

By Col. Karl Young  
437 AW vice commander

I am really happy to be here as the vice commander. It is a wonderful opportunity for me to continue to serve the Air Force and Charleston AFB. Since I have been here, the quality of the people and the number of awards that the wing has won in the past few years have impressed me. I have every reason to believe that those awards will keep coming in.

Besides having a busy flying schedule, I was very surprised by the overall base operations tempo, especially what the wing does internally as we host all the distinguished visitors that come our way. These visits are good for Charleston since we get a lot of attention from some very high levels.

The impression that our folks give these visitors will lead to better things for Charleston in the future. I realize these visits can be a double-edge sword...a lot of work, but the more we show our great facilities and people, the more likely we are to convince the right people that we have needs. Hopefully, we will impress our visitors, which should pay big dividends in the future.

I don't have an airlift background, but having served in the Tanker Airlift Control Center at Scott Air Force Base, Ill., for four

## Charleston continues to stay busy with DV visits

years, I like to say I got "airlift by absorption."

Now that I am down here at Charleston and learning by "injection," it is a lot bigger dose than anticipated, but I am enjoying the experience.

I recently returned from a trip to Germany and I was very impressed with the crew that I flew with from the 16<sup>th</sup> Airlift Squadron and I thoroughly enjoyed navigating again. I am now checked out in the C-141 again and it is great to be back in the saddle. As time permits, I do look forward to the opportunity to fly in a C-17, though that probably won't be until we get the wing commander back on station.

I get the impression from the people in the 16<sup>th</sup>, that their commander is taking good care of them. That's important when deactivating a squadron. Sometimes when a unit deactivates, the focus can be on something other than caring for your people, but I'm glad to say that this is not the case here and Lt. Col. "J.J." Wendling is doing a great job.

We have several key distinguished visitors this week and next. On Tuesday and Wednesday,

we hosted Maj. Gen. John Hopper Jr., 21<sup>st</sup> Air Force commander, Col. Jay Cohen, 21<sup>st</sup> AF Staff Judge Advocate, and 21<sup>st</sup> AF Command Chief Master Sgt. Michael Kerver for the 21<sup>st</sup> Air Force Command Chief Master Sergeant conference. We have about 20 people participating in this conference and were honored that Charleston was selected as the host base. It has been several years since we hosted the last conference.

Today, we are hosting a base tour and several briefings for eight South Carolina congressional staffers, led by Steve Hartell, the military legislative assistant in Sen. Fritz Hollings' office.

We'll take this opportunity to show them North Auxiliary Airfield and give them an orientation flight and simulator ride in the C-17. We'll also give them a tour of our improvements to the Hunley Park housing area and will also tour our Supply warehouse.

We'll also show them the dormitories and our new dining facility under construction. We hope they gain a better understanding of what we do and our needs in the upcoming years.

Feb. 25 at 11 a.m. in the Charleston Club, we kick off our honorary commander's program, an important community relations program. In this program, we match a community leader with each Reserve and active duty squadron/group and ask them to participate in quarterly tours and events.

In addition, we ask them to participate in squadron activities. The purpose of the program is to better educate the community about what we do while building on public support. Our hope is that there will develop a crossflow of information between our squadrons/groups and these community leaders. I look forward to a successful kickoff ceremony and ask for everyone's full support of this new initiative.

We will host the Air Force Chief of Staff Gen. Michael Ryan March 10 for an official visit to Charleston. This will be an excellent opportunity to meet him.

We expect to tour him around the base, have lunch, and then have a separate officer and enlisted calls where he can give us his views on what's happening in the Air Force. Hopefully, there will be some time for questions.

He will also speak at the Citadel dining out later that evening, and we will have a separate tour itinerary for his spouse.

## Action Line

The Commander's Action line is your direct link to me. It's your opportunity to make Charleston Air Force Base a better place to live, work and play.

First give the appropriate base agency a chance to solve the problem, but if you don't get a satisfactory answer, call me at

963-5581 or send an e-mail to [action@charleston.af.mil](mailto:action@charleston.af.mil)



### Teed off

I encountered some problems recently at Wrenwoods Golf Course. Knowing there was a heavy frost that morning, my playing partner called at 7:30 a.m. and was told by the assistant golf pro there would be a two-hour delay. Our

original 10:38 a.m. teetime was now noon or later. I arrived at 11:10 a.m. and checked in, while my partner was expected at 11:30 a.m.

The starter very abruptly told me that our teetime was coming up and if we were not on the tee in 15 minutes, we would go to the bottom of a standby list. When I protested, he snapped back that if I didn't like it talk to the management. The pro remembered our teetime conversation at 7:30 a.m., but was obviously completely unaware of how the pace of play was on the first tee. He offered no resolution and even suggested it wouldn't be a big deal if my partner joined me on the second or third hole.

I was a member of the Charleston AFB Golf Course for more than 20 years and can assure you there was a time when golfers were treated with respect. I will probably play out there again, but it would be nice to see a little better service and some coordination between the pro shop and the well-compensated volunteers out on the tee boxes.

We certainly apologize for the problems you encountered at Wrenwoods Golf Course. Golf Course personnel made mistakes and training has already been implemented to ensure they are not repeated.

Staff shouldn't have committed a new tee time with a frost delay because it's difficult to pinpoint a frost delayed tee time.

Our second mistake was not accommodating you when it became apparent that you would be going off prior to your "frost delayed tee time." We should have asked the groups with tee times if they were ready to go and slide your group down the tee sheet until they were all there.

Finally, rudeness to our customers won't be tolerated. Appropriate actions will be taken to reinforce customer service and the "can-do" attitude that's the services squadron trademark.

If you have any comments or suggestions, feel free to contact the pro shop at 963-4177.

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