the above discrepancy: (If additional space is needed, just use a blank sheet of paper)