



**DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 11TH WING (AFDW)
JOINT BASE ANDREWS, MARYLAND 20762**

MEMORANDUM FOR VISUAL INFORMATION CUSTOMERS

FROM: 11 WG/CC

SUBJECT: Guidance Memorandum to AFI 35-109 for Public Affairs Visual Information (VI) Photo and Video Products and Services

1. The attachment to this memorandum is a list of basic products and services provided by the 11th Wing Public Affairs (11WG/PA) Visual Information Center. Products and services are provided for official purposes only as outlined in AFI 35-109, *Multimedia Management*. Deviations from this guidance for special needs/purposes require a memorandum of justification signed by the requesting unit commander. Requesting units may be required to supplement supply costs for services above and beyond those specified in this memorandum.

2. Requests must be made in accordance with the following priority system that will be used when determining availability of services unless otherwise specified in attachments 1 or 2:

Priority 1: Emergency incidents requiring immediate response/Arlington National Cemetery

Priority 2: Mission-essential or urgent conditions requiring a 1 or 2- day response time

Priority 3: Normal day-to-day mission requirements needed in 5 working days, official work orders completed in 7 to 10 duty days, all work orders are considered routine unless a higher priority is approved.

3. The 11 WG/PA office's photography function provides:

- a. Professional photographers to support base-level photographic requirements for managerial, operational, training, educational, historical archiving, investigative, and administrative purposes.
- b. Alert photographic services supporting security forces, Air Force Office of Special Investigations, civil engineer readiness, flying or ground safety offices, and other emergency response agencies.
- c. Studio photography for official portraits as prescribed in AFI 36-2632, *Official Photographs of Air Force General Officers*, AFI 35-101, or AFI 36-2110, *Assignments*, special duty assignments, official passports, and citizenship applications.
- d. Support to other services, DoD agencies, or federal departments using a host-tenant support agreement or memorandum of agreement that defines resource reimbursement to include manpower.
- e. Prints to meet official organizational needs.
- f. Photographic prints are not available for personal use.
- g. Other photographic support as needed and approved by the Chief of Public Affairs.

4. 11 WG/PA photo services availability:

- a. Open Monday-Friday 0730-1630 and closed on national holidays and wing down days.
- b. PME graduations, SNCO/Chief Inductions, annual awards, and newsworthy events are the only jobs that will be supported outside of 0730-1630.
- c. The only events that will be documented off installation are for Arlington National Cemetery, USAF Band, USAF Honor Guard, and any newsworthy event highlighting base/community involvement as determined by the Chief of Public Affairs

5. The 11 WG/PA office's video function provides:
 - a. Professionally trained videographers/broadcasters to support base-level video requirements for managerial, operational, training, educational, historical archiving, investigative, and administrative purposes.
 - b. Senior leader communication videos such as drug and alcohol awareness, 101 critical days program, or other command interest programs.
 - c. Mission awareness videos such as those used to demonstrate resource needs required to support a mission.
 - d. Local training videos used to inform individuals on safety or operational concerns unique to the location.
 - e. Mission capabilities videos used to inform audiences of a unit's unique capabilities and contribution to Air Force and joint missions.
 - f. Limited retirements, promotions, or change of command ceremonies. Videographers and broadcasters are limited to documenting ceremonies honoring MAJCOM, numbered Air Force, wing and their wing vice commanders, general officers and civilian equivalents, important historical figures such as Medal of Honor awardees, Order of the Sword recipients, or aerial aces for accessioning or for media dissemination.
 - g. Other video support as needed and approved by the Chief of Public Affairs.
6. The 11 WG/PA office's self-help services provide non-professional still cameras and consumer-grade video recording equipment to qualified users, depending on manpower and resources.

Do not use government-funded visual information resources to:

 1. Provide souvenirs, personal gifts, mementos, or going-away gifts.
 2. Document farewell parties or social events unless considered newsworthy or having historical significance by the installation commander or MAJCOM-level public affairs offices.
 3. Create products used primarily for entertainment during farewell parties or social events.
7. Customers must request all work using AF Form 833, *Multimedia Workorder*. Please call 240- 612-4430 for any questions.
8. Any questions regarding this memorandum should be referred to Capt. Malinda Singleton, Chief of Public Affairs, at 240- 612-6357 or Mr. Dean Markos, Visual Information Manager, Public Affairs, at 240- 612-6356.

WILLIAM M. KNIGHT, Colonel, USAF
Commander

Attachments:

1. Photography Services Listing
2. Video Services Listing