

<b>To</b>	Above the Wing Supervisors, Duty Supervisors, Managers of Command Centers
<b>CC</b>	Charter Field Operations Team
<b>Attached</b>	
<b>Subject</b>	Communication of Charters between Ops Agents and MCCs
<b>Message</b>	<p>Hello Leaders,</p> <p>We have recently seen an increasing number of Ops Agents who are not calling their Station MCCs prior to their charter flights being pushed. Calling a designated MCC is an important step in the charter process because it allows another set of eyes to scan paperwork for errors, and it gives the Leader a better view of what is happening on a given flight.</p> <p>Ops Agents are required to complete the Ground Ops Charter Checklist for each charter they work. However, we believe there may be some confusion surrounding the use of the WN1030 instead of the WN1030-A form during their flight.</p> <p>The 1030-A is listed in <i>GOM Bulletin 22-02</i> as being a required part of the charter backpacks; this bulletin supersedes the use of <i>GOM Bulletin 21-34 Charter Operations Proof of Concept Reissue</i>. The WN1030-A is an enhanced Ground Ops Charter Checklist that includes a section for Ops Agent to sign, acknowledging that they have made a call to their Leader before their charter flight has pushed. Section Four of this enhanced Charter Checklist states:</p> <p>“Prior to departure, call your Station MCC at the phone number provided _____ using your issued mobile phone to confirm paperwork receipt and accuracy.”</p> <p>To remain in compliance and operate our charter flights safely, we want to make sure our Ops Agents are following each step of the Charter Checklist completely.</p> <p>Thank you for all you do!</p> <p>Charter Field Operations Team</p>