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709th SPTS revamps transportation process

By Susan A. Romano, AFTAC Public Affairs

PATRICK AIR FORCE BASE, Fla. – The 709th Support Squadron here streamlined its transportation and shipping operations to more efficiently manage its fleet of vehicles and cargo shipments.

The decision to physically move the squadron's logistics section to the transportation warehouse was driven by the need for a more efficient workflow process and a better physical location for both customers and staff.

James Battenfelder, 709th SPTS transportation manager, oversees the Air Force Technical Applications Center's vehicle fleet, which includes three sedans, five utility trucks, two fork lifts, and a freightline tractor. He and his staff of three noncommissioned officers work closely with the 45th Space Wing's vehicle management office to ensure compliance with established directives, support agreements and Air Force instructions.



"The new operations center is now located directly next to our vehicle flight, which will allow us to better serve AFTAC personnel who need transportation," said Tech. Sgt. Mark Melchionda, 709th SPTS section chief of transportation. "We can also perform more detailed inspections of each vehicle prior to dispatching them for use while saving time when we conduct maintenance and oversight of our vehicle fleet. It's definitely a huge improvement."

In addition to vehicle management, Battenfelder and his team are responsible for shipping and receiving assets, equipment and materiel critical to AFTAC's global nuclear treaty monitoring mission.

"We made the decision to absorb the center's mail room work load by setting up a more elaborate receiving section that will allow customers to pick up their inbound cargo from one location instead of two, as was the case before the change in procedures," said Battenfelder, "and those two locations were not at all close together. Now we've streamlined the process from two stops to one, eliminated customer confusion and frustration, and made it better for our folks in the warehouse."

Battenfelder said planning the move took far longer than the actual move itself.

"Planning and sketching out how we were going to transition took place over a period of months, even years in some aspects, but we were able to complete the relocation in just a week," he said. "I'm extremely proud of the hard work and major effort my team devoted to the project, and we're already reaping the benefits through positive customer feedback. It's definitely a win-win for everyone."