

JBSA LEGACY

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JOINT BASE SAN ANTONIO

AUGUST 18, 2017



PHOTO BY MAJ. RICHARD RUSSELL

Pfc. Lillian Straw (left) and Spc. Damien Allen, Army medics from Brooke Army Medical Center at Joint Base San Antonio-Fort Sam Houston, intubate a patient July 27 during a Medical Readiness Exercise in Tegucigalpa, Honduras.

BAMC medics train abroad

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AETC awards Altus Trophy to San Antonio

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JBSA-Randolph Airmen resolve missing person case

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New SECNAV sends message to Sailors, Marines

From Secretary of the Navy Public Affairs

On Aug. 3, Richard V. Spencer, a native of Connecticut, was sworn in as the 76th Secretary of the Navy. The following is his opening statement:

Sailors, Marines and civilian teammates,

"It is with great excitement and humility that I take on the role of your 76th secretary of the Navy. The excitement is born from the challenges and opportunities that we face now and in the near future.

Due to your consistent ability to successfully deliver on all demands put before you, there

is a commensurate level of expectation for more of the same going forward. Therein lies the challenge we face and prudence says we should expect that challenge to grow as the threats around the world continue to increase.

Within every challenge lies opportunity and I urge everyone to adopt that point of view. Every member involved in the Navy/Marine Corps team has the opportunity to make a contribution towards a more effective, versatile, resilient and lethal organization.

You, as a member of this team, will have access to a wide range of resources. Those

resources must be applied in the most impactful manner possible in order to enhance our ability to deliver when called to fight. I look to each of you to seize the opportunity and contribute to enhancing the effort.

I am humbled to be in the position to lead an enterprise that is manned with such a stunning amount of proven talent. Our nation's all volunteer force, and supporting teammates, are second to none. That is because of you.

I believe that the most valuable asset within an organization is the high performing human component. We will

work together to ensure we have the best, sustainable environment in order to continue our history of delivering when required.

Make no mistake, we are facing a threat level that has not been witnessed for quite some time and urgency is the manner in which we must all act as the complexity of threats increase in size and scope. We must all be focused on the pointed end of the spear.

I eagerly look forward to working with you as we step out to face the challenges set before us and embrace the opportunities that lie within those challenges."

JBSA LEGACY

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DOD cracks down on drone use over installations

By Terri Moon Cronk

DOD NEWS, DEFENSE MEDIA ACTIVITY

The increased use of commercial and privately owned small unmanned aircraft systems has raised Department of Defense concerns for the safety and security of its installations, its aviation and its people, a Pentagon spokesman told reporters Aug. 7.

Guidance was sent Aug. 4 to the services and to installations about the use of small unmanned aircraft systems — commonly called drones or sUAS — over and around military installations in the United States, Navy Capt. Jeff Davis said.

The new guidance specifies how DOD will interact with local communities about UAS restrictions on and near military installations, Davis said, adding that it follows classified guidance that was provided to the services and installa-



STAFF SGT. BENJAMIN GONSIER

Defenders from the 455th Expeditionary Security Forces Squadron and a researcher from the Air Force Research Lab teamed up to bring a new program to Bagram Airfield, Afghanistan July 13.

tions in early July.

"Protecting our force remains a top priority, and that's why DOD issued the specific, but classified policy developed with the Federal Aviation Administration and our inter-

agency partners that details how DOD personnel may counter the unmanned aircraft threat," he said.

All UAS activities within the United States must follow appropriate FAA regulations

and guidelines, Davis said, noting that sUAS activity outside FAA rules and guidelines is considered "unauthorized activity." Specific guidelines on the proper use of drones are listed on the FAA website, he pointed out.

"We support civilian law enforcement investigations in the prosecution of unauthorized UAS operations over military installations," Davis said, "and though we do not discuss specific force-protection measures, we of course retain the right of self-defense. And when it comes to UAS or drones operating over military installations, this new guidance does afford us the ability to take action to stop those threats."

Davis said such action includes tracking, disabling and destroying drones, depending on circumstance and the type of installation where sUAS activity is detected.

Joint Base San Antonio HOTLINES

- Sexual Assault Hotline
210-808-SARC (7272)
- Domestic Abuse Hotline
210-367-1213
- DOD Safe Helpline
877-995-5247
- Suicide Prevention
800-273-TALK (8255)
- Duty Chaplain
210-221-9363

Safety the back-to-school priority this fall

By Airman Dillon Parker
502ND AIR BASE WING
PUBLIC AFFAIRS

Along with organizing busy school and extracurricular schedules, back-to-school safety should be the priority for children and parents this fall.

Parents should do everything they can to provide children with a safe way to school, said Gilbert Resendez, 502nd Air Base Wing safety office occupational safety specialist.

“Whether dropping off your kids or allowing them to walk, bike or bus to school, it’s very important to inform them on how to be safe,” said Resendez.

Children walking to school should not use distracting electronics and should stop,



COURTESY GRAPHIC

look and listen when crossing the street. Resendez also suggests children stay on the sidewalk, utilize crosswalks and have an emergency plan when

walking to school.

“It’s pretty much the same when they bike to school as well,” said Resendez. “Just make sure they know the saf-

est route and have an emergency plan in place if something goes wrong.”

Resendez added children biking should stop to dismount at crosswalks and walk the bike across.

“Make sure they have their helmet on and watch carefully for traffic as well,” said Resendez.

Resendez also imparted some tips for children taking the bus to school.

“Make sure they listen to the driver’s instructions and wait until the door’s actually open,” said Resendez. “Sometimes children are so excited to get off the bus they run into the door or turn their ankle because they run off too fast.”

Edward Mesa, a 502nd Air Base Wing safety office occupational safety specialist, pro-

vided equally important tips for parents driving children to school.

“The most important thing for parents is to have patience,” said Mesa. “It’s the lack of patience that causes accidents. Every year we have a bunch of near-misses.”

Along with having patience, parents need to have awareness of the drop-off points, entrances and exits set by the school, said Mesa.

Mesa added it’s important for parents to listen to administrators when dropping off kids.

For more information on occupational safety during the summer season, contact a local safety office at JBSA-Fort Sam Houston at 221-4543; JBSA-Lackland at 671-5028; and JBSA-Randolph at 652-1843.

Drinking and driving don’t mix: find a ride, stay alive

By David DeKunder
502ND AIR BASE WING
PUBLIC AFFAIRS

Drinking and driving can be a deadly mix, with 28 people every day in the U.S. dying in vehicle crashes caused by a drunk driver — a fatality every 51 minutes.

In addition, military members are not immune to the dangers of drinking and driving as 146 active-duty personnel died in vehicle crashes worldwide in 2016, with 60 percent of those accidents alcohol related.

John McLaughlin, 502nd Air Base Wing occupational traffic safety specialist at Joint Base San Antonio-Lackland, said anyone who is under the influence of alcohol should not get behind the wheel of a vehicle.

“A person that is drunk behind the wheel has reduced reaction time and impaired judgment,” McLaughlin said. “Those two things alone cause

many accidents with drunk drivers.”

According to the National Commission Against Drunk Driving, alcohol is a depressant that slows down the functions of the body’s central nervous system, affecting a person’s information-processing skills and hand-eye coordination.

Research has shown a driver with a blood alcohol concentration, or BAC, level of 0.08, the legal limit for drunk driving in all 50 states, is 11 times more likely to get involved in a crash than those drivers who have no alcohol in their system. BAC refers to the amount of alcohol contained in a person’s blood.

McLaughlin said there are tools and resources people can utilize to prevent drinking and driving and save lives.

Those resources include Armed Forces Against Drunk Driving, a program that provides a phone number for JBSA active-duty and military family members to call a vol-

unteer designated driver if they are unable to drive home after having too much to drink. The designated drivers are on call Fridays and Saturdays from 10 p.m. to 2:15 a.m. at 210-710-7171.

A designated driver is a person who agrees not to drink alcohol so he or she can transport someone who is drinking safely to their home.

Service members who utilize the AFADD hotline for a designated driver will need to provide their name, phone number, location, number of people to be picked up and a drop-off location. The AFADD service is free.

McLaughlin recommends that JBSA members keep the AFADD hotline number on hand in their cell phone, just in case they need to call a designated driver. The AFADD also has a business card that can be carried in a wallet or purse.

Also, other safe alternatives include calling a taxi or a ride-hailing service such as Uber or

Lyft, using public transportation or for active-duty members, calling their supervisor, wingman or battle buddy if they need a ride.

Or if a person under the influence of alcohol is at a friend’s place, stay safe and sleep on a couch or bed for the night.

McLaughlin said another option is to have a designated driver in a group who agrees not to drink alcohol so he or she can provide a ride home to those group members who are drinking.

When planning activities in the evening that include alcohol, McLaughlin said one of the keys to having a safe time is to stay together as a group.

Situations that can lead to people driving while intoxicated include getting separated from their group or designated drivers who end up drinking, McLaughlin said.

“Alcohol affects judgment,” he said. “Without anyone (in a

group) that is sober, it’s difficult to stop them from getting behind the wheel.”

McLaughlin said one thing service members and people need to be aware of when driving at night is drivers who are drunk going the wrong way, particularly on freeways. He suggests not driving in the left lane of a freeway during the late evening and early morning hours because those are the lanes drunk drivers will be driving the wrong way in, believing in their intoxicated state they are in the right lane.

He said choosing to stay sober and not to drink and drive is a decision that can be the difference between life and death, and for service members it can have either a positive or negative impact on their careers, particularly in line of duty determinations.

For information and facts about drinking and driving, visit <http://www.txdot.gov/driver/sober-safe.html>.

AETC PRESENTS SAN ANTONIO WITH ALTUS TROPHY



SENIOR AIRMAN KRystal WRIGHT

Lt. Gen. Darryl Roberson (from left), commander of Air Education and Training Command; Diane Rath, Alamo Area Council of Governments executive director; and Dr. Joe Leverett, Altus Trophy Selection Committee chairman, pose with the Altus Trophy, which was presented to San Antonio Aug. 8 at the San Antonio Chamber of Commerce. The trophy is presented annually by the Altus, Oklahoma Chamber of Commerce to a community judged to have shown outstanding support to an AETC installation.

AFRS seeks volunteers for "Ask an Airman" videos

From Air Force Recruiting Service

The Air Force Recruiting Service is looking for Joint Base San Antonio active-duty officer and enlisted volunteers who would be interested in participating in an "Ask an Airman" campaign.

Featured on the AirForce.com website, these videos reach more than 7.3 million unique visitors each year and are instrumental in helping answer common questions people have about life in the Air Force.

Volunteers, who can be of any rank, don't need any special experience and this is open to all

career fields and ranks. Volunteers will need to fill out a questionnaire, and if selected, AFRS will work with them to coordinate a time that works best for filming, which typically takes no more than 30 minutes.

If interested, email AFRSHQPA@us.af.mil no later than Aug. 31.



COURTESY IMAGE

Customer service lessons from the trenches

By Jeff D. Champagne

JOINT BASE SAN ANTONIO
INTERACTIVE CUSTOMER
EVALUATION SITE ADMINISTRATOR

Providing exceptional customer service is sometimes easier said than done. These six strategies will help you do it right.

Many organizations say they provide great customer service, but their customers probably aren't nearly as satisfied as they think. Does your organization participate in the Interactive Customer Evaluation, or ICE, program? If so, are you measuring your service performance and using data to initiating internal and external process improvements? Are you learning from your process and experience mistakes?

Truly amazing service doesn't come from having a mantra or slapping on a smile when a customer walks in the door (though, sure, those things can help). It's often about embedding a customer service mentality throughout your organization.

Many of today's most successful companies have figured out how to make their customers elated and keep them coming back for more.

Train employees to be focused on serving customer needs

Employees need to learn how



INTERACTIVE CUSTOMER EVALUATION

COURTESY GRAPHIC

to serve their customers most effectively and that takes training. This includes a mix of product or service knowledge training – so that they can answer questions about those products or services – but also lessons on how to work together most effectively and deal with real-life situations, such as an angry customer.

Make training continuous – not a one-time event

Employee training at many

organizations is often limited to the first few days or weeks on the job. But organizations known for having the best customer service make training a continuous process and embed strong customer service in its culture. Customer service training is ever evolving and should often be revisited.

Build a culture around offering great service

Companies that want to stand out for their customer service

often ingrain that quality throughout their organization, not just among their frontline employees. Every employee, from the bookkeepers to the computer technicians, needs to be on board. Remember to some degree we all provide an internal or external service.

Focus on creating an amazing customer experience

Many organizations are so focused on their bottom line that they may overlook how

their policies affect the customer experience. Take timeliness of service, for instance. Some customers abandon their positions in-line when there are higher-than-expected wait times. Yet many organizations and businesses continue to have lengthy and time consuming lines.

Treat employees like gold

Great customer service can't come with a double standard. Organizations that do it best know that they need happy, engaged employees to have happy customers.

Make customer service fun and rewarding

Companies that expect their employees to provide great service also need to consider if they're making it a rewarding and fun experience. The hope, of course, is that having upbeat employees will inevitably influence their customers and create an enjoyable customer service experience.

Are you ready to take your organizations customer experience to the next level? Join the team of over more than 350 ICE service providers across Joint Base San Antonio. Take the first step towards improving your internal and external service experiences throughout your organization. For more information, call the JBSA ICE site administrator at 210-221-2543.

FORT SAM HOUSTON

BAMC medics exchange best practices in Honduras

By Lori Newman
BAMC PUBLIC AFFAIRS

Brooke Army Medical Center medics exchanged best practices with more than 40 Honduran Red Cross volunteers and paramedics during a four-hour pre-hospital training course July 22. The event was part of a Medical Readiness Exercise conducted from July 19-27 in Tegucigalpa, Honduras.

The training was a combination of scenario-based discussion and hands-on practical exercises.

"We had them show us their procedures and processes using their equipment," said Army Sgt. 1st Class Presley Aroca, 68W Sustainment non-commissioned officer in charge. "Then we showed them our processes and procedures and we had a bridge of communication."

One of the key concepts discussed during the exchange was "A-B-C" or "Airway, Breathing, Circulation." This has been a widely-accepted protocol developed as a memoir aid for rescuers performing cardiopulmonary resuscitation. It is also used as a reminder of the priorities for assessment and treatment of patients in many acute medical and trauma situations.

A change from A-B-C to C-A-B (Chest compressions, Airway, Breathing) for adults, children and infants, excluding newborns was recommended in the 2010 American Heart Association guidelines for CPR and emergency cardiovascular care.

Other discussions included the use of tourniquets for severe bleeding.

"It is important to stop the bleeding first in order to save a life," Aroca said.

Other techniques discussed were patient assessment, pressure dressings for hemorrhaging, airway breathing and circulation.

Aroca said the feedback he received from the Honduran medical professionals was very positive.

"They told us the training was valuable, because now they can see that there are other techniques and processes they are able to implement into their routines," Aroca said.

"After seeing their faces, knowing that they were excited to be there and motivated to participate, it was very fulfilling for all of us."

This was the first time BAMC personnel conducted pre-hospital training in Honduras, but the hope is to expand this type of training and exchange of best practices in the future.



BAMC PUBLIC AFFAIRS

Members of the Honduran Red Cross participate in a hands-on practical exercise to stop inguinal bleeding during training July 22 in Tegucigalpa, Honduras.

M&FRC hosts school workshop for parents

By David DeKunder
502ND AIR BASE WING PUBLIC AFFAIRS

The Joint Base San Antonio-Fort Sam Houston Military & Family Readiness Center is hosting "PCS'ing with School Age Youth," a workshop for active-duty and military spouses whose children are transferring to a new school, from 10-11:30 a.m. Aug. 23.

The workshop is put on by the JBSA Military Child Education Program-School Liaison Office and will be in Training Room 1 located at JBSA-Fort Sam Houston M&FRC, building 2797, at 3060 Stanley Road. The workshop is for military parents who are new to the area and need to enroll their children in school.

Nita Ford-Hightower, JBSA military child education specialist at JBSA-Fort Sam Houston, is leading the workshop. The school liaison office serves the needs of approximately 32,000 military schoolchildren in grades K-12 enrolled in 23 school districts in the San Antonio area, including three within JBSA.

Services provided by the school liaison office include helping children transition into a new school

and connecting them to learning resources.

Ford-Hightower said the workshop teaches parents the process of transferring their children out of a former school to a new school in the San Antonio area.

"We will cover academics, challenges facing the military family, the Interstate Compact on Educational Opportunity for Children and resources to make the transition smooth," she said.

The Interstate Compact on Educational Opportunity for Children is an agreement among states to minimize school transition issues for military children.

Topics discussed at the workshop will include vital records, such as birth certificates, immunization records, grades and class credits from any previous school.

A checklist of things parents need will be distributed at the workshop. The checklist can also be downloaded at www.jbsa.mil/Resources/Military-Family-Readiness/School-Liaison-Office/ under the new school registration checklist link.

In addition, parents can get information about the Exceptional Family Member Program, or EFMP,

which provides services for military schoolchildren with special educational needs.

Ford-Hightower said parents whose children are in the EFMP, especially, need to have their paperwork in order.

Since military families are constantly on the move, Ford-Hightower said, military schoolchildren face many challenges. At the same time, they have learned how to adapt, she said.

"Academically, military children do well because they are prepared for the change," Ford-Hightower said. "One thing I have learned is that parents are equipping their military child well when it comes time to move."

To register for the "PCS'ing with School Age Youth" workshop at JBSA-Fort Sam Houston, call 210-221-2256.

"PCS'ing with School Age Youth" workshops are held several times a year at all JBSA installations. Parents unable to attend this workshop can attend Oct. 25 at the JBSA-Randolph M&FRC or Nov. 7 at the JBSA-Lackland M&FRC.

For information on upcoming "PCS'ing with School Age Youth" workshops or for services at other JBSA School Liaison Offices, call JBSA-Lackland at 210-671-8388 or JBSA-Randolph at 210-652-5321.

Navy-Marine Corps Relief Society now full-service

By Petty Officer 1st Class Jacquelyn Childs
NAVY METC PUBLIC AFFAIRS

Senior Navy and Marine Corps leaders joined a small gathering at the Navy-Marine Corps Relief Society's newest full-service location for a ceremonial ribbon- and cake-cutting ceremony at Joint Base San Antonio — Fort Sam Houston, Aug. 8.

NMCRS San Antonio has been open at JBSA Fort Sam Houston since January 2015 but only recently expanded to a full-service, standalone branch.

“This is exciting for us because this is our newest office in the Navy and Marine Corps Relief

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PETTY OFFICER 1ST CLASS JACQUELYN D. CHILD
Retired Marine Corps Brig. Gen. Peter Collins (left), Navy-Marine Corps Relief Society chief operations officer, and Rear Adm. Rebecca McCormick-Boyle, commander of Navy Medicine Education, Training and Logistics Command, and senior Navy officer in San Antonio, cut the ceremonial ribbon at the NMCRS San Antonio branch Aug. 8 at Joint Base San Antonio-Fort Sam Houston.

RELIEF

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team,” said retired Marine Corps Brig. Gen. Peter Collins, NMCRS chief operations officer. “We now have 51 offices worldwide in addition to 230 offices on board ships and small places around the world. Folks don’t realize the impact the Navy-Marine Corps Relief Society has on the local Navy and Marine Corps communities.”

Collins expressed his views on the \$45 million of assistance NMCRS provided in 2016 by breaking it down to a more personal example. He shared an experience of a Sailor who suffered multiple deaths in his immediate family including a grandmother, daughter and wife. The deaths occurred over the course of several years, and the Sailor needed help with funeral and burial costs. Each time the Sailor was able to turn to NMCRS for assistance and

keep his family afloat financially during difficult times.

“You don’t necessarily know who’s coming for assistance, and you don’t need to know,” said Rear Adm. Rebecca McCormick-Boyle, commander, Navy Medicine Education, Training and Logistics Command, or NMETLC, and senior Navy officer in San Antonio. “But those stories are important so you do understand the power of the Navy-Marine Corps Relief Society. It touches a particular

person at a particular time, and it makes all the difference for that person.”

Collins and McCormick-Boyle cut the ceremonial ribbon following a few remarks about the positive aspect of having NMCRS in San Antonio, a city not often thought of as having a large Navy presence.

“It is wonderful that Navy-Marine Corps Relief Society decided to establish a footprint here,” McCormick-Boyle said. “Our footprint is growing with

the corpsmen, the master-at-arms, the recruiters, the Marines. We are very grateful for the support.”

The support offered by NMCRS helps keep Navy and Marine Corps personnel mission ready and in turn directly impacts command and unit missions. That support includes financial assistance and counseling, quick-assist loans, education assistance, budget for baby classes, emergency travel assistance and disaster relief.

Navy recruiting welcomes new commander

By Burrell Parmer

NAVY RECRUITING DISTRICT SAN ANTONIO
PUBLIC AFFAIRS

A new commanding officer took command of Navy Recruiting District (NRD) San Antonio during a change of command ceremony held Aug. 4 at the University of the Incarnate Word.

During the ceremony, Cmdr. Karen Muntean relinquished command to Cmdr. Jeffrey Reynolds.

Commanding the NRD since March 11, 2016, Muntean was responsible for more than 200 recruiters, support personnel and civilians who all assisted in making the Navy's recruitment annual mission.

Muntean's area of responsibility included 32 Navy Recruiting Stations and Navy Officer Recruiting Stations spread throughout 144,000 square miles of Texas territory, spanning from Waco, west to Midland/Odessa, southwest towards El Paso, southeast along the Rio Grande Valley, and west of College Station.

Retired Rear Adm. Eric Young, former commander, Navy Reserve Forces Command, served as guest speaker.

"Cmdr. Muntean has done a masterful job facilitating a team of professionals who represent the best of the best," Young said.

Young, who was a senior full-time support officer, was able to track the communities' superstars.

"I knew her name, I knew her reputation for excellence and I knew she had the pedigree for becoming one of the 26 Navy Recruiting Districts commanding officers," Young said. "Karen, without question, is truly a superstar in the force. She represents the best of what the Navy and the Navy Reserve has to offer."

remarking on her tenure as commanding officer, Muntean spoke on her team.

"Over the last three years, my respect has grown for these Sailors and civilians immeasurably," said Muntean, a native of Calhoun, Tenn. "We have taken significant increases in enlisted goals and female goals, and the bar continues to be raised for requirements that our recruits have to meet in order to be part of the most powerful Navy in the entire world."

Under Muntean's command, the NRD shipped 3,767 highly qualified young men and women for service in the U.S. Navy and Navy Reserve. For her superior performance of duty, she was awarded the Meritorious Service Medal.

Reynolds, a Naval aviator and native of Raleigh, N.C., thanked all for attending the ceremony and for Muntean's service.

"The men and women of Navy Recruiting District San Antonio owe Cmdr. Muntean a debt of gratitude," said Reynolds, who served as the NRD executive officer. "This is owed for her selfless dedication to the success of the district, but most importantly, her unwavering care and con-



EDWARD JONES

Cmdr. Jeffrey Reynolds speaks to Sailors and guests after assuming command of Navy Recruiting District San Antonio Aug. 4 during a change of command ceremony held at the University of the Incarnate Word.

cern for the well-being for those under her charge."

To the Sailors and support personnel of the NRD, Reynolds reminded them of their commitment to support and defend the Constitution and that they are a team.

"Sink or swim, succeed or fail, we are in this together. At the end of the day, my family is the Navy, the Navy is my family," Reynolds said. "Now, let's get to work and go change some lives."

FORT SAM HOUSTON BRIEFS

Youth sports registration

Youth centers across Joint Base San Antonio are holding registration for flag football, cheerleading and soccer.

The JBSA-Randolph and JBSA-Fort Sam Houston youth centers are registering children ages 5 to 15 for flag football and cheerleading through Aug. 29.

The cost for each sport is \$50 at all youth centers. A current physical and shot record are required at the time of registration.

For more information, call: JBSA-Randolph, 210-652-3298, or JBSA-Fort Sam Houston, 210-221-3502. Upcoming youth center registration events are advertised in the online publication and bimonthly magazine JBSA Today.

PCSing Parent Workshop

Date/Time: Aug. 23, 10-11:30 a.m.
Location: JBSA-Fort Sam Houston M&FRC, building 2797, Training Room 1

"PCSing with School Age Youth" is a workshop for active-duty and military spouses whose children are transferring to a new school. For information, call 210-671-8388 or 210-652-5321.

MICC Assumption of Responsibility

Date/Time: Aug. 23, 9 a.m.
Location: Quadrangle
The U.S. Army Mission and Installation Contracting Command assumption of responsibility takes place 9 a.m. Aug. 23. Command Sgt. Maj. Marco A. Torres will become the fifth MICC command sergeant major. A reception in the Army North Museum immediately follows the ceremony.

Women's Equality Day

Date/Time: Aug. 23, 11 a.m. to noon
Location: JBSA-Fort Sam Houston Theater
The theme of this year's Women's Equality Day observance is "Celebrating Women's Right to Vote!"

JBSA Ruck/Run for Life series of events

Date/Time: Sept. 9, 10 and 16
Locations: JBSA installations
A "Run for Life" series of events to promote suicide awareness and prevention is scheduled for 8-9:30 a.m. Sept. 9 at Joint Base San Antonio-Randolph's Heritage Park featuring a 5K family bike ride. A second event takes place from 8-9:30 a.m. Sept. 10 at JBSA-Fort Sam Houston's MacArthur Parade Field featuring a 5K ruck and a food drive. The final event is from 8-9:30 a.m. Sept. 16 at JBSA-Lackland, featuring a 5K run.

Military, local business leaders meet in forum for community partnership

By Steve Elliott

502ND AIR BASE WING
PUBLIC AFFAIRS

"Success will continue to breed success," was the message Joint Base San Antonio Community Partnership Manager Monte Cox wanted to get across at the Air Force Community Partnership Program Public-Private Partnerships Meeting at the Alamo Area Council of Governments Aug. 10.

The Public-Private, Community

Partnership Program between JBSA, businesses and public entities in the San Antonio area allows JBSA and the 502nd Air Base Wing to enter into partnerships in the community to provide, receive or share installation support services for many of its municipal and morale, welfare and recreation functions.

The first JBSA Community Partnership Ideas Workshop was held in February 2014 with leaders throughout the

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STEVE ELLIOTT

Brig. Gen. Heather Pringle, 502nd Air Base Wing and Joint Base San Antonio commander, speaks to attendees at the start of the Air Force Community Partnership Program Public-Private Partnerships Meeting Aug. 10 at the Alamo Area Council of Governments.

LACKLAND

Summit focuses on 'shared way forward'

By Steve Warns

AFCEC PUBLIC AFFAIRS

"Charting the Course — Together We Build the Future" was the theme at the Air Force Civil Engineer Center's Planning and Programming Summit July 18-20 at Joint Base San Antonio.

The three-day summit brought together senior leaders from the Air Force Secretariat, Headquarters Air Force, Air Force Installation and Mission Support Center, major commands and primary subordinate units to address enterprise initiatives, key civil engineer programs, and planning and programming portfolio priorities going forward.

Col. Dean Hartman, AFCEC director of planning and integration, said the summit is important for the Air Force enterprise as a whole.

"Given the significant changes in organizational structure and associated roles and responsibilities, coming together and having some face-to-face



STEVE WARNS

Col. Dean Hartman speaks during the 2017 Air Force Civil Engineer Center's Planning and Programming Summit July 20 at Joint Base San Antonio.

time to address key initiatives, portfolio priorities and the planning, programming and execution challenges that we're facing becomes even more important," Hartman said. "We have an opportunity to sit down, leverage all of this expertise across our functional community, dive into programs

and processes and do some problem solving."

The diversity of topics was impressive, ranging from state of the installation and mission support portfolio, to installation health assessment, to enterprise planning process, to operations and maintenance project programming.

Edwin Oshiba, deputy director of Civil Engineers at Headquarters Air Force, Pentagon, said when it comes to planning and integration, Air Force engineers need to learn to not fixate on simply making better decisions, but need to learn to make faster decisions.

"As engineers, we tend to focus on the math equation," Oshiba said. "But I ask you to challenge the math equation. Don't be overly focused on numbers and values. How perfect does perfect need to be to make a decision? We have some explaining to do in simple language exactly to the things that we as engineers provide in terms of air, space and cyberspace combat power. That's our job to articulate that whenever we can to whomever we can."

Mark Correll, Deputy Assistant Secretary of the Air Force for Environment, Safety and Infrastructure, addressed economic analysis and how to make it a more effective decision tool.

"We're going to go down a

different road that says what do the dollars say is the right answer," Correll said. "It's evident to me the economic analysis comes after the fact and that it's meant to justify the construction decision that was already made, and that's not OK. What we will be working with the FM (financial management) folks to try and change that paradigm, particularly associated with these weighted backers that are essentially intended to appear to give you the answer to where you want to go even if the numbers don't show that."

Randy Brown, AFCEC director, praised the Planning and Integration directorate.

"Without good planning, you can't have good execution," Brown said. "I think what you do is extremely difficult. We're going to continue to push for ways to make it easier on you. Part of this summit is how can we help you? If we don't have the bandwidth to plan better, we will never get better at execution."

National security and ISR discussed during congressional visit

By Lori A. Bultman

25TH AIR FORCE

Congressman Will Hurd, 23rd District of Texas, visited with Maj. Gen. Mary O'Brien, 25th Air Force commander, and other leaders at the Numbered Air Force's headquarters at Joint Base San Antonio-Lackland, Aug. 4, 2017.

During his visit, they discussed a variety of national security and Intelligence, Surveillance and Reconnaissance topics.

Hurd is currently on the Committee on Homeland Security, is the Vice Chair of the Border and Maritime Security Subcommittee and serves on the House Permanent Select

Intelligence Committee.

The 25th Air Force provides multisource Intelligence, Surveillance, and Reconnaissance products, applications, capabilities and resources, to include cyber and geospatial forces and expertise.

Additionally, it is the Service Cryptologic Component responsible to the National Security Agency/Central Security Service for Air Force matters involving the conduct of cryptologic activities, including the full spectrum of missions directly related to both tactical warfighting and national-level operations.



LORI A. BULTMAN

Congressman Will Hurd (right), 23rd District of Texas, visits with Maj. Gen. Mary O'Brien, 25th Air Force commander, and other leaders Aug. 4 at the Numbered Air Force's headquarters.

AIR FORCE'S FIRST CYBER FACILITY OPENS FOR BUSINESS



COURTESY PHOTO

Lt. Col. Jarrod Norris, 836th Cyberspace Operations Squadron Commander, and Lt. Col. Travis Howell, 833rd COS Commander, cut the ribbon opening their new location April 14 at Joint Base San Antonio-Lackland's Medina Annex. This is the first location in the Air Force solely dedicated to cyber mission forces. Included in the new design are a conference room, training facilities and administrative workspaces for both squadrons, as well as transitional workstations for personnel awaiting security clearances. The 833rd COS and 836th COS are responsible for organizing, training and equipping three Cyber Protection Teams each, which are postured to conduct defensive cyberspace operations via a three-phase Survey, Secure and Protect methodology. These teams are part of the Cyber National Mission Force which works toward countering cyberthreats to the country's information technology infrastructure.

LACKLAND BRIEFS

Youth sports registration

Youth centers across Joint Base San Antonio are holding registration for flag football, cheerleading and soccer. The JBSA-Randolph and JBSA-Fort Sam Houston youth centers have registration for flag football and cheerleading now through Aug. 29, which is open for children ages 5 to 15. The registration cost for each sport is \$50 at each of the youth center locations. A current physical and shot record are required at the time of registration. For more information, call: JBSA-Randolph – 210-652-3298; JBSA-Lackland – 210-671-2388; and JBSA-Fort Sam Houston – 210-221-3502. Upcoming youth center registration events are advertised in the online publication and bi-monthly magazine, JBSA Today.

conomic conditions, discuss business ownership, franchise opportunities and more. For more information, call 210-671-3722.

Franchising 101

Date/Time: Aug. 18, 1-3 p.m.
Location: Military & Family Readiness Center, building 1249

Attendees will examine businesses that thrive in all eco-

RANDOLPH

Missing person incident ends happily

By Robert Goetz
502ND AIR BASE WING
PUBLIC AFFAIRS

The active-duty members and civilians assigned by the 902nd Security Forces Squadron to the Joint Base San Antonio-Randolph Visitor Control Center have the daily task of providing or denying access to people seeking entry to the location.

Their jobs are often routine, but two enlisted members resolved an unusual situation July 27 when they brought a missing person incident to a happy conclusion.

Using their interpersonal and investigative skills, Tech. Sgt. Christopher Cleveland and Airman 1st Class Hannah Herman reunited a retired Air Force technical sergeant with her daughter less than four hours after the retiree's daughter filed a missing persons report with the Live Oak Police Department.

"It was basic initiative and police investigation skills that assisted this woman in getting home to her family," said John Gutierrez, VCC lead. "They were doing their job, utilizing the tools they had."

The retired NCO entered the VCC about 1:40 p.m. July 27 saying she needed a pass. A senior Airman tried to obtain a visitor's pass for her, but she was unable to provide a reason why she wanted to enter the location, so she was denied access.

"Luckily, she was registered and I was able to verify her identity and find her home address as well as a phone number. When I saw her picture pop up on my computer screen and I called her daughter, I felt very calm knowing that this woman would soon be safe at home."

Airman 1st Class Hannah Herman, Joint Base San Antonio-Randolph Visitor Control Center lead controller

When she approached Herman and Cleveland, she was unresponsive when they asked why she needed base access and left the VCC, heading for the main gate.

"I was alarmed and anxious because of how awkward she looked and the fact that she didn't answer my question pertaining to why she needed access to the base," said Cleveland, a 433rd Civil Engineer Squadron reservist serving as an augmentee for the 902nd SFS.



Airman 1st Class Hannah Herman, 902nd Security Forces Squadron lead entry controller, and Tech. Sgt. Christopher Cleveland, 433rd Civil Engineer Squadron augmentee assigned to the 902nd SFS, helped resolve a missing person incident July 27 at Joint Base San Antonio-Randolph.

Cleveland notified gate guards to direct her back to the Visitor Control Center, but she crossed FM 78 before coming back about 2 p.m.

"When she came back a second time, A1C Herman and myself began probing and asking more questions," he said.

The visitor was able to provide her Social Security number, and using the Defense Biometric Identification System, Herman and Cleveland saw she was a retired service

member.

"If the person is registered in DBIDS, a photo of the person will pop up," said Herman, VCC lead controller. "Luckily, she was registered, and I was able to verify her identity and find her home address as well as a phone number. When I saw her picture pop up on my computer screen and I called her daughter, I felt very calm knowing that this woman would soon be safe at home."

Herman called the

retiree's daughter, who said she had filed a missing persons report less than four hours earlier. She also said her mother has dementia. The retired technical sergeant had walked more than 4 miles from her daughter's home in Live Oak to the VCC.

"My biggest concern was that the woman was on her own just wandering around," Herman said. "I was very relieved when I saw her daughter walk into the VCC."

Cleveland said he was

happy he and Herman were able to help the retired technical sergeant and her daughter.

"I know if I was in that situation and my mother had been missing for hours, I would have been very concerned and worried," he said. "Just knowing we were able to help, as opposed to just brushing her away and telling her she had to leave, was a sigh of relief for us. It was satisfying to know we had helped a fellow Airman in need."

JOEL MARTINEZ

Education, Training, Experience: The Continuum of Learning

By Master Sgt. Joshua Strang

AIR EDUCATION AND TRAINING
COMMAND PUBLIC AFFAIRS

Air Education and Training Command is reimagining how Airmen are developed, through a paradigm shift in education, training and capitalization of experiences in a new concept: the Continuum of Learning.

The effort officially kicked off with a leadership summit last week, in which AETC senior leaders, wing commanders, command chiefs and superintendents conducted a deep dive into the CoL redesign.

The CoL initiative is a shift to better focus how Airmen learn by integrating education, training and experience in ways that allow them to learn anytime, anywhere throughout their careers. The end goal is to create a culture of lifelong learning.

“What the new Continuum

“What the new Continuum of Learning does is transform our industrial-age pipeline production system into a more modern-age, learner-centric model.”

Lt. Gen. Darryl Roberson, commander of Air Education and Training Command

of Learning does is transform our industrial-age pipeline production system into a more modern-age, learner-centric model,” said Lt. Gen. Darryl Roberson, commander of Air Education and Training Command. “We’ve done really well at the training and education pieces, but what we haven’t done well is tying the experiences piece to those two in a deliberate way. This is what we are going to do.”

Chief Master Sgt. Juliet Gudgel, AETC command chief, said

the redesigned CoL is a cultural change.

“The Continuum of Learning is a lifelong learning model that will capture the education, experience and training all together and will be something our Airmen haven’t experienced previously,” said Gudgel. “As Air Education and Training Command, we are going to have to change our thinking and our culture to understand the different learning styles of our Airmen. We are going to dig deep into competency-

based learning, basing it more on performance instead of the industrial, schoolhouse model we have been using for so many years.”

Key concepts included in this learning paradigm shift are modularized learning, blended learning, on-command and on-demand learning, competency-based learning, and the Airman’s learning record.

While senior leaders will introduce these CoL concepts in the coming weeks and months, the redesigned learning approach is intended to give Airmen more flexibility in reaching their learning goals.

“With on-demand learning, these are the courses Airmen want to do,” said Gudgel. “These are the courses we want our Airmen to go and seek out. They are going to have choices on additional learning that they have not had in the past.”

The shift is currently un-

derway as courses at Keesler Air Force Base, Mississippi, and Maxwell Air Force Base, Alabama, have changed how material is presented and how instructors approach the learning environment. Currently the cyber transport course, science on a sphere, and squadron officer school are training under reimagined curricula.

Gudgel said although this is a new process, the redesigned CoL will benefit all Airmen.

“I believe Airmen will be impacted in a positive way,” said Gudgel. “Airmen won’t be stove piped. They will have opportunity to make choices. I am a tactile learner and relate to all those Airmen who can’t just sit and go through a PowerPoint brief. Our Airmen are going to get the best of multiple learning environments. They are going to be more productive in their jobs and happier overall.”

Randolph Field ISD officials look forward to middle school addition

By Robert Goetz
502ND AIR BASE WING
PUBLIC AFFAIRS

With the 2017-18 school year less than two weeks away, a construction program that has resulted in a new high school continues to transform the Randolph Field Independent School District complex on the far west side of Joint Base San Antonio-Randolph.

The new school year will begin Aug. 28 with the Randolph High School construction phase complete: a new school building that greeted students a year ago, new baseball and softball fields and a new multi-use cafetorium/gymnasium facility that opened in March.

Work is underway on a transportation and maintenance facility that will replace the current one, and a middle school addition is on the horizon, said Lance Johnson, Randolph Field ISD superintendent.

"The next piece we will begin design work on in September is an addition to the current middle school building," he said. "Once that is built out, we will turn our focus to the demolition of the old high school building. We hope to begin construction of the new middle school addition in the late spring or early summer of 2018."

The two-story, 44,000-



SEAN M. WORRELL

The dugout at the new softball field at Randolph High School awaits the first day of school, which is Aug. 28. A softball and baseball field have been built to support Randolph High School.

square-foot high school facility that was dedicated last August is meeting the district's expectations, Johnson said. The facility was built behind the old high school, which dates back to the school's founding in 1962.

"The feedback I get from staff and students while walking the halls is very positive," he said. "It has enhanced our science lab experiences, computer lab experiences and provides 21st-century space for our students to engage in collaborative set-

tings."

District officials are likewise pleased with the 33,000-square-foot cafetorium/gymnasium facility.

"It is a multiuse facility, used for theater and other fine arts performances, food services, physical education and athletics," Johnson said. "The cafeteria will seat 392 inside with additional covered patio seating for approximately 75. The gymnasium will seat 720 and has the capability to run two prac-

tices at the same time, then convert to a competition gym for game nights.

"We are very proud of how the facility ended up, and it took care of two core space needs under one roof," he said.

The district continues to work through a long-range facility plan that will ultimately end up with a new elementary campus, Johnson said.

"We are a few years out from that piece of the puzzle," he said.

RANDOLPH BRIEFS

Youth sports registration

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The cost for each sport is \$50 at each of the youth center locations. A current physical and shot record are required at the time of registration. For more information, call: JBSA-Randolph, or JBSA-Fort Sam Houston, 210-221-3502.

JBSA SNCO induction ceremony

Date/Time: Aug. 18, 6 p.m.

Location: Hyatt Regency Hill Country Resort and Spa

The ceremony features U.S. Air Force retired Chief Master Sgt. Jose Lugo-Santiago.

Blue Cross/Blue Shield site visit

Date/Time: Aug. 23, 8:30-10:30 a.m.

Location: building 399, Pitsenbarger Hall, Room 222

A Blue Cross Blue Shield representative will make a health benefits site visit to Joint Base San Antonio-Randolph.

JBSA Ruck/Run for Life

Date/Time: Sept 9, 10 and 16

Locations: JBSA installations
A Run for Life series of events to promote suicide awareness and prevention is scheduled for 8-9:30 a.m. Sept. 9 at Joint Base San Antonio-Randolph's Heritage Park and features a 5K family bike ride. A second event takes place 8-9:30 a.m. Sept. 10 at JBSA-Fort Sam Houston's MacArthur Parade Field, featuring a 5K ruck and a food drive. The final event is 8-9:30 a.m. Sept. 16 at JBSA-Lackland, featuring a 5K run.

JOINT BASE SAN ANTONIO VICE COMMANDER VISITS INSTALLATIONS



U.S. Army Col. Lee Flemming (right), 502nd Air Base Wing and Joint Base San Antonio vice commander, asks Kyle Evans, QuantaDyn Corporation joint terminal attack controller, a question about the development of training equipment Aug. 9 at the 502nd ABW Trainer Development Squadron at JBSA-Randolph. Flemming is visiting units throughout JBSA to immerse himself in its mission.

SEAN M. WORRELL

FORUM

From page 10

San Antonio regional area gathering to discuss opportunities for community partnerships, with the San Antonio governance charter signed in August 2014.

"I'm excited at all the progress we are making on our initiatives," Cox said. "We want to represent this region and Military City USA well."

The Community Partnership Program is a framework to match installation and community needs and resources to increase efficiency, reduce costs and improve quality of life, as well as facilitating and sparking brainstorming of partnership ideas.

"So far, there have been 31 completed P4 initiatives which have generated \$28 million in benefits to JBSA," Cox said. "And there are still another 41 active P4 initiatives in the works."

While these community partnership proposals work to maximize the array of tools and authorities available, they are not meant to work around or outside of existing authorities and roles/responsibilities, Cox said.

"There's lots of progress that has been made," said retired Marine Maj. Gen. Juan Ayala, formerly the Inspector General of the Marine Corps and now director of the City of San Antonio Department of Government and Public Affairs. "I've talked to our new mayor, Ron Nirenberg, and he shares the enthusiasm for these P4 initiatives. He understands the military and that there is a great way ahead."

One initiative brought up was the launch of the TXServes-San Antonio

"We aim to support all individuals who have worn the uniforms of our military — regardless of age, era, branch or discharge status."

Diane Rath, Alamo Area Council of Governments executive director

website at <http://sanantoniо.americaserves.org>, which is a coordinated network of public, private and nonprofit organizations serving veterans, service members and their families in San Antonio and Bexar County. TXServes-San Antonio uses technology and its partner network to guide veterans, service members and their families to the most appropriate services and resources available

San Antonio and its immediate surrounding area is one of the largest military and veteran communities in the United States, and ranks ninth among the 100 largest veteran-resident cities in the country where veterans are 12.3 percent of the regions adult population.

Active duty, National Guard, Reserve Service members as well as veterans and their families who reside in the San Antonio area are eligible for support from the network.

"We aim to support all individuals who have worn the uniforms of our military — regardless of age, era, branch or discharge status," said Diane Rath, executive director of the Alamo Area Council of Governments. "Not all services are available to every member however, our care coordinators will strive to find an appropriate local resource."

The upcoming 2017 JBSA Air Show and

Open House at the JBSA-Lackland Kelly Field Annex Nov. 4-5 was also a topic of discussion as airshow director Chris Kelly updated attendees on progress made towards attracting a number of diverse static display. The event runs from 10 a.m. to 5 p.m. each day.

"The joint aspect of the acts and displays scheduled is a very unique aspect of this air show and open house," said Brig. Gen. Heather Pringle, 502nd Air Base Wing and Joint Base San Antonio commander.

A partnership between JBSA civil engineers and the University of Texas at San Antonio was another highlight of conversation. Chris Merlo from the 502nd Installation Support Group outlined an initiative with the UTSA School of Engineering that benefits JBSA and local engineering students.

"This partnership is focused on providing real-world experience for UTS engineering students," Merlo said. "If we can get these students involved and interested in Air Force careers, it's a win for both sides."

"There is a lot of work going on behind the scenes in these initiatives and many more," Pringle said in her closing remarks. "We are always looking for ways to be more efficient. It's a part of the strength of this community we know as Military City USA."