



SSGT GARY WAGNER

WILLIAM 'BILL' WRIGHT

LRS CUSTOMER SERVICE

FIRE TRUCK AND REFUELING

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# CANNON Spotlight

### Q: What is your job title?

**Wright:** I am the acting supervisor for Fire Truck Maintenance. We are responsible for maintaining the 27 SOCES Fire and Emergency Services flight.

**Wagner:** I'm the NCOIC of the customer service section of Vehicle Maintenance. We're the liaison between the base and vehicle maintenance. Whenever people on base have issues with their vehicles, they bring them to us first, we inspect the vehicles, write up the work orders and then disseminate the work amongst the other shops.

### Q: (to Wagner) And how long have you been associated with your department?

**Wagner:** I have been at Cannon for about three years. But, I've only been running the Customer Service section for about two months now.

### Q: (To Wright) You have been in this position for six years. How long have you been at Cannon?

**Wright:** I came here as a first-term Airman in 1993. I did my four years, stayed in the area and joined government service in 2015.

### Q: What do you like most about your job?

**Wagner:** My favorite part is the troubleshooting. I love when vehicles come in. It's one of those things where it's super fun at first then it's super aggravating then I'm super satisfied at the end. When you hear that vehicle start up at the end, it's just like, "Yeah. I fixed that." And I always get help. Mr. Wright helps me all the time. Other civilians help me, other Airmen help me. We work through it and we figure out what the problem is. And for me that's the most satisfying part.

**Wright:** For me, it is coordinating and solving problems. It's satisfying to train and to teach but also to make the repair myself.

### Q: What do you find to be most challenging about your job?

**Wright:** My biggest challenge is not only the training but it's also lack of manpower. Between fire truck and refueling we're supposed to have like, ten people. We have four. In refueling, if we can't refuel the airplanes, the airplanes don't take off. With the fire trucks, if we don't have the firetrucks we can't land the airplanes. So now you're trying to train a new Airman but at the same time trying to get the work done because you have limited time and a definite mission impact.

**Wagner:** Lack of training. Just how fast cars are getting advanced and how slow the Air Force is at advancing. I haven't been to tech school in five years, but the CDCs have barely changed. One day I'm working on a Ford Ranger and the next day I'm working on a global deicer and the next day I'm working on a Caterpillar back hoe and the next day I'm working on a freightliner dump truck.

### Q: So it's not the same work every day?

**Wagner:** Right. There's fundamentals but when you start getting into very specific subsystems of vehicles and how their diagnostic system works and how their computers work, there's so much variation in our career field. For me that's the biggest challenge. We have to learn on the fly constantly. I don't know about other career fields, but when you're a 3-level in the Vehicle Maintenance career field, you're not allowed to work unsupervised. You need to be attentive to that Airman and make sure they're following those steps and procedures safely and correctly.

**Wright:** Another one of the challenges is the lack of qualified publications. Vehicle Maintenance is paying for a subscription to service information so that these guys have help but it's only as good as their training.



**Wagner:** With all of that diagnostic equipment also, with the lack of training on how to use it, you're almost throwing money away.

**Wright:** That's where it falls on us as civilians. In the time I've been here, my office has cycled through an entire staff almost twice. So the only continuity is myself in Fire Truck and Refueling and then the other civilians in our flight who are doing a fantastic job. At the end of the day, we succeed as a team, we fail as a team. Our civilians and our NCOs are working very hard to maintain that, "Okay, let's stop and ask the question."

**Wagner:** I don't think there's ever a day where the NCOs at the main compound aren't in the other shops. The NCOs and the Airmen, we're always talking, even though we run different shops, we're always talking together always trying to help each other out.

**Q: Is there anything you would like for people to know about your job or about what you do?**

**Wagner:** It just depends. I think there is a misconception that we just change parts. It actually involves a lot more troubleshooting and it's not just a simple "throwing parts at stuff."

**Wright:** With the military it's about effectiveness. 'How effective are we?' Our flight chief MSgt Scaggs does not get enough praise. I mean, if I could tip my hat to one person in our organization that really is knocking it out of the park every day and doesn't get enough credit for it, it would be MSgt Scaggs. And all of the NCOs – SSgt Peavey, SSgt Davis, SSgt Gonzales, SSgt Dorofeychuk, TSgt Stewart and TSgt McCarty. Our NCOs are legitimately doing Iron Man level work.

**Wagner:** There's a lot of priorities that we have to follow to keep this base running. There's the overall Mission Capable (MC) rights, which is saying of the 615 vehicles we have on base, what percentage of that is in service. We're doing really good at that. We have about an 83-85% MC Rate. So 85% of the vehicles on base are in service.

**Wright:** We have an oversized impact. While we're doing a good job of staying in the background under the hood, but we're also – if it's on Cannon AFB and it is moving, it comes through our hands.

**Wagner:** We do everything we can for everyone.

**Wright:** Everything about this base is teamwork

**MICHAEL STERMAN**

**AUTOMOTIVE ASSISTANT**



**AUTO SKILLS**

**CENTER**

**Q: What's your name and how long have you been here?**

**A:** My name is Michael Stedman and I've been here for just about two years.

**Q: What is your job title?**

**A:** I guess technically it's Automotive Assistant. When I started it was more like I would do cleaning and stuff, just kind of help out around the shop. But, slowly, I'm kind of getting up there and doing more work on vehicles here and there.

**Q: What is your main job now?**

**A:** Whenever we have customers in, I guide them up on the ramps, show them how to use all the equipment, make sure everything's safe, make sure their doing things correctly. If they want us to do any kind of servicing such as oil changes or brakes, things like that, I do that.

**Q: What do you like most about your job?**

**A:** The experience definitely.

**Q: Have you gained a lot of experience in the shop?**

**A:** Oh yeah. When I first started here I could probably barely change a tire, and now, you know, I've got a fairly decent amount of knowledge. You know, I can look at my vehicle and say, "this is wrong. This needs fixing." And kind of go from there.

**Q: Did you choose to do automotive work here on base?**

**A:** I did, yeah.

**Q: Why?**

**A:** Well I wanted to get into the automotive side of things, get that experience. It's definitely been great.

**Q: What is challenging about your job?**

**A:** It's not really challenging I would say. Certain things can be kind of time consuming, but I mean, there's nothing really super difficult about it.

**Q: Is there anything you dislike about the job?**

**A:** No. Not really. It's pretty solid.

**Q: Can you explain more of what you all provide here at the Auto Skills center that people might not know about?**

**A:** We do tires for example. Mounting and balancing. People can buy tires through us. We can turn rotors and brakes. As far as people doing their own work, we can kind of give them a hand with stuff. Show them, "Hey you do it this way." Or "This might be a good idea."

**Q: So the Auto Skills Center is where people can go to get professional help without paying a lot of money (like at a dealership)?**

**A:** Yeah.

**Q: Does that make you feel good about your job?**

**A:** Oh it does. I mean, someone comes up to me and asks me, "Hey, can you give me a hand with this?" And actually being able to go out there and do something about it, it's really fulfilling.