

JBSA LEGACY

WWW.JBSA.MIL

JOINT BASE SAN ANTONIO

JULY 20, 2018



PHOTO BY MICHAEL WATKINS

Col. Samuel E. Fiol stands at attention after receiving command of the 502nd Force Support Group in a change of command ceremony held July 11 at Joint Base San Antonio-Fort Sam Houston.

502nd Force Support Group welcomes new commander

Page 3



502nd Installation Support Group welcomes new commander

Page 16



Quality Assurance provides maintenance integrity

Page 20

DOD announces policy change on transfer of Post-9/11 GI Bill benefits

From DOD News Service

The Defense Department issued a substantive change July 12 to its policy on the transfer by service members in the uniformed services of Post-9/11 GI Bill educational benefits to eligible family member recipients.

Effective one year from the date of this change, eligibility to transfer those benefits will be limited to service members with less than 16 years of total active-duty or selected reserve service, as applicable.

Previously, there were no restrictions on when a service member could transfer educational benefits to their family members. The provision that requires a service member to have at least six years of service to apply to transfer benefits remains unchanged in the policy.

"After a thorough review of the policy, we saw a need to focus on retention in a time of



COURTESY GRAPHIC

increased growth of the armed forces," said Stephanie Miller, director of accessions policy in the Office of the Secretary of Defense. "This change continues to allow career service members that earned this benefit to share it with their family members while they continue to serve." This change is an important step to preserve the distinction of transferability as a retention incentive, she added.

If service members fail to fulfill their service obligation because of a "force shaping"

event -- such as officers involuntarily separated as a result of being twice passed over for promotion or enlisted personnel involuntarily separated as a result of failure to meet minimum retention standards, such as high year of tenure -- the change will allow them to retain their eligibility to transfer education benefits even if they haven't served the entirety of their obligated service commitment through no fault of their own.

All approvals for

transferability of Post-9/11 GI Bill continue to require a four-year commitment in the armed forces and, more importantly, the member must be eligible to be retained for four years from the date of election, officials said.

The policy affects service members in the uniformed services, which includes the U.S. Coast Guard as well as the commissioned members of the U.S. Public Health Service and National Oceanic and Atmospheric Administration.

Olmsted program offers cultural opportunities for active-duty AF officers

By Richard Salomon
Air Force's Personnel Center
Public Affairs

Active-duty officers interested in developing language skills and regional cultural knowledge are encouraged to apply for the Department of Defense Olmsted Scholar Program.

The Olmsted Foundation offers outstanding young military officers the opportunity to become fluent in a foreign language, pursue graduate studies at an overseas

university, and develop an understanding of foreign cultures.

According to the Olmsted website at <http://www.olmstedfoundation.org>, scholars interact daily with the local population and immerse themselves in the culture of their host country. They receive their normal pay and allowances and, if applicable, are normally accompanied by their families.

Historically, Olmsted scholars have benefited from this leadership development

experience as they return to their primary military specialties and assume greater responsibilities as senior commanders and policy makers.

Applicants must be active-duty line officers with at least three years of commissioned service, but no more than 11 years of total active federal military service as of



THE OLMSTED FOUNDATION

COURTESY GRAPHIC

April 1, 2019. Application packages are due to the Air Force Personnel Center by Aug. 10, 2018, to begin language training (if required) in 2019.

For application information, visit myPers. Select "Any" from the dropdown menu and search "Olmsted." For more information about Air Force awards, visit <http://www.afpc.af.mil/Recognition/>.

JBSA LEGACY

Joint Base San Antonio
Editorial Staff

502nd Air Base Wing
and JBSA Commander
BRIG. GEN.
LAURA L. LENDERMAN

502nd ABW/JBSA
Public Affairs Director
TODD G. WHITE

502nd ABW/JBSA
Chief of Command
Information
ED PRINCE

Editor
STEVE ELLIOTT

Staff
SENIOR AIRMAN STORMY ARCHER
DAVID DEKUNDER
ROBERT GOETZ
AIRMAN 1ST CLASS DILLON PARKER
TECH. SGT. AVE YOUNG

JBSA LEGACY
ADVERTISEMENT OFFICE
EN COMMUNITIES
P.O. BOX 2171
SAN ANTONIO, TEXAS 78297
210-250-2052

This newspaper is published by EN Communities, a private firm in no way connected with the United States Air Force, under exclusive written contract with Joint Base San Antonio (JBSA). This civilian enterprise newspaper is an authorized publication for members of the United States military services. Content of the publication is not necessarily the official view of, or endorsement by the United States Government, the Department of Defense or the Department of the Air Force.

The appearance of advertising in this publication, including inserts or supplements, does not constitute endorsement by the Department of Defense, the Department of the Air Force or EN Communities, of the products or services advertised.

Everything advertised in this publication shall be made available for purchase, use or patronage without regard to race, color, religion, sex, national origin, age, marital status, physical handicap, political affiliation or any other nonmerit factor of the purchaser, user or patron.

Editorial content is edited, provided, and/or approved by the JBSA Public Affairs Offices within the 502nd Air Base Wing. All photographs are Air Force photographs unless otherwise indicated.

502nd FSG welcomes new commander

By Steve Elliott

502ND AIR BASE WING PUBLIC AFFAIRS

One of the most unique organizations in the U.S. military, the 502nd Force Support Group, headquartered at Joint Base San Antonio-Fort Sam Houston, welcomed Col. Samuel E. Fiol as its new commander in a change of command ceremony at the JBSA-Fort Sam Houston base flagpole July 11.

Col. David L. Rough relinquished command of the 502nd FSG during the ceremony, after serving as commander since June 22, 2016.

"Col. Rough, you have been the right leader at the right time," said Brig. Gen. Laura L. Lenderman, 502nd Air Base Wing and JBSA Commander, of Rough. "You leaned in and led with conviction, and you and your team delivered each and every day. From multiple hurricane relief efforts, to increased readiness and resiliency, to improvements in our infrastructure, the hallmark of your command has always been excellence. It has been an honor to serve with you."

"The 502nd FSG is a great combination of Soldiers, Airmen and civilians and Colonel Rough has taken excellent care of his people and their priorities," said Lt. Gen. Jeffrey S. Buchanan, commanding general of U.S. Army North (Fifth Army). "He has set a great example in his loyalty to his people and to getting the job done."

Fiol is a career Army military intelligence

officer holding several command and staff positions across various echelons of the Army and in the joint, interagency, intergovernmental and multinational environment. He has served at nearly 10 different military installations, the National Capital Region and seven overseas environments since earning his commission at the Jacksonville State University in Alabama as a Distinguished Graduate of the Gamecock Battalion's Reserve Officers Training Corps program in 1994.

"Colonel Fiol, I look forward to you taking the 502nd FSG into the next chapter of its storied history," Lenderman said.

"Welcome back," added Buchanan, who noted that Fiol's parents have lived in San Antonio for the past 10 years. "We are looking forward to the new ideas and innovations you will bring in."

"Sam, you lucked out in getting this command," Rough said to his successor. "It's a challenge and a privilege. JBSA is a crucible which forges the shield of our combat enterprise. Our mission here is to forge winning teams and warriors."

In accepting command of the 502nd FSG, Fiol said to Rough, "Thank you your magnificent team's support during the transition."

"You have my pledge and my commitment to meet the demands we face in achieving and maintaining readiness," Fiol added, in addressing the gathered audience of local political, civic and military leaders, as well as family, friends and others.



STEVE ELLIOTT

Col. Samuel E. Fiol (left) receives the 502nd Force Support Group colors from Brig. Gen. Laura L. Lenderman (right), 502nd Air Base Wing and Joint Base San Antonio commander, during a change of command ceremony held July 11 at the JBSA-Fort Sam Houston base flagpole, where he took over for outgoing commander Col. David L. Rough.

How to make a PCS move easier during peak season

By Rosalinda Kagebein

PERSONAL PROPERTY PROCESSING OFFICE TRANSPORTATION ASSISTANT

Peak moving season is from May through August, and Joint Base San Antonio averages approximately 4,500 customer shipments during that time.

When Permanent Change of Station (PCS) orders are received, prepare and submit shipment of personal property requests to your local Personal Property Processing Office (PPPO) for booking move dates in the Defense Personal Property System (DPS) at <http://www.move.mil>. Being proactive and prepared helps to maximize the potential to receive your desired move dates.

Use of the Defense Personal Property System, or DPS, website at <http://www.move.mil>

is required to request shipment dates. Military members and civilian employees must register as first-time users and initiate a request to obtain a User ID in order to access DPS.

For those who have previously used DPS, but have not used it for 35 days or more, they will need to register as a first-time user again. If it has been less than 35 days since registration, call the Help Desk to reactivate your account.

Military members and civilian employees must register as first-time users and initiate a request to obtain a User ID in order to access DPS.

After registration, they will receive an email providing them with a User ID. Upon receipt of

the User ID, login into DPS at <http://www.move.mil> to input shipment information. Do not create a shipment on old/previous order. New shipments require new order information provided from new orders, by selecting "Enter Order Information" on upper left menu. Read the information carefully when reviewing the self-counseling process.

DPS has implemented the requirement to upload PCS orders and amendments. Upon completion of entering shipment information, DPS will generate the Application for Shipment (Department of Defense Form 1299) and Counseling Checklist (DD Form 1797) that need to be printed for member or employee's signature and date. Signed documents

and a complete set of orders need to be submitted to the local PPPO for processing to book the requested move dates.

► DPS gives the option to upload orders and signed documents (DD Form 1299 & DD Form 1797), member or employee must contact requested PPPO to process shipment request. These forms will not be automatically forwarded for booking. It is required that individuals hand-carry the signed documents and complete set of orders with amendments (if applicable) to their local PPPO. ► First-time movers, and individuals retiring or separating, must go to their local PPPO to manually complete shipment documents. A transportation counselor will

provide information on entitlements and be available to answer questions. (Navy members are required to input shipment requests in DPS, provide signed documents and complete set of orders to their local PPPO.)

► Members and employees needing assistance are encouraged to go to their local Personal Property Processing Office. At Joint Base San Antonio-Randolph, it is located at building 399, or call 210-652-1848/1849. At JBAS-Lackland, go to building 5616, Room 112, or call 210-671-2823. At JBAS-Fort Sam Houston, go to building 2263, Basement Room 110, or call 210-221-1605.

When planning a move, PCS continues on 4

PCS

From page 3

prepare early and be flexible by providing alternate dates for pack and pick-up that you are willing to accept for your property. Never schedule a pick-up or delivery on the same day you vacate or gain access to your residence.

Do not schedule two different shipments for pick-up or delivery on the same day. If you are not available on the scheduled dates, you will be billed for an attempted pick-up or attempted delivery.

Once the shipment is booked, the transportation service provider, or TSP, will send an email to confirm information and move dates. The TSP's local agent will make contact to conduct a pre-move survey.

Make sure the pre-move survey is done at least five days prior to the first scheduled packing day. People can also obtain the TSP's contact information by logging into

their account in DPS, and clicking on the "Shipment Management" section.

Keep in mind that household goods, or HHG, shipments require separate pack dates based on the estimated weight of the property.

People will provide the pick-up date (last day of the move) as requested by the DPS system and it will automatically populate the pack days. Pack days can range from two to three days depending on your estimated weight.

When you get to the "View" and "Print" screen in DPS, be sure to double check the move dates to see if they meet your schedule. Reminder: Do not overlap dates if there are multiple shipments.

MEMBER RESPONSIBILITIES PRIOR TO MOVE DATES:

► Military members must separate military professional books, papers and equipment, or PBP&E, that need to be separately packed. These items must be clearly identified on the

itemized inventory as "Pro-Gear or M-PRO." If a military member declares PBP&E for a dependent spouse, PBP&E must also be distinctly separated, and annotated on the inventory as "PBP&E for Spouse or S-PRO." All PBP&E items must be identified at origin so that the weight will not count against the members authorized weight allowance. If not clearly identified on itemized inventory, the member will not get credit for PBP&E as free weight.

► Residence and furniture must be clean and pest free.

► Remove from residence or clearly separate out any items you do not want movers to pack and ship, such as important documents, passports, luggage, keys, money, jewelry, valuables, etc.

► As suggestions for achieving desired dates, avoid Mondays, Fridays and the last week of the month. No weekends or holidays. Shipping office requires three week notice to book shipments.

► Start securing move dates

immediately after receipt of PCS orders.

► Provide alternate move dates that you will be available for move. Changing move date are impossible during peak season.

► For military members pressed for time, an alternate mode of household goods transportation is Personally Procured Move, or PPM, formerly known as Do It Yourself, or DITY, move. A PPM must be submitted in DPS and member must go to local PPPO for approval.

WHAT TO BE AWARE OF AFTER PICKUP:

► If your shipment exceeds your authorized weight allowance, you must request a reweigh with your transportation service provider prior to accepting your personal property for delivery. Confirm that a reweigh was accomplished with your driver before any property is off-loaded.

► Claims for loss or damage of your personal property must be submitted into DPS at <http://www.move.mil>. Service

members and civilian employees must submit a claim online within 75 days from the date of delivery. The settlement is directly with the TSP. If unable to reach a settlement with your TSP, contact the claims office at http://www.move.mil/dod/claims_css/dod_claims.cfm for assistance.

For additional assistance, call your local Personal Property Processing Office at JBSA-Randolph at 210-652-1848; at JBSA-Fort Sam Houston at 210-221-1605; and at JBSA-Lackland at 210-671-2821.

TO REVIEW, MEMBER TASKS ARE:

► Receive orders.

► Complete self-counseling at <http://www.move.mil>.

► Hand carry signed DD Form 1299, DD Form 1797, and complete set of orders with amendments to local PPPO.

► Follow up on shipment to confirm dates are booked.

► Personally Procured Move (PPM) after submitted in <http://www.move.mil>. Member gets approval from Local PPPO.

Army Combat Fitness Test to become new PT test of record

By Sean Kimmons

ARMY NEWS SERVICE

Army senior leaders have approved a new strenuous fitness test designed to better prepare Soldiers for combat tasks, reduce injuries and lead to ample cost savings across the service.

The six-event readiness assessment, called the Army Combat Fitness Test, is intended to replace the current three-event Army Physical Fitness Test, which has been around since 1980.

Beginning October 2020, all Soldiers will be required to take the new gender- and age-neutral test. Before that, field testing set to begin this October will allow the Army to refine the test, with initial plans for up to 40,000 Soldiers from all three components to see it.

“The Army Combat Fitness Test will ignite a generational, cultural change in Army fitness and become a cornerstone of individual Soldier combat readiness,” said Maj. Gen. Malcolm Frost, commander of the Army’s Center of Initial Military Training. “It will reduce attrition and it will reduce musculoskeletal injuries and actually save, in the long run, the Army a heck of a lot of money.”

At least six years of significant research went into the test’s development as researchers looked at what Soldiers must do fitness-wise for combat.

“Throughout that research and testing, the goal was to provide our leaders with a tough, realistic, field-expedient assessment of the physical component of their Soldiers’ individual readiness,” said Sgt. Maj. of the Army Daniel A. Dailey. “The ACFT is scientifically-validated and will help better prepare our Soldiers to deploy, fight, and win on any future battlefield.”

Roughly 2,000 Soldiers have already taken the test, previously called the Army Combat Readiness Test. They also provided feedback as part of the Army Training and Doctrine Command and Forces Command pilots that began last year at several installations.

“The current PT test is only a 40 percent predictor of success for performing in combat and executing warrior tasks and battle drills,” Frost said. “This test is approximately an 80 percent predictor of performing based on our ability to test the physical

components of combat fitness.”

Six events

While the ACFT still keeps the 2-mile run as its final event, it introduces five others to provide a broad measurement of a Soldier’s physical fitness. The events are completed in order and can take anywhere from 45 to 55 minutes for a Soldier to finish.

► **Strength deadlift:** With a proposed weight range of 120 to 420 pounds, the deadlift event is similar to the one found in the Occupational Physical Assessment Test, or OPAT, which is given to new recruits to assess lower-body strength before they are placed into a best-fit career field. The ACFT will require Soldiers to perform a three-repetition maximum deadlift (only one in OPAT) and the weights will be increased. The event replicates picking up ammunition boxes, a wounded battle buddy, supplies or other heavy equipment.

► **Standing power throw:** Soldiers toss a 10-pound ball backward as far as possible to test muscular explosive power that may be needed to lift themselves or a fellow Soldier up over an obstacle or to move rapidly across uneven terrain.

► **Hand-release pushups:** In this event, Soldiers start in the prone position and do a traditional pushup, but when at the down position they release their hands and arms from contact with the ground and then reset to do another pushup. This allows for additional upper body muscles to be exercised.

► **Sprint/drag/carry:** As they dash 25 meters five times up and down a lane, Soldiers will perform sprints, drag a sled weighing 90 pounds, and then hand-carry two 40-pound kettlebell weights. This can simulate pulling a battle buddy out of harm’s way, moving quickly to take cover, or carrying ammunition to a fighting position or vehicle.

► **Leg tuck:** Similar to a pullup, Soldiers lift their legs up and down to touch their knees/thighs to their elbows as many times as they can. This exercise strengthens the core muscles since it doubles the amount of force required compared to a traditional situp.

► **2-mile run:** Same event as on the current test. In the ACFT, run scores



SEAN KIMMONS

Spc. Efrén Gandara performs leg tucks during a pilot for the Army Combat Fitness Test, a six-event assessment designed to reduce injuries and replace the current Army Physical Fitness Test.

are expected to be a bit slower due to all of the other strenuous activity.

The ACFT gauges Soldiers on the 10 components of physical fitness: muscular strength and endurance, power, speed, agility, aerobic endurance, balance, flexibility, coordination and reaction time. The current test only measures two: muscular and aerobic endurance.

Test scoring

The vast majority of policies with the APFT will likely be carried over to the new test.

Scoring could be similar with 100 points for each event for a maximum of 600. Minimum scores, however, may change depending on a Soldier’s military occupational specialty. Soldiers in more physically demanding jobs may see tougher minimums, similar to how OPAT evaluates new recruits.

“The more physically challenging your MOS, the more you’ll be required to do at the minimum levels,” said Michael McGurk, director of research and analysis at CIMT.

Another difference is that there are no alternate events planned for this test, he said.

Soldiers will still get adequate time to rehabilitate from an injury. But under a new “deploy-or-be-removed” policy, Defense Secretary James Mattis said in February that troops who are non-deployable for more than 12 months will be processed for administrative separation or referred to the disability evaluation system.

“Generally speaking, somebody who has a long-term permanent profile that precludes taking a fitness test may not be retainable for duty in the Army,” McGurk said.

As part of its culture change, the Army is building a Holistic Health and Fitness System to produce healthier and fitter Soldiers. The new test is one piece

of the system, in addition to the OPAT, the improvement of fitness centers, and healthier options at chow halls.

Army researchers studied foreign militaries that have rolled out similar holistic programs and found them to be highly successful.

The Australian army, for instance, introduced it to their basic training and saw a roughly 30 percent reduction in injuries.

“Do I know we’re going to have a 25-30 percent reduction? No, but I certainly hope we will,” McGurk said. “We think [the test is] well worth it and it’s the right thing to do for Soldiers in any case.”

Feedback from Soldiers so far has also been overwhelmingly positive.

“As we all know, physical fitness training can become rather monotonous if people train the same way,” McGurk said. “So, a lot of them saw this as a great change and how it required them to use different muscles.”

While some Soldiers may disagree with replacing the current test, McGurk said that fitness has come a long way from 40 years ago when the APFT was first developed.

“In 1980, running shoes were relatively a new invention,” he said. “The Army was still running in boots for the PT test back then. Change is difficult, but we’re an Army that adapts well to change.”

Army vision

In early June, senior leaders outlined what the Army should focus on over the next decade to retain overmatch against potential adversaries.

The 2028 vision statement, signed by the Army’s secretary and chief of staff, calls for modernized equipment, particularly the development of autonomous systems. It also stresses the need for physically fit and mentally tough Soldiers to fight and win in high-intensity conflict.

“Technology is going to be dominant and we need a lot of things that we’re looking at through modernization,” Frost said. “In the end, you still need the United States Army Soldier to be able to seize and hold terrain.”

The ACFT is a foundational method, leaders believe, that the Army can use to start a new era of fitness and obtain Soldier overmatch in combat.

“The current leadership ... has really coalesced and understands the importance of fitness itself and the importance of the PT test to drive that change in culture,” Frost said. “They’ve made the decision and we’re ready to execute.”

ICE: Customer experience defines your organizations

By Jeff Champagne

JBSA INTERACTIVE CUSTOMER
EVALUTION SITE ADMINISTRATOR

What is your definition of a positive customer experience?

Not too long ago, the answer to winning customers was in the quality of the product that was provided. Today, things have changed dramatically. Now an even more important element has worked its way to the surface of the list.

Do you know what it is? What separates a business or organization today is not only product quality, but the overall customer experience.

What is customer experience?

Customer experience is your customers' perception of how a company or organization treats them during the exchange of goods and services. Over time, these perceptions affect their interpretation of the services you provide.

In other words, if your customers like you, they are going to continue business with you and perpetuate their experience with friends and family.

In order for your customers to like you, you should know them well enough to create and deliver a personalized experience that will strengthen their loyalty. Gaining in-depth knowledge about your customers isn't something that happens overnight.

It's not just about collecting customer data. It's about doing something with that data and actively teasing out valuable insights and process improvements with pride and diligence.

It doesn't matter what type of organization or service you're in – improving your customer experience is key to keeping your customers happy and them returning with a smile.

Where should you start?

The Interactive Customer Evaluation, or ICE, program at Joint Base San Antonio is an established online platform to measure your customer service successes and trends. The ICE program even allows for you to generate reports and compare your organization to likewise organizations across the Department of Defense. ICE also operates in real time, so there is no delay in pulling reports or data.

Organizations that implement customer service projects or process improvements begin by focusing on ways to collect and analyze customer feedback. This is a great starting point for meeting or exceeding your customers' expectations.

Customer frustration

What could happen if your organization falls short of

providing a positive customer experience? Your customers may be frustrated and dissatisfied.

On average, if your customers are not satisfied, they will tell 15 or more people that they are unhappy and disappointed with the service they received.

On the other hand, approximately three out of four customers will share a positive experience with six or more people. Many customers mention bad experiences to family and friends as a reason for churn.

The lesson we can learn is that the absence of negative feedback is not a sign of satisfaction.

Understanding customer experience

Since approximately 90 percent of business are soon expected to compete mainly on customer experience, it's vital

your organization understands the importance of customer service. Those companies and organizations that take initiative will stand out.

Once you know your customers well enough, use that knowledge to personalize your interactions. Customers now have more power and choice than ever before. We are all responsible for understanding and acknowledging their needs.

If you take the time to know your customers and provide a positive experience, you will drive loyalty. If you make sure your customer's interaction with your organization is smooth, pleasant and continuously improving, you will also drive loyalty. If not, you'll give your competitors the best gift – your customers.

For more information, call the JBSA ICE site administrator at 210-221-2543 or visit <https://ice.disa.mil/>.

Stage 2 water restrictions implemented across JBSA

From 502nd Air Base Wing Public Affairs

As of June 11, Joint Base San Antonio military officials have issued Stage 2 water restrictions at JBSA-Fort Sam Houston, JBSA-Randolph and JBSA-Lackland.

Designated watering days are based on the last digit of an address or facility number:

- If address/facility number ends in 0 or 1 Monday is the watering day.
- If address/facility number ends in 2 or 3 Tuesday is the watering day.
- If address/facility number ends in 4 or 5 Wednesday is the watering day.
- If address/facility number ends in 6 or 7 Thursday is the watering day.
- If address/facility number ends in 8 or 9 Friday is the watering day.

Landscape watering with an irrigation system, sprinkler or soaker hose is allowed only once a week from 7-11 a.m. and 7-11 p.m. on your designated watering day, as determined by your address or facility number.

Watering with drip irrigation or a five-gallon bucket is permitted any day but only between 7-11 a.m. and 7-11 p.m.

Watering with a hand-held hose is allowed any time on any day. Use of fountains, waterfalls or other

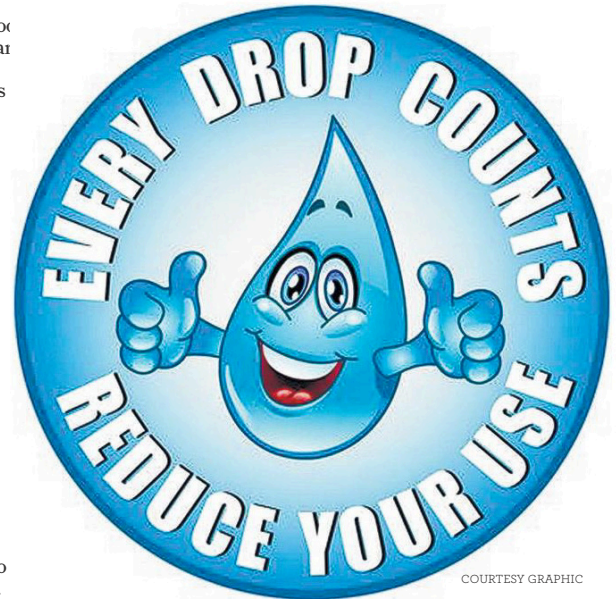
aesthetic water features (outdoors or indoors) is prohibited unless a variance has been granted for 100 percent non-potable water use.

Installation of new landscape plantings and turf is prohibited unless included in contract deliverables, required to repair damage resulting from maintenance or construction actions, or authorized by the base civil engineer.

Irrigation of new turf or landscape outside of the allowed times requires base civil engineer approval. Irrigation of athletic fields is permitted only as required to maintain the turf viability/safety. Athletic fields may water between the hours of 3-8 a.m. and 8-10 p.m. once per week.

Those found not abiding with the JBSA Critical Period Management Plan may face potential disciplinary measures. Reports will remain anonymous.


Report water abuse to the JBSA Water Conservation Manager at 210-671-5337 or 210-671-6082 or 210-671-2902 or by email to 502CES.CENPE.EnergyMgmt@us.af.mil.



COURTESY GRAPHIC

FREE CONCERTS - *No ticket required*

**THE UNITED STATES AIR FORCE
BAND OF THE WEST**
Major David A. Alpar, Conductor
THURSDAY, JULY 26, 7:30 PM



*Concert programs include band classics,
military music, and world premieres*
Presented by Texas Bandmasters Association
www.texasbandmasters.org

**"THE PRESIDENT'S OWN"
UNITED STATES MARINE BAND**
Colonel Jason K. Fettig, Director • Captain Bryan P. Sherlock, Assistant Director
FRIDAY, JULY 27, 7:30 PM

LILA COCKRELL THEATRE

FORT SAM HOUSTON

High lead levels found in some water samples at JBSA-Fort Sam Houston

By Christopher Robinson

JBSA ENVIRONMENTAL HEALTH OPERATIONS
PROGRAM MANAGER

During routine sampling completed in May, 21 samples of drinking water in buildings or residences taken from throughout Joint Base San Antonio-Fort Sam Houston exceeded the action level of lead from outside sinks.

Lead can cause serious health problems, especially for pregnant women and young children.

The Texas Commission on Environmental Quality, or TCEQ, and JBSA-Fort Sam Houston civil engineers are concerned about these lead levels in the drinking water. Although most sinks had low levels of lead, some had high lead levels above the Environmental Protection Agency, or EPA, action level of 15 parts per billion, or 0.015 milligrams of lead per liter of water.

While this is not a violation under federal or state law, it does prompt JBSA-Fort Sam Houston to post lead public education information, and if found to have a high-level reading in subsequent sampling, a program in place to minimize lead in the drinking water.

This program may include adding corrosion control treatment, source water treatment, and if necessary, replacing lead service lines. For questions about how the 502nd Civil Engineer Squadron is carrying out the requirements of the lead regulation, call at 210-671-7061.

Health effects of lead

Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body.

The greatest risk of lead exposure is to infants, young children and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults.

Lead is stored in the bones and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

Sources of lead

Lead is a common metal found in the environment.

Drinking water is one possible source of lead exposure.

The main sources of lead exposure are lead-based paint and lead-contaminated dust or soil, as well as some plumbing materials. In addition, lead can be found in certain types of pottery, pewter, brass fixtures, food and cosmetics.

Other sources include exposure in the work place and exposure from certain hobbies (lead can be carried on clothing or shoes). Lead is found in some toys, some playground equipment and some children's metal jewelry.

Lead in drinking water, although rarely the sole cause of lead poisoning can significantly increase a person's total lead exposure, particularly the exposure of infants who drink baby formulas and concentrated juices that are mixed with water.

The EPA estimates drinking water can make up 20 percent or more of a person's total exposure to lead. Lead is unusual among drinking water contaminants in that it seldom occurs naturally in water supplies like rivers and lakes.

Lead enters drinking water primarily as a result of the corrosion, or the wearing away of materials containing lead in the water distribution system and household plumbing. These materials include lead-based solder used to join copper pipe, brass and chrome plated brass faucets, and in some cases, pipes made of lead that connect your house to the water main (service lines).

In 1986, Congress banned the use of lead solder containing greater than 0.2 percent lead, and in 2011 restricted the lead content of faucets, pipes and other plumbing materials to 0.25 percent.

When water stands in lead pipes or plumbing systems containing lead for several hours or more, the lead may dissolve into the drinking water. This means the first water drawn from the tap in the morning, or later in the afternoon after returning from work or school, can contain fairly high levels of lead.

Some steps to reduce exposure to lead in drinking water

► Run water to flush out lead. If it hasn't been used for several hours, run the cold water tap until the temperature is noticeably colder. This flushes lead-containing water from the pipes. To conserve water, remember to catch the flushed tap water for plants or some other household use, such as cleaning.



COURTESY GRAPHIC

- Use cold water for cooking and preparing baby formula. Do not cook with or drink water from the hot water tap; lead dissolves more easily into hot water. Don't use water from the hot water tap to make baby formula.
- Do not boil water to remove lead. Boiling water will not reduce lead.
- Look for alternative sources or treatment of water. You may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead. Be sure to maintain and replace a filter device in accordance with the manufacturer's instructions to protect water quality. Contact NSF International at 800-NSF-8010 or the NSF International website at <http://www.nsf.org/> for information on performance standards for water filters.
- Get your child's blood tested. Contact your local health department or healthcare provider to find out how you can get your child tested for lead, if you are concerned about exposure.

JBSA-Fort Sam Houston observes LGBT Pride Month

By Rachel Cooper
BAMC PUBLIC AFFAIRS INTERN

Brooke Army Medical Center held an “Educate the Force” Lesbian, Gay, Bisexual and Transgender Pride Month observance June 29 at the Fort Sam Houston Theater.

The observance featured a guest speaker and an LGBT panel that included active and retired service members and a military spouse.

“I’m a true believer that diversity is the strength of our nation and our military,” said BAMC commanding general Brig. Gen. George Appenzeller. “What I see are dog tags, and they might all be a little different, but all say the exact same thing: commitment to the American people, our Constitution and our nation.”

LGBT Americans serve and make sacrifices alongside other military members, noted Rev. Naomi Brown, vice chair of the

San Antonio Pride Center and current director of training and education.

“It is our duty to support our military and to ensure that the men and women in uniform are able to perform to the best of their abilities,” Brown said.

During the LGBT panel, Sgt. 1st Class Richard Washington asked the panel if they thought society’s gender roles play a part in their relationships.

Craig Wymer, an Army spouse, said the conversations he and his husband have as a married couple aren’t any different than a straight couple. As with all couples, he said they talk about who will be home in time for dinner and who should take the trash out.

The panel also highlighted resources for LGBT service members and their families, many of which are listed on the Pride Center’s website at <http://www.pridecentersa.org>.

BAMC Command Sgt. Maj.



ROBERT SHIELDS

A Lesbian, Gay, Bisexual and Transgender panel answers questions during Brooke Army Medical Center’s “Educate the Force” LGBT Pride Month observance June 29 at the Fort Sam Houston Theater.

Thomas Oates noted the importance of treating everyone with dignity and respect.

“What matters is as a

Soldier, if I’m downrange, I don’t care what your sexual orientation or preference is. I just want you to have my back if I get in trouble,” Oates said.

“I hope you all will continue to share your stories and educate those that are uneducated about Pride Month,” he said.

Army building whole-of-government relationships in El Salvador

By David Vergun

ARMY NEWS SERVICE

U.S. and Salvadoran military engineers learned a great deal from each other about construction techniques as well as about the cultural differences and similarities between their two nations, said Col. Israel Romero.

The shared experience has resulted in permanent bonds of friendship, said Romero, who is an engineer from the Puerto Rico Army National Guard.

He was meeting with top U.S. and Salvadoran soldiers and civic leaders from La Paz at the main Salvadoran military headquarters of Military Detachment No. 9.

Romero is the commander of Combined Joint Task Force Hope, the American portion of the Beyond the Horizon training exercise, involving 1,800 personnel from the Army, Air Force and Marine Corps.

The training began May 12 and runs through Aug. 4. The scope of the training exercise includes the construction of two schools, as well as extensions to two existing schools and a clinic in the La Paz Department, a rural area in the southeastern part of the nation that is underdeveloped and in need of services.

The task force is also providing medical and dental treatment at five locations within La Paz as well.

In August, well before the exercise started, Romero said he visited El Salvador to begin discussions with leaders to pave the way for the exercise. He also met with local school and medical personnel to ascertain their needs and what the U.S. could realistically provide in the way of humanitarian assistance.

The relationship building from the top-down paid off, he said. It prepared the region for the visit by the U.S. military and a group of Peruvian soldiers who were here as observers.

Regional and national leaders “expressed gratitude for our presence and we are honored to be here to

train and to help,” he said.

During a June 24 meeting, Romero and his task force engineers conversed with Doris Yanira Barahona Rico, the governor of La Paz District and the directors of education, water, power and health, and others.

Romero asked to hear any concerns they might have about the project. His chief engineer, Lt. Col. Blake Heidelberg, an engineer with the Florida Army National Guard, also provided a detailed briefing on the state of various engineering projects.

Heidelberg told the civilian leaders that within a couple of weeks he would need to hook the power, water and sewage to the local grid and would need to know where to locate the interfacing pipe stems so the work could be completed on schedule and the facilities turned over to the local communities in full working condition.

They then all went on a tour of the various construction sites throughout La Paz District.

During a visit to a clinic addition construction project in Zacatecoluca, Rico said she and people from the local communities were impressed by the high quality of construction work by the U.S. military engineers that they were seeing as work progressed.

“Their work gives the people hope and happiness,” she said.

Within the last five years, the government of El Salvador has provided school children with free meals, including fortified milk, in an effort to boost nutrition and prevent hunger, she said. The U.S. effort at improving infrastructure complements the broader strategy of providing kids with a decent education and basic standard of living.

“In the past, people have seen education as a form of alms,” she added. “Now they are viewing education not as a donation but as a right.”

Rico said more needs to be done as there are still many who are illiterate, but the efforts are heading in the right direction.



DAVID VERGUN

Combined Joint Task Force Hope commander Col. Israel Romero (right), chats with 1st Lt. Yamilet Estefani Alabi, a Salvadoran soldier, who is in charge of U.S. Soldiers and Marines at a school construction site in El Amate, El Salvador.

The effort to stamp out illiteracy goes beyond the classroom to the whole of society, she said, providing an example of a 90-year-old woman she visited who was in an adult class for reading and writing.

Salvadoran Senator Rosie Romero, who represents La Paz District on the national level, said that before taking office two months ago, she was a volunteer

ARMY continues on 19

Main Post Chapel gets a fresher, cleaner look

By David DeKunder

502ND AIR BASE WING
PUBLIC AFFAIRS

After undergoing a spring cleaning, the exterior of the Main Post Chapel at Joint Base San Antonio-Fort Sam Houston has a cleaner, fresher look to it for visitors, worshippers and military members who utilize the historic structure.

The project to clean the outside of the chapel, which was dedicated in 1909 by President William Howard Taft, was conducted April 23-27 by a contractor under the supervision of the 502nd Civil Engineering Squadron.

Alan White, 502nd CES architect/cultural resource manager at JBSA-Fort Sam Houston, said the process for cleaning the exterior of the Main Post Chapel was initiated following a work order submitted by the JBSA-Fort Sam Houston chaplain's office to the 502nd CES.

White said a steam cleaning method, which includes the application of water and steam and scrubbing with a soft bristle brush, was used to clean the chapel's exterior following guidelines for the cleaning of historic masonry buildings by the U.S. Department of Interior and the National Park Service.

The Main Post Chapel, also called the Gift Chapel, is listed on the National Register of Historic Places and its masonry is composed of brick and limestone.

White said the chapel's exterior needed a cleaning because the last time it was cleaned was approximately 20 years ago. He said over time dirt, pollution, organic material and a black mold that was noticeable on the building had accumulated and settled on the chapel's exterior, which can speed up the deterioration of masonry and stone.

"Proper periodic cleaning of masonry is an essential step in preserving this historic building," White said. "It allows

"This building is an icon. By maintaining our historic structures, it shows the entire community that we value our military history and the Soldiers who in turn have served this country."

Alan White, 502nd Civil Engineer Squadron
architect/cultural resource manager

years of dirt, pollutants and organic material to be removed from the building, which if done properly, can extend the building's life and longevity."

He said the steam cleaning method was the least invasive cleaning method used for the exterior of the chapel that preserved the structure's historical character.

The steam cleaning method was selected to clean the chapel after a test conducted by the 502nd CES in January showed it provided the best results of the three cleaning methods tested. During that test, each cleaning method was used on a small area of the exterior masonry in the back of the chapel.

White said having a cleaner looking exterior will give visitors, worshippers and service members a good first impression as they enter the chapel.

"The first thing you see is the outside," he said. "It builds your expectations of what you expect to see inside."

When it was completed in 1909, the Main Post Chapel was the first permanent religious building constructed at JBSA-Fort Sam Houston. The structure is also known as the Gift Chapel because the city of San Antonio donated the property for the building and community leaders and military personnel donated funds for its construction.

The chapel hosts several activities during the year, including daily religious services of various faiths, as well as special religious events,

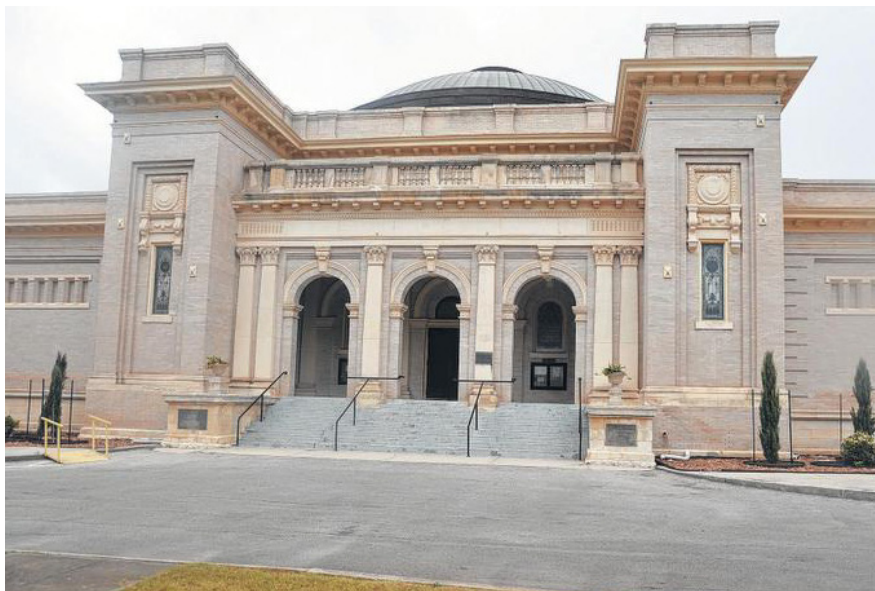
memorial services, weddings, funerals, Bible study groups and choir practices.

"This building is an icon," White said. "By maintaining our historic structures, it shows the entire community that we value our military history and the Soldiers who in turn have served this country. This building is a testament to the close relationship we have between JBSA and the people of San Antonio. By maintaining this structure, it helps tell that story for us and future generations."



PHOTOS BY DAVID DEKUNDER

Alan White, 502nd Civil Engineering Squadron, architect/cultural resource manager at Joint Base San Antonio-Fort Sam Houston, inspects a section of brick and limestone at the back of the historic Main Post Chapel, at JBSA-Fort Sam Houston, that was cleaned in late April using a steam cleaning method.



Dedicated in 1909 by President William Howard Taft, the Main Post Chapel, or Gift Chapel, at Joint Base San Antonio-Fort Sam Houston is used for various religious activities throughout the year, including daily services of various faiths, special religious events, memorial services, weddings, funerals, Bible study groups and choir practices.

Area triplets continue a legacy of Army service

By Laurri L. Garcia

U.S. ARMY RECRUITING BATTALION,
SAN ANTONIO PUBLIC AFFAIRS

Triplets Kylee, Madeline and Garrett Mayfield, originally born in Corpus Christi, Texas, but now of San Antonio, are soon to join the ranks of the Army as newly enlisted Soldiers.

Kylee was the first of the recent graduates of James Madison High School to join. She visited Staff Sgt. Danny O'Brien early June 12 at the Rolling Oaks Recruiting Station and was excited about the opportunities the Army could offer her.

Within days, Madeline, Kylee's twin sister, arrived at the station as her sister's referral and was eager to follow in her sister's footsteps.

O'Brien expressed how impressed he was with the young ladies' decision to join. "It reflects the great

responsibility and maturity these twins bring to the Army as both girls took their family into account in the decision making process," O'Brien said.

"We joined the Army because we didn't want to pay for college. We have four siblings and wanted to take some of the burden off of our parents," Kylee said.

The girls enlisted under the "buddy" program and will be stationed together as they begin their careers in Military Operational Specialty 92A, Automated Logistics Specialists.

"I am excited to begin the journey with my twin sister. We have done everything together since grade school," Kylee said.

"And it feels less scary to share this experience with them. We will all be able to relate to one another even more," Madeline added.

Within a few days, fraternal triplet brother Garrett walked



COURTESY PHOTO

Staff Sgt. Danny O'Brien (left), Rolling Oaks Recruiting Station recruiter, stands with triplets, Kylee, Garrett and Madeline Mayfield.

in the recruiter's office and wanted to know if he was able to join as well. Garrett enrolled in the Army's March to Success program, a free online tutorial service offering free study material for standardized testing preparation of all types.

Its primary purpose is to

help individuals fulfil their education goals whether it is studying for the SAT, ACT and other standardized testing to include the Armed Services Vocational Aptitude Battery, or ASVAB, the military entrance exam. It was important to Garrett to put his best foot

forward and ensure he scored well when taking the ASVAB test.

"I have been wanting to join the military for a while and having my sisters do it with me just brings the three of us closer," Garrett said.

Garrett ships a week after his sisters and chose a different career path. He is going to be a 42A, Human Resources Specialist, with an airborne option.

"These siblings are hard chargers," O'Brien said. "They come from a military family and hope to fulfil a tradition of service.

"The triplets have great respect for their grandfather who served in the Army and hope to follow in his footsteps making this a true legacy of service," O'Brien added. "They are even taking the time to work together to bring in as many referrals to the Army as they can before they ship."

Soldiers, FDNY obtain training opportunity in Times Square

By Joshua Ford

U.S. ARMY NORTH PUBLIC AFFAIRS

Smoke poured into the theater at Times Square Church in New York City, while U.S. Army North Soldiers and New York City firefighters geared up in response to an incident involving a deadly chemical agent.

New York Police Department officers quickly blocked off West 51st St. and Broadway from auto and foot traffic, while ARNORTH Soldiers and FDNY firefighters hastily set up decontamination tents and readied breaching equipment, all while suiting up to safely enter the building and begin the search and rescue operation.

The training event was designed to resemble a real-world scenario any major city across the globe could face and was a part of the National Homeland Response Conference that took place in New York City July 9-12.

For the FDNY firefighters, this is an event they're all familiar with. For the Soldiers, it gave them experience and exposure to the kind of chaos big-city first responders handle on a daily basis.

"We need to provide soldiers exposure to these types of training as much as possible," said Phillipe Kebreau, Echo Division Chief of Training and Readiness, Civil Support Training Activity, U.S. Army North. "What

we're trying to do is involve the Soldiers, so they can get that exposure and build a level of confidence with local first responders. They're here to reinforce the local response formation."

The city provides a training environment that a military installation would not be able to replicate with traffic and population, making the venue and opportunity important.

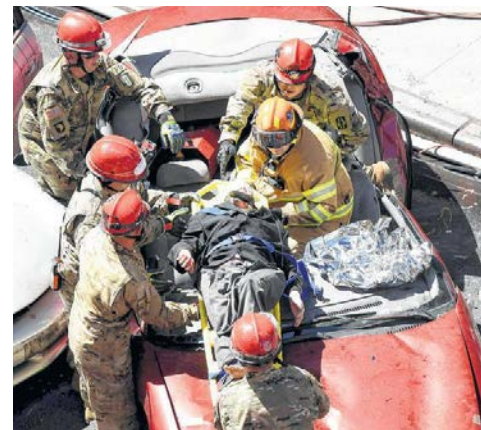
"In the midst of the mass confusion that goes on in cities, just like the firefighters deal with every day, the Soldiers get to train to now," Kebreau said. "It's hard to capture that in a Fort Hood or Fort Polk environment."

"This is invaluable training for us," said Sgt. Jason Benjamin, a safety officer and fire fighter with the 468th Engineer Detachment Fire Fighting Headquarters Company out of Massachusetts. "For us, one, we get firsthand experience from people who do this on a regular basis. It gives us an idea to adjust what we've learned to work with local first responders."

"You learn there's a lot of free thinking and problem solving that goes into response," Benjamin said.

The Times Square event did not just benefit the Army.

"What we take away from this is knowing the many resources at our disposal," said Chief Tim Rice, New York City Fire Department Hazardous Materials Battalion Chief and Weapons of Mass Destruction Branch Director. "We just never really knew how to get



JOSHUA FORD

The New York City Fire Department, in concert with U.S. Army North (Fifth Army), conducted a training exercise July 10 at the Times Square Church during the 2018 National Homeland Security Conference.

them, what they could do for us, what they couldn't do for us, and what capabilities could be brought to the table,"

U.S. Army Environmental Command welcomes new leader

By David DeKunder

502ND AIR BASE WING PUBLIC AFFAIRS

Col. Isaac Manigault became the new commander of the U.S. Army Environmental Command during a change of command ceremony at the U.S. Army North Quadrangle at Joint Base San Antonio-Fort Sam Houston July 11.

Manigault took command of the USAEC from Col. Timothy Greenhaw, who led the command for two years. Greenhaw is heading to the Pentagon to work at the Joint Staff J-8 Joint Requirements Office.

Before taking the USAEC reins, Manigault attended the U.S. Army War College in Carlisle, Pennsylvania, and was previously commander of the 83rd Chemical Biological Radiological and Nuclear (CBRN) Battalion at Fort Stewart, Georgia, for two years.

Manigault has 23 years of service in the Army, starting in 1995 when he was commissioned as a second lieutenant in the U.S. Army Chemical Corps. He has served the Army as a chemical officer, providing expertise and training on chemical, biological, radiological and nuclear warfare to unit commanders to ensure unit readiness.

He has served in various assignments at duty stations in Georgia, North Carolina, Missouri, Washington, Maryland and Virginia. His overseas experience includes a deployment in Operation Iraqi Freedom and support to operations and training

exercises in Egypt, Kuwait and Bahrain.

Manigault has a Bachelor of Science degree in computer science from Saint Augustine's University in Raleigh, North Carolina, and two master's degrees, one in environmental management from Webster University and the other in strategic studies from the U.S. Army War College.

Other educational and military courses Manigault has completed or graduated from include the U.S. Army Chemical Officer Basic and Advanced courses, U.S. Army Airborne School, U.S. Army Chemical/Radiological Safety Course, Combined Arms Staff Services School and U.S. Army Command and General Staff College.

Manigault said he was able to meet with the members of the command last year at Greenhaw's invitation. He said members within the USAEC organization are passionate about their mission in providing guidance and expertise to Army installations on environmental issues and regulations.

He said his goal as USAEC commander is to provide the leadership the command needs to continue and improve its mission.

"It's really to be the leader this organization needs me to be," Manigault said. "We are providing the expertise to Army installations to make sure they sustain their readiness and really making sure USAEC is a better organization — just keep improving."



MICHAEL WATKINS

Col. Isaac Manigault speaks to the members of the U.S. Army Environmental Command after a change of command ceremony July 11 at the U.S. Army North Quadrangle at Joint Base San Antonio-Fort Sam Houston.

He said his leadership style is that of a servant leader who works well with others and is a team builder.

LACKLAND



JOHNNY SALDIVAR

Col. Scott J. Thompson (right) assumes command of the 502nd Installation Support Group during a ceremony July 9 at Joint Base San Antonio-Lackland. Brig. Gen. Laura L. Lenderman (left), 502nd Air Base Wing and Joint Base San Antonio commander, presided over the ceremony. Col. Jonathan L. Wright relinquished command to Thompson.

502nd ISG welcomes new commander

From 502nd Air Base Wing Public Affairs

Col. Scott J. Thompson assumed command of the 502nd Installation Support Group during a ceremony at Joint Base San Antonio-Lackland, Texas, July 9, 2018.

Brig. Gen. Laura L. Lenderman, commander of the 502nd Air Base Wing and Joint Base San Antonio, presided over the ceremony, during which Col. Jonathan L. Wright relinquished command to Thompson.

During his most recent assignment, Thompson served as the chief of Budget Operations and

Integration, Office of the Assistant Secretary of the Air Force for financial management and Comptroller, Pentagon, Washington, D.C. Thompson was commissioned through Officer Training School in 1996. Over his career, he has held financial management positions at the wing and major command level as well as the Pentagon.

As the new commander of the 502nd ISG, Thompson will lead more than 2,100 men and women who provide communications, logistics readiness, airfield operations, trainer development and legal support to more than 266 mission partners, the

equivalent of 20 wings, at the Department of Defense's largest joint base.

The ISG was constituted Oct. 25, 2013 and activated Dec. 3, 2013 at JBSA-Lackland as part of a major transformation of the organizational structure of the 502nd ABW.

Currently, the ISG is comprised of five supporting squadrons; 502nd Communications Squadron, 502nd Operations Support Squadron, 502nd Logistics Readiness Squadron, 502nd Trainer Development Squadron and the 502nd JA, the office of the Staff Judge Advocate.

502nd LRS honors combat convoy legacy

By **Airman 1st Class Dillon Parker**
502ND AIR BASE WING PUBLIC AFFAIRS

The 502nd Logistics Readiness Squadron has begun shipping “heritage rocks” to Air Force bases around the continental United States from the Basic Combat Convoy Course at Joint Base San Antonio-Camp Bullis that prepared ground transportation specialists for deployments in support of Operation Iraqi Freedom.

The rocks were dug out of a quarry at JBSA-Camp Bullis and painted with unit mascots and murals to commemorate each class's completion of the course and subsequent tour in Iraq.

“Lots of blood sweat and tears that went into that mission,” said Master Sgt. Roger Maxwell, 502nd LRS Vehicle Operations supervisor. “The course shut down and we stopped doing combat convoys in 2011, so it's really important for us to keep the rocks preserved and get them out into the hands of the people who painted them.”

The rocks not only represent the history of the vehicle operations career field, but also showcase the values the course taught, Maxwell added.

“The course and the combat convoys brought our career field a lot closer together,” Maxwell said. “We had to learn how to be teammates and to be prepared to face anything together.”

Nineteen rocks were painted in total over the years the six-week course ran. One will stay at Joint Base San Antonio and 18 will be sent to various Air Force bases around the United States.

“These rocks give the guys something to bridge the gap between the older and newer members,” said Master Sgt. Jason Napoleoni, 7th Logistics Readiness Squadron Vehicle Operations superintendent. “We became a well-oiled machine, ready to deploy for nine months at a time through teamwork. It's important those lessons don't get lost and they get passed onto the new guys.”

The course prepared Airmen for nine-month deployments where 16-hour



AIRMAN 1ST CLASS DILLON PARKER

A heritage rock from the Camp Bullis Basic Combat Convoy Course is pictured outside Vehicle Operations June 20 Joint Base San Antonio-Lackland.

days and combat exposures were frequent, Napoleoni said.

“These rocks are a vital part of our career field's history, showcasing what

we're capable of,” Napoleoni said. “I'm proud to say that our career field truly answered our nation's call in its time of need.”

59th MDW expands wounded warrior care at MacDill AFB

By Senior Airman Stefan Alvarez
59TH MEDICAL WING PUBLIC AFFAIRS

MacDill Air Force Base, 6th Medical Group dermatology clinic partnered with members from the 59th MDW to learn fractional laser resurfacing, a treatment used by the 59th MDW since 2007, providing patient-centered care to wounded warriors with traumatic amputations, burns and severe scarring.

Col. (Dr.) Chad Hivnor, a 59th MDW dermatologist, conducted the training and assisted 6th MDG dermatologist, Maj. (Dr.) Thomas Beachkofsky, in showcasing the unique capabilities of this specialized clinic.

Hivnor has served at the Air Force's premier healthcare, medical education and research, and readiness wing for the past 11 years.

"One of my earliest cases was a special forces Soldier who was injured and developed compartment syndrome in his arm," Hivnor said. "For someone who lives on the front lines, not being able to do push-ups or grip anything was very difficult for him. He realized the severity when his little girl was walking along a

curb, about to trip and fall, and he couldn't physically grip or hold on to her enough to keep her from falling."

After three laser treatments, the patient had most of his grip strength back, and could do push-ups again.

"These are the moments where I think this is all worth it," said Hivnor. "Helping patients improve their quality of life is what it's all about."

Together, Hivnor and Beachkofsky demonstrated multiple methods for delivering a combination of topical and intralesional medications with simultaneous laser skin resurfacing to help restore functionality and reduced symptoms associated with scarred skin.

During the training visit, Hivnor and the MacDill team used the techniques on a Soldier with a scar from a cancer surgery, which limited full range of motion in his neck. After less than an hour with the team, and only minutes of laser treatment, the Soldier turned his head in amazement. His range of motion had already improved and his discomfort had resolved.

"Upon my arrival to the 6th MDG, my team identified a need to bring this



SENIOR AIRMAN STEFAN ALVAREZ

Col. (Dr.) Chad Hivnor (left), a dermatologist at the 59th Medical Wing, and Maj. Thomas Beachkofsky (right), a dermatologist at the 6th MDG, use air to cool the skin of a patient who is undergoing laser surgery March 9 at MacDill Air Force Base, Fla.

capability to our local patient population. Subsequently we worked closely with our chain of command and acquired the necessary medications and equipment to make it a reality," Beachkofsky said. "This training and spreading of medical resources is a wonderful example of how the 59th MDW is striving to provide an invaluable skillset to their Airmen, and throughout the Air Force

Medical Service."

Within the DOD, there are few facilities with the capability and expertise to perform these procedures. This includes the 59th MDW, San Diego Naval Hospital in California and Walter Reed National Naval Medical Center in Maryland.

The 6th MDG will join the list above and bring the resources to perform these procedures to a new market and expand care to the military population in Florida.

"The type of care we provide for this unique patient population is unfortunately not widely available in most civilian markets," Hivnor said. "This is unfortunate, as these treatments have been showing to significantly improve the quality of life for these patients that have already suffered so much. We want to expand the capabilities of dermatology laser clinics wherever we can, making procedures available in more locations to minimize travel for the patients. It falls to those of us within military medicine to ensure we provide the unique care our Soldiers, Sailors Airmen and Marines deserve."

Council proves category management saves millions

By Vicki Stein

AFIMSC PUBLIC AFFAIRS

The Security and Protection Category Council has been busy saving the Air Force millions of dollars and fine tuning contracting processes using a structured approach called category management.

Established in January 2017, the council has concentrated its efforts on strategically analyzing and managing spending to reduce total cost of ownership.

The council has reduced duplication of effort and leveraged "buying as one" spending for five Air Force-wide contracts resulting in \$10 million in rate and process savings.

Scott Heise, council director assigned to the Air Force Security Forces Center, said a new M9 and M4 targets contract that provides ready-to-use targets, is an excellent example of category management success.

"Previously, Air Force combat arms personnel were requisitioning blank silhouette targets through the supply system and then spending 4,600 hours per year hand drawing circles to make them ready for

the Air Force Qualification Course. By utilizing category management processes, they were able to award a contract to a small business that could provide targets with pre-printed circles. Projected man-hour savings over the five-year contract period of performance is \$1 million.

The council also found success in the area of data-driven decisions, in which they analyzed \$500 million of historical Air Force spend and identified \$120 million where efficiencies and standardization could be improved. Most of it was for security systems used to protect Air Force installations. Since the council's gap analysis concluded the Air Force already has an enterprise-wide integrated funding, requirements and acquisition security systems process that meets or exceeds all industry standards, the council is now looking at implementing ways to increase the use of the more efficient integrated process. Looking at the data, Heise said they determined the problem is the limited annual capacity of the process.

"To highlight the need for

change, data showed the integrated process was able to address \$200 million of Air Force security systems requirements with only 500 contract actions," Heise said. "It took 100 other contracting offices four times as many contract actions to address half the requirements."

Heise also said the council is leveraging the new Federal Category Management structure

to improve the lethality, readiness and standardization of Air Force systems. Historical spend data also showed the Air Force was buying a wide variety of explosive detection systems and cargo and baggage screening equipment. Heise and his team are partnering with the Transportation Security Administration, the recognized federal expert on these systems, to see if they can help the Air

Force implement a better sourcing strategy to obtain a standardized set of the best overall systems.

The Security and Protection Category Council is one of the first two category management councils in the Air Force. It is led by the AFSFC, an Air Force Installation and Mission Support Center primary subordinate unit.

AFSFC Commander Col. Brian Greenroad is the category manager. The council director, Heise, said their efforts in sourcing strategy decisions must be data driven, closing the gap between the current buying strategy and business- and market-intelligence identified government or industry best practices.

In addition to savings or cost avoidance, category management should also provide better products or services and standardization; all while promoting small business utilization rates. Category management has been used by commercial industry for years. The Office of Management and Budget began using the approach in the federal government in December 2014.



ARMY

From page 11

social worker, living in a poor area. Because of her volunteer work and being poor herself, she said she knew the living conditions firsthand. As a senator, she said, she continues to live in the same community, to maintain a connection with those she represents.

Having U.S. Soldiers nearby helping to improve people's lives "touched a heartstring," she said. "It's a blessing from God."

Don Omar Cubias, mayor of San Pedro

Masahuat, said his municipality offered the Americans an old military site, known as Forward Operating Base Miraflores, in which to stage their equipment and pitch their tents.

Although all of the construction work and MEDRETEs took place outside of his municipality, he said he was nevertheless grateful for the work being done by the U.S. military.

Cubias said he was informed that the U.S. Army would visit two schools in his city to conduct water treatment classes using materials that were available such as sand, charcoal and

cotton.

Also, the Americans offered to assess the needs of San Pedro Masahuat schools and send a report of the conditions to the ministries of health and education, he added.

Salvadoran Col. Ricardo Gonzalez, Romero's counterpart, commanded a contingent of soldiers providing security for the Americans at FOB Miraflores, which is about seven square kilometers in total size.

Gonzalez said he and Romero had good and continuous communications on matters of security and

other activities.

The Salvadoran commander said that when the Americans arrived at the FOB, conditions were not ideal. The Americans graded some roads and packed down gravel pads for their large tents, he noted. They also made some other improvements.

The end result is that when the Americans leave, the Salvadoran army will have a much improved training site.

Gonzalez said this isn't the first time he's worked with Americans. He was in Iraq in 2008 and Afghanistan in 2012. The U.S. and Salvadorans are

so closely bonded that his army copies American military doctrine, such as that produced by U.S. Training and Doctrine Command, he noted.

As for the Americans, Romero said that although he and his Soldiers put in many long hours of work, they all expressed feelings of gratitude to be training here.

Many years ago, Romero said he came to El Salvador as a captain on a peacekeeping exercise. "Never in my wildest dreams did I think I'd return here as a colonel in charge of a combined joint task force."

RANDOLPH

Quality Assurance provides maintenance integrity

By Senior Airman Stormy Archer
502ND AIR BASE WING PUBLIC AFFAIRS

Around the flightline and in the hangars of Joint Base San Antonio-Randolph, there's a group that represent their career field's most knowledgeable maintainers who exemplify what a maintenance professional is. They make up the office known as Quality Assurance.

QA evaluates the quality of maintenance accomplished by maintainers and performs necessary functions to manage the wing and group's Maintenance Standardization Evaluation Program. The MSEP provides an objective sampling of the quality of equipment, the proficiency of maintenance personnel, and the compliance of lead command and unit MSEP focus areas, programs and processes.

"We are the eyes and ears of the maintenance group commander," said Brian Hall, 12th Maintenance Group chief of quality assurance. "We advise and provide him recommendations on the quality of maintenance in regards to everything that goes on in the maintenance group, and we make sure safe and reliable aircraft are provided to the operations group."

With individuals from very diverse backgrounds, the QA team is responsible for training and inspecting the maintainers here on three different airframes.

"We in QA are responsible for going out and verifying the quality and proficiency of the people that work under the 12th MXG," said Richard Kilpper, 12th MXG Quality Assurance Division aircraft engine inspector. "We evaluate their training, their proficiency in their tasks they are responsible for executing and we also evaluate inspections on the maintenance they have performed. Our goal is to make sure people are being safe and producing a safe quality product. We are here to help make our maintainers better, and to ensure the aircraft are safe for operations."



SENIOR AIRMAN STORMY ARCHER

Richard Kilpper, 12th MXG Quality Assurance Division aircraft engine inspector, checks the airframe of a T-38 Talon July 12 at Joint Base San Antonio-Randolph.

QA is comprised of crew chief, engine and avionics inspectors, and is responsible for performing inspections as well as maintaining every special maintenance program for the wing and group.

"Despite an ever-increasing operational tempo, QA has not been significantly impacted by challenges in the performance of their job, it just requires us to be more vigilant," Hall said. "So whether it is one sortie or 3,000 sorties flown in a month, we are

going to be here to make sure that quality maintenance is being conducted."

One of the key components of QA is integrity.

"Aircraft maintainers require tons of integrity," Kilpper said. "QA ensures that integrity is there all the time. We hold ourselves to an extremely high standard and we hold everyone else to that same standard."

Other responsibilities for QA include foreign object damage awareness,

dropped object prevention, Functional Check Flight program and the weight and balance program for each aircraft assigned to the 12th Flying Training Wing.

"QA isn't just about observing, evaluating or reporting issues, it is also about finding the root cause and how we can make it better," Hall said. "At the end of the day, we make sure we have safe and reliable aircraft available for operations to conduct its mission of training Air Force pilots."

Fit to fight, fitted for flight equipment

By Senior Airman Gwendalyn Smith

502ND AIR BASE WING PUBLIC AFFAIRS

The overall mission of the U.S. Air Force is to Fly, Fight and Win. In order to carry out

that mission, every plane and pilot must be equipped and ready for any situation.



SENIOR AIRMAN GWENDALYN SMITH

Vincent Garcia, 435th Fighter Training Squadron Aircrew Flight Equipment repair technician, inspects an aircraft oxygen mask July 12 at Joint Base San Antonio-Randolph.

Aircrew Flight Equipment, or AFE, is one of the many units that ensure the safety and success of Air Force flying missions.

People like Mario Rios, 435th Fighter Training Squadron AFE supervisor at Joint Base San Antonio-Randolph, are responsible for making sure all flight equipment and safety components are in working order.

Because of the training environment within the 435th FTS aircrew, flight equipment personnel are consistently conducting inspections and repairing equipment.

"It's very fast-paced here," Rios said. "This is a training squadron, so we get a lot of pilots that need to be fitted. On top of that, each pilot's equipment must be routinely inspected every 30 days. We also have a lot of sorties here,

so we do four to seven pre-flight checks daily and each take about an hour and a half to complete."

AFE not only checks pilot equipment on a routine basis, but also conducts preflight checks to make sure all equipment is in working order before the pilots step into a jet.

"We take care of anything that the pilot wears, that they need to survive in an aircraft. All the survival components in the seat we maintain," Rios said. "We inspect helmets, we also build them when a new pilot comes in and doesn't have any gear, especially since we get a lot of students that come straight from classes. We initially fit them with helmets, masks, anti-G garments and harnesses. If they come in with gear we inspect what they have and make sure it's up to guideline specifications."

The attention to detail these

professionals use when handling survival kits, parachutes, or maintaining oxygen masks and flight helmets can mean the difference between life and death.

"We save lives. If their gear didn't work, they probably wouldn't survive," Rios said. "Pilots wouldn't be able to breathe without oxygen and their masks. Even the anti-G garment helps prevent the pilot from passing out if they hit too many Gs. If something went wrong with that gear it would not be a good day for anyone. It would be dangerous for them to fly without us checking their equipment first."

Every flight, no matter the location of the aircraft or type of aircraft being flown, is checked by AFE. The lives and safety of the pilots depend on the support AFE provides every day.

502nd FSS program brings smiles to Joint Base San Antonio

By Robert Goetz

502ND AIR BASE WING PUBLIC AFFAIRS

Smiling faces will be plentiful throughout Joint Base San Antonio in August, courtesy of the 502nd Force Support Squadron.

Starting Aug. 1, FSS customers in the JBSA community will have opportunities to win FSS gift cards on a daily basis as part of "Smile," a monthlong customer reward and appreciation program.

"The focus of the program is to appreciate our customers and thank them for their support," said Shelta Reese, 502nd FSS marketing director. "We want to make them smile."

There are five different ways to win FSS gift cards, Reese said.

The first way for FSS customers to win gift cards is by showing their smiles in the right place at the right time.

Every day in August, FSS facilities will reward customers with \$10, \$25 and \$50 gift cards during specified times. Gift card winners will be predetermined by customer count and receive a numbered envelope with their prize inside; a minimum of six prizes will be given during the times specified on each day. Some facilities will also offer gift cards ranging from \$150 to \$250 as an added perk.

For example, patrons who visit the JBSA-Port Sam Houston Medical Education and Training Center Fitness Center, JBSA-Lackland Warhawk Fitness Center or JBSA-Randolph Rambler Fitness Center from 5-7 p.m. Aug. 1 will have an opportunity to win one of the \$10, \$25 or \$50 gift cards. In addition, they can also enter their names to win a \$150 gift card.

Gift cards will be given each day in August to customers at specific FSS facilities, including the child development centers, officers' and enlisted clubs, bowling centers, golf courses and fitness centers.

Brochures that list each day's giveaways are available at locations throughout JBSA; FSS customers can

also view the brochure by visiting jbsatoday.com and clicking on the Smile Program Giveaway link.

The second way FSS customers can win a gift card is by finding a "hidden smile" at JBSA locations, Reese said. A limited number of smile cards will be hidden at FSS facilities at the beginning of August; they may be found on fitness equipment, in a bowling shoe, on a golf cart or any number of objects. Whoever finds a smile card can take it to the facility's customer service desk and receive a \$10 gift card.

"We will hide more than 60 smile cards at the beginning of the month at various locations, but once they're gone, they're gone," Reese said.

There are three other ways FSS customers can win gift cards.

They can complete a survey commenting on FSS' services; the link is found on the Smile program brochure. One \$100 gift card will be awarded weekly to a respondent.

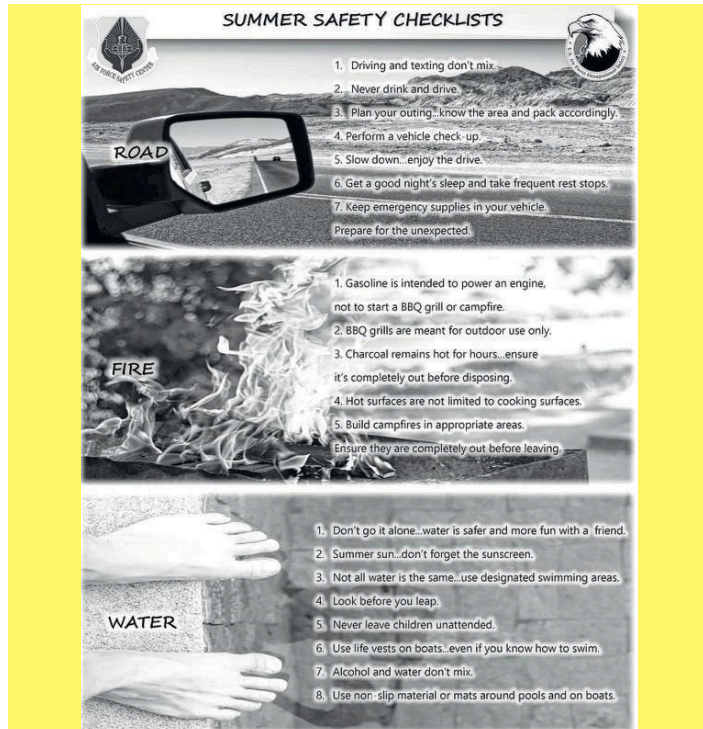
The 502nd FSS will also send a "Smile Patrol Team" looking for people's smiles and presenting them with gift cards valued up to \$50. Patrols can turn up anywhere on JBSA, not just at FSS facilities.

The last way people can win a gift card is by posting pictures of themselves, their friends and their families having fun in an FSS facility on an FSS Facebook page and using #FSSmiles. Three winners will be announced daily.

The Smile program originated at Shaw Air Force Base, South Carolina, and is being implemented at Air Force bases throughout the year.

At JBSA, the 502nd FSS is spreading the word about the Smile program, Reese said.

"We have promotional tables set up across JBSA, and the program's advertised in our biweekly newsletter and our magazine," she said. "We encourage our customers to take advantage of this program and enjoy all the perks."



COURTESY GRAPHIC

Learn to safely weather the summer heat

By Tech. Sgt. Victoria Yale

502ND AIR BASE WING SAFETY OFFICE

During the summer months, the days seem long and hot because the Earth's axis actually leans towards the sun throughout the months of June, July, August and September. Many people think summer begins after Memorial Day, but this year's summer solstice occurred at 5:07 p.m. June 21.

Summer is a fantastic time to enjoy family, friends and outdoor activities. However, hot weather can be extremely dangerous and precautions should be taken to keep safe.

According to the National Weather Service, 94 people died in 2016 from two types of heat-related illnesses: heat exhaustion and heat stroke.

Some of the common signs and symptoms associated with heat stroke are dizziness, headache, sweaty skin,

fast heartbeat, nausea, weakness and cramps. Signs and symptoms of heat exhaustion to be on the lookout for are red, hot and dry skin, high temperature, confusion, fainting and convulsions.

If you experience any of these symptoms, seek medical attention immediately. It is equally important to watch for these indicators of distress in those around you.

You can prevent heat illness by drinking water every 15 minutes, even if you do not feel thirsty. Wear a hat and light-colored clothing to keep the sun off. Periodically rest in the shade when you're outside. Last but not least, be aware of your surroundings. Knowing your location makes it easier to call upon first responders should a need arise.

Follow these steps and enjoy the evaporative cooling that summer has to offer. To learn more about heat illness, visit <http://www.OSHA.org>.