

# JBSA LEGACY

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JOINT BASE SAN ANTONIO

JANUARY 17, 2020



PHOTO BY JOSE RODRIGUEZ

*Lt. Gen. James E. Rainey (center), commanding general, U.S. Army Combined Arms Center, passes the MEDCoE colors to incoming commander Maj. Gen. Dennis P. LeMaster (left) as outgoing commander Maj. Gen. Patrick D. Sargent looks on during the U.S. Army Medical Center of Excellence change of command ceremony at Joint Base San Antonio-Fort Sam Houston Jan. 10.*

**U.S. Army Medical Center of Excellence  
welcomes new commander** *Page 9*



**CSAF visits JBSA-Lackland  
at Standing Watch tour**  
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**U.S. Army North (Fifth  
Army) celebrates 77 years**  
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# Air Force relaunches Employee Assistance Program

By Airman Davis Donaldson  
14TH FLYING TRAINING WING  
PUBLIC AFFAIRS

The Air Force Employee Assistance Program has relaunched with a new phone number and website.

The program will provide the same services as it did in the past, and at no cost. It may be accessed 24/7 by all Air Force civilian personnel (APF and NAF), Guard/Reserve and family members. The program helps those who might not have prior service.

The Air Force EAP offers a variety of amenities to meet the essentials of everyone – including online tips,



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checklists, in-depth articles, live and on-demand webinars, discussion groups, a health encyclopedia and more.

The program also provides a

variety of needs from one-on-one counseling sessions with a licensed, credentialed master's degree professional who can address

more significant challenges such as financial and legal issues, Sherman said.

Balancing life between home and work responsibilities can sometimes leave a person stretched thin. The Air Force EAP can help alleviate some of these strains and guide civilian employees through accomplishing responsibilities related to their home life.

For more information or questions about the Air Force EAP call 662-434-1617.

To access the Air Force Employee Assistance Program, members may visit [www.AFPC.AF.MIL/EAP](http://www.AFPC.AF.MIL/EAP) or call 866-580-9078.

# Army Recruiting Command discredits texts concerning a military draft

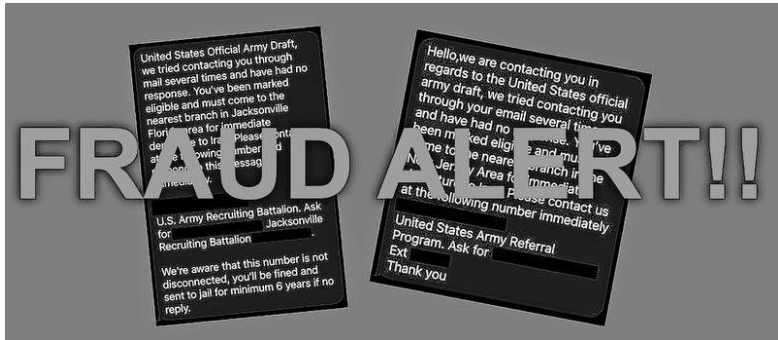
From U.S. Army Recruiting Command  
Public Affairs

A number of fraudulent text messages informing individuals they have been selected for a military draft have circulated throughout the country this week.

U.S. Army Recruiting Command has received multiple calls and emails about these fake text messages and wants to ensure Americans understand these texts are false and were not initiated by this command or the U.S. Army.

The decision to enact a draft is not made at or by U.S. Army Recruiting Command. The Selective Service System, a separate agency outside of the Department of Defense, is the organization that manages registration for the Selective Service.

"The Selective Service System is conducting business as usual," according to the Selective Service System's official Facebook page. "In the event that a national emergency necessitates a draft,



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Congress and the President would need to pass official legislation to authorize a draft."

The draft has not been in effect since 1973. The military has been an all-volunteer force since that time. Registering for the Selective Service does not enlist a person into the military.

Army recruiting operations are

proceeding as normal.

For information about volunteering to serve in the U.S. Army, contact a local Army recruiting office.

Media outlets with questions about Army Recruiting can contact Army Recruiting Public Affairs via email at [usarmy.knox.usarec.list.public-affairs-office-pao@mail.mil](mailto:usarmy.knox.usarec.list.public-affairs-office-pao@mail.mil).

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Published by EN Communities a private firm in no way connected with the U.S. Air Force under exclusive written contract with the 502d Air Base Wing and Joint Base San Antonio. The editorial content of this publication is the responsibility of the 502d Air Base Wing Public Affairs Office.

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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.** Is there any way that private organizations can advertise their various organizations and what they do here at Joint Base San Antonio? We used to be able to advertise on the base marquee at JBSA-Randolph and were told that we could no longer do that, nor can we advertise our private organizations in the base newspaper.

Is it possible to have a private organization day quarterly or semi-annually at JBSA, such as a public, on-base event where all of the various private organizations could gather at each of the JBSA bases and set up tables and talk about what their various private organizations do? Can we also gain access to the base newspaper periodically and list all of the private organizations on base?

Many of the private organizations do a lot of good at JBSA and it would be nice if we could get the word out to all of JBSA as to what each organization does and how to get ahold of them. I bet there are many people who would like to join private organizations at JBSA if they but only knew how to contact them and find out exactly what each of them did.

I also realize that private organizations can list themselves on the JBSA Facebook page, but there are a lot of people who shy away from Facebook, and Facebook can be very impersonal. **A.** We appreciate your inquiry into Private Organizations, or PO. Air Force Instruction 34-223, Private Organizations, governs all POs, and unfortunately the use of government systems such as email is extremely limited.

Official communication systems may not be used to advertise PO fundraisers and membership events. However, official government systems may be used to announce guest speakers at a meeting or general membership meeting; this is not to be confused with a membership drive which is prohibited.

Options for advertising are spreading the word informally through other POs, purchasing ads in the base newspaper, JBSA Today magazine, posting advertising where all public notices are allowed such as a general notice bulletin board at the discretion of the facility.

POs may contact the Public Affairs Office for more information in regards to their advertising limitations. Our team is researching the possibility of quarterly or semi-annual private organization day at JBSA to inform the community of the resources available.

For additional guidance on POs, please contact the JBSA private organization coordinators at 210-671-6044 for JBSA-Randolph and JBSA-Fort Sam Houston, or 210-671-6042 for JBSA-Lackland.

**Q.** I find it frustrating that the JBSA-Lackland Youth Center does not advertise its events in a manner that makes it possible for the majority of students, especially high schoolers who do not attend the school on base, to see what is available to them.

The youth center has social media which highlights past events, and in the JBSA magazine and posters only one or two events (typically targeting children which are middle-school or younger) are posted. The funds are there, and the facility and staff are more than capable of advertising programs but they do not.

Currently the only way to know what is available to high schoolers is to go in the main building during their hours of availability, sign in, hope that they have a calendar or schedule printed and pray that what is advertised actually happens.

There needs to be more advertising outside of the building. The events advertised should happen regardless of the amount of kids who show interest or show up. The clubs and events available to teenagers, need to be emphasized outside of the building and the on-base school. The JBSA magazine has a page for youth center activities that needs to be used to promote trips and in-house events.

**A.** Thank you for sharing your concerns



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regarding JBSA-Lackland Youth Program's marketing and advertising of special events for the pre-teen and teen population. We will step up our advertising efforts.

Currently, JBSA-Lackland Youth Programs provide an in-house monthly preteen and teen calendar of events that includes programming in the areas of leadership clubs, fitness time, life skills, fine arts and education opportunities. We have an established relationship with Lackland Independent School District and should be able to promote events through these channels as well.

The JBSA-Lackland Child and Youth Services School Liaison will work with ISDs off the installation to provide marketing materials for all the Youth Program Clubs, 4-H Events, instructional classes and any other programs that are offered to youth of all ages.

We are also actively working with our marketing department to ensure the Youth Programs website and Facebook pages are up to date with all current program marketing. The JBSA Today magazine promotes the Lackland Youth Programs large in house events and family events.

Unfortunately, there is limited space in the JBSA Today magazine, so all in-house, day-to-day afterschool preteen/teen program opportunities cannot be advertised. With all of those methods in place, be on the lookout for a monthly email containing the upcoming month's calendar of events!

## Installation & Facilities

**Q.** I live on JBSA-Randolph, and one night I went to the gym at

approximately 6 p.m. with my two boys and a neighbor. Our intent was to use the basketball court and practice on their basketball skills as they all attend JBSA-Randolph schools and are involved in school sports.

The fitness center apparently changed their system and my previously registered Common Access Card was unable to give us access. Once we managed to get inside, we were told that people were being turned away. I entered the gym with the kids with all of our military-issued ID cards, and we were immediately confronted by an off-duty fitness center employee, who politely told me that children under 18 who do not have a CAC are unauthorized to enter the facility and we would need to leave. I thanked them and we left.

The kids were disappointed because they wanted to work on their basketball drills. I recalled a court a few blocks away near the dining facility. We arrived at the court and turned on the lights, but they were not directed correctly to illuminate the court, and are in need of being replaced as 1/2 of them did not work.

I am an active duty officer and abide by the rules set out, regardless if I agree with them or not, and I understand that the Fitness Center has a policy regarding after-hours gym use. I humbly request a re-evaluation of this policy regarding the use of the gym as it does not, in my opinion, address the needs of JBSA-Randolph families. If the policy will not change, I request that the outdoor court be appropriately illuminated so that we can safely use the

FEEDBACK FRIDAYS continues on 13

# SAF/IE visits Joint Base San Antonio to discuss infrastructure

By Lemitchel King

502ND AIR BASE WING PUBLIC AFFAIRS

The Assistant Secretary of the Air Force for Installations, Environment, and Energy recently toured Joint Base San Antonio and met with leadership to discuss upcoming plans and initiatives for installation infrastructure including privatized housing and dorms.

The Honorable John W. Henderson, a professional engineer with 23 years of service in the U.S. Army Corps of Engineers, had a first-hand look at the issues members who work and live here are facing and to see the actions base leaders are taking to mitigate those concerns.

## Focus on privatized housing on JBSA

Base leadership and civil engineering professionals explained to Henderson the challenges associated with privatized military housing specifically at JBSA, including air quality and mold issues, quality of repairs, lack of preventive maintenance and qualified privatized maintenance staff, change of occupancy inspections conducted by the project owners, project owners' lack of funds for recapitalization, and finally, the perception that the military can't hold privatized owners accountable.

"Our first phase was to identify and fix the immediate problems up front," Henderson said.

Last year, the Secretary of the Air Force and the Chief of Staff of the Air Force directed commanders to conduct a 100 percent review of all housing, which generated nearly 5,300 housing work orders from 11,000 residents who allowed in-home visits. All of these work orders have since been successfully closed.

"The second phase was essentially going back and making sure that we had systems in place to address problems when they come up, so some of that is plainly the Air Force holding ourselves accountable for providing good oversight," he added.

In many cases, Henderson said, privatized housing management did not have enough qualified staff to do the necessary maintenance, and the Air Force lacked the ability to provide the increased oversight required to address the resulting challenges. Thanks to the funding recently approved by Congress, Henderson says they will be adding 219 government personnel back into the housing management function across the Air Force this year.

"Another way we held ourselves accountable was through an Inspector General inspection that highlighted necessary process and management improvement actions," Henderson said. "We combined the feedback from the commanders' inspections with the recommendations from the IG to establish 51 actions across five lines of effort to improve overall management of privatized housing at the Air Force level.

"We're also holding our project owners accountable for meeting the terms and conditions of the agreements they have entered in to," Henderson said. "We still have a lot of work to do with our project owners, but we can't do this without them."

**"I can give you our commitment, on behalf of the Secretary and senior leadership of the Air Force, that fixing this [privatized military housing] is a top priority and that we will keep working to hold our partners accountable until we get it right."**

**The Honorable John W. Henderson, Assistant Secretary of the Air Force for Installations, Environment, and Energy**

The Air Force is working with Congress, the other services, and privatized housing project owners on a number of programmatic efforts to improve privatized housing.

These efforts include the establishment of a Resident Bill of Rights, a common lease, dedicated resident advocates at each base, a formalized dispute resolution process, and renegotiation of performance incentive fees to give commanders and residents significantly increased say in this process.

The Air Force also recently approved nearly \$5 million to repair 300 historic units at JBSA-Randolph that were built before air conditioning and lacked adequate dehumidification and building envelope features of modern homes.

In addition to headquarters-led initiatives to improve privatized housing, JBSA leadership is also making changes based on recommendations from the Air Force Civil Engineer Center, including:

- ▶ Reviewing and disseminating moisture guidance provided by the Air Force surgeon general to all occupants
- ▶ Providing legal assistance with help from the Wing JA offices
- ▶ Establishing a resident council and providing training to council members
- ▶ Increasing oversight and inspections
- ▶ Wing leadership attending the ongoing Management Review Committees, or MRCs
- ▶ Participating in the annual budget review to focus on resident concerns
- ▶ Quarterly Commander evaluations
- ▶ Implementing a new system to track health and safety issues
- ▶ Identifying Military Housing Office needs and supporting key vacancies
- ▶ Monitoring Project Owner staff levels
- ▶ Completing monthly compliance checklists.

Henderson encouraged all Airmen and their families to utilize all available resources to report any issues they may be having.

"I think we should give the project owner a chance to know about the problems and fix the problems," Henderson said. "They're the ones who have the manning for this; they're the ones who have the resources for this. The first way to report an issue is in-person at the project owner's housing office or

through their online maintenance management site."

JBSA leadership urges residents to use the Satisfacts work order survey tool. Personnel who submit scores of 3.5 or less are contacted to discuss the reasons for the lower scores and corrective action taken.

If there is still no remedy, residents can turn to the Military Housing Office, the First Sergeant and chain of command.

"We also have a 1-800 number at AFCEC, a 24/7 hotline that goes right into the people at the Air Force Civil Engineer Center who oversee these partnerships," Henderson said.

"I don't think our residents feel like things are improving, which leads me to believe that we've got a long ways to go. I can give you our commitment, on behalf of the Secretary and senior leadership of the Air Force, that fixing this is a top priority and that we will keep working to hold our partners accountable until we get it right," Henderson added.

## Dorms as a weapon system

During a candid meeting with Henderson and other mission partner leadership, Brig. Gen. Laura L. Lenderman, 502d Air Base Wing and JBSA commander, also discussed the state of government-owned dorms at JBSA, including resources, quality of life, mission readiness and the financial perspective for the installation's Barracks, Ships and Dorms, or BSDs.

JBSA has the largest dormitory program in the Air Force, totaling 72 BSDs with more than 25,000 beds spanning permanent party dorms, basic military training dorms, technical training dorms and warrior transition barracks.

The long-term goal of Air Education and Training Command and base leadership is to align all BSD assets as a weapon system to influence the resources allocated. This direction also supports the 502d ABW Dorm and Training Campus Plan, a three-year effort to secure the funding from Congress needed to ensure base facilities, to include dorms and dining facilities, are safe and have the capacity to produce a lethal and ready force.

"The Air Force charged us with getting the BSDs in order, and this is what all students and residents of JBSA deserve," Lenderman said. "Part of that order is maintaining them like a weapon system. When we treat our Barracks, Ships and Dorms as a weapon system, it allows the Air Force and base to better prioritize where we apply our resources."

The plan begins with making sure that preventive maintenance and sustainment actions are effectively implemented, and currently, within JBSA, the staff has reached more than 95 percent compliance.

To compliment this effort, the wing has ramped up room inspections by BSD managers, and is working with unit leadership across JBSA to increase their monthly visits to BSD residents. Additionally, the wing is encouraging BSD residents to promptly identify facility issues to facility managers in order to expedite repairs. Leadership is also working to enforce

# Smoke alarms: a fire safety success story

By Ricardo S. Campos

JBSA FIRE EMERGENCY SERVICES

The fire safety success story of the past quarter century has been smoke detectors. The battery-powered smoke detector has reduced home fire deaths by half since its introduction on to the market.

According to the National Fire Protection Association, or NFPA, an estimated 94 percent of homes in the United States have at least one smoke detector in the home. The death rate has been 40-50 percent less than the rate for homes without smoke detectors.

While an essential part of any home is a smoke detector, practicing fire drills in the home is certainly a plus. Making sure everyone in the home can hear and recognize the sound of the alarm and knows how to react immediately for a safe evacuation.

The NFPA recommends that people with hearing impairments install smoke detectors with louder alarm signals and or strobe lights to alert them to smoke or fire.

## Mounting smoke detectors

▶▶ Smoke detectors should be installed at least on every floor of your home. This includes the basement, as well as in each sleeping rooms. Mount smoke detectors high on ceilings or walls.

▶▶ Ceiling-mounted alarms should be installed at least 4 inches away from the nearest wall, while wall-mounted alarms should be installed 4 to 12 inches away from the ceiling.

▶▶ For homes with vaulted ceilings, the smoke detector should be mounted at the highest point of the ceiling.

## Maintenance tips

▶▶ Replace the batteries in your smoke detectors once a year, or as soon as you hear the “chirping” sound. A good way to remember this is to change your batteries during daylight saving time in the spring and fall.

▶▶ Follow manufacturers recommendations by vacuuming or dusting the alarm to help it keep working properly. Hardwiring a smoke detector into the home’s electrical system should be accomplished by a

**While an essential part of any home is a smoke detector, practicing fire drills in the home is certainly a plus.**

qualified licensed electrician.

## Carbon monoxide detectors

▶▶ Often called the silent killer, carbon monoxide, or CO, is an odorless, colorless gas created when fuels, such as methane, natural gas, propane, wood, and coal burn incompletely. Sources that burn fuel in the home can include cooking and heating equipment.

▶▶ CO alarms should be mounted in a central location outside each sleeping area and also on every level of the home. Interconnecting all CO alarms through the home is the best insurance to ensure that when one sounds they all sound.

▶▶ Test your CO alarm at least once a month. If the audible trouble signal

sounds, check for low batteries. If batteries are low, replace them. If they continue to sound, immediately call the fire department and move to fresh air or open a window or door.

▶▶ If you do go outside, ensure all family members are accounted for and stay outside until emergency responders arrive.

For more information about smoke or carbon monoxide detectors, visit the National Fire Prevention Association website at

<https://www.nfpa.org/education> or contact the Joint Base San Antonio Fire Prevention Offices at JBSA-Fort Sam Houston at 210-221-2727, at JBSA-Lackland at 210-671-2921, or at JBSA-Randolph at 210-652-6915.

# FORT SAM HOUSTON

## Mutual aid agreements provide essential support

By Lori A. Bultman

502ND AIR BASE WING  
PUBLIC AFFAIRS

Joint Base San Antonio Fire Emergency Services currently consists of eight fires stations and 220 personnel who respond to more than 4,000 emergencies annually. While this may seem adequate, JBSA's stations are located so far apart that sometimes assistance is needed more quickly than their JBSA reinforcements can arrive.

"As a large joint base, under normal circumstances, we could support our internal fire response operations, but since JBSA locations are geographically separated, the response times could be significant," said Scott J. Ridenour, 502nd Air Base Wing deputy fire chief at JBSA-Fort Sam Houston. "Because of this, the 502nd Air Base Wing has established 17 mutual aid agreements with surrounding communities and has increased joint training efforts, as part of JBSA's P4 (Public-to-Public, Public-to-Private) initiative. This has improved communications, strategies and tactics, and firefighter safety between agencies who provide support if a significant emergency occurs on JBSA, and vice versa."

It is not often that JBSA requires assistance due to the base's strict compliance with building codes and National Fire Protection Association standards, its fire suppression and alarm systems, and the outstanding JBSA fire prevention team, but on occasion it is required, Ridenour said.

Typically, JBSA FES personnel request assistance from mutual aid partners for



COURTESY PHOTO

Firefighters from Joint Base San Antonio-Fort Sam Houston assist firefighters from the City of Windcrest in November 2019. In 2019, JBSA Fire Emergency Services assisted with 14 off-base emergency calls.

structure fires, hazardous materials incidents or wildland fires.

"We respond to various incidents at JBSA-Camp Bullis fairly regularly," said Darrell Dover, Shavano Park fire chief. "We typically respond to assist with brush fires and back up the EMS (Emergency Medical Services) provider to the post. I have only been the chief at Shavano Park for the last year, but in that short time, in the incidents that I have responded to with the firefighters from Bullis, you couldn't ask for a better group."

When it is their turn to provide mutual aid, JBSA fire crews are ready to step up for their partners as well, like the City of Windcrest, which has a small, primarily volunteer fire department.

"The (JBSA-Fire Emergency

Services-Fort Sam Houston) has been extremely helpful during mutual aid calls for structure fires as well as meeting training needs," said Dan Kramer, fire chief and emergency management coordinator for Windcrest. "At the moment, we do not have an aerial apparatus in our city. When the need for a ladder truck is found, the closest one that typically responds is Universal City. Fort Sam is much closer, and they have been able to provide us with the apparatus when it is needed."

Kramer is also thankful for the training opportunities JBSA has provided his department.

"They have offered the use of their burn facility for our firefighters to use for live burn training," he said. "Being a primarily volunteer fire department, this is sometimes

the only exposure to live fire our firefighters receive before meeting it in a real-world scenario."

In turn, the JBSA fire crews appreciate the experience they gain responding to requests from local fire departments. Since becoming the JBSA-Randolph deputy fire chief in April 2019, Robert Ashley has had the goal of getting his responders more experience off base.

"I want to get them as much 'real-world' experience as possible," Ashley said. "In our world, as federal firefighters, we typically do not have the quantity of significant calls per capita that our off-base counterparts have. However, we do exceed them in training opportunities, and we provide our community partners as much opportunity to train with

us as possible. It increases the cohesiveness and safety of our teams when we all work together.

"As you can imagine, on a large scale incident, the more resources you have the better off you are," Ashley added. "That applies whether we are helping a local community or they have come on base to help us."

Ridenour echoed the sentiments.

"We cannot do our mission without having these partnerships in place," he said. "Each fire department brings unique equipment, techniques and capabilities to the fight. Through training and meetings to discuss strategies, we develop the knowledge of what others have to offer, and when the time comes, we, and they, know who to call.

"I find satisfaction in knowing we get to put our training into play, we get to help our communities in a time of need, and hopefully we save those in need from injury or loss of personal property," he said. "We know someone is suffering when we are called upon, and our goal is to reduce that suffering and save as much as we can."

Helping each other in times of need is what the JBSA mutual aid agreements are all about.

"We are a small city, and to have the ability to utilize JBSA fire services in times of need is invaluable," Dover said. "I have worked in the fire service in the San Antonio area for 25 years. In that time, I have had the pleasure of working and training with firefighters from most all of the bases associated with JBSA, and they are all second to none. We are all very fortunate to have this great working relationship."



PHOTOS BY LUIS A. DEYA

*Lt. Gen. Laura Richardson, commanding general, U.S. Army North (Fifth Army) and senior commander, Joint Base San Antonio-Fort Sam Houston and JBSA-Camp Bullis, and Army North Command Sgt. Maj. Alberto Delgado, senior enlisted leader, JBSA-Fort Sam Houston and JBSA-Camp Bullis, place a streamer on the unit's colors during a unit birthday ceremony Jan. 10 at the Military & Family Readiness Center at JBSA-Fort Sam Houston.*



*From left: Spc. Dazhir Walker, 323rd U.S. Army Band "Fort Sam's Own;" Lt. Gen. Laura Richardson, commanding general, U.S. Army North (Fifth Army) and senior commander, Joint Base San Antonio-Fort Sam Houston and JBSA-Camp Bullis; retired Command Sgt. Maj. Willie Noles; and Army North Command Sgt. Maj. Alberto Delgado, senior enlisted leader, JBSA-Fort Sam Houston and JBSA-Camp Bullis, cut a cake to celebrate Fifth Army's 77th birthday Jan. 10 at the Military & Family Readiness Center at JBSA-Fort Sam Houston.*

# U.S. Army North (Fifth Army) celebrates 77 years

By Lori A. Bultman  
502ND AIR BASE WING PUBLIC AFFAIRS

It was 77 years ago when Fifth Army officially activated, Jan. 5, 1943, at Oujda, French Morocco. In 2004, with its rich, vibrant history that originated during the ongoing battles of World War II, Fifth Army became U.S. Army North.

To celebrate this distinguished Army's accomplishments over those 77 years, Soldiers, family members and civilians gathered at the Joint Base San Antonio-Fort Sam Houston Military Family Readiness Center Jan. 10 for a birthday celebration, which included a streamer ceremony.

Streamers are awarded to units as recognition for a display of heroism or meritorious service that is the result of a group effort, including campaign or war service.

During the ceremony, a narrator read the historic events which earned each of the Fifth Army's five streamers as they were placed on the Army North colors by Lt. Gen. Laura J. Richardson, commander, United States Army North (Fifth Army) and senior commander, JBSA-Fort Sam Houston and JBSA-Camp Bullis.

The first streamer placed was the

**Currently, U.S. Army North's mission is to conduct homeland defense, support civil authorities, and theater security cooperation with the Canadian and Mexican militaries in order to protect the United States and its interests.**

Naples-Foggia streamer, earned in September 1943, when, under the direction of Lt. Gen. Mark W. Clark, Fifth Army landed on the beaches along the Gulf of Salerno, Italy. Heavy fighting ensued, and on Sept. 16, Fifth Army joined forces with the British Eighth Army, together they fought their way to Naples, establishing and holding a line that would not break.

The second streamer placed was in recognition of actions at Anzio, Italy.

On Jan. 22, 1944, the VI Corps, under Fifth Army, made an amphibious landing at Anzio, Italy, behind the German line. Although the Anzio maneuver did not provide a breakthrough initially, the landing forced the Germans to use their tactical reserve and scarce resources.

At the same time, other Fifth Army

personnel held the line around Anzio and continued to press the Germans. In May of that year, allied forces planned an assault on the winter line, a drive which carried all the way to Rome, which eventually fell to allied forces June 4, 1944. The third streamer placed was for resiliency and dedication to duty in the Rome-Arno Campaign.

The Germans made their next stand along the North Apennine Mountains, where on Sept. 10, 1944, Fifth Army and allied forces, while reduced in strength due to the relinquishment of divisions for use in France, initiated a drive that broke the enemy line after a three-month campaign. These actions resulted in Fifth Army receiving the fourth streamer, the Apennines streamer.

The final streamer placed on the

guidon was the Po Valley streamer.

In the spring of 1945, allied forces pushed across the Po Valley in Italy while the German resistance began to crumble. Fifth Army and allied forces, made spectacular advances which ended with the surrender of German forces May 2, 1945.

Notably, at its inception at the height of World War II, Fifth Army was recognized as both an ethnically and internationally diverse force that contained units from Canada, Britain, France, Italy, Brazil, South Africa, India, New Zealand, Morocco and Algeria. In its smaller units were exiled forces from Poland, Greece, Czechoslovakia, and anti-fascist Italians. From the United States, came the Buffalo Soldiers of the 92nd Infantry Division and Japanese-Americans from the 442nd Regimental Combat Team.

Currently, U.S. Army North's mission is to conduct homeland defense, support civil authorities, and theater security cooperation with the Canadian and Mexican militaries in order to protect the United States and its interests.

Read more about the history of Army North (Fifth Army) at <https://www.armorth.army.mil/about/pages/history.aspx>.

# 2020 Special Olympics Texas Games slated for Morgan's Wonderland

By Olivia Mendoza Sencalar

502ND AIR BASE WING PUBLIC AFFAIRS

Texas law enforcement officers, military officials, and local civic and community leaders, as well as local cheer teams, came together at a press conference Dec. 10, 2019, to announce the 2020 Special Olympics Texas Summer Games will be held at the Morgan's Wonderland Event Center.

Morgan's Wonderland will once again host the summer games, from April 30 to May 3, 2020.

Last year, nearly 3,000 athletes and thousands of local and Texas athletes and guests made their way to San Antonio to compete. The athletes have been training for months and participating in local competitions to prepare for the 2020 games.

The Special Olympics Texas offers five sporting events — track and field, cycling, gymnastics, soccer and tennis.

Tim Martin, Special Olympics Texas chief executive officer, is honored to be back at Morgan's Wonderland for the second year in a row.

"Last year, Morgan's Wonderland hosted the summer games for the first



OLIVIA MENDOZA SENCALAR

*From left: Gordon Hartman, founder and CEO of Morgan's Wonderland; Capt. Casey Ryan, 502nd Security Forces Squadron operations officer; San Antonio Storm Cheer Team members; Brig. Gen. Laura L. Lenderman, 502nd Air Base Wing and Joint Base San Antonio commander; and Lt. Steven Dews, 502nd Security Forces Squadron public affairs representative, attend the 2020 Summer Games press conference at the Morgan's Wonderland Event Center Dec. 10, 2019.*

time, and it was a fun and safe environment for all the athletes," Martin said. "We expect to see an even bigger turnout in 2020. We can't wait to watch them play, enjoy themselves and to serve them as best we can."

Special Olympics Texas is an organization that changes lives through the power of sport by encouraging and empowering people with intellectual disabilities, promoting acceptance for all and by fostering communities of

understanding and respect.

"The San Antonio Military Community enthusiastically supported the previous games by providing hundreds of hardworking volunteers," said Brig. Gen. Laura L. Lenderman, 502nd Air Base Wing and Joint Base San Antonio commander. "By next spring, I expect our selfless service members will get involved again in very large numbers.

"Volunteerism is in our DNA; we as

military members love to give back to our local communities," Lenderman said. "I encourage everyone to get involved, whether it's by volunteering or simply by attending and cheering on the athletes. This is such a special, inspiring and worthy cause."

Gordon Hartman, founder and CEO of Morgan's Wonderland, is honored that Morgan's Wonderland was chosen to once again host the Special Olympics Texas' 2020 Summer Games.

Hartman explained that the Morgan's Wonderland Sports Complex is currently in construction adjacent to Heroes Stadium and will offer a variety of sports, including basketball, soccer and baseball. The 5-acre sports complex is designed for athletes with or without special needs and will be ready to welcome visiting athletes.

"The 2020 Summer Games constitute another great example of what we've said from get-go at Morgan's Wonderland: 'Together, we ARE making a difference,' " Hartman added.

For more information about volunteering for the 2020 Special Olympics Texas Summer Games, send an email to [Info@sotx.org](mailto:Info@sotx.org).



# U.S. Army Medical Center of Excellence welcomes new commander

By Tish Williamson

U.S. ARMY MEDICAL CENTER OF EXCELLENCE PUBLIC AFFAIRS

The U.S. Army Medical Center of Excellence, or MEDCoE, conducted a change of command ceremony Jan. 10, where Maj. Gen. Patrick D. Sargent relinquished command to Maj. Gen. Dennis P. LeMaster. The ceremony was hosted by Lt. Gen. James E. Rainey, commanding general, U.S. Army Combined Arms Center, at Joint Base San Antonio-Fort Sam Houston.

Dozens of current and retired general officers and community leaders were among the nearly 400 attendees who marked the event.

On the MacArthur Parade Field, directly across from the MEDCoE command headquarters building, more than 350 soldiers and staff officers in formation executed drill and ceremony such as “Pass in Review,” a display of custom and courtesy that is a long standing military tradition symbolizing a newly assigned commander’s inspection of their troops.

The soldiers on the field represented the more than 7,352 currently assigned to MEDCoE. There were also cannon salutes, a color guard, current and historical medical evacuation vehicles on display, and accompaniment by the 323rd Army Band “Fort Sam’s Own” during the event.

Sargent, the outgoing commander, is a combat-tested medical evacuation pilot who deployed numerous times in support of two wars, served as the 18th Chief of the U.S. Army Medical Service Corps and held many command positions at all levels during his 35-year career in service to Army Medicine. He was the first commander of the newly redesignated MEDCoE, as the unit recently changed its name from AMEDD Center and School and were realigned from the U.S. Army Medical Command to the U.S. Army Training and Doctrine Command with operational control under the U.S. Army Combined Arms Center in October 2019.

The organization traces its lineage to the Medical Field Service School that was founded at Carlisle Barracks, Pennsylvania in 1920 and will celebrate its centennial anniversary later this year with LeMaster as the new commander.

LeMaster, now the 19th Chief of the U.S. Army Medical Service Corps, comes to the MEDCoE from the U.S. Army Regional Health Command-Pacific, where he has served as commanding general and U.S. Army Pacific Command Surgeon since June 2018. LeMaster previously commanded Regional Health Command Europe and served as the U.S. Army Europe Command Surgeon in Sembach, Germany. LeMaster has also completed many operational deployments and commanded at every level from company to region throughout his 33 years of service to the Army.

During his remarks, Rainey lauded Sargent with the many significant accomplishments he has had over the



JOSE RODRIGUEZ

*Lt. Gen. James E. Rainey (center), commanding general, U.S. Army Combined Arms Center, passes the MEDCoE colors to incoming commander Maj. Gen. Dennis P. LeMaster (left) as outgoing commander Maj. Gen. Patrick D. Sargent looks on during the U.S. Army Medical Center of Excellence change of command ceremony at Joint Base San Antonio-Fort Sam Houston Jan. 10.*

last 18 months of command. He joked with LeMaster, who had been successful in the past taking over challenging units that had previously struggled, by saying that the only thing worse than taking over a standard unit and bringing them up to standard is taking over a great organization like the MEDCoE from a great commander like Sargent.

“He (Sargent) established the Medical Center of Excellence as the center of gravity for all Army Medicine,” Rainey said. “One of the great things about the Army is that we replace one great leader with another.”

Rainey related that the changing of a successful commander is a tradition in the Army indicating that no one person, regardless of their achievements, is bigger than the organization that will surely thrive despite a change in leadership.

“Dennis LeMaster is the perfect commander to lead the Medical Center of Excellence,” Rainey said. He also challenged LeMaster to “lead your organization well and continue to develop those around you.”

LeMaster expressed how humbling it is to follow in Sargent’s footsteps, whom he described as one of the most consequential and impactful leaders he has known in the last 20 years. “Today I am truly honored to pick up the torch and lead on into the future,” LeMaster said.

Sargent, who is retiring after 35 years of dedicated service to the Army, described how he is proud of the strides the organization has taken to modernize and reorganize since he took command. He admitted that, though it make look strange to others, he looks at the

new organization chart and sees that the organization is stronger.

“Stronger in that we are all well on your way to becoming a more integrated, more agile, more nuanced medical entity on behalf of the Warfighter,” Sargent explained.

MEDCoE is the Army proponent responsible to envision and design responsive Army Medicine capabilities, structure and doctrine that support the fielded force and the future force. MEDCoE trains, educates and inspires nearly 37,000 soldiers in over 360 training and education programs annually that include everyone from combat medics, doctors, and veterinarians to food inspectors, medical technicians, and hospital administrators.

Sargent related that he believes the most important thing the MEDCoE does is improving performance, care, health and the well-being of Soldiers. “Our most powerful weapons are our Soldiers,” Sargent asserted.

To conclude the ceremony, LeMaster, told the many MEDCoE, Army Medicine, TRADOC and CAC leaders, soldiers and civilians in the audience that he was eager to build upon the successes that the CoE has already enjoyed.

“During these times of unprecedented transformation across the Army, Army Medicine, and the Military Health System, the work that you have done and the work that we will continue to do in developing leaders, maximizing readiness, and integrating medical capabilities, capacity and solutions into the Army Modernization Strategy is essential to towards building the force of the future; an Army capable of multi-domain operations and large scale combat in multiple theaters, simultaneously.”

To learn more about the U.S. Army Medical Center of Excellence, visit <https://www.medcoe.army.mil>.

# Main BAMC Outpatient Pharmacy reducing wait time

By Lori Newman

BROOKE ARMY MEDICAL CENTER  
PUBLIC AFFAIRS

The Main Outpatient Pharmacy at Brooke Army Medical Center will implement a two-ticket system in February to improve the customer experience and reduce wait times.

“We want our patients to have the best experience possible when using the Main Outpatient Pharmacy,” said Army Col. Stacey Causey, chief of the BAMC Department of Pharmacy. “We believe this system will reduce our customers’ wait time, therefore,

improving their overall pharmacy experience.”

The Main Pharmacy currently uses the bank teller system, which requires patrons to wait at the pharmacy window while pharmacy staff members complete all the customers’ needs. The new two-ticket system allows patrons the option of dropping prescriptions off at the window and then picking them up when it is convenient for them.

“The two-ticket system is not new,” said Army Cpt. Jessica Darbouze, Main Outpatient Pharmacy officer in charge. “A lot of military pharmacies successfully use it, including

the pharmacies at our outlying clinics. This is just like any other retail pharmacy, where patients drop off prescriptions and then come back to pick them up.”

It should only take a few minutes from the time the patient receives a ticket until the time they are called to the window to drop off their prescriptions.

“The two-ticket system will give customers more freedom to do other things, like go get something to eat or go to another appointment,” Darbouze added. “They will no longer have to sit and wait to be called to the window and

stand there while the pharmacy fills their prescriptions.”

As soon as prescriptions are ready, the original ticket number will be called. Patients who decide to wait in the lobby will proceed to the pharmacy window to receive their prescription once called.

If the patient decides to leave the pharmacy, they can request a phone call or text message be sent to them when their prescriptions are ready for pickup. If they don’t have their ticket, upon returning they can go to the front desk to have it reissued and that ticket will be placed as a priority to allow

patients to quickly pick up their prescriptions.

In the coming days, the pharmacy layout will change to get ready for the improved workflow, however this should not affect pharmacy customers. The pharmacy will provide information and education to all patients on the new two-ticket system to better assist them when they visit the main pharmacy.

“We will be implementing small changes, so our patients will not experience any delays,” Darbouze said. “Our ultimate goal is shorter wait times and an improved pharmacy experience for our patients.”

# BAMC training helps Landstuhl nurses care for critically ill patients

By Marcy Sanchez

LANDSTUHL REGIONAL MEDICAL  
CENTER PUBLIC AFFAIRS

Critical care nurses at Landstuhl Regional Medical Center recently participated in training to familiarize themselves with Continuous Renal Replacement Therapies, or CRRT, to advance capabilities of LRMCMC’s Intensive Care Unit for patients with kidney failure.

A two-week training session at Brooke Army Medical Center at Joint Base San Antonio-Fort Sam Houston provided a pair of LRMCMC critical care nurses with hands-on training operating and troubleshooting dialysis equipment used in continuous 24 hour-per-day therapy. The training marks the first time LRMCMC ICU nurses have traveled overseas for CRRT training.

“BAMC has a fair amount of CRRT patients, as the Defense Department’s only Level 1 Trauma Center,” said Petra Wine, one of the critical care nurses who participated in the training. “We do need CRRT capabilities because it is our mission to stabilize our patients and then send them to the



MARCY SANCHEZ

*Army Maj. Julie Duffy (right), clinical nurse specialist, Intensive Care Unit, Landstuhl Regional Medical Center, prepares a cyclor used for Continuous Renal Replacement Therapies as Petra Wine, critical care nurse, provides instruction during CRRT training at LRMCMC’s ICU Dec. 19, 2019.*

limits the unexpected interruptions that may exist with real patients. For the ICU Nursing Team, the hands-on training received at BAMC with actual patients under supervision maximizes their exposure and competence to the modality.

“We need to be ready for our service members when they come and when they’re injured,” Wine said. “This is what we’re here for, so we should give them the best care we can and we need to train up so that we are ready.”

Eventually, the ICU hopes to develop more CRRT champions to evenly disburse responsibilities and provide 24/7 CRRT coverage at LRMCMC.

Although some cases of kidney failure are linked to illness and disease, acute intrinsic kidney failure is caused by physical trauma, such as vehicle accidents, leaving a dire need for nurses to be well trained in CRRT operation and troubleshooting.

“There’s constant ongoing training, and there’s a constant desire from the nurses to take care of these patients so they don’t lose those skills,” Wine said.

United States for further care.”

Wine, along with U.S. Army Capt. Arfan Malik, a staff nurse at LRMCMC’s ICU, are tasked to function as subject matter experts for CRRT training at LRMCMC to magnify current capabilities.

“It is essential for Army Critical Care Nurses to maintain their skill set, especially at LRMCMC, since we randomly receive patients from various locations throughout Europe, Asia and Africa who

may require CRRT,” Malik said. “There is also potential for nurses to fly with the patient and the Critical Care Air Transport Team if needed for better patient outcomes — even more reason for us to maintain our skills.”

As casualty rates from combat have decreased, the need for retraining focused on specialized care, such as CRRT, was recognized in the ICU. Additionally, the unique position of LRMCMC as an

American hospital on foreign land further complicates opportunities available for hands-on training outside the military treatment facility.

The intensive therapy and language barrier also complicates options for patients and their families, adding unnecessary stress to a difficult situation. Nurses may also be limited in their scope of practice at host-nation medical facilities.

According to Wine, simulation training for CRRT

# LACKLAND

## CSAF visits JBSA- Lackland during Standing Watch tour



*Staff Sgt. Eric Formolo (right), 341st Training Squadron instructor, gives Air Force Chief of Staff Gen. David L. Goldfein a tour of the Department of Defense Military Working Dog facility at JBSA-Lackland, Texas. Goldfein met with Airmen from the 37th Training Wing at Joint Base San Antonio-Lackland and visited other Air Force bases with Airmen who stand watch 24/7, 365 days a year, to show appreciation for their efforts and sacrifice, and to recognize and increase awareness of this vital mission.*

PHOTOS BY JOHNNY SALDIVAR



*Goldfein coins Staff Sgt. Eric Formolo, 341st Training Squadron instructor, while Formolo gives his unit patch to the CSAF at JBSA-Lackland.*



*Goldfein meets with Airmen at Joint Base San Antonio-Lackland.*

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court.

**A.** Thank you for bringing this to my attention. The 502nd Force Support Squadron is reviewing our current 24-access guidelines to ensure we meet the needs of our community while maintaining the safety and security of our facilities and its patrons. I will provide you with our way ahead by early next month.

Please reach out directly to my Force Support Group Deputy Commander, Lt. Col. Rahsul Freeman at rahsul.j.freeman.mil@mail.mil, who can provide interim updates.

Additionally, thank you for bringing the inoperable outdoor basketball court lights to our attention. CE electricians investigated the situation and have since repaired the lights and ensured they are aimed properly to provide adequate lighting to the outdoor courts.

**Q.** Several people object to putting Personally Identifiable Information, or PII, paper in bins for the commercial shredder because people (working at the recycling center) go through the bins checking the paper before recycling, which makes the process lack appropriate security. Is this true or an urban legend?

**A.** Thank you for your question as well as for your support of JBSA's recycling program. Our recycling team checks the PII bins in order to separate non-recyclable items from the recyclables. This is necessary due to recycling contamination that regularly occurs.

Although the blue and grey lockable bins are for Privacy Act/PII documents only, some members discard non-PII documents and materials in the PII bins. Some of the items that are filtered out include: plastic, glass, magazines, newspapers, post-it notes, binders, binder clips, document protectors, carbon paper, food-soiled paper, food scraps, candy wrappers, hazardous waste, and even biohazardous waste, to name a few. Not only are most of these items non-recyclable, but they can also damage recycling equipment, seriously harm our recycling team members, or can ruin otherwise good recyclable paper, which results in the material having to be destroyed instead.

Rest assured, our Qualified Recycling Program team members, along with all other document destruction-related facilities and equipment, must comply with all federal and state PII handling

and destruction laws, and our recycling staff receives training in this regard.

As an added measure of security, if a customer would prefer, they are welcome to bring their PII/Privacy Act documents directly to one of the three JBSA recycling centers and witness the shredding of their particular documents.

**Q.** A notice was recently placed on the front door at the JBSA-Medina Annex Gym that effective Jan. 1, the Medina Gym would be closing on weekends, but no one knows why. There was even talk that Medina Gym may be closing permanently or open only two or three days a week effective year 2020.

If Services would have taken surveys from customers or even attendance records, I'm sure it would show that Medina Gym is the most used gym at JBSA-Lackland. If Services is bound and determined to close a gym for what every reason, I would suggest they close one at main base JBSA-Lackland since there are three gyms open.

Closing the Medina Gym on the weekends would put additional burden on Security Forces concerning traffic issues since visitors are here for basic trainee graduations, gate closure on weekends, to force all personnel at Medina to go to main base on the weekend.

Also, trainees living at JBSA-Medina does not have privately owned vehicles available to them to drive to main base they would have to rely on the Medina shuttle which has been cut back to save funds. Please reconsider closing Medina Gym for the weekends.

**A.** Thank you for your feedback on the Medina Fitness Center. Our FSS staff closely monitored weekend patronage for the past year and based on routinely low headcounts and the associated operating costs, our FSS team is implementing adjustments to weekend operating hours.

Effective Jan. 5, the JBSA-Medina Fitness center is remaining open Saturdays from 8 a.m. to 4 p.m., but will close on Sundays/federal holidays.

Our Warhawk Fitness Center will remain open Saturdays and Sundays from 9 a.m. to 5 p.m., and 24/7 fitness access will be available at the Warhawk, Chaparral and Gateway Fitness Centers.

Please stop by one of these centers during normal operating hours to register your CAC for 24/7 Fitness Access. I'm optimistic that we can expand our 24/7 capability to include the JBSA-Medina Fitness Center by the end of FY20 and appreciate your commitment to physical fitness and

resiliency. Thanks again, and have a great workout!

**Q.** Can something be done to turn off traffic lights for the closed visitor center at the Harry Wurzbach East gate at JBSA-Fort Sam Houston?

Many times a day, the closed visitor gets green lights, which stops the traffic flow coming on and off JBSA-Fort Sam Houston. Having the lights change for a closed visitor center is unnecessary at this time.

In addition, can the traffic lights at that gate be adjusted to only change when there is a vehicle present?

**A.** Thank you for your question. Although JBSA-Fort Sam Houston does not own or maintain the traffic lights in that area, the 502d Security Forces Squadron routinely partners with the Texas Department of Transportation to evaluate the traffic light timing and suggest changes, which TXDOT then implements. 502d Security Forces Squadron meets with TXDOT monthly and will bring this traffic light concern up as a discussion item for action in their January meeting. We appreciate your feedback!

**Q.** Does anyone know why there is an influx of inbound traffic at the JBSA-Randolph gates off FM 78 and Pat Booker Road each morning from 7:30-8 a.m.? Sometimes the traffic is backed up for more than a mile. When the hours were staggered during the gate closures, the traffic ran smoothly. As it is now, there are numerous accidents taking place with such a rush of traffic.

**A.** Thank you for your question. Traffic flow at JBSA-Randolph and specifically at the gates are constantly changing, especially from Thanksgiving through New Year's Day. This is primarily driven by adjusted and staggered work schedules you mentioned, where groups of drivers may arrive earlier or later in the day.

We will closely monitor the traffic flow in that area and work with the Texas Department of Transportation to help ease the congestion at all gates as well as surging additional manpower to them to help expedite the flow of traffic, if required.

**Q.** With the construction that began last month at the JBSA-Lackland Valley Hi Gate, is there a plan to have the Selfridge West and East Gate hours of operation adjusted?

**A.** Great question! There are not any construction projects for JBSA-Lackland's Valley Hi Gate, but there is commercial traffic associated with a construction project to build new Military Training Facilities that will be

utilizing the "construction haul" road located adjacent to the Valley Hi Gate (Airmen's Gate).

Since there are no anticipated traffic concerns at this time, we have not changed hours of operation for Valley Hi or the hours for Selfridge Gates. There is the possibility of heavier than usual traffic along Valley Hi as construction-related traffic will be utilizing the center lane just outside the gate to turn into the dorm construction site.

Mission partners and visitors accessing JBSA-Lackland through the Valley Hi Gate may be impacted. If delays are encountered at the Valley Hi gate, visitors are encouraged to use other gates such as those located on Military Drive (Luke East/West, Selfridge East/West). If possible, personnel should also consider changing their reporting times with their supervisor. The construction haul road opened Dec. 16, 2019, and is expected to be in use through December 2020.

### Miscellaneous

**Q.** What is the purpose of the military base taxi, and are there limits to its usage? A co-worker of mine told me that "A" couldn't get them to pick "B" up from the Visitors Center to take her to our building on JBSA-Randolph because the Visitors Center was off base. "A" said that she asked if they could come if "B" went through the gate and waited and they said no. "B" got lucky because someone who was coming onto the base recognized her and gave her a ride to our building. If this is true, then someone needs to look into their process.

**A.** Thank you so much for sharing your concerns. Sometimes the name of the Logistics Readiness Squadron's "Base Taxi" service is misleading as it is better described as an "Official Taxi" with all usage in accordance with Department of Defense and Air Force policy.

This service is intended to provide transportation to personnel (military and Department of Defense civilians) conducting official business and Temporary Duty, or TDY, personnel who are authorized transportation between lodging (on or off-base) and their duty location or place of dining and shopping for essentials.

For permanent party military and civilians, transportation between a member's home and their duty location is a personal responsibility and is not

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supported via the Official Taxi, or other government motor vehicles, or GMVs, to include unit-assigned GMVs.

Currently within JBSA, there are no personnel authorized to use GMVs to travel to and from work from their home. In addition, Official Taxi drivers are not authorized to sponsor, escort or utilize the “trusted traveler” program for those individuals that do not have an installation access credential.

If you have any questions relating to official use of GMVs, please contact a ground transportation dispatch office at JBSA-Lackland at 210-671-3317/18; at JBSA-Randolph at 210-652-3477; and at JBSA-Fort Sam Houston at 210-221-9631/35.

**Q.** I was wondering what the current situation was with JBSA-Randolph Security Forces water? We were told that our water was unavailable due to payment reasons. In cases like this, would we be able to get water from other installations as a part of us being JBSA?

**A.** Thank you very much for your question. The current situation is that

drinkable water is now available in all 902d Security Forces Squadron’s temporary facilities that have no available drinking water. The squadron is also installing additional filtered water fountains within suitable facilities. In addition, our local commissary and shoppettes offer a wide variety of water products, so there’s no need to travel across San Antonio to acquire a favorite brand!

**Q.** I had a question about the uniforms being provided for civilian Department of the Air Force Defenders. We are being issued blue uniforms, and the same green plate carriers as our military counterparts. Soon, we will have tan Sig firearms that will be put in black duty belt/holsters.

Is there any way we could get some uniformity so that we aren’t so color mismatched? DAF that are deployed overseas are allowed to wear OCPs. Many of us would rather wear either OCPs, or be issued all black gear, including plate carriers and Sigs.

**A.** Thank you for your question regarding our civilian Defender uniforms. There is good news! In August 2019, the Security Forces Group Commander issued a policy allowing the wear of a second chance vest, with

trauma plate, inside a uniform color matched body armor vest carrier on the outside of the uniform. This configuration enables color matched uniformity while guaranteeing officer safety.

For enhanced responses, however, all JBSA Security Forces are required to have a green Level IV High Threat Harness Plate Carrier immediately available. The color of this plate carrier is green based on a “lesson learned” after the active-shooter incident at JBSA-Lackland in 2016. Off-base responding law enforcement could not easily tell who was a responding security forces Defender and who wasn’t. An agreement was made with local law enforcement for JBSA security forces to wear green plate carriers so local law enforcement could easily recognize responding security forces.

Regarding your question about the new M18 Modular Handgun color, we understand it will indeed be coyote-tan. The Air Force Security Forces Center is coordinating a new Air Force Instruction 31-118, Security Forces Standards and Procedures, that will replace Air Force Instruction 31-122, DAF Police/Security Guard Program.

The new guidance will include provisions for Civilian Defenders, to include duty gear requirements such as holsters and duty belts. As soon as we know what the new guidance for duty gear is, our Defense Forces Commanders will be sure to share it with everyone, so be on the lookout! **Q.** Why is the Family Recreational Vehicle Camp at Joint Base San Antonio-Fort Sam Houston used as a permanent residence?

During a recent stay at the Family Camp at JBSA-Fort Sam Houston, I spoke with several guests and found some of the things disturbing. One patron told me he lived at the camp for three years. He started as a geo-bachelor but divorced and never moved.

He also informed me of hospital patients living there along with a few others. The school bus runs through the camp to pick up children for school; that should be an indicator that a long-term resident is there.

My question is, should these patrons be allowed to have permeant spots on the instillation and have free utilities? In addition to people misusing the facility the conditions of some of the sites is awful.

For instance, there are dog pens on the site with fecal matter all over and overgrown grass because mowers can’t get in to mow and keep the areas. The

camp host and his neighbor are two of the residents that have been there, according to another guest, for 12 years running.

This is a camp, not a residential RV community. If they choose to live in the RV, that is perfectly acceptable but not at the Family Camp the facility was not designed for that purpose.

I was unable to make a 30-day reservation for this Fam Camp. One resident told me they use to make you leave for a week after your month and then you could return but that is no longer enforced. Having visited many Fam Camps, I know there is a limit to the length of stay (continuous) this is the norm and per regulation.

We all know there are exceptions to rules for special circumstances; however, someone needs to looking into the rules and how this Fam Camp is operating. I have family in the area and love to come for visits and should not be forced to stay at private facilities because there are individuals homesteading at JBSA-Fort Sam Houston.

**A.** Thanks for sharing your concerns about the JBSA-Fort Sam Houston RV Park. You are correct that military RV parks are built for recreational and not for residential purposes.

The JBSA-Fort Sam Houston RV Park operates using reservations, which are taken up to one year in advance for 74 spaces. Guests may stay for up to 30 consecutive days and may return to the park after 24 hours if space is available. Guests may not stay for more than 180 days in a calendar year.

Because the RV Park is so close to Brooke Army Medical Center, many guests undergoing treatment for medical issues are authorized to stay longer than 30 days. Other guests who PCS in/out often stay at the park temporarily while they await or clear permanent housing.

The school bus you saw stopped to pick-up children whose parents were in this category. There is high demand for the RV park during the winter as retirees come south in search of warmer climates.

If there are no spots available at JBSA-Fort Sam Houston, I encourage you to try our FAMCAMP at JBSA-Lackland where we have 42 RV spaces available.

Our staff addresses complaints about pets and all rules violations with guests as soon as they’re made aware. If the violations continue, guests are asked to

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leave immediately. If you see guests continuing to break the rules, please contact our RV Camp Manager, Marty Boulez, and she will address the issue directly.

We currently have two camp hosts on contract. They are tasked with providing oversight of the park when FSS staff is not on-duty. They are under contract for one year with the contract renewed annually at the discretion of the park manager. They provide a valuable service to our guests and are integral to good command and control of park operations. Thank you again for using our RV Park and for your valuable feedback.

**Q.** There has been a lot of talk at JBSA about the rise in suicides/depression/abuse/etc. Why don't we have the mental health counselors/chaplains/commanders send out uplifting positive and helpful tips and sayings on the base email, or put a positive uplifting thought on the base marquees periodically?

If we want morale to improve at JBSA then one way to do that is to send out positive uplifting messages, sayings, and

helpful tips and suggestions throughout the week. Build people up and tell them that they are cared about and important. I have been here at JBSA since 2010 and I have rarely seen any positive and uplifting sayings, helpful tips, or "I care about you" messages on the base emails, base marquees, base newspaper or JBSA Facebook page.

Also, actions speak louder than words. Let's talk the talk and walk the walk! Smile, build people up, and ask how they are doing. Send the message that JBSA cares about its people. Maybe have the base chaplains or commanders greet people at the gates and just say hi and have a great day.

Get the chaplains out into the units and cheer people up and make them feel cared about and important. I rarely have had a unit chaplain come by in my unit and just talk to the people and listen to them, shake their hands, and cheer them up! The chaplains and commanders and the base media need to get the positive message and vibes out there to JBSA. Just a suggestion!

**A.** I want to personally thank you for your concern for the welfare of our team. I absolutely concur that people are our best and greatest resource, and every member of JBSA is valued.

It is my hope that this weekly forum

for Q&A expresses and re-emphasizes just how valuable - and important - each person is at JBSA. We are truly committed to listening to you and offering solutions to issues.

One of my top priorities is to build an environment of inclusion and connection throughout JBSA, so that every member of our team, from our youngest to our most experienced teammates, understands how important they are and much we care about every single person in our organization.

Each of us can help ensure our teammates feel connected and show someone else that we care - through an uplifting word, a selfless act of kindness, a simple thank you, or a smile. Treating others as we would like to be treated is a great starting point for healthy, happy, and uplifted people within our workforce at JBSA.

During our weekly staff meeting and on our JBSA social media page, we do our best to highlight members of JBSA and find time to reflect. This includes messages of inspiration and connection. You can also find this sentiment on my Facebook page, @502d Air Base Wing Commander. I encourage commanders at all levels to look for opportunities to thank your teams and reflect.

Your thoughts and suggestions on

utilizing numerous communications avenues to help in this endeavor are important. At this time, the base marquees at JBSA-Fort Sam Houston display inspirational messaging, along with congratulatory messages to promotees, retirees and award winners.

Unfortunately, the marquees at JBSA-Lackland and JBSA-Randolph are currently inoperable, but actions are in place to have the marquees fixed. You can assure once fixed, the messaging at these two locations will mimic those at JBSA-Fort Sam Houston.

Regarding our helping agencies, chaplains and Religious Affairs personnel are embedded in units across JBSA. Our large mission footprint won't allow for each chaplain to be embedded in every unit; however, chaplains are always available for emergency and crisis responses or for individual counseling.

Our chapels offer programming for singles, families, married couples, religious education, worship services and observances to meet the spiritual needs of DOD members and their families.

Thank you again for your caring about our community and providing suggestions to help our team become better connected and inspired!

# RANDOLPH

## First embedded psychologist helps remote aviators reach their goals

By Sabrina Fine

502ND AIR BASE WING  
PUBLIC AFFAIRS

Alarmed by the high suicide numbers in the Air Force, Lt. Col. Eric Bissonette felt compelled to do something.

The 558th Flying Training Squadron commander at Joint Base San Antonio-Randolph oversees training of all Air Force and Marine remotely piloted aircraft pilots and basic sensor operators. Bissonette knows it is a stressful environment.

Dr. Julie Landry, the 558th FTS' first operational psychologist, strides to the front of the briefing room, on each students' first day.

Holding a green and black soccer ball, she shares that she is new and there has never been an embedded psychologist within the JBSA-Randolph aviation career training units before.

"I am going to throw the ball to you ... I am telling you this because I don't want it to hit you in the face," Landry says with a friendly smile.

After tossing the ball, she asks the recipient to stand and answer the question written on the ball that his or her left thumb has landed on.

One Airman answers, "If I was an ice cream flavor, which would I be?"

"Sherbet!" exclaims the Airman, then pauses and asks "Is that ice cream?" The class erupts in laughter.

The mood has shifted from stiff to playful. Sometimes Landry asks follow-up



SABRINA FINE

*Dr. Julie Landry listens to an Airman during a new student briefing at the 558th Flying Training Squadron at JBSA-Randolph. As the unit psychologist, she teaches students and staff resiliency.*

questions. Sometimes she lightheartedly teases the group.

Bissonette and Landry say this upfront introduction shows her as a member of the squadron: an approachable asset of the family.

"Everyone is concerned about taking care of the Airmen, and I think that at the heart of this is a unique and phenomenal way of taking care of our Airmen," Bissonette said.

Bissonette and his team

converted a pilot position into a civilian psychologist position.

"We got together as a team and we thought about what our students are going to be asked to do 10 months from now," Bissonette said. "That's how fast they are going to combat. They are asked to go to either watch or engage in combat somehow."

Despite not knowing anybody lost to suicide in the 558th FTS, he believes Landry can prevent potential suicides.

Reserve major. Previously, she was project director for the suicide reduction initiative at JBSA-Fort Sam Houston's Warrior Resiliency Program.

"We thought if we can save one person from suicide, if we can create that foundation for one person, we have done our job," Bissonette said.

Any 558th FTS Airman, student or staff, have the opportunity to see Landry.

"It's a great population to support," she said. "I feel good every day about who I am working with and the things that they are doing."

Bissonette says she teaches resiliency; she talks to the classes and warns them what they can experience and how their body or mind can react to trauma. Landry provides them with an emotional toolbox.

"The goal of having Dr. Landry here is to educate our students as to what they are going to do and experience," Bissonette said. "We want to build some resiliency and coping mechanisms and stress-management skills from a foundational point."

As for her soccer toss, it continues until every new student shares something about themselves. Nobody was hit in the face. They were prepared for what was in front of them.

"If there is anything at all that I can help you with, that's my job here," Landry said, speaking to 558th FTS' newest students.

"I am here to support you, and my office is just around the corner."

"It is a huge benefit to get anyone who is having an issue to speak with her, often on the same day," said Maj. Phillip Bush, Basic Sensor Operator Course director. "It is also great to break down the stigma that getting help can hurt your career. If the students can learn that here, they can effectively utilize psychologists and mental health in the future."

Landry served in the Army as a behavioral health officer and currently is an Army

# Retirement nears for ‘best of friends’ who devoted 80 years to mission

By Robert Goetz  
502ND AIR BASE WING  
PUBLIC AFFAIRS

Retired senior NCOs Tony Williams and Marilyn Cunningham first crossed paths when they were instructors at Sheppard Air Force Base, Texas, nearly 30 years ago.

Although they became the “best of friends right off the bat,” according to Cunningham, it wasn’t until later — at a party — that she discovered her good friend was also her secret admirer.

“Each of the girls invited a guy to the party,” Cunningham recalled, “and I introduced my friend Linda to Tony. She told me he was head over heels in love with me. I had no idea.”

So maybe it wasn’t a matter of mutual love at first sight, but it was just a matter of time before the best of friends became husband and wife.

Nearly 25 years have passed since Cunningham and Williams exchanged marriage vows, but before they reach their silver anniversary this year, they will share another significant milestone.

At 2 p.m. Jan. 31 at Joint Base San Antonio-Randolph’s Kendrick Club, Cunningham and Williams will be honored at a ceremony marking their second retirement — this time from civil service after long, rewarding military careers.

Both of them are finishing their civilian careers as acquisition program managers at Air Education and Training Command’s Logistics, Engineering and Force Protection Directorate, where they oversee contracts for various geographical areas. Their stint at the directorate marked the first time they have worked together since they served as technical training instructors at Sheppard in the



TECH. SGT. AVE I. YOUNG

*Marilyn Cunningham and her husband, Tony Williams, Air Education and Training Command Directorate of Logistics, Engineering and Force Protection acquisition program managers, pose for a photo in Williams’ workspace Dec. 23, 2019, at Joint Base San Antonio-Randolph, Texas. At 2 p.m. Jan. 31 at Joint Base San Antonio-Randolph’s Kendrick Club, Cunningham and Williams will be honored at a ceremony marking their second retirement — this time from civil service after long, rewarding military careers.*

early 1990s.

“We end as we began,” Cunningham said. “It came full circle.”

Cunningham, who rose to the rank of chief master sergeant, is a native of Belleville, Alabama, but she and her family left Alabama — which she still considers home — when she was 13 and settled in Akron, Ohio. She said she “knew nothing of the military” when she first talked to an Air Force recruiter in 1980 while she was attending Denison

University in Ohio.

“I was in college, running out of money and needed money to continue my education,” she said.

Just three weeks after talking to the recruiter, Cunningham started basic training at Lackland Air Force Base and soon entered the civil engineering career field when she attended technical school for training in electronics.

Williams had his eyes on a military career at an early age, no doubt influenced by family

members who served. He graduated from Solomon C. Johnson High School in Thunderbolt, Georgia, in 1976 and enlisted in the Air Force “right away.”

“I always had a desire to serve in the military,” he said. “I decided I would do that when I was in the seventh grade.”

Like his future wife, Williams chose the civil engineering career field.

“I had three career choices — rear gunner for the B-52,

missile support and civil engineering,” he said. “I took electronics in high school and liked it, so I chose civil engineering.”

Williams separated from the Air Force in 1982, but returned to active duty two years later as an electronic control specialist with the 14th Civil Engineer Squadron at Columbus Air Force Base, Mississippi.

After serving in various CE positions, Cunningham’s and Williams’ lives finally converged in 1992 at the 3770th Technical Training Group at Sheppard Air Force Base.

“I was instructing security alarms and Tony was in electronics,” Cunningham said. “We were training each other.”

After their wedding in May 1995, Williams continued in his position as technical training instructor at Sheppard, but Cunningham moved on to Osan Air Base, Korea, as NCO in charge of alarms maintenance with the 51st Civil Engineer Squadron.

However, they were reunited about a year later at Edwards Air Force Base, California, where Cunningham served as zone manager for the 795th CES and Williams as NCO in charge of the alarm element for the 95th Civil Engineer Group.

Cunningham and Williams feel fortunate that their separations were few when they were on active duty.

The toughest separation was during Cunningham’s assignment to Korea for a year, when her 1-year-old son’s only knowledge of her was through a photograph of her.

“But we were fortunate — we were only separated three times,” she said. “Separation is hard, and so is reintegration. A lot of couples get divorced, but we were fortunate not to be a casualty of that.”

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# Pilot Training Next's third class underway at JBSA-Randolph

By Jennifer Gonzalez

AIR EDUCATION AND TRAINING COMMAND  
PUBLIC AFFAIRS

Pilot Training Next begins the New Year with the start of the third iteration at Joint Base San Antonio-Randolph Jan. 8.

The PTN program is part of Air Education and Training Command's initiative to "reimagine" how learning is delivered to Airmen.

The third iteration consists of 16 students: 11 U.S. Air Force officers, two U.S. Navy officers, one U.S. Marine Corps officer, one Air National Guard, one Royal Air Force officer and 16 instructors.

PTN version three will build on the success of the first two classes by incorporating the newest learning theories such as time-space-retrieval, deep repetition and student-centered learning.

"We want to know what the required revisit rate is to ensure student pilots possess the basic skills they need to pilot an aircraft," Lt. Col. Ryan Riley, Det. 24 commander, said. "The more airmanship you build, the longer you can go between revisits."

PTN version three will also utilize the more advanced T-6B Texan II's for flight training. The use of the T-6Bs will test the ability to train formal training unit-ready pilots with combat, mobility, and special operations competencies taught earlier in the training curriculum.

"We must create pilots who can

**We must create pilots who can rapidly ingest complex information and perform. These planes will help us to create a better product at the end of the flying training pipeline."**

Lt. Col. Robert Knapp, Det. 24 operations officer

rapidly ingest complex information and perform," said Lt. Col. Robert Knapp, Det. 24 operations officer. "These planes will help us to create a better product at the end of the flying training pipeline."

Unlike the T-6As, which PTN previously used, the T-6Bs have advanced cockpits that PTN modified with an avionics system designed specifically for the curriculum. The U.S. Navy loaned the planes to PTN.

"This is a true strategic and symbiotic relationship with big wins," Riley said. "Both of our services need the best trained aviators who will excel at flying in a complex battlespace. This program is testament to this partnership and I'm very excited to have Navy and Marine students and instructors as part of our innovation journey."

The class is expected to run for six to eight months.

## INFRASTRUCTURE

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responsive customer service and communicating those expectations to the staff.

In addition to preventative maintenance and increased room inspections, additional resources are being focused on the BSDs. Starting in June 2019, the Civil Engineer in-house team undertook an effort to provide renovations to several dorms on JBSA-Lackland.

These renovations included replacing carpet with hard surfaced flooring, removing/replacing wallpaper, installing ceiling fans, and providing room dehumidifiers. All of these actions were focused on eliminating the potential for mold growth.

The Civil Engineer team also funded dormitory repairs across the Medical Education Training Campus at JBSA-Fort Sam Houston focusing on (1) Heating, Ventilation, and Cooling, or HVAC, upgrades, (2) fire protection repairs, (3) domestic water upgrades, (4) shower plan replacements and (5) flooring upgrade replacing carpet to vinyl.

In addition, through the Joint Base San Antonio Facility Board process, the 502d Air Base Wing has identified and implemented a JBSA-wide, multi-year BSD major recapitalization program. This effort is essential to ensuring that JBSA recapitalizes BSDs on a scheduled basis to ensure they operate more effectively and efficiently for many years into the future.

Keeping a safe and healthy living and

working environment at JBSA requires everyone to be active participants and base leadership is committed to improving the quality of life here. That means finding ways to communicate challenges as well as highlighting the good being done.

"My general impression is the team is working hard with limited resources and under difficult conditions here at JBSA," Henderson said. "Conditions aren't the best here and across the Air Force... we have taken on risk to infrastructure over the years through under-investment. Though we still have a lot more work, JBSA is headed in the right direction."

These efforts at JBSA are directly aligned with the Air Force Infrastructure Investment Strategy (I2S) that was approved by the Secretary and Chief of Staff of the Air Force last year. The strategy calls for increased funding to sustain, maintain, repair, and modernize aging infrastructure while using powerful analytics to proactively target investments to ensure they are made at the lowest cost-point in the life cycle of any given facility.

Congressional support for this strategy was evident in the approval of the Fiscal Year 2020 Defense Appropriations Bill that appropriated nearly \$2 billion in increased funding for Air Force facilities, a 40 percent increase over fiscal year 2019.

"This is a very positive sign for the condition of the facilities where we ask our Airmen to live and work, and an excellent first step in a long journey to address the challenges we face with our aging infrastructure," Henderson added.

## RETIREMENT

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Cunningham and Williams have earned numerous awards and decorations during their military and civilian careers, but they both point to their promotions to chief master sergeant and senior master sergeant, respectively, as moments they are especially proud of.

Cunningham said her greatest accomplishment was pulling together a dysfunctional team at Edwards Air Force Base consisting of carpenters and other

tradesmen.

"They weren't used to discipline, so they didn't like it," she said. "But I succeeded by being fair and following the rules. When people know what is required, it makes a big difference. To see that change was a wonderful thing."

One of Williams' most worthwhile assignments was serving as electronics superintendent and liaison between the U.S. State Department and the Egyptian air force.

"I was able to see how America relates to its foreign allies," he said. "Our objective was to show them how to save

money and get them to work as efficiently as we do."

The couple now look forward to a retirement filled with cruises, jazz concerts, theater events, volunteer work and fishing, one of Williams' favorite diversions.

"He loves to fish, and I despise fishing," Cunningham said, "but I like to sit by the water and read my books or listen to jazz. Then I'm happy as a pig in slop."

Both take pride in their service to country and cherish the many friends they have made along the way.

"As I reflect back, it's hard to believe almost 40 years have

passed since I first set foot on Lackland Air Force Base as a naïve, fresh-face member of the Air Force's newest Basic Military Training 'Rainbow Flight,'" Cunningham said. "What began as a four-year enlistment experiment gradually blossomed into a wonderful career and a lifelong commitment to the Air Force. Along the way, I was blessed with a wonderful daughter, an awesome son and a loving husband."

For Williams, serving in the Air Force was the fulfillment of a dream.

"To be in the military and wearing the uniform I

experienced a wide range of emotions from the pride of being in uniform and serving my country to belonging to a very elite brotherhood," he said.

Returning to the Air Force after his initial separation changed the course of his life for the better, Williams said.

"I guess God had a plan for me, because it was then that I met my loving wife Marilyn and started our family," he said. "Two of my greatest accomplishments in my life were marrying the woman of my dreams and serving in the Air Force, both on active duty and as a civilian."