

JBSA LEGACY

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JOINT BASE SAN ANTONIO

MARCH 1, 2019



PHOTO BY JASON W. EDWARDS

U.S. Army Staff Sgt. Kayshawn Porterfield practices picking up objects using a myoelectric prosthesis at Brooke Army Medical Center's Center for the Intrepid Feb. 21 at Joint Base San Antonio Fort Sam Houston. Porterfield lost his hand in a parachuting accident in Joint Base Elmendorf-Richardson, Alaska in August 2018 and was treated at BAMC, where he received his myoelectric prosthesis, which is an externally powered artificial limb that the user controls with electrical signals generated naturally with his own muscles.

Chance meeting brings injured Soldier to Center for the Intrepid

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Ruck march honors fallen special tactics Airmen

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New app streamlines public transportation for JBSA

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March is Brain Injury Awareness Month

By Dr. Kendra Jorgensen-Wagers
and Vanessa Young

LANDSTUHL REGIONAL MEDICAL CENTER
TRAUMATIC BRAIN INJURY CLINIC

The month of March is dedicated to rain injury awareness and prevention, and the Landstuhl Regional Medical Center Traumatic Brain Injury Clinic in Germany is spreading awareness to help the local military community to know more about rain injuries, how to obtain educational material and where to seek care.

Traumatic Brain Injury or concussion is referred to as the signature injury of the wars in Afghanistan and Iraq because many service members experienced blast or vehicle accidents that resulted in a concussive event during that time; however, brain injuries can happen to anybody.

Here are some tips to help you prevent and recognize a concussion.

Did you know?

Each year there are more than 1.7 million TBIs reported, and data from 2016 indicates that seven percent of U.S. children have suffered a severe concussive event during their lifetime.

The Defense and Veterans Brain Injury Center recorded a total of 383, 947 of U.S. servicemembers diagnosed with TBI in the past 18 years. TBI cases continue to increase keeping them one of the most common causes of neurological disorders worldwide.

Did you know that mTBI can be caused by a multitude of types of accidents and injuries?

Primary examples of TBI include slip

and fall accidents, bicycle accidents, sports injuries, motor vehicle accidents or combative training.

TBI occurs across a spectrum of severity from mild to severe and mTBI is a widespread injury among civilians and service members.

Mild TBI, or mTBI, is defined by the DVBIC as “a blow or jolt to the head that disrupts the normal function of the brain. It may knock you out briefly or for an extended period of time, or make you feel confused or “see stars” (alteration of consciousness).”

It is important to keep in mind that not all blows to the head will cause a concussion, but sometimes that blow to the head can be more than a concussion as well.

Did you know that mTBI is often referred to as a “silent epidemic”?

Sometimes its symptoms are non-specific and commonly occur in the general population. Many patients fail to recognize and report and a brief loss of consciousness.

Often, individuals with mTBI do not seek medical care at the time of injury, but they present to their primary care physician days, weeks or even months after the injury with complaints of persistent symptoms.

Furthermore, diagnosis of mild rain injury may be missed in the face of more dramatic physical injuries.

Many patients may appear unimpaired and be discharged, only to notice the extent of their symptoms once they attempt to return to normal functioning.

Did you know that going to the emergency room or seeing your primary

care physician following a potential concussive event is important to receive the evaluation and the education needed to for a quick recovery?

Seeking care following an injury event helps you to get the right education and care quickly to ensure full recovery and return to duty.

Getting care for mTBI and understanding how to manage recovery is imperative. Ultimately the final goal is to ensure that each member of the military community is evaluated appropriately and knows the necessary steps in recovering from a concussive event.

Rest is a vital part of treatment, but helping symptoms to resolve and gradually resume activities are key components for effective recovery. Your primary care physician or TBI clinic provider can assist you in understanding this and helping you get back to resuming your duties and activities.

You are not alone.

We want our families and service members to recover quickly, sustain military readiness and be able to maximize their quality of life.

If you or a family member experience what you may think was a concussive event, seek care. Ask questions to your physician and follow your physician's guidance in slowly returning to normal activity to ensure that the symptoms don't recur. Think ahead toward prevention of accidents and use the appropriate protective gear to help protect your head. Helmets may not be “cool” but they are smart. You've only got one noggin, so please use it!

JBSA LEGACY

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Chief of Naval Operations shares vision of superiority

By Petty Officer 2nd Class
Patrick Dionne

NAVY NEWS SERVICE

The Chief of Naval Operations, Adm. John Richardson, returned to the Naval Postgraduate School in Monterey, California, to impart his vision of overcoming the biggest challenges facing today's Navy during the latest Secretary of the Navy Guest Lecture Feb. 13.

Newly appointed NPS President retired Vice Adm. Ann Rondeau introduced Richardson, who detailed the service's way forward to a packed auditorium of NPS students, faculty and staff.

“We scoured the entire planet for the

right person to lead this institution and I am confident we made the right choice. I very much look forward to your tenure,” Richardson said to Rondeau.

Richardson addressed the recently released second version of his “Design for Maintaining Maritime Superiority,” coined Version 2.0, a 20-page document that reaffirms the growing presence of great power competition and seeks to align the U.S. Navy's strategic guidance with both the National Security Strategy and the National Defense Strategy.

“One of the reasons that we put out Version 2.0 is that so much has happened since we put out the first version in 2016,” Richardson said. “I say ‘we’ very

deliberately, because even though I had the privilege of signing this document as the Chief of Naval Operations, it really represents the collective input from all of Navy leadership.

“The thought driving the publication of the first version is that, even in 2016, we were getting the sense that things were changing,” he continued. “We were entering an era of great power competition and we laid out a number of tasks for ourselves. As we had achieved many of those goals, it was time to come up with the next set of objectives so we could continue to make progress down this track.”

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Feedback Fridays

By Brig. Gen. Laura L. Lenderman

502D AIR BASE WING AND
JOINT BASE SAN ANTONIO COMMANDER

Feedback Fridays is a weekly forum that aims to connect the 502d Air Base Wing with members of the Joint Base San Antonio community. Questions are collected during commander's calls, town hall meetings and throughout the week.

If you have a question or concern, please send an email to RandolphPublicAffairs@us.af.mil using the subject line "Feedback Fridays." Questions will be further researched and published as information becomes available.

Personnel Issues

Q. I work at Joint Base San Antonio-Randolph and we have flight lines and aircraft flying in and out nearly every day. My concern is that if we ever had a major airplane crash on base, train derailment, or other major disaster on base, that we are not adequately prepared for it as civilians and contractors. I understand that the police and firefighters always prepare for such scenarios on base, but I never see the civilians and contractors prepare and practice for such scenarios on base. What would we do as civilians in the event of an emergency?

A. Great question! Safety and emergency preparedness is an important matter for all JBSA personnel. First, as you've already pointed out, we have a very well prepared emergency services force, to include mutual aid agreements with our off-base community partners.

Part of this force is our Emergency Management office located within the 502nd Civil Engineer Group, who maintains plans and coordinates with unit Emergency Management Representatives to provide guidance on preparedness. They also provide training to all personnel who attend the newcomers' briefings. Included in the training and guidance is information on shelter in place and evacuation planning as well as basic standardized checklists.

I encourage you to contact your unit's Emergency Management Representative or unit leadership to learn what procedures your organization has in place. You are also welcome to contact the CE Emergency Management Office

at 210-652-2222 for additional training or if you have any further questions.

Installation & Facilities

Q. I was under the impression that all of our main gates at JBSA-Lackland, JBSA-Randolph, JBSA-Fort Sam Houston and JBSA-Camp Bullis would all be worked on simultaneously? Is that not the case? Or is each gate being worked on individually?

A. Thank you very much for your question. As you highlighted, we are very focused on improving our gates in order to provide increased base security across JBSA. Gate repairs will be worked sequentially in a staggered approach. Closing all gates simultaneously would unfortunately create significant operational impacts to personnel entering and exiting the various installations.

Civil Engineers worked with Security Forces to develop an appropriate schedule that ensures adequate alternate routes in and out of the installation. Gate repairs will continue into FY20 and the 502d ABW will continue coordination with base populace to ensure awareness. We greatly apologize for the inconvenience, but ultimately these entry control point upgrades are for everyone's benefit.

Q. Housing speed limits are typically 15 mph. Why is Main Circle the only housing road on JBSA-Randolph that is 25 mph?

A. Thank you for bringing this question to our attention. The safety of service members, civilians, and their families who live in our community is of great importance to us. The Civil Engineers will coordinate with Security Forces on the speed limit on Main Circle and will address formally at the next JBSA-Randolph Traffic Safety Working Group for assessment. If determined that the speed should be reduced, signs will be updated and Public Affairs will push out a notification.

Q. What can be done about spouses and dependents parking in handicap parking spaces on the sponsors' DV plates.

A. Handicap parking, like any other traffic code issue at JBSA, is governed by our JBSA supplement to Air Force Manual 31-116. The manual lays out specific parameters for what vehicles are authorized to park in handicap spaces. In a nut shell, the vehicle must display a local or state-issued handicap

decal, placard, or sign, or a state-issued handicap or DV license plate.

Additionally, the driver must either be the owner of that decal or plate, or be picking up or dropping off the owner.

Anyone who suspects a violation of FMAN 31-116 can notify Security Forces through their local Base Defense Operations Center, or BDOC. For ease of reference, listed below is the phone number for each location's BDOC:

- JBSA-Fort Sam Houston BDOC: 210-221-2244
- JBSA-Lackland BDOC: 210-671-2921
- JBSA-Randolph BDOC: 210-652-5700

Miscellaneous

Q. Why are communications so hard to establish with the 502d ABW Task Management Tool, or TMT, system?

A. Our 502d ABW admin staff prides themselves on timely responses in the Task Management Tool, and we sincerely apologize for any problems in communication. TMT is an IT system that allows information to flow from and to higher headquarters, increasing awareness and efficiency.

If you ever have any concerns about a task or are unable to find the status of a particular package, please do not hesitate to contact our Wing Executive Officer, Capt. Macklin Wagner at 210-808-7506, or the Superintendent of Executive Services, Master Sgt. Jonathan Elzie at 210-808-7542.

Q. I was recently forwarded the latest

copy of the weekly Q&A Brig. Gen. Lenderman sends out. I applaud the effort to spread the word on pressing issues and critical information, and I found much of the information to be very helpful. Unfortunately, since I am a member of a tenant organization, I had no idea this venue even existed until recently. Would it be possible to include tenant organizations on the distro list for this weekly e-mail (or at least key leaders within those organizations to disseminate at their discretion)?

A. Thank you so much for reaching out and for taking the time to review our weekly question and answers. Our Q&A is by no means a secret and although some questions are 502d Air Base Wing-specific, the majority of our queries pertain to the entire JBSA community.

With that in mind, I will continue to try and reach all personnel that live, work, and play across our installation. Our HQ staff is working with our hard working Communications Squadron and the Army Network Enterprise Center to create an email distro list capable of reaching all members of our JBSA community.

We will be sure to advertise when it is completed. In the meantime, our mission partners across JBSA can still read the weekly Q&A in its entirety in the printed copy of the JBSA Legacy and its online version at <http://www.jbsa.mil/News/Publications/>.



CAC, ID card issuance process expands choices

Walk-ins are seen on a first-come, first-served basis

From JBSA-Fort Sam Houston Military Personnel Section

The Joint Base San Antonio Common Access Card and ID card issuance process is expanding to give people more choices.

The appointment-only policy has been altered to give customers the option to choose what is most convenient for them. This change also allows personnel teams to reduce lead times for appointments and shorten wait times in the facilities.

Walk-ins will be seen on a first-come, first-served basis beginning at 8 a.m., with the last patron seen at 3:45 p.m.

“We anticipate a high demand for walk-in services and we highly encourage all patrons utilizing this service to arrive early, as there is a

limited number of customers that we can see each day,” said 2nd Lt. Kaitlin A. Morgan, Chief, Military Personnel Section at JBSA-Fort Sam Houston. “This is due to the number of terminals and time taken for services. Once we hit capacity for that day, we will no longer be able to assist customers that same day.

Appointments will be scheduled in 15-minute increments beginning at 8 a.m., with the last appointment scheduled at 3:45 p.m.

Appointments can be made online at <https://rapids-appointments.dmdc.osd.mil/appointment/default.aspx>.

“We are extremely excited to add that customers can now check-in early by using the appointments website for their servicing location,” Morgan said. “This can be done up to 60 minutes prior to arrival from home computers or smart devices, in the comfort of their homes, while sitting at their office desk, while shopping or grabbing lunch, etc.”

For wait times and check-in procedures at each JBSA location, visit the JBSA-Fort Sam Houston site at:

<https://queuekiosk.com/webaccess/?QID=45&QTKN=r93k0390dl230>; the JBSA-Randolph site at:

<https://queuekiosk.com/webaccess/?QID=47&QTKN=w9302dk903nf93>; or the JBSA-Lackland site at: <https://queuekiosk.com/webaccess/?QID=46&QTKN=h32093dk30kdn3>

“In addition, active duty dependents will be asked to leverage the online renewal process to the greatest extent possible,” Morgan added. “This means when they need to update their ID card, instead of booking an appointment or walking in for service, the sponsor logs onto the website and requests a renewal ID card online that will be processed within 7 to 10 business days. This means our active duty dependents will no longer have to wait in line and can just show up and get their ID cards.”

All dependents will need to be present upon pick up to sign their new ID cards.

For more information, visit <http://www.jbsa.mil/Resources/802d-Manpower-and-Personnel-Flight/ID-Cards/>.

AF policy on non-deployable Airmen

From Secretary of the Air Force Public Affairs

In accordance with Department of Defense policy on military retention of non-deployable service members, the Air Force implemented its guidance in a memo signed Feb. 19.

Airmen who have been non-deployable for more than 12 consecutive months will be notified by their chain of command and evaluated for retention either through referral to the Disability Evaluation System or consideration for administrative separation.

Air Force leaders signed a memo charging every Airman to be fit for duty and maintain a wartime mission-capable status.

To be wartime mission-capable, Airmen must:

- Meet individual medical readiness standards, to include medical, dental and physical components.
- Be able to execute the wartime mission

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VISION

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Version 2.0 maintains that it has been decades since the U.S. last competed for sea control, sea lines of communication, access to world markets and diplomatic partnerships. Richardson asserts that U.S. Naval forces must adapt to this change and respond with urgency in order to aggressively compete in a modern security environment.

“The last time we dealt with great power competition was about 28 years ago, and a lot has changed since then,” Richardson said. “The rivals have changed. The rise of China has presented us with a lot of unique obstacles, and even though Russia is still around and some things are reminiscent of the Cold War, most are different.”

He added that the rules of the game have changed.

“The pace of change is quicker now than ever before in

the 10,000 or more years that human beings have tackled the seas. In fact, since the end of the Cold War, maritime traffic has multiplied by four and carries 90 percent of the world's GDP, which has doubled in the past 25 years. All while, the maritime domain continues to grow and new challenges have presented themselves such as Information Warfare.”

Richardson noted that the rapid growth and adoption of information technologies have opened a new frontier in warfare, as well as engendered particular interest on such issues as technological superiority and space. Correlating with these issues, the goals of Version 2.0 encapsulate a way ahead for the Navy to become a more agile force that operates at different levels of intensity in different domains at the same time.

“If we want to take on the challenges that we face, then we have to restore agility, and there are multiple dimensions to doing that,” Richardson said.

“One is conceptual agility. We have to become more creative and start thinking outside of the box, and it is places like NPS that help us do that.”

He also spoke of technological agility.

“We need to be able to move our technological capabilities into the hands of the warfighter at a relevant speed, because in the modern information age it matters to be first. That means we need to have a way to prototype, produce and deliver our systems before our adversaries.”

Richardson noted that the Navy must transform into a giant, learning engine to achieve faster innovation.

“The Navy has to return to the rate of innovation and development we saw during World War II, and that includes our schools like this very special place, as well as our exercises and experiments,” he said.

In closing, Richardson brought up the history of the U.S. Navy and how our decisiveness and values of

honor, courage and commitment have yielded the greatest Navy in the world. Moving ahead, he indicated that NPS plays a critical role in the Navy's future.

“There are many universities in the world and they are all solving problems,” Richardson stated, “But this university is solving our Navy's, and our nation's, problems.”

“This is what is unique about this place. Because of your work here, we will continue to be the Navy that is the safest for our Sailors, the best partner for our allies and the worst nightmare for our adversaries,” he said.

Before closing his presentation, Richardson fielded several questions from the students in the audience.

NPS' Secretary of the Navy Guest Lecture program provides a series of professional lectures by senior leaders throughout defense, government, industry and academia designed to help the university's students and faculty link their studies, teaching and research efforts to the defense needs of the nation.

AIRMEN

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requirements of their respective career fields, to include technical, educational and physical proficiency.

► Be current on the Fitness Assessment.

► Be considered a satisfactory participant in Air Force Reserve and Air National Guard duties, as applicable.

“We expect all Airmen to exercise personal accountability for their deployable status and to take the necessary steps to maintain their readiness,” stated the memo signed by the secretary, chief of staff and chief master sergeant of the Air Force. “Commanders will ensure Airmen understand what is required and ensure the necessary resources are available to achieve our goal of a 95 percent or higher deployable rate within their units. The defense of our nation requires Airmen and the Air Force be ready to deploy at all times.”

Courts-martial, crimes and punishment at JBSA

From Joint Base San Antonio Legal Offices

The Joint Base San Antonio Judge Advocate General completed three Air Force courts-martial in the month of December. The results of a court-martial are not final until the clemency and/or appeals process is completed.

All courts-martial are open to the public and upcoming courts-martial can be viewed at the U.S. Air Force Judge Advocate General's website at <http://www.afjag.af.mil/docket/index.asp>.

An airman first class from the 382nd Training Squadron at JBSA-Fort Sam Houston was tried by a general court-martial Dec. 3-8, at JBSA-Lackland. The airman was tried by a panel of officer and enlisted members on one specification of sexual assault in violation of Article 120 of the Uniform Code of Military Justice. The airman was acquitted of the charge and specification.

An airman first class from the 959th Inpatient Operations Squadron at JBSA-Lackland was tried by a summary court-martial Dec. 7 at JBSA-Lackland. The A1C was tried by a summary court officer on one specification of wrongful use of morphine, one specification of wrongful use of methamphetamine and one specification of wrongful possession of heroin in violation of Article 112, UCMJ; and one specification of larceny in violation of Article 121, UCMJ. The airman pleaded and was found guilty of all charges and specifications and was sentenced to the maximum punishment of 30 days confinement, forfeiture of \$500 pay per month for one month, reduction to the grade of airman basic and a reprimand.

An airman basic from the 344th Training Squadron at JBSA-Lackland was tried by general court-martial Dec 17-21 at JBSA-Lackland. The airman was tried by a panel of officer and enlisted members of two specifications of sexual assault and one specification of abusive sexual contact in violation of Article 120, UCMJ. The airman was found guilty of all specifications and was sentenced to two years confinement, forfeiture of \$819 pay per month for six months and a dishonorable discharge.

From December to January, JBSA Army and Air Force commanders administered a number of non-judicial



COURTESY GRAPHIC

punishment actions under Article 15 of the Uniform Code of Military Justice.

The punishments imposed reflect the commander's determination of an appropriate punishment after considering the circumstances of the offense and the offender's record. Officers may not be reduced in rank as a punishment.

A suspended punishment does not take effect unless the offender engages in additional misconduct or fails to satisfy the conditions of the suspension. The suspension period usually lasts for six months unless a lesser amount is specified.

► Failure to report, dereliction of duty, disobeying a noncommissioned officer: An army private first class was found guilty of one specification of failure to report, one specification of making a false official statement, two specifications of dereliction of duty and two specifications of disobeying a noncommissioned officer. The Soldier was reduced to private, had a forfeiture of \$219.50 for one month, extra duty for 14 days and received an oral reprimand.

► Disobeying a commissioned officer; violating a general order: An Army

sergeant was found guilty of one specification of disobeying a commissioned officer and one specification of violating a general policy. The sergeant received the following punishment: reduction to specialist, extra duty for 45 days and an oral reprimand.

► Wrongful use of a controlled substance: An Army sergeant was found guilty of one specification of wrongful use of an illegal substance. The sergeant was reduced to specialist.

► Dereliction of duty: An Army specialist was found guilty of two specifications of dereliction of duty. The specialist received the punishment of extra duty for seven days, as well as restriction to the limits of company area, dining/medical facility, and place of worship for seven days.

► Willful dereliction of duty & adultery: A staff sergeant willful y failed to refrain from engaging in an unprofessional relationship, willful y failed to refrain from having sexual intercourse with a woman who was not the member's wife and willful y failed to refrain from sending unprofessional communications to six individuals. The

member received a reduction to the grade of senior airman, forfeiture of \$1,298 pay per month for two months (suspended), 15 days extra duty and a reprimand.

► Willful dereliction of duty: An airman first class in technical training willful y violated the gender integration policy by having sexual intercourse in a common area restroom. The member received a reduction to the grade of airman, forfeiture of \$918 pay per month for two months, restriction to base for 14 days and a reprimand.

► Willful dereliction of duty: An airman first class in technical training willful y consumed alcohol while underage. The member received a reduction to the grade of Airman suspended, forfeiture of \$344 pay per month for one month, and a reprimand.

► Willful dereliction of duty: An airman basic in technical training willful y consumed alcohol while underage. The member received forfeiture of \$757 pay per month for two months with one month suspended, and a reprimand.

► Willful dereliction of duty and obstruction of justice: An airman basic in technical training willful y wore civilian clothes while in Phase I of training, willful y consumed alcohol while underage and threatened other Airmen. The member received forfeiture of \$757 pay per month for two months, with forfeitures in excess of \$410 (suspended) and a reprimand.

► Willful dereliction of duty: An airman basic in technical training willful y consumed alcohol while underage. The member received forfeiture of \$819 pay per month for two months, with forfeitures in excess of \$344 (suspended) and a reprimand.

► Failure to go: An airman first class failed to report to an appointment on time. The member received a reduction to the grade of airman (suspended), restriction to base for 30 days and a reprimand.

► Willful dereliction of duty: An airman basic in technical training willful y consumed alcohol while underage. The member received forfeiture of \$918 pay per month for two months (with one month suspended) and a reprimand.

► Willful dereliction of duty: An airman in technical training willful y possessed a weapon in the dormitories. The member received an action consisting of forfeiture of \$918 pay per month for one month.

FORT SAM HOUSTON



SGT. ANDREW S. VALLES

Brig. Gen. Laura L. Lenderman (left), 502nd Air Base Wing and Joint Base San Antonio commander, and Lt. Gen. Jeffrey S. Buchanan (second from left), U.S. Army North Commander and Senior Army Commander for JBSA-Fort Sam Houston, as well as leaders from JBSA-Fort Sam Houston and Lincoln Military Housing officials, answer questions and address issues from Soldiers and their families during a town hall meeting at the Lincoln Military Housing Community Center on Feb. 21.

JBSA leaders host family housing town hall

By Sgt. Andrew S. Valles
U.S. ARMY NORTH PUBLIC AFFAIRS

Joint Base San Antonio-Fort Sam Houston leadership held a family housing town hall at the Fort Sam Houston Community Center on Feb. 21 to provide information and gain feedback as part of an ongoing Army-wide effort to resolve unsatisfactory conditions in Army family housing.

Lt. Gen. Jeffrey S. Buchanan, U.S. Army North commander and senior Army commander, and other leaders from JBSA-Fort Sam Houston and Lincoln Military Housing answered questions and addressed issues raised by Soldiers and their families.

"We want to identify the issues, identify the maintenance problems, talk about how we respond to those and ultimately improve the quality of life," Buchanan said.

Buchanan encouraged all residents to use the reporting systems to request maintenance of their quarters and asked for candid feedback.

"We have work to do and we will try to do this as a team," said Mark Greszler, Army Support Activity manager. "With our partners at Lincoln Military Housing, we are going to figure this out and fix the issues we have. We need to respect our service members and families. We owe you that, and we are going to fix this."

Residents told leaders that they were upset about poor maintenance, contractors leaving debris lying around, mold, pest control, physical security, HVAC and plumbing issues, repeat work orders with lack of resolution, and lack of cleanliness or repairs in the homes during tenant turnover.

Many residents said they just want to have issues fixed the first time instead of having to go back and forth with maintenance on "Band-Aid" fixes.

Within the next 30 days, senior commanders will complete visits to family homes and Soldier barracks — with appropriate notice and consent of families — to assess the scale and scope of housing issues and provide feedback to senior Army leaders.

In a recent statement, Secretary of the Army Dr. Mark Esper said, "We are deeply troubled by the recent reports highlighting the deficient conditions in some of our family housing. It is unacceptable for our families who sacrifice so much to have to endure these hardships in their own homes. Our most sacred obligation as Army leaders is to take care of our people — our Soldiers and our family members."

According to a Feb. 21 Army.mil story, the U.S. Army's top three senior leaders met with housing contractor senior executives to discuss how to fix the housing issues.

The article stated "poor customer service was identified as a top issue, and a number of immediate, mid-term and long-term initiatives were discussed. The CEOs agreed to work on a 'Tenant Bill of Rights,' suspend certain fees, and allow Soldiers to suspend their rent payments if they believe that service is not satisfactory. In addition, they made commitments to improve work-order transparency through an online tracking system, and to ensure

sufficient numbers of trained staff are available at each installation to address housing problems in a timely manner."

JBSA-Fort Sam Houston family housing residents can submit service requests 24 hours a day, seven days a week by calling Lincoln at your Service at 210-225-5564 or by submitting routine requests online at <http://www.lincolnmilitary.com>.

If assistance with your online access is needed, call the LMH office at 210-270-7638. Watkins Terrace residents should call 210-832-8104. In-person service requests are taken at the Fort Sam Houston Residence Center on Dickman Road and at the Watkins Terrace Community Center on Frazier Road between 8 a.m. and 5 p.m.

For all maintenance emergencies, call Lincoln at Your Service at 210-225-5564 or the LMH office.

For additional information, visit <https://www.army.mil/leaders/sa/questions/> or <https://www.samhouston.army.mil/ASA/>. Routine maintenance requests can be made online at <http://www.lincolnmilitary.com>.



DEPARTMENT OF THE ARMY

The Army chief of staff announced Feb. 19 that Col. Christine A. Beeler, right, will assume command of the Mission and Installation Contracting Command from Brig. Gen. Bill Boruff in a ceremony July 9 at Joint Base San Antonio-Fort Sam Houston.

Army names next MICC leader

By Daniel P. Elkins

MISSION AND INSTALLATION CONTRACTING
COMMAND PUBLIC AFFAIRS

The Army chief of staff announced Feb. 19 the next commanding general for the Mission and Installation Contracting Command at Joint Base San Antonio-Fort Sam Houston.

Col. Christine A. Beeler, who has been confirmed by the U.S. Senate for promotion to the rank of brigadier general, will assume command of the MICC from Brig. Gen. Bill Boruff in a ceremony July 9 at Joint Base San Antonio-Fort Sam Houston.

Beeler has served as the deputy to the commanding general for operations outside the continental United States for

the Army Contracting Command at Redstone Arsenal, Ala. Boruff, who has led the MICC since July 2017, will depart for a position as the ACC deputy commanding general.

Beeler joined ACC in August 2018 and is responsible for overseeing planning and execution of contracting in support of U.S. Army and joint operations.

Headquartered at JBSA-Fort Sam Houston, the Mission and Installation Contracting Command consists of about 1,500 military and civilian members who are responsible for contracting goods and services in support of Soldiers as well as readying trained contracting units for the operating force and contingency environment when called upon.

JBSA LEADERS VISIT VETERAN PATIENTS



From left: Chief Master Sgt. Christopher Lantagne, Joint Base San Antonio and 502nd Air Base Wing command chief; Wendy Fish, USO Director; and Col. Peter Velesky, JBSA and 502nd ABW vice commander, visit a patient Feb. 15 at the Audie L. Murphy Memorial Veterans Hospital. Patients at the hospital in San Antonio were visited by JBSA leaders during the National Salute to Veteran Patients.

OLIVIA MENDOZA

JBSA commemorates first military flight by Foulois in 1910

By Steve Elliott

502ND AIR BASE WING PUBLIC AFFAIRS

The legacy of aviation pioneer Army Maj. Gen. Benjamin D. Foulois will be remembered with a wreath-laying ceremony at the Joint Base San Antonio-Fort Sam Houston Flagpole at 11 a.m. today, just a few hundred feet from where the man who helped usher in the dawn of military flight made his historic journey 109 years ago.

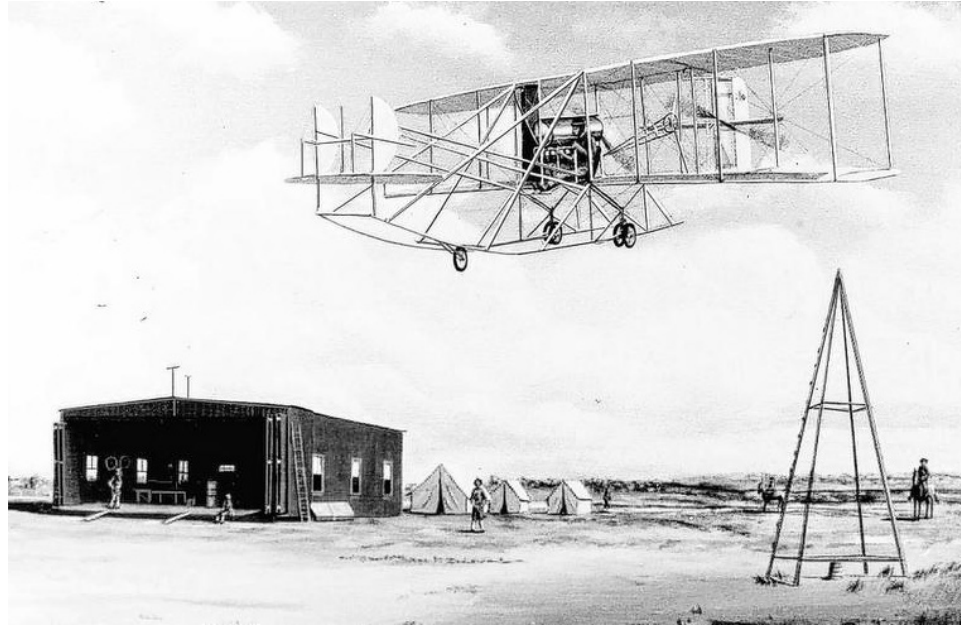
The original Signal Corps Aircraft No. 1 was a Canard biplane with a four-cylinder Wright 30.6 horsepower engine driving two wooden propellers via a sprocket-and-chain transmission system. "Old Number One," America's first military airplane, was an earlier machine than the Model B the Wright brothers began building in their Dayton factory in 1910.

A distinguishing feature was its front-mounted elevator. But Foulois made so many modifications in consultation with the Wrights, including a tail-mounted elevator, that by the end of 1910 it resembled a Model B.

Foulois graduated from the Army Signal School in 1908 and learned to fly on the Army Dirigible No. 1, a lighter-than-air engine-propelled airship. He later participated in the trials of the Wright Flyer with the Wright brothers.

During the trials, Foulois was on board in the observer's seat of the Wright Flyer with Orville Wright and clocked the airplane's landmark 10-mile flight time that qualified that airplane for acceptance into the Army.

In February 1910, Foulois was transferred to Fort Sam Houston with a team of enlisted men known as his "flying soldiers" and the Army's only



COURTESY PHOTO

airplane, Army Airplane No. 1. Here, he learned to fly it himself, aided by instructions in letters from the Wright brothers. Foulois said he was a "mail-order pilot" who had learned to fly through his correspondence with the Wright brothers.

On March 2, 1910, Foulois climbed aboard the Army Airplane No. 1 at Fort Sam Houston and at 9:30 a.m. circled the field, attaining a height of 200 feet and circling the field at the speed of 30 mph. The flight only lasted 7 ½ minutes.

Foulois made four flights that day, crashing on the last flight because of a

broken fuel pipe. The premiere flight became known as the "birth of military flight" and Foulois as the "father of U.S. military aviation."

"I made my first solo, my first landing and my first crackup — all the same day," Foulois said.

Foulois was relieved from flying duties in July 1911 and returned to aviation duty with the Signal Corps Aviation School at North Island, San Diego, in December 1913. He later commanded the 1st Aero Squadron in Mexico during the campaign to arrest Pancho Villa in 1916. He served as chief

of air service, Air Expeditionary Force, in France from 1917 to 1918.

Foulois was in charge of the materiel division at Wright Field, now Wright-Patterson Air Force Base, Ohio, from 1929 to 1930, and Dec. 20, 1931, became chief of the Army Air Corps. He retired from active military service as a major general Dec. 31, 1935. He died April 25, 1967.

An extensive biography of Foulois is available online at <http://www.af.mil/AboutUs/Biographies/Display/tabid/225/Article/107091/major-general-benjamin-delahauf-foulois.aspx>.

The legacy of aviation pioneer Army Maj. Gen. Benjamin D. Foulois will be remembered with a ceremony today at the Joint Base San Antonio-Fort Sam Houston Flagpole. The 11 a.m. wreath-laying will take place just a few hundred feet from where Foulois made his historic flight 109 years ago.

Newest member of the Fort Sam Houston Caisson makes his debut

By Lt. Col Timothy Hickman

COMMANDER, U.S. ARMY NORTH HEADQUARTERS
AND HEADQUARTERS BATTALION

On a cool and wet February morning at the Fort Sam Houston National Cemetery, the newest member of the Fort Sam Houston Caisson team prepared to make his first appearance with the Military Funeral Honors Platoon.

The brass and leather of his ceremonial equipment received a final brush and polishing, and then Chandler set off with his escort to take his part in the funeral for retired Brig. Gen. Joseph D. Schott.

Chandler is the Fort Sam Houston Caisson's caparisoned horse, nicknamed "the cap horse" or more widely known as "the riderless horse." A well-trained 6-year-old horse from Montana, Chandler joined the team in December and made his first appearance with the Caisson Feb. 5.

San Antonio holds the title "Military City USA" because of the city's strong support of our military and for having one of the largest populations of military retirees in the country.

Fort Sam Houston National Cemetery, one of most spacious military cemeteries in the country, conducts a large number of military funerals every year. Commanders at Joint Base San Antonio recognize the importance of maintaining strong relationships with the surrounding community, and the Fort Sam Houston Caisson, part of U.S. Army North, performs a role as one of the most visible community relations assets.

Chandler and his Caisson team are one of only two active duty caisson units in the U.S. Army – the other being The Old Guard at Joint Base Myer-Henderson Hall, Va. In service of the surrounding community and region, the Military Funeral Honors Platoon performed



KAREN LLOYD

Chandler, the Joint Base San Antonio-Fort Sam Houston Caisson Platoon's newest "Cap" horse, stands during the Feb. 5 funeral for retired Brig. Gen. Joseph D. Schott, while Staff Sgt. Joshua Rightenour, a member of the Caisson platoon, holds his reins.

54 Caisson missions and more than 700 funerals across south Texas in 2018.

The Caisson not only performs many funerals each year but also owes its existence to one. Army officer and San Antonio native Lt. Col. Karen Wagner died in the Sept. 11, 2001, terrorist attack on the Pentagon. The Army conducted her interment ceremony at the Fort Sam Houston National Cemetery with the help of the Fort Sill Half Section.

Since then, community members ranging from JBSA and local residents, to service members and the late Sgt. Maj. of the Army Leon Van Autreve, have all contributed to establish the Fort Sam Houston Caisson, and in 2019, the U.S. Army formally established a full-time U.S. Army Caisson at JBSA-Fort Sam Houston.

Chandler, along with Baker and Fox, who joined the herd in February 2019, were gifted to the Army by the

Uniformed Veterinarian Medicine Association, or UVMA. The UVMA is a retired military veterinarian association that includes several members who once worked in the former Fort Sam Houston Veterinary Hospital and School. The former veterinary hospital and school now houses the Fort Sam Houston Caisson Platoon.

JBSA-Fort Sam Houston Caisson horses have traditionally been named in honor of former Sergeants Major of the Army. The two newest horses usher in an addition to the current naming convention, which now includes the last names of U.S. Army North (Fifth Army) Medal of Honor recipients. The new horses will be formally renamed in March in honor of two members of the 92nd Infantry (Buffalo Division), which was part of Fifth Army in World War II.

As part of the Caisson team, Chandler represents the beginning of a plan to replace most of the current Caisson horses over the next two years.

Most of the current Caisson horses are Percherons, large draft horses also known as "War Horses." Chandler, however, is a tall Quarterhorse, lean and muscular in build and solid black – a requirement for Cap Horses.

The Cap Horse is traditionally the most photographed and memorable horse in military funerals that include a riderless horse – an honor normally reserved for the funerals of sergeants major, colonels and general officers. Having a good looking, well-mannered Cap Horse remains essential for the Fort Sam Houston Caisson, and Chandler accomplishes that role remarkably well.

Chandler and the rest of the Fort Sam Houston Caisson team will participate in Fiesta in April and continue performing funerals at the Fort Sam Houston National Cemetery several times a week.

SAILORS SPREAD NAVY AWARENESS DURING SAN ANTONIO STOCK SHOW AND RODEO

Chief Petty Officer Juan Ramirez, left, and Petty Officer 1st Class Vincent Barnes, right, of Navy Recruiting District San Antonio speak with an attendee at the San Antonio Stock Show and Rodeo. Continuing to spread Navy awareness in Military City USA, Sailors from the Navy Recruiting District San Antonio, Navy Medical Training Support Center and Navy Operational Support Center San Antonio joined thousands of attendees of the 70th Annual San Antonio Stock Show & Rodeo held at the AT&T Center grounds. In addition to Ramirez and Barnes, representing NMTC was Chief Petty Officer Calvanna Major, and representing NOSC San Antonio was Reserve Chief Petty Officer Roger Reyes. NRD San Antonio's area of responsibility includes more than 30 Navy recruiting stations and Navy officer recruiting stations spread throughout 144,000 square miles of Central and South Texas territory. America's Navy had a daily presence at the rodeo through Sunday.



LEAP OF FAITH

Chance meeting brings Soldier to CFI after accident

By Lori Newman

BROOKE ARMY MEDICAL CENTER
PUBLIC AFFAIRS

The hand-scribbled note taped to his dog tags simply said, "Request to go to the CFI" with a phone number. The note was written from one amputee to another.

Army Staff Sgt. Kayshawn Porterfield was following in his father's footsteps. He joined the Army with a plan of becoming a lifelong Soldier, and his Army career was progressing. He was moving up in rank quickly, had finished the basic airborne course at Fort Benning, Georgia, and was stationed at Joint Base Elmendorf-Richardson, Alaska.

Aug. 16, 2018, started like any other summer day. Porterfield's unit was scheduled to complete an operational static line parachute jump, which would be his 10th career jump. This time something unexpected happened. As he jumped from the aircraft, the static line that normally deploys the parachute became wrapped around his left arm.

"It yanked my left arm above my head and I was hanging by my arm," Porterfield said. "My arm went numb and I saw my hand detach from my body. I saw it all right before my eyes. I thought I was going to die."

After deploying his reserve chute, he made it safely to the ground.

"God was with me, and



PHOTOS BY JASON W. EDWARDS

U.S. Army Staff Sgt. Kayshawn Porterfield, who lost his arm in a parachute accident, exercises Feb. 20 at Brooke Army Medical Center's Center for the Intrepid at Joint Base San Antonio-Fort Sam Houston. Aquatic therapy is used to improve balance, coordination and flexibility, as well as build muscle strength and endurance.

when I hit the ground I was just thankful to be alive," he said, thinking back on that day. "I purposely landed on my right side so I didn't hit my left arm. When I hit the ground, I applied my own tourniquet from my rucksack. The medics were nowhere around me."

There was a road guard about 50 meters away.

"I started yelling at him to call the medic," Porterfield said. "I didn't want to go into shock."

Thankfully, just then the medics were coming over the hill in a Humvee. They placed him on a gurney and applied an additional tourniquet on his arm at his shoulder. He believes having both tourniquets saved him from losing much of his forearm. He was airlifted to the nearest hospital.

Porterfield said adrenaline kept him from passing out.

It was on the rescue helicopter that Porterfield met Air Force Master Sgt. Jeremy Maddamma, 212th Rescue Squadron, Alaska Air National Guard.

Maddamma is an above-the-knee amputee who

spent three years recovering from his injuries at Brooke Army Medical Center and the Center for the Intrepid at Joint Base San Antonio-Fort Sam Houston.

"When we picked him up I could see that his arm was missing," Maddamma said of Porterfield.

Once Porterfield was at the hospital, Maddamma stuck around to make sure the emergency room personnel had all the information they needed.

"I formally introduced myself to Kayshawn, tapped on my socket and showed him my X3 calf (prosthetic leg). I wanted to assure him that everything was going to be OK."

Maddamma also gave Porterfield some advice, one

"I think it will be a nice journey here. I'm trying to take it day by day. It's been a process, but I'm loving it so far and I can't wait to see what happens."

Army Staff Sgt. Kayshawn Porterfield

amputee to another.

"I told him he should request to go the CFI, and I wrote it down for him along with my phone number," Maddamma said. "I made a request to the nurses to ensure that the note stayed with his possessions, and I watched the nurse attach it to his dog tags."

Porterfield took his advice and called the CFI.

"The CFI staff started giving me exercises and talking to me about the things I needed to do before I even got to San Antonio," Porterfield said.

As Porterfield continues with his recovery at the CFI, Maddamma hopes that he will receive the same care and healing he did.

"The personnel at the CFI are amazing," Maddamma said. "I am forever grateful for the love, support, care and respect that I received from everyone at the CFI, Warrior and Family Support Center, the Air Force Wounded Warrior Program and BAMC. I am also forever grateful for the relationships and friendships created with the staff and fellow patients at the CFI."

Porterfield Agrees.

"I think it will be a nice journey here," Porterfield said. "I'm trying to take it day by day. It's been a process, but I'm loving it so far and I can't wait to see what happens."

Porterfield practices using a myoelectric prosthesis. On the rescue helicopter, Porterfield met Master Sgt. Jeremy Maddamma, who had spent three years at the Center for the Intrepid.



LACKLAND



AIRMAN 1ST CLASS DILLON PARKER

The Griffin Heritage flight makes its inaugural march down the bomb run during the Air Force Basic Military Training graduation parade Feb. 8 at Joint Base San Antonio-Lackland.

New Airman carries on fallen father's legacy

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

At first glance, the Air Force Basic Military Training graduation Feb. 8 appeared no different from any other, but it was a unique occasion, as a new heritage flight honoring an Airman who made the ultimate sacrifice was unveiled.

Staff Sgt. Patrick Griffin, a 728th Air Control Squadron combat controller, gave up his life for his country May 13, 2003, during Operation Iraqi Freedom. He was part of a 500-mile-long convoy moving from Iraq to Baghdad when his Humvee was struck by an explosive.

One of the Airmen representing the new heritage flight was Griffin's son, Airman Basic Corey Griffin, who carried the Griffin Flight guidon during the ceremony.

"It felt incredible to honor my dad like that," Corey said. "I'm so proud to

get the opportunity to carry on his legacy."

In addition to the new heritage flight, the 326th Training Squadron also dedicated a classroom in Griffin's memory.

"There's gonna be 6,500 Airmen and trainees that sit in this classroom and see his biography every year," said Lt. Col. Jose Surita, 326th TRS commander. "His legacy will continue on to impact and influence our force, not only through his son but also this classroom and flight banner."

When senior leadership decided on a name for the new heritage flight, Griffin was the perfect candidate, Surita added.

"He's someone that embodies the integrity and warrior spirit we want in our Airmen," Surita said. "We're hoping the efforts we've made will allow his character to transfer on to our new Airman."

While Surita hopes Pat Griffin's

attributes will pass on to many future Airmen, it's clear his legacy has already inspired at least one Airman. His son stated his desire to join the Air Force stems entirely from his father.

"I joined the Air Force to honor my dad," Corey said. "I even decided to become a part of security forces because that was his first job."

As much as it was a proud moment for Corey, it was also an emotional day for his mother.

"It's very surreal, but it's also a level of pride I've never felt," Michelle Griffin said. "It took everything I had not to just get up and run out there when I saw him marching. I was so proud."

Initially she was a bit hesitant when Corey decided to join, Michelle Griffin said, but the support she received from Griffin's military family reassured her.

"Dad's military family is still so involved in our lives," Michelle said. "Some of my closest friends now are

Pat's friends that I didn't know before he passed. Their love and support has kept me grounded. My civilian family members didn't quite understand what we went through. The military family we have gives me the confirmation that somebody understands what I'm feeling. I can turn to them and they guide me through it."

While she admits remembering can sometimes be hard, she says they owe it to Griffin to keep him in their hearts, and live the life he didn't get a chance to.

"That just means doing positive things, taking chances and understanding what's important," Michelle said. "In the military you can do all of that, and I'm glad that's what Corey decided to do. Even if I sometimes get nervous about him, I know he's building his own military family already and he's where he belongs."

802nd FSS meets needs of JBSA community

By Mary Nell Sanchez

502ND AIR BASE WING
PUBLIC AFFAIRS

From military to civilian to retiree: All lives matter to the 802nd Force Support Squadron.

"We handle everything from cradle to grave in an individual's career," said Chief Master Sgt. Sheris Poisson, 802nd Force Support Squadron superintendent.

"The FSS takes care of our nation's heroes and their families," added Master Sgt. Keony Denson, 802nd FSS first sergeant.

Their mission is to provide "Best-in-Class" customer service to support and sustain Joint Base San Antonio. With only about 2,000 people, they support approximately 500,000 to 600,000 people in the JBSA community, the largest of its kind in the Air Force.

The unit is composed of six flights, and each flight has a variety of programs to support the base population and JBSA's 266 mission partners.

"A lot of the programs we lead deal with some kind of

personal or professional development," Poisson said.

One of the flights is the force development flight, which handles educational and development services, which includes sustaining educational centers and libraries. The military and family readiness flight offers family support through workshops and other programs. The manpower and organization flight processes personnel for JBSA's openings.

Another flight is the sustainment flight, which handles lodging as customers arrive and depart. They have facilities at JBSA and are ready to assist at a moment's notice.

"They're the largest food and lodging program in the Department of Defense," said Poisson, who believes she has a strong, ready and able team to take on the task.

While many new military personnel are sustained by the 802nd Force Development Flight during their enlistment, there are other areas where different kinds of changes must be dealt with in a timely manner.

The civilian personnel flight



SENIOR AIRMAN STORMY ARCHER

Victor Douglas, 802nd Force Support Squadron maintenance technician, spray-paints a waste receptacle last year at the Joint Base San Antonio-Randolph Lodging Office. The mission of the FSS is to provide "Best-in-Class" customer service to Joint Base San Antonio.

is tasked with the many comings and goings, with duties that include staff vacancies, while the military personnel flight supports not only Air Force but Army and Navy personnel offices. That flight processes anything related to military personnel, such as ID cards, relocating, separating and retirement.

On any given day, the 802nd FSS is completing its mission of exceptional customer service. That includes serving approximately 40,000 meals,

processing about 160 permanent change of stations, putting up 2,000 guests in lodging and processing more than 400 ID cards. Those are just a few of the vast services the JBSA community has access to.

"We're going to constantly fight for those great customer experiences with the force support squadron," Denson said.

Sometimes it's especially important to be on point. "When we're talking about

our mortuary affairs or our casualty situations, those conversations are not comfortable," Poisson said.

When her office is notified about a military death within the JBSA community, the force support squadron steps up to support the families and those affected in their time of crisis. Lodging arrangements are made for families arriving from out of town, while memorial service preparations and other related issues are immediately put in motion. Each part requires sensitivity for all involved.

"When a customer picks up the phone, they have to have a person on the other line that is compassionate, caring, well-versed; all that needs to be known when it relates to their needs is important," Poisson added.

With a focus on customer service, the 802nd FSS will continue its mission to be there for the JBSA community.

"We really go the extra mile above and beyond to take care of our customers whoever they are, whatever doors of ours they walk into," Denson said.

New AFIMSC executive director focuses on developing leaders

By Shannon Carabajal

AIR FORCE INSTALLATION AND MISSION
SUPPORT CENTER PUBLIC AFFAIRS

Since assuming her position as the new Air Force Installation and Mission Support Center executive director last fall, Lorna Estep has gained a greater appreciation for people across the center and their diverse missions.

"I've been really impressed with the people I've met and their passion about their mission and their jobs," she said. "That is a great sign of a healthy organization, when people are able to talk about what they do with a sense of pride. I've been very impressed with that."

Past assignments at Air Force Materiel Command and Air Force headquarters — where she was involved in early

discussions about the creation of AFIMSC — gave her some insight into the center's overall mission. She took a closer look into how the center executes that mission during immersion briefings over the past month.

"It's a very dynamic mission and there are a lot of diverse activities going on at AFIMSC," she said. "There are some common denominators, but there are also things very unique about our primary support units."

In addition to supporting AFIMSC Commander Maj. Gen. Brad Spacy and his strategic initiatives, the executive director looks forward to helping the workforce succeed and grow.

"I may not do the work in the field, but I want to make it easier to get the work done," she said. "I look to my customers — the Airmen who work for AFIMSC

and their chain of command — to tell me what's preventing them from doing their job or what's preventing them from doing it efficiently or effectively.

"I like to think I'm in the barrier removal business; let me work those issues."

Estep is passionate about workforce development, and building future installation and mission support leaders.

One of her goals is ensuring people across the center get the development they need to grow in their jobs — from functional training to developmental activities designed to help Airmen mature into better installation and mission support leaders — so they can be better supervisors in the Air Force of the future.

"Who grows the next generation of leaders who understands the complexity

of what goes on in the mission and at the installations? That's us," she said.

She also plans to help Airmen at all levels across the Air Force understand AFIMSC's role and potential.

"I think the leadership in the Air Force understands the potential for AFIMSC, but I think there needs to be some more grassroots interaction at the base level to have them fully understand," she said.

Starting her career as a Navy logistics management intern, Estep has an extensive background directing logistics programs across the Department of Defense.

Before joining AFIMSC, she served as the director of resource integration, deputy chief of staff for logistics, engineering and force protection for the Air Force.

Ruck march honors fallen special tactics Airmen

Route mimics training passage endured by 'brothers in arms'

**By Airman 1st Class
Dillon Parker**

502ND AIR BASE WING
PUBLIC AFFAIRS

Twenty special tactics Airmen began an 11-day ruck march at a.m. Feb. 22 at Joint Base San Antonio-Lackland Medina Annex, and will be traveling 830 miles to Hurlburt Field, Florida.

The Airmen are rucking to pay tribute to Staff Sgt. Dylan Elchin, who was killed in Afghanistan Nov. 7, 2018, and 19 other special tactics Airmen who have been killed in action since 9/11.

The route mimics the two year training passage endured by special tactics Airmen as they begin their training at Medina Annex and later graduate at Hurlburt Field after becoming combat ready.

"This ruck march serves to help us remember our fallen brothers and their families," said Brig. Gen. Claude K. Tudor Jr., 24th Special Operations Wing commander. "We want to make sure they're never forgotten. Whether or not we knew each of the men individually, they're part of our team. They're our brothers in arms."

The ruck march provides an opportunity for special tactics Airmen to share the stories of the fallen amongst themselves, their families and the American public, Tudor added.

As someone who knew Elchin personally, Staff Sgt. Sean O'Hearn, 24th SOW special tactics combat controller, described his personality as vibrant and infectious.

"Dylan was a dear friend of mine," O'Hearn recalled. "He was the type of person who lit

up the room. He always had a smile on his face and lifted up his teammates and friends in any situation. He always made the situation better and was someone you always wanted to be around."

The ruck march is also an opportunity for Airmen to share not only the types of people the fallen heroes were, but also some of the stories that live on in their memories.

Even those who knew him indirectly, like Chief Master Sgt. Jeff Guilmain, 24th SOW command chief, described Elchin as an "incredible teammate."

"It speaks a lot to the caliber of a man when you feel like you knew him without having ever met face-to-face," Guilmain said. "Everyone unequivocally said he's someone they wouldn't give up for anything. He brought personality to and was the lifeblood of the teams he was on."

The event isn't only about remembering fallen heroes, but about supporting and honoring the families they've left behind. Memorial events like the ruck march are also crucial to the special operations community, Tudor said.

"We want to keep the gold star families tight knit in our community forever," Tudor said. "They're members of our family and team just like their loved ones."

"When we went to Dylan's memorial in Pennsylvania, we did some memorial push-ups in a small gymnasium," he added. "As it rumbled and echoed through that gymnasium, the feeling of pride in who we are was palpable. Dylan's mom came up to me afterwards and told me she knew we were there for her, but she didn't really know the depth of what we would do. I told her, 'We're with you every step of the way and this is just the beginning.' The ruck is another way for us to show our support to people like



ANDREW C. PATTERSON

Hundreds of Special Tactics Airmen and Special Warfare trainees gathered early Feb. 22 at Joint Base San Antonio-Lackland Medina Annex to begin an 830-mile ruck march across five states in tribute to U.S. Air Force Staff Sgt. Dylan J. Elchin, along with 19 other ST Airmen who have been killed in action since 9/11.

Dylan's mom."

The Special Tactics Memorial March has occurred intermittently since the first one in 2009. There has historically been an outpouring of public support all across the route.

"When we first did this route we were really surprised by the outreach," said Maj. Sam Schindler, Special Warfare Training Wing special tactics officer. "From the time we started here, the roads were lined with military members, the press was waiting for us, the schools were releasing their students and the kids were reaching out and giving us high fives. It didn't matter if it was the backcountry of Louisiana on a two lane road or in major cities; people would come up to us and give us hamburgers or whatever else. Everyone was able to reach out and reflect and recognize the individuals as warriors for their sacrifice."

This community interaction allowed the special tactics community to get the word out

about what special tactics Airmen did.

"You don't have to be a collegiate athlete or world class runner or swimmer or wrestler or whatever," Tudor said. "It really just takes grit, determination and the ethics. We're able to cultivate and develop those with these attributes into warriors. They go through years of extremely arduous training that compares to only the Navy SEALs, Green Berets, and our brothers in the Marine Corps Raiders."

All of the attributes new Airmen bring to the table and the intensive training the special operations community provides combine to create incredible warriors, said Tudor.

"It creates these men and potentially women in the future that can go into combat and solve some of the most challenging and wicked problems other people just can't solve," said Tudor. "Within special tactics, you never know when you'll be

called upon, or exactly what you'll be called upon to do, but we need you to be prepared for anything."

As an example of what kind of Airmen make up the special tactics community, Tudor pointed to the way O'Hearn reacted when he heard of Elchin's passing.

"I found out about Dylan's passing from my teammates and I took it in as best I could," O'Hearn said. "I was deployed in Afghanistan and had a mission in about two hours. I had to step on a helicopter and go out and execute a 48-hour mission within hours of getting notified."

"I just thought back to Dylan and the type of person he was and he would want me to do and just dove into my work," O'Hearn said. "I understood we both loved what we do, and I just poured myself into my work to honor him."

The impact of Airmen like O'Hearn and Elchin is not lost on special tactics senior leadership, Tudor said.

"As a command team, Guilmain and I take our charge very seriously from a culture perspective," Tudor said. "The culture and the ethics and everything we try to instill is so important. These men are stepping to the line knowing they could potentially give their lives, but they know the command chief and I will always have their back, and their families will always be taken care of, and they will never ever be forgotten."

The ruck march is a manifestation of the grit, honor and sacrifice that characterize what it means to be a part of this tight-knit community, Guilmain added.

"Putting a 50-pound pack on your back and walking miles for 11 days is a challenge," Guilmain said. "It's small compared to what he gave, but it's a tangible example of the pride we have in Dylan, and our way of honoring him."

RANDOLPH

Housing residents' dialogue with security forces leading to safety improvements

By Robert Goetz

502ND AIR BASE WING PUBLIC AFFAIRS

Monthly dialogue between Joint Base San Antonio-Randolph Family Housing residents and 902nd Security Forces Squadron members is having a positive impact in the community, leading to a variety of safety improvements, including additional safeguards for children who walk to and from school every day.

The conversations are the focus of an initiative launched last April at the Randolph Family Housing Community Center on New B Street East that continues the first Friday of each month at 9 a.m.

"The 'Coffee with a Cop' initiative was created to start dialogue on topics and trends to provide the appropriate law enforcement support to combat

vandalism, speeding, larceny and other problems," said Audra Froom, Randolph Family Housing community director. "The measures that have been taken so far have been very effective in the neighborhood."

Those measures include the repainting of crosswalks used by children who walk to and from Randolph Elementary School, additional signage at the crosswalks, increased patrols in school zones during school rush hours and strategic placement of patrol cars in areas where speeding is a concern.

Froom said she started the initiative at JBSA-Randolph after seeing the success of a similar program she implemented at Maxwell Air Force Base, Alabama, when she served as Maxwell Family Housing community manager.

"It's an informal meeting that allows residents to bring their concerns and ideas to the security forces commander and other squadron members," she said.

In addition to vandalism, speeding and larceny, topics addressed during Coffee with a Cop have included personal security, law enforcement operations, gate closures and improvements, Halloween safety, crosswalks, volunteer crossing guards, what the community can expect during basewide exercises, the notification process in community emergency situations and how to properly navigate Washington Circle.

Parking is also an issue for residents, especially those who live on the west side of Main Circle. In response to concerns that their parking spaces are being taken by nonresidents



TECH. SGT. AVE L. YOUNG

This school zone sign is a safety improvement that was implemented after Joint Base San Antonio-Randolph residents met with 902nd Security Forces Squadron members to discuss concerns and ideas Feb. 22 at JBSA-Randolph.

on weekdays, work has begun to restripe those spaces and repaint them with resident occupant logos.

Residents' involvement at the monthly sessions has inspired a

HOUSING continues on 17

Class teaches service members about Blended Retirement System

By Robert Goetz

502ND AIR BASE WING PUBLIC AFFAIRS

The Blended Retirement System, the new uniformed services' military retirement plan now in its second year, will be the focus of a class at 1:30 p.m. March 8 at the Joint Base San Antonio-Randolph Military & Family Readiness Center.

The class — titled "Blended Retirement System: Now What?" — will allow service members to learn more about what the system means for their financial future.

"It all comes down to retirement planning that starts during military service," said Don Lenmark, JBSA-Randolph M&FRC personal financial counselor. "The earlier you start, the more money you'll have set aside when the time comes to retire."

The BRS is a retirement plan available

to service members who entered the military Jan. 1, 2018, or later. It was also available to eligible service members who entered the military prior to that date, but that opt-in period ended Dec. 31, 2018.

Features of the plan include a defined benefit — monthly retired pay for life — after a minimum of at least 20 years of service, a defined benefit consisting of government automatic and matching contributions to a member's Thrift Savings Plan account, a bonus called continuation pay and a new lump sum option at retirement.

Lenmark said he will concentrate on the basics of the BRS, including an overview of the TSP, which is a cornerstone of the system, and its five fund options; the government match; and the maximum contribution amount per year.

"With the BRS, there's a matching

component based on the service member's contribution amount," he said.

The government will match service members' contributions to the TSP up to 5 percent of their base pay, but members may also contribute up to \$19,000 per year if they're younger than 50 and up to \$25,000 if they are 50 and older. The government will also match amounts under 5 percent, starting with 1 percent, even if a member does not make a contribution.

Lenmark, who called the TSP "an integral part of the BRS, said he will talk about all the funds in the TSP.

TSP investors can choose from five basic funds, ranging from the very low-risk G Fund, or government securities fund, to the moderate- to high-risk I Fund, international stocks of developed countries.

"Investors can choose any one fund or any combination of the funds," Lenmark

said. "But I won't make any specific recommendations. I will teach the details of each fund so service members can be empowered to make their own choices."

Lenmark will also teach attendees at the class how to access information and videos about the BRS and will offer them one-on-one no-cost consultations at his office located in the M&FRC.

The BRS offers service members another big advantage: A majority of them will leave the military with a retirement nest egg even if they do not stay in the service for 20 years. That was not the case in the past.

"Only 19 percent of all service members actually served 20 years to qualify for the previous military pension, so it was all or nothing," Lenmark said. "Now 85 percent will get retirement benefits with BRS."

To register for the class, call 210-652-5321.

New application streamlines public transport

By Airman 1st Class Shelby Pruitt
502ND AIR BASE WING PUBLIC AFFAIRS

After being implemented at Joint Base San Antonio in November, the ind My Ride app, now called Ride Systems, has had great success providing shuttle customers exceptional service.

With just under 1,000 users and growing each month, the app has created a platform for JBSA shuttle customers to ride the bus with confidence.

"The app truly showcases the transformative power that can be created by small group innovation," said Lt. Col. Ernest Cage, 502nd Logistics Readiness Squadron commander. "Three ground transportation Airmen with a good idea, less than a year ago, have literally changed the lives of more than 1 million JBSA shuttle bus passengers a year by giving them back something that is priceless — time."

The app includes Global Positioning System tracking capabilities, with mapping and coordination with the ground transportation offices, to track exactly where each bus is, its route and the wait time. This allows the JBSA community and visitors to stay in shelter during harsh weather without worry and plan schedules accordingly using exact arrival times.

"A lot of people used to look at the shuttles and think 'I don't want to wait, and I don't know when it's coming.' This app gives them the ability to see routes and exactly where the bus is on the route at the touch of a finger, giving them a little bit of control over their timing," said Todd Deane, JBSA ground transportation manager. "Especially with the construction and traffic when you're off base, bus arrival times can vary from day to day, but



Airman 1st Class Michael Prado (center), 343rd raining Squadron student, demonstrates the Ride Systems app for Joint Base San Antonio shuttles to Brig. Gen. Laura Lenderman, 502nd Air Base Wing and JBSA commander, and Army Private Brandon Cox, 701st Military Police Battalion, at JBSA-Lackland on Feb. 20.

now the riders have a much better gauge of when the bus will be at the stop."

In addition to helping JBSA shuttle customers, the app provides important information to bus drivers and the ground transportation offices. It records the exact time of arrival at each bus stop, which delivers data that each shuttle is making the stops on time.

"We are now looking to add a Quick Response code, or QR code, to allow easy access in downloading the app. The goal is to attach posters with the QR code at each bus stop," said Tech. Sgt. Cody Dalton, 502d LRS NCO in charge of contracting officer representatives.

An update could be integrating software that count passengers on each bus and that determines which stops

are most frequently used.

"We count how many passengers ride the bus and where they are getting off to readjust shuttles with the base to make sure it's lining up and being used where it's needed," said Master Sgt. Justin Hartley, JBSA ground transportation support supervisor.

Information on the app and how to download it is included in the welcome packets for Basic Military Training families.

"Our goal is to make it possible for families to line up the transportation services we provide so they can virtually come to JBSA without spending any money on transportation, besides the plane ticket," Hartley said.

"The next big step will be working to link the app into the BMT family app for accessibility," Deane said.

Although the contracted company maintains the app, it is the ground transportation office's job to monitor for any deficiencies.

"We monitor it for glitches or defects, then up channel it to the company," Hartley explained.

"The program has been successful so far, and the numbers show that, but based on the initial success of the program, we have secured funding for the second year for the program," Deane said.

"For the first time in my Air force career we are empowering our Airmen to think big and outside the box. Better yet, we are providing the funding to bring the most promising ideas to life," Cage said. "Ride Systems is just one example of how our Airmen are changing the game as the Air force works to rapidly implement new ideas to ensure continued dominance around the globe. I can't wait to see what ideas the team will come up with next."

To install the app:

- Download Ride Systems from your Google Play or Apple Store.
- Allow the app to access your location.
- Search for "Lackland AFB" or "Fort Sam Houston" as the transit agency.
- Enter the password provided by any JBSA bus driver or by calling dispatch at 210-671-3317.
- Choose your route and ride!

If you experience any problems with the service or have questions, contact the Contracting Officer Representative office at 210-671-0069/9898.

Editor's note: Remember, Active duty, Department of Defense civilians, retirees/dependents (ID card holders), guests invited by the installation commander, which includes BMT families and contractors with on-base access, are authorized to ride on the base shuttles.

HOUSING

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security forces initiative.

"The program shows that residents want to take an active part in making the community safer," said Lt. Col. Dennis Trutwin, 902nd SFS commander and a frequent

participant at Coffee with a Cop. "This has led to the squadron creating the Civilian Police Academy. The academy is intended to educate and train residents on how to take an active role in the community and become familiar with security forces operations."

One of the reasons Coffee

with a Cop is so successful is that housing residents' concerns are also being heard by JBSA-Randolph's Traffic Safety Coordination Group, which consists of representatives from the 502nd Air Base Wing, 502nd Security Forces Group, 902nd Civil Engineer Squadron, 902nd SFS and mission partners,

room said.

"That's another benefit," she said. "Security forces members take whatever they hear at our forum back to the Traffic Safety Coordination Group."

Perhaps the greatest benefit of Coffee with a Cop is strengthening the relationship and trust between security forces and the community,

Trutwin said.

"Residents have shared information and concerns and given us the opportunity to take proactive measures to address those concerns," he said. "This instills a mutual trust between the community and security forces."