



BARRIER MAINTENANCE

Due to weather issues last weekend and projected temperatures above 50 degrees, two lanes of the Russell Gate will be closed from 9 a.m. Saturday to noon Sunday. The closures allow for the safe application of new slip-resistant paint and completion of the paint refresh effort. Motorists are encouraged to use another gate to reduce traffic flow at Russell Parkway.

AN EASY FIX

New virtual Air Force Enterprise Service Desk

Page 2



ROBINS REV-UP

Team Robins – Performing to Our Potential

Making Tomorrow Better than Today

Nov. 21, 2014 Vol. 59 No.47

The Road to a Billion and beyond

Robins contributes nearly \$120 million to AFSC initiative

BY JENNY GORDON
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Since the “Road to a Billion and Beyond” initiative began in early 2013, Robins Air Force Base has continued finding ways to be more efficient and cost-effective.

To date, a total of \$119.94 million has been saved at Robins, with \$103.9 million from the Warner Robins Air Logistics Complex, and \$16.04 million from the 78th Air Base Wing.

It’s been an ongoing effort to incorporate a cost-conscious culture within Robins, and it’s agreed that the base is headed in the right direction.

“We’re doing well because this is changing the culture of our workforce,” said Tim Avera, WR-ALC Financial Management director. “What this initiative has done is giving people the understanding that every action has a financial implication.”

Based on the workload produced during fiscal 2014, it cost the maintenance complex \$1.5 billion to do business last year.

In the complex during fiscal 2014, operating that business resulted in about a \$45 million savings, most of that through material requisitions, and reviewing and reconciling ordering procedures to make sure charges were correct.

For example, \$10.8 million in government material obligations was saved as a result of an analysis of aged material backorders.

And direct and overhead labor costs contribute to some of the largest expenses at Robins.

“If we can streamline processes so that we can eliminate one hour a day of non-value added work or waste within a process, that’s a 12-percent improvement,” he said.

“If we can operate to get one extra hour of productive time versus non-productive time ... that’s massive when you look at the magnitude of what we do here.”

With limited resources going forward, by increasing this productivity and generating more revenue for the base, it reduces future year sales rates. This

AFSC initiative is one that can influence the sales rates.

“How we’ve looked at this is by asking the question – is the culture that we’re changing having and impact here?” he said. “Ultimately the best sign of success is asking how can I reduce my future rates to my customers?” he said.

According to Avera, the complex was able to reduce its fiscal 2016 sales rates to its customers by 8.9 percent. That is a composite number of several different factors, including various rates charged for airframes, commodities, software, etc.

“What that gives the Air Force is additional buying power. The more we can reduce our sales rates, the more air power that can be inducted into the depot,” he said. “The whole Road to a Billion and Beyond culture is really the end product of ‘Can I give the Air Force more buying power?’”

Taking a look in the 78th ABW, validated initiatives for fiscal 2014 stood at \$2.84 million.

▶ see ROAD, 3

More than just ‘fun and games’

78th FSS meeting Team Robins’ QOL needs while striving for more

BY JENNY GORDON
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Providing the best entertainment and quality-of-life programs isn’t all fun and games at Robins Air Force Base.

It takes a lot of money to provide the variety of programs, activities, and facilities that make Robins Air Force Base a more enjoyable place to live and work, and since the majority of 78th FSS activities and facilities are self-sustaining, it takes a lot of work to keep the operation afloat.

Mick Szymanski, 78th Force Support Squadron director, said Robins is doing a good job of keeping Robins’ quality of life above par.

“The program managers and staff here at Robins are exceptional and work very hard to deliver outstanding programs,” he said. “Overall, we’re doing well and have slightly exceeded the Air Force standard for Net Income after Depreciation of 7 percent.”

▶ see MORE, 6

RESILIENCY IMPORTANT DURING HOLIDAY SEASON

BY JENNY GORDON
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Caring for ourselves is the best thing we can do all year long, especially during the upcoming holidays.

As the busy holiday season approaches, there will be much to celebrate as loved ones gather to share memories and reconnect with one another.

A way to gauge how we are doing during this time is to apply the four pillars of Comprehensive Airman Fitness – mental, physical, social and spiritual.

By balancing each of these areas in our lives, we have a better idea of how we are feeling, resulting in our ability to be resilient and to thrive at home and work.

▶ see RESILIENCY, 6

SEMPER PARATI
MARINES CELEBRATE 239 YEARS OF HONOR

Marine Lance Cpl. Mark Fuller, plane captain, directs Lt Col. Philip Eilertson, pilot and commanding officer, Marine Aircraft Group 49, Det. A, and co-pilot/gunner Maj. Douglas Hackl, as they land an AH-1W Super Cobra Saturday at the Museum of Aviation. The Super Cobra, along with an UH-1Y Huey, was used as a Static Display for the 239th Marine Corps Birthday Ball Celebration. Communication between the plane captain, crew chief and pilots is essential to ensure the tail of the helicopter is clear of buildings and all obstacles as it approaches a landing zone.

U.S. Air Force photo by ED ASPERA

FRIDAY FLYBY: Complex VERA/VVIP numbers, Page 2; AFIMSC HQ candidate bases named, Page 4



Tree Lighting

The chapel will host the annual tree lighting ceremony Dec. 5 from 5 to 5:30 p.m. on the chapel lawn. The event will conclude with the arrival of Saint Nicholas. Children will have the chance to visit with Santa and cookies and hot chocolate will be provided by the Chapel. For details call DSN 468-2821 or 926-2821.

Personal Property – the move is in your hands

Internet-based self counseling will be available Dec. 1, allowing members to create and manage Defense Department personal property moves at the office or at home using the Defense Personal Property System.

The Air Force’s online self-help tool allows Robins members to create and manage their own permanent change of station moves.

There are a few exceptions to the mandatory use of DPS. First-time movers and those

separating or retiring will receive one-on-one counseling from TMO personnel.

For more information about navigating the DPS system, contact the Personal Property Office at DSN 472-0119 or commercial (478) 222-0119.

Customer service hours are: Mondays, Wednesdays, Thursdays and Fridays from 8 a.m. to 4 p.m., and Tuesdays from 8 a.m. to 2:30 p.m.

Weekend Weather

Friday 59/36



Saturday 66/52



Sunday 71/55



“Safety is the engine, and you’re the key that starts it.”

SECOND FRONT

Users can soon solve own computer problems

BY AIR FORCE SPACE COMMAND

Beginning the first week in December at Robins, and across all Air Force Materiel Command bases, a new desktop icon will appear on computers that will allow users to immediately tackle and fix minor IT issues.

The new virtual Air Force Enterprise Service Desk is a client-based application that will allow users to solve common issues and self-initiate trouble tickets for email, desktop, laptop, and mobile devices, and will eventually include network, software, hardware and other user account capabilities.

The application, which began rolling out across the Air Force in stages in October, allows for status checks of any current trouble ticket, feedback submission and provides further contact information for more help.

Users who experienced account or network problems during the last few years have called a central customer service center. With a customer base of more than 650,000 people, the ESD's automated phone system had been significantly overburdened, which led to inefficiencies. Not immune to the Air Force's fiscal challenges, the 67th Cyber Wing advanced on a new approach to customer serv-



U.S. Air Force photo by SENIOR AIRMAN LYSIE NICHOLS

Mance Clark, 902nd Security Force Squadron, tests the new Virtual Enterprise Service Desk application for the first time at Joint Base San Antonio-Randolph, Texas, in May. The product, also known as vESD, is a client-based application that serves as a communication platform between the Enterprise Service Desk and all 850,000 plus users in the AF network.

ice, necessary to solve this complex problem.

With vESD, the user simply clicks an icon on their desktop, answers some simple questions, and the software attempts repair. They effectively reach a virtual ESD technician immediately. Similar to the human technician, vESD will attempt repair based on the user's response to questions and will perform its own "health check" of the user's computer. If it can't resolve the problem, vESD will automatically initiate a trouble ticket and route it

immediately to the appropriate office at one of the Network Operations Squadrons or the local Communications Focal Point, depending on the problem identified.

The ESD is transforming to more efficiently empower users to find solutions to their technical challenges as well as leverage new automated programs to eliminate the need for a call center. It is important to note the ESD is not closing. It will still exist. It is simply transforming its business processes on more proactive tasks.

Complex VERA/VSIP latest round numbers released

BY ROBINS PUBLIC AFFAIRS

A total of 176 employees in the Warner Robins Air Logistics Complex accepted voluntary early retirement and separation incentive offers during the latest round of VERA/VSIP.

The offerings were targeted exclusively at general schedule and wage

grade employees in the Complex, and aimed at helping the organization "right-size" to its workload requirements for fiscal 2015 while maintaining the right number of employees and skills to



meet its commitments.

Nearly 400 employees ranging from welders, painters, supply and logistics specialists applied for the incentives, which include payments of up to \$25,000. Of those applying, 276 were extended offers.

Employees who accepted the offers will retire or separate from civil service on Dec. 31.

Team Robins quarterly awards

Congratulations to the following 3rd quarter award winners:

- **Senior Airman Brett Guibeaux**, 5th Combat Communications Group – Airman of the Quarter
- **Tech. Sgt. Mark Marberg**, 5th CCG – Noncommissioned Officer of the Quarter
- **Master Sgt. Charles Starnes**, 5th CCG – SNCO of the Quarter
- **Capt. Russell Chance**, Warner Robins Air Logistics Complex – Company Grade Officer of the Quarter
- **Airmen First Class Patrick Fedrich**, 461st Air Control Wing – Dorm of the Quarter

► **Lauren Griffin**, 78th Air Base Wing – Civilian of the Quarter Category 1

► **Ashley Nolan**, WR-ALC – Civilian of the Quarter Category 2

► **Patrick Bowen Jr.**, Air Force Life Cycle Management Center – Civilian of the Quarter Category 3

► **Jamie Steiger**, 78th ABW – Civilian of the Quarter Category 4

► **Jack McDonald Jr.**, WR-ALC – Civilian of the Quarter Category 5

► **William Hill III**, 78th ABW – Civilian of the Quarter Category 6

Bldg. 228 parking lot closure

The parking lot on the northwest side of Bldg. 228 is scheduled for closure Dec. 1 through Oct. 5, 2016.

The closure is due to a Defense Information Systems Agency construction project that will repair and upgrade the current uninterruptable power system/electrical systems including switchgear and generators because the existing equipment does not meet the required redundancy or the capacity needed to provide for future growth.

In addition, the project will provide the needed Heating and Ventilation and Air Conditioning System equipment to expand the current UPS room in Bldg. 228 which requires long-term storage and construction material staging on a paved surface. The project will make infrastructure and operational changes to the DISA facility in Bldg. 228.

During phase 1 construction, a portion of the park-

ing lot to the west of the building – about 90 spaces – will be closed and fenced for up to two years. When the project is complete, the fence will be removed.

Three existing handicapped parking spots will be relocated. Two new handicapped parking spots will be created beside Bldg. 228 and a third will be created on the west side of the contractor storage and staging area.

Construction fencing will be placed around the area indicated to secure the area.

MDG parking lot closure

Renovations to the 78th Medical Group Clinic, Bldg. 700, are scheduled to begin this month, affecting more than 120 parking spaces.

Sixty spaces in the parking lot on the north side of Bldg. 700 and 64 spaces in a portion of the lot on the south side near the dormitories will be closed for

about two years.

Additionally, the parking area on the south side of Bldg. 703 will be closed for two weeks to allow the installation of a temporary facility.

Once the temporary facility is in place, the parking lot will reopen.

The driveway leading to buildings 702, 703, 755, 764 and 766 will also be closed for three to four days to allow installation of utilities.

78th MPS closure

The 78th Force Support Squadron Military Personnel Section will be closed Tuesday from 11 a.m. to 4:30 p.m. for an official squadron function.

The ID Card/CAC issuance section of the MPS will remain open during these hours for regular walk-in customers. Call the Customer Support section at DSN 497-9481 or 478-327-9481 for emergencies.

ALL IN

A DAY'S WORK

Julie Dearing

UNIT: Warner Robins Air Logistics Complex Business Office

JOB TITLE: Maintenance workload analyst

TIME IN SERVICE: 4 years

HOMETOWN: Warner Robins



What does your work involve at Robins? "I'm one of the budget focal points for the complex. We ensure workload is funded appropriately, and groups have the manpower and capability to fulfill customer requirements for the upcoming fiscal year."

How does your work contribute to the Robins mission? "We ensure the depot is fully prepared to meet the needs of the warfighter."

Who has been the biggest influence in your life? "My dad has been the biggest influence in my life for many reasons. He taught me to work hard, take risks and trust God."

What do you enjoy most about your work? "Budget season is a fast paced and high stress environment. I love it! It challenges me in every way, and it gives me a great sense of job satisfaction at the end of the day."

What prompted your interest in your current career field? "Growing up in Warner Robins, I was familiar with Robins Air Force Base but never intended on creating a career here. Opportunity presented itself through the Palace Acquire Program, and I am grateful it did. In the past four years, I have had more opportunities for advancement and professional growth than I ever imagined. I enjoy my job and am blessed to work with a great team."

What is an accomplishment you are most proud of? "A recent accomplishment I am most proud of is completing my Masters of Business Administration."

What is something people would be surprised to know about you? "I nearly died once attempting to kayak the Ocoee river. I learned it's not for beginners."

Fit for Combat



U.S. Air Force photo by ED ASPERA

A group of Reservists from HMLA-773 at Robins perform the drag and fireman's carry maneuvers during a Marine Combat Fitness Test Nov. 15. The test is designed to ensure Marines are ready for the physical rigors of contemporary combat operations. The group was at Robins for a drill weekend and to attend the 239th Marine Corps Birthday Ball.



Congratulations!

Chief Master Sergeant promotees

AFRC
 JAMES CHRISTIAN
 COLLEEN GARRA
 SHELDON SCHEEHLE

5th CCG
 GENE JAMESON
AFSC
 ANDREA COWPER

ROAD

Continued from 1

Dollar amounts are measured by hard savings, cost avoidance or cost opportunity savings.

Among recent projects: A \$1.32 million cost avoidance from the 78th Civil Engineer Group by changing 12 generator status permits from 'peak energy shaving' to 'emergency-use only' generators, avoiding costly modifications to generators not used in peak energy shaving.

Another project included \$460,000 in combined cost avoidance and maintenance cost savings to eliminate an outdated aircraft arresting system; \$450,000 in annual cost savings from the 78th Logistics

Readiness Squadron by providing vehicle operations through organic resources instead of contracted maintenance; and lastly, a \$400 cost avoidance in fuel transportation reductions by using a closer pump house.

Each of those efforts was initiated at the low-

est echelons in the organizations by individuals making every dollar count and using continuous process improvement in everyday operations.

Overall, the Air Force Sustainment Center has reached a cost-savings, cost avoidance of more than \$1.08 billion.



THINK OPSEC EVERYDAY, EVERYWHERE

MORE

Continued from 1

Though 78th FSS' facilities and programs are high performers overall, Szymanski said there's always room for improvement.

"The squadron is always looking for feedback from our customers on how we are doing and what we can do to improve the quality of life at Robins," he said. "One area we're always working on improving is our customer service. We recognize our customers have choices, and price and convenience aren't enough to be anyone's first choice. We need to provide superior customer service."

Szymanski said the dollars generated by its programs allow the base to provide special programs like the recent Fall Bash and provide dollars to support unit functions and single airman events.

Additionally, the revenues are used to reinvest in equipment and furnishings such as the recent renovation of the bowling center on base, Szymanski said.

"We also invest in new community programs," he said. "The latest is a splash park that's expected to open next spring next to the base pool.

"We expect this to be a very popular addition for our families," he added.

Robins' Civilian Welfare Fund operates the Base Restaurant, mobile food fleet and snack bars in the complex

on base.

The CWF is also a non-appropriated fund, self-sustaining function and is used primarily to support the civilian workforce on base.

The revenues are used to sustain the operation, offering quality products at reduced prices. They also provide morale activities and events for the base civilian population.

The Morale Welfare and Recreation Fund includes all the cost-sharing NAF and self-sustaining NAF operations on base, Szymanski said.

"The combined revenue is used to improve the overall quality of life for our Airman and families who live, work, learn and play at Robins," he said. "The dollars necessary to build the new splash park came from many sources over a long period of time."

Szymanski said it would take the bowling center selling nearly a million hamburgers to pay for the new addition.

"There are times when one activity or another is experiencing financial challenges," he said. "The whole fund is used to cover any losses incurred. We have to remember that the MWR Fund is not tax based. It has to generate dollars in order to maintain operations and make payroll."

Szymanski said the best way to ensure we continue to have the quality, reasonably priced programs and activities is to use them.

RESILIENCY

Continued from 1

Resiliency is defined as the ability to withstand, recover and grow in the face of stressors and changing demands.

"Resiliency and the four pillars of CAF are not just Air Force buzz words, They're a blueprint for healthy living," said Capt. Mindy Davis, Psychological Health director.

But even with families gathered around dinners table enjoying a feast of turkey and all the juicy side dishes, this time of year isn't always one of cheer.

With winter holidays packed with activities, preparation and celebration, this can also bring stress.

Separated family members may experience a range of emotions, from worry to loneliness – even anger and disappointment.

Those emotions aren't uncommon. As people work together through challenges, they may have the opportunity to strengthen their emotional commitment to spouses, service members and families.

Holidays can be a depressing time for some. Feelings of sadness, loneliness and anger can intensify when contrasted with the joy expected of the holidays, Davis said.

Factors that can contribute to depression include:

Associating the holidays with unresolved family or childhood issues; ignoring feelings of sadness, loneliness or depression in order to portray holiday cheer; facing the loss of a loved one; having unrealistic expectations of family, friends or self; expecting you should feel good; being away from family, friends; feeling isolated from others; reflecting on losses, disappointment during the last year;



U.S. Air Force photo by TOMMIE HORTON

Sometimes a kind word can make all the difference to a family member or fellow employee.

coping with changes in family obligations, such as from recent separation, marriage, divorce; and drinking more.

So what are some things you can do?
Take time out to enjoy the season: *Have fun; give yourself time for activities, such as physical activities, volunteer, start a new project. Eat well, stay active, get enough sleep; prioritize, make a list of things you need to do. Ask for help. Keep your support system in place for the post-holiday period and through the coming year.*

And give yourself a break – make some time for you without distractions.

At Robins, there's Airmen Against Drunk Driving; The Refuge; and the Airman Family Readiness Center.

In the community, there are activities to help you stay busy.

Feed the City is a local outreach event in Warner Robins for central Georgia families in need at Thanksgiving. Volunteers are needed to help ensure that the thousands who show up on Nov. 22 have everything they need. If you or someone you know is interested, email feedthecityvolunteers@gmail.com or call (478) 951-6200.

You can participate in

a local toy drive by calling (478) 741-3032.

By balancing the four pillars of wellness, we not only take care of ourselves, but our friends and family at home and work.

You may access a list of Robins helping agencies by visiting www.robins.af.mil/shared/media/document/AFD-140528-012.pdf.





U.S. Air Force photos by RAY CRAYTON
The base theater located on Ninth Street is now used for various briefings and other events, and may be reserved through Outdoor Recreation.

At right, Team Robins members fill the base theater during a recent commander's call.



Base Theater an 'eventful' place these days

BY HOLLY LOGAN-ARRINGTON

holly.logan-arrington@us.af.mil

While the Base Theater still shows a flick every now and then, it's no longer what it used to be.

The Army Air Force Exchange Service closed base movie theaters Air Force wide in recent years because military members and their families could find the same affordable entertainment option off base.

Now, the theater, located in Bldg. 909 on Ninth Street, draws crowds, but usually for commanders' and directors' calls instead.

Lauren Griffin, 78th Force Support Squadron Force recreation specialist, is charged with overseeing reservation of the theater, and said motorcycle safety and sexual assault briefings are just a couple of the events commonly conducted in the base theater.

Griffin said anyone with a valid base

identification card can reserve the venue.

"The only thing required to reserve the theater is a \$25 deposit which is given back to the customer three business days after use of the facility," she said. "Individuals can call to check availability for a certain date, but they're still required to come into Outdoor Rec in Bldg. 984, to put down the deposit and reserve the theater."

Monthly, 78th FSS revives the theater's original purpose by entertaining the base with a movie.

"Each month, Outdoor Recreation holds a Family Movie Night available for anyone with a base ID," she said. "The event is \$2 per person, and popcorn and drinks are available during the movie. Movies are shown on the old screen that is still standing at the back of the theater."

For more information, call Robins Outdoor Rec at 926-4001.

HAPPENINGS

FRI	SAT	SUN	MON	TUE	WED	THUR
21	22	23	24	25	26	27

ON TAP
Boss and Buddy
 Today
 4 to 5 p.m.
 Heritage Lounge
 Fun, food and prizes
 For details,
 call 472-7899.

Family Movie Night
 "A Charlie Brown
 Thanksgiving"
 Today
 6:30 p.m.
 Base Theater
 Cost is \$2 and includes
 popcorn and drink.
 For details,
 call 468-2001.

Yard Sale
 Saturday
 8 a.m. to noon
 Bldg. 984
 For details,
 call 468-4001.

Football Frenzy
 Sundays
 11 a.m.
 Heritage Club
 Game starts at 1 p.m.
 Club members fill out a
 Football Frenzy entry form
 for a chance to win a round

trip flight to Super Bowl
 XLIX.
 For details,
 call 472-7899.

Bowling Movie Day
 Tuesday
 2 p.m.
 Bowling Center
 Cost is \$6 and includes
 3 games, shoes, movie and
 popcorn
 For details,
 call 468-2112.

UPCOMING
Family Day Bowling
 Nov. 28
 11 a.m. to 6 p.m.
 Bowling Center
 \$40
 One lane for 2 hours,
 shoes, cheese or pepper-
 oni pizza and pitcher of
 soda
 For details,
 call 468-2112.

ONGOING
Twilight Golf Rates
 Every day
 4 to 6:30 p.m.
 Pine Oaks Golf Course
 Play 18 holes
 \$20 with cart,

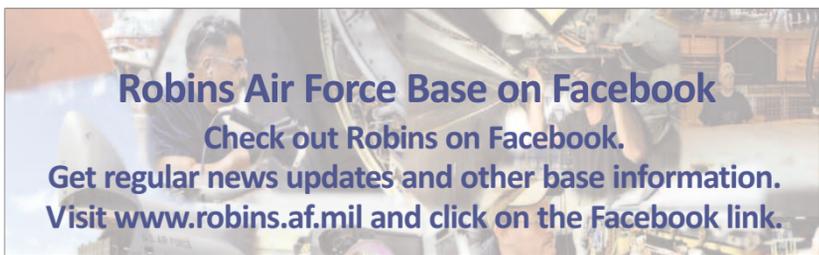
\$12 without cart.
 For details,
 call 468-4103.

Universal Studios
 ITT
 Buy one ticket for \$136
 Get two free
 For details,
 call 468-2945.

Afterburner
November Special
 Mondays through Fridays
 5:30 a.m. to 1 p.m.
 Base Restaurant, Bldg. 166
 Creamy Delicious
 Cinnamon Dolce
 For details,
 call 472-7827.

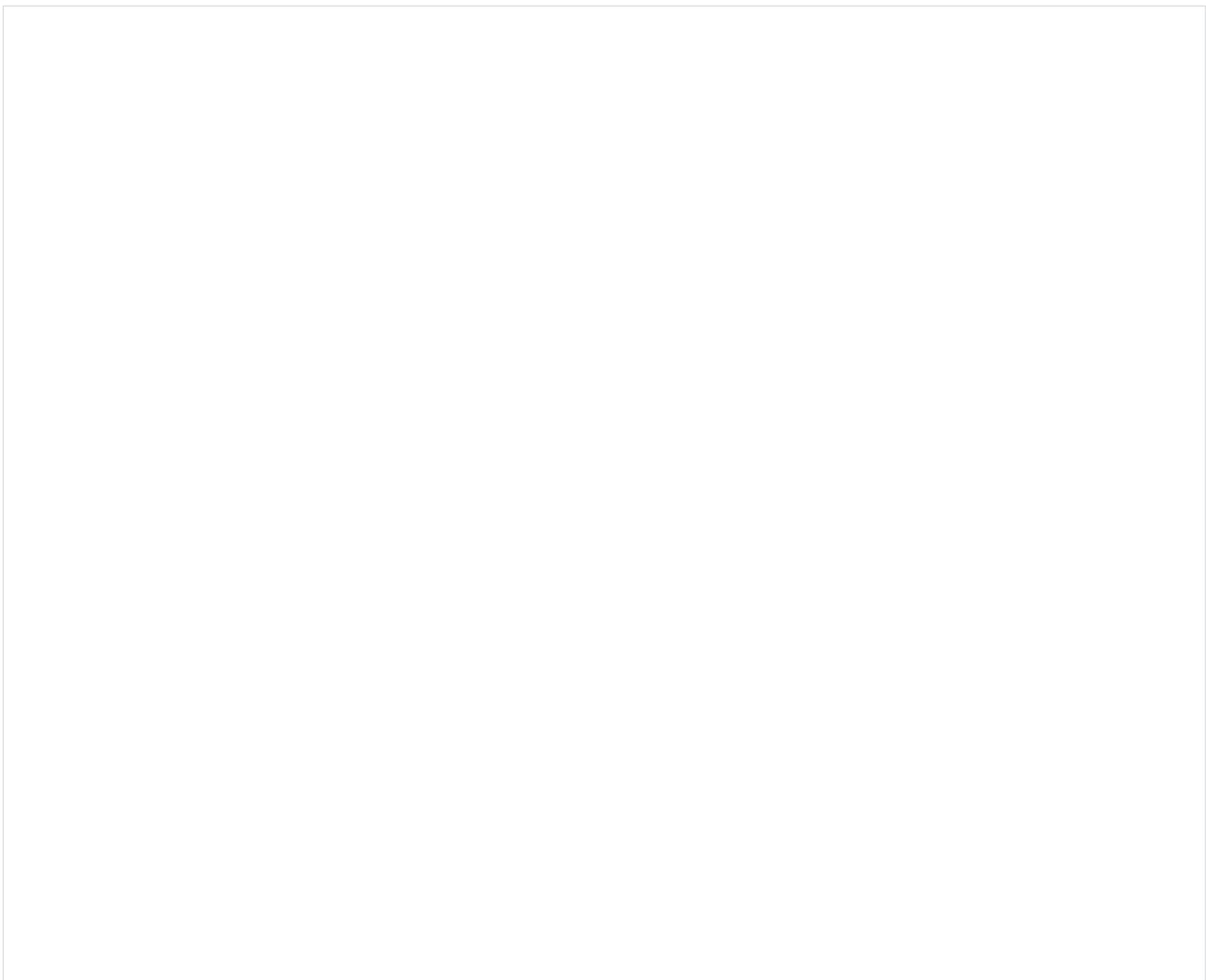
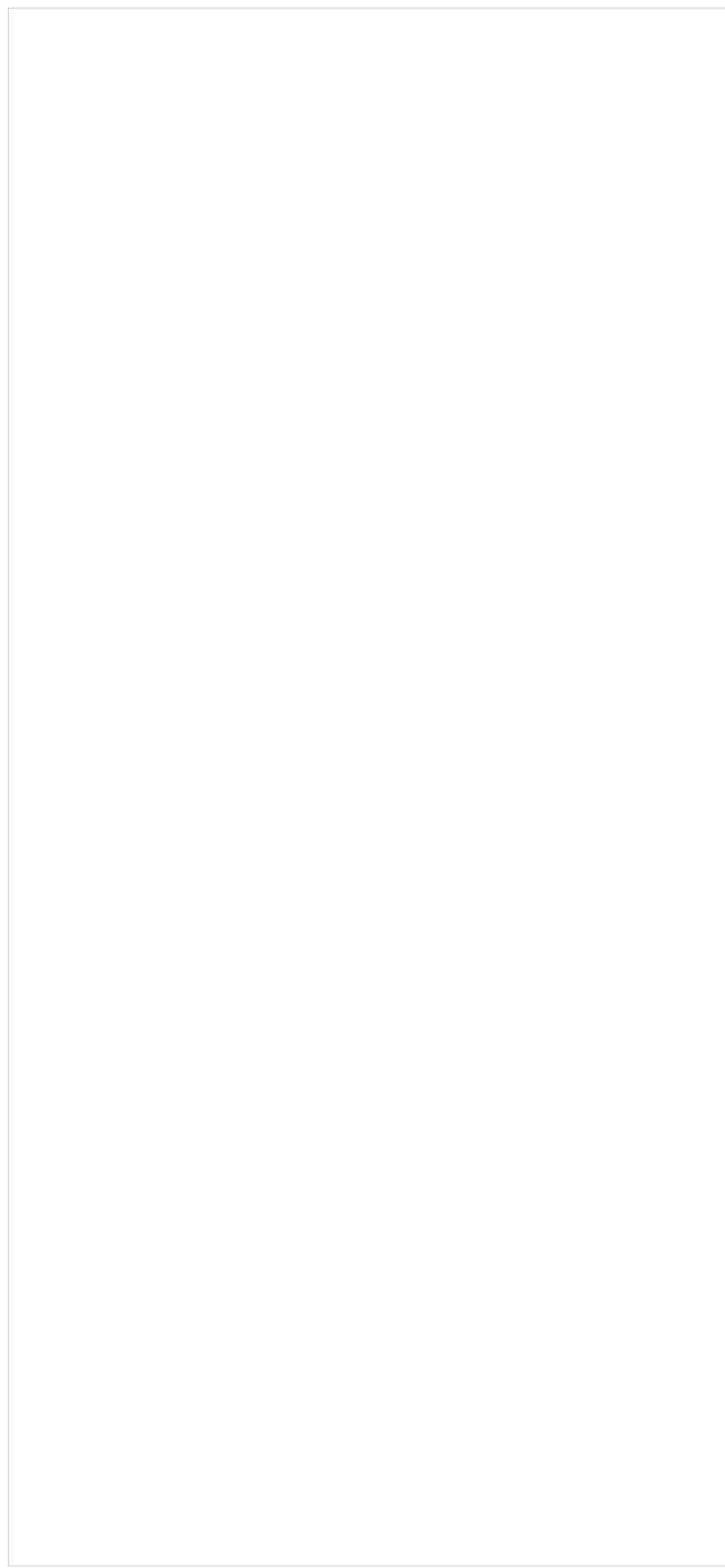
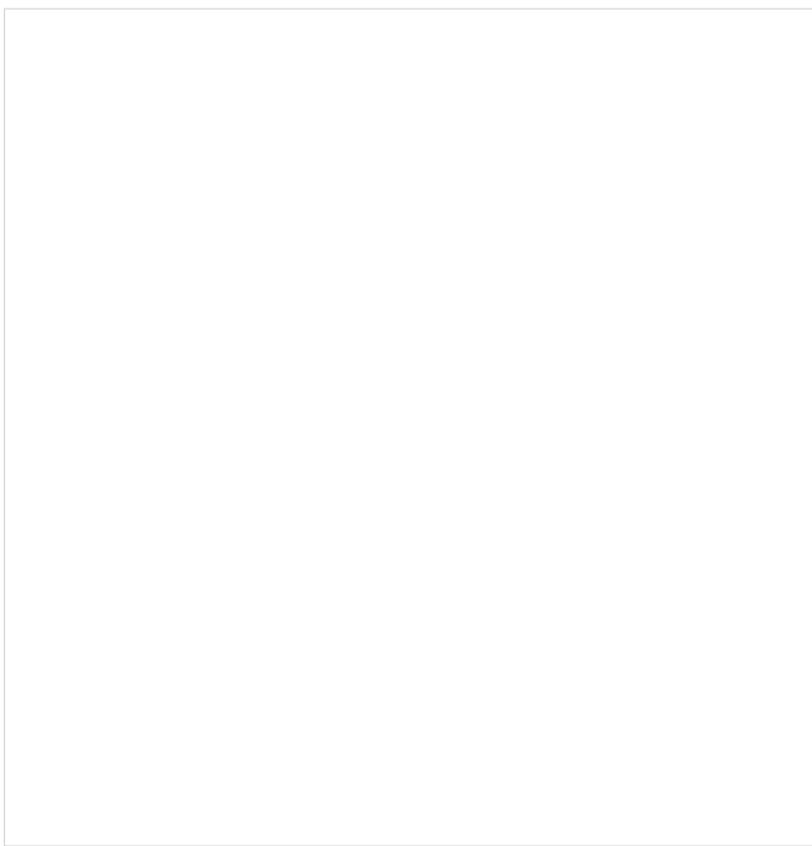
In-home childcare rules
 Individuals caring for other
 families' children totaling
 more than 10 hours a week
 on a regular basis must be
 licensed to provide care in
 on-base quarters.
 For details,
 call Patricia Gurr at 468-3080.

Dream Higher Than Ever
 The Aero Club is
 now open to the public.
 For details,
 call (478) 926-4867.



Robins Air Force Base on Facebook

Check out Robins on Facebook.
 Get regular news updates and other base information.
 Visit www.robins.af.mil and click on the Facebook link.



HOLIDAY AND FAMILY DAY HOURS



**Happy
Thanksgiving**

Services Activities

- ▶ Bowling Center, open Friday from 11 a.m. to 11 p.m.
- ▶ Fitness Center, open Friday from 8 a.m. to 4 p.m.
- ▶ Golf Course, open Thursday and Friday regular hours
- ▶ Wynn Dining Facility, open Thursday, lunch from 11 a.m. to 2 p.m.; Dinner 2 to 4 p.m. open Friday, lunch from 11 a.m. to 1 p.m.; Dinner 4:30 to 7 p.m.
- ▶ Flightline Kitchen, open 24/7

** Unless listed all FSS activities will be closed Thursday and Friday.
For more FSS hours, visit
<http://www.robinsfss.com>.*

78th SFS

- ▶ Gates 3 and 14, the Watson Boulevard

and Russell Parkway Gates; open 24/7 Thursday and Friday.

- ▶ The Visitor Control Center and Gates 1, 4, and 5, closed Thursday and Friday

- ▶ Police Services, closed Thursday and Friday.

78th MDG clinic

- ▶ Closed Thursday through Sunday.

78th LRS

- ▶ On Call Thursday and Friday.

Exchange Main Store

- ▶ Closed Thursday
- ▶ Open Friday from 4 a.m. to 8 p.m.

Service Station

- ▶ Closed Thursday
- ▶ Open Friday from 6:30 a.m. to 9 p.m.

Shoppette/Class Six

- ▶ Closed Thursday
- ▶ Open Friday from 6:30 a.m. to 9 p.m.

Commissary

- ▶ Closed Thursday and Friday.

Military Clothing Store

- ▶ Closed Thursday
- ▶ Open Friday from 9 a.m. to 6 p.m.

For more Robins Exchange holiday hours, visit www.shopmyexchange.com.

Safety saves lives. Start your savings account this holiday season.