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*Services*

**COMMUNITY SUPPORT FLIGHT**

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This checklist reflects Command requirements for Services Community Support Flights to prepare for and conduct internal reviews.

**SUMMARY OF REVISIONS**

This checklist has been revised substantially and should be completely reviewed. A bar ( | ) indicates a revision from the previous edition. Revisions include a new checklist for Information, Tickets and Travel (ITT) based upon the AF requirements identified on the AF Services Agency web page for ITT. Sections relating to Aero Clubs, Rod and Gun Clubs, Veterinary Services, Snack Bars, Clubs, Golf Course, Bowling, Alcohol Control, and Slot Machines were removed and are now covered by a separate checklist.

1. References have been provided for each critical item. Critical items have been kept to a minimum and are related to public law, safety, security, fiscal responsibility, and/or mission accomplishment. While compliance with non-critical items is not rated, these items help gauge the effectiveness/efficiency of the functions.
2. This publication establishes a baseline checklist. The Command IG will also use the checklist during applicable assessments. Use the attached checklist as a guide only. AFSPC checklists will not be supplemented. Units produce their own standalone checklists as needed to ensure an effective and thorough review of the unit program. Units are encouraged to contact the Command Functional OPR of this checklist to recommend additions and changes deemed necessary. See Attachment 1.

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Acting Director of Mission Support

## ATTACHMENT 1

## SERVICES COMMUNITY SUPPORT FLIGHT CHECKLIST

Table A1.1. Checklist.

<b>MISSION STATEMENT:</b> To ensure effective base Services programs and operations in the Community Support Flight.			
<b>SECTION 1: SKILLS DEVELOPMENT</b> <i>NOTE:</i> All references are from AFMAN 34-134, <i>Air Force Skills Development Program Operations</i> , unless otherwise stated. Also see references AFI 34-111, <i>Air Force Skills Development Program</i> , AFI 65-106, <i>Appropriated Fund Support of Morale, Welfare, and Recreation and Nonappropriated Fund Instrumentalities</i> , and AFI 32-7080, <i>Pollution Prevention Program</i> .			
<b>1.1. CRITICAL ITEMS:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1.1.1. Is regular maintenance and daily inspection of equipment and work areas conducted and documented? (Para 3.1, 3.3 and 3.5.4)			
1.1.2. Are equipment qualifications cards required of those using the equipment? (Para 3.2.1 and AFI 34-111, Para 10)			
1.1.3. Does the center comply with AFOSH and OSHA standards at all times? (Para 3.1, and AFI 34-111, Para 10)			
1.1.4. Are safety education programs conducted continuously for all personnel? (Para 3.2.2, 3.4.1, 3.7.1, 3.7.2, and AFI 34-111, Para 10)			
1.1.5. Are ozone depleting chemicals in Auto Skills Centers handled using the guidance in AFI 32-7080, Para 3.1?			
1.1.6. Is oil and fuel contamination of water and soil in car wash and Auto Skills Development Centers managed IAW AFI 32-7080, Para 2.2?			
1.1.7. Does the Skills Development Director manage the use of hazardous chemicals/materials in the Skills Development Center as directed in AFI 32-7080 and AFMAN 34-134? (Para 3.4.1, 3.8.2, 6.1.1, 6.1.2, and AFI 32-7080, Para 2.2, 2.4)			
1.1.8. Are restrictions in welding operations followed? (Para 7.7)			
1.1.9. Is a qualified instructor on hand when the engine booth or machine shop is in use? (Para 7.9.5)			
1.1.10. Does the director have a long-range plan to include program changes, facility and equipment requirements, manpower training program and financial projections? (Para 9.1.1)			

<b>CRITICAL ITEMS (Cont):</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1.1.11. Does the director maintain an annual Program Plan and an annual Marketing and Publicity Plan (may be a part of the annual program plan)? (Para 2.1.1 and 2.1.3)			
1.1.12. Are Operating Instructions (OIs) prepared for each functional area? (Para 1.2.2-1.2.3)			
1.1.13. Are fees and charges set to operate on a break-even basis and approved by the installation commander? (Para 2.3.1)			
<b>1.2. NON-CRITICAL ITEMS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
1.2.1. Does the director or activity manager use Corporate Prism to determine the size and share of the center's customer market, to identify potential market increases and to plan improvements aimed at increasing program participation? (Para 9.1.1)			
1.2.2. Is the overall skills program designed to be self-supporting? (Para 1.1.3)			
1.2.3. Are only Nonappropriated Fund (NAF) manpower resources used to maintain NAF equipment? (AFI 34-111, Para 8.3)			
1.2.4. Are customers restricted from the use of facilities or equipment for personal financial gain? (Para 7.2.3 and AFI 34-111, Para 8)			
1.2.5. Does the skills development program receive at least 50% Appropriated Fund (APF) support? (AFI 65-106, Para 2.1)			
1.2.6. Do customers have first claim on use of facilities? (AFI 34-111, Para 8.1)			
1.2.7. Are using activities charged a service fee? (AFI 34-111, Para 8.3)			
1.2.8. Does the center staff provide an information library of materials? (Para 1.2.4)			
1.2.9. Does the center staff provide information on local merchants with supplies and equipment for sale? (Para 1.2.4)			
1.2.10. Does the center staff make available maps, guides and brochures of local destination museums, craft fairs, places of interest, meets and contests? (Para 1.2.4)			

<b>SECTION 2: OUTDOOR RECREATION</b>			
<i>NOTE:</i> All references are from AFI 34-110, <i>Air Force Outdoor Recreation Programs</i> , unless otherwise stated. Also see reference Air Force Services Agency Golden Eagle Standards Program Training Aid OD-12, <i>Outdoor Recreation Hazard Assessment and Management Planning</i> .			
<b>2.1. CRITICAL ITEMS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.1.1. Are all program personnel certified in standard first aid and CPR? (Para 3.2)			
2.1.2. Has the manager established Operating Instructions that address smoking, alcohol use and minimum age restrictions? (Para 8, 13.8, 13.9, 19, 23.3 and 27)			
2.1.3. Is there a checklist or method to ensure that the outdoor program and the maintenance of the equipment are in compliance with applicable environmental requirements? (Para 6)			
2.1.4. Is there a checklist or documentation that playgrounds within the outdoor recreation program meet all standards outlined in the Handbook for Public Safety Playgrounds, which superceded AFM 88-30, <i>Children's Outdoor Play Areas</i> ? (Para 9.3)			
2.1.5. Is there a checklist or documentation that SV boats comply with USCG requirements, state guidelines and all environmental and pollution laws? (Para 22)			
2.1.6. Is there a safety and risk management plan covering requirements outlined in the Golden Eagle Standard? ( <i>Golden Eagle Standard on Safety and Risk Management Plan</i> )			
2.1.7. Are Hazard Assessment and Management Worksheets completed during program planning? (OD12)			
2.1.8. Have all staff members received specified training? (Para 3, 11, 12, 13.4, 19 and 27)			
2.1.9. Are written instructions provided to customers on use and care of equipment? (Para 23.4)			
<b>2.2. NON-CRITICAL ITEMS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.1.1. Does the manager have a purchasing plan and a 5-year program plan that reflects long-term goals? (Para 4.2) <i>NOTE:</i> At a minimum, goals should address manpower, training, equipment, facilities and budgets.			

2.2.2. Is the overall APF support goal of at least 50% met? (Para 5)			
2.2.3. Does management use Corporate Prism to identify customer demands and then address these in the program development? (Para 4.1)			
2.2.4. Are fees charged only for maintenance costs on loan items while rental items have fees to cover all NAF expenses? (Para 23.1, 23.8 and 23.9)			
2.2.5. Do managers of off-base areas living on-site pay rent and utilities in accordance with AFI 32-9003, <i>Granting Temporary Use of Air Force Real Property</i> ? (Para 14.2)			
2.2.6. Has the Services commander or director approved each new adventure activity? (Para 11)			
2.2.7. Is there an inventory list of local Natural Resources and Outdoor Recreation providers and is this used in program planning and information referral? (Para 4.3)			
2.2.8. Are certified technicians used in maintenance of scuba and ski gear? (Para 12.1 and 23.4)			
2.2.9. Are off-base trip emergency plans and itineraries filed in the office for each trip? (Para 10.1)			
2.2.10. Are off-base pretrip and departure briefings which address hazard awareness and applicable safety practices and equipment given to participants before each trip? (Para 10.2)			
<b> SECTION 3: RECREATION SWIMMING POOLS</b>			
<i>NOTE: All references are from AFI 34-110, Air Force Outdoor Recreation Programs, unless otherwise stated. Also see reference AFOSHSTD 48-14, Swimming Pools, Spas, and Hot Tubs, and Bathing Areas.</i>			
<b>3.1. CRITICAL ITEMS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
3.1.1. Does the pool/hot tub (if applicable) meet safety, sanitary and water quality standards? (AFOSHSTD 48-14, Para 2.1-2.4)			
3.1.2. Is there proper rescue equipment available whenever the swimming pool is being used? (Para 13.6.2-13.6.5)			
3.1.3. Are at least two lifeguards on duty and at their stations (chair stand or deck patrol) during open recreational swim periods and are more lifeguards added as required? (Para 13.3.1-13.3.5)			

<b>CRITICAL ITEMS: (Cont)</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
3.1.4. Do lifeguards and aquatic and exercise instructors maintain nationally recognized certifications for the activities and skill levels they teach? (Para 13.4.1-13.4.2)			
3.1.5. Do the lifeguards check to see that children 10 years of age or younger and those ages 11-13 who cannot swim at least 12 meters are under the “direct” supervision (not implied) of an individual (not the lifeguard) who is at least 18 years old? (Para 13.8.1-13.8.2)			
3.1.6. Does the manager work with the base engineering and bioenvironmental offices to ensure the facilities and maintenance practices comply with environmental regulations? (Para 6)			
3.1.7. Do all lifeguards participate in at least one hour of in-service training during each 2-week period of employment? (Para 13.4.1)			
<b>3.2. NON-CRITICAL ITEMS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
3.2.1. Are water depths on the pool deck marked at least every 10 feet? (Para 13.2.1)			
3.2.2. Are eating, drinking and smoking kept at least 10 feet from the pool edge and are glass containers prohibited? (Para 13.9)			
3.2.3. Does the pool manager approve the use of all pool or aquatic toys (water basketball hoops, inner tubes, etc.)? (Para 13.7.2)			
3.2.4. Are prominent warning signs posted at approved unguarded natural swimming areas? (Para 13.5)			
3.2.5. Are all staff aware that TDY personnel of less than 30 days are allowed free swimming privileges? (Para 13.10)			
<b>[SECTION 4: INFORMATION, TICKETS AND TRAVEL</b>			
<i>NOTE: All references are from AFMAN 34-212, Control Procedures for Protecting NAF Assets, unless otherwise stated. Also see references AFI 34-202, Protecting Nonappropriated Fund Assets, AFI 34-109, Air Force Community Activity Centers, AFSVA Program Training Aid NA-5, Tickets Purchased or Consigned for Resale, IT-1, Air Force Central Ticket Program Training Aid, and AF ITT Procedures for Service Fees.</i>			
<b>4.1. CRITICAL ITEMS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
4.1.1. Are tickets controlled and secured in accordance with AFI 34-202 and AFMAN 34-212? (Para 7.4 and AFI 34-202, Para 4.4)			

<b>CRITICAL ITEMS: (Cont)</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
4.1.2. Are resale merchandise and give away items controlled and secured in accordance with AFMAN 34-212? (Para 7.2 and 7.5)			
4.1.3. Does the manager observe the limitations in the local commercial travel office leisure travel contracts for use of bus, ship or train? (AFI 34-109, Para 2.3)			
4.1.4. Are staff members escorting tours placed on official NAF temporary duty orders? (AFI 34-109, Para 2.3)			
4.1.5. Has an analysis and assessment of service fees been reviewed by the resource management flight chief, signed by the community support flight chief or commander/director, put into the life of fund file and forwarded to AFSVA/SVPAR before implementation of any increases in fees? ( <i>AF ITT Procedures for Service Fees</i> )			
4.1.6. Is there a local OI to cover both purchased and consignment tickets? (NA-5, Para II)			
<b>4.2. NON-CRITICAL ITEMS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
4.2.1. Are fees charged lower than off base and 20-25% lower than industry standards? ( <i>Air Force Central Ticket Program Training Aid</i> )			
4.2.2. Is the Essential Product Program used for ticket purchases? (IT-1, Overview)			
4.2.3. Is there a preset limit of dollar value of tickets that are held for resale or consignment that has been approved by the Services commander or director? (NA-5, Para II.1)			
4.2.4. Are tickets accounted for and validated when received, in accordance with AFSVA Program Training Aid NA-5 procedures? (NA-5, Para II.2.a)			
4.2.5. Do customer invoices and itineraries include a disclaimer statement regarding cancellations made by the customer? ( <i>Air Force Central Ticket Program Training Aid</i> )			
4.2.6. Does the manager have procedures to ensure commissions are paid accurately? ( <i>Air Force Central Ticket Program Training Aid</i> )			
4.2.7. Is the commercial Direct System Link turned off when staff members are not present? ( <i>Air Force Central Ticket Program Training Aid</i> )			