

2003 5-STAR CHECKLIST

BASE _____

1. OPERATIONS (500)				
1.1. POLICIES AND PROCEDURES (40)				
	1.1.1.	Facility hours of operation and age restrictions are posted in each facility.	10	
	1.1.2.	Total hours of operation meet or exceed 112 hours/week IAW AFI 34-266 (bases where mission requirements have dictated a temporary reduction may get credit), or 70 hours/week for Reserve bases.	10	
	1.1.3.	A local guest policy is established, posted, and adhered to in each facility.	10	
	1.1.4.	Any local variances to Air Force policies, procedures, or guidance are supported with documentation, e.g., local OIs.	10	
		Sub Total	40	0
1.2. ADMINISTRATION (80)				
	1.2.1.	Computer with Internet access is available in at least one facility for all staff.	10	
	1.2.2.	Administrative functions such as cleaning/maintenance schedules, contracts, work orders, inspections, budgets, and staff scheduling are automated.	10	
	1.2.3.	Facility customer counts are maintained for each facility.	10	
	1.2.4.	A computerized front desk check in system is in place.	20	
	1.2.5.	A 5-year plan is in place.	10	
	1.2.6.	Operational Instructions (OIs) are maintained and current for each facility.	10	
	1.2.7.	Continuity books are maintained and current IAW AFMAN 34-137.	10	
		Sub Total	80	
1.3. EQUIPMENT (190)				
	1.3.1.	Cardiovascular equipment (type and number) meets or exceeds Golden Eagle Standards.	20	
	1.3.2.	SelectORIZED equipment (type and number) meets or exceeds Golden Eagle Standards.	20	
	1.3.3.	Free weight equipment (type and number) meets or exceeds Golden Eagle Standards.	20	
	1.3.4.	All dumbbells are rubber or vinyl coated.	20	
	1.3.5.	All exercise equipment is cleaned daily and documented on a cleaning schedule.	20	
	1.3.6.	All exercise equipment is in good condition (free from rust, no broken parts) and in good working order.	20	
	1.3.7.	Upholstery on all strength equipment is in place and in good condition (no tears).	20	
	1.3.8.	An equipment maintenance plan following manufacturer guidelines is in place and documented for all equipment.	10	
	1.3.9.	There is a comprehensive equipment replacement plan in place for an annual replacement of 20% of total equipment inventory (cardio, selectorized, and free weights) based on Golden Eagle Standard requirements.	10	
	1.3.10.	A "wish list" of equipment and desired sources is maintained in the event end of year money becomes available.	10	
	1.3.11.	A detailed equipment repair log is documented to track vendor reliability and equipment performance (includes type of equipment, model number, reason for operational malfunction, dates of report and repair).	10	
	1.3.12.	There is at least 2 ft. of walk space between and behind each piece of exercise equipment (with exception of specialty designs for programs such as a circuit format).	10	
		Sub Total	190	0
1.4. STAFF MANAGEMENT (140)				
	1.4.1.	All fitness staff are attired in the Air Force Fitness Organizational Uniform.	20	
	1.4.2.	Facility, operational, and program orientations are conducted and documented for new staff within two weeks of assignment.	10	
	1.4.3.	Individual staff responsibilities are documented and delegation of duties is clearly defined and understood by all staff.	10	
	1.4.4.	Staff schedule is posted and clearly understood.	10	
	1.4.5.	Staff are rotated through all functional areas of the facility to gain experience in all operating and programming areas.	20	
	1.4.6.	One staff member is scheduled at the customer service counter area of each facility at all times.	10	
	1.4.7.	One staff member is scheduled in the fitness equipment areas during peak hours in each facility to assist customers.	20	
	1.4.8.	A single fitness staff member is designated as the Health and Wellness Center liaison.	10	
	1.4.9.	Employee recognition program within the activity is implemented and documented (e.g. "employee of the month") separate from official awards programs.	10	
	1.4.10.	Director/Facility manager submits employees for unit/base recognition/awards.	10	
	1.4.11.	A documented contingency plan is in place to cover staffing needs during deployment cycles (NAF MOAs, use of IMAs/Reservists, etc). Note: Bases with NAF MOA's/contracts who do not deploy may receive these points.	10	
		Sub Total	140	0
1.5. CONTRACT MANAGEMENT (50)				
	1.5.1.	Group exercise instructors and personal training instructors (contractor or staff) work performance is inspected and deficiencies documented.	10	
	1.5.2.	Sports official contractor work performance is inspected and deficiencies documented.	10	
	1.5.3.	Credentials of group exercise and personal training instructors are verified (appropriate certifications are maintained IAW AFI 34-266 or a documented waiver is in place for remote locations).	10	
	1.5.4.	Credentials of sports officials are verified.	10	
	1.5.5.	Group exercise, personal training, and sports officials contracts are in the budget.	10	
		Sub Total	50	0
		Grand Total	500	
		Percent of category 1 total points	100	0

2. PROGRAMS (300)			
2.1. PROGRAM MANAGEMENT (150)			
	2.1.1. Facility brochure describing all programs is available for customers in each facility. (Note: Copy of brochure must accompany 5-Star checklist to MAJCOM).	30	
	2.1.2. Fitness calendar is established and posted showing all fitness classes, incentive programs, special events, and other fitness activities.	20	
	2.1.3. Fitness calendar contains programs geared toward specific populations such as weight training for women, youth fitness camps, senior exercise classes, etc.	20	
	2.1.4. Fitness calendar contains unit fitness activities.	20	
	2.1.5. Sports calendar is established and posted showing all sports events, leagues, and tournaments.	20	
	2.1.6. A marketing plan is in place to support and promote fitness and sports programs.	20	
	2.1.7. Program evaluations are conducted and documented to adjust programs to meet customer needs and expectations.	20	
	Sub Total	150	0
2.2. PROGRAMS (150)			
	2.2.1. All core programs are funded with APFs IAW AFI 34-266.	10	
	2.2.2. Core exercise classes meet or exceed required offerings (small 10; medium/large 15) IAW AFI 34-266.	10	
	2.2.3. Four incentive programs (e.g. "Cycle Across America") are offered per year IAW AFI 34-266.	10	
	2.2.4. Four special events (e.g. bench press competitions) are offered per year in IAW AFI 34-266.	10	
	2.2.5. After-action reports on special events are accomplished and maintained.	10	
	2.2.6. Four of five intramural sports programs are offered IAW AFI 34-266.	10	
	2.2.7. Fitness Assessments (evaluates cardiovascular fitness, muscular strength and endurance, flexibility, and body composition) are offered (e.g. Microfit system).	20	
	2.2.8. Appropriate Fitness Improvement Program (FIP) classes are offered in addition to the regular schedule of aerobics classes and are clearly advertised as FIPs IAW AFI 34-266.*	20	
	2.2.9. Equipment orientations are provided to customers IAW AFI 34-266.	20	
	2.2.10. Personal training (one on one) programs are provided.	20	
	2.2.11. Joint Health and Wellness Center activities and programs are conducted and documented.*	10	
	Sub Total	150	
	Grand Total	300	0
	Percent of category 2 total points	100	0
3. TRAINING (200)			
3.1. DIRECTOR (80)			
	3.1.1. Director has 3 or more years experience as a fitness center director.	10	
	3.1.2. Director has completed a Bachelors degree in physical education, exercise science, or related field.	20	
	3.1.3. Director has completed the AETC Fitness Specialist Course.	10	
	3.1.4. Director has completed advanced staff training requirement (ACSM or Cooper course).	20	
	3.1.5. Director has attended the Activity Manager's course.	10	
	3.1.6. Director has a training plan in place for all required and enhanced fitness training, and training needs are identified in the budget.	10	
	Sub Total	80	0
3.2. STAFF (120)			
	3.2.1. Records of employment and training are documented and maintained appropriately (TEAMS, etc).	10	
	3.2.2. All staff know how to use and can demonstrate use of all exercise equipment within 30 days of assignment to the fitness center.	20	
	3.2.3. All staff within the facility are certified in Basic Life Support (BLS)/Cardio Pulmonary Resuscitation (CPR) IAW AFI 34-266 within 60 days of assignment.	10	
	3.2.4. All staff are trained in basic first aid procedures IAW AFI 34-266 within 60 days of assignment.	10	
	3.2.5. Staff fitness training by Health and Wellness Center (HAWC) staff is established and documented IAW AFI 34-266, AFI 40-501, and HAWC/Fitness Center collaboration letter.*	10	
	3.2.6. All fitness staff have completed or are officially scheduled to attend the AETC Fitness Specialist Course within six months of assignment.	10	
	3.2.7. Two staff members have completed advanced staff training (Cooper or ACSM course) IAW AFI 34-266 (does not include Director).	20	
	3.2.8. One or more staff during current FY is recognized as an Air Force Exercise Specialist.	20	
	3.2.9. One or more staff is trained in group exercise leadership by the Fitness Program Manager (FPM) or through an AF recognized national certifying body.	10	
	Sub Total	120	
	Grand Total	200	
	Percent of category 3 total points	100	0

4. FACILITIES (500)				
4.1. CLEANLINESS/MAINTENANCE (50)				
	4.1.1. Each facility has a cleaning plan/schedule in place for all indoor and outdoor areas.		10	
	4.1.2. Floors in each facility are cleaned and maintained daily.		10	
	4.1.3. Each facility is inspected and documented on a weekly basis for cleanliness.		10	
	4.1.4. Cleaning contract and/or employees are monitored and performance documented.		10	
	4.1.5. An annual grounds maintenance plan is in place.		10	
		Sub Total	50	0
4.2. SAFETY (70)				
	4.2.1. Preseason safety inspections of sports fields are conducted and documented.		10	
	4.2.2. Annual safety inspections are completed and discrepancies/findings are documented/tracked and fixed accordingly.		10	
	4.2.3. Signage for equipment usage/safety risks is posted in all equipment, steam, and sauna areas.		10	
	4.2.4. All sauna and steam room temperatures are maintained (thermostat control) at appropriate temperatures (170 -180, 100 -110 degrees Fahrenheit, respectively).		10	
	4.2.5. Crash padding is attached to walls and volleyball poles in basketball court areas.		10	
	4.2.6. Eye protection is provided for participants using racquetball and/or handball courts.		10	
	4.2.7. Mandatory eye protection signage is posted outside court areas in each facility.		10	
		Sub Total	70	0
4.3. EXERCISE AREAS (140)				
	4.3.1. Group exercise room(s) has suspended wood or similar flooring appropriate for activity.		20	
	4.3.2. Group exercise room(s) has secured sound system (fixed or portable) and mounted speakers.		10	
	4.3.3. Exercise equipment areas are organized by function (cardiovascular, selectorized, free weights) in each facility.		10	
	4.3.4. All cardiovascular equipment areas have entertainment available (i.e. TVs).		10	
	4.3.5. An exercise entertainment system is in place and operating (Cardio Theater, Broadcast Vision, etc.) for all equipment in at least one cardiovascular equipment area.		20	
	4.3.6. All weight equipment areas have high-density, impact resistant flooring in good condition.		10	
	4.3.7. Educational/instructional posters are displayed professionally and appropriately throughout exercise areas.		10	
	4.3.8. Cleaner and towels for equipment wipe down are available for customers in all equipment areas.		20	
	4.3.9. At least one outdoor exercise area (running trail, parcourse, obstacle course, etc.) is available, is in good condition, and is clearly marked.		30	
		Sub Total	140	0
4.4. LOCKER AREAS (30)				
	4.4.1. All locker and shower areas are sanitized daily and free of rust/mold/mildew.		10	
	4.4.2. Daily lockers are cleaned out and sanitized at least weekly.		10	
	4.4.3. All shower and drying off areas have slip-resistant flooring.		10	
		Sub Total	30	0
4.5. EMERGENCY PROCEDURES (30)				
	4.5.1. An emergency plan is in place and posted in each facility and practiced at least annually IAW AFI 34-266.		10	
	4.5.2. Facility evacuation procedures adhere to local policies.		10	
	4.5.3. A first aid kit is provided in each facility in coordination with the base medical group IAW AFI 34-266.		10	
		Sub Total	30	0
4.6. FACILITY PROJECT MANAGEMENT (100)				
	4.6.1. A file is established for all current and projected facility projects.		10	
	4.6.2. A newly constructed fitness facility or significant add/alter project has been completed within the past three years which meets all core functional area requirements and room finishes IAW Air Force Fitness Facility Design Guide, table 2, for size of installation (with the exception of multiple gymnasiums for medium and large facilities).		50	
	4.6.3. At least one facility has completed a facility improvement or self-help project within the past three years if a newly constructed facility or major renovation has not been completed (points received if 4.6.1. is met).		20	
	4.6.4. A DD Form 1391, Military Construction Program Data, is on file and updated annually OR a new facility has been constructed within the past three years.		10	
	4.6.5. Work orders (332s) are documented and tracked using automation.		10	
		Sub Total	100	0
4.7. MISCELLANEOUS AREAS (80)				
	4.7.1. A vending machine area is available with full complement of drinks and snacks.		10	
	4.7.2. An expanded juice bar is established.		10	
	4.7.3. A lounge area with presentable furniture for seating and reading material is available in at least one facility.		10	
	4.7.4. A staff board with names and pictures is clearly displayed near the front desk/lobby area for easy customer identification.		20	
	4.7.5. A designated area for receiving, counting (if towel contract exists), and/or folding towels is established away from the front desk counter.		20	
	4.7.6. The Health and Wellness Center (HAWC) is located within one of the fitness facilities with the exception of those HAWCs directly adjacent to or within a few blocks of the fitness center that meet space requirements per AF Fitness Facility Design Guide.*		10	
		Sub Total	80	0
		Grand Total	500	0
		Percent of category 4 total points	100	0

5. CUSTOMER SERVICE (300)			
5.1. CUSTOMER INFORMATION (150)			
	5.1.1. Management is a base fitness advocate by participating and providing information to working groups, HAWC committees, Right Start, Commanders Calls, etc.	30	
	5.1.2. Current fitness information (awareness/education) is provided to customers in each facility.	20	
	5.1.3. Community fitness events/information is provided to customers.	20	
	5.1.4. Outdoor fitness areas (par courses, running trails) are identified/posted for customers in each facility.	20	
	5.1.5. Customer facility orientations are available and posted for new customers in each facility.	20	
	5.1.6. Display racks throughout facility are full, neat, and contain current information.	20	
	5.1.7. Electronic display board (either wall or floor model) advertising fitness center programs is displayed in facility.	20	
	Sub Total	150	0
5.2. CUSTOMER FEEDBACK (110)			
	5.2.1. Customer comment cards are responded to immediately and tracked for any needed action.	30	
	5.2.2. Director establishes internal, informal customer surveys/needs assessments (separate from annual AF customer survey) to query and respond to customer needs.	20	
	5.2.3. A customer focus group is established that meets at least annually with representation from total customer base (enlisted, officer, dependent, retiree, civilian) to gain customer feedback.	10	
	5.2.4. Networking is accomplished with other bases to share and promote ideas to increase customer satisfaction (specific action taken with management and staff to accomplish sharing of ideas and programs).	20	
	5.2.5. Director reviews Corporate PRISM Survey results.	10	
	5.2.6. Overall rating on annual AF Customer Service Survey is at least a "4" or has improved from previous year.	20	
	Sub Total	110	0
5.3. CUSTOMER SERVICES (40)			
	5.3.1. A computerized tracking system is provided in each facility for customer's individual use to document fitness programs (e.g. E-log).	30	
	5.3.2. Core customer services (lockers, towels, resale) are provided IAW AFI 34-266.	10	0
	Sub Total	40	0
	Grand Total	300	0
	Percent of category 5 total points	100	0

* Air Force Reserve facilities receive points for these items as they are non-applicable.

I verify this scoresheet is complete and accurate

Services Combat Support Flight Chief

I verify this scoresheet is complete and accurate

Services Commander/ Director