PLEASE REVIEW THE FOLLOWING INFORMATION IN THIS DOCUMENT FOR SERVICES PROVIDED BY PUBLIC AFFAIRS. WE ARE LOCATED WITHIN BUILDING 100 (602) MULCAHEY RD, ROOM 176. BUSINESS HOURS ARE 0800 - 1600 (MONDAY THURSDAY) AND 0800 - 1500 (FRIDAYS) 0900 - 1400 (SATURDAY & SUNDAY RSD). FOR MORE INFORMATION, PLEASE CALL DSN 893-7420 COMM 805-986-7420. FOR PORTRAIT APPOINTMENTS, PLEASE EMAIL US HERE AT LEAST 3 DAYS PRIOR.
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INTRODUCTION

Hello from the 146th Airlift Wing's Public Affairs office. If this is your first time requesting services with our office, we'd like to welcome you and let you know about some of our services. So let's start off by identifying who we are. You may be asking yourself, what is Public Affairs? Well, I'd like to start with what we are not.

There has always been a big misconception about what type of services we provide, and I hope I can clear some of that up.

You should know that we are no longer referred to as audio-visual or multimedia. We are not the base photo lab that prints all your photo and document needs; and we are not the base's newspaper. We're not the focal point for beautiful photos in your office nor are we available for graphic services that do not serve the commander’s priorities (such as creating flyers for your squadron’s local event). If you have gotten this far and are now wondering what PA actually does, allow me to elaborate on the precarious situation you have found yourself in.

We are the Air Force’s and Air National Guard’s mass communicators. We provide photography and video services documenting historical events. We accession those products to support Visual Information provisions so we can tell the 146th Airlift Wing's story. Additionally, we assist the Commander by delivering their message and priorities to their airmen.

We act as liaisons of information to the public and the media during times of crisis and triumphs.

UNDERSTANDING PA PRODUCTS CONTINUED

We provide rigorous security reviews of information before releasing it to the public, reducing risks to operation security while maintaining our motto of maximum disclosure with minimum delay.

We provide on-camera media training for commanders and subject matter experts. Hence, they provide timely and accurate information to influence our allies and deter enemies.

Our day-to-day activities are driven by the Wing Commander’s intent. Using a priority matrix, we highlight our services while providing a discernible prioritization matrix for serving the base populace. This is why it’s essential to explain the differences in our services and why we must all do our part to protect Public Affairs resources.

While this is just the tip of the PA iceberg regarding our operations and competencies, I invite you to review our presentation on who we are and what we do here. I hope this has been informative, and we look forward to helping answer all your PA questions.

To better understand some of the services we provide, take a moment to familiarize yourself with the terminology of our career field. This will eliminate multiple lines of effort when requesting PA services.

VISUAL INFORMATION (VI): What is Visual Information? In short, Visual Information (or VI for short) is either photo, video, graphic, or audio products produced by PA. Part of our mission given to us by the Department of Defense is to gather, accession, maintain and archive VI as an irreplaceable account of Department of the Air Force activities. In accordance with this, all VI created is considered an official record. Our office is the focal point for VI requests and is required to support the installation with VI products and services, including photography, video services and graphic arts (where applicable). All requirements for VI support must be requested on an AF Form 833, Multimedia Work Order by emailing us here.

PA PROCESSES: PA processes at all levels of command are designed to provide accurate and official information contributing to awareness and understanding of the Air Force and Space Force missions. Here at Channel Islands we adhere to 10 core-processes that support PA missions. Those support tenants are: Training, advisement, counsel, research, measurement of effectiveness, participation, providing PA resources, promotion of the wing, informing the public, and the enhancement of readiness.

I hope that this has been an informative read and has clarified some of the confusion regarding the nature of PA, what we offer, and how our products could assist you. In the future, please refer back to this guide as a quality source of information before requesting VI services or submitting AF-833’s. We have a custom form that we can help you fill out to ensure that best products for you. Please do not forward completed AF-833’s you downloaded online or from other bases. If you have any additional questions, please contact our office during normal business hours.

V/R

//SIGNED//
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PA activities include functional management, communication planning and analysis, security and policy review, media operations, command information, community engagement, band operations, environmental communication, and visual information.
THE EMPLOYMENT PLAN & REQUESTING PA SERVICES

WHAT IS AN EMPLOYMENT PLAN? It’s what the PA office uses to prioritize office communication activities and work orders by focusing on the commander’s priorities, operational core tasks, urgency, mission impact, agencies supported, and resources available when assigning a priority number to a work order. A copy of the prioritization matrix, and a copy of the memorandum for record can be viewed inside the Wing’s Employment Plan.

WHAT IS AF FORM 833? It’s a work order form that Public Affairs uses to track man-hours, resources, and materials furnished to accomplish the support requested. The requester, prior to any work being accomplished, will ensure the necessary information fields are digitally input within the form and on file before any PA services can be rendered. Emergency verbal, telephone or e-mail support requests may be accepted during instances of crisis communication or by the Wing Safety office for alert photography services.

WORK ORDER PROCESS. Submit all requests for Public Affairs support by email through the Public Affairs organizational inbox. Public Affairs will only support work requests that include all contact information. Your submission and signature on AF Form 833 verifies that the work requested is for official business. The Chief of PA or the Superintendent of PA will review all questionable work orders and will decide if your request constitutes official work. If higher authority is needed, the Wing Commander is the final approving authority. At no time shall services for personal work be performed within the PA office. Turnaround times for product delivery are based on the prioritization plan. A submitted AF FORM 833’s DOES NOT guarantee or constitute Public Affairs products or services.

PRIORITY SYSTEM

Priority 1: One day or sooner turn around. Emergency or Mission essential. Priority one assignments must be approved by NCOIC or Chief of Public Affairs. Aircraft mishaps, disasters, contingency operations.

Priority 2: 1-3 day turn around. Highly important to the mission, priority 2 assignments will be worked on immediately after priority 1 assignments and can delay priority 3, and 4 work orders in process. Aircraft problems, investigations, material deficiency reports, or safety concerns of an urgent nature are some examples of this level of priority.

Priority 3: 3-6 day turnaround. Routine work orders based on a first come, first served basis to include, portraits, public affairs assignments, video productions, vehicle accidents, historical documentation, routine deployment coverage.

Priority 4: 7-20 or more turnaround days. Group photos, training, official photos, passports, visual aids, etc.
SAFEGUARDING PA RESOURCES

Protecting and safeguarding PA resources starts with understanding that PA has finite amounts of material. PA relies heavily on end-of-year operations and maintenance (O&M) appropriations to accomplish much of what it needs to sustain the wing. Additionally, increases to auxiliary training, additional duties, shortfalls in manning, and limited hours to accomplish day-to-day operations have stretched our resources to its limits. Protection and safeguarding PA resources will ensure quality products and reduce unnecessary lines of effort.

AUTHORIZED USE OF VI RESOURCES. Air Force VI resources (Personnel, equipment, facilities, funding, etc.) are government property to be used solely for support to Air Force organizations and their missions. VI materials generated or acquired in conducting official duties are property of the United States Air Force. As such, protected and preserved by the Public Affairs office.

UNAUTHORIZED USE OF VI RESOURCES. VI Resources will not be used to provide personal souvenirs or gifts, farewell gifts, provide decor for individual personal office walls, support or documentation of farewell parties or social events unless certified as newsworthy or having historical significance by the superintendent or chief of PA.

PA will not engage in providing products used primarily for entertainment during farewell parties or social events, MWR, non-appropriated funded missions. If unclear whether your request is authorized, consult the Chief of PA or the base legal office.

COPYRIGHT INFRINGEMENTS. The reproduction, duplication, or broadcast of copyrighted materials, to include but not limited to, videotapes, photographs, music, website images, graphics and artwork, will not be authorized without written permission or license from the copyright owner in accordance with AFI 35-109 and Title 17, U.S. Code.
SNAPSHOT: VI SERVICES

PHOTOGRAPHY

OFFICIAL PORTRAITS. Official portraits for award winners, interview packages, professional military education packages, full length and official biography photos are scheduled by appointment only. All requests for official photos are submitted with an email request to the Public Affairs Org inbox, or by clicking here. One print per customer is available upon request for org chart purposes only. All studio imagery support including passport, visa, and official photos are designated as a priority 4 level, which allows us 7-20 days for completion. Be proactive in the timeliness of scheduling your appointment for your photo.

DOD PASSPORTS & VISAS. Photos for applications can be scheduled or made available during normal business hours, we do not offer services for civilian passports, please do not ask.

MISSION PHOTOGRAPHY. Mission photography includes, but is not limited to training, aerial photography, exercises, historical or special events, and incident investigations. The Public Affairs office handles group photos on a case-by-case basis, with one photo per rotation/year. Smaller group photos such as flight and team photos are not authorized.

ALERT PHOTOGRAPHY. The Public Affairs office offers a 24/7 Alert Photographer to facilitate with mishap or investigative incidents. Copies of the roster of alert photographers and request for alert photography are made by contacting command post. This type of photography is available to safety and security forces 24 hours a day including holidays and is at the discretion of the commander.

OTHER VI SERVICES

VISUAL INFORMATION DOCUMENTATION (VIDOC). Motion, still, and audio recording of technical and non-technical events that are made while occurring, and not usually under production control. VIDOC ensures that Department of the Air Force wartime, contingency and humanitarian operations, historical, and newsworthy events are visually recorded. We offer video and photo documentation services that align with the DoD VI schedule.

CD/DVD DUPLICATION SERVICES: Requests for VI products to be copied and transferred on CD/DVD medium are offered on a case-by-case basis in with a limited amount.

PRINTING SERVICES: Some printing services can still be facilitated should they align with the Commander’s priorities and provide a positive impact on readiness or training. Print request for office decor or beautification will be denied.

GRAPHICS SUPPORT. VI requests for graphics support must fall into one of these categories in order to be considered. Enhancement of Airmen morale (decided by superintendent or chief of PA), supports training, or positively impacts mission readiness. Other considerations for requests can be made on a case by case basis.

OFFICIAL BIOGRAPHY REVIEW. VI requests for 146th Airlift Wing command staff is available upon request. Biographies are maintained and updated on the wing’s official website. We do not provide biography support for any other office besides the command staff.

ON-CAMERA MEDIA TRAINING. We facilitate requests for on-camera training to assist commanders and key spokespersons on Channel Islands in order to achieve desired effects when speaking to the media. Trainee’s will learn the art of weaving talking points and command messaging while being recorded.
PA PROGRAMS CONTINUED

BASE TOURS. Base tours tell a portion of the Air Force and/or Space Force story to visitors and should be tailored to coincide with the interests of different age groups. Our office is the focal point for generating base tour on the installation. All tours occurring on Channel Islands should at a minimum be routed through our office. Here are some guidelines to consider before requesting a base tour.

1. All Base tours will be coordinated in advance with a minimum of at least 30-days.

2. PA will analyze the potential benefits / risks for each tour on a case-by-case basis. PA can also assist with coordination of necessary approval entry access lists.

3. Prior to planning or scheduling any community engagement tour other than a routine base tour or local tour (no travel outside the local area, and out and back in the same day), a tour plan must be submitted to CA/JFHQ/PA for concurrence as well as SAF/PFR for approval.

4. PA will enforce that tours adhere to OSD/PA guidance that civilian visitors are not permitted to operate any item of military equipment when such operation could cause, or reasonably be perceived as causing, an increased safety risk. The Wing Safety office may also provide risk-assessments for specialty tours to help ensure this standard is upheld.

5. Unit commanders may sponsor visitors into their organization and onto installations in accordance with 146th Airlift Wing base access procedures. Approving such visits, commanders will assume responsibility for the safety and security of visitors.

6. Due to man-power availability, base tours will be limited to one-a-month to ensure that multiple tours are not scheduled in a single month.

For more information contact our office.
GOVERNING POLICIES AND LAWS. Visual Information is one of the strongest communication tools available to senior leaders and commanders at every level. People think and remember visually. VI transcends traditional barriers to communication such as language, culture, education, race, economic status, etc. VI in the Air Force is required by Federal Law, DOD Instructions and AF Instructions. It’s not an optional mission. Let’s examine these laws and policies.

Federal Law dictates each federal agency acquire and/or create VI to establish and preserve an audiovisual record as evidence of the agency’s organization, functions, policies, decisions, procedures, operations, or other activities. These federal laws lay down specific related requirements and include: Title 44, 2201 and 3101 of United States Code; 36 CFR, Parts 1220 and 1237, and 32 CFR, Parts 811 and 813 of the Code of Federal of Regulations; as well as Office of Management and Budget (OMB) Circular A-130.

DOD Instructions include: DODI 5040.02; 5040.07; and 5040.09. These DOD Instructions dictate detailed requirements on the branches of the armed forces regarding managing and accomplishing the VI missions. AFI 35-109 has been vastly revised to ensure all PA leaders have detailed information to manage required VI missions, and enable us to provide effective support to our customers, commanders at all levels.

The reality of PA’s impact on the mission is this. PA cannot manage the VI mission independently. There are also many other additional AFI’s from PA’s mission partners which must be consulted when necessary. These belong to the mission owners from the personnel, legal, finance, contracting, and logistics communities, as well as many others. We mention this to drive home this point. All of PA’s missions are important, and it seems these days there are never enough resources (people, money, equipment, supplies, etc) to accomplish all the work for which we are responsible.

This is why we need you, the customer, to understand the full gravity and impact of our mission, in order to provide quality products and services to the mission.
VI PRODUCTS AND SERVICES EXAMPLES:

VI is a powerful communication tool in any commander’s arsenal. There are myriad VI products and services and these support all commanders on an installation as well as customers beyond the confines of the installation. The PA office serves as the sole VI provider to all commanders on an installation to directly support their mission accomplishment. The following is a general list explaining commanders’ missions supported and by which type of VI products and services:

LEADERSHIP AND MANAGEMENT. VI products and services used to define resource requirements and/or to improve processes and procedures in mission accomplishment.

CONSTRUCTION PROJECTS. VI products to demonstrate construction requirements. Examples include photo documentation of decomposing asphalt tarmacs, aircraft hangar structural deficiencies, condemned facilities, new mission requirements, roads and grounds, asbestos abatement, and environmental concerns or compliance.

MISSION BRIEFINGS. VI products that communicate mission capabilities of a unit or organization. Examples include VI presentations to provide a corporate overview of capabilities using products incorporating graphics, photographs and video, all designed with a singular design theme. Customers normally are AF, MAJCOM, installation, wing, or unit leadership.

ASSESSMENTS. VI products that assist IG teams to evaluate an area by expanding the IG SME audience access, and also VI products that inform audiences of assessment results. Examples include out-brief photos, findings/best practices photos/videos, in-brief/out-brief graphics, scenario development illustrations/photos/videos. Customers are normally the IG team; Exercise Evaluation Teams; and MAJCOM, wing, group, or squadron leadership.

CONTINUE TO READ ABOUT PRODUCTS AND SERVICES ON PAGE 25
CONTINUED FROM PAGE 19, PRODUCTS AND SERVICES
"Documentary photography has always come with great responsibility. Not just to tell the story honestly and with empathy, but also to make sure the right people hear it." - Giles Duley
COMMAND COMMUNICATIONS: VI products and/or services to aid the senior leader staff, Commander's Action Group or protocol office in support of senior leader taskings. Examples include commander's theme videos or senior leader handouts describing critical sexual harassment or equal opportunity issues. Customers are normally senior leaders at all levels.

OPERATIONAL: Products and services used to support/enhance mission readiness and decision makers' situational awareness of organizational activities.

AIRFIELD SURVEYS: Products and/or services that provide pilots with critical situational awareness of existing geographical, environmental conditions, and other safety of flight issues. Examples include runway approach videos, videos depicting areas of concern such as power lines, local civilian air flow and etc. Customers are normally the director of operations and flying units.

OPERATIONAL PLANS: Products that aid wing operational planners in preparing to deploy forces. Examples include deployment procedures documentation and training products, war fighter tactics, techniques and procedures, to include palletization configuration and procedures, cargo prep, and mobility line processing. Customers are normally wing planners, installation deployment offices, unit deployment managers, and senior decision makers.

CONTINGENCY PLANNING/ MANAGEMENT: Products that help the AF more effectively respond to contingencies. Examples include weapon systems video, wartime documentation, force bed downs, natural disaster aftermath, non-combatant evacuation order response, humanitarian relief operations (HUMRO), man-made disasters, battle damage assessment, repatriation, and first responder documentation. Customers are normally the executive branch, State Department, Department of Homeland Security, Secretary of Defense, Joint Chiefs of Staff, AF leadership, judge advocate, AF Crisis Action Team, and information operations.

CONTINUE TO READ ABOUT PRODUCTS AND SERVICES ON PAGE 26
CONTINUED FROM PAGE 25, PUBLIC AFFAIRS PRODUCTS AND SERVICES

FORCE PROTECTION. Products and services used by security forces to maintain and improve protection of mission resources and assets. Examples include exercises, documentation of threat and vulnerability assessment, after-action reports, training videos, briefings, local visual information productions, and situational awareness imagery of force protection assets and areas. Customers are normally security forces, AF Office of Special Investigation (AFOSI), wing safety, etc.

FLYING AND GROUND SAFETY. Products and services that improve the safety of mission resources. Examples include products and services that support the training and execution of operational risk management policies and procedures. Customers are normally the safety office, flying units, maintenance squadrons, and airfield operations.

RESEARCH AND DEVELOPMENT. Products and services supporting test and evaluation of weapon systems, equipment concepts, conceptual design, weapon system development support, media release, or missile/satellite launch documentation. Examples include congressional briefing and test review videos, chase maps, laboratory or proof of concept report photos. Customers are normally Congress, AF Office of Technology, AF Research Lab, and test wing program offices.

MEDICAL. Documentation or rendering for medical staffs or criminal investigators. Examples include forensics, resident education slide shows, autopsy, pathology, criminal investigation, assault, training, abuse, reconstructive surgery documentation, and casualty identification. Customers are normally the medical personnel and units, security forces, AFOSI, the judge advocate, and area defense counsel.

EDUCATION / TRAINING. Products and services that enhance teaching capabilities and improve retention. Examples include visual aids for service-wide, regional, or location-specific programs (not available via DVIDS). Customers are normally units with a training requirement and all technical training and flying training schools.

HISTORICAL. Products and services used to document historically significant events such as new mission establishment, unit activation/deactivation, DV support (e.g. Visiting Air Chief Program), and international relations. Customers are normally the National Archives, Defense Visual Information Center, and AF historians at all levels.

INVESTIGATIVE. Products and services supporting agencies requiring documentation to aid in fact finding. Examples include alert photography/videoography, time-sensitive documentation of natural disasters, mishaps, crime scenes, material deficiency reports, and other investigations. Customers (direct and indirect) are normally the Department of State, Department of Homeland Security, Federal Emergency Management Agency, the National Transportation Safety Board, state and local governments, unified and joint commands, OSI, law enforcement, safety investigation boards, and local AF units.

ADMINISTRATIVE. Visual-based products and services supporting requirements for personnel and administrative actions. Examples include visas, passports, chain-of-command portraits, quarterly or annual awards, special duty, organizational/base-level awards, and unit mission briefings. Customers are commanders and individuals at all echelons.

PUBLIC AFFAIRS. Visual-based products and services supporting senior leaders’ public affairs requirements for internal and external communications, media query, and civic outreach to local governments. Customers are commanders and public affairs staff.
WHAT IS COMMAND INFORMATION?

COMMAND INFORMATION (CI). CI provides effective and efficient communication tools to link Airmen with their leaders. CI helps Airmen and their families understand their purpose, role, and value to the Air Force. A free flow of information to Airmen and their families creates awareness of and support for the mission, increases their effectiveness as Air Force ambassadors, reduces the spread of rumors and misinformation, and provides avenues for feedback. Our PA office provides many platforms for commanders and Airmen to enhance communication efforts between our internal and external audiences. Here is a list of some of the social media platforms we use on a regular basis to accomplish this.

OFFICIAL WING WEBSITE. This DMA built website provides a crucial first impression with the public. It provides an Air Force standard template resource page for members of the community and Airmen alike to connect with all of our platforms. This site contains stories, graphics, and videos of our personnel and resources available at Channel Islands. You can visit our web page by clicking here.

DVIDS. This website is primarily used for our role in accessing critical and historical documentation of 146th Airlift Wing missions. Accessioning our VI to this website is actually mandated by the Department of Defense. We primarily use this site to share with outside media and new affiliated departments so they can use it for their products. You can visit DVIDS by clicking here.

FACEBOOK. Our official Facebook account that accounts for the majority of interaction and involvement with the outside community. We utilize this platform to provide content to connect Airmen and their families. However, this site is primarily focused on our external audiences. This platform is also used to distribute news articles, video, photography, and graphics supporting information dissemination regarding 146th Airlift Wing missions and the Airmen that carry them out. We do not utilize Facebook or any of our social media accounts for mass notifications for our traditional guardsmen, or for notification services that should be utilized by NOTAL requests. Like all of our official accounts, they are mandated by specific compliances that must adhere to the department of defense's guidelines for social media use (Click here to read). This means that Airmen are prohibited from creating official accounts on behalf of the 146th Airlift Wing that depict likeness or any branding from our organization. To see more content make sure to visit our Facebook page by clicking here.

INSTAGRAM. Our official Instagram account holds the second largest amount of audience and followers. We tend to utilize this account for creative video and imagery not normally hosted on FACEBOOK or other platforms. We do not utilize any social media accounts for mass notifications for DSIG or notification services that should be utilized by NOTAL requests. You can visit our Facebook page by clicking here.

FLICKR. We created a FLICKR account to support VI imagery for other customers who are NOT affiliated with news or media organizations. This allows anyone the ability to download VI without creating a DVIDS account. We only utilize this platform to host still imagery, not motion videos are available on this platform.

TWITTER. Our official Twitter handle is used for getting timely information and updates regarding incidents or press releases to the public. We often utilize this platform to create updates on MAFFS (Modular Airborne Fire Fighting System) missions, as well as mass-incident reporting.

PA TEAMS REPOSITORY. While still in its infancy, the PA TEAMS repository houses a lot of good information for our internal audiences seeking PA products without having to search online. Please take a moment to get familiar with the TEAMS app and then click here to visit our repository.
“It takes many good deeds to build a good reputation, and only one bad one to lose it.”
-Benjamin Franklin
Want to stay connected? Download our official app! Now available on the Google Play and Apple Store.

https://www.146aw.ang.af.mil/