



February 2002

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AMC IG Web Site

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“Q” Town Crier

... Words From IGQ

Col Tom Stark

On 31 January, Col Thomas E. Stickford stepped down as the 375th Airlift Wing commander, Scott AFB IL, and became the Air Mobility Command Inspector General. Col Stickford—congrats on a successful command tour and best of luck in your new IG position.

In January, we retired SMSgt Tom Price after 26 years of great service to his nation. We'll miss Tom's great sense of humor and vast personnel expertise. Tom—thanks for the exceptional service and best wishes to you and your family in your retirement.

Recently, Lt Col Chris Cox joined the AMC/IGQ team. Col Cox is a career flyer with an extensive ops and command background. He's moving to the Q from the IG's inspections division. Chris—welcome aboard.

On 26 Dec 01, IGQ's own Capt Heather Meyer gave birth to a beautiful little girl—Bree Anna (7lb, 8 oz and 20 in). Mom and baby are doing great. Heather will be back in the office in mid-February.

This month we also welcome the new 60 AMW/IG

on board—Lt Col Teresa A. Walters. Teresa—good luck! Col Druator has an assignment with the AMC IG.

Additionally, SAF/IG approved the following “Associate IGs”: Col Geno Redmon, TACC, and Col Paul

INSTALLATION IG TRAINING COURSE (IIGTC)

The next IIGTC course is scheduled for 11-15 Mar 02. We are in the process of firming up the AMC nominees.

For your CY 02 planning, SAF's tentative IIGTC schedule includes classes 13-17 May, 15-19 Jul, 5-9 Aug, and 9-13 Sep.

The next Investigating Officer Courses (IOC) are scheduled for 21-23 May and 4-6 Jun. The May class is at Charleston WV and the Jun class is at Lambert Field, St Louis MO.

As always, forward your IIGTC nominees to AMC/IGQ. Units can work their own IOC nominees with the SAF website listed host unit POC. See SAF/IG's website (www.ig.hq.af.mil) for the complete list of SAF/IG FY02 training events.

Hopefully, everyone has signed up for the upcoming SAF/IG Worldwide Conference, 9-11 Apr 02.

2001 SAF & AMC IG AWARDS

Special congrats to the 60 AMW/IG shop for capturing the AMC nomination for the **USAF 2001 John P. Flynn Inspector General Award**—

recognizing the top complaints and inquiries shop in the USAF.

Lt Col Joe Ductor and MSgt Alex Muniz did an outstanding job in 2001. Significant to note is that the 60 AMW/IG shop has earned this special recognition for the second consecutive year. BIG KUDOS to this team of superstars!

Also, we're honored to announce that MSgt Eileen Conlan, 375 AW/IG, was named the winner of the **2001 AMC Installation IG Inquiries and Complaints Manager of the Year Award**.

Of significance is the fact that MSgt Conlan, as the deputy IG, independently managed the wing's complaints program for an extended period of time.

Again, BIG KUDOS!

2001 ACTS REVIEW

Attached is a slide presentation that captures the AMC IG case stats for 2001. Big thanks to Col Cox for quickly mastering ACTS and crunching the numbers.

In 2001, AMC closed 922 IG actions with 1.4% of all contacts substantiated.

Please review the attached slides and use the information in your training and education efforts.

CAT I/CAT II TIMELINESS

In 2001, AMC had 32 CAT I and CAT II investigations. 13 cases, or

41% of the total, included substantiated allegations.

A 41% substantiated rate shows that the command is doing a good job in deciding what cases need to be formally investigated. This is in line with the TIG's guidance to do fewer "quality" investigations.

One area of concern that warrants our immediate attention and focus is the average days to close cases.

AMC's averaged 141 days to close CAT I investigations—up from 54 days in 2000.

AMC averaged 241 days to close CAT II investigations—up from 218 days in 2000.

Bottom line: as a command, we need to improve.

In studying our AMC cases, several reasons help explain the increase in time.

The reasons include case complexity (19 reprisal cases), TDY requirements, IO availability, case workload, poor IG continuity, lengthy administrative/legal reviews, and, at times, the overall quality of the reports of investigation (ROI).

While these reasons explain past results, our attention needs to be on improving in the future.

Efforts to reduce average case time must include the following.

First, IGs must continue to conduct thorough complaint analyses in an effort to make an effective decision on when to formally investigate allegations. A formal investigation isn't a fishing expedition—ensure your IO is provided with a good set of framed allegations. Good, tight allegations will provide the IO with the proper scope of the investigation.

Second, we all need a continued and focused emphasis on training (IIGTC, IO, IGQ and AMC Conferences). Take some proactive measures today to ensure you have well trained IOs in the future.

Third, IGs must do everything in their power to keep an investigation on track. There needs to be a close relationship between the IG, SJA, technical experts, and the IO in working a case. The goal must be to produce a timely and quality ROI.

Finally, we all need to contribute to the effort to maintain a proactive relationship between the command and the installation IGs. AMC/IGQ is always available to help work those tough, tricky IG issues.

AMC/IGQ welcomes any feedback or recommendations concerning the timeliness issue.

AMC SAFETY DOWN DAY

In early February, the CSAF directed all USAF units to take a safety down day

ASAP. This was due to the sharp spike in our mishap rate. Mishaps have increased with the high OEF/ONE ops tempo.

On 6 Feb, Gen Handy called for an AMC safety down day NLT 15 Feb 02. Gen Handy noted that we need to stop, catch our breath, and refocus on safety before and while doing the tasks at hand.

His message highlighted the AMC primary causal factors for on-duty mishaps as perceptions, judgment, training, and inadequate risk assessment.

Installation IGs should work with commanders and supervisors to help reiterate safety and stress adequate training and compliance with technical data.

Complaints and concerns in this arena should be addressed and immediately resolved.

GOOD LUCK IN 2002!