



## UNITED STATES MARINE CORPS

MARINE CORPS AIR BASES WESTERN AREA MIRAMAR  
PO BOX 432001  
SAN DIEGO CA 92145-2001

ABO 1700.1

Insp

22 SEP 1999

### AIR BASE ORDER 1700.1

From: Commander  
To: Distribution List

Subj: COMMANDER'S HOTLINE

1. Purpose. To promulgate policies and procedures to be used for the Commander's Hotline.
2. Cancellation. StaO 1700.1C
3. Information

a. The Station Inspector's Office maintains the Commander's Hotline. The Hotline is a telephone answering machine which enables individuals to call in questions of interest to the Commander, Marine Corps Air Bases Western Area. Questions are transcribed and staffed to the appropriate department/section that can provide the best answer. Answers are returned to the Inspector's Office, and then routed to the Commander for final approval prior to publication in the Flight Jacket.

b. The Commander's Hotline is available to all military personnel, active and retired, their family members, and civilian employees. Individuals are required to provide their name and telephone number when submitting a question. Questions should be concise, but complete. Questions may be submitted in writing to Commander's Hotline, Station Inspector, MCAS Miramar, CA 92145-2000, or submitted through the guard mail to the Station Inspectors Office. Written questions must also include the individual's name and telephone number. Individuals should not call the Inspector and ask for the status of their question. Questions will be answered as quickly as possible.

4. Action

- a. Station Inspector

(1) Messages will be transcribed and staffed to the appropriate department/section responsible for the area/item in question for response. Forward all responses to the Commander via the Chief of Staff.

(2) Maintain a logbook reflecting the date and time of the call, the caller's name and phone number, subject of the message, and a control number. Log will indicate all action taken.

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(3) Upon approval by the Commander, responses will be routed to the Joint Public Affairs Office (JPAO) for publication.

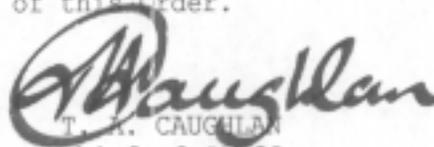
b. Department/Section head receiving question

(1) The appropriate department/section receiving a Hotline question will provide the Commander, via the Station Inspector, with a proposed written response within five working days. Background information, if necessary, must be included with responding to complex questions. When a department/section feels a question and answer are inappropriate for publication in the Flight Jacket, they will include this recommendation in their proposed written response to the Commander.

(2) Responses will be prepared in a format appropriate for publication in the Flight Jacket.

c. Joint Public Affairs Officer. Publish questions and responses approved by the Commander in the Flight Jacket.

5. Concurrence. The Commanding General, 3rd Marine Aircraft Wing and the Commanding Officers, Marine Corps Air Station's Camp Pendleton, Yuma, Marine Aircraft Group 46 and Reserve Support Unit concur with the provisions of this Order.

  
T. A. CAUGHLAN  
Chief of Staff

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