



DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 121 AIR REFUELING WING (AMC) (ANG)
7370 MINUTEMAN WAY
COLUMBUS, OHIO 43217-1161

10 March 2011

MEMORANDUM FOR 121 ARW

FROM: 121st ARW/LPC

SUBJECT: Local Partnership Council (LPC) Meeting Minutes

1. Individuals present for the 9 March 2011 meeting:

Dan Gladman	Leslie Miller	Mark Stephens
John Gibson	Joe Cook	CJ Holloway
Paul Menzies	Wayne Fuller	
Mark Hoppes	Mike Troxel	Scribe – Connie Rogers
Tom Calhoun	Don Bateson	SMSgt Adam Hunt, guest

2. Agenda items included: IPE Customer Service Hours

3. IPE requested a meeting with the LPC to address decreasing the customer service hours. SMSgt Adam Hunt stated the request to decrease hours for walk-in customers was due the increased demand on the section issuing mobility gear for deployments and weapons inventory. Sergeant Hunt asked for permanent change from the core customer service requirement to the following: customer service hours on Wednesday and all other services by appointment only. UTA would not be restricted because of availability of the traditional workforce. In comparison, customer service hours in the other wings are: 178th is open Monday-Friday by appointment only and the 180th is open Monday-Friday, 0800-1130/1300-1730 and 4 hours on the UTA. The 179th has similar hours as to 180th.

a. SMSgt Hunt cited a shortage in manpower as the main reason for his request. IPE is currently manned at two full time employees and one traditional guardsman on orders. The current weapons inventory and readying of weapons for turn-in has the section extremely over tasked.

b. LPC members suggested the following to increase availability. Sergeant Hunt agreed to explore options and return to LPC next week.

- (1) Offer two half day schedules rather than one full day as requested.
- (2) Offer a daily half day walk in schedule for customer service and mobility by appointment.
- (3) Move the responsibility of weapons inventory elsewhere within Supply.
- (4) E-mail reporting instructions to IPE to streamline process and set up a direct e-mail address.

4. Next meeting is scheduled for 16 March 2011, 1400hrs in the Wing conference room.

//SIGNED//
CONNIE S. ROGERS
Scribe

Approved as written

//SIGNED//
JOE COOK
LPC Co-Chair

//SIGNED//
WAYNE FULLER
LPC Co-Chair