

# ROBINS REV-UP

August 21, 2009 Vol. 54 No.33

## 5th CCG earns first Meritorius Unit Award

BY WAYNE CRENSHAW  
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The 5th Combat Communications Group puts a lot of emphasis on the “combat” part of its name, which is why the unit is gratified to win its first Meritorius Unit Award.

The 5th CCG, also known as the 5th Mob, has won numerous Outstanding Unit Awards, but the Meritorius Unit Award is more special because it specifically honors combat work, said 1st Lt. Stephen Gallagher, the unit’s executive officer.

He credited the award to the attitude of the 5th’s Airmen.

“I’ve been in the Air Force just over eight years, and I’ve never been somewhere where everybody just charged so hard,” he said. “Our Airmen do amazing work.”

The 5th has had troops continuously deployed since Sept. 11, 2001, Lieutenant Gallagher said, and it currently has troops at 20 locations around the world, including Iraq and Afghanistan. Even its commander, Col. Jose Rivera, is currently deployed.

The Meritorius Unit Award is a relatively new honor, created by the Secretary of the Air Force in 2004 to recognize units specifically for service either in a combat zone or

directly in support of combat operations.

The award is given to units that display “outstanding devotion and superior performance of exceptionally difficult tasks as to set it apart and above other units with similar missions.”

The award recognized the 5th’s efforts from June 1, 2007 to May of this year.

Among the numerous accomplishments cited in the award package were the unit’s efforts to improve communication and information sharing between U.S. and United Kingdom troops. Lieutenant Gallagher said it was a significant achievement for the 5th.

“We need to be able to talk to each other and work with each other, rather than just sit next to each other out in the desert,” he said.



## ‘Airborne for freedom’



U.S. Air Force photo by STAFF SGT. ROBERT BARNEY

Staff Sgt. Jared Keopp, 7th Expeditionary Airborne Command and Control Squadron flight engineer, performs a pre-flight check in Southwest Asia to ensure an E-8 Joint Surveillance Target Attack Radar System aircraft is safe to fly. Sergeant Keopp is deployed from Robins in support of Operations Iraqi and Enduring Freedom.

## HVM IN ACTION



U.S. Air Force photo by SUE SAPP

James Skipper works on the #4 engine of the C-130 undergoing High Velocity Maintenance here. See page 1B for more on the status of Robins’ HVM journey.

## Deployed Robins JSTARS unit surpasses 50,000 flying hours

BY AIRMAN 1ST CLASS  
DAVID DOBRYDNEY  
379th Air Expeditionary Wing Public Affairs

The 7th Expeditionary Air Command and Control Squadron has logged more than 50,000 hours of flight time since first arriving in Southwest Asia.

Deployed from Robins, since 2001, the 7th EACCS flies the E-8C Joint Surveillance Target Attack Radar System aircraft. Based on a civilian airliner frame, the JSTARS carries a 24-foot radar antenna beneath its fuselage. The antenna can be tilted to either side of the aircraft where it can develop a 120-degree field of view covering more than 19,000 square miles, and is capable of detecting targets at more than 250 kilometers (155 miles). The radar also has some limited capability to detect helicopters, rotating antennas and low, slow-moving fixed-wing aircraft.

Flying missions daily in support of Operations Iraqi and Enduring Freedom, JSTARS provides a constant surveillance umbrella over the area of responsibility, said Lt. Col. Alexander Koven, 7th EACCS commander.

JSTARS is unique among sur-

veillance platforms because it carries a crew that can process the information as it’s gathered.

“We can work on the data immediately because we’re right there, over the battlespace,” said Colonel Koven. “We have radio contact that connects us to the Air Force players and joint and Coalition partners, and immediately assess the information the radar is pulling in.”

Colonel Koven said JSTARS supports both today’s and tomorrow’s wars. “We support today’s war by generating tracks and sending them to the ground commander to help him perform what we call F2T2EA, which is Find, Fix, Track, Target, Engage and Assess. JSTARS supports tomorrow’s war by generating a wide-area ground picture that can be used to plan future operations.”

To Colonel Koven, reaching 50,000 flight hours is a big deal, no matter what the type of aircraft.

“It’s a significant milestone in aviation because of the effort involved in getting to that point. It’s a combination of the maintainers who keep the airplanes flying

► see JSTARS, 2A

## Base Windows Vista migration more than 50 percent complete

BY WAYNE CRENSHAW  
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Back in March, Robins was not looking particularly good in comparison to other bases when it came to the progress toward changing the operating system of the base’s 16,000 computers to Vista.

That job is supposed to be fin-

ished by Dec. 1, but soon after starting it in January, project managers in the 78th Communications Directorate realized they were on a pace that was not going to make the deadline.

A lot can change in a few months, however. Thanks to some high-tech resourcefulness, Robins has gone from bringing

up the rear of Vista deployment to being a frontrunner. A total of 60 percent of the computers on base have been switched to Vista.

“Back in March we were one of the last bases for percentage complete and as of today we lead AFMC for percentage complete, and we are second in the Air Force for the amount of PCs we’ve deployed,” said project

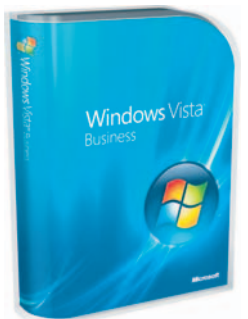
manager Jonathan Kaupp. “It’s a huge change. We’ve had other bases calling us and asking how we’ve gone from close to last place on the list, metrics wise, to leading pretty much everybody.”

The reason for the improvement is lean analysis and innovative thinking.

► see VISTA, 2A

### What to know

By the end of 2009, all computers at Robins will be running on Microsoft’s Windows Vista operating system.



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— courtesy 78th Security Forces

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### TWO-MINUTE REV

**Congratulations  
Robins staff sergeant  
promotees!**

For the complete list of promotees  
see page A5

### MUSIC



#### Congratulations

Annual concert series  
begins Sept. 8, B4

### RENOVATIONS



#### Pardon our progress

78th FSS efforts to mod-  
ernize facilities, A3

### INNOVATION



#### Back in the swing of things

Pine Oaks SoloRider  
allows quadriplegic  
golfer to play again, B3



# Changing culture

## Motivational speaker uses personal tragedy to stress importance of occupational safety

U.S. Air Force photo by SUE SAPP

Jeff Bell, motivational safety and VPP speaker, addresses members of the 402nd Maintenance Wing on Wednesday at the base theater. Mr. Bell's presentation, "Brian's Story," tells the true story of a preventable industrial accident that claimed the life of his son, Brian. The final three presentations will be offered to any interested party on base today at 8 and 10 a.m., and again at 1 p.m. The sessions last about 75 minutes.



## VISTA

Continued from 1A

At first they went with the traditional method of having someone go to each computer with a hard drive and make the change manually, which took up to three hours. It doesn't take a math wizard to figure out that with 16,000 computers and 10 people assigned to changing those over, the Dec. 1 deadline was nearly impossible.

Using lean analysis techniques and innovative thinking, the Communications Directorate team developed a process to automate the upgrade across the network.

This included scanning desktops to identify users' software and settings, automating the scheduling of the changeover with users, and loading Vista at night to minimize user disruption.

The end result, Mr. Kaupp said, is that Robins is doing with 10 people what other bases are doing with hundreds.

Robins simultaneously had several challenges to overcome.

The first was the result of a finding from an Operational Readiness Inspection, which stated Robins had software loaded on desktops without the appropriate licenses.

To remedy this finding, the team used the Vista transition as an opportunity to validate all software licenses, thus adding a significant workload to the process.

Another challenge was Robins' implementation of a consolidated help desk that optimized desktop support personnel, but reduced the manpower available for large projects. This forced the team to seek creative solutions to handle the 'surge' required for projects

of this scope, Mr. Kaupp said.

"Initially we were lagging very far behind because of the complexity of what we were trying to do," he said. "We were trying to use a way that no one else was using because of our consolidated help desk and our software issues as well. However, the time invested in planning and process changes on the front end is really paying off on the back end."

Cariren DesRocher, lead project manager for the Vista migration, credits the success to a dedicated effort that involves leadership, team members, and help desk technicians within the Communications Directorate, as well as organizations across the base.

"There's been tremendous cooperation and support from everyone," she said.

## JSTARS

Continued from 1A

these missions."

In addition to the members of the 7th EACCS, Colonel Koven thanked those outside the squadron who helped make the milestone possible.

"There is no way that we could have made it happen without force support providing us meals, security forces protecting the jets, or fuels crews keeping our tanks full. This milestone could only be reached with the support of the entire 379th Air Expeditionary Wing."

Reaching 50,000 flight hours, even over a span of eight years, was not an easy feat to accomplish.

"We have a lot of folks doing very difficult things," Colonel Koven said. "We have pilots who are landing aircraft after a long sortie, doing multiple air refuelings, keeping safe in airspaces that are not highly regulated. In the back end of the aircraft, people are



courtesy photo

**An E-8C Joint Surveillance Target Attack Radar System aircraft takes to the sky.**

working to generate actionable information for the ground forces."

For every mission a JSTARS aircraft completes, there are approximately six to eight hours of maintenance that must be completed. With missions every day, the JSTARS maintainers are always busy.

"We put so much into these planes, there is no stopping," said Crew Chief Senior Airman Mike Alberti, who has worked on JSTARS aircraft for the past seven years.

"We clean them, maintain them, and load fuel on and off them," said Airman Alberti, who has completed four deployments to

Southwest Asia.

Airman Alberti said both the jet engines and the radar system need constant attention to be mission-ready, noting that eight engines required replacement during a previous rotation. "It keeps us on our toes," he said.

Despite the long hours and exhaustive effort involved, Airman Alberti said he enjoys his job. "I think it's pretty cool. At home, it's all training. Out here, you have a great sense of accomplishment when you work all day on a plane and then watch it take off.

"It fulfills our motto 'Airborne for Freedom,'" Airman Alberti said.

## AFSO21 FOR THE SHORT FIGHT AND THE LONG HAUL

# Pardon our progress

## 78th FSS projects to modernize facilities, increase customer satisfaction

BY KENDAHL JOHNSON  
kendahl.johnson@robins.af.mil

One of the mantras of the 78th Force Support Squadron is “modernization” and its leadership is investing millions to prove it.

While customer satisfaction is his top priority, David Quinn said modernizing facilities and offerings is a close second.

“We like to challenge the way we do things and make changes, positive changes,” said Mr. Quinn, 78th FSS director. “It’s good for readiness, it’s good for retention, and it’s even good for recruiting.”

Mr. Quinn said he is continually evaluating what is being offered to the customer and how it’s being offered, and looking for ways to improve both.

“We aren’t trying to change the whole world overnight, but we are picking some areas that need modernizing and working toward achieving that,” Mr. Quinn said.

More than 40 projects have either been recently completed, are currently being worked or are in the planning stages. He said people need to be patient with inconveniences and understand that in the long term, the overhauls and renovations will improve services dramatically.

“There doesn’t seem to be a day where I don’t have some dealings with someone momentarily inconvenienced by progress,” Mr. Quinn said. “I am sure our customers see the big picture and know what we’re doing will only improve our operations.”

One of the biggest projects is improvements to lodging, an ambitious project that has been going on for more than a year.

The temporary lodging facility and visitor’s quarters, which hadn’t seen major renovations for many years, are being completely renovated. When finished, over \$2.7 million will have been invested in the upgrades.

In an effort to improve customer service in the production of Common Access Cards and ID cards in the Military Personnel Flight, the Defense Manpower Data Center is providing new printers, computers, cameras and privacy screens.

“While this will not speed the encryption process, it will assist in reliability of equipment, minimizing re-takes of photos, and in providing a smoother process,” Mr. Quinn said.

Another area receiving a major upgrade is the Fitness Center. The women’s locker room is being completely renovated, a project that will be completed in September. The outdoor fitness center track is being refinished, while the tennis, basketball and racquetball courts and aerobics floor have all been recently refurbished. In addition, the old gymnasium will soon be air conditioned.

“We are working hard to provide the best experience possible for our customers,” said Lesley Sparks, Fitness Center director. “We service about 3,000 people every day, so we need a modern facility with long-lasting and well-maintained equipment.”

Other projects include:  
►Adding ALOHA, a

payment system, to base eateries to allow customers to pay for meals via credit and debit cards.

►Replacing the Base Restaurant’s décor, including wallpaper, carpets and tables.

►Improvements to the Pine Oaks Golf Course, including new bunkers and cleaning up the fairways.

►Addition of “water park” elements, like new slides, to the swimming pool.

Money for the projects doesn’t come solely from taxpayer dollars.

Improvement funds are self-generated, coming from profits from FSS enterprises. For example, revenues generated from guests staying in lodging helps pay for the lodging upgrades, while profits from the clubs and restaurants will be used for modernization projects in those facilities.

One reason for the success in modernizing services is leadership support as well as the partnerships FSS has with other units and agencies, like the 78th Civil Engineer Squadron, the 78th Communications Directorate, Headquarters Air Force Materiel Command and Air Force Services Agency. Another reason is because of the freedom FSS employees have to be creative in seeking ways to improve areas.

“We care about our staff and work hard to empower them,” Mr. Quinn said. “We want them to listen to customers and make changes for the better. We want them to see what needs to be done and then be aggressive about seeing it accomplished.”



U.S. Air Force photo by SUE SAPP

Randy Smith, of Competition Athletic Fields, works on completing the outside curbing on the outdoor track at the fitness center. The track is currently closed for the renovations.



# Commentary

"If you tell people where to go, but not how to get there, you'll be amazed at the results."

— George S. Patton

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Stories and briefs must be submitted as a Word document. They may not exceed two pages, double spaced. They must be typed using the Times New Roman font, 12-point type, with 1-inch margins. All submissions will be edited to conform to Associated Press style. Submission does not guarantee publication.

Submissions must be received by 4 p.m. the Monday prior to the requested Friday publication. They should be e-mailed to

**78ABW.PARRevUp@robins.af.mil.**

Submissions should be of broad interest to the base populace. If there are further questions, call Kendahl Johnson at (478) 222-0804.

## DELIVERY

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## Commander's Action Line

The Action Line is an open-door program for Team Robins personnel to give kudos, ask questions or suggest ways to make Robins a better place to work and live.

The most efficient and effective way to resolve a problem or complaint is to directly contact the organization responsible. This gives the organization a chance to help you, as well as a chance to improve their processes.

Please include your name and a way of reaching you so we can provide a direct response.

Anonymous action lines will not be processed. Discourteous or disrespectful submissions will not be processed. Action Line items of general interest to the Robins community will be printed in the Robins Rev-Up.

For more information on the Action Line, visit <https://wwwmil.robins.af.mil/actionline.htm>.

To contact the Action Line, call **926-2886** or for the quickest response, e-mail [action.line@robins.af.mil](mailto:action.line@robins.af.mil).

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## In My Own Words...



**David Stroud**  
402nd MXW  
electronics mechanic

*Today's thoughts are from David Stroud, an electronics mechanic in the 402nd Maintenance Wing who works on Airborne Warning and Control System electronics. He took time out to talk about...*

### integrity

It's hard to get people to work for you if you don't have integrity, because they see that, and they figure why should they have integrity if you don't.

I learned everything about integrity being in the Navy. When I was in the Navy, I liked to do the jobs that everyone else was scared of so that I could learn from peo-

ple in those areas.

Integrity is also about paying attention to the senior technicians who care about their jobs, because you sure don't want to learn from someone who doesn't care. I don't like working with someone who doesn't care about his work or when everyone around you is just punching a clock.

Doing what's right when nobody is looking, that's something I think is important.

When I fix something, I try to fix it like my name is going on it. I don't want to just fix it and get it out the door. I want to fix it and have it stay out in the field for a long time.

This is a regular feature in which Team Robins members are asked to give their thoughts on targeted areas of improvement. Those areas are trust, successful communications, grievances, recognition, teamwork, success, integrity, fairness, the big picture, diversity or other subject of interest. If you would like to participate, call Wayne Crenshaw at 222-0807 or e-mail him at [wayne.crenshaw.ctr@robins.af.mil](mailto:wayne.crenshaw.ctr@robins.af.mil).

## Leadership in challenging times

The world in which we live and work is more dynamic, complex, technology dependent and remotely managed than ever before, but we still need analog leadership in a digital world. Technology puts more information at our fingertips, meaning we can accomplish much of our work without direct contact with another person.

Yet, Airmen facing the challenge of getting results for themselves and others require direction, motivation, purpose and encouragement in ways that are as old as man.

Our Air Force is a part of this technologically detached world. And our reality is we've continuously engaged in deployed combat operations since August 1990, while accomplishing other required global missions and sustaining readiness at home station. Include in this environment a mismatch of mission and resources, where there seems to be more to do with fewer people, increasingly less reliable equipment and less time to accomplish tasks.

When you add this all up it's not surprising our people are reflecting growing frustration with their situation and, sometimes, with their leadership. Meanwhile, leaders feel some of

the same pressures as their Airmen, plus the leadership challenge itself.

Recent anecdotal and scientific feedback reflects varying degrees of discontent among Airmen and their leaders, such as "our operations tempo is too high;" "we don't have enough people;" "we can't get the job done without cutting corners, but are threatened if we do;" and, "we don't have enough money to buy even the basics."

So, what do leaders do with this information? First, these comments reflect how people feel and what they believe to be true. Second, their impressions may not be accurate, but that doesn't change the fact leaders need to address them. Perceptions tend to be like rumors and jokes. Rumors may not be completely accurate and jokes may be made in jest, but there is usually an element of truth in both.

As data and word of mouth show, Airmen are concerned about operations tempo and resources.

This situation, no matter how we perceive it, is being played out against a backdrop of world media competing to see who can make things sound the worst. Our nation is in difficult economic straits, and our service will be

impacted as resources are redirected to the financial challenges we are facing.

Has this ever happened? Of course, but for most Airmen, half who entered active-duty after Sept. 11, 2001, this is the first financial downturn that is affecting them.

What leaders can and must provide in this environment is perspective.

Our Air Force faced difficult financial times in the past and weathered those storms to remain the world's most respected air and space force.

The post-Vietnam 1970s saw bases deteriorate and pay and allowances fall behind civilian counterparts during a period when the U.S. military's image was tarnished by an unpopular conflict. Following the Soviet Union collapse and Desert Storm triumph, we saw a "procurement holiday," in which the nation collected a peace dividend and investment suffered.

So what is our situation as we look at a somewhat difficult road ahead?

We have a high operations tempo. We have fewer people than in the past, with some significant mission growth—Unmanned Aircraft Systems, space, special operations, cyber-

space, and Global Strike Command stand up.

We have older, increasingly less reliable systems to maintain and operate, and flat or declining budgets are likely for the foreseeable future.

Will we survive this crisis? You bet we will. How? By being the Airmen and leaders we're trained to be, and by not taking counsel of our fears or allowing Airmen to take counsel of theirs.

The situation we find ourselves in is not nearly as important as how we react to it—and that depends to a large extent on how we "call it."

In a recent presentation regarding the fiscal challenges we are likely to face, Air Force Chief of Staff Gen. Norton Schwartz said, "... thinking is free.

Austerity is not our enemy. Inability to think creatively and ask hard questions is the enemy."

Are we working too hard? Frankly, such an idea is foreign to our very ethos as warrior Airmen. We have a mission we have accepted, and we will do everything we can to accomplish it successfully.

—This is an excerpt of a commentary written by Gen. Roger A. Brady, Commander, U.S. Air Forces in Europe.



**What college football team are you pulling for this season?**



**Don Shephard**  
406th SCMS

"Bulldogs. This might be a tough year though."



**Marie Durden**  
78th CCS

"University of Georgia. I don't really keep up with football but that's my husband's favorite team."



**Nathan Goolsby**  
WR-ALC/DP

"Alabama. That's my favorite team."



**Senior Master Sgt. Gregory Brown**  
78th CCS

"University of Nebraska. That's my home and I'm a lifetime fan. I think they'll be 11-2 and go to a bowl game."

## ► IN BRIEF

### STAFF SERGEANT PROMOTION PARTY

A staff sergeant selection party will be held today at 3 p.m. at the Museum of Aviation's Century of Flight Hangar. Cost is \$15 for selectees. Family members, supervisors, friends and co-workers are encouraged to celebrate with their Airmen on their selection into the NCO corps. A reception will follow at the museum's picnic pavilion.

### MILITARY TUITION ASSISTANCE DEADLINE

The end of the fiscal year is fast approaching and the Education and Training Section must cut off military tuition assistance in order to balance its budget. All military members wishing to use tuition assistance for classes beginning on or before Sept. 30 must submit their tuition assistance forms not later than Sept. 4.

Military personnel who have classes that begin on or after Oct. 1 can continue to request tuition assistance

since these classes will be funded from fiscal 2010 funds.

For more information call 327-7304.

### POW/MIA RECOGNITION CEREMONY

The 2009 POW/MIA Recognition Ceremony will be held Sept. 17 in the Museum of Aviation's Century of Flight Hangar. Breakfast will be at 9:15 a.m. and the ceremony at 10 a.m. Cost is \$5.

The guest speaker will be Tommy Clack, a retired

Captain, Vietnam War Veteran and triple amputee. For more information call Dave Cowles, 327-3476; Danny Johnson, 926-5702 or Senior Master Sgt. Scott Ward, 926-7904.

### ROBINS TOASTMASTERS

The Robins Aerospace Toastmasters will meet Wednesday from 11:30 a.m. to 12:30 p.m. in the main conference room of Bldg. 1555. Everyone is welcome.

For more information on the Robins Chapter visit [aerospace.freetoasthost.us](http://aerospace.freetoasthost.us).

## ROBINS STAFF SERGEANT PROMOTEES

Mike Alberti	Anthony Evans	Thomas Lee	Brett Schroder
Christopher Alexander	Lindsay Fallon	Jonathan Leon	Michael Scott
Shane Anderson	Jordan Farrand	Sandra Lincoln	Shawn Scrivens
Patrick Aranda	Ryan Francis	Natasha Lomax	Khaalid Simpson
David Arline	Brenda Franklin	Nicholas Lonadier	Joshua Skelton
Joshua Arnett	Trenton Franklin	Jonathan Loring	Kelaine Smith
David Arthmann	Brian Frazier	Nancy Lucas	Blanca Solis
Jason Bailey	Valerie Frazier	Alicia Mack	Russell Southard
Paxton Baker	Heath Fulmer	Ladarius Malone	Rodrigo Soza
Michael Batchkoff	Patrice Gadsden	Tamika Martin	Samuel Sparks
Cornelius Bostic	Curnita Gailliard	Jace McCorkle	Samuel Speth
Jessica Bovard	Jeremy Gephart	Kerry McKenzie	Marion Stephens
James Bowen	Dylan Gillo	Christopher Mercier	Jeffrey Stevens
William Brakebill	Roger Girtman	Melissa Miller	Matthew Stewart
Timothy Breeden	Joshua Glasgow	Chantell Moody	Christina Stimpson
Desmond Brooks	Shawn Godwin	Martha Moore	Lonnie Stringer
Nicholas Broome	Maryann Goings	Clifford Morey	Otis Sutton
Michael Brown	Nikki Gordon	Scott Murphy	Michael Swab
Russell Burns	Daniel Graise	Jessica Musgrave	Stephen Swircek
TaShawn Burns	Phillip Greenburg	Mary Ann Nelson	Josiah Thomas
Alvin Burton	Hildo Gutierrez	Garret Nicholas	Valente Thompson
Tameika Butts	Julian Hammie	Joseph Nobles	Arik Tipton
Christopher Cadigan	Andrew Harrell	Thomas Noonan	Jonathan Torres
Adrian Chapman	Amanda Harris	Kiera Norton	Nicholas Ullo
Maurice Collins	Matthew Harris	David O'Connor	Miller Valdez
Corey Cowell	Christina Herron	Jeremy Page	Brian Van Stee
Jason Craig	Linda Hildebrand	Bradley Panton	Shane Vandewark
Nicholas Cray	Glenn Hinton	Ryan Pearson	Shawn Vangorder
Bradley Cummings	Chris Hollingsworth	Ian Perkins	Austin Waddell
Anna Daily	Jayson Huinker	Willie Perryman	Drew Walker
Brandi Davis	Nathan Iverson	Matthew Plank	Lincoln Ward
LaQuann Davis	Khenz Jacinthe	Frank Pogue	Benjamin Watson
Quentin Davis	Bridgett Jackson	Alexander Poore	Jacob Weed
John De Jesus	Garrison Jones	Joshua Ray	Jennifer Weede
Joseph Deal	Joshua Jones	Megan Renadette	William Wilcox
Christopher Derstine	Keith Jordan	Earl Richards	Ann Wilgosz
Ashley Desplinter	Melendez Joy	Faith Richardson	Joshua Wilkerson
Timothy Deyton	Stephanie Kern	Raymond riker	Duren Williams
Christopher Dial	Ian Khaleel	Antonio Rivera	Mandy Williams
Salome Douglas	Eric Klingenberg	Patrick Robinson	Deron Wilson
Glen Eason	Jarrod Kologinsky	Justina Rowell	Krystle Winters
Daryl Edison	Cedric Koonce	Robert Samuel	Hyon, Yi
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### WINGMEN WANTED

ASIST – 926-2821; 327-8480

EAP – 327-7683; 926-9516

AIRMAN AGAINST DRUNK DRIVING – 335-5218; 335-5236; 335-5238

## RECYCLE THIS PAPER





The first validation aircraft to undergo HVM is shown in hangar 44.

U.S. Air Force photos by SUE SAPP

## Robins HVM in motion



Ken Darsey, inspector, checks for cracks, corrosion and other damage.



Michael Kazenstein, HVM workflow team lead, checks computer screens to keep track of daily progress and flow on the aircraft.



Robert Blizzard works on the hinge pins for the leading edge of the C-130.



L-R, Casey Medders and Josh Benton clean and put new seals on the C-130's main landing gear inspection window.

## Inclusion strategy gives maintenance workers ownership in HVM

BY WAYNE CRENSHAW  
wayne.crenshaw.ctr@robins.af.mil

High Velocity Maintenance marks a major shift in the way work is done at Robins, and therefore the planning for it has involved the highest level leaders here, but has also included significant input from frontline maintainers.

Several C-130 maintainers served on the workflow team that developed the detailed plan for how C-130s and other aircraft will be maintained in the future. Both maintainers and base leaders said it was essential for the success of HVM to include the input of those who will actually do the work.

"Once you are comfortable in something - I don't care if it's your favorite chair at home or the job you do - when you become so familiar with that, and somebody comes in and wants to change that, there's a huge resistance," said Michael

Kazenstein, the workflow team lead. "That's really the challenge in making that change. Having these guys build this process was a step in breaking down those barriers. It's their process and their schedule."

The biggest change with HVM is rather than bringing in C-130s every 5 to 6 years for an average of 164 days of programmed depot maintenance, the planes will come in every 18 months for a much shorter time. HVM, which is patterned after the method used by commercial airlines, is expected to reduce the overall downtime for aircraft by half or better.

Eventually HVM is expected to extend to other weapons systems at Robins and throughout the Air Force. The first validation aircraft here, which arrived July 31, is the first in the Air Force to undergo the HVM process.

The task of the workflow team was to map out a detailed

schedule of how the work would be done. Previously, Mr. Kazenstein explained, the order of work was largely at the discretion of the supervisor. Under HVM, the order is specifically mapped out so that everyone knows exactly what will be done each day, which provides numerous benefits. The appropriate personnel can be scheduled for each day, for example, and all of the necessary tools and parts would be made available based on the job being done that day. A key aim of HVM is to keep the mechanics working on the plane rather than chasing down tools and parts.

A computer screen on a wall near the plane gives a detailed breakdown of the day-by-day schedule and the progress of each job.

Mr. Kazenstein compared it to assembling a piece of furniture out of a box. The difference between HVM and the previous method, he said, is the difference

between assembling the piece of furniture by what seems the most logical way versus assembling it using the step-by-step directions. Those step-by-step instructions for C-130 PDM are what the workflow team developed.

"The joke is that guys don't look at instructions so when you're done putting something together you have a handful of parts leftover," he said. "If you don't follow this, you are going to end up with a handful of parts left over."

C-130 maintainers who served on the workflow team said their participation was necessary to make HVM work.

"I think it's going to be a good thing once we get all of the bugs worked out," said aircraft mechanic Scott Deen.

Mr. Kazenstein agreed that there have been some problems found with the process, but he said that was to be expected. Overall, he said, the work on the

first validation aircraft is on track and a lot of work has gotten done on the plane in a short amount of time.

To him, it shows just how much can get done once all of the issues are worked out.

"It is encouraging to see what we can do when we get this right and are following that process," he said.

After the current validation aircraft is completed, two more C-130s are scheduled to come in for HVM maintenance, then next spring the process will be evaluated and a decision will be made on pushing the HVM program forward.

Bob Farrell, an HVM team member, had high praise for the efforts of the workflow team and its contributions to making the program work.

"We've had a lot of the flight-line blue collar guys involved in this process, and that helps get support from the workforce," he said.



## 78th FSS BRIEFS

### SUNDAY

**Texas Hold 'Em Sundays in the Heritage Club.** Sign-ups start at 1:30 p.m. with games beginning at 2 p.m. Cost is \$10 for members and \$15 for guests and includes salsa and chips. All ranks and grades are welcome. For more information call the Heritage Club at 926-2670.

### TUESDAY

**Lunch buffets are held every Tuesday through Friday** from 11 a.m. to 1 p.m. at Horizons. Cost for hot lunch or salad bar is \$6.50 members and \$7.50 nonmembers or for both hot lunch and salad bar \$7.50 members and \$8.50 non-members. Lunch is open to all ranks and grades. Show your club card and receive 10 percent off your purchase. For more information call Horizons at 926-2670.

### WEDNESDAY

**Every Wednesday is "Wacky Wednesday"** with horse races and hard luck games. Both events will begin at 7:15 p.m. Joint Forces Bingo is located in the east wing of the Robins Enlisted Club. The hours are Tuesday, Wednesday, Thursday and Friday with games starting at 7:15 p.m. Games begin at 2:45 p.m. on Sundays. Enjoy bar bingo five nights a week at 6 p.m. Anyone with an active duty, reserve, guard, retired, DOD or family member identification card is eligible to play. The entry fee is free to all Robins' club members, bona fide guests and active duty or retired widow club members and \$5 for eligible non-club members. For more information call the enlisted club at 926-4515 or 926-1303.

### UPCOMING

**A Gourmet Night will be held Aug. 28 in the Georgia Room at Horizons.** The menu, created by Chef Douglas Goodridge, will be served at 6 p.m. and will include eight ounce filet beef stuffed with Stilton cheese and burgundy sauce, Duchesse potato, white and green asparagus, lobster Thermidor in vol-au-vent shell and white and dark chocolate mousse. Cost is \$45 per

person or \$65 per couple. Limited seating is available for the first 25. For more information call Horizons at 926-2670.

**A lodging sale of individual items will be held Aug. 28 in Bldg. 667** from 11 a.m. to 2 p.m. All items are priced as marked and will be cash and carry only. For more information call Pine Oaks Lodging at 926-2100.

**Family Night Bingo will be held Aug. 31** at the community center in the Heritage Club. Doors open at 5 p.m. and games start at 6 p.m. Cost is \$4 per game pack, limit three packages per person. All children receive a door prize. To learn more call 926-4515.

**Show your patriotism and wear red, white and blue during the Robins 2009 Freedom Walk** Sept. 11 starting at 8 a.m. Meet in the parking lot across from the HAWC. This walk is open to all active duty, reserve, ANG, retired military and DOD civilian members and their family members who have access to Robins. Participants can sign up at <http://www.operationhomefront.net> by clicking the Freedom Walk banner on the right side of the page and the selecting the state of Georgia. For more information contact Senior Master Sgt. Gary Hunkins at 926-1256.

**Dog obedience classes will be held beginning Sept. 17** for 10 weeks at the youth center. Cost is \$50. For more information please call 953-4488.

**Let's Celebrate Summer Bash will be held at Robins Park Sept. 26** from 4 to 8 p.m. This event will include rides, attractions, face painting, games and prize drawings. Ambands cost \$5 and gives unlimited access to all attractions. Rides will include a carousel, turbo swing, roaring river water slide, wave of fire slide, rock & joust, lane bungee, rock wall, trackless train, space shuttle obstacle, jungle combo, wacky world, jungle playlite, little tykes city and chip shot challenge.

## Service with a smile



U.S. Air Force photo by SUE SAPP

**Lolita Glover, manager of The Afterburner, serves a vanilla latte to a customer. The Afterburner, which proudly brews Starbucks coffee, is open Monday-Friday from 5 a.m. to 2 p.m. and is located in the Base Restaurant, Bldg. 166 on Byron St. It also offers a variety of other hot and cold beverages, pastries and snacks. For more information call 222-7827 or 926-6972.**

Entertainment will in the Air Force Reserve Generations band. Prizes will include a laptop, Blue Ray DVD player, Wii and balance board and more. Food and beverages will be on sale. For more information call the community center at 926-2105.

**An Operation Kudos (Kids Understanding Deployment Operations) will be held Sept. 26** from 10 a.m. to 3 p.m. Buses will meet promptly at 10 a.m. at the Heritage Club parking lot. This event is open to children ages six – 18 years old (must be accompanied by an adult). Please register by Sept. 14 as this event is limited to the first 100 sign-ups. For more information contact Senior Master Sgt. Gary Hunkins at 327-7506 or Tech. Sgt. Michelle Main at 327-7691.

### ONGOING

**The Heritage pool, which is open now** through Sept. 13 will be

open Tuesday – Sunday from noon to 7 p.m. and closed on Mondays. The Heritage pool will be open on Labor Day Sept. 7 from noon to 7 p.m. Daily pool passes are \$2 per person. The Horizon pool is closed for the season. For more information call outdoor recreation at 926-4001.

**There is no waiting!** Spaces for children ages newborn - 5 years old are now available in the Child Development Center East and West. Call CDC-East at 926-5805 or CDC-West at 926-3080 for immediate placement.

**The Airman and Family Readiness Center holds classes each month in Bldg. 794** for active duty, retired, spouses and family members. A group pre-separation counseling briefings (mandatory) will be held Aug. 27 from 1 to 2 p.m., team building on Aug. 25 from 3 to 4 p.m. (taught by the MFLC),

resume writing class and VA DTAP briefing from 9 to 11 a.m. on Aug. 26 and a Veterans administration benefits briefing Aug. 26 from noon to 4 p.m. For more information contact the Airman and Family Readiness Center at 926-1256.

**The fitness center outdoor track will be closed through Sept. 28** for resurfacing. For more details call the fitness center at 926-2128.

**The women's locker room in the main Fitness Center, Bldg. 826 will undergo a complete renovation** through Nov. 13, 2009. Female patrons may use the Chiefs locker room, located in the Health and Wellness Center, Bldg. 827 during the renovation. Renovations will include 12 by 12 inch floor and wall tile, replace toilet and shower stalls, counter tops, 18 by 18 inch lockers (large enough to hang a uniform or suit). For more information, please call the fitness center at 926-2128.

## TEST YOUR KNOWLEDGE:

### What do you know about history?

Do you think you know a little bit about history? Take this quiz, and see how much you really know.

### QUESTIONS:

**Q1:** What type of gun did John Wilkes Booth use to assassinate U.S. President Abraham Lincoln?

A) Derringer Pistol, B) Colt Peacemaker, C) Smith & Wesson Revolver, D) Winchester Rifle

**Q2:** The world's first postage stamp was introduced in what year?

A) 1690, B) 1760, C) 1840, D) 1910

**Q3:** When the first Burger King Restaurant opened in 1954, how much did a hamburger cost?

A) 9 cents, B) 18 cents, C) 37 cents, D) 50 cents

**Q4:** What was the first city to reach a population of one million?

A) Rome, B) London, C) New York, D) Beijing

**Q5:** Which of the following inventions was the first to be patented?

A) Chewing Gum, B) Dishwasher, C) Cash Register, D) Rubber Band

### ANSWERS:

**A1:** On April 14, 1865, during an evening performance of Our American Cousin, John Wilkes Booth entered the State Box where Abraham Lincoln and his wife were watching the play with Clara Harris and Henry Rathbone. Lincoln's bodyguard, a Metropolitan Police Officer named John Parker, had left his post. Booth placed a Derringer pistol in the back of Lincoln's head and fired at point-blank range.

**A2:** The world's first postage stamp, the Penny Black, which featured a portrait of Queen Victoria, was introduced by Great Britain in 1840. Initially resisted by the public who didn't like the idea of pre-paying for mail delivery, the postage stamp eventually took off, and the method was quickly adopted by other countries.

**A3:** When David Edgerton opened the first Burger King Restaurant in 1954, he sold hamburgers for just 18 cents!

**A4:** Ancient Rome became the first city to reach a population of one million in 5 B.C. It would be more than eighteen centuries before the second such city, London, would reach that milestone in 1800.

**A5:** In 1845, Stephen Perry, of the rubber manufacturing company Messers Perry and Co., invented the rubber band to hold papers or envelopes together. On March 17, 1845, Perry patented the rubber band. These first rubber bands were made of vulcanized rubber. The first dishwasher was patented by Joel Houghton in 1850. The first chewing gum was patented by William Finley Semple in 1869. The first cash register was patented by James Ritty in 1879.

Source: [usefultrivia.com](http://usefultrivia.com)

## DONATE YOUR LEAVE

Employee-relations specialists at 926-5307 or 926-5802 have information and instructions concerning requests to receive or donate annual leave. The following person has been approved as a leave recipient: **Edgar Turner, HQ AFRC.** POC is David Holly 327-1262.

To have an approved leave recipient printed in the Robins Rev-Up, send information to Lanorris Askew at: [lanorris.askew@robins.af.mil](mailto:lanorris.askew@robins.af.mil).

### 78th FSS DIRECTORY

- ▶ Services ..... 926-5491
- ▶ Community Center ..... 926-2105
- ▶ Outdoor Rec ..... 926-4001
- ▶ Arts & Crafts ..... 926-5282
- ▶ Horizons ..... 926-2670
- ▶ Heritage Club ..... 926-7625
- ▶ Library ..... 327-8761
- ▶ HAWC ..... 327-8480
- ▶ Fitness Center ..... 926-2128
- ▶ Fitness Center Annex ..... 926-2128
- ▶ Youth Center ..... 926-2110
- ▶ ITT ..... 926-2945
- ▶ Bowling Center ..... 926-2112
- ▶ Pine Oaks G.C. .... 926-4103
- ▶ Pizza Depot ..... 926-0188

Additional information on Services events and activities can be found in **The Edge** and at [www.robinservices.com](http://www.robinservices.com)

### CHAPEL SERVICES

#### Catholic

Catholic masses are at the chapel each Saturday at 5:30 p.m., Sunday at 9:30 a.m., on Holy Days of Obligation at noon and 5 p.m. vigil the day before, and Monday through Friday at noon. The Sacrament of Reconciliation is Saturday from 4:30 to 5:15 p.m.

#### Islamic

Islamic Friday Prayer (Jumuah) is Fridays at 2 p.m. in the chapel annex rooms 1 and 2.

#### Jewish

Jewish service is Fridays at 6:15 p.m. at the Macon synagogue.

#### Orthodox Christian

St. Innocent Orthodox Church service is at the chapel on the second Tuesday of each month at 5 p.m.

#### Protestant

The traditional service meets Sunday in the Chapel at 11 a.m. Contemporary service meets at 6 p.m. in the Chapel sanctuary. The gospel service meets at 8 a.m. at the Chapel. Religious education meets in Bldg. 905 at 9:30 a.m.

### NOW PLAYING



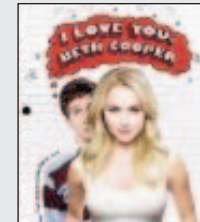
**AUG. 21  
7:30 P.M.  
HARRY POTTER  
AND THE HALF-  
BLOOD PRINCE  
RATED PG**

Voldemort is tightening his grip on both the Muggle and wizarding worlds and Hogwarts is no longer a safe haven. Harry suspects that dangers may even lie within the castle, but Dumbledore is more intent upon preparing him for the fast approaching final battle. Together they work to find the key to unlock Voldemort's defenses and Dumbledore recruits his old friend, Professor Horace Slughorn.



**AUGUST 22  
3 P.M.  
HARRY POTTER  
AND THE HALF-  
BLOOD PRINCE  
RATED PG**

Voldemort is tightening his grip on both the Muggle and wizarding worlds and Hogwarts is no longer a safe haven. Harry suspects that dangers may even lie within the castle, but Dumbledore is more intent upon preparing him for the fast approaching final battle. Together they work to find the key to unlock Voldemort's defenses and Dumbledore recruits his old friend, Professor Horace Slughorn.



**AUGUST 22  
7:30 P.M.  
I LOVE YOU BETH  
COOPER  
RATED PG-13**

A nerdy valedictorian proclaims his love for the hottest and most popular girl in school-Beth Cooper during his graduation speech. Much to his surprise, Beth shows up at his door that very night and decides to show him the best night of his life.

Tickets: \$4 adult; \$2 children (11 years old and younger. For more information, call the base theater at 926-2919



## BACK IN THE GAME

# SoloRider gives quadriplegic security specialist 'hole' new outlook

BY WAYNE CRENSHAW  
wayne.crenshaw.ctr@robins.af.mil

On a misty morning at Robins' Pine Oaks Golf Course, Jeff Hutcheson lines up his shot on the first tee, draws back his club and strikes the ball with a gentle but solid "ping."

The white orb flies in an arch to the left, landing about 100 yards down the fairway.

For most golfers a 100-yard drive would be a rather disappointing start, but for Mr. Hutcheson, it's actually an impressive achievement.

Although an avid golfer as a teenager, a motorcycle accident at age 17 took away his ability to participate in the game.

The accident left him permanently paralyzed from the chest down. He is considered a quadriplegic, but he has the use of his hands and arms. He has no use of his legs.

Since the 1982 accident he has been able to do just about everything he wants to do except play golf. He is an avid hunter and scuba diver, but golf had been a problem because of the difficulty in swinging from a wheelchair and maneuvering around a course.

That was until earlier this year, when a friend told him about a new golf cart for the handicapped at Pine Oaks. The military requires all base courses to have golf carts for

the handicapped, and in December Pine Oaks acquired two of them. However, they had gone unused until Mr. Hutcheson showed up one day in May and wanted to give it a try.

He has been playing ever since despite the fact that, due to balance issues, he has to swing with only one arm. He is also a natural right hander, but swings from the left side, with his left arm, because he has more control and power that way. He putts with both arms because balance isn't an issue with that motion.

Although his game is not where he would like it to be – he hopes to be able to drive it at least 200 yards eventually – he has been having a blast.

"It's really enjoyable because I've wanted to do it for so long," he said. "It's great that the Air Force stepped up and did this. I can't tell you how much it means for them to have this."

The cart, called the SoloRider, is designed so the user can swivel the seat to either side to strike the ball. The seat also tilts upward to give the golfer a better angle.

The clubs are mounted on the front of the cart, rather than the rear, so that the user can easily reach them. The cart is also specially designed so that it can be

driven onto greens without causing any damage.

Mr. Hutcheson went to the driving range a few times to try to learn to hit the ball again. He played his first round with close friend Chris Hodges. Mr. Hodges had taken Mr. Hutcheson with him before when he played golf, but then all his pal could do was ride in the cart.

Mr. Hodges was thrilled to actually have his friend as a playing partner rather than an observer.

"It was just amazing," he said. "It was really nice to have a tool like that so that he could play. It's been one of the best things lately for him, to be able to go out and play."

Mr. Hodges has been encouraging other handicapped friends to give it a try. He talked to one friend who was interested in golf, but was afraid to try it because he was overweight and was afraid of how he might look.

"I said if Jeff can go out there and be one handed and paralyzed from the waist down, I don't know what your problem would be," he said.

Mr. Hodges also said playing with Mr. Hutcheson has given him a new perspective about the game that can be so frustrating to even the best players.

"It makes you thankful for the physical ability that

you have," he said. "You may have a bad day but you are playing with a capability that some don't have."

Mr. Hutcheson does need a little help when he plays. He needs someone to tee up the ball for him and get some things from his bag that he can't reach. For that reason, his wife started playing with him. She had never played before, but is quickly becoming an addict, he said, and they now play regularly.

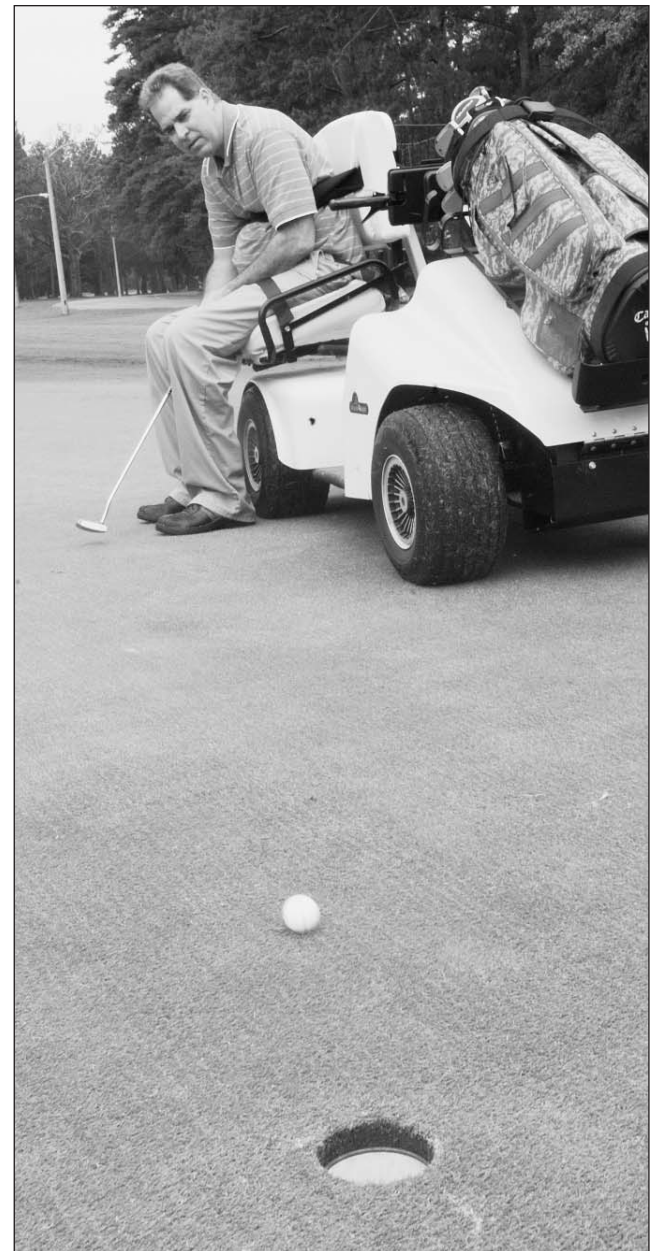
Originally from Soperton, where he had his accident, Mr. Hutcheson has worked at Robins since 1987. He started as a clerk and now works as a security specialist.

Mandy Carter and Jerry Vail, the interim co-managers of Pine Oaks, said Mr. Hutcheson is the only person who has used the SoloRider. They were thrilled, however, that the carts were finally getting put to use.

"It just goes to show that anybody can do anything," Ms. Carter said.

So what advice would Mr. Hutcheson give to a disabled person who is considering giving golf a try?

"They should go for it," he said. "If anybody wants to try it they can call me and I will go with them. There are so many who have told me that they think they can't do it, but if you want to do something, you can do it."



U.S. Air Force photo by SUE SAPP

Jeff Hutcheson putts on the green of the first hole at Pine Oaks Golf Course using the SoloRider golf cart. Mr. Hutcheson was injured in a motorcycle accident 27 years ago and the cart has enabled him to play golf again.

## CONSERVE ENERGY





# Annual museum concert series set to kick off Sept. 8, free to public

The Band of the U.S. Air Force Reserve and the Museum of Aviation will present their annual free concert series at the Museum of Aviation’s amphitheatre each Tuesday at 7 p.m. beginning Sept. 8 and continuing through Sept. 29.

This year’s concert series will begin with the Band of the U.S. Air Force Reserve Concert Band.

The weekly series will continue with the Jazz Ensemble, followed by Reserve Generation. The Concert Band will return to wrap up the series.

“The people of Middle Georgia are such great supporters of the Air Force Reserve and all of Team Robins,” said Maj. Don Schofield, U.S. Air Force Reserve Band commander.

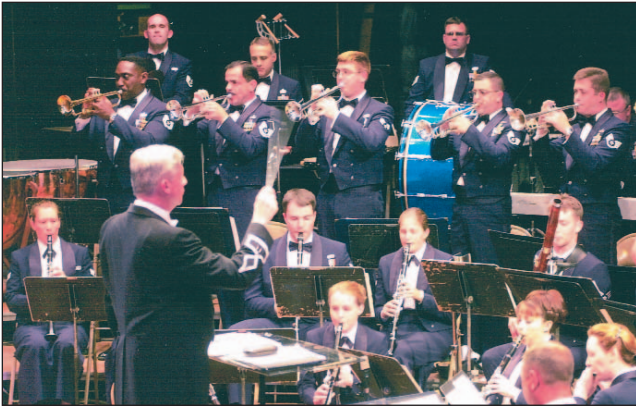
“The Museum of Aviation Concert Series is a wonderful opportunity for us to thank everyone in the community for their cooperative spirit.”

The members of the band are professional Air Force musicians working in support of Air Force Reserve recruiting and community relations.

Concert goers are encouraged to come early and bring lawn chairs and blankets. No alcohol or pets are allowed.

For more information, call the AFRC public affairs office at 327-1760.

– *Courtesy AFRC*



courtesy photo

**The Band of the U.S. Air Force Reserve Concert Band will kick off its annual free concert series Sept. 8 at the Museum of Aviation Amphitheater. The series will continue through Sept. 29 with various components of the band performing every Tuesday evening. For more information on the band, visit [www.usafreserveband.af.mil](http://www.usafreserveband.af.mil).**

## CONCERT SCHEDULE

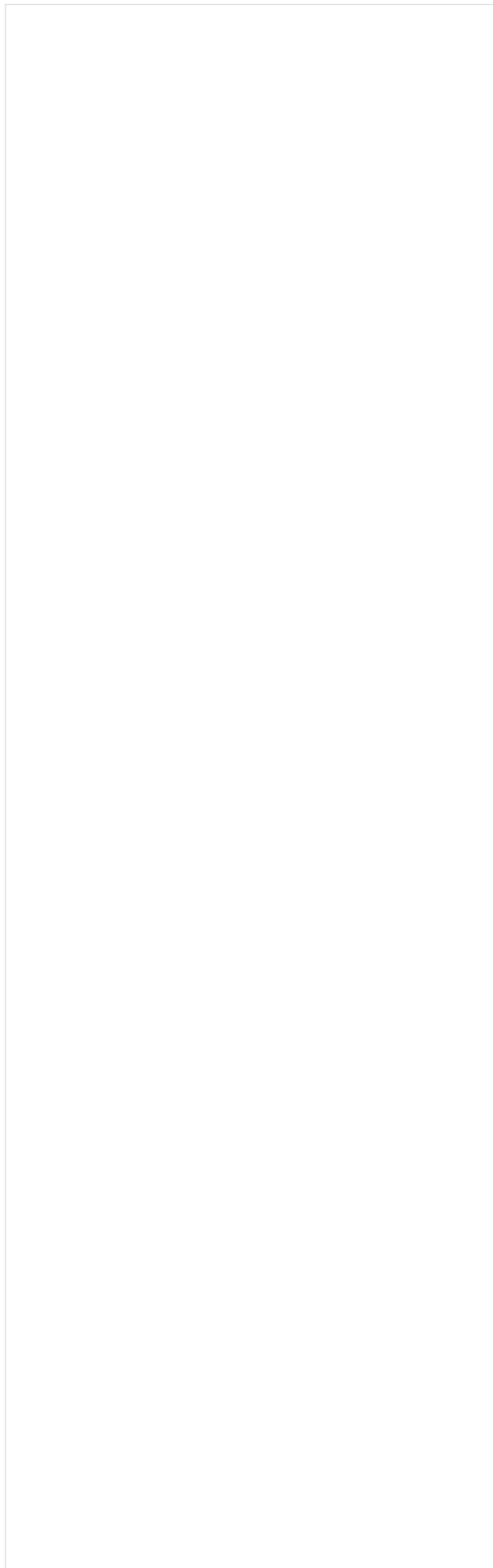
**Sept. 8** - The Concert Band is the largest and most versatile unit of the Reserve Band, with a varied repertoire ranging from classical overtures through Sousa marches to Broadway show tunes, popular music, movie themes and patriotic favorites.

**Sept. 15** - The Jazz Ensemble showcases a high level of talent with their big band sound. The band plays a wide variety of styles from specially tailored standards, to modern jazz originals, to big band swing classics.

**Sept. 22** - Reserve Generation, the band’s popular music group, performs an intriguing mix of contemporary adult songs, rhythm and blues, jazz and country. They also perform hits from Billboard Magazine’s Hot 100.

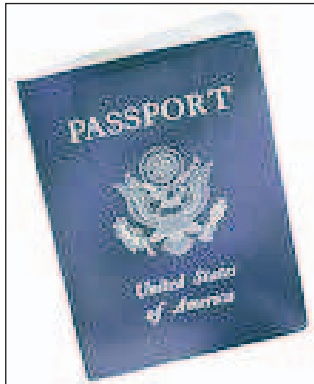
**Sept. 29** - The Concert Band.

## THINK OPSEC





# 101



## CRITICAL DAYS OF SUMMER Safety tips for travelers

Before your trip, copy all credit cards, airline tickets, passports and important documents, front and back. Jewelry, luggage and all valuables should be photographed. Carry these copies with you.

Whenever possible, select a hotel with modern electronic guest room locks. The majority of these locks automatically change the lock combination with every new guest so there is little chance of someone having a duplicate key to your room. If you lose or misplace your key, ask to have your room re-keyed immediately.

If you arrive on a bus or in a cab, stay with your luggage until it is brought into the hotel lobby and keep a close eye on it when checking in. A busy lobby is a target rich environment for thieves.

Ask the front desk personnel not to announce your room number. Rather, tell them to write it down or point to it. There's no need to announce it to the entire hotel lobby. Don't leave your credit card lying on the check-in

counter while you complete your registration. Also make sure the credit card that is handed back to you by the hotel clerk is really yours. Immediately upon check in, take two business cards or matchbooks with the hotel name and address on them. Place one by the phone in the room so you know where you are and keep the other on you when you leave. If you get lost, you have the address and phone number handy.

It is always a good idea to travel with a small high quality flashlight, keeping it on the nightstand near the business card.

This way, if power goes out or there is a fire, you will have a dependable light to direct you to safety.

If possible, select a room no higher than the sixth floor as it is the maximum height that most fire-department ladders can reach.

When possible do not accept a room on the ground floor that has doors and windows that open to the outside. Hotels with interior hallways generally tend to be safer.

Guestrooms that are as close to the elevators as possible are safest, but also tend to be noisier.

After checking into a room, examine the guest room lock to ensure it is functioning properly. Examine the closets and bathrooms to ensure they are empty. Check all windows and outside doors to ensure they lock and operate properly. Check the telephone for a dial tone and know how to make an outside call. Look for information in the room about fire safety and become familiar with the nearest fire exit/stairway. Make a note on the back of the business card that you place by your bed with the number of doors away to the emergency exit, in each direction, and the location of the fire extinguisher and fire pull box.

When leaving the room, take a minimum of cash, and only enough traveler's checks for that outing.

Wear minimum jewelry and keep credit cards and traveler's checks in separate pockets.

— *78th Air Base Wing Safety Office*