

DISCOVER



The Development of Combat Power and Efficiency

Vol. 25, No. 22-- Friday, Nov. 9, 2001 -- Brooks AFB, Texas

Through the Many Facets of Aerospace Medicine

We call it Veterans Day

DEPARTMENT OF VETERAN AFFAIRS — In 1921, an unknown World War I American soldier was buried in Arlington National Cemetery. This site, on a hill overlooking the Potomac River and the city of Washington became the focal point of reverence for America's veterans.

Similar ceremonies took place earlier in England and France, where an unknown soldier was buried in each nation's highest place of honor. That was Westminster Abbey in England and the Arc de Triomphe in France. These memorial gestures all took place Nov. 11, giving universal recognition to the celebrated ending of World War I fighting at the 11th hour of the 11th day of the 11th month, 1918. The day became known as Armistice Day.

Armistice Day officially received its name in America in 1926 through a Congressional resolution. It became a national holiday 12 years later by similar Congressional action. If the visionary hope had been realized that World War I the "war to end all wars," November might still be called Armistice Day. But only a few years after the holiday was proclaimed, war broke out in Europe. Approximately 16.5 million Americans took part. The death toll left 407,000 in service and more than 292,000 in battle.

An answer to the question of how to pay tribute to those who had served in this latest, great war came in a proposal made by Rep. Edwin K. Rees of Kansas: Change Armistice Day to Veterans Day, and make it an occasion to honor those who have served America in all wars. In 1954, President Dwight Eisenhower signed a bill proclaiming November 11 as Veterans Day.



Photo by Staff Sgt. Sabrina Johnson

The Brooks Honor Guard helped the state of Texas honor veterans and their families by participating in a dedication ceremony at the state cemetery in Austin Nov. 1. The ceremony included the dedication of a memorial to the American Gold Star Mothers. The honor guard participated as part of this year's Veterans Day observance. See Honor Guard, Page 3.

NASA scientists visit Brooks: plan technology partnership

By Rudy Purificato

311th Human Systems Wing

National Aeronautics and Space Administration scientists from the Johnson Space Center in Houston visited Brooks Oct. 25. They discussed forming a partnership with the 311th Human Systems Program Office that will leverage both organizations' resources aimed at advancing technology.

Seven members of NASA's engineering and life sciences directorates met with SPO director Col. Dartanian 'Doc' Warr and his staff. The meeting was meant to broker a tentative agreement involving shared resources, which would revive a decades-old working relationship between the base and the space agency.

"In 1999, the assistant secretary of the Air Force suggested to the SPO that we become more involved in collaborating with NASA," said Warr. He explained that both organizations are engaged in developing technologies that enhances human performance, safety and survival.

"A lot of survival equip-

ment for NASA's Mercury and Gemini programs were developed at Brooks during the 1950s and 1960s. What they want to do now is leverage shared ideas and technology," Warr said.

"We have an opportunity for all of us involved to leverage each others' dollars. We have the same agreement with the Army and Navy," explained the SPO director whose staff is continually looking for resources to help enhance warfighter capabilities.

Specifically, NASA is interested in the SPO's Materials Laboratory and Aero-medical Test Laboratory.

Additionally, NASA wants to partner with the SPO to help upgrade ejection seats used in T-38s, aircraft that astronauts fly periodically to stay current as rated pilots.

"We're (also) interested in medical information technology," said Lt. Col. Doug Perrenod, an Air Force Reserve bioenvironmental engineer assigned to the SPO as an individual mobilization augmentee.

Perrenod, who is detailed to NASA's missions operations directorate, is involved in helping the Air Force de-

velop crew life support systems.

The NASA contingent featured several scientific 'celebrities' including space-suit design engineer Amy Ross, daughter of astronaut Jerry Ross who is the U.S. record-holder with more than 44 hours of space walks.

"This is my first trip to Brooks. I grew up on Air Force bases. I (once) lived at Wright-Patterson (Ohio) and Edwards, (Calif.) Air Force Bases," Ross said, referring to her father's previous career as an Air Force officer.

Her father, a NASA astronaut since 1980, currently serves as an extra vehicular activity mission specialist. A veteran of six shuttle missions, Ross' father is scheduled to fly a seventh shuttle mission in March to the international space station.

Having the opportunity to collaborate with Brooks scientists and engineers, she noted, will further enhance her expertise in the area of life support.

"Since 1996, I have worked in NASA's crew and thermal systems division where I test and evaluate

space suits. We're constantly making improvements and modifications (to space suit equipment)," Ross said.

The SPO here is involved in similar work, such as facilitating upgrades to advanced flight suit ensembles.

Accompanying Ross on the Brooks trip was her supervisor Joseph Kosmo, senior engineer in NASA's advanced space suit lab. It was Kosmo who designed the phase VI gloves that Ross' father used during a space shuttle mission.

"I certified for flight the gloves dad used on STS-88. They provided more mobility," she said.

U.S. Navy Captain Robert Trevino, another NASA contingent member who visited Brooks, was responsible for initiating contact with the SPO that led to the trip. "He (Trevino) knew the capabilities here and wanted to take advantage of them through collaboration. We (NASA and Brooks) have overlapping technologies. It will be good to have a joint venture in research and development," Ross said.

Rudolph.Purificato@brooks.af.mil

INSIDE



Honor Guard

Page

3



Brooks' Veterans

Page

13



DISCOVERY

The *Discovery* is published by *Prime Time Inc.*, a private firm in no way connected with the United States Air Force, under exclusive contract with Brooks Air Force Base, Texas.

This commercial enterprise newspaper is an authorized publication for members of the military services. Contents of the *Discovery* are not necessarily the official views of, or endorsed by, the United States Government, the Department of Defense or the United States Air Force.

The appearance of advertising in this publication, including inserts and supplements, does not constitute endorsement by the Department of Defense, the Department of the Air Force or *Prime Time Corp.* of the products or services advertised.

Everything in this publication is edited, prepared and provided by the 311th Human Systems Wing Public Affairs Office of Brooks Air Force Base. Material for the *Discovery* should be typewritten, double-spaced and submitted to 311HSW/PA, 2510 Kennedy Circle, Suite 116, Brooks AFB, TX 78235-5120 by noon the Wednesday prior to the week of publication. All photos are Air Force photos unless otherwise indicated. Articles may also be submitted by fax by calling 536-3235 or by e-mail.

Articles may be submitted by e-mail to: Cerise.Fenton@brooks.af.mil or to: Discovery@brooks.af.mil

The *Discovery* is published every other week on Friday. Contact the editor at 536-5141 for more information.

Discovery advertising

Deadline for display advertising is noon the Friday preceding the publication date. To advertise in the *Discovery*, call 675-4500 or send advertising copy to *Prime Time Military Newspapers*, P.O. Box 27040, San Antonio, Texas 78227.

Discovery Editorial Staff:

311th Human Systems Wing Commander

Brig. Gen. Lloyd Dodd

Director of Public Affairs

Larry Farlow

Editor

Cerise Fenton

(cerise.fenton@brooks.af.mil)

Public Affairs NCOIC

Staff Sgt. John Jung

Photography

Senior Master Sgt. T.C. Coaxum

Tech. Sgt. Pedro Ybanez

Staff Sgt. Sabrina Johnson

Discovery logo

by Arlene Schirmer



Sylvia Black, Publisher

Pia Goodman, Prod. Mgr.

Pat McCain, Classified Mgr.

Anna Johnson, Business Mgr.

Diane Bohl, Sales Manager

Sherry Snoga, Account Exec.

Rose Stewart, Account Exec.

Steve Kalaher, Account Exec.

Advertising

(210) 675-4500

FAX:

(210) 675-4577

E-mail:

sblack@txdirect.net



William A. Johnson

President

Robert L. Jones II

Chief Operating Officer

Gregg R. Rosenfield

Senior Vice President Sales

and Marketing

Community Newspapers:

North San Antonio Times — Northside Recorder

Bulverde Community News — Southside Reporter

The Herald

Military Newspapers:

Fort Sam Houston News Leader

Lackland Talespinner — Kelly Observer

Medical Patriot — Randolph Wingspread

Brooks Discovery

Specialty Publications:

Daily Commercial Recorder — San Antonio Medicine

— San Antonio Lawyer — Que Pasa!

Graphics & Printing Services:

Prime Time Graphics

Christopher Press (Web printing)

The *Discovery* is online.

Go to <http://www.brooks.af.mil/HSW/PA/discovery>.

The Secretary of Defense

“Today is November 1, and smoke — at this very moment — is still rising from the ruins of the World Trade Center.”

By Donald Rumsfeld

U.S. Secretary of Defense

WASHINGTON — Good afternoon.

I have reflected on some of the questions posed at the last briefing: questions about the ‘speed of progress’ in the campaign, questions about the “patience” of the American people, if something does not happen immediately.

I have a sense that the public understands the following facts: On September 11th terrorists attacked New York and Washington, DC, murdering thousands of innocent people — Americans and people from dozens of countries and all races and religions — in cold blood.

On October 7th, less than a month later, we had positioned coalition forces in the region, and we began military operations against Taliban and al-Qaeda targets throughout Afghanistan.

Since that time — roughly three weeks ago — coalition forces have flown over 2,000 sorties, broadcast 300-plus hours of radio transmissions, delivered 1,030,000 humanitarian rations to starving Afghan people.

Today is November 1, and smoke — at this very moment — is still rising from the ruins of the World Trade Center.

With the ruins still smoldering and the smoke not yet cleared, it seems to me that Americans understand well that — despite the urgency in the press questions — we are still in the very, very early stages of this war. The ruins are still smoking!

Consider some historical perspective:

— After the December 1941 attack on Pearl Harbor, it took four months before the United States responded to that attack with the Doolittle raid of April 1942.

— It took eight months after Pearl Harbor before the U.S. began a land campaign against the Japanese — with the invasion of Guadalcanal in August of 1942.

— The U.S. bombed Japan for three-and-a-half years — until August 1945 — before we accomplished our objectives in the Pacific.

— On the European front, the allies bombed Germany continually for nearly five years — from September of 1940 until May of 1945.

— It took 11 months to start the land campaign against the Germans — with the invasion of North Africa in November of 1942.

— It took the United States two years and six months after Hitler declared war on us before we landed in France on June 6, 1944.

We are now fighting a new kind of war. It is unlike any America has ever fought before. Many things about this war are different from wars past-but, as I have said, one of those differences is not the possibility of instant victory.

At my briefing when I announced the start of the air campaign on October 7th, I stated that our initial goals were: to make clear to the Taliban that harboring terrorists carries a price; to acquire intelligence to facilitate future operations against al-Qaeda and the Taliban; to develop useful relationships with groups in Afghanistan that oppose the Taliban and al-Qaeda; to make it increasingly



Courtesy photo

Secretary of Defense Donald Rumsfeld during an address following the Sept. 11 terrorist attacks.

difficult for the terrorists to use Afghanistan freely as a base of operation; to alter the military balance

“In other American wars, enemy commanders have come to doubt the wisdom of taking on the strength and power of this nation and the resolve of her people. I expect that somewhere, in a cave in Afghanistan, there is a terrorist leader who is, at this moment, considering precisely the same thing.”

Donald Rumsfeld
Secretary of Defense

that they cannot threaten the American people or our way of life.

This is a task that will take time to accomplish. Victory will require that every element of American influence and power be engaged.

Americans have seen tougher adversaries than this before-and they have had the staying power to defeat them.

Underestimating the American people is a bad bet.

In the end, war is not about statistics, deadlines, short attention spans, or 24-hour news cycles.

It is about will — the projection of will, the clear, unambiguous determination of the President and the American people to see this through to certain victory.

In other American wars, enemy commanders have come to doubt the wisdom of taking on the strength and power of this nation and the resolve of her people. I expect that somewhere, in a cave in Afghanistan, there is a terrorist leader who is, at this moment, considering precisely the same thing.



Brooks Honor Guard helps Texas honor veterans

By Rudy Purificato

311th Human Systems Wing

The Brooks Honor Guard helped the state of Texas honor veterans and their families when they participated in ceremonies held at the state cemetery in Austin Nov. 1.

Governor Rick Perry presided at the event, which dedicated a monument to the American Gold Star Mothers, Inc., a national non-profit organization founded after World War I. The organization is composed of mothers whose sons or daughters died while serving in America's Armed Forces.

Brooks Honor Guard participation included posting colors, performing a POW/MIA table ceremony and conducting a 21-gun salute.

"It was a spectacular event for us to support," said Staff Sgt. Angela Anderson, Brooks Honor Guard noncommissioned officer in charge.

Honor Guard members who posted colors were Staff Sgt. Jeff Michell, Senior Air-



Photo by Staff Sgt. Sabrina Johnson

The rifle, boots, and helmet from the ceremony conducted by the Texas Association of Vietnam Veterans at the state cemetery in Austin Nov. 1 in front of The Wall That Heals, a half-scale version of the original Vietnam Veterans Memorial.

man Jimmy Sanchez, and Airmen 1st Class Dan Conner and Davesus Omosun. Providing the 21-gun salute were Staff Sgt. Rusty Habel, Senior Airmen Courtney Edwards and Mark Mendez, and Airman 1st Class Jesus Ontiveros.

The Texas governor acknowledged the many contributions made by American Gold Star Mothers on behalf of veterans. The organization's 200 chapters provide countless hours of community service supporting veterans in hospitals.

The Texas Association of Vietnam Veterans also participated in the event, conducting a Rifle, Boot and Helmet ceremony in front of The Wall That Heals, a half-scale version of the original Vietnam Veterans Memorial. This traveling exhibit was first unveiled on Veterans Day 1996. It contains the names of 58,220 men and women who died or are listed as missing in action during the Vietnam War.

The Brooks Honor Guard supported the event as part of the base's contributions to this year's Nov. 11 Veterans Day observance, a national holiday since 1919.



Postal agency sets holiday mailing dates and policies

By Tech. Sgt. Scott Elliott
Air Force Print News

WASHINGTON — Not only are the recommended deadlines for mailing holiday cards and gifts overseas approaching, postal officials have set restrictions on what may be sent.

"We've given permission to military mail (staffs) overseas to restrict their customers from sending powdery-type items," said Navy Capt. Eugene DuCom, deputy director of the Military Postal Service Agency.

Postal service officials recommend people refrain from sending such items as bath salts, talc and body powders to either overseas locations from the United States, or to the United States from overseas. Any package containing a powdery substance could cause a false alarm, DuCom said.

Du Com said he also recommends people avoid placing batteries in items they are shipping. Toys with batteries in them could turn on and make humming sounds or clocks could tick, he said.

Despite the warnings and public awareness of the current anthrax scare, DuCom said he acknowledges that some people may try to slip a powdery substance through the system.

"If a powdery substance is detected (in a letter or package), that item will be intercepted," he said. "People will get their material, but there (could) be delays caused by false indicators."

In short, "people need to use common sense," DuCom said.

To ensure delivery of holiday cards and packages to all military APO and FPO addresses overseas, the postal service recommends that standard mail be posted by Nov. 6. Space-available mail should be posted by Nov. 27, parcel airlift mail by Dec. 4, and priority mail and first-class cards and letters by Dec. 11.

Recommended international deadlines are:

Surface mail — Nov. 2 to Asia/Pacific Rim, New Zealand, Australia, Central and South America; Nov. 10 to the Caribbean, Mexico and Europe; and Nov. 23 for Canada.

Air parcel post, and air letters and cards — Dec. 3 to Africa, Central and South America, Dec. 10 for Asia/Pacific Rim, Australia, New Zealand, the Caribbean, Mexico, Europe and the Middle East; and Dec. 14 to Canada.

Parcel airlift mail is a special service that provides air transportation for parcels on a space-available basis. PAL is available for standard mail not exceeding 30 pounds or 60 inches in length and girth combined. The PAL fee must be paid in addition to the regular rate.

Space available mail parcels paid at standard mail postage rates are transported by surface, then overseas by air on a space-available basis. The maximum weight and size are 15 pounds and 60 inches in length and girth combined.

Visit the military postal service Web site for more information, including a list of items prohibited from mailing.

Chief of staff reiterates need for Stop-Loss

By Tech. Sgt. Scott Elliott
Air Force Print News

WASHINGTON — Following a review of the current situation and major command inputs, the Air Force chief of staff determined that airmen in all Air Force Specialty Codes would be affected by Stop-Loss through January.

Citing the new homeland defense initiative and the requirements of fighting a new kind of war, Gen. John Jumper said he believes now is not the time for airmen to leave the service.

It was announced Sept. 22 that Stop-Loss would be effective immediately for the active-duty and Reserve components in order to preserve combat capability.

Stop-Loss is a personnel program

that prevents separations and retirements by involuntarily extending duty-service commitments.

"Requirements for both Operation Enduring Freedom and Operation Noble Eagle are evolving daily, which makes it difficult to release people from the Air Force," wrote Jumper in a message to servicemembers.

Because homeland defense is a mission that has never before been implemented, personnel officials are working to establish required manning figures.

"The bottom line is that we are in the early stages of developing the wartime requirements, thus to release any career fields from Stop-Loss at this time would be ill-advised," Jumper wrote.

Separations and retirements from

all AFSCs, initially frozen for 30 days, are now affected for at least an additional 90 days. There have been rumors suggesting April 30 or May 1 as Stop-Loss end-dates. This is premature, according to the chief of staff.

"We'll take another look in January," he wrote. "Hopefully (by then), requirements will be better defined so we may be able to release some career fields from Stop-Loss."

"This is a fight we did not ask for, but one we accept in defense of freedom-loving people everywhere. We have fought and defeated the forces of evil many times throughout our existence. With your help, we will do so again," Jumper wrote.

Contact the military personnel flight at Brooks at 536-3395 for more information on Stop-Loss.

DoD expands imminent danger/hardship duty locations

By Jim Garamone
American Forces Press Service

WASHINGTON - The Department of Defense has expanded the areas in which service members are eligible for imminent danger pay and hardship duty pay.

Charles Abell, assistant defense secretary for force management policy, sent two memos to the services that add a number of countries and adjacent seas to the imminent danger areas.

Imminent danger pay is \$150 per month. Service members need only spend one day in an imminent danger area during the month to receive this pay.

In one memo, dated Oct. 31, Abell added Kyrgyzstan, Oman, United Arab

Emirates and Uzbekistan to the imminent danger areas. He also added the waters of the Red Sea, the Gulf of Aden and the Gulf of Oman.

Service members serving on the Arabian Sea — north of 10 degrees north latitude and west of 68 degrees east longitude — will also receive the pay.

Since the memo is dated in October, service members in those areas will receive the pay if they spent any time in those countries during the month.

The memo designates Afghanistan, Pakistan and Tajikistan as hardship duty locations at the monthly rate of \$100. It also lowers the hardship duty pay for Kyrgyzstan and Uzbekistan from \$150 per month to \$100 per

month.

Officials explained the rate was dropped because both imminent danger and hardship duty pay have personal security costs built in to them. Service members cannot be compensated twice for personal security reasons.

A separate memo, also dated Oct. 31, designates Indonesia, Malaysia and the Philippines as imminent danger areas for pay purposes.

Again, service members assigned to these areas will receive the \$150 per month payment. The memo also reduces the current \$150 per month hardship duty pay location allowance from \$150 to \$100 per month for service members in Jakarta, Surabaya and East Timor, Indonesia.

Anthrax threat suspends two popular mail programs

By Jim Garamone
American Forces Press Service

ALEXANDRIA, Va. (AFPN) — Military postal officials reluctantly suspended the "Operation Dear Abby" and "Any Service Member" postal programs because of the anthrax threat.

Alan F. Estevez, acting assistant deputy undersecretary of defense for transportation policy, suspended the two programs in a signed Oct. 30 memorandum to the Military Postal Service Agency.

The memo formalizes an interim agency suspension issued Oct. 16. Effective immediately, mail will no longer be accepted for these anonymous-sender programs.

The Dear Abby program, founded by the newspaper advice columnist, has delivered mail to United States servicemembers overseas during the holiday season for 17 years.

The "Any Service Member" mail program grew out of Desert Shield and Desert Storm, but really cranked up during the U.S. assistance to Bosnia in 1995, officials said.

Both programs let U.S. servicemembers overseas know that fellow Americans support them and appreciate their sacrifices.

The most critical issue surrounding these mail programs is personnel safety said Military Postal Service Agency officials.

"Both of these programs create an avenue to introduce mail into the system from unknown sources," officials said.

"The recent mail-related attacks have demonstrated the vulnerability of the postal system."

Mail handling has become more sensitive and time consuming, officials said, and the increased volume of mail that would result from the Dear Abby and Any Service Member programs could impact the quality of military postal service and force protection.

U.S. Postal Service officials said a ton of letter mail equals about 71,000 typical first-class letters.

Officials extend SGLI 'grace period'

RANDOLPH AIR FORCE BASE (AFPN) — The "grace period" during which military people can either decline or reduce life insurance coverage for their spouses and receive a refund for premiums paid has been extended to Dec. 31.

Under the new Servicemembers' Group Life Insurance program, spouses of participating servicemembers were automatically enrolled Nov. 1 for up to \$100,000 of life insurance coverage.

Servicemembers also began receiving \$10,000 of free insurance coverage for each of their dependent children.

"Every effort is being made to accommodate military members," said Maj. Jerry Couvillion, chief of the casualty services branch at the Air Force Personnel Center. "This extension should allow members sufficient time to make a decision as important as this."

"This is a great deal for Air Force people, especially the free insurance for children," Couvillion said. "Its intent is to provide extra financial security, and that's exactly what it does, with minimum cost to the member."

Foglesong becomes AF vice chief of staff

WASHINGTON (AFPN) — Lt. Gen. Robert H. "Doc" Foglesong was promoted to the rank of general before assuming duties as the Air Force vice chief of staff during a Nov. 5 Pentagon ceremony.

As vice chief of staff, Foglesong presides over the Air Staff and serves as a member of the Joint Chiefs of Staff Joint Requirements Oversight Council.

Before becoming vice chief of staff, he was the deputy chief of staff for air and space operations at the Pentagon.

Foglesong succeeds Gen.



Gen. Robert Foglesong
Air Force vice chief of staff

John W. Handy, who became the commander in chief of U.S. Transportation Command and commander of Air Mobility Command at Scott Air Force Base, Ill.



Photo by Tech. Sgt. Pedro Ybanez

Airman Dawn Fojtik, U.S. Air Force School of Aerospace Medicine, receives the Dorm Room of the Quarter award from Lt. Col. Stuart Cowles, assistant to the 311th Human Systems Wing commander. Fojtik, an aerospace physiology apprentice, was honored for the period covering July 1 through Sept. 30.



ACTIONLINE

536-2222



Brig. Gen. Lloyd Dodd
311th Human Systems
Wing commander

The **COMMANDER'S ACTION LINE** is your opportunity to make Brooks a better place to live, work and play.

If you have a suggestion for improvement, a complaint or a problem that you have not been able to resolve through normal complaint channels or the chain of command, call the COMMANDER'S ACTION LINE, 536-2222.

Only items of general interest will be published, so please leave your name and number for a personal response.

The base agencies listed below can be contacted directly:

| | |
|--|----------|
| 311th Security Forces Squadron..... | 536-3310 |
| SFS after duty hours..... | 536-2851 |
| 311th Civil Engineer Squadron..... | 536-3861 |
| 311th Communications Squadron..... | 536-6571 |
| 311th Air Base Group Logistics Division..... | 536-3541 |
| Safety..... | 536-2111 |
| Housing Maintenance..... | 536-7000 |
| Housing Office..... | 536-1840 |
| 311th Services Division..... | 536-2545 |
| 311th Medical Squadron (Clinic)..... | 536-4715 |
| Military Personnel..... | 536-1845 |
| Civilian Personnel..... | 536-3353 |
| Military Pay..... | 536-1851 |
| Civilian Pay..... | 536-2823 |
| I.G. (FWA)..... | 536-2358 |
| Military Equal Opportunity..... | 536-2584 |
| EEO Complaints..... | 536-3702 |
| Base Exchange..... | 533-9161 |
| Commissary..... | 536-3549 |
| Brooks City Base Project Office..... | 536-6626 |



Brooks Family Support Center activities

Call 536-2444 for information

Sponsor training

10-11 a.m., Nov. 19, Bldg 538 —

In accordance with AFI 36-3011, sponsor training is mandatory for all first-time sponsors and those who have not sponsored within the past year. However, everyone is welcome to attend and learn about tools and resources available for sponsors

Morale call highlights

Civilian and military personnel who are deployed or TDY for 30 days or more are eligible for the following programs and services:

* Morale calls - 2 fifteen-minute phone calls per week to locations with DSN capability, after normal duty hours.

* Video telephone

* Video post card (e-mail)
* Write connection for kids
* Individual counseling
* Resource material— Books, and videos to help you survive and even thrive during military family separations.

Call Master Sgt. Melvin Gilchrist at 536-2444 for more information.

Is a PCS move in your future?

The Relocation Assistance Program in the Family Support Center needs your help. Due to temporary technical difficulties, we are currently unable to access accurate PCS information on outbound personnel.

If a PCS move is in your future, call 536-2444. We'll put together a binder of information about your new base and community, pay and entitlements, shipping your belongings and filing claims, financial planning for relocation, a countdown checklist for accomplishing the tasks required before you move.

We'll appreciate your help, and we think you'll be glad, too.

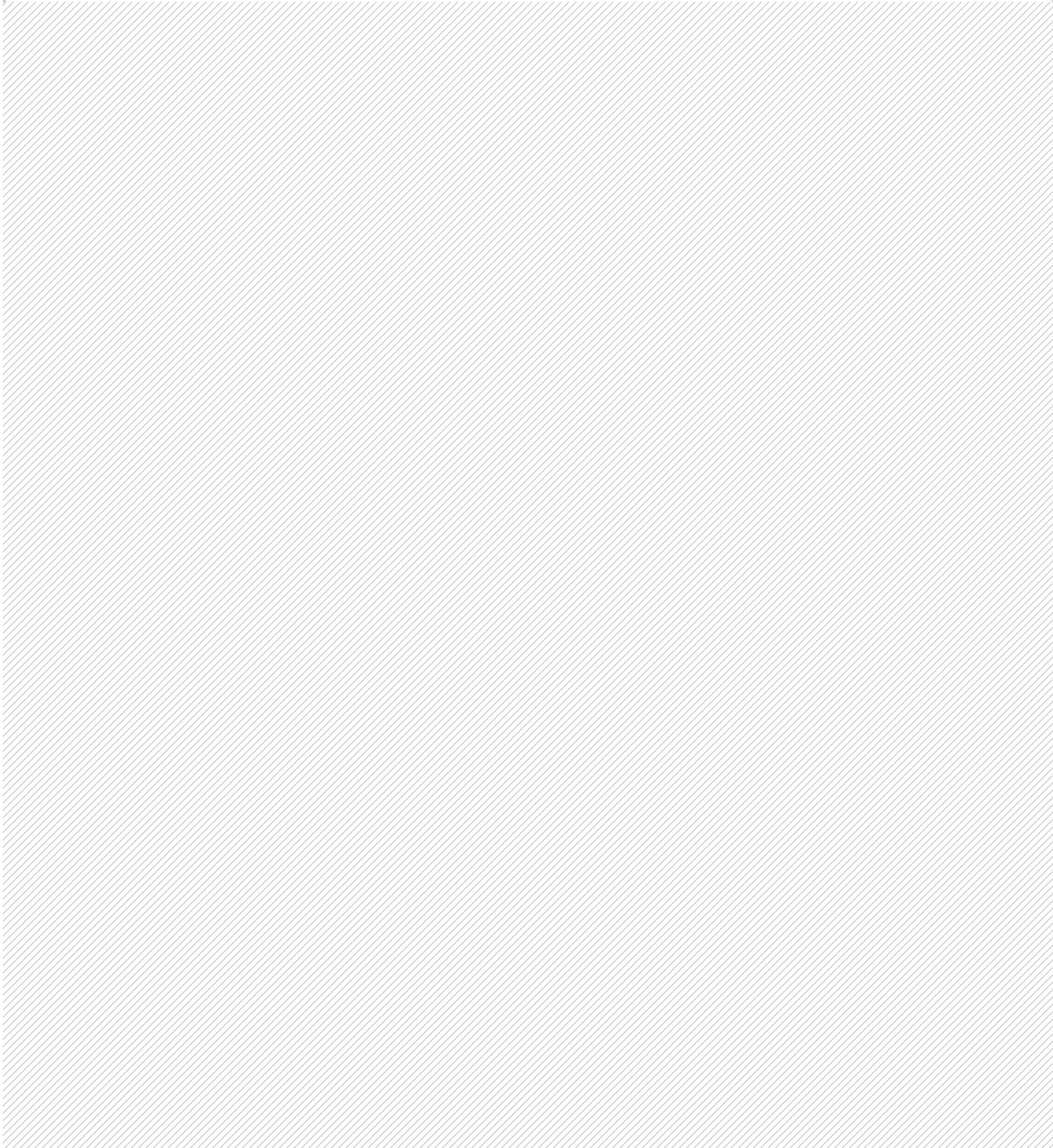
Air Force Crossroads

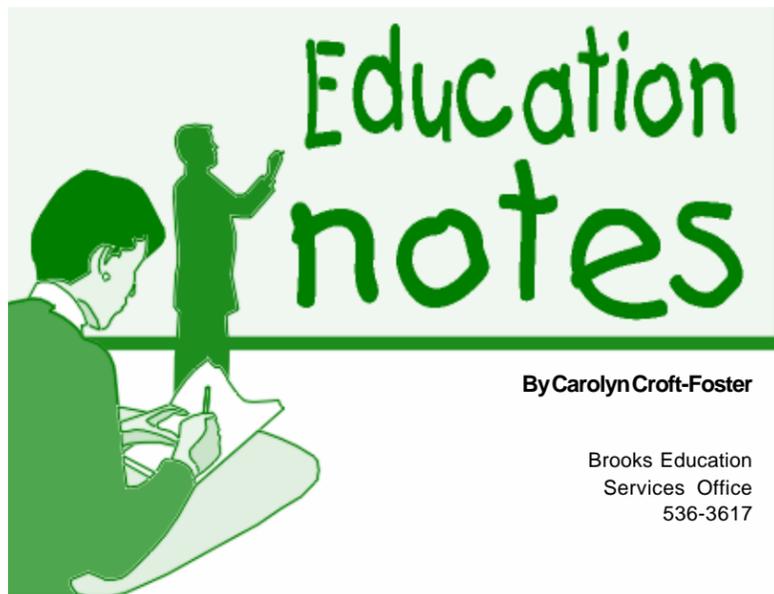
Air Force Crossroads is the official community website of the U.S. Air Force. It contains interesting and essential information on a variety of topics. Visit the website at: www.afcrossroads.com.

Computer access

If you or your family members do not have access to a computer, come to the resource room at the Family Support Center, Bldg 538.

Computers are available for your use Monday through Friday, from 7:30 a.m. to 4:15 p.m. For further information, call the Family Support Center.





By Carolyn Croft-Foster

Brooks Education
Services Office
536-3617

Nine CLEP exams to be retired

The College Board is retiring 9 CLEP subject paper-based tests in fiscal year 2002. The exams with Dec. 31 deadlines are: Intro to Business Law, Calculus with Elementary Functions, and Information Systems and Computer Applications.

Students who plan to apply to Airman Education Commissioning Program should plan to take the Calculus exam prior to Dec. 31, as it is a requirement for application.

American Government, College Algebra and Trigonometry, Human Growth and Development, Marketing, Sociology, and Trigonometry will be retired July 1, 2002.

Pitsenbarger awards to two CCAF graduates

Two of the Fall 2001 Community College of the Air Force graduates received the Pitsenbarger Award (formerly called the Eagle Grant) funded by the Aerospace Education Foundation and the Air Force Association Oct. 19. The Brooks CCAF Graduation was held at the U.S. Air Force School of Aerospace Medicine and the award was presented by Maj. Mark J. Rea, AFA representative. Staff Sgt. Cory McClusky and Staff Sgt. E.J. Thomas each received a check for \$400 toward educational expenses incurred while pursuing a baccalaureate degree.

CLEP general English with essay

Students wishing to take the CLEP General English with Essay in January need to request their exam by Dec. 14. All other CLEP exams can be taken on any regular testing date. To reserve a seat for testing call 536-3617.

Officer Training School

Enlisted members who have completed a bachelor's degree or are within 270 days of completion are eligible to apply to OTS. The next deadline for applications is Jan. 3. For more information, call 536-3617 to schedule an appointment.

Congratulations to OTS Selectees

The Air Force Recruiting Service Officer Accessions Board 0201 recently selected Staff Sgts. Tracy Cline, Angela Garcia, and Sean Rainey to attend Officer Training School at Maxwell Air Force Base, Ala.

Cline and Garcia, of the Air Force Institute for Environment, Safety and Occupational Health Risk Analysis were selected for supply and acquisition, respectively. Rainey, U.S. Air Force School of Aerospace Medicine was selected to attend undergraduate pilot training.

Upon graduation they will serve as second lieutenants.



Official travel contractor offers improved services

By Rick Guidry
Discovery Staff Writer

In July the Air Education Training Command Contracting Office selected N & N Travel & Tours as prime contractor for the command's official travel needs starting Oct. 6. Brooks is the lone Air Force Material Command Base included in the contract. The contract is for one-year with 8 six-month renewable options.

This marked the end of nearly two decades of similar services the Scheduled Airline Ticket Office provided AETC.

Mr. Jim Donman, N & N Travel & Tours Manager for Brooks said the contract also supports 12 AETC bases in Texas, Arkansas Alabama, Oklahoma and Mississippi.

Donman adds that Brooks travel reservations will be made using the Worldspan Airline Reservations System, which interfaces with commercial airline companies.

Customers will continue to have the option of arranging leisure travel in connection with TDY and PCS travel.

Brooks travelers on official business will now have the option of arranging leisure travel in conjunction with their official travel requirements.

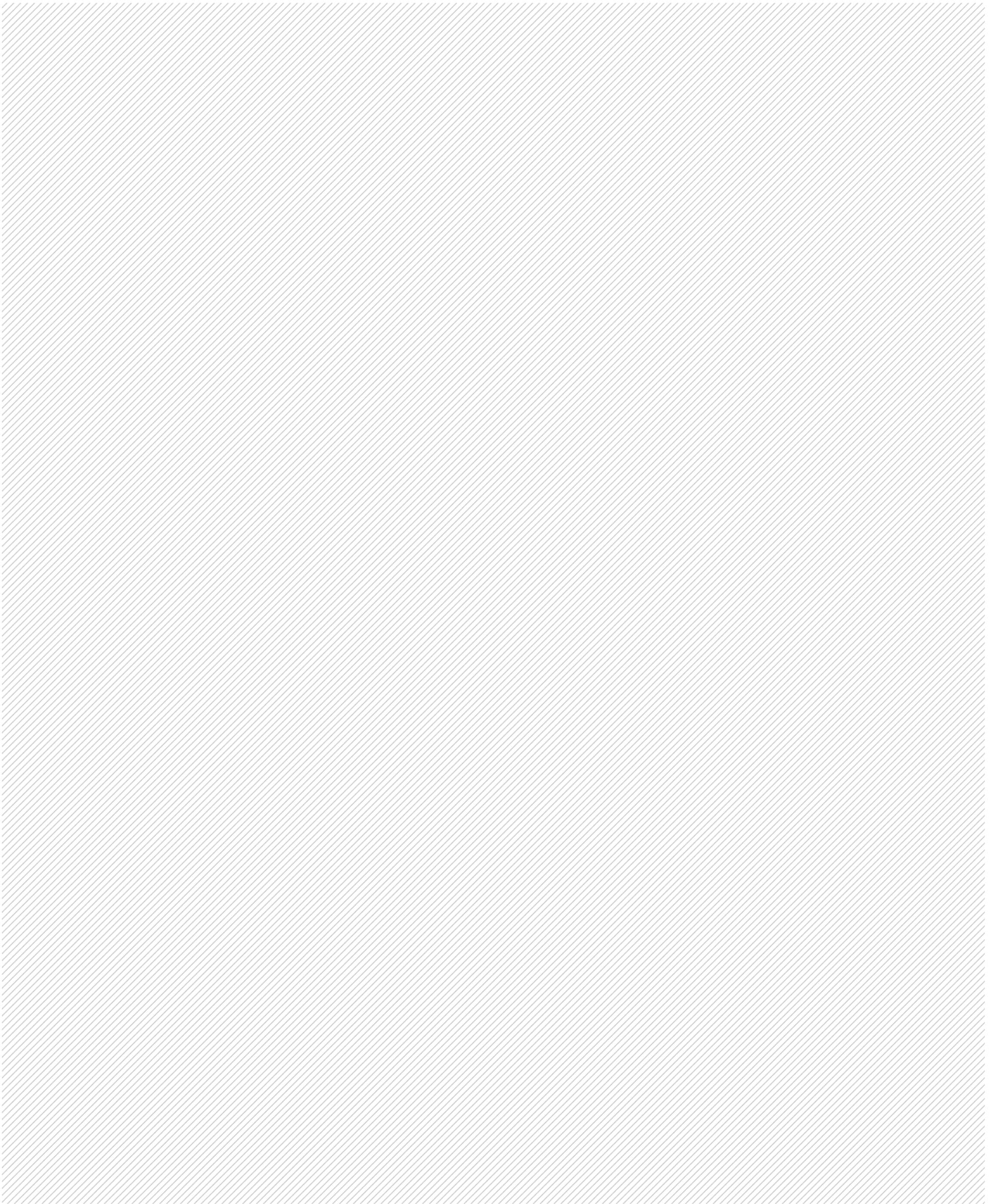
Customers will continue to make reservations using the government phone line by calling 536-1800. A new service offers customers the ability to use a commercial phone line by calling 534-2312. The commercial line rotates to three additional lines.

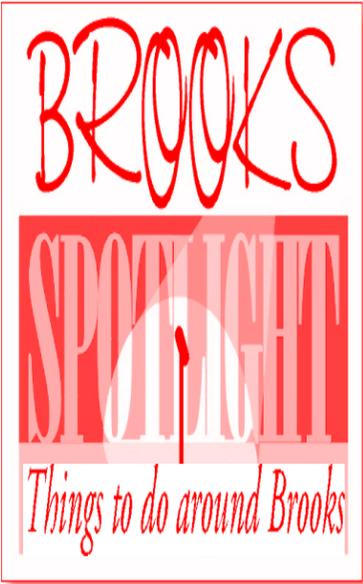
N&N Travel also set up a separate fax line to receive itineraries at 534-3047. Additionally, they can be reached by email at: ntravel.brooks@wspan.com.

The company established a 24-hour, toll-free phone number to handle after hours emergencies. Call 800-636-9876 emergency assistance outside of normal business hours.

Mr. Donman encourages customer feedback and points out that quality service is the first priority of his staff.

The N&N Travel office is located in Bldg 570A, Rm. 2. Regular office hours are 7:30 a.m. to 4 p.m., Monday through Friday, excluding holidays.





By Jan McMahon
Brooks Services Marketing Office
536-5475

the goodies Nov. 15 to unaccompanied airmen in the dormitories who are away from home, some for the very first time.

Everyone can support the Cookie Drive by providing baked goods that can be wrapped individually.

Please notify the Youth Center if you plan to bake items.

Calling all youth

The annual Turkey Trot will be held at the Youth Center Nov. 10 starting at 3 p.m. The fee to enter is \$3 and will include games and prizes.

First place winners in all age groups will receive a frozen turkey and all participants will receive a prize.

Brooks Club Bldg. 204, 536-3782

Let us do the cooking for you. Call and order from the Grab "N" Go Fried Chicken Menu and pick it up on your way home.

The menu is served Tuesday-Friday from 5- 8 p.m.

2 pieces.....\$2.95

4 pieces.....\$4.75

6 pieces.....\$6.25

8 pieces.....\$8.25

10 pieces...\$10.25

12 pieces...\$14.75

All of the above orders are served with appropriate amounts of mashed potatoes and gravy, vegetable of the day and rolls.

There will be an additional charge for all white meat.

Call 536-3782 and place your order in advance. Orders will be ready with 45 minutes for pick-up.

Base Library Bldg. 705, 536-2634

The cookbook collection needed updating, so the library recently purchased a number of new cookbooks, including unique specialty, local, and gourmet titles. Stop by the library to view the collection.

Hope these books make your cooking more enjoyable. The library staff is always here to taste test any recipe!

Sidney's Grill Bldg. 714, 536-3528

Sidney's has added several new items to their menu. Short orders for breakfast items can be placed Monday- Friday from 7:30 to 8:30 a.m. by calling 536-5987.

Breakfast sandwiches served on toast or bagel are \$1.50 each. or try the sausage biscuit for 2 for \$1. Breakfast tacos are also available and the cost will depend on what combination you select.

Outdoor Recreation Bldg. 1154, 536-2881

New hours of operation went into effect Nov. 5 for equipment check-out and rental. They will be open Mondays, Wednesdays and Fridays from 1 to 4 p.m. and closed Tuesdays, Thursdays, Saturdays, Sundays and holidays.

Youth Services Center Bldg. 470, 536-2515

The Airmen's Cookie Drive is scheduled for Nov. 15. Items should be delivered to the Youth Center Nov. 14 so they can be prepared for delivery.

The Teen Center will deliver



Feature



Howard

Brooks Personality PROFILE

Club Chef is cooking up happiness

Q&A

FULL NAME:

Billie Raye Howard

DUTY TITLE, ORGANIZATION:

*Night Chef
Brooks Club
311th Air Base Group*

WHAT IS MY JOB?:

I cook nutritious signature meals for club customers.

BIRTHDAY:

January 3, 1944

HOMETOWN:

Terrell, Texas

FAMILY STATUS:

Former Air Force spouse, three, sons, eight grandchildren

INSPIRATION:

God

PET PEEVE:

People who are never on time

HOBBIES:

Cooking, bowling, and spending time with my grandchildren.

I BECAME A NAF EMPLOYEE:

Because I love to cook and getting paid to do what I enjoy keeps me youthful.

ULTIMATE GOAL:

To own a restaurant that provides a variety of signature ethnic foods.

FAVORITE MUSIC:

The blues

FAVORITE ACTOR AND ACTRESS:

Clint Walker and Whoopi Goldberg

MY GREATEST ACCOMPLISHMENT IS:

Raising my children to be successful.

MY MOST PRIZED POSSESSION IS:

My personal relationship with my oldest grandson.

By Rick Guidry

Discovery Staff Writer

Billie Raye Howard won't share her chicken and dumplings recipe with anybody. But she'll serve you a bowl in a second.

The Terrell, Texas native, who learned cooking from her grandmother Etha Maye Wells, has enjoyed her job as night chef at the Brooks Club for 12 years now.

You name it, she cooks it. "Of course I cook Tex-Mex, and I can make Italian, German, Greek, Oriental and Cajun," Chef Howard cooked off her list of menus.

Every chef has their favorite dish, and she gamely tells you it's a toss-up between her earlier cited chicken and dumplings, and turkey and dressing.

The fifth of 23 children is versatile. Between cooking stints in Terrell and San Antonio, Howard helps clean up fowl play as a private investigator with Mission Security Private Investigating Agency in San Antonio, graduating from the academy there. She was a seamstress once too, but didn't say if cooking was part of her job descriptions.

The mother of three sons, and grandmother of eight grandchildren raised her brood to be successful and professional. She's proud of her East Central High School graduates. All of her sons wore uniforms at one time or the other. Douglas Lemont is an Air Force civil servant working as a weather computer specialist at Maxwell Air Force Base, Ala. He once wore technical sergeant stripes as a navigator computer specialist.

Petty Officer 2nd Class Steven André is a Navy recruiter in San Antonio. Early next year, he'll return to California for sea duty as an aviator computer specialist. "He likes the water," she laughed.

Jon Kevin is a Bexar County sheriff, and a firearms instructor at the academy.

They'll all be home for Christmas, and she'll be fixing holiday chow on duty and off.

That shouldn't be a problem, she's cooked for 300 people before.

Howard loves to travel. That's why she

especially liked geography at Burnett High School in Terrell. Her interest came in handy.

The southeast side San Antonio resident has set up camp in Wethersfield, England, and Spangdahlem Air Force Base, Germany as an Air Force spouse. She lived in West Berlin before the Berlin Wall came down, so the East Berliners missed out on her chicken and dumplings. Some might call that a pity since she lived three blocks from the wall on Charles H. King Strasse. Even so, she learned how to cook Wienerschnitzel.

"I'll never forget it, and the German people were the nicest people I've met. I worked in a little restaurant there, and I learned to speak the language," she said.

The club chef who completed the Air Force Culinary Skills Course at Randolph AFB, calls senior leaders

at Brooks "down home people."

"I know what their favorite dishes are, and they are easy to please because I cook it like they want it," she said.

Her dream is to own a northside restaurant. She wants to stay in the kitchen to keep her skills sharp and prepare signature meals.

There's a deep sentimental side to Howard that no amount of sugar and spice can add to the sweetness of her pastries. Dimples, as her high school friends knew her, says she praises the Lord for her first grandson Mason Douglas.

"He was born with a disability, but he's so precious, and he's been an inspiration to the whole family and me by the way he handles his situation. He means the world to me," she said.

Club General Manager Al Southerland lauds Billie as a well seasoned professional who is in her element. "I am always receiving favorable comments about her food. I have to give credit where it is due. This lady can cook and she does it with genuine warmth," he said.

On this particular Friday night, she is putting her spirit in a soul food buffet at the club. That takes some work because she's got to keep her customers boasting about the collard greens and cracklin' cornbread.

That's no pressure though, because Billie Raye Howard enjoys her work, and getting paid for it is an extra benefit.

"My payment comes when my customers leave contented. I'm thankful for that. I'm also thankful for the entire Brooks Club staff. Every person is super nice and we get along as a team. Cooking is a social operation. If you can't get along with the staff, it'll show in how your food looks and tastes," she wisely states. "I'm like everybody else, I like good food."

She turns her attention to the boiling collard greens and waves. "Adios!," Puro San Antonio.



John.Guidry@brooks.af.mil



Brooks RAO volunteer cheated death during World War II

By Rudy Purificato

311th Human Systems Wing

"Everything imaginable went through my mind. I prayed to die because I was in so much pain," said the former director of the Brooks Retiree Activity Office when recalling his thoughts as a P-47 pilot whose plane had been hit by German anti-aircraft fire. He could not possibly know then that his situation would get even worse April 26, 1945, less than two weeks before World War II ended in Europe.

Retired Lt. Col. Albert Nickels nearly died that day on his 74th and last combat mission as a member of the 64th Fighter Squadron, 57th Fighter Group based midway between Pisa and Rome in Grosseto, Italy. During his previous 73 missions he had encountered a lot of enemy fire while providing bomber escort and close air support. "We'd try to knock out railroad tunnels and bridges, ammunition dumps, motor transport concentrations and trains. Anything moving we'd try to strafe it," Nickels said.

The day he was shot down occurred during a mission to bomb a railroad crossing. Routinely, after completing his primary mission, Nickels



Courtesy photo

Cadet Nickels stands next to a BT-13 trainer at Goodfellow Field in San Angelo, Texas, in 1944.

would conduct aerial reconnaissance to find targets of opportunity in which to strafe. "I spotted a motor transport target in a olive tree orchard. We strafed the trees," he said.

Nickels recalls a warning from his wingman that foreshadowed what was going to happen. "He kept yelling at me, 'You're getting awfully low.' On my fifth pass, I noticed on the left-hand side what looked like a flash. Then I saw a hole. It momentarily distracted me." To avoid hitting the trees he pulled straight up at 300 mph and inverted the plane through a rolling maneuver.

By then, his aircraft was on fire.

"I was trapped in the cockpit. My first thought was to get out of the plane before it exploded." He bailed out. Temporarily blinded and severely injured, Nickels was in excruciating pain while lying motionless on the ground. "I heard two people approaching me. They shot at me twice. A round grazed my temple. I thought I was going to die."

Meanwhile, American planes continued to bomb and strafe the area. A German soldier initially tended to his wounds, but the American attacks had given

Italian partisans time to rescue the downed pilot. They hid him in a farmhouse attic. He was eventually hidden in a church basement in Parma, Italy and later taken to an American first aid station. He recalls, "There was little hope I was going to live." However, Nickels recovered months later in Florence hospital where he had notified his unit that he was alive. "They reported me as missing in action. They thought I was dead," he said.

Following the war, he would see more aerial action, something he had dreamed of as a farm boy in Comfort, Texas. "My desire was to be a fighter pilot. As a kid I saw P-36s from Randolph Field fly over while I was fishing."

The 79-year-old future pilot, who today works as a Brooks RAO volunteer, is the oldest of two children born to Henry and Ida Nickels. "I was attending Texas A&M studying mechanical engineering, when I quit to help dad in his (grocery) store in Boerne," he remembers. He also realized that by early 1942, he probably was going to be drafted. Later that year he passed the Army Air Corps cadet exam. He enlisted in the Reserve Corps

in January 1943 and completed basic training at Sheppard Field, Texas. By August, he was at basic aviation training at the San Antonio Aviation Cadet Center. After completing primary and basic flight training at Fort Stockton and Goodfellow AFB, Nickels earned his pilot's wings after graduating from advanced flying training in April 1944 at Foster Field in Victoria, Texas. By November 1944, he was in the European Theater.

Nickels left active duty after the war, but remained in the Army Air Corps Reserve. He was recalled to active duty during the 1948 Berlin Airlift and made the Air Force a career until his retirement in 1972. Among his assignments was Brooks AFB director of procurement.

"The way I look at it today, I could have contributed more. I wasn't looking for medals or honors. I just wanted to do my job and get back home," admits Nickels. His attitude is common among WWII veterans who are part of what newsman Tom Brokaw has coined as "the greatest generation" for their collective selflessness and commitment to serving our nation in the defense of freedom.

'Cold warrior' trained at Brooks in security service

By Rudy Purificato

311th Human Systems Wing

"The Air Force virtually had no intelligence people when the Cold War started in 1945," said a retired Air Force colonel who was among the first group of Air Force intelligence officers to be trained at Brooks AFB.

During the years immediately following the end of World War II, Brooks had become the center for the newly formed U.S. Air Force Security Service, recalls 82-year-old John Oberg of Gainesville, Fla. who recently returned here for the first time after more than 50 years.

"The Security Service was the biggest organization on base. They were creating reconnaissance squadrons and groups. There was a constant flow of several thousand people through here," recalls Oberg.

At the center of all this activity was a place known as "The Compound," a series of two-story WWII wooden buildings surrounded by a high fence that served as the training venue for various intelligence career fields, including cryptologists and radio intercept operators. The BX Market is the site where this highly secure area was once located.

"I really got a sense that they were just getting started (in the intelli-

gence business)," Oberg said when he arrived at Brooks in 1950. Before the Air Force Security Service was formed in the late 1940s, Oberg explained, the U.S. Army had been primarily responsible for military intelligence operations worldwide.

"They were building units (here) as fast as they could train them. Our biggest concern (then) were the Russians," Oberg said, noting that the Air Force was tasked with surveillance and reconnaissance missions mainly overseas. Besides the Russians, military intelligence also focused on the Communist Chinese who had supported the North Korean invasion that sparked the Korean War.

Says Oberg, "We really knew we weren't going to be here (Brooks) for very long. We knew we would be assigned to one of these intelligence units, most of which were overseas." While he was here, Oberg received training in cryptology and map and chart analysis. One of Oberg's areas of special interest was foreign country analysis focusing of cultural and historical aspects. He also was exposed to telegraphy and Morse code.

"I never thought of making it a career," admits Oberg who was



Oberg

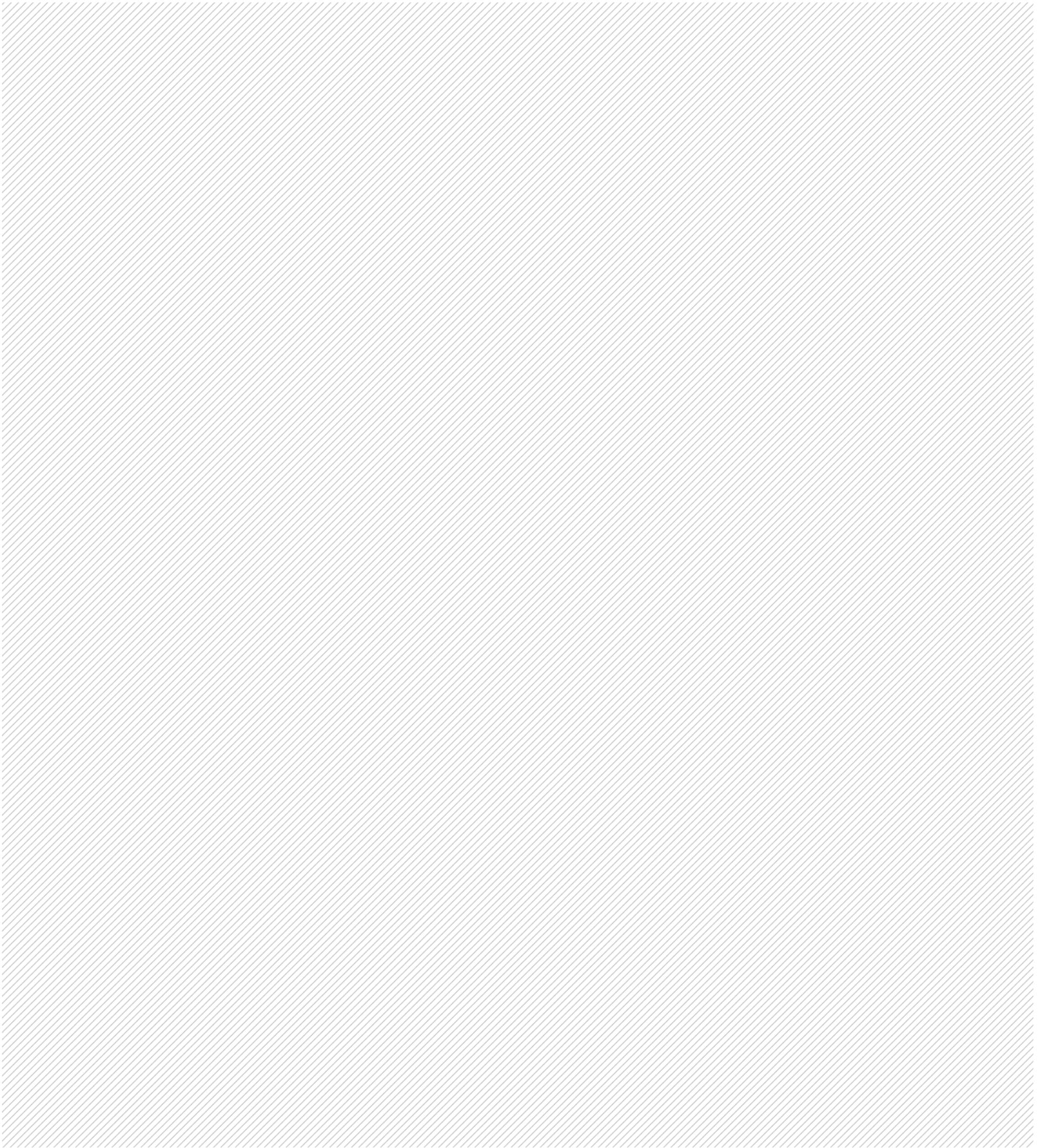
drafted in 1941 as an Army infantryman. This Washington, D.C. native eventually transferred to the Army Air Corps where he received his commission in 1946 as a navigator. After earning a bachelor's degree in international relations from Georgetown University in 1949, he was subsequently assigned to Air Force intelligence.

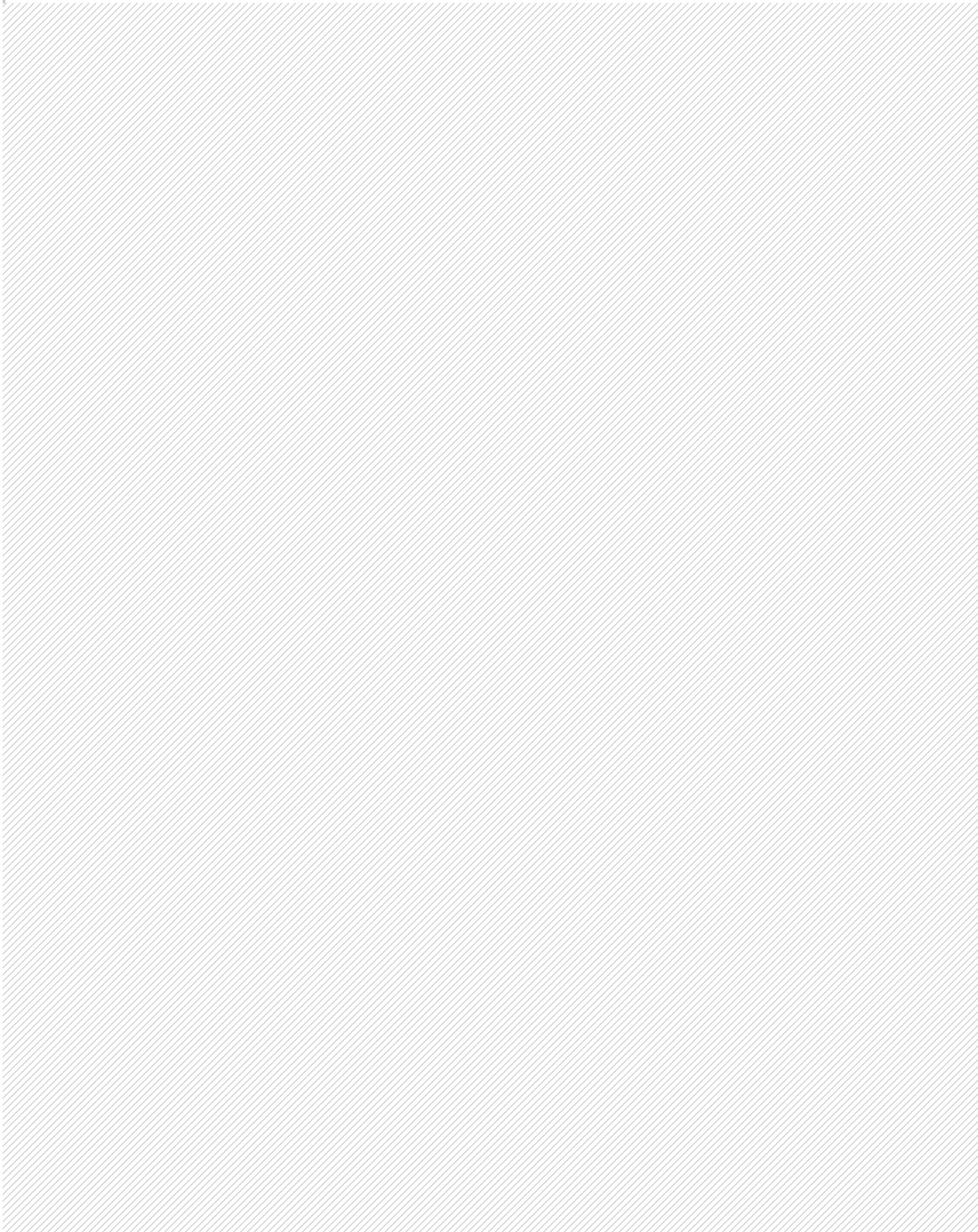
Among his more interesting assignments was as a Strategic Air Command intelligence officer. On several occasions, he had to brief legendary SAC commander Gen. Curtis LeMay. "He was tough and very intelligent. He knew four things more than anybody else. He was extremely well-rounded technically,"

recalls Oberg. He also remembers LeMay being a stickler for detail, a characteristic essential for success within the intelligence community.

Oberg's final assignment before retiring in 1974 was commander of the Armed Forces Air Intelligence Training Center at Lowery AFB in Denver, Colo. As a former intelligence officer, Oberg fully appreciates the need for maintaining a high level of operational security in this post-Cold War era of international terrorism.

Rudolph.Purificato@brooks.af.mil







Dental appointments

Active duty dental annual exam and cleaning appointments are now available by request through the Brooks Clinic website. You will be contacted within two duty days of request and given the next available appointment.

Altitude test subjects

Scientists at Brooks need a number of volunteer subjects for participation in hypobaric (altitude) chamber research projects.

Air Force aircrew members who are interested and meet the qualifications will earn approximately \$150 per month for participating in one session per month.

Volunteers must meet Air Force body fat, height/weight standards, be a non-smoker for at least 2 years, be between 20-45 years old, and able to pass an appropriate physical exam.

Contact Jim Carlile at 536-3546, or Heather Alexander at 536-3440 for more information.

Save your phone books

Due to the late arrival of new telephone books, the base civil engineer was granted an extension for the telephone recycling bin located at the intersection of Bypass and Chennault Roads.

If you have not already done so, please deposit your old telephone books in the brown bin near the Bldg. 1148 picnic pavilion. No other recyclable material or waste will be allowed. Personnel who live outside the base are encouraged to bring old telephone

NEWS briefs

books from home if no other bin is available. Also, please note that telephone books are not allowed in any other waste or recycling container on base.

Call 536-6719 if you have questions about this project.

Dumpsters can make \$en\$e

Personnel who use the brown refuse dumpsters and the beige cardboard dumpsters can help keep operating costs down and recycling rates up by keeping dumpster lids and side-opening doors closed except during periods of use, and breaking down cardboard boxes prior to disposing of them. This will maximize the amount of dumpster and collection-truck space.

Open dumpsters expose their contents to wind and rain and attract birds, insects, and rodents.

Wet paper and cardboard are not suitable for pickup by the recycling trucks and cause the installation's solid waste tonnage to skyrocket, resulting in a substantial cost increase for refuse disposal and a decline in the installation's recycling rate reported to headquarters.

Failure to close dumpsters after use is a violation of federal, state, and Air Force regulations.

For more information on this project, contact Andrew Riley at 536-6719.

Mandatory GPC training

All cardholders and billing officials at Brooks must be trained on the new customer automated reporting environment system by Dec. 26 to avoid having GPC accounts suspended. Attendance at this training is mandatory.

Training for all Brooks cardholders and billing officials is scheduled through Dec. 14.

Contact William Zimmer at 536-6220 for more information.

Santa Clauses wanted

Get into the spirit of Christmas by volunteering for the Elf Louise Christmas Project. Last year, Elf Louise volunteers gathered, wrapped, and personally delivered more than 50,000 toys to nearly 9,000 families in the Bexar county area.

This year the Project is located in the old Montgomery Wards building in McCreless Mall, convenient for Brooks volunteers.

From Oct. 22-Dec. 5, individual volunteers are needed to help with office tasks, take phone applications, set up the warehouse and miscellaneous work necessary to get started. Project offices are open from 9 a.m. to 9 p.m., Monday-Saturday. From Dec. 5 to 13, gift wrappers are needed. Scissors and

tape are appreciated and wrapping hours are 10 a.m.-9 p.m, Monday-Saturday, and noon-6 p.m. Sundays. Helpers are needed to stock toy shelves and organize wrapped gifts.

Dec. 15-23 volunteer teams are needed to deliver toys to families. Delivery teams consist of a Santa, a driver and an elf helper. Complete Santa suits, wrapped gifts and candy are provided, you supply personnel, a vehicle and the Christmas spirit.

Santa briefings will be held Dec. 5-13 at 7 p.m. to answer questions. For more information, or to sign up call 224-1843. For general information, contact Sharon Earley, toy elf, at 536-2825.

CGOC Notes

Events:

The Brooks Company Grade Officers Council welcomes world-reknown author, and military leader, T.R. Fehrenbach, author of "This Kind of War". He is scheduled to speak at the Brooks Club Nov. 16 at 3:30 p.m. Fehrenbach fought and led men as a junior Army officer during the Korean War. He is considered an expert on military leadership.

Community service:

Between 10-15 volunteers are needed to visit and deliver pre-packaged baked goods to patients at the Audie Murphy Veterans Hospital Nov. 15 at 4 p.m., leaving Brooks at 3:30 p.m.

Contact Capt. David Koles at 536-2322 for more information.



Brooks' Military Personnel Flight gives itself a face-lift

By Rick Guidry
Discovery Staff Writer

Members of Brooks Military Personnel Flight were recently honored in a ribbon-cutting ceremony for taking on a major self-help project to make their work area more presentable to the public, reviving pride in ownership and saving the Air Force about \$13,000. Dealing with budget constraints, MPF leaders redistributed funds and got added help from Col. Terry Nelsen, 311th Air Base Group commander, to finance the project so MPF could also better serve their customers.

The team effort resulted in carpeting, furniture upgrades and fresh paint for all offices. New signs now clearly mark offices, citing their responsibilities and relationships with other sections.

"Customers now have a map to help them contact the right people to address their needs in timely fashion," said Maj. Alessandra Stokstad, chief of the MPF.

"Generally the MPF is the first place our retirees or newly assigned people to the base, including dependents, visit. How that area looks is a reflection on the rest of the wing," Nelsen pointed out.

The idea took shape when Stokstad and Senior Master Sgt. Gregory Watkins, MPF superintendent, agreed with MPF personnel that the work areas could use an overhaul. "There were long-standing eye sores," Stokstad said. Due to past budget issues only remedial repairs were possible.

"I've seen self-help projects that look exactly like that, self-help. The MPF renovation is private cor-



Photo by Tech. Sgt. Pedro Ybanez

Maj. Alessandra Stokstad, left, chief of the Military Personnel Flight, 311th Air Base Group commander, Col. Terry Nelsen and 311th Human Systems Wing vice commander Col. Roy Ruff cut the ribbon at a recent ceremony honoring the MPF personnel for their self-help efforts in renovating their work space.

poration quality work. I was able to supplement the effort with additional funds, but the MPF people did the tough, exceptional part, the manual labor," Nelsen stressed.

An MPF team started planning the project in January, comparing costs and choosing a contractor. The team then worked out a repair schedule, which started with a new paint job. Paint teams

worked rotating shifts, including nights and weekends to complete that part of the renovation before the carpet company started laying new carpet, ahead of schedule. Stokstad said she was especially pleased with the team's repainting while still providing service to customers. In fact, MPF now has a vehicle registration office near customer service. Officials said this reduces waiting time for clients in customer service, which handles ID cards and DEERS enrollment.

"The exceptional part is that they took on that mission out of hide. Customers can now go to one place for those needs. It's simply smart business. That's how Stokstad and her people look at their operation.

"In one way or another all 25 MPF personnel participated in the project," Stokstad said.

Final touches included framed photos of Air Force missions. By May they hope to have a new Elec Trierer, a top-of-the-line electronic records handling device.

"Morale has soared and customer feedback is positive. None of this could have been done without the long hours of hard work of the dedicated men and women of MPF. They care about their customers and their place of business, they believe in nothing but the best," Stokstad said with pride.

Nelsen predicted customers can look for cycles of improvement as the MPF team implements the ABG's vision to take care of its people, satisfy customer needs, enhance business practices, operate a quality installation, and increase partnership with the community.