



UNITED STATES MARINE CORPS

MARINE FORCES RESERVE
4400 DAUPHINE STREET
NEW ORLEANS, LOUISIANA 70146-5400

IN REPLY TO
ForO 3061.2A
G-1
3 JUL 2007

FORCE ORDER 3061.2A

From: Commander
To: Distribution List

Subj: FROST CALL SYSTEMS/RECALL PROCEDURES

Encl: (1) MARFORRES Headquarters Notification Tree
(2) Sample Record of Notification

1. Situation. This order provides policies and guidance on establishing written procedures at each level of command for the rapid dissemination of information or the recall of personnel assigned to the Marine Forces Reserve (MARFORRES) in case of disaster, national emergency, mobilization, or other emergent events.

2. Mission. To notify all on the distribution list of the cancellation of ForO 3061.2 and publish revisions to policy. This Order contains a substantial number of changes and must be reviewed in its entirety.

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. One of the fundamental responsibilities incumbent upon Marine Corps leaders is ensuring the readiness of the unit and the personnel under their charge. The ability to quickly disseminate information and recall personnel are key indicators of our capability to "take care of our own" and maintain a force capable of winning our Nation's battles. A key tool in ensuring the readiness of a unit is to have standard procedures written, implemented, and tested.

(2) Concept of Operations

(a) All Frost Calls/Recalls within MARFORRES will be originated or approved by the Commander, Executive Director, Chief of Staff, Commanding Generals, Commanding Officers, Inspector-Instructors, Officers-in-Charge or other officers designated to act for them in their absence. Frost Calls/Recalls will include all military service members, Non-

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Appropriated Funds employees, and Government Service employees of a command, unit or detachment to include Inspector-Instructor Staff/Site Support personnel.

(b) The goal of all frost calls/recalls is positive contact with all command personnel within a 24 hour time period from commencement. In the event of an actual disaster, national emergency, or other emergent event, the 24 hour time constraint may be further restricted contingent on the nature of the event.

(3) Definitions

(a) Frost Call. Contact with all military service members, Non-Appropriated Funds employees, and Government Service employees of a command, unit or detachment for the purpose of rapid dissemination of information.

(b) Recall. Contact with all military service members, Non-Appropriated Funds employees, and Government Service employees of a command, unit or detachment for the purpose of directing personnel to return to their permanent duty station or to an alternate location in case of disaster, national emergency, mobilization, or other emergent event.

(c) Positive Contact. Contact with military service members, Non-Appropriated Funds employees, or Government Service employees of the command, unit or detachment either in person, by telephonic means or traceable mail. The person making the telephone call ("identifier") must make actual voice contact with the individual. Leaving a message with another person or an answering machine is not an acceptable form of contact. Only direct contact in person or by telephone satisfies the positive contact requirement. If the identifier reaches a third party or answering machine the identifier will leave a message requiring the military service member, Non-Appropriated Funds employee, or Government Service employee of the command, unit or detachment to call the identifier back immediately. If contact in person or by telephonic means is not successful, contact will be attempted by way of certified mail with restricted delivery only to the addressee. The certified mail will be sent to the primary mailing address resident either within the Marine Corps Total Force System (MCTFS) for all military service members or the Human Resources Office records for all Non-Appropriated Funds employees and Government Service employees.

(d) Automated Notification Systems. Automated Notification Systems are defined as automated systems capable of

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mass notifications by means of emails, cellular text messages, or phone calls with scripted messages. Automated Notification Systems may vary in composition and configuration.

b. Tasks

(1) MARFORRES Headquarters Staff

(a) All Frost Calls/Recalls within MARFORRES Headquarters will be originated or approved by the Commander, Executive Director, Chief of Staff, or other officers designated to act for them in their absence. The notification tree contained in Enclosure (1) will be utilized when conducting a Frost Call/Recall of MARFORRES Headquarters personnel.

(b) Initiate a test of the Frost Call/Recall Procedures at least once quarterly. Ensure Command Recall Rosters, notification trees, and Records of Notification are maintained in the respective staff sections. In addition to Command Recall Rosters extracted from (MCTFS), ensure additional information (such as work and personal cellular telephone numbers and email addresses) necessary to conduct Frost Calls/Recalls is maintained within the respective staff sections.

(c) Ensure copies of their respective staff section's recall roster, notification tree, and all tests of the Frost Call/Recall Procedures documented are provided to the Commanding Officer, Headquarters Battalion and the Command Operations Center (when operational).

(2) Subordinate Element Tasks

(a) All levels of command within MARFORRES will familiarize themselves with the requirements contained in this Order and further ensure establishment of written procedures at their level and subordinate units.

(b) Positive contact with each military service member or employee must be made either via telephonic means, in person or via certified mail.

(c) In order to maintain the unit's ability to contact and recall its members, each unit within MARFORRES will establish written procedures as outlined in this Order. Written Frost Call/Recall Procedures will, at a minimum:

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1. Direct telephonic contact as the primary means of notification.

2. Direct alternate means of notification when telephonic contact is not possible. Examples of alternate means of notification may include: in person, automated notification systems, certified mail, telegrams, or public service announcements broadcast via radio or television.

3. Direct the exercise of frost/recall procedures quarterly.

4. Require the retention of the results of the test for no less than 12 months.

(d) Initiate a test of the Frost Call/Recall Procedures at least once quarterly. Ensure Command Recall Rosters, notification trees, and Records of Notification are maintained in the unit's duty offices/binders. In addition to Command Recall Rosters extracted from the MCTFS, ensure additional information (such as work and personal cellular telephone numbers and email addresses) necessary to conduct Frost Calls/Recalls is maintained within the unit's duty offices/binders.

(e) Unit Commanders will retain Record of Notification reports per enclosure (2) on-hand showing the results of the last four quarters (12 months). All reports will include all personnel of the command and incorporate Inspector-Instructor/Site Support personnel. Reports must be available for inspections and must include:

1. Date of test

2. Names of all military service members, Non-Appropriated Funds employees, and Government Service employees of the command, unit or detachment

3. Reason for non-contact, if applicable

4. Actions taken to resolve the reason for non-contact, if applicable

(f) Commanders will ensure personnel are indoctrinated in Frost Call/Recall procedures as part of their Check-In Process. Notification Trees and other information pertaining to them will be included in the indoctrination

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process and additionally be posted in order to facilitate rapid contact of all command personnel.

(g) All Frost Calls will be preceded by the words "This is a Frost Call." All Recalls will be preceded by the words "This is a Recall."

(h) To facilitate the compliance and implementation of the guidance and procedures outlined in this Order, all Commanders, Inspector-Instructors, and Officers-in-Charge will establish, publish and maintain a command duty phone which must be available for contact 24 hours per day, 7 days per week. Additionally, Commanders, Inspector-Instructors, and Officers-in-Charge will ensure that the 24 hour command duty phone number is properly updated and annotated on the MARFORRES Headquarters website. Subordinate commands will coordinate with their Major Subordinate Command (MSC) headquarters to update their information on the MARFORRES Headquarters website.

c. Coordinating Instructions

(1) Each person receiving or relaying a Frost Call or Recall will maintain a record to include the name(s) of the person(s) calling or called, time called, and the information or text of the Frost Call. All personnel officially assigned to the unit as of the date of the Frost Call/Recall will be contacted regardless of current duty status. This includes unsatisfactory participants, those with medical issues (TNPQ, NPQ, Line of Duty), members on leave, special liberty, or Temporary Additional Duty, etc. To facilitate the contact record keeping, enclosure (2) is provided as a tool used as a record of notification.

(2) The Command Recall Rosters will contain the phone numbers and addresses of personnel within the command. The rosters will be used to obtain any phone number required in the event of a Frost Call/Recall. The Command Recall Roster information showing the names, addresses and phone numbers for all personnel within the command must be obtainable from and depicted in MCTFS. MCTFS is the only recognized source for recall information.

(3) When recall is required, all personnel will muster with their unit/section within the allotted time given during the recall. If required and at the direction of the Commander, Executive Director, Chief of Staff, Commanding Generals, Commanding Officers, Inspector-Instructors, Officers-in-Charge

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or other officers designated to act for them in their absence may cancel authorized leave. In the event leave is cancelled, personnel in a leave status will immediately return to their permanent duty station or a designated location.

(4) The use of automated notification systems is highly encouraged and may be utilized for the rapid dissemination of information or the recall of all military service members, Non-Appropriated Funds employees, and Government Service employees of a command, unit or detachment. However, the requirement for positive contact remains. If utilized, automated notification systems may send out mass notifications of disaster, national emergency, mobilization, or other emergent events in order to provide awareness and/or direct actions of service members or employees. Immediately following or concurrently with the use of automated notification systems, unit leaders must ensure positive contact with 100% of their personnel. In order to ensure positive contact for the purpose of ensuring accurate accountability of personnel, all responses resulting from automated notifications must be made via telephonic means or in person.

4. Administration and Logistics

a. Administration

(1) This order is published electronically and can be accessed on-line via the Marine Forces Reserve Force Orders website at:

<http://www.mfr.usmc.mil/HQ/G1/Adjutant/ForceOrders/index.asp>.

(2) Commanders, Inspector-Instructors, and Officers-in-Charge are responsible for maintaining their Command Recall Rosters. In turn, each service member and employee within MARFORRES must take the necessary actions required in order to correct their address and phone numbers. Personnel may update their information via Marine-Online (MOL) at <https://www.mol.usmc.mil> when applicable, or by notifying the unit's administrative section via the appropriate chain of command. Commanders, Inspector-Instructors, and Officers-in-Charge are required to correct Command Recall Rosters within 5 working days of receiving any updates.

b. Logistics. None.

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5. Command and Signal

a. Command. This Order is applicable to Marine Forces Reserve.

b. Signal. This Order is effective the date signed.


J. J. KINNERUP
Chief of Staff

DISTRIBUTION: B

