



TALESPINNER

JOINT BASE SAN ANTONIO-LACKLAND, TEXAS • Vol. 71 No. 47 • November 28, 2014



Kicking into high gear

Photo by Benjamin Faske

Around JBSA – Air Force Basic Military Trainees learn to throw front kicks during Basic Expeditionary Airman Skills Training Nov. 20, at Joint Base San Antonio-Lackland Medina Annex.

How did we lose this young Airman?

By Col. Donald Grannan
88th Communications Group Commander

She was an Airman Leadership School distinguished graduate, earned staff sergeant her first time testing, received all fives on her enlisted performance reports and took part in two deployments. Clearly she was a high-performing Airman.

But, in her words, "the Air Force had made it clear it didn't want her." Huh?

I have proudly served our Air Force all of my adult life, so I truly didn't understand. Although I wasn't in her chain of command, I knew this young woman throughout her career. I tried to reflect on this from a professional, albeit admittedly biased, point of view. What would make this superstar believe we didn't care if she stayed or not?

Was it a bad first impression? I remember an incident that involved her as a new Airman at her first duty station. A senior NCO struck her car from behind in a minor fender-bender.

Instead of admitting fault and moving on, he berated and intimidated this young Airman about the issue. Her first sergeant, who she looked to for help, would not interject or discuss the issue with the senior NCO. I could have interjected as well, but I mistakenly believed it wasn't my place. It was. An Airman needed help and no one gave it.

Was it a lack of encouragement? After she earned staff sergeant her first time eligible, she saw the results online on the Air Force Web. Then ... nothing until the following Monday when the first sergeant stopped by to congratulate her and said the commander was "really busy."

When she was a distinguished graduate from Airman Leadership School, it was a highlight in her career. But other than her immediate supervisor, no one from her squadron chain of command was present. I know, because I was there.

Was it motivation? She was a veteran of



Photo by Senior Airman Tristin English

two deployments, including one where she had a few days notice to support a humanitarian operation. By chance, I saw her and another Airman at a connecting airport as I was returning from a temporary duty assignment.

I saw their apprehension and anxiety and made sure they understood to take care of each other, trust their training and focus on the mission. But I wondered if their own leadership had talked to them like this.

Did we at least send her out the door with a smile, to encourage others toward an Air Force career? No. Instead her superiors decided there would be no decoration for this outstanding Airman who achieved a lot in a short period of time and who was highly lauded by her supervisors.

Why? Because she had once failed a physical fitness test, immediately re-took it, and passed.

She had tried to "wing it," failed the run and learned a lesson.

This young, healthy Airman, who weighs a buck-twenty-five, did not have a fitness or standards problem. She had a leadership problem. No one in her squadron leadership knew about or was present to witness her exceptional duty performance, her distinguished graduate accomplishment, her two deployments or early promotion. But they sure knew about the one time she stumbled.

In the end we took an exceptional, highly motivated volunteer and did we mold her? No way. Did we encourage her? Not a chance. Did we create a new leader? No. We created someone who cares about our nation, but is disillusioned and frustrated about what our Air Force finds important and unimportant. We lost an enormous opportunity, and we can't afford to repeat that mistake.

Today, more than ever, as our ranks continue to decline, we must retain the best and most highly motivated Airmen. To do that, we have to lead them, be in the fight with them and focus on what's truly important and not become hyper-focused on marginal or anecdotal issues.

How many more situations like this are out there? If you're in a leadership position, are you part of this problem? Do you know the people under you? Are you in the fight, witnessing their capabilities, encouraging and motivating them, or do you only know about them when they stumble? If you think command or leadership positions are just another assignment, you're part of the problem.

Ask yourself, when was the last time a troop brought you a problem? If that's not happening, it's because they don't believe you can, or will, help them. So get busy proving to them they can count on you and you'll be surprised how well you can count on them.

Joint Base San Antonio-Lackland Editorial Staff

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671-4111

SENIOR AIRMAN LYNISIE NICHOLS
EDITOR

JOSE T. GARZA, III
SPORTS/STAFF WRITER

DOROTHY LONAS
PAGE DESIGN/ILLUSTRATOR

Office

2230 Hughes Ave.
JBSA-Lackland, Texas
78236-5415
671-2908;
(fax) 671-2022

Email: tale.spinner@us.af.mil

Straight Talk: 671-6397 (NEWS)

For advertising information:
EN Communities
P.O. Box 2171
San Antonio, Texas 78297
250-2440

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One of the best things about ICE is that people can let service providers know when they do a great job, not just for poor service. It takes five minutes or less to submit a comment at <http://ice.disa.mil>.

NEWS IN BRIEF

VETERANS IN BLUE VOLUME V OUT NOW

For decades, Airmen have answered the call to serve and protect the nation's interests, people and cherished freedoms that underpin it all, risking their lives for others, and thus, becoming heroes in the eyes of those they protected.

The fifth volume of "Veterans in Blue" captures 43 stories of service and heroism at war. The new portrait-based displays join those presently hanging in the Pentagon. The stories, photos and video interviews were released Nov. 10 and are available online at <http://static.dma.mil/usaf/veterans/>.

MAKE EVERY DOLLAR COUNT CAMPAIGN

SPOTLIGHTS CONTRACT COURT

The Air Force convened a service-wide contract court to streamline procurement of services sourcing and gain efficiencies within the service's constrained budget.

This initiative is in line with the official memo sent to Airmen across the Air Force earlier this year from Secretary of the Air Force Deborah Lee James and Vice Chief of Staff Gen. Larry Spencer asking Airmen to "Make Every Dollar Count."

Contract court grew out of the necessity to ensure every budgeted dollar is wisely spent in the pursuit of the objectives outlined in the Air Force Strategy.

"Air Force senior leaders are asking us to take a deep look at all contracted services requirements, focus on identifying mission critical requirements, and ferret out what we can live without with a minimum of risk," said Randall Culpepper, the Air Force program executive officer with the (Combat and Mission Support) office of the assistant secretary of the Air Force.

The Air Force's ability to continue to acclimate and respond to operational demands within current and future budget realities and operations is the central focus in being relevant to meet tomorrow's fight, senior leaders said.

The official memo stressed the importance of differentiating between "mission enhancing" and "mission critical" contracts.

"If the requirements are not mission critical, today's fiscal environment is driving us to just say no," Culpepper said. "We are also looking to identify synergies and strategic opportunities that will help us expand our buying power within the limited budgets."

The Air Force Council will conduct a final review in early spring.

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Photo by Staff Sgt. Robert Barnett

Nancy Hansen, accompanied by Col. (Dr.) Alan Sutton, director of the Maxillofacial Prosthetics Fellowship Program for the 59th Medical Wing, examines retired Army Staff Sgt. Shilo Harris, a wounded veteran, as he is fitted for prosthetic ears Oct. 5, 2010.

59th MDW civilian named AFA's Outstanding Civilian Program Specialist of the Year

By Staff Sgt. Christopher Carwile
59th Medical Wing Public Affairs

Each year the Air Force Association selects one Air Force civilian to receive the Outstanding Civilian Program Specialist of the Year Award. This year that award went to Nancy Hansen from the 59th Medical Wing at the Wilford Hall Ambulatory Surgical Center.

Hansen is a restoration technician and certified clinical anaplastologist assigned to the 59th Dental Training Squadron.

According to the AFA website, the nominees are judged based on the "nature of their achievement, development of techniques or procedures that significantly increased mission effectiveness and breadth of impact."

Among her laundry list of accomplishments, Hansen and her team have improved the lives of more than 1,400 patients (to include wounded warriors and trauma patients) through creating custom prosthetics. She has also provided world-class health care valued at more than \$1.1 million, making her an instrumental part of the medical wing's prosthetics program.

"Our mission and goal is to help give those service members and wounded warriors a little bit of what they lost," Hansen said. "Hopefully, our work can help restore their self-image and give them some confidence."

In addition to her work providing direct patient care in the clinic, Hansen also helps educate and train future providers and technicians.

Hansen has lectured Air Force and

University of Texas Health Science Center residents on maxillofacial and dental prosthetics. She is also credited with creating the first-ever facial prosthetic hands-on training used in the Medical Education and Training Campus at Joint Base San Antonio-Fort Sam Houston and joint dental laboratory technician training.

Although she's received awards at the squadron, group and wing levels; and has been featured in publications such as Airman Magazine and Air Force Times, the true honor for Hansen is being able to care for the patients.

"It is an honor to treat our patients, especially our wounded warriors," Hansen said. "I consider it a privilege to be able to help them in their recovery."

39 JBSA Senior Master Sgts. selected for top enlisted rank



Of the 2,525 senior master sergeants eligible for promotion to chief, 479 were selected for an 18.97 percent selection rate, Air Force Personnel Center officials announced Nov. 20. Across Joint Base San Antonio, 39 senior master sergeants were selected for promotion to Chief. The selected senior master sergeants are listed below.

JBSA-Fort Sam Houston

Aubry Herrera
Justin Helin
Patrick Key

JBSA-Lackland

Jacob Campbell
Christopher Gradel
Lynn Barron
Timothy Bruton
Daniel McCain
Brandon English
Jayme Jackson
Michael Brown
Karen Blair
Scott Swanson

Robert Hopkins
Chad Houck
Anthony Blum
James Zimmer
Jennifer Anthony

JBSA-Lackland Kelly Field Annex

Jaime Capps

JBSA-Randolph

Richard Fountain
Victor Molina III
John Palmer
James Core Jr.
Leon Calloway

Lee Ishikawa
David Smith
Charles Acron
Jeremy Burdick
Alan Price
Demetrice Webb
Benjamin Odom
Steven West
Elaina Soluri
Anthony Fisher
Deitra Mathis
Christophe Mercado
Matthew Micklos
Brent Ames
Eric Loftus

To see the full selection list, go to the Air Force Portal, or <https://myPers.af.mil>. Airmen will be able to access their score notices on the virtual military personnel flight and the Air Force Portal

For more information about promotions and other personnel issues, visit the myPers website. Air Force retirees who do not have a myPers account can request access at, <http://www.retirees.af.mil/shared/media/document/AFD-120510-068.pdf>.

(Information courtesy of Air Force Personnel Center Public Affairs)

Air Force members receive new app to resolve their own computer problems

As the Air Force Enterprise Service Desk goes virtual, Air Force members will see a new application on their computer that allows them to immediately tackle and fix their minor Information Technology issues.

The Virtual Enterprise Service Desk is a client-based application that allows the user to solve common issues and self-initiate trouble tickets for e-mail, desktop, laptop and mobile devices and will eventually include network, software, hardware and other user account capabilities. The application allows for status checks of any current trouble ticket, feedback submission and provides further contact information for more help.

The application began rolling out across the Air Force in stages, starting with Joint Base San Antonio-Lackland and Peterson Air Force Base, Colo., in October. After those locations, the app will be implemented across the major commands in stages.

Users who experienced account or network problems over the last few years have called a central customer service center. With a customer base of more than 650,000 people, the ESD's automated phone system had been significantly overburdened, which led to a cascade of inefficiencies. Not immune to the fiscal challenges so familiar across the Air Force, the 67th Cyber Wing advanced on a new approach to customer service, necessary to solve this complex problem.

"Back in February, the average call wait time was around 20 minutes, but during peak periods this could easily run up to an hour," said Col. Chad Raduege, commander of the 690th Cyberspace Operations Group. "That's a 60-minute wait just to tell an ESD technician that you have a problem. Coupled with the ESD's backlog, our return to service time took up to seven days. That's unacceptable."

The ESD is transforming to more efficiently

empower users to find solutions to their technical challenges as well as leverage new automated programs to eliminate the need for a call center. It is important to note the ESD is not closing. It will still exist. It is simply transforming its business processes on more proactive tasks.

"The ESD continues to modernize and retool in order to address the call wait times and return to service rates," said Lt Col Mark Reith, commander of the 690th Network Support Squadron and responsible for the ESD. "It started with an online tool called MyGAL, then we added IAO Express."

These tools drastically improved user experience. Today the average wait time is five to 10 minutes and users should expect an average return to service time of about half a day. The vESD app is the final piece of the new IT

Stage 3 water restrictions implemented across JBSA

By Benjamin Martinez
Joint Base San Antonio Water Conservation Manager

The 10-day average of the Bexar County index well J-17 and Comal Springs – two of the three official springs/wells monitored for recording groundwater elevations in the San Antonio Pool of the Edwards Aquifer – met Stage 3 levels as of Nov. 14.

The Joint Base San Antonio Base Civil Engineer has declared Stage 3, in accordance with the current JBSA Critical Period Management Plan and Biological Opinion issued by the U.S. Fish and Wildlife Service.

The biological opinion limits JBSA water consumption from the Edwards Aquifer in order to protect eight endangered species which live in the aquifer and its associated springs. These species can only survive when aquifer levels and spring flows are adequately maintained.

The changes from Stage 2 to Stage 3 facing base residents and personnel are substantial in that JBSA must continue to follow and comply with water restrictions. Stage 3 is a critical stage in that it is continually being observed for rapid changes.



Courtesy photo

JBSA personnel should not confuse the JBSA water restrictions with the San Antonio Water System restriction levels. The JBSA water restrictions are more stringent and begin sooner than SAWS restrictions.

All the Stage 2 restrictions are still in place. Water restriction measures are listed in the JBSA Critical Period Management Plan available online at <http://www.jbsa.af.mil/shared/media/document/AFD-130809-013.pdf>

In Stage 3, the watering days are:

- Address/facility number ends in 0 or 1, Monday is the watering day;

- Address/facility number ends in 2 or 3, Tuesday is the watering day;
- Address/facility number ends in 4 or 5, Wednesday is the watering day;
- Address/facility number ends in 6 or 7, Thursday is the watering day;
- Address/facility number ends in 8 or 9, Friday is the watering day.

For more water-saving tips, visit <http://www.WaterUseItWisely.com> (111 ways to conserve) and <http://www.SAWS.org>.

Violations may be reported to JBSA Water Conservation Manager at 671-5337.

NEWS IN BRIEF from Page 3

“The Air Force cares about ensuring we take care of the warfighter while being good stewards of our tax payer’s money,” Culpepper said.

AF TESTS FIRST ALL-ELECTRIC VEHICLE FLEET IN CALIFORNIA

Air Force officials unveiled the Department of Defense’s first non-tactical vehicle fleet composed entirely of plug-in electric vehicles, Nov. 14, at Los Angeles Air Force Base, Calif.

The rollout of the 42-vehicle fleet marks a milestone in the DOD’s demonstration of emerging technology and the vehicles will serve as a resource to the electrical grid when they’re not being driven.

Read more online at <http://www.af.mil/News/ArticleDisplay/tabid/223/Article/554343/af-tests-first-all-electric-vehicle-fleet-in-california.aspx>

Air Force announces AFIMSC candidate bases

Air Force officials announced Nov. 19 that Joint Base Langley-Eustis, Va.; Joint Base San Antonio; Scott Air Force Base, Ill.; and Wright-Patterson Air Force Base, Ohio, as candidate bases to potentially host the headquarters for the new Air Force Installation and Mission Support Center.

The Air Force evaluated 10 installations against the approved criteria before choosing the candidates.

“The new AFIMSC aligns Air Force-wide installation support authorities, responsibilities and resources under one accountable commander,” said Timothy K. Bridges, deputy assistant secretary for installations. “The consolidation will drive standardized processes, eliminate overhead and drive down costs. It makes good business sense to centralize installation support the way we already centralize other support functions such as science and technology, test and sustainment.”

Air Force Materiel Command will conduct detailed, on-the-ground site surveys of each candidate base. Site



survey teams will use a range of operational and facility requirements to assess each location. Additionally, they will develop cost estimates to bed down the AFIMSC HQ for each candidate base.

Once the site surveys are completed, the results will be briefed to the

secretary and chief of staff to select preferred and reasonable alternatives. The Air Force plans to announce preferred and reasonable alternatives and continue the environmental impact analysis process through early 2015.

“The Air Force is committed to a deliberate and open process to address

AFIMSC HQ basing,” Bridges said. “As we progress through the basing process, we will share information so interested communities are aware of what to expect.”

AFIMSC, which reports to AFMC, will consolidate installation management functions currently being performed at every major command and will serve as the single intermediate-level headquarters for the delivery of installation support capabilities.

On Oct. 1, AFMC became the parent organization for several existing field operating agencies to include the Air Force Security Forces Center, Air Force Civil Engineer Center, Air Force Installation Contracting Agency, Air Force Cost Analysis Agency’s Financial Management Center of Expertise, Air Force Financial Services Center and the Air Force Personnel Center Services Directorate. These entities are currently attached to AFIMSC (Provisional) and will be reassigned to AFIMSC once it becomes a permanent unit.

(Information courtesy of Secretary of the Air Force Public Affairs)



By Tech. Sgt. Steve Grever
Air Force Public Affairs Agency

Social media is a great resource for Airmen and their families to share information and stay connected to relatives at home and abroad.

Although many depend on these wonderful tools, recent events have encouraged us to re-evaluate our digital footprint to ensure our personal and professional information is protected from online predators and individuals who want to do us harm.

While social media use can be entertaining and informative, it poses potential operations security weaknesses and Air Force Instruction 1-1, Air Force Standards, provides guidance on ap-

Safeguarding Your Digital Footprint

propriate social media use by Airmen.

- OPSEC and personal privacy concerns should be paramount when using social media. Military members have recently been threatened on social media by terrorist organizations looking for information they can use to harm military families and disrupt Air Force operations.

The following tips will make it more difficult for unwanted users to acquire your data through social media:

- Be cautious when accepting friend requests and interacting with people online. You should never accept a friend request from someone you do not know, even if they know a friend of yours.
- Don't share information you don't want to become public. Remember, once you put something out there, you can't control where it goes.
- Disable location-based social networking, or geotagging, on all social me-

dia platforms. Geotagging is the process of adding geographical identification to photographs, video, websites and text messages.

- Avoid posting work or personal schedules and travel itineraries, especially deployment information and return dates for yourself, a loved one or a unit.

- If you ever hesitate before clicking 'post,' reconsider the content you are about to share. Our team follows the motto: When in doubt, throw it out!

- Adjust your privacy settings to ensure your posts and profile information is secured and seen only by approved audiences. This last tip applies to any social media platforms you may use, but since Facebook is the most widely used, we want to share this detailed how-to guide on how to secure your profile. Check out this guide for more details.

Practicing good OPSEC and helping

family members follow these security measures is essential to protecting personal and mission-critical information on social media. If you ever feel you are being threatened or you notice vulnerable information online, be sure to alert the social media platform's help center and your local OPSEC manager for assistance.

Resource Links:

- *Air Force Instruction 1-1, Air Force Standards*
<http://static.e-publishing.af.mil/production/1/af/publication/afi1-1/afi1-1.pdf>
- *Air Force Social Media Guide*
<http://www.af.mil/Portals/1/documents/SocialMediaGuide2013.pdf>
- *U.S. Central Command FAQs on Social Media*
<http://www.centcom.mil/en/troops-and-families-en/social-media-security-en>
- *Military Community and Family Policy Social Media Guide*,
http://www.militaryonesource.mil/12038/MOS/ResourceGuides/Social_Media_Guide.pdf
- *How to change your Facebook privacy settings*
<http://airforcelive.dodlive.mil/files/2014/10/FB-privacy-settings-2014.pdf>

Integrated operations hit cyber bull's-eye

From 24th Air Force Public Affairs

As the Air Force matures the use of cyberspace capabilities in the execution of its core missions, cyberspace units are innovating to meet the needs of tomorrow's force.

The 90th Information Operations Squadron at Joint Base San Antonio-Lackland did something in August that has never been done before: they delivered effects from a cyberspace capability through an airborne platform.

"We are always looking to innovate and to find how we can better engage in future fights," said Lt. Col. David Stone, 90th IOS commander. "Ultimately, it provides a chance to replace kinetic munitions with cyber payloads. We are finding ways that cyber capabilities can hit targets that are operationally relevant to combat commanders."

From July 27-Aug. 8, the 90th IOS highlighted this on a military range in California during a joint demonstration sponsored by the Joint Staff and the Joint Integrated Air and Missile Defense Organization. It was the first time that cyber operators openly practiced air-integrated cyber operations, according to Capt. Brian Belongia, cyber attack flight commander in the 90th IOS.

"The main benefit of this demonstration, for the 90th, was the ability to deliver cyber through a different access mechanism," Belongia said. "We have delivered effects through space and traditional means, but this opens the door for new possibilities through the air."

Traditionally, the event has focused on countering unmanned aerial systems. This year was the first time that any service integrated cyber into the demonstrations. The electronic warfare operators of EC-130H Compass Call – with their role jamming radars, disrupting enemy command and control, and degrading the enemy's ability to communicate—proved to be natural partners for the cyber operators.

"This project really focused on cyber-electronic warfare integration," Belongia said. "We were able to partner with EW folks to deliver effects from cyber capabilities."



Photo by Boyd Belcher

From left, 2nd. Lt. Stephanie Stanford, 90th Information Operations Squadron cyber development lead, Staff Sgt. Aaron Wendel, 90th IOS cyber network technician and Senior Airman Brett Tucker, 90th IOS cyber systems operator perform cyber operations at Joint Base San Antonio-Lackland Aug. 1, 2012.

"This was the first proof of concept that brought electronic warfare and cyberspace capabilities and professionals together to execute successful missions," said Col. Marty Reynolds, the 55th Electronic Combat Group commander, based out of Davis-Monthan Air Force Base, Ariz.

During the demonstration, cyberspace operators at JBSA-Lackland employed a cyber payload from their cyber platform through an airborne Compass Call flying from Davis-Monthan. Electronic warfare and cyberspace operators on the aircraft ensured that payload struck its target on the range in California.

"We are using tools we already have to deliver packages in innovative ways," Belongia said.

These effects from cyberspace operations can be applied across different platforms and different wavelengths to fill a variety of requirements, according to Belongia. "We can tailor the waveform to different missions. We are trying to stay as flexible and modular as possible."

The 90th IOS innovates, integrates, and delivers cyber capabilities equipping the warfighter to dominate in cyberspace. It conducts real-time operations and innovation for 24th Air Force. In addition to providing capabilities for service and other mission partners, the squadron uses this model to provide cyberspace capabilities for the new Cyber Mission Forces standing up under United States Cyber Command.

"We are finding the path for integration and following through with operations," Belongia said. "This task began in January, and we were able to success-

fully provide these new effects for a demonstration in August."

The 90th IOS worked closely with the 661st Aeronautical Systems Center to overcome technical challenges in this integration of cyber and EW platforms.

In addition to that technical integration, the 90th IOS sought to include the necessary operational integration during the event. Command and control practices of the 624th Operations Center were combined with those of the 55th Electronic Combat Group throughout the mission. Cyber warfare operators from the 91st Network Warfare Squadron fired the cyber payload through the aircraft, flown by the 43rd Electronic Combat Squadron.

"As electronic spectrum operations and the cyberspace domain rapidly change, it is incredibly important that our Airmen continue to innovate and adapt to stay ahead," Reynolds said.

"This demonstration represented a real and meaningful integration of cyber capabilities with more traditional Air Force platforms," Stone said. "It was the first time cyber warfare operators and operators from one of the Air Force's major delivery systems have truly planned, jointly, to integrate their weapon systems, delivering something that has never been achieved before ... an air-to-ground cyber strike with capabilities that are in the inventory today. That opens the door for new operations against military targets, and it affirms the role of cyberspace warfare within the U.S. Air Force and available for use by joint force commanders."

SA high school pays tribute to service members with memorial

By 1st Lt. Jose R. Davis

Air Education and Training Command Public Affairs

The city of San Antonio is generally known across the country as “Military City USA” for its deep rooted military presence and its proud devotion to service members.

This fact is not lost to the proud south side community of San Antonio.

South San Antonio Independent School District held a groundbreaking ceremony at South San Antonio High School for a newly designed War Heroes Memorial Nov. 11. Numerous veterans, faculty and district leaders attended the event. The memorial is meant to commemorate native San Antonio veterans from across the military services who have lost their lives serving their country.

The memorial was designed by local student Julio Zamora after winning a competition in which SSAISD students from various architecture and art classes submitted designs for consideration.

“I thought I wasn’t going to win,” Zamora said. “I was surprised. Some of my other friends had some really good ideas, but I kept mine simple and that’s why I think I won.”

Zamora’s design borrows heavily from the World War II Memorial in Washington D.C.

While in middle school, Zamora took a field trip to Joint Base San Antonio-Randolph to learn about the base’s various missions and got to see the traditional architecture of the 72-year old base.

During the initial design process, Zamora was mentored and guided by his architecture teacher, Angelica Ramos. Zamora is now in Ramos’ advanced architecture class after Zamora took Introduction to Architectural Design with her last year.

“I focus on providing a well-rounded education that helps students understand the work necessary to achieve a career in architecture,” Ramos said. “We spent a class period



Photo illustration by 1st Lt. Jose R. Davis

Julio Zamora, a senior at South San Antonio High School, and architect Jorge Flores stand near the site where the War Heroes Memorial will be built. Zamora holds a transcribed illustration of his design, Nov. 6, which was created in a program used by professional architects to manipulate various architectural symbols. The memorial is meant to commemorate native San Antonio veterans, from across the military services, who have lost their lives serving their country.

going over the design guidelines and I gave a lecture on the war memorials. The lecture gave the students a tour of several high profile memorials - some of which I have visited - and from there, the students came up with their own structures.

“The board and committee felt the design should come from a student of South San High School, which is a close-knit community,” continued Ramos. “The decision makes this memorial that much more profound, and I am glad it went and stayed that direction.”

Ramos has been shaped by the military as well; Ramos’ father served

in the Air Force until 2010, when he retired from Tinker Air Force Base, Okla.

After winning the design competition, Zamora was paired with a local architect, Jorge Flores. Flores is a senior associate at Garza-Bomberger & Associates: a local architectural firm that has worked on myriad projects for military installations and veterans affairs hospitals in San Antonio.

Designs include a new enlisted dining facility and training support center for JBSA-Fort Sam Houston, to Vicellio Hall at JBSA-Randolph, which was originally built as part of a budding medical complex on the base

and later became the headquarters building for 19th Air Force in 1993.

“The Air Force has influenced the city of San Antonio a lot,” said Flores. “Not only have active duty impacted the city, but also retirees who live here. The economy and the traditions of the city have been influenced by the military.”

Zamora also said he thinks the military presence in San Antonio has been good for the city.

Flores enjoys mentoring students. With Zamora, Flores is tasked with making the initial memorial design

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COMPUTERS from Page 6

support model and it comes just in time before the Air National Guard migration into the AFNET.

With vESD, the user simply clicks an icon on their desktop, answers some simple questions, and the software attempts repair. They reach a virtual ESD technician immediately. Similar to the human technician, vESD will attempt repair based on the user's response to questions and will perform its own "health check" of the user's computer. If it can't resolve the problem, vESD will automatically initiate a trouble ticket and route it immediately

to the appropriate office at one of the Network Operations Squadrons or the local Communications Focal Point, depending on the problem identified.

"Historically, about 70 percent of all tickets are minor issues that could be resolved through this type of automation," Reith said.

"The remaining tickets are generally forwarded to other offices for resolution, because it is beyond the expertise of the first line technician. vESD is great because it either resolves the minor issue or routes the ticket to the right back shop office. Instead of waiting for someone to answer the phone, the tough tickets are

created and routed to the right specialist faster."

The local communications squadron will continue to be an important partner in the new IT support model. Armed with additional IT permissions, they are empowered to work their local leadership's priorities. In extreme cases, users may need to call their local support when a computer is completely broken or off the network. This is actually a faster approach since even if the ESD did take the call, they would not be able to resolve it since remote access wouldn't be possible. Eliminating the middleman actually improves the user experience.

"Automation allows our users to update more information on their own, and even solve common problems at their desktop," said Craig Biddington, senior communications officer for the 366th Communications Squadron at Mountain Home AFB, Idaho. "Now our technicians

see fewer tickets, allowing us to recapitalize resources toward more critical tasks."

The ESD will continue to be an important part of IT support, just not as call center. The future ESD will focus instead on proactive activities that prevent issues in the first place. One example is the creation of a problem management team.

Often cited as an industry best-practice, problem management focuses on finding the root cause of enterprise-wide issues and ensuring that solutions are worked through the engineering and acquisition battle rhythms.

Another example is the creation of an AFIN Mission Assurance Center to orchestrate maintenance actions amid real-world operations. These initiatives are key elements of realizing IT efficiencies and maximizing limited IT resources while protecting AF missions.

Information courtesy of Air Force Space Command Public Affairs

JBSA-Lackland helps set standard in recycling industry year-round

By Nathan Smith

Air Force Civil Engineer Center Public Affairs

Since 1997, the U.S. has set aside Nov. 15 for America Recycles Day to remind Americans to recycle and buy recycled products.

While the day is an important one to remind the general public of the value of recycling, the Air Force has set out to "Win the War Against Waste" every day as part of an environmental initiative aimed at reducing the service's solid waste.

At bases around the world, recycling centers work every day to find cost-effective, environmentally friendly solutions to do the service's part.

Two particular facilities, Joint Base San Antonio-Lackland and Mountain Home Air Force Base, Idaho, operate zero-cost recycling programs, employing innovative budgeting and professional practices to stay at the forefront of the recycling industry.

Both facilities invest revenue generated from their recycled materials back into their programs for operating, maintenance and salary costs. After deducting expenses, Mountain Home AFB's recy-

cling center has averaged a net gain of \$3,500 over the last eight years.

The self-sustaining recycling centers not only save taxpayer dollars, but also allow more mission flexibility for base commanders, said Eddie Jackson, the Qualified Recycling Program, or QRP, manager at Mountain Home AFB.

"We're more receptive to the needs of the base," Jackson said. "If the commander wants us to do something, we work for him. We can do it. We don't have to say, 'It's not in the contract.' We have a lot of flexibility because we're able to adjust to changing markets and the changing needs here on the base."

The QRP at JBSA-Lackland has seen an increase in recycling volume from 450,000 pounds annually 14 years ago to approximately 1.2 million pounds per quarter today, said Jesse Salinas, the local QRP manager.

Salinas attributed the increase to his staff's diligence in finding new, improved ways to do their jobs. An example has been accepting new mate-



Photo by Jennifer Schneider

A Joint Base San Antonio-Lackland Recycling Center employee examines ammunition brass Nov. 11 as part of the base's recycling effort. The installation operates a zero-cost recycling program, with recycling proceeds used to pay worker salaries and the facility's operating and maintenance costs.

See RECYCLE Page 19

LOCAL BRIEFS

WEDNESDAY

OMBUDSMAN BASIC TRAINING

The Joint Base San Antonio-Fort Sam Houston Military & Family Readiness Center provides the required Ombudsman Basic Training to all command ombudsmen.

Navy family ombudsmen are professional volunteers appointed by commanders to liaison between command and military families while supporting their command mission.

They are trained information and referral specialists that maintain confidentiality.

Training will take place 7:30 a.m. to 4:30 p.m., Wednesday through Dec. 5 at Jaenke Hall, building 1475, room 1354. For additional information or to register, call 221-0946/2418.

DEC 5

CFC FUNDRAISING EVENT

The 559th Medical Group is hosting a Combined Federal Campaign fundraising event from 2-4 p.m. Dec. 5. The event will be at the Gateway Hills Golf Course at Joint Base San Antonio-Lackland. For additional information, call 671-9425.

HOLIDAY PARTY

The Joint Base San Antonio Hearts Apart Holiday Party is from 6:00-8:30 p.m. Dec. 5 at the JBSA-Randolph Military and Family Readiness Center. This event is for families or deployed or geographically separated from their service member. Please RSVP by Monday. JBSA-Randolph, call 652-5321, JBSA-Fort Sam Houston, call 221-2418, JBSA-Lackland, call 671-3722.

DEC. 6

BAND OF THE WEST HOLIDAY IN BLUE CONCERT

The Air Force Band of the West holds its annual Holiday in Blue concert at the Edgewood Independent School District Theatre for the Performing Arts. The first performance is Dec. 6 at 3 p.m. They will also perform 7 p.m. Dec. 8. Tickets are available at <http://www.bandofthewest.af.mil> or at Joint Base San Antonio-Lackland and Randolph Information, Tickets and Tours offices as well as the JBSA-Fort Sam Houston MWR office.

INFORMATIONAL

FIT BLUE RESEARCH STUDY

Active duty participants are needed for a research study conducted

by Wilford Hall Ambulatory Surgical Center in partnership with the University of Tennessee Health Science Center. The FIT BLUE research study aims to help active duty members with body mass index greater than 25 to lose weight. Participants enrolled in this evidence-based program will receive free weight loss tools and support. To learn more, call 855-FIT-NOW (855-342-2663) or visit <http://www.uthsc.edu/fitblue>.

LACKLAND OFFICERS SPOUSES CLUB OFFERS SCHOLARSHIP

The Lackland Officers Spouses club is accepting applications for their 2015 scholarship program. The program is open to high school senior dependents or spouses of active duty, guard or reserves military members assigned to Joint Base San Antonio-Lackland. The deadline is March 1, 2015. Application and requirements can be found online at <http://www.lacklandosc.org/scholarships.html>. For more information call 520-878-6500 or email scholarships@lacklandosc.org

502ND LRSCUSTOMER SERVICE

502nd Logistics Readiness Squadron Customer Service is the

focal point for supply-related questions, concerns, complaints, Zero Overpricing Program and Defense Reutilization and Marketing Office transactions. For additional information, call 671-2575/3611/3801.

BIG CHANGE TO STORAGE FOR CONTINGENCY/DEPLOYMENT ENTITLEMENT

Storage for contingency/deployments of 90 days or longer is not authorized, if the member concurrently receives basic allowance for housing in the commuting area of the permanent duty station, per Air Force Instruction 24-501, Personal Property Moving and Storage, paragraph 1.6.2.2, dated Oct.10. Any future requests received by the installation transportation officer from commanders for storage based on a deployment must reflect member is not receiving BAH for local housing.

A grandfather clause allows continued storage at government expense for members who currently have approved storage even though they are receiving BAH. For information call the Personal Property Processing Office JBSA-Lackland at 671-2821, PPPO-JBSA Fort Sam Houston at 221-1605 or PPPO-

JBSA Randolph at 652-1848.

WILFORD HALL VOLUNTEERS NEEDED

Volunteers are an essential part of the Wilford Hall Ambulatory Surgical Center healthcare system. There are many needs throughout our hospital where volunteers can make a difference. We need information desk clerks, clerical/office management assistants, a runner in clinics for disease management classes, and help at any of the pharmacies. Our goal is to find the perfect fit for each person who volunteers.

If you would like to make a difference and volunteer at WHASC, call the volunteer director at 292-6591

FLU SHOTS AT WILFORD HALL

The flu vaccine is available at the Wilford Hall Ambulatory Surgical Center.

All active duty military members and hospital personnel are required to get the vaccine. Dependents, retirees and civilian personnel are eligible to receive the vaccine.

The vaccine will be available Monday through Wednesday and Fridays from 7 a.m. to 3:45 p.m. and Thursdays from 7:45 a.m. to 3 p.m. Call 292-2345 for details.

CHAPEL SERVICES

—PROTESTANT WORSHIP SERVICES

Freedom Chapel – Building 1528

Contemporary Service Sun. 9:30 a.m.
Religious Education Sun. 11:00 a.m.
Gospel Service Sun. 12:30 p.m.
Spanish Service Sun. 3:00 p.m.

LITURGICAL SERVICE

Airman Memorial Chapel – Building 5432

Sun. 8:00 a.m.

CHURCH OF CHRIST

New BMT Reception Center – Building 6330

Sun. 7:30 a.m. (Rm. 175)

SEVENTH - DAY ADVENTIST

Gateway Chapel – Building 6300

Sat. 12:30 p.m.

CHRISTIAN SCIENCE

New BMT Reception Center – Building 6330

Sun. 7:30 a.m. (Rm. 112)

—ORTHODOX CHRISTIAN

Airmen Memorial Chapel – Building 5432

Sun. 9:30 a.m.

—WICCA

New BMT Reception Center – Building 6330

Sun. 9:00 – 11:00 (Auditorium)
Freedom Chapel – Building 1528
Wicca Open Circle 1st Tues. 6 – 7 p.m.

—REFUGEE STUDENT CENTER

Building 9122 (Tech Training & TDY Students)

Wednesday 6 – 8 p.m.
Thursday 6 – 8 p.m.
Friday 6 – 11 p.m.
Saturday 12 – 9 p.m.
Sunday 11 – 5 p.m.

—JEWISH

Airmen Memorial Chapel – Building 5432

Sabbath & Kiddush Fri. 4:30 p.m.
Religious Education Sun. 1:30 p.m.

—ROMAN CATHOLIC

Freedom Chapel – Building 1528

Religious Education Sun. 9:00 a.m.
Mass Sun. 11:00 a.m.
Reconciliation Sun. 10 a.m. & 4:15 p.m.

Daily Mass Mon., Tues. & Thur. 11:30 a.m.

Note: Reconciliation(s) may be scheduled by appointment

—ISLAMIC

Global Ministry Center – Building 7452

Jumu'ah Prayer Fri. 1:30 p.m. – 2:30 p.m.

—BUDDIST

New BMT Reception Center – Building 6330

Sun. 10 a.m. (Rm. 175)

—ECKANKAR

Gateway Chapel – Building 6300

1st, 3rd, and 5th Saturdays 12:30 p.m.

—BAHA'I

Gateway Chapel – Building 6300

1st, 3rd, and 5th Sun. 11:00 a.m.

—THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS

Gateway Chapel – Building 6300

Religious Education Tues. 6:30 p.m.
LDS Institute Thurs. 6:30 p.m.
LDS Service Sun. 1:00 p.m.

JBSA-LACKLAND

KEY FAMILY SUPPORT RESOURCES

Air Force Aid Society	671-3722
Airman & Family Readiness Center	671-3722
Airman's Attic	671-1780
American Red Cross	844-4225
Base Post Office	671-1058
Bowling Center	671-2271
DEERS	800-538-9552
Exceptional Family Member Program	671-3722
Family Child Care	671-3376
Legal Office	671-3362
Library	671-3610
Medical Appointment Line	916-9900
MPF ID Cards	671-6006
Outdoor Recreation	925-5532
TRICARE Info	800-444-5445
Thrift Shop	671-3608

Enlisted Spouses' Club	http://www.lacklandesc.org
Force Support Squadron	http://www.lacklandfss.com
Lackland ISD	http://www.lacklandisd.net
Officers' Spouses' Club	http://www.lacklandosc.org
JBSA Public website	http://www.jbsa.af.mil
My Air Force Life	http://www.MyAirForcelife.com

For more details, contact Freedom Chapel - 671-4208 • Gateway Chapel - 671-2911

RECYCLE from Page 17

rials for recycling such as ink toner cartridges, grease and oil.

The process isn't as simple as just accepting new products. Jackson, Salinas and their staffs must monitor market trends and assess the value of commodities to ensure they are feasible and cost-effective.

"Every year we try to improve on something else. Every year we try to attend training and so-on and so-forth because the market is changing," Salinas said.

"We have that 'work smarter, not harder' mentality," Jackson added. "We're constantly looking for new ways to generate revenue, to increase the amount of commodities we collect."

The increases in recyclable commodities at Mountain Home Air Force Base and JBSA-Lackland have not gone unnoticed as both facilities have been recognized for best practices at the Air Force level.

In addition to their primary recycling work, the two centers also conduct outreach work in their communities. Mountain Home AFB took its war on waste to cyberspace, conducting outreach via social media, while JBSA-Lackland takes its mascot, Sherriff R.E. Cycle, to local schools to educate children about recycling.

The work at both bases supports the Air Force's overall mission to divert more waste from landfills and to recycling centers, said Nancy Carper, a subject matter expert on integrated solid waste management at the Air Force Civil Engineer Center.

"This fiscal year the Air Force has a 55-percent diversion goal," Carper said. "This is the highest diversion goal in the history of Air Force diversion efforts and has not been obtained since we began tracking diversion in 1992."

To achieve this lofty goal, installations must review their waste streams to determine what can be diverted from landfills or incinerators. Installation solid waste managers review diversion practices, verify the weight of waste being diverted and evaluate waste diversion costs.

While both facilities' work pays off for the Air Force and the American taxpayer, the most rewarding part is the knowledge that the work is protecting the environment, Salinas said.

Learn more about the Air Force's "Win the War Against Waste" campaign online at, <http://www.afcec.af.mil/news/wwaw/index.asp>



The 2014 Combined Federal Campaign continues through Dec. 15.

COMBINED FEDERAL CAMPAIGN POINTS OF CONTACT

The following is a list of points of contact for Joint Base San Antonio:

502nd Air Base Wing:

Master Sgt. Thomas Shockley

Alternates:

Master Sgt. Kerry Thompson,
Tech. Sgts. Mark Barnette and
Angelica Guerrero, Staff Sgts.
Christopher Sutherland,
Gary Lund and
Henry Roberson.

502nd Force Support Group:

Maj. Steven Parker

802nd Force Support
Squadron:
Capt. Linda Aria
502nd Force Support
Squadron:
Chris Neubeck

502nd Installation Support Group:

Michael Guzman

502nd Civil Engineering
Squadron:
Joseph McCullough



502nd Communication Squadron:

Staff Sgt. Rodney Hill

502nd Operations Support
Squadron:
Staff Sgt. Kerry Prado

502nd Security Forces and Logistic Support Group:

Master Sgt. Peter Esparza

902nd Security Forces
Squadron:
Master Sgt. Orlando Bowman
502nd Logistics Readiness
Squadron:
Tech. Sgt. Joan Dixon-Scott

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 • To access the 2014
 • San Antonio Area
 • Combined Federal
 • Campaign charitable
 • agency brochure on-
 • line, visit <http://www.cfcsanantonio.org>.
 •

59th MDW focuses on providing 'The Perfect Patient Experience'

By Staff Sgt. Christopher Carwile
59th Medical Wing Public Affairs

In another step toward building a climate of patient-centered care, the 59th Medical Wing held a seminar Oct. 15 primarily for patient advocates whose charter is to provide "The Perfect Patient Experience."

"We are passionately dedicated to a culture of patient-centered care," said Maj. Gen. Bart Iddins, 59th MDW commander.

The seminar, led by retired Chief Master Sgts. David Spector and Timothy Dickens, focused on customer service. After deciding on eight critical areas that impact the overall patient experience, members were broken into groups, each covering a different area.

"We held the seminar as a way to share General Iddins' vision for customer service in the 59th Medical Wing," said Maj. Janet Blanchard, Business Innovation chief. "We are trying to educate all of the



Photo by Staff Sgt. Corey Hook

Staff Sgt. Christian Bagtas performs a computed tomography scan at the Wilford Hall Ambulatory Surgical Center, Joint Base San Antonio-Lackland. The current scheduling system for radiology services saves the Air Force more than \$1 million and improves patient's access to care. Bagtas is a diagnostic imaging technologist assigned to the 59th Radiology Squadron.

patient advocates on the expectation of striving for the perfect patient experience."

Blanchard explained that the traditional customer service model left advocates with

divided loyalties - wanting to be the voice of patients, but also feeling a need to defend

their duty sections' practices, coworkers and supervisors.

"While we applaud them [patient advocates] for their loyalty, we need to reinforce that the patient is at the center. To help with this, the chief master sergeants of the 59th Medical Wing have enthusiastically joined the 'Perfect Patient Experience' bandwagon. They are ready to assist the patient advocates," Blanchard said.

The seminar focused on more than just training, using the critical area discussions to come up with real-world solutions. The discussions were geared to produce recommended changes in the 59th MDW, along with a 90-day implementation plan.

Iddins and the executive staff will be presented with these plans, which will be evaluated for possible implementation.

"Every health care related decision must be centered on the patient," said Iddins. "It is our privilege and honor to serve our nation's veterans and their families."

Tobacco use and oral health

By Tech. Sgt. Karen Nelson
59th Dental Group

It is common knowledge that tobacco use has significant negative effects on the body.

In fact, it is one of the leading causes of preventable illnesses and death in the United States, and now studies have shown that tobacco use also has an effect on your oral health.

Many people are shocked when they discover the effects of tobacco use on the oral cavity, said Kelli Arricale, 59th Dental Group registered dental hygienist. Tar and nicotine found in tobacco not only stain

teeth and cause bad breath, but also slow the healing process after a tooth extraction or other surgeries and can lead to periodontal disease, leukoplakia and oral cancer.

According to the American Academy of Periodontology, tobacco use has been identified as a risk factor in the development and progression of periodontal disease. Recent studies have also linked tobacco use to approximately 75 percent of periodontal disease among adults.

According to the American Dental Association, some signs of oral cancer are gray, red or

white patches in the mouth, tenderness or numbness, and difficulty in chewing and/or speaking. If you notice any of these signs contact your dentist or health care provider as soon as possible to schedule a full evaluation.

Smokers are also at a higher risk for other oral health problems including tooth decay and gingivitis.

Gingivitis is an early stage of periodontal disease in which the gums may feel tender, swollen and bleed easily upon brushing and/or flossing. Leukoplakia is a whitish, thick patch that can be found on

the gums, tongue or insides of the cheek and may lead to the development of oral cancer.

Ceasing tobacco use is the only way to reduce your risk of tobacco-related health problems.

In addition to negative affects it has on your oral health, tobacco use also increases the risk of high blood pressure, heart disease, stroke and lung cancer. Quitting tobacco products can be difficult due to the addictive quality of nicotine. It is important and helpful to have a support system such as family and friends to help you beat the addiction.

Smoking cessation classes for active duty service members are available through the Clinical Health Psychology department located

at Wilford Hall Ambulatory Surgical Center JBSA-Lackland, at 292-5968.

For more information on the effects of tobacco use as well as helpful tips in quitting, visit the following sites: the American Cancer Society at <http://www.cancer.org>, the American Dental Association website at <http://www.mouthhealthy.org/en/az-topics/s/smoking-and-tobacco>, the American Lung Association Quit Line, toll-free number 1-877-695-7848 and/or website <http://www.lung.org/> or <http://www.UCanQuit.org>.

No matter how you choose to quit, make today the day you choose to live a healthier tobacco-free life for yourself and your loved ones.



Photo by 1st Lt. Jose R. Davis

(From left) Manuel Guillen, a veteran who was one of the first Marines to land in Vietnam, and Humberto Garza, an Army veteran who served in the Vietnam War, stand next to the winning memorial design at a groundbreaking ceremony at South San Antonio High School, Nov. 11. The memorial is meant to commemorate native San Antonio veterans, from across the military services, who have lost their lives serving their country.

TRIBUTE from Page 15

constructible, while not losing the essence and effort put into the original design. Nevertheless, Flores mentors in such a way that keeps Zamora continually contributing to the long architectural process; Zamora has creative control throughout.

"Julio keeps doing research for us," Flores said. "For example, he wants black granite for his memorial. Then we tell him that there are 10 to 12 different black granites, so exactly which one? So he's going to be doing a little research for which one he wants. We gave him some ideas on how to do it, so he's not doing it by himself."

For Zamora's part, the mentorship and education he's receiving is invaluable.

Working with the architects has been a great opportunity, Zamora said. They've discussed in-depth about the architectural symbols in the design, like the military significance of the rifle, boots and helmet in Zamora's model. He will meet with Flores three or more times to work on the final design, which will eventually be given to contractors for construction.

As the design is finalized, some local San Antonio veterans saw the groundbreaking ceremony on Veterans Day as recognition for their service, to which the completed memorial will be the ultimate culmination.

"People who are going to school right now or going into the service, they can see those names on the memorial and see what they went through, for the price that is paid for freedom," said Humberto Garza, an Army veteran who served in Vietnam. "It is good that they did this memorial for people who lost their lives."

And for others, the memorial takes on a wholly personal meaning.

"This memorial to me means that we were all brothers," said Manuel Guillen, who was one of the first 3,500 Marines in the 9th Marine Expeditionary Brigade that landed in Vietnam on March 8, 1965. "It didn't matter what school you went to, we were all brothers; we all drank from the same cup. To me this memorial represents that: the unity that we had."

The final design of the War Heroes Memorial is slated for completion in May 2015.

THE UNITED STATES AIR FORCE
BAND OF THE WEST
 JOINT BASE SAN ANTONIO-LACKLAND, TEXAS

Presents

*Holiday
 in
 Blue*

Featuring Concert Band

Saturday, December 6th - 3:00 PM
 Monday, December 8th - 7:00 PM

Edgewood ISD Theatre
 for the Performing Arts

402 Lance Street
 San Antonio, TX 78237

Tickets available at www.BandOfTheWest.af.mil
 or at JBSA-Lackland & Randolph ITT Offices &
 Fort Sam Houston MWR Office

~Performance is FREE and open to the public~

WWW.BANDOFTHEWEST.AF.MIL






BMT HONORS

Due to the Thanksgiving Holiday, we were unable to include the list of honor graduates from Basic Military Training in this week's Talespinner. The list will be posted online when it comes available. Look for it at <http://www.jbsa.af.mil>.

To find out **WHAT'S HAPPENING**
 contact Military & Family Readiness
 at 671-3722 or email 802fss.fsfr@us.af.mil