

Peacemaker



A professional team, delivering bombing, airlift support, training and combat support to combatant commanders... anytime, anywhere

Vol. 38 No. 50

Dyess Air Force Base, Texas

Dec. 19, 2003

7th Bomb Wing Sortie Goals

As of: Dec. 18

	Monthly	Flown	Current Status
	71	47	- 2
	44	32	- 3
	66	47	- 2

FY-03 Flying Hour Curve: -95.6

What's Inside

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Weekend Weather



SATURDAY
Mostly sunny
High 64
Low 35



SUNDAY
Partly cloudy
High 66
Low 35

Weather courtesy of 7th Operations Support Squadron weather flight

317th Airlift Group Sortie Goals

As of: Dec. 17

	Departure Reliability Goal	Current Departure Reliability
	78%	70.3%

Airlifters deploy to Puerto Rico

317th AG deploys to Caribbean to support southern command mission

By Capt. David May
Dyess Public Affairs

About 50 airmen and two C-130s from the 317th Airlift Group are scheduled to deploy Saturday to Muniz Air National Guard Base in Puerto Rico to support Operation Coronet Oak. Another group of roughly the same size deployed Dec. 13 to the same location.

The group, primarily from the 40th Airlift Squadron, is deploying to the island to perform inter-theater airlift missions for U.S.

military operations in Central America, the Caribbean islands and South America.

This rotation will be the first time an active-duty unit has performed this mission which includes, but is not limited to, providing airlift support for Navy and Army customers. The 317th could also be called on to help with natural disaster relief and supply missions.

"The C-130 is the work horse for the military and as long as American Soldiers are on the ground in far-off lands, or if a

humanitarian event develops almost anywhere in the world, we can be called upon," said Col. Richard Johnston, 317th Airlift Group commander.

While they were not given much prior notice about the deployment, Johnston said he was satisfied with what was given.

"Prior to Desert Storm I would say that this deployment was short notice," he said. "In today's environment... I was pleased."

See 317th, Page 5

Base honors Wright brothers' with fly-by

By Senior Airman Zachary Wilson
Dyess Public Affairs

Despite inclement weather during the Centennial of Flight celebration at Kitty Hawk, N.C., two Dyess B-1s still performed a fly-by in honor of the 100 years of flight since Orville and Wilbur Wright launched their bi-plane on the sandy beaches there Dec. 17, 1903.

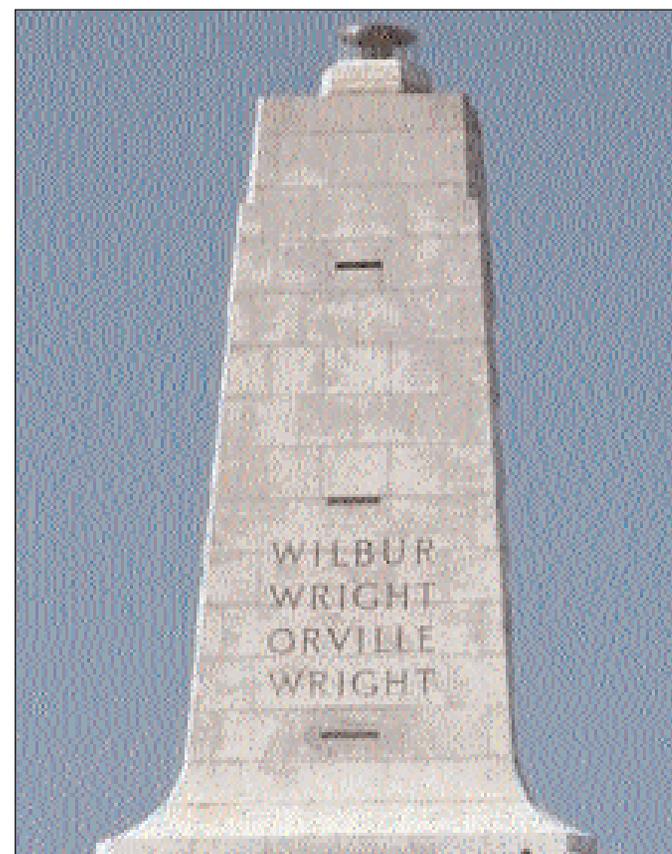
To add a special feeling of commemoration to the three-day event where all the aircraft in the Air Force inventory were to be represented, the crew chosen to fly Hawk-01 had over 100 years of aviation experience between them.

Lt. Col. Scott Jackson, pilot of the flight, has over 32 years of flying experience dating back to a solo flight in a Cessna 150 in 1971 when he was 16 years old.

"It is awesome being able to participate in this flight," he said. "It still amazes me how far air power has come in 100 years. From the dunes of Kill Devil Hills to putting men on the moon, it is quite awe inspiring."

"I used to babysit these guys," joked Lt. Col Jack Caszatt, co-pilot on the flight who has 22 years of aviation experience. "I've been fascinated with flying since I was a small boy and got to fly on a helicopter when I was 8 years old back in 1967."

"This is a great moment for all of us," Caszatt said.



Courtesy photo

The Wright Brother's monument in Kitty Hawk, N.C. was the site of the B-1 fly-by Wednesday.

See Flight, page 5

This will be the last Peacemaker of 2003. The next will be available Jan. 8

PUMIA'S VECTOR



Congratulations! You've had a great year and accomplished a tremendous amount of good for Team Dyess and your country. Each of you should be individually proud of the contributions that you've made to the mission. Even now, as we have our final practice before the big game-the ACC Operational Readiness Inspection-your determination is obvious and your motivation is strong.

You've all worked hard and more than earned a well-deserved break. Use the coming holiday season time off to recharge your batteries and to get set for 2004!

As you know, in just a month, the ACC Inspector General will be here giving us an opportunity to show him just how good we are at what we do - putting bombs on target. Even before that, General Jumper will give us the chance to show off to him as well.

2003 was a banner year for the 317th Airlift Group, the 7th Bomb Wing and Team Dyess; and there will be even more opportunities to excel in 2004-don't let them pass you by.

Have a safe and happy Holiday Season!

This week in Dyess History



Dec. 29 -- Maj. Justin Fortune, 7th Maintenance Operations Squadron commander, was commissioned as a second lieutenant in 1988.

Airman 1st Class Jacob

Huston, 7th Equipment Maintenance Squadron and Senior Airman Ronald Conners 7th Component Repair Squadron were named Team Dyess top performers this week in 2000.



A

ction Line

The Action Line provides a direct line of communication between Col. Jonathan George, 7th Bomb Wing commander, and the people of Dyess.

As a general rule, people should use their chain of command or contact the agency involved first, however, if you are not satisfied, call 6-3355 or e-mail action@dyess.af.mil and leave your message.

Leaving your name and phone number ensures you will receive a personal reply by phone. The *Peacemaker* staff reserves the right to edit all incoming Action Lines before publication. Not all Action Lines may be published.

To help address customer concerns try calling one of these base agencies for assistance:

Base exchange at 692-8996
Chapel at 6-4224
Civil engineering at 6-2253
Commissary at 6-2434 or 6-3610
Military equal opportunity at 6-4123

Inspector general at 6-3898
Base housing at 6-2150
TRI-Care at (800) 406-2832

Finance at 6-2274
Office of Special Investigations at 6-2296

Public Affairs at 6-2862
Safety at 6-5574
Security forces at 6-2131
Youth Center at 6-4797
Base operator at 6-3113
Child Development Center at 6-4337

Family Support Center at 6-5999
Area Defense Counsel at 6-4233



34 days left until the O.R.I.

- Remember to review your Airman's Manual for self-aid buddy care procedures and tips.

-- Specifically, when dealing with an injured person who needs to be carried in a litter, make sure they are properly strapped in to prevent further injuries for everyone.

E-mail submissions to peacemaker@dyess.af.mil

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CJCS wishes servicemembers happy holidays

By Gen. Richard Myers
Chairman Joint Chiefs of Staff

For generations, U.S. servicemen and women and government civilians have spent the holiday season far from loved ones so that all Americans can celebrate the peace, prosperity and liberty that our Armed Forces have fought to protect.

Today, you continue to keep steadfast watch across the globe, from bases on land, planes

overhead, and ships at sea; from distant, remote locations, and within our own borders.

During this holiday season, the United States is asking much of you -- and you are responding with a strong sense of duty, a willingness to give up personal comfort for the greater good, and the professionalism that has earned our military services honor and respect throughout the world. It is never easy to be away from home, but especially during the holiday season, the courage, patriotism and uncon-

ditional support of families and loved ones mean so very much.

Your service and the sacrifices of your families come at a crucial moment in our nation's history. Your dedicated work is making the world a better, safer, and more peaceful place. I am inspired by your character and courage, and I am extremely proud to serve with you.

The Joint Chiefs of Staff join me in sending to you and your families our very warmest wishes for a wonderful holiday season.

AF leaders send holiday greetings

By Sec. James Roche
Secretary of the Air Force
Gen. John Jumper
Air Force chief of staff

WASHINGTON - During this holiday season, Americans have placed their hopes for peace with those who have answered the call to secure freedom: the soldiers, sailors, airmen, and Marines of our nation's armed forces.

Indeed, there is no mission more vital and no cause more noble than to be a defender of freedom, particularly when the values we cherish are under attack and when our citizens are going into harm's way.

We know this has been a challenging year, as we remain engaged on several fronts supporting the Global War on Terrorism. Over the past year, we have traveled to many places just to look you in the eye and to offer our thanks for what you're doing for the Air Force and for America. No matter where we go we're always amazed with your talent, dedication and professionalism.

Your service has been stellar. You are why we have the best air and space force the world has ever known.

We are also humbled by the sacrifices made by your families as you work long hours or deploy far from home. Our families are the source of support that enables us to serve with pride and enthusiasm and defend the democratic ideals of our great country. During this special season, our thoughts and prayers will be with them.

Americans are grateful for your selfless service. You have earned their trust and support through your courage, bravery and sacrifice. And, simply put, we are honored to serve with you.

It is our hope that you will have a joyous holiday season and a safe and prosperous new year.



Holiday cheer

Left: Lt. Col. Terrie Ford, 7th Services Commander, left and Master Sgt. Doug Bingham, 7th SVS first sergeant, serve meals to those in need at the South Park Community Center in Abilene Dec. 11. Below: Karl Owens, 7th SVS lodging manager, takes Christmas requests from children during the event.



Construction projects underway, others planned

**By Senior Airman
Zachary Wilson**
Dyess Public Affairs

A multitude of construction around base recently has snarled traffic and caused delays, but officials say the projects will be worth the hassle.

Some of the projects -- such as the new fitness center and the renovations in base housing -- have been on-going for several years, but others like the recent road construction on Arnold Boulevard and the Visitor's control center, are moving right along, said Dwain Wadlington, 7th Civil Engineer Squadron deputy commander.

The new fitness center, started in Oct. 2001 and is scheduled for completion in the spring, will feature a full-sized lap pool, in-door running track, state-of-the-art workout machines and will include the Health and Wellness center in one all-encompassing facility.

"The fitness center is currently 86 percent complete with an estimated completion date of May," Wadlington said.. "The contractor is currently behind schedule, but is making efforts to finish the project and provide Dyess with a state-of-the-art fitness center."

Another very visible project is the construction on Arnold Blvd. The road is slated to take six months to replace and has been moving along at a rapid pace.

"The 'Repair Arnold Blvd.' Project is currently ahead of schedule and 35 percent complete with a scheduled completion date of June," Wadlington said.

Other projects include currently in the workds are the new C-130 Squadron Operations/Maintenance facility that will be completed in February 2005, the Dyess main gate renovation that will be completed in May, the 7th Bomb Wing headquarters walls to be completed this month, and the base car wash which is scheduled be completed next month.

Even with all these projects in the works, the base continues planning for the new Base Exchange and mini-mall expansions that are expected to begin in the near future., Wadlington said.

"We are still working project scope and schedule issues with (Army Air Force Exchange Services)," he said. "The first stages of construction will be a new mini mall that will be located just east of Burger King. The new BX will be constructed after the mini mall and will be located just west of the commissary. Once complete, the existing BX will be demolished to allow for construction of new BX parking."

While the base has several approved projects in the works, several others are on the board for the near future.

"We anticipate our initial distribution of funds will arrive after the holidays," Wadlington said. "This will allow us to award the next round of facility board-approved projects," he said.

Current projects

Fitness Center facility: 86 percent complete, estimated completion date: May

C-130 Squadron Operations/Maintenance facility: 30 percent complete, estimated completion date: February 05.

Replace 85 Military Family Housing, six percent complete, estimated completion date: March 05.

Replace 116 MFH units, contract award scheduled for spring, estimated completion date: Fall 2005.

Dyess main gate, 15 percent complete, estimated completion date: May

Install 7th Mission Support Group barrier walls: 12 percent complete, estimated completion date: Feb. 04

Replace base water mains: 35 percent complete, estimated completion date: May

Replace sanitary sewer mains 91 percent complete, estimated completion date: Feb.

317th

Continued from Page 1

The deployment is scheduled to last about three months, so most of the deploying members will be spending the holidays in the Caribbean.

While this may seem like a vacation to those not going, Johnston pointed out the realities of the situation.

"Puerto Rico is a great place to go," he said. "But many of those going have been deployed away from home for one, if not the past two Christmas'."

Despite this, Johnston said they were proud to do their part.

"My sense is that they would have preferred to be home for the holidays and then deploy, he said. "But they are warriors and they are ready."



RETENTION FACTOID



Did you know.....

The AF Pay & Benefits Fact sheet is an important tool for all supervisors to use during feedback?
Check it out at

www.afpc.randolph.af.mil/enlskills/newbenefits.htm

For more info, call the Career Assistance Advisor,
Senior Master Sgt. Cheri Drysdale at 6-4471.

America's Air Force

NO ONE COMES CLOSE

Flight

Continued from Page 1

"Those great Americans accomplished an incredible goal at that time in America. That same spirit put Americans on the moon and has led to many other firsts in aviation."

As the crew roared over Kitty Hawk, the significance was not lost on them.

"I felt very privileged to take part in the flight," said Maj. Justin Boldenow, who has eight years of aviation experience. "The ability to showcase just a small part of the advances in aviation since 1903 was a tremendous opportunity."

"Some days I can't believe that I get paid to do this job," said Lt. Col

Bruce Grygier, who has 19 years of flying and was a former enlisted maintainer.

After the mission, the B-1 crew returned home.

"I remember thinking afterwards how great it is to be able to fly a seven and a half hour sortie to honor a 12 second flight that has changed travel, exploration, war and ultimately history," Boldenow said.

The "centurions" were joined on the mission by a second Dyess B-1 crew that formed a two-ship with them as they did a high-speed pass over the monument.

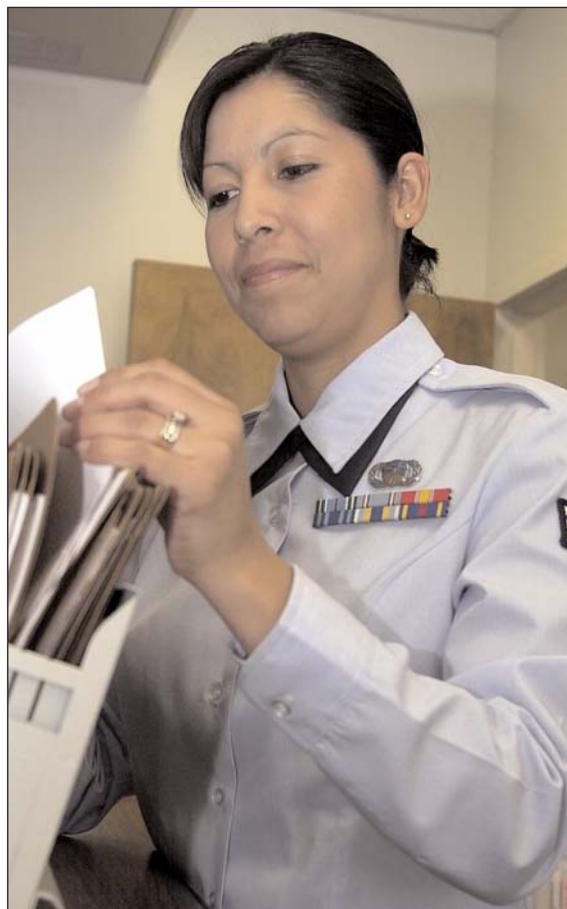
Additionally, two other Dyess B-1s performed a fly-over on Monday and a 317th Airlift Group C-130 was scheduled for fly-overs all three days of the event.



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TEAM DYESS**Warrior of the Week****Senior Airman
Paula Browning****Unit:** 7th Comptroller Squadron**Job description:** Accounting Liason Technician**Time in the Air Force:** Four years and eight months**Time at Dyess:** Eight months**Hometown:** Wichita Falls, Texas**Family:** Husband, John; Sons, Nathan and Elliot**Job impact on the mission:** I work directly with the Defense Financing and Accounting Serice, as well as contracting to insure all payments are paid in an accurate manner.**Career goal:** To complete my college degree and continue to excel.**Most rewarding job aspect:** The satisfaction and feeling of reward when vendors are paid in a timely manner.**Best Air Force memory:** Finding out I had a line number for Staff Sergeant.**Editor's note:** *The Dyess Warrior of the Week is selected by unit squadron commanders, first sergeants or supervisors on a rotating squadron basis.*

Senior Airman Matthew Rosine



Airman 1st Class Brandi Branch

Flag of hope

Staff Sgt. C.D. Schmeid, Airman 1st Class Dustin Sharpmack, 1st Lt. Trace Dotson and Capt. Troy Panon, members of of a KC-10 Extender crew at a forward-deployed location, display a one-of-a-kind handmade American Flag that was designed and created by Iowa school students as part of the "Hand on America" project. The flag was displayed on a KC-10 flight over Iraq on Dec. 9.

Pizza delivery now available on base

By Airman
James Kang
Dyess Public Affairs

The Mesquite Grove Golf Course is now offering a pizza delivery service, which delivers a variety of foods and beverages around base.

The type of foods offered for delivery comes from the Putter's snack bar at the golf course.

Although the delivery service began Dec. 11, Andrew Bowles, the Mesquite Grove manager, has been planning to start the service for sometime.

"It's hard to get something to eat when the dining facility is closed and there is nowhere on base to get food," said Airman John Boggess, 7th Communications Squadron.

Putter's offers two different sizes of pizza, 16 inches and personal 7 inches, with additional toppings available upon request. They also have a variety of sandwiches available, ranging from



Photo by Airman Aaron Walker

Andrew Bowles, the Mesquite Grove Golf Course manager, rings the doorbell of Col. Jonathan George, 7th Bomb Wing commander, to deliver "Putters" first pizza. 'Putters' now delivers across base after 5 p.m. on Thursday and Fridays and 12 p.m. on weekends

barbecue beef to Philly Cheese Steak sandwiches, and chicken

wings. Beverages sold include canned sodas and domestic or premium beer.

No calls for delivery will be taken after 9:30 p.m.

The delivery is free on orders of \$7 or more, but will be 50 cents for orders less than \$7.

Delivery hours are Thursdays and Fridays 5 p.m. to 9:30 p.m., and Saturdays and Sundays 12:00 p.m. to 9:30 p.m.

For now, Putter's has no plans on expanding their delivery hours, but is open to requests and suggestions said Kurt Zanders, putters employee.

For the short time that Putter's delivery service has been operating, it's done very well and has received positive feedback from numerous customers, said Zanders.

"The delivery service is a great idea for everyone on base who wants some great tasting food without leaving your house, especially for those airmen without transportation," said Boggess.

Hangar Center gets pay-per-view events

By Airman First Class Kiley Olds
Dyess Public Affairs

Despite a Phase I exercise, 35 people turned out at the Dyess Community Center Sunday night to enjoy the World Wrestling Entertainment "Armageddon" pay-per-view event.

The wrestling PPV is one of several such televised events to be offered free of charge by the community center -- which now offers NFL Sunday Ticket and monthly WWE wrestling PPV's -- and is made possible by their recent installation of satellite television.

The idea to start offering pay-per-views was made two years ago by the Airman Advisory Council and submitted to the 7th Services Squadron, said Willie Cooper, Dyess Community Center Director.

"After more research it was recommended that we proceed and offer NFL and WWE events to see if the interest was there from the base before we added any additional programming," Cooper said.

Cooper added that unlike buying a wrestling PPV at home -- which costs \$34.95 -- the community center pays for the program based on seating capacity at no cost to the military viewer.

"Despite the cost, we're committed to offering these events for free," Cooper said. "By doing so, this shows the military community that you don't have to go far to enjoy quality activities."

If this past weekend is any indication, Cooper said he feels future events will continue to improve.

"Although only 35 people showed up, I was impressed by the number considering the exercise," Cooper said.

New RAO director sought

By Airman James Kang
Dyess Public Affairs

A position for the director of the Retired Activities Office will become available next month. The director has the responsibility of supporting the commander and managing the RAO and its programs.

Applications will be accepted Monday through January 12. The application will require the applicant's name, social security number, retired grade, address, and highlights of his/her service career. Also required are activities since retirement, including civic activities, employment records since retirement and what the applicant would like to accomplish in the position.

The job is strictly voluntary and available only to retirees, although some bases have made this a civil service position.

Experience as a volunteer in the RAO is helpful, but this is not mandatory. The only requirement

for the job is to be willing to devote time and energy to make the RAO useful and informative to the retiree population.

When resources are available, an RAO newsletter is published and the director maintains a file or library of pertinent information to retirees.

In addition, the director has the task of soliciting volunteers to work in the RAO and to participate in other programs supported by the RAO.

The individual will be in charge of 10 to 12 volunteers.

The RAO has a monthly luncheon for all RAO volunteers on the first Wednesday of each month and a monthly luncheon open to all military retirees on the second Wednesday of each month. Both luncheons are at the Heritage Club and are chaired by the director.

The office is open Monday to Friday, 9 a.m. to noon.

For more information, contact Maj. Jim Adamski at 6-5054.

The race is on for most on-time takeoffs in Dec.

And the leaders are... for the 7th Bomb Wing:

Tail No. 6126 TSgt Steven Howell SSgt Dylan Michon	Tail No. 6123 TSgt Brian Braga SSgt Robin Mallory	Tail No. 6135 SSgt Johnny Godines SrA Stephen Winn	Tail No. 6098 SSgt Bradley Glenn SSgt Carlos Sanchez
Tail No. 6105 SSgt Michael Macks SrA Anthony Ebio		Tail No. 6101 SSgt Anthony Ortiz SSgt James Isbell	

...for the 317th Airlift Group:

Tail No. 2065 SSgt Bradley Kerr SrA Alexander Ramos	Tail No. 1665 SSgt Juan Chapa A1C Devin Paskewich	Tail No. 1688 SrA Nicholas Britton A1C Dave Pimentel	Tail No. 2134 Staff Sgt. Leigh Spear SrA Joshua Caron
			Tail No. 1677 Staff Sgt. Denny Crawford SrA Joseph Gatchell



PALACE Envoy position

The Military Personnel Flight is seeking a captain to become the Operations Officer for the Bilateral Affairs Office of the Office of Defense Cooperation in Ukraine, Asia. Nominees should have a high-level of interpersonal skill, maturity and flexibility. Officer must also meet all physical and mental standards of the United States Air Force. Tour length is 179 days. Any active-duty, guard, or reserve captain interested must apply by Feb. 20.

For more information, call Ginny Basl at DSN 314-480-8944 or email at virginia.basl@ramstein.af.mil

Health warning

Public health urges people to take precautions to prevent lead poisoning from pottery or ceramic items they may have purchased in the Middle East while on deployment.

The metal is extractable by hot drinks and acidic foods. Lead poisoning affects nearly every system in the body and often occurs with no obvious immediate symptoms following ingestion. Children under 10 are at higher risk if exposed to lead.

The souvenirs may not meet U.S.

standards and people who acquired these items should be very careful about using them for heated food and beverages until they are certain of the safety of the items purchased.

For more information, call 6-5477.

Flu shots

The flu vaccine is available base-wide as long as supplies last. Flu shots can be received from 7:30 a.m. to 4:30 p.m. Monday through Friday at the immunization clinic.

For more information, call 6-8538.

Decals to be renewed

Dyess vehicle's with an "03" sticker need to re-register before it expires in January with the Squadron pass and registration office.

For more information, call 6-3088.

Visitor Center

The telephone numbers for the new visitor's control center are 691-0943 and 691-8929.

Peacemaker briefs

E-mail submissions for news briefs to peacemaker@dyess.af.mil.

Leadership: *Not efficient but effective*

Mission is accomplished through effective leadership, not efficiencies and processes

By Lt. Col. Jack Cooley

Former 317th Aircraft Maintenance Squadron commander

During my career it has been my experience that the Air Force is losing its focus on leading and concentrating on managing. The "Quality Air Force" concept attempted to gain efficiencies and optimize processes, rather than facilitate leadership.

The concept of identifying our key processes, forming "tiger teams" and managing our metrics still gives me chills. How do we get back on track?

The process of getting young men and women to defend our great nation's freedoms is not efficiency, but rather, it is effectiveness. This process should not be managed by watching the run charts of your indicators climb or descend. People need to be led to produce great results.

For example, a few years ago I

"The process of getting young men and women to defend our great nation's freedoms is not efficient, but rather it is effective. This process should not be managed by watching the run charts of your indicators climb or descend. People need to be led to produce great results."

Lt. Col. Jack Cooley

Former 317th Aircraft Maintenance Squadron commander

took over as the Senior Maintenance Officer for an airlift squadron that had a record-setting 19-months straight Mission Capable rate above the Pacific Air Forces standard; but it also had the lowest mission effectiveness rate in the command. The leaders in the squadron, group and wing had allowed the MC rate indicator to drive poor maintenance and aircraft scheduling practices.

After a short time in the

squadron, the Operations Group Commander met with me and my squadron commander to discuss what to do about raising the effectiveness rate. I told the commanders that we needed to stop chasing the MC rate indicator. If we allowed that record setting streak to end and started leading rather than managing, the group would witness greatness.

Together we revamped the flying schedule profile. We cut the total

number of sorties generated by 33 percent, invested that maintenance effort into the health of the fleet, and drove the mission effectiveness rate up to 90 percent.

Yes, the MC rate dipped below the standard, but soon after we stopped focusing on it the strangest thing happened -- the numbers started coming back up across the board, all by themselves.

The moral of the story is: sometimes watching the indicators can drive the wrong actions.

Leadership is not a passive act. We've all heard about units that seem to run themselves. These don't exist. In order for any organization to be successful, it must be led.

My keys to success: provide the unit a vision, give general directions and allow your supervisors to lead. Never allow the metrics to be your sole focus or you are doomed to re-live "Quality Air Force;" and we can't afford it make that mistake again.



Interpersonal skills tips can improve mentoring ability

By Col. Schuyler Geller
7th Medical Group commander

In my capacity as the medical group commander, I get many pieces of communication, both electronic and written. One category I watch closely is complaints about areas of my command that resulted in an unsatisfactory encounter or outcome.

From those reviews I have noticed some common behavioral threads that begin to weave a pattern that could be avoided. Based on this, I would like to pass along some helpful hints about customer service that could improve all your interpersonal relations.

Let me say first, I do not believe anyone comes to work with the intent to do a bad job or to be intentionally cruel. Regardless of the name of the creed one individually professes, I suspect all those creeds have some guiding principle that states more or less: "...that which is hateful to yourself do not do unto

your neighbor."

However, we are often restricted in our response to requests by Air Force or Department Of Defense Instruction, public law, and always by preciously limited resources. Our guidance is in place for legitimate reasons, but it is extremely important that when we say "no" to a customer we are meeting the intent, not merely the letter of our guidance. However, when we must deny one of our customer's requests or tell them something unpleasant, we may run into interpersonal difficulties.

Here are some rules of engagement that may not be found in any one specific AFI for just those situations. Hopefully, they will be of use to you in other interpersonal encounters such as supervisor-subordinate mentoring opportunities, speaking with your children or perhaps even your spouse.

1. Do not get angry. Anger escalates the encounter and makes it a battle that someone then has to win. If you note your breathing

getting deeper, your heart beginning to pound, your voice elevating, your mouth getting dry or your hands beginning to tremble, you are experiencing the physiological manifestations of anger.

Stop talking and listen. Look at the individual you are addressing and review the reflection of your words in their eyes and face.

How would you respond to you? If you cannot compose yourself, postpone the encounter. If necessary, elevate the issue to a supervisor for a more objective response.

2. Do not use foul or coarse language; it provides no lasting emphasis, only lasting distaste that is a poor reflection upon your character. In retrospect, you will be unable to defend such behavior, which is often brought on by anger or frustration.

3. Be factual and use as little emotion as possible. Emotion begets emotion; do not engage the mechanism. Do not accuse anyone of anything you cannot prove.

Conclusions not supported by facts will engage that emotion mechanism. It is akin to initiating a battle from low ground. It didn't work in the Civil War for the 15th Alabama against Chamberlain's 20th Maine at Little Round Top and it won't work for you.

4. Give individuals a way to retreat from their original position with their dignity. Do not make it impossible for them to back down because they (or you) invested too much of their (or your) ego into the argument.

Scolding individuals or speaking condescendingly to customers falls under this guidance. It robs people of their basic ego-protection -- their dignity; and almost always produces an unnecessary "flight or fight response" from them.

I give you this advice not because I have some lock on truth--for I am in need of this guidance as much as anyone; it is rather in the hope that you will not have to live as long as I have to learn its merits.

Service hours

Medical

Dyess clinic -- 7:30 a.m. to 4 p.m. Monday to Thursday and 9:30 a.m. to 4 p.m. Friday.

Dining facilities

Longhorn -- Breakfast -- 6 to 8 a.m., Lunch -- 11 a.m. to 1 p.m., Dinner 4 to 7 p.m., Midnight 11 p.m. to 1 a.m. Monday-Friday.

Weekends: Breakfast 7:30 a.m. to 12:30 p.m. Dinner 4 p.m. to 6 p.m., Midnight -- 11 p.m. to 1 a.m.

Fitness

Dyess fitness center -- 5 a.m. to 11 p.m. Monday to Friday, 7 a.m. to 7 p.m. Saturday and Sunday.

Customer service

Finance -- 9 a.m. to 4 p.m. Monday to Friday.

Legal -- 7:30 a.m. to 4:30 p.m. Monday to Friday. Walk-ins are 8 to 9 a.m. Fridays.

Notaries, powers of attorney: walk-ins are 8 to 9 a.m. Fridays

Supply -- 7 a.m. to 4 p.m. Monday to Friday.

To post hours in the *Peacemaker*, e-mail peacemaker@dyess.af.mil or call 6-4375.

Dyess Chapel



Chapel schedule

Catholic: Reconciliation starts at 4:15 p.m. Saturday followed by Mass at 5 p.m. Sunday Mass is 9 a.m. Sunday School is 11 a.m. at Dyess Elementary School. Daily Mass is at 11:30 a.m. Tuesday through Friday.

Protestant: Sunday School begins 9:15 a.m. at Dyess Elementary School. Shared faith worship begins 11 a.m. Sunday. Gospel service starts 1 p.m. Sunday. Sunday Night Worship Service begins 6:30 p.m. Sunday. A nursery and children's church are available at all services.

Jewish: For information about the times and places of Jewish services, call Capt. Matt Paskin at 829-6149.

For more information, call the chapel at 6-4224.

Estate claim

Any person with claims against the estate of Senior Airman Marco Avila should call 1st Lt. Derrick Modest at 6-5633.

Down days

The Air Combat Command designated family day is Dec. 26. No-fly days are Monday, Tuesday, and Wednesday.

Thrift shop hours

The Dyess Thrift Shop is open from 9 a.m. to 2 p.m. Tuesdays and Thursdays and the first Saturday of the month from 10 a.m. to 1 p.m.

The thrift shop will close Dec. 23 through Jan. 2. For more information, call 6-8203.

Observance month committees

The military equal opportunity office is looking for volunteers to join committees for upcoming observance months.

The upcoming months are Black History Month in February, Irish History Month in March, Jewish Observance Month in April, and Asian-Pacific Islander Month in May.

They are actively seeking a diversified group of volunteers interested in any or all of the observances.

For more information, call Staff Sgt. Melida Edwards at 6-4226.

Black Heritage committee

The Dyess Black Heritage committee will host a Kwanzaa Celebration at 11 a.m. Dec. 30 at The Hangar Center.

For more information, call Senior Master Sgt. Robert Scarlett at 6-8243.

Faucet change

The Civil Engineering Squadron will be replacing many of the water faucets located in the restrooms base-wide next month. The new faucets will be operated by a push button that will control the amount of water passing through the unit. Additionally, commodes and urinals will be retrofitted with new flush valves and in some cases new commodes and urinals will be installed. The new flush valves on these units are less likely to stick and cause the unit to keep running water. Limiting the amount of water wasted on base and help preserve the environment.

For more information, call Tom Denslow at 6-5628

Gate Closures

During this exercise and future ones, people should prepare for potential closings of the Delaware and Maryland gates. At a minimum, the pedestrian gate will remain open.

For more information, call Lt. Donovan Cody at 6-4969.

CALENDAR



Today, Dec. 19, 2003

NCO/Senior NCO induction ceremony, 3 p.m. at The Heritage Club. For more info, call 6-1170.

Friday night social hour, 5 p.m. at The Heritage Club and Hangar Center.

Open-ranks breakfast, 7 to 8:30 a.m. at The Heritage Club. For more info, call 6-2405.

Saturday, Dec. 20, 2003

Thunder Alley, 8 p.m. at Dyess Lanes. For more info, call 6-4166.

Late Night, 11 p.m. at The Hangar Center. For more info, call 6-2405.

Sunday, Dec. 21, 2003

NFL satellite games, noon at the Hangar Center.

Sunday brunch, from 11 a.m. to 1:30 p.m. at The Heritage Club. For more info, call 6-2405.

Monday, Dec. 22, 2003

Air Combat Command No-fly day

Intramural bowling, 5:30 p.m. at Dyess Lanes. For more info, call 6-4166.

Monday Night Football Frenzy, 8 p.m. at The Hangar Center and The Heritage Club. For more info, call 6-2405.

Tuesday, Dec. 23, 2003

ACC No-Fly day

Bingo, 7 p.m. at The Hangar Center. For more information, call 6-2405.

Wednesday, Dec. 24, 2003

Christmas Eve

Thursday, Dec. 25, 2003

Christmas Day

Upcoming events

Dec. 30 -- Kwanzaa at The Hangar

Dec. 31 -- New Years Eve

Jan. 1 -- New Years Day

Jan. 16 -- Quarterly awards luncheon

Jan. 21 Air Combat Command Operational Readiness Inspection

Holiday Closings

Army and Air Force Exchange Services

Monday: Base Commissary open from 10 a.m. to 7 p.m. No Early Bird hours.
Main store open from 9 a.m. to 9 p.m.

Tuesday: Base Commissary open from during regular hours.
Main store open from 9 a.m. to 9 p.m.

Wednesday: Base Commissary open from 10 a.m. to 4 p.m.
Main store open from 9 a.m. to 5 p.m.

Thursday: All facilities closed for Christmas

Dec. 26: Base Commissary open during regular hours.
Main store open during regular hours.

Dec. 27: Base Commissary open during regular hours.
Main store open during regular hours.

Dec. 28: Base Commissary open during regular hours.
Main store open during regular hours.

Dec. 29: Base Commissary open from 10 a.m. to 7 p.m. No Early Bird hours.
Main store open during regular hours.

Dec. 30: Base Commissary open during regular hours.
Main store open during regular hours.

Dec. 31: Base Commissary open during regular hours.
Main store open during regular hours.

Jan. 1: Base Commissary open during regular hours.

Main store closed for New Years.

Chapel

Wednesday: Catholic mass, 5 p.m.
Protestant service, 7 p.m.
Catholic mass, 11:30 p.m.

Dec. 31: Catholic mass, 5 p.m.
Protestant watch night service, 10 p.m.

7th Medical Group

Thursday: Closed

Friday: Closed

Jan. 1: Closed

Jan. 2: Closed

Think safety when buying toys for tots

By Senior Airman
Zachary Wilson
Dyess Public Affairs



As the holiday season rapidly approaches, millions of Americans are scrambling to toy stores everywhere trying to find the coolest gift with the most buttons, noises and other fun features. However, while shoppers look for that special gift, they should make sure the toy is right for the child they are buying for.

One might ask what safety has to do with a harmless toy.

Over 16,000 injuries are caused by toys each year, half are to children under 5, safety officials said. Most toy accidents result from misuse or from tripping over the toy rather than from some defect or design flaw in the toy itself.

When buying toys, try to

think of safety first. Ensure the child the toy is being purchased for will use the toy the way it was intended to be used, officials said. Is the toy chewable, breakable, detachable, flammable or too noisy?

For example, according to safety officials non-inflated balloons or pieces of popped balloons cause the most injuries to toddlers. Children can put these items in their mouths and possibly swallow them. These are widely considered the most dangerous toy there is for small children.

Another danger is "big kid"

toys that appeal to toddlers, officials said.

Many tots choke on the marbles, small parts or tiny batteries of toys belonging to their older siblings. A brother's or sister's hobby kit or chemistry set can burn or poison an infant.

Parents and children need to be on guard, officials said. Everyone in the family should put things away and out of reach, especially before meals or whenever they leave their room.

Reminding school-age children that if they leave small toy parts lying around, they probably won't have them for long, is a good idea according to safety officials.

Keep play areas separated by closing bedroom doors or installing baby gates approved by the U.S. Consumer Product Safety Commission.

Toy safety guide

Buy toys with safety in mind.

Ask yourself, will my child use this toy the way it was intended to be used?

- Is it chewable, breakable, detachable, flammable or too noisy?
- Do the arms or legs of this doll pull off easily?
- Is this toy easy to clean? Does it have strings, long hair or clothing that an infant could choke on?
- Does it shoot anything that might injure eyes?

As eye-catching as a toy may be to you, it may not be suited to a toddler's age, interests or developmental stage.

Read the age range given on toy packaging.

Properly using a child's building blocks, for instance, requires skills too advanced for most infants. A baby might also get hurt playing with them incorrectly or by crawling over them.

Starr helps NORAD track Santa

by Tech. Sgt. Michael Phillips
21st Space Wing Public Affairs

PETERSON AIR FORCE BASE, Colo. -- A "Starr" in the east will help guide North American Aerospace Defense Command's Santa-tracking tradition Wednesday. The Starr is none other than former Beatle, Ringo Starr, who will be NORAD's honorary Santa tracker for Christmas 2003.

"Santa and I are personal friends," Starr said from his home in England. "He's asked me to do this special job with this incredible new SantaCam, and I'll be tracking him as he comes over Great Britain."

NORAD technicians

upgraded the omnidirectional high-speed digital SantaCam stationed in Great Britain and have moved it from Stonehenge to a top-secret hideaway near Starr's home.

"We took it offline for awhile and upgraded it, and gave it some new capabilities," said Maj. Doug Martin, NORAD Santa-tracking operations chief. "We then began to wonder who we could ask to operate it this year.

"We discussed it with Santa, and his first idea was Ringo Starr," Martin said. "When we called Ringo, Santa had already phoned, and he said 'Yes' immediately. We were just thrilled."

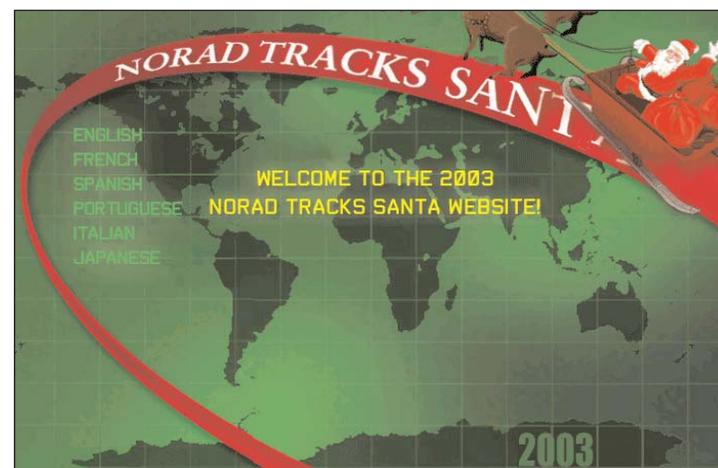
"Ringo recently received

Santa-tracking techniques from NORAD technicians and has become an expert in the use of the SantaCam," said Canadian Maj. Gen. Angus Watt, director of operations for NORAD. "We hope he'll capture images of Father Christmas somewhere in Great Britain this year."

"He'll be looking all over Great Britain, Wales, Ireland, Scotland and England," Martin said. "We expect images to come in around 4 p.m. (MST) Christmas Eve. That's around 11 (p.m.) England time."

"Children will see amazing things," Starr said. "I'm privileged to be one of the Santa trackers."

The "Santa-tracking"



tradition started in 1955 by pure accident after a Colorado Springs newspaper ran an advertisement for a department store "Santa Hotline." The ad included a special phone number, which turned out to be the operations hotline to NORAD.

The senior officer on duty at the time, Col. Harry Shoup, received the first Santa call. Realizing what had happened, Shoup told the callers he was helping Santa and said his radar screens showed Santa heading south from the North Pole.

ATCs excel despite deployed challenges, aging equipment

By Senior Master Sgt. Gene LaDoucer
Public Affairs superintendent

KIRKUK AIR BASE, Iraq -- With equipment older than many of its users, air traffic control services here present some unique challenges for the 32 people charged with keeping Air Force and Army aircraft operating safely.

According to Staff Sgt. Ramon McQueen, a watch supervisor in the control tower, he and 10 other tower controllers watch over fixed-wing aircraft and helicopters operating within a five-mile radius of the base up to 4,000 feet above sea level.

Operating out of a rundown facility that once served the same purpose for the Iraqi air force, unreliable electrical power and telephone communications add to the challenge.

"Our equipment is old, but it does the job," said McQueen, explaining controllers now deal with analog switches, dials and radio handsets instead of state-of-the-art touch screens and headset. The controllers must also do without a radar screen, which is found in most modern towers.



Courtesy photo

Senior Airman Kaishla Holloway, an air traffic controller deployed from Dyess, radios to an incoming helicopter at Kirkuk Air Base Iraq.

While the equipment is old, it's the flares released by incoming and outgoing aircraft to defend against surface-to-air threats that remind McQueen he's operating in a hostile area. "That's something I don't see back in the States," he said, referring to his home station of Barksdale Air Force Base, La.

Having Army helicopters make up the majority of air traffic is also

a new experience for many of the controllers, such as Senior Airman Kaishla Holloway. "We don't see many helicopters at Dyess," she said, referring to her home station in Texas. "Here about 60-percent of our operations are helicopters," she said.

On her first deployment, Holloway's tour in Iraq has added meaning for her.

"I try and remember that I'm defending the freedom of my country and millions of Americans can sleep at peace because of what I am doing here," she said. "Sometimes I lose site of that focus, but my mother (who served in the Army) for 23 years and now I'm carrying on the torch and I am truly proud about it."

In a small, dark, self-contained deployable room centrally located between the base's two active runways work 21 controllers responsible for a much larger airspace.

Called Center Radar Approach Control, these airmen take on the dual mission of serving as a traditional radar approach control facility and operating center.

"We probably average about 60 operations a day, which is not too difficult, but a lot of coordination goes into each aircraft prior to it entering our airspace and that is the challenging part," said Staff Sgt. Eugenia Lopez, a watch supervisor in the facility.

Lopez is deployed from Incirlik Air Base, Turkey. "The equipment is old and not always reliable (and) coordination can be challenging due to the language barrier. Regardless, we get the job done."

317th AMXS wins football championship

Maintainers route 7th SFS in back to back 46-0, 27-6 victories

By Airman 1st Class
Kiley Olds
Dyess Public Affairs

The 317th Aircraft Maintenance Squadron beat the 7th Security Forces Squadron in back-to-back 46-0 and 27-6 victories to win the base intramural flag football championship Dec. 11.

Because the intramural flag football playoffs are a double elimination tournament, it meant that in order to win the championship the maintainers had to beat the 7th SFS twice -- whereas the cops only needed one more win over the 317th AMXS to achieve victory.

The 317th AMXS had suffered its first loss in the season the night before at the hands of the cops, 19-13.

"That was an eye-opener," said Nathan Summers, 317th AMXS player and coach.

"We were just coasting along and got too sloppy," Summers said. "I'm glad it happened because it made us more focused on winning the championship."

Summers said the key to the successful season came from teamwork.

"Our biggest challenge was having everyone play as a team," Summers said.

The team had to change its way of thinking to have no individuals on the team, no trash talking, and to win and lose with class, he said.

"In the end we had to believe in ourselves as a team and come together as one unit," Summers said.



The 317th AMXS finished the season 12-1, suffering one loss to the 7th SFS.

Airman Aaron Walker

