



The 402nd Commodities Maintenance Group repairs and/or manufactures more than 20,000 different items annually to help-keep our military aircraft mission ready.

Robins to celebrate Air Force birthday

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

Robins will celebrate the Air Force's 63rd birthday Sept. 18 with a black tie/mess dress dinner at the Museum of Aviation's Century of Flight Hangar.

The Air Force Reserve Band will perform and the keynote address will be given by retired Air Force Gen. Victor E. Renuart Jr., former commander of North American Aerospace

► see BIRTHDAY, 6A



ROBINS REV-UP

September 10, 2010 Vol. 55 No 36

Progress leads to parking shortage

Leadership seeking solutions

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

As a part of the P3I infrastructure initiative, an action team is feverishly working to find solutions to Robins' parking problems.

The parking shortage has been exacerbated by more than 70 building projects which have taken up parking spaces. Contracts typically allow builders to take up a number of parking spaces for equipment and material during construction.

The shortage has been compounded in recent months as hundreds of new employees have joined the workforce to help meet increased aircraft maintenance demand.

But some efforts have been taken to improve the situation, and others are underway.

They include two recent projects near the flightline which added 355 spaces. There are two pending projects which will add another 200, possibly as early as January.

More are being considered.

However, while construction of a parking deck is one of many options being looked at, there are no immediate plans to submit a formal proposal for such a project.

"This is a concept we are investigating," said Otis Hicks, 78th Civil Engineer Group director. "(But) it's not something we



U.S. Air Force photo by SUE SAPP

More workers and construction projects have contributed to parking issues.

are (currently) submitting."

As mentioned in a story in the Aug. 27 Rev Up, a parking deck would be a Military Construction Project (because the cost would be in excess of \$750,000), and funding would

have to be approved by Congress.

Meanwhile, two additional areas have been added where people can temporarily park in

► see PARKING, 6A

Base moving to seven-digit dialing plan

Robins is preparing to implement a mandatory Air Force-wide change in the way workers dial one another on the telephone.

The current five-digit dialing method used on Robins will be converted to a seven-digit dialing method, mirroring the

way local calls are made from home. The new seven-digit dialing plan standardizes telephone switches across the Air Force, making management of telephone platforms cheaper and easier.

Currently, calls to on-base extensions are dialed using a five-digit phone number. Starting Sept. 19, calls to on-base phones from other on-base phones will require callers to dial a seven-digit phone number. Robins has a dialing conflict with the current commercial prefixes (222, 926 and 327), so the base will apply DSN prefixes (472, 497 and 468).

Reprogramming numbers for faxes, modems, and secure phones will be the responsibility of the user.

This only applies to on-base dialing. Commercial calls from off-base will continue to use the traditional commercial prefixes. The off-base commercial and DSN dialing scheme will remain the same.

For more information on the new dialing plan, contact the Help Desk at 6-4357.

NEW DIALING

The new seven-digit dialing plan:

222 now dialed 2-XXXX, will change to **472-XXXX**

327, now dialed 7-XXXX, will change to **497-XXXX**

926, now dialed 6-XXXX, will change to **468-XXXX**

Incentives offered to carpoolers

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

Sharing a ride to work not only saves money for those who participate, but can also pay you as well.

The Clean Air Campaign and the Transportation Incentive Program both offer avenues for those who carpool or vanpool to make money on top

of the fuel and car-wear savings they receive.

Robins partners with the Clean Air Campaign to give workers here a way to find carpool partners through an online registry at www.logyourcommute.org. Employees can go to the website and find people who live near them and have similar working hours.

Heidi Schwingle, air quality program manager at Robins, said there are many good reasons for people to consider carpooling, in addition to the Clean Air Campaign's goal of reducing air pollution.

"It helps by saving money on gas, saving wear and tear on your car, and

► see CARPOOL, 6A

One base's 'energy culture' change

Most people would agree saving energy is a good thing. But developing concrete ways to conserve and actually produce tangible results can often be difficult to accomplish.

Ed Wilson, energy manager at Los Angeles Air Force Base, and his team have managed to do just that by installing lighting upgrades and daylight sensors in buildings throughout the base.

The lighting upgrades, which primarily work off motion-occupancy sensors in the main office areas, corridors, restrooms and break-rooms are saving energy. Also, daylight sensors which pick up the amount of lighting coming from outside

and automatically turn off the perimeter lighting when not in use, which also saves money.

"A lighting project typically pays for itself in three to five years," Wilson said. "Not all projects have that same return on investment, but generally what you try to do is have a project that will return its cost within 10 years."

Several government mandates are driving the actions of Los Angeles and other Air Force bases, including Robins.

Bases are guided by the 2010 Air Force Energy Plan, which complies with federal energy mandates and provides a framework for reducing demand, increasing supply and fostering

culture change.

Many bases are well on the way to achieving government-mandated targets.

"It sounds like it's a long time away, but there's going to be a great deal of momentum needed to bring that process along and 2020 will be here before you know it," Wilson said.

Future projects Wilson and his team are working on include installing more photovoltaic panels on roofs and ground-source heat pumps.

Among the conservation achievements which have been made, Wilson said changing the culture has been the biggest improvement.

— Courtesy AF.mil

Robins not affected by recall

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

In less than 24 hours after a massive egg recall due to salmonella contamination, health officials at Robins determined no tainted eggs were on base.

When the recall was announced, the commissary and all restaurants on base were immediately ordered to shelve all eggs, said Master Sgt. Angie Barnes, non-commissioned officer in charge of health management in the 78th Medical Group. Within hours, they confirmed no eggs on base were impacted.

The national Centers for Disease Control and Prevention has linked the recalled eggs, most from an Iowa egg producer, to more than 1,300 salmonella cases.



Barnes said the best way consumers can protect themselves from salmonella poisoning in eggs is to thoroughly cook the eggs. Eggs cooked sunny-side up or "runny" should be avoided. She said thorough cooking of other foods, such as chicken and beef, also helps people avoid food poisoning.

Additionally, she said it is important people wash their hands before and after handling raw foods.



THINK SAFETY

Days without a DUI: 3
Last DUI: 116th MXS
— courtesy 78th Security Forces

AADD

To request a ride, call 222-0013.

TWO-MINUTEREV

POW/MIA Recognition Ceremony

The Robins 2010 POW/MIA Recognition Ceremony will be Thursday at 3 p.m. at the Museum of Aviation's POW/MIA Memorial.

The guest speaker will be retired Air Force Capt. Bill Robinson, the longest-held American enlisted Prisoner of War.

For more information, call Dave Cowles at 327-3476, Danny Johnson at 926-5702, Senior Master Sgt. Scott Ward at 201-3415 or Master Sgt. Demetrious Salinas at 201-3435.

INSIDE

Page Two 2A
Viewpoints 4A
On the Fly 5A
Get Out 10A

Page Two

AF officials urge Internet security vigilance

BY TECH. SGT.
AMAANI LYLE

Secretary of the Air Force Public Affairs

Fraudsters continue to hijack accounts on social networking sites and spread malicious software, FBI officials say. One technique entices users to download an application or view a video which appears to be sent from users' "friends", giving the perception of being legitimate. Once the user responds to the phishing site, downloads the application, or clicks on the video link, their computer becomes infected.

With the influx of social media, Web 2.0 platforms and subsequent ease in sharing of sensitive and personally identifying information, Airmen should consider the risks and vulnerabilities in both personal and official activities, Air Force officials say.

Airmen using non-classified systems must ensure they are not posting classified, restricted distribution, proprietary or For Official Use Only information on public websites to include Facebook, Twitter, YouTube, blog sites, etc.

"We're starting to see a loss of sensitive information occurring



at an alarming rate," said Ryan McCausland, from the information protection directorate. "This information not only affects the user, but can impact millions of Americans through medical, payroll and military service records."

McCausland said release of personally-identifiable information is also a concern. This includes any information about an individual maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history. It also includes information used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, biometric records, etc., and any other personal information which

can be linked or linkable to an individual.

The release of personally-identifiable information also applies to information about active-duty military, Department of Defense civilians, military family members, contractors, and National Guard and the Reserve members. Among the restricted items are biographies, rosters, telephone directories, detailed organizational lists or charts which reflect personnel and multiple names of individuals from different organizations or locations on the same document or web page.

Unclassified but sensitive information such as detailed mission statements, operations schedules, unit recall rosters, standing operating procedures and policy memorandums require special handling and also should not be posted on public websites, McCausland said.

"The care and discretion of every Airman is critical to ensuring opsec in today's information age," McCausland said. "We must all continually safeguard our personal information as well as the information we handle in the workplace."

Working Together Union official doesn't play favorites with labor relations

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



Eddie White

Although he holds an elected position in the union, Eddie White doesn't think of himself as being on the union "side" when it comes to resolving labor management issues.

"I'm not on either side," he said. "I'm on Robins' side."

His non-partisanship attitude has made him a leader in promoting improved labor and management relationships at Robins. He serves on a group of top officials from both sides who meet regularly to discuss how the two sides can work together better.

For his efforts he was awarded the Foster Leadership In People award, which goes to those who contribute to improving labor and management relationships.

White said he does it because he wants Robins to continue to be a good place to work while fulfilling its mission to support the warfighter.

"What I do here at Robins has been rewarding and refreshing," he said. "I smile on the way to work because I enjoy what I do here. I get to touch people's

lives. I think we should be thankful to have a job like this. This is the best job I've ever had."

An Army veteran, he came to Robins in 1999 and

currently serves as a coordinator in the Voluntary Protection Program Office. He is also vice president at-large in the American Federation of Government Employees Local 987.

He also serves as a mediator in the alternative dispute resolution process. In that role he puts aside his union affiliation to try to resolve issues without a grievance procedure.

He compares the relationship between the union and management to a marriage. There will be problems, but the key is for each side to respect the other and learn to resolve differences.

"We are always going to have issues but we know deep down inside we are dependent on each other," he said.

Tricare endorses Let's Move! campaign

During the month of September, Tricare officials continue their strong commitment to the battle against childhood obesity.

By observing Childhood Obesity Awareness Month, Tricare representatives are active participants in the Let's Move!

program for military kids.

The national Let's Move! program works to combat the epidemic of childhood obesity through engaging every sector impacting a child's health. It provides schools, families and

communities simple tools to help kids be more active, eat better and get healthy.

Tricare's web page at www.tricare.mil/getfit serves as the "headquarters" for beneficiaries looking for resources on

childhood obesity. The page highlights ongoing efforts to raise awareness of childhood obesity and encourages children to eat right and exercise. It has links to informational websites and games emphasizing good nutrition and fitness for kids.

— Courtesy AF.mil

Learn about **FLIP**
and how it's helping our winning team!

Great teams are built on great relationships



Snap Shots



U.S. Air Force photo by J. RACHEL SPENCER

A cadet candidate from the Air Force Academy Preparatory School pulls himself up one of the Academy's Ropes Course stations.



U.S. Air Force photo by STAFF SGT. CHRISTOPHER BOITZ

A pararescueman secures a sector of the landing zone before assisting "injured" personnel during an exercise at Bagram Airfield, Afghanistan.



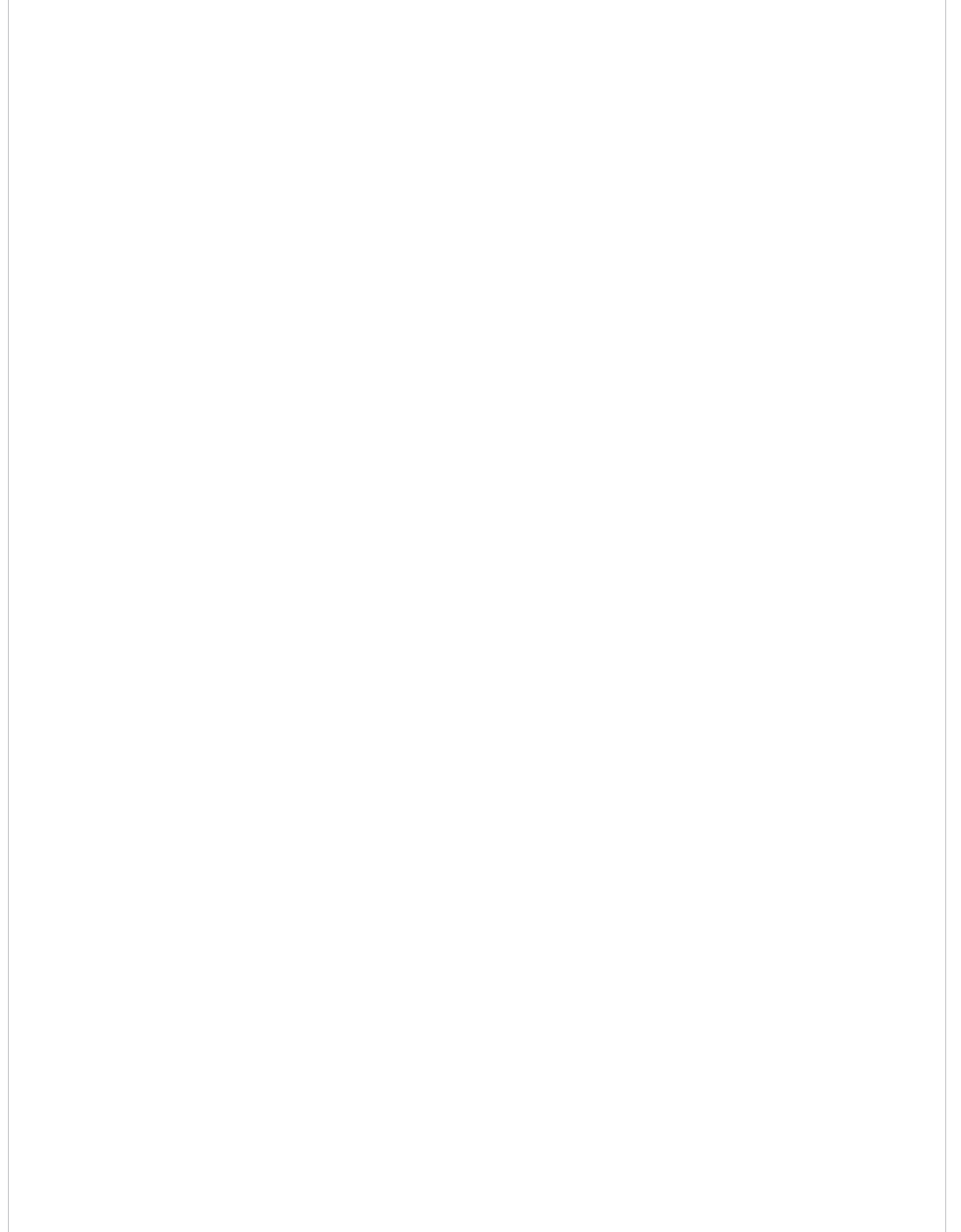
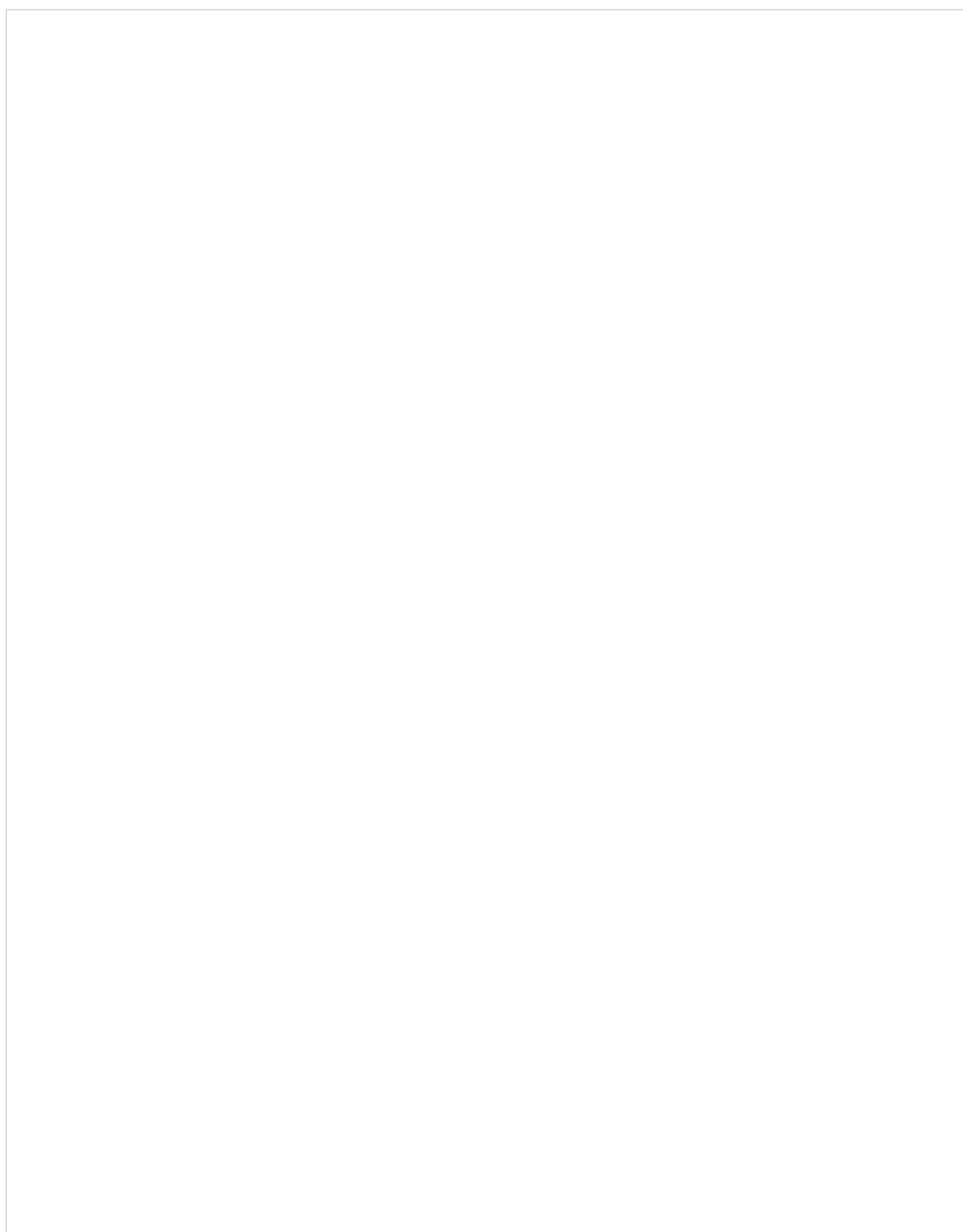
U.S. Air Force photo by STAFF SGT. CHRISITOPHER BOITZ

Airmen assigned to the 455th Expeditionary Logistics Readiness Squadron unfurl a 200,000 gallon fuel bladder at Bagram Airfield, Afghanistan.



U.S. Air Force photo by STAFF SGT. CHRISITOPHER BOITZ

A 96th Bomb Squadron aircrew from Barksdale Air Force Base, La., flies a mission in a B-52H Stratofortress above Eielson AFB, Alaska.



ViewPoints

"It's fine to celebrate success but it is more important to heed the lessons of failure."

— **Bill Gates**

Center shares VPP success at state conference

Thursday, personnel from all over Georgia attended the Georgia Safety, Health and Environmental Conference in Savannah.

Melanie Clearman and Eddie White, from the Warner Robins Air Logistics Center's Voluntary Protection Program Office, facilitated a breakout session called "How Do You Eat an Elephant? One Bite at a Time!"

The session detailed the WR-ALC VPP journey, including the success of the Commander's Safe Site Challenge. The duo provided an overview of Robins, its VPP



efforts to date, and information on the challenge.

"Session attendees were interested in how they could adapt the Safe Site Challenge

approach to their particular business or industry," Clearman said. "We were able to provide valuable information."

The conference, sponsored by the Georgia Department of Labor, is attended by hundreds of individuals from across the state who represent a variety of industries, both public and private. It provides a forum for the education, training and empowerment of those entrusted with the welfare and safety of Georgia's workforce.

— *Courtesy Robins VPP office*

Love is essential leadership attribute

I have gained a wealth of knowledge during my career, but one point remains at the top of the list ... love your people.

Our Airmen are priceless. They are what make our Air Force the most powerful air force in the world.

Loving your people is a personal tenet I fervently believe in and live to uphold each day. It is core to my passion and drive as a member of the armed forces and is an essential trait for leaders.

A humbling example of this is the story of Captain Bradley Sullivan and his wife, Sara.

While preparing for his first deployment as an F-16 Fighting Falcon pilot, the captain and his family received two life-changing announcements. First, he and his wife were pregnant with their first child. Second, Sara was diagnosed with an aggressive form of breast cancer at the age of 28.

Brad and Sara moved to San Antonio to begin her chemotherapy, which allowed Sara to stave off cancer and still allow normal growth of their baby. To their delight, treatment went as planned. And on Sept. 8, 2009, Brad and Sara welcomed their daughter,

Chloe Grace, into their family.

However, less than two weeks after Chloe was born, Brad and Sara were back in the hospital.

Sara suffered a massive stroke, was placed on life support and was later declared brain dead. She passed away shortly thereafter.

One of the many constants that continues to sustain Captain Sullivan is the community and network of unit leadership, friends and family at Randolph Air Force Base.

From the day of Sara's first hospitalization, their family has never been alone. Brad and his daughter

are gifted daily with words of support, meals, and anything else required to help them walk in their new life.

All of this is a result of a culture of community, one that begins within our Air Force and reaches out to every member of our families.

Critical to loving your people is knowing them. Not just what they do or their reputation at work, but genuinely knowing them. It is imperative we love our people.

Commentary taken from Lorenz on Leadership articles found on www.AF.mil

WR-ALC VISION STATEMENT

Be recognized as a world class leader for development and sustainment of warfighting capability.

WR-ALC MISSION STATEMENT

Deliver and sustain combat-ready air power ... anytime, anywhere.

HOW TO CONTACT US

Robins Office of Public Affairs
620 Ninth Street, Bldg. 905
Robins AFB, GA 31098
(478) 926-2137 DSN 468-2137
Fax (478) 926-9597

EDITORIAL STAFF

COMMANDER
Col. Carl Buhler

PUBLIC AFFAIRS DIRECTOR
Rick Brewer

EDITOR
Lanorris Askew

lanorris.askew@robins.af.mil
(478) 222-0806

STAFF WRITER

Wayne Crenshaw

wayne.crenshaw.ctr@robins.af.mil
(478) 222-0807

PHOTOGRAPHER

Sue Sapp

sue.sapp@robins.af.mil
(478) 222-0805

SUBMISSION GUIDELINES

Submissions must be received by noon the Monday prior to the requested Friday publication. They should be e-mailed to **78ABW.PARevUp@robins.af.mil**. Submissions must be in a Word document. They may not exceed two pages, double spaced. They must be typed in 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 Friday prior to the requested Friday publication. They should be e-mailed to **lanorris.askew@robins.af.mil**. Submissions should be of broad interest to the base populace. If there are further questions, call Lanorris Askew at (478) 222-0806.

DELIVERY

The Robins Rev-Up is published 50 times a year on Fridays, except when a holiday occurs during the middle or latter part of the week and the first and last Fridays of the year. To report delivery issues, call Lanorris Askew at (478) 222-0806.

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 responsible organization. This gives the organization a chance to help you, as well as a chance to improve its 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 also not be processed.

Commander's Action Line items of general interest to the Robins community will be printed in the Robins Rev-Up.

For more information, visit

<https://www.mil.robins.af.mil/actionline.htm>.

To contact the Commander's Action Line, call **926-2886** or e-mail **action.line@robins.af.mil**.

▶ Security Forces	926-2187
▶ FSS (Services)	926-5491
▶ Equal Opportunity	926-2131
▶ Employee Relations	327-8253
▶ Military Pay	926-4022
▶ Civil Engineering	926-5657
▶ Public Affairs	926-2137
▶ Safety Office	926-6271
▶ Fraud, Waste & Abuse	926-2393
▶ Housing Office	926-3776
▶ Chaplain	926-2821
▶ IDEA	327-7281

GOOD JOB AT WATSON GATE

I am a quality assurance inspector for the 402nd Maintenance Wing's 562nd Aircraft Maintenance Squadron and I work the swing shift. I would like to inform you and extend my appreciation to two outstanding individuals you have manning the Watson Gate; Tech. Sgt. Constance Diggins and Tech. Sgt. Danova Hare.

I use the Watson Gate every day I come to work and Diggins and Hare are the ones usually there manning the gate. They are always very polite and cordial, always smile and call me by name when they see me and say "Hello," no matter which lane they are working.

I have been here since 1998 and these two individuals make it worthwhile for us to come to work. I look forward, every day, to seeing them when I come through the gate. They always brighten my day and bring a

smile to my face, even on my worst days. They will be sorely missed, if and when they PCS, by at least one person on Warner Robins.

It is nice to see there are still some people out there who will add a personal touch to their jobs to make things better for all of us. Please extend my appreciation of these two individuals to their commander. They deserve it.

COL. BUHLER RESPONDS:

Thank you very much for your note. I forwarded your note to Col. Lee-Ann Perkins, the 78th Mission Support Group commander, so she could appropriately recognize Tech. Sgt. Diggins and Tech. Sgt. Hare. Additionally, your note provides a timely opportunity to thank the many Robins gate guards who help ensure our safety and protect the base.

These professionals under-

stand the importance of accomplishing their job and the visibility they have to represent our Air Force. Thank you again for your note.

TEMPERATURE IN BLDG. 905 CLASSROOM

I took a class in Bldg. 905. I was in Room 249 most of the time. When the class began Monday at 8 a.m., it was 82 degrees. When we left that afternoon, it was 85 degrees. The next day the temp was cooler at the beginning of class, 79 degrees. But, by the time we left that afternoon it was 85 degrees. I spoke with a lady who taught a class across the hall from Room 249. She said she had been there two years and during that time, she had no air conditioning. She had a couple of fans in the room. The best I can tell the A/C works great in the other areas of Bldg. 905.

What is the possibility of providing the classrooms in Bldg. 905 with a new/updated A/C system? Thanks for the opportunity to address this issue through action line.

COL. BUHLER RESPONDS:

Thank you for your note. The 78th Civil Engineering Squadron has balanced the air flow to each of the classrooms in Bldg. 905, in order to optimize cooling in the facility. However, due to a variety of factors, some of the classrooms are not able to maintain optimal temperatures at all times.

Based on this, in 2009, we established an air conditioning project which will replace the existing outdated Heating, Ventilating and Air Conditioning system with a more modern and energy efficient system. The estimated completion date is in early 2011.

Thanks again for your note.

On the Fly

MX exercise

The 402nd Aircraft Maintenance Squadron will conduct an exercise Sept. 20 to 24.

The exercise will include the use of the Warrior Air Base giant voice system, night operations, ground burst simulators and small arms. Exercises held at WAB are designed to provide a realistic wartime expeditionary training site to prepare and provide Robins Expeditionary Airmen the skills to meet contingency requirements.

Officials seek civilian award nominations

Air Force officials are soliciting nominations for the 2011 Air Force Association Outstanding Air Force Civilian Employee of the Year awards.

Each year, AFA officials recognize four Air Force civilian employees for outstanding achievement in four categories.

Nominations will be evaluated on the nature of the achievement, development of techniques or procedures which significantly increased mission effectiveness, and breadth of impact.

Each major command, field operating agency and direct reporting unit may nominate one person for each award.

Organizations and base-level personnel must contact their MAJCOM, FOA or DRU for applicable suspense dates and additional

information regarding nomination procedures.

Completed nomination packages must be sent to the Air Force Personnel Center by Feb. 15, 2011.

The categories are: Civilian Wage Employee (all Federal Wage System employees); Civilian Program Specialist (General Schedule: GS-1 through GS-11 or equivalent National Security Personnel System pay bands); Civilian Program Manager (GS-12 and GS-13 or equivalent NSPS pay bands); and Civilian Senior Program Manager (GS-14 and GS-15 or equivalent NSPS pay bands).

For more information on this and other Air Force recognition programs, visit <http://gum.afpc.randolph.af.mil> or call the Total Force Service Center at 800-525-0102. — *Air Force Personnel Center Public Affairs.*

Upcoming

As protection against identity theft, there will be a **mass shredding event** from 10 a.m. to noon Saturday at Raffield Tire Master, 7020 Peake Road in Macon.

You can bring up to three bags or boxes of old bank and credit card statements, cancelled checks, or other papers with personal identifiers to be shredded.

Defense Acquisition University, Middle Georgia Technical College, and the National Contract Management Association will host a training workshop Tuesday from 10 to 11:30 a.m. at the

Middle Georgia Technical College A Bldg. Auditorium. Guest speaker will be James P. Stevenson, author of "The \$5 Billion Misunderstanding."

No pre-registration required.

For more information, contact Donna Casey at donna.casey@dau.mil or 988-6800, ext. 3005.

The **Band of the U.S. Air Force Reserve** and the Museum of Aviation will present their annual free Concert in the Park series at the Museum's amphitheatre Tuesday, Sept. 21 and Sept. 28. All three shows start at 7 p.m.

Capt. Darius Magby, **Air Force Reserve Officer Training Corps** Det.160, University of Georgia, will conduct a briefing on AFROTC commissioning opportunities Thursday from 9 to 10 a.m. in Bldg. 905, Room 138. All Robins personnel and family members are invited to attend.

Etcetera

The Base Chapel is still searching for a music director with the ability to read music, sing, and play keyboards.

The candidate will be expected to recruit members for and lead the parish choir, and must be available Saturday evenings and Sunday mornings, as well as for one practice per week and special services as needed. The candidate must be a member of the Catholic



U.S. Air Force photo by SUE SAPP

Road safety

Despite additional speed limit signs being placed along Richard Ray Boulevard, motorists continue to drive too fast in the area. Ticketed drivers could lose their base driving privileges, even for a first offense.

"It's not just losing your base driving privileges," said Capt. Jonathon Murray, 78th Security Forces operations officer. "The most important thing is you can hurt someone."

The curve in the area between the fuel tank complex and the waste-water treatment plant is marked as a 15 mph zone. Yet drivers often fail to slow and the area has been the scene of some accidents serious enough that cars had to be towed away.

faith and possess knowledge of Catholic liturgies and worship services. Resumes are due to the chapel by Sept. 27. Interviews and skills demonstrations will be scheduled after resumes are received. For a statement of work, stop by the Base Chapel or call 926-2821.

The end of the fiscal year is approaching and the **Military Education and Training Section** must cut off tuition assistance in order to balance its budget.

All military members wishing to use tuition assistance for classes beginning on or before Oct. 1 must submit a tuition assistance form no later than Sept. 17. For more information, call 327-7304.

The following are leave recipients approved through the **Voluntary Leave Transfer Program**:

— Wendy Floyd of the Eagle Division. POC is Pamela Richardson at 926-6045.

— David Enslay of the 578th SMXS. POC is Bob Herrmann at 327-9835.

To have the name of an approved leave recipient printed in the Rev-Up, e-mail Lanorris Askew at: lanorris.askew@robins.af.mil. Submissions will run for two weeks.

Robins 2K users may access the current VLTP listing, reference materials, forms, and names of recipients by visiting <https://org.eis.afmc.af.mil/sites/FOWRALC/dp>.

PARKING

Continued from 1A

the grass. Those are around Bldg. 207, and compensate for parking lost during work done on the water tower near Bldg. 95, said officials. The only other area on base where people can park in a grass area is around Bldg. 91.

While illegally-parked vehicles are subject to a ticket, only those cars and trucks creating a traffic hazard will be towed.

In the meantime, the action team is working on several initiatives aimed at reducing the number of cars on base, including mass transit options.

It's also championing two other initiatives – the Clean Air Campaign and Transportation Incentive Program – which promote



U.S. Air Force photo by SUE SAPP

Construction projects often displace some parking spaces.

the use of carpools and vanpools.

By signing up for the Clean Air Campaign at www.logyourcommute.org, carpool riders can receive financial incentives, earn cash and prizes, and find

potential carpooling partners.

The Transportation Incentive Program provides financial incentives to those who vanpool.

For more information on TIP, call 926-7199.

CARPOOL

Continued from 1A

with traffic and parking on the base," she said.

Users of the site are invited to log their commute mileage saved through carpooling, which makes them eligible to win cash and prizes from the Clean Air Campaign's Commuter Rewards program. Additionally, people who bicycle, walk, or vanpool can log on to win awards.

The Clean Air Campaign is a non-profit organization which aims to reduce air pollution and traffic congestion.

Schwingle said signing up for the site does not obligate anyone to carpooling,



and people can choose to carpool only two or three days per week if they wish.

The Transportation Incentive Program offers financial benefits to those who share rides in vehicles carrying six or more passengers. The program is funded by the federal government, and aims to offset commuting costs for active-duty military members and civilian employees, as well

as reduce pollution and traffic congestion, preserve the environment and expand transportation alternatives.

Most base employees are eligible for the program, both as drivers or passengers, but drivers must have a six-passenger vehicle. Passengers receive up to several hundred dollars each month, which is paid to the driver. The commuting program benefits employees financially, potentially saving them thousands of dollars every year.

Signing up for the program does not obligate anyone, and people can choose to participate only two or three days per week if they wish. To learn more, call 926-7199.

BIRTHDAY

Continued from 1A

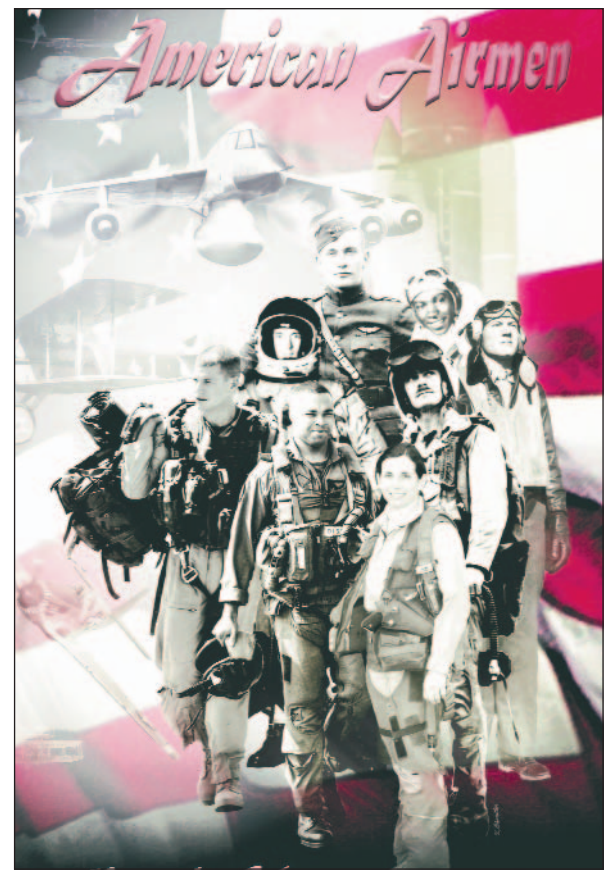
Defense Command and U.S. Northern Command.

Col. David Southerland, 78th Air Base Wing vice commander, encourages Team Robins members to attend the ceremony.

"Our Air Force is turning 63; we should all come out to the celebration and demonstrate pride in the Air Force's long history of defending our great nation," he said.

The celebration begins at 6 p.m. with a social hour, followed by dinner at 7 p.m. Tickets cost \$35.

To volunteer, contact Kem Lingelbach, project officer, at 926-8513.



RESERVE TICKETS BY MONDAY

Contact:

Molly Barker	WR-ALC staff offices, 94th Aerial Port Squadron, 116th Air Control Wing and 339th Flight Test Squadron
Kelicia Green	ALC-Financial Management
Antoinette Simmons	WR-ALC Plans and Programs
Doreen Davis	Aerospace Sustainment Directorate
Josh Gates	402nd Maintenance Wing
Susan Bartlett	638th Supply Chain Management Group
Capt. Roxanna Figueroa	689th Combat Communications Wing
Tabatha Johnson	Air Force Reserve Command
Tina Robinson	AFRC Recruiting Service
Jeremy Lindner	78th Air Base Wing
Scott Dobberstein,	5th Combat Communications Group
Ambree Hannah	78th Medical Group

Make energy savings a consideration in all you do

Honorary commanders tour Robins

KEEP'EM FLYING AFSO21

Generating airpower involves not only hard work but a total team effort of everyone on Robins, from mechanics on the flightline to security forces members to civil engineers.

Seven 78th Air Base Wing honorary commanders and their spouses had an up-close look last week at that effort.

Stops on their day-long tour included the 402nd Maintenance Wing's C-5 Repair and F-15 Functional Test facilities, Robins' control tower, the 78th Logistics Readiness Squadron's deployment processing area, the 78th Air Base Wing's Communications Directorate's Information Technology Depot, the Robins Medical Clinic, and the 78th Security Forces Squadron's K-9 Kennels.

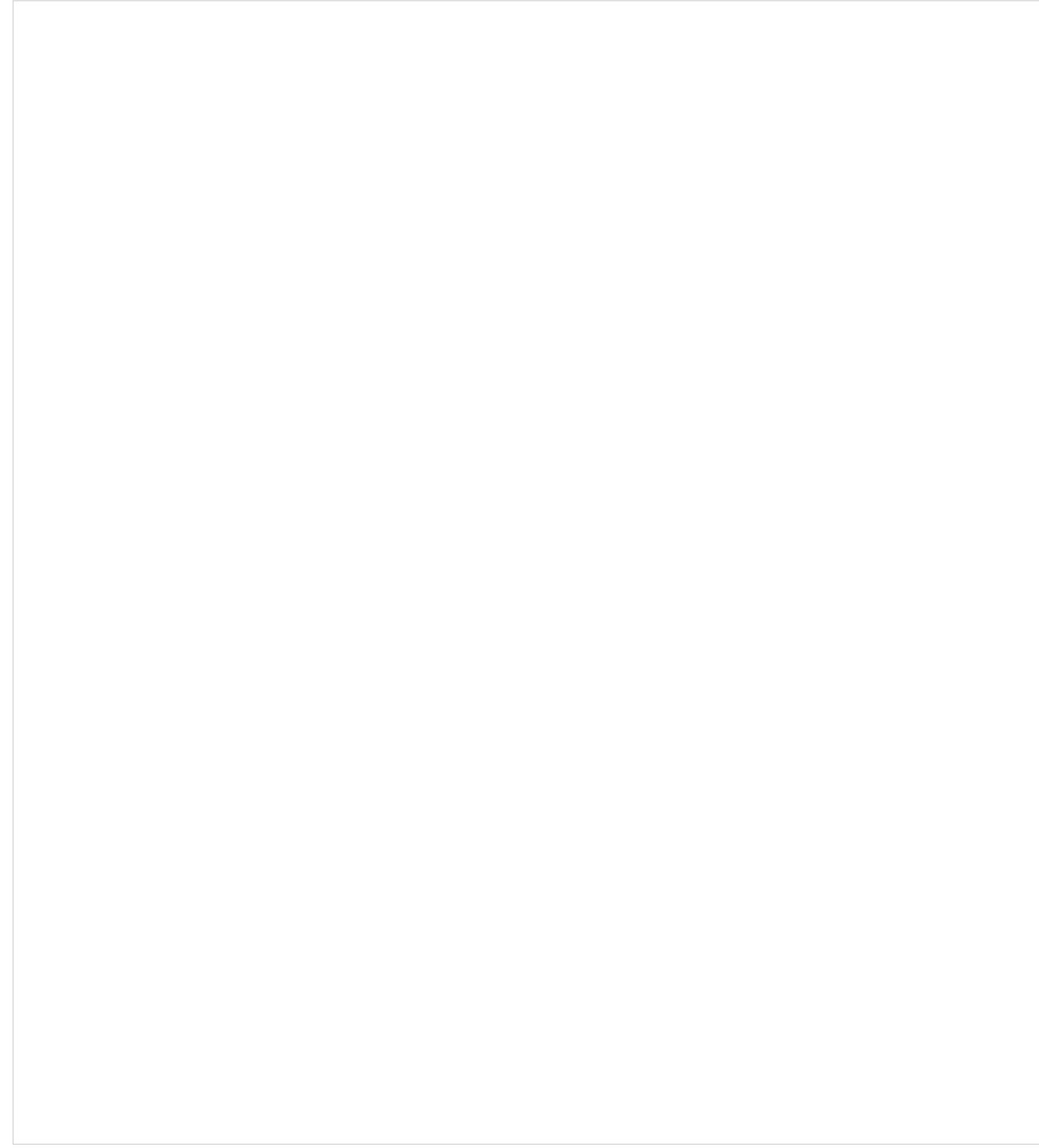
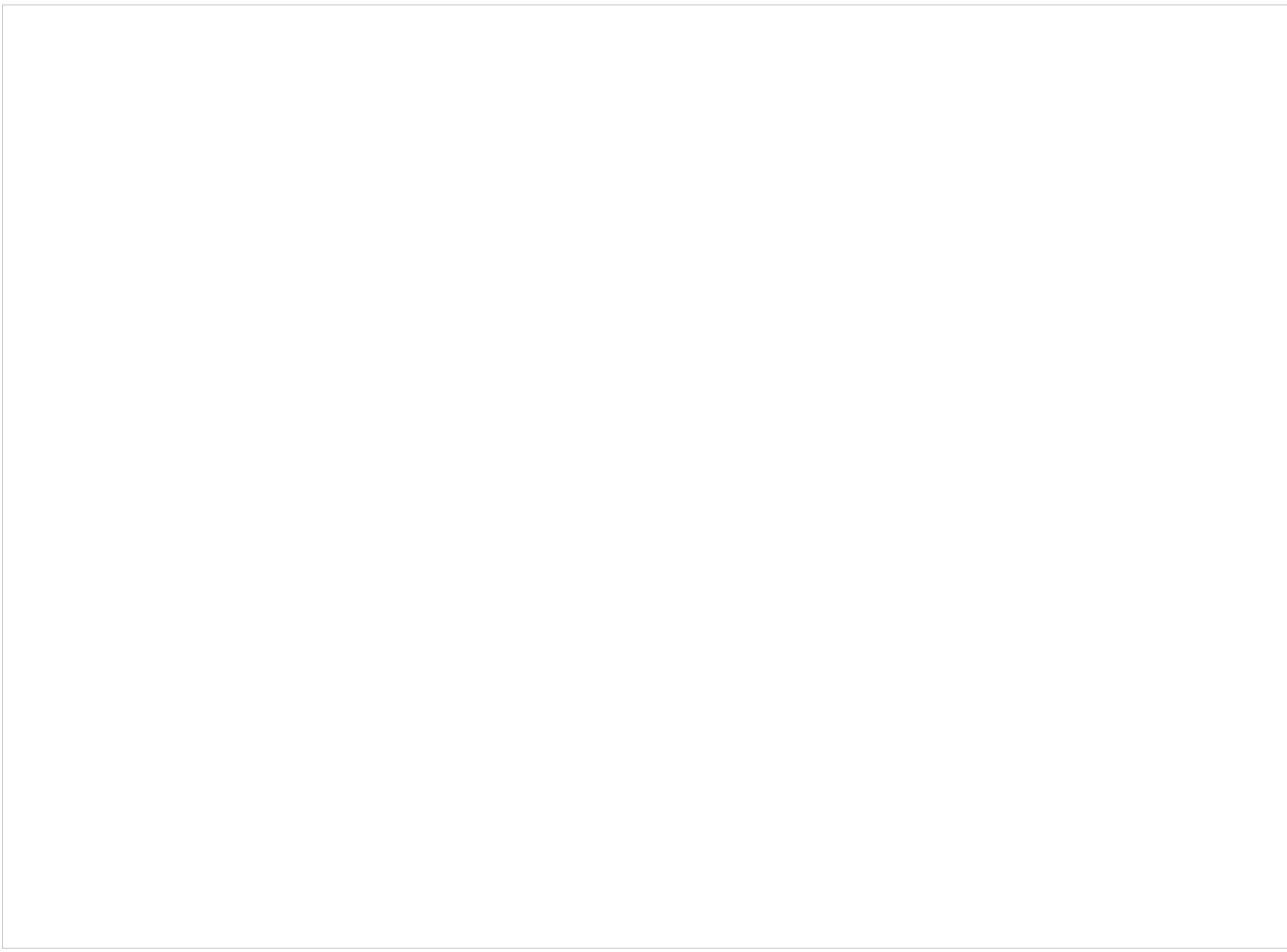


U.S. Air Force photos by ED ASPERA

PHOTOS:
Top: George Reid, 402nd Aircraft Maintenance Group, discusses the F-15E.

Bottom left: Justin Richie, Cox Communications, tries on a gas mask.

Bottom right: Chris Coley, Cochran Police Department, volunteers for a military working dog demonstration.



Quality customer service calling card for personnelist

Nate Goolsby is known as “the answer man” in the Warner Robins Air Logistics Center’s Personnel Directorate.

Goolsby, a Macon native, sees hundreds of customers each month, ensuring each is served quickly, efficiently and, most importantly, correctly. His work helps the customer get back to his or her job quicker and reduces the wait time at his office.

He has improved customer communications via both telephone and computer use.

Previously, customers with questions about the Employee Benefits Information System would have to physically go to the customer service center.

Goolsby mastered the automated process for the Air Force’s Benefits and Entitlements Service Team program. He now routinely assists customers through the system to improve their ability to find information about, or make changes to, their life insurance and health care coverage, or even make changes to their Thrift Savings Plan retirement accounts without traveling to the customer service office.

Goolsby’s customer service e-mail response program is a system he uses to actually answer each customer’s e-



U.S. Air Force photo by SUE SAPP

Nate Goolsby, Warner Robins Air Logistics Center Personnel Directorate, has improved customer communications via both telephone and computers.

mail, usually the same day he receives the original question. Since he began manning the customer service desk, the volume of customers having to physically come by the office has dropped and the office is now able to close an hour earlier each day because of Goolsby’s actions.

His stellar support directly impacts the civilian workforce by lessening the stress of maneuvering through a sometimes complex process, and freeing up workers’ time to focus on the mission.

“Nate is the personality of the WR-ALC Personnel Directorate,” said Lesley Glover-Daniely, Data Management Branch directorate chief.

“He is the first representative of DP our customers see for service, and (he) sets the bar very high for the rest of us to follow.

“He handles each customer with such diligence and completeness that often times I wonder why we are not servicing as many customers as we used to in the past,” Glover-Daniely added. “He handles about 75 percent of the issues our walk-in customers have and does this within a timely manner. DP could use more specialists like Nate.”

— *Editor’s note: This article was previously printed in The Telegraph as part of its “From the Homefront” series.*

IF YOU DON'T WANT IT
READ.....
SHRED INSTEAD

78th FSS BRIEFS

ON TAP

First Friday Social Hour

Today
5 to 6 p.m.
Dinner at 6 p.m.
Heritage Club and Horizons
For details, call 926-2670.

Give Parents A Break

Today
6 to 10 p.m.
For details, call 926-3080.

Yard Sale

Saturday
8 a.m. to noon
\$7 per table
Heritage Club, Bldg. 956
For details, call 926-2105.

Texas Hold 'Em Saturdays

Saturday, Sept. 18 and 25
2 p.m.
Members \$10; Guests \$15
Heritage Club, Bldg 956
For details, call 222-7864.

Sunday Brunch

Sunday
10 a.m. to 1 p.m.
Members \$12; Guests \$15
Horizons, Bldg. 542
For details, call 926-2670.

Pre-Separation Briefings

Thursday, Sept. 23, 30
1 to 2 p.m.
Bldg. 794
For details, call 926-1256.

UPCOMING

Hispanic Heritage Month

Story Time
Sept. 17 at 4 p.m.
Sept. 18 at 10 a.m.
Base Library, Bldg. 905
For details, call 327-8761.

End of Summer Bash

Sept. 25
4 to 8 p.m.
Robins Park

For details, call 926-2105.

HMLA-773 Golf Outing

Oct. 7
8 a.m.
\$45
Pine Oaks Golf Course
Deadline to register: Oct. 1
For details, call 222-5464

Drummer Boy

Historical Site
Oct. 11
Depart 8:30 a.m. \$20 per person
Sign up by Sept. 20
For details, call 926-4001.

On Target Paintball

Oct. 16
\$25 per person
Sign up by Sept. 20
For details, call 926-4001.

Octoberfest – Helen, Ga.

Oct. 22-24
\$400 per person;
\$550 couples
For details, call 926-4001.

Tops In Blue

"We Believe" Tour
Oct. 24
7 p.m.
Warner Robins Civic Center
For details, call 926-2105.

Fall Bowling Leagues

Sign up today
Bowling Center, Bldg. 908.
For details, call 926-2112

ONGOING

Glow-in-the-Dark Bowling

Fridays and Saturdays
9 to 11 p.m.
For details, call 926-2112.

Pool Hours

Horizons - closed
Heritage - Open through
Sunday

Noon to 7 p.m.

Football Frenzy

Sundays
Doors open at noon
Game starts at 1 p.m.
Heritage Club, Bldg. 956
For details, call 222-7864.

Salsa Classes

Tuesdays
5:30 to 6:30 p.m.
Heritage Club Ballroom
For details, call 926-2105.

Ballroom Dancing

Thursdays
6 to 7 p.m. & 7 to 8 p.m.
Heritage Club
For details, call 926-2105.

Cheerleading Classes

Saturdays
Youth Center, Bldg. 1021
\$40 per month
For details, call 926-2110.

Private Golf Lessons

\$40 per half hour
Pine Oaks Golf Course
For details, call 926-4103.

Golf Punch Cards

20 nine-hole rounds
\$120, \$220 with cart
25 range tokens, \$60
For details, call 926-4103.

2010 Annual Greens Fees

Pine Oaks Golf Course
\$429 - \$715 for individuals,
\$583 - \$880 for families.
Senior rates Iso available
For details, call 926-4103.

The Afterburner

Located in Bldg. 166
Monday through Friday
5 a.m. to 1 p.m.
For details, call 222-7827.

Atlanta Braves VIP Sheets

For details, call 926-2945.



U.S. Air Force photo by GARY CUTRELL

Club changes

More than 500 people attended the grand re-opening of the newly renovated Heritage Club bar. A four-month, \$120K project overhauled the bar, giving it a reconfiguration, as well as new paint, windows, doors, and floor. Club goers will also be able to enjoy watching sports on new 42-inch and 32-inch HD flat screens and a large projector screen.

NOW PLAYING

Tickets - \$4 adult; \$2 children (up to 11 yrs)
For details, call 926-2919.



TODAY
7 P.M.
CYRUS
R



SATURDAY
3 P.M.
CATS & DOGS
PG

78th FSS DIRECTORY

- ▶ FSS Administration 926-3193
- ▶ Community Center 926-2105
- ▶ Outdoor Rec 926-4001
- ▶ Chapel 926-2821
- ▶ Arts & Crafts 926-5282
- ▶ Horizons 926-2670
- ▶ Heritage Club 926-2670
- ▶ Library 327-8761
- ▶ HAWC 327-8480
- ▶ Fitness Center 926-2128
- ▶ Fitness Center Annex 222-5350
- ▶ Youth Center 926-2110
- ▶ ITT 926-2945
- ▶ Bowling Center 926-2112
- ▶ Pine Oaks G.C. 926-4103
- ▶ Pizza Depot 926-0188