

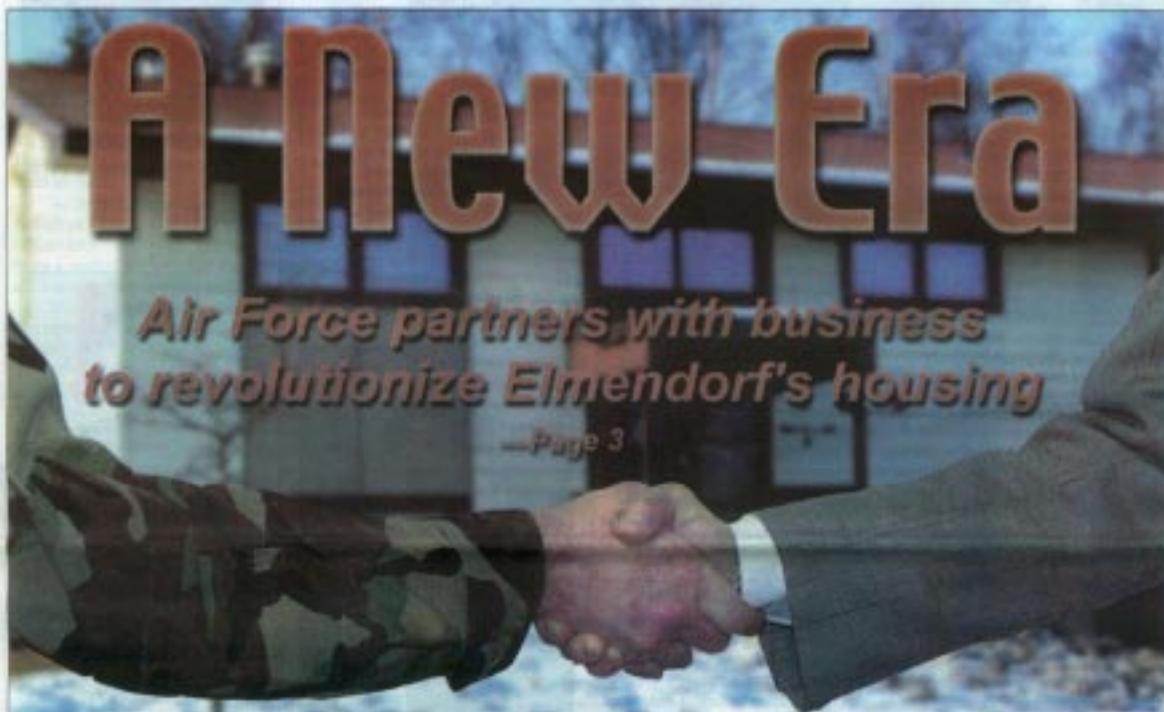
Spring Carnival around the corner weekender —Page 12

# The Sourdough SENTINEL

March 23, 2001

[www.elmendorf.af.mil/Sourdough.htm](http://www.elmendorf.af.mil/Sourdough.htm)

Vol. 52, No. 12



## Eco Challenge

Elmendorf team trains for tough competition  
—Back Page

## The Best—Again

Elmendorf dining facilities wins second straight Hennessy Trophy  
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# Private sector financing a reality

## Elmendorf awards contract to Aurora Military Housing LLC

By Staff Sgt. Nate Hier  
3rd Wing Public Affairs

**A**fter much anticipation, Elmendorf awarded a privatized family housing contract to Aurora Military Housing LLC March 15.

The contract calls for the company to build 372 new units in the Boniface-Ship Creek area, renovate 200 units in the Chugach housing area, and build 48 new units in the Dallas housing area after demolishing the 176 units currently there. All in all, at the project's conclusion, Aurora Military Housing LLC will own and manage 828 housing units on base.

"We're very pleased this contract is finally solidified," said Ted Franklin, lease management office chief. "We've worked very hard to make this thing a reality. We've taken the first step to fixing the housing shortage problem."

Construction of the new units began March 16, and renovation of the first 100 Chugach units will begin in November. Military officials opted for this plan because it will help to alleviate housing shortages at a much faster pace than through traditional military construction procedures. Building an equal number of homes would have taken more than 20 years through normal military construction channels. Through privatization, all new construction and renovation will be complete by 2004.

"This is absolutely the best way to take care of our people," said Col. Doug Fraser, 3rd Wing commander. "We've currently got people living out as far as Wasilla and Palmer just to find places they can afford. Military members don't make a whole lot of money—that's not what we're about. But at the same time, it's not too much to ask to be able to have a good, affordable home in a good location. It's great that this will allow us to give more people the opportunity to live on base so they're closer to all the things that offers. It's a huge advantage to have military neighbors when TDYs (temporary duties) and things come up forcing separations."

Currently, there are more than 700 families on the housing waiting list. Most of those families are in need of two- or three-bedroom housing units. That's the reason none of the new homes are four-bedroom units.

"No four-bedroom units was one of the major concerns some of the housing residents had when we first started our town hall meetings," said Franklin. "We had to address the biggest shortages first. Elmendorf is short about 1,000 two- and three-bedroom units, while we're short less than 50 four-bedroom homes."

There were other areas of concern brought up through the town hall meetings, phone calls and e-mails, according to Franklin. The lease management office staff has worked diligently to address all concerns and get the best possible deal for Elmendorf residents.

"There's give and take with this and all things," said Fraser. "Overall, this is absolutely a great quality of life improvement. We're getting 420 brand new homes and 200 units completely renovated to state-of-the-art standards. And we're getting all of this in less than five years compared to the more than 20 years it would have taken through traditional channels."

Even with all the obvious advantages, residents have still expressed some fears about the new program.

"Change is always a fearful thing," said



Dan Self of Statewide Clearing, Inc., operates a hydro buster while clearing ground for 372 new housing units being built near the Joint Military Mall. The construction is part of a contract awarded to Aurora Military Housing LLC to manage more than 800 housing units on base.

Franklin. "People just have to trust that we're working in their best interests and will continue to do so. They're getting top-quality homes and top-quality service from the contractor. That's part of the deal. We want this to be as seamless a transition as possible, and we'll continue to work very hard to make that the case."

Outside of the four-bedroom issue, other concerns have been raised, such as how receiving Basic Allowance for Housing will affect filing taxes and receiving Women Infant and Children benefits.

"Overall, I don't have any problems with the program," said Staff Sgt. Chad Schooley, a 3rd Equipment Maintenance Squadron armament technician and base housing resident. "The only thing I'm really worried about is what it might do to my taxes. There will just be that much more money running through my account each month."

Franklin said this isn't something military members need to fear. Because BAH is a non-taxable item, it won't affect their taxation—though it may affect whether some families qualify for certain tax credits, according to the base tax office. However, military members who receive food stamps, get child-care subsidies or use the reduced-price hot lunch program will need to make arrangements for those types of benefits. Anyone who's currently receiving these benefits needs to contact MSgt. Kent Berthiaume at 552-4099.

"WIC is unaffected by privatization, but some of these other issues might be, so we're working them right now," said Berthiaume. "We'll work these issues for our members to minimize any

adverse effects."

Given the questions people have about the new housing policies, it might seem like it would have been easier for the government to pay the contractor directly, rather than have people receive and allot their BAHs. However, due to restrictions in the federal law that made privatization legal, that's not an option.

"The law that authorizes privatization specifically requires Air Force members to pay their rent," said Franklin. "Otherwise, the government would be required to have 50 years of revenue on hand at net-present value at all times. We'd have to guarantee payments, occupation of units, everything, for 50 years."

People have also mentioned fears about what kind of service they should expect to receive, what changes might be expected and what it will be like dealing with a private contractor rather than with the housing office staff when things come up.

"At Aurora, customer service is our first priority," said Keith Laufer, Aurora Military Housing LLC assistant project manager. "We have an excellent track record in our private projects, and have significant experience dealing with the special needs of military families. We're excited about our new relationship with Elmendorf families and look forward to providing the quality service they deserve."

Questions about the project can be directed to Franklin at 552-8545 or the Aurora office at 753-1051. An official signing ceremony is slated for April 2 at 2 p.m. in New Sunflower housing area park.

**Commander's shadow**

Airman 1st Class Robert Dibisce of the 3rd Transportation Squadron is the commander's shadow this week.

**Airshow booths**

All private organizations planning to set up a concessions booth for Arctic Thunder 2001 need to provide the concession booth coordinates with a point of contact for the event.

For more information, call Master Sgt. Dan Napierala at 580-6371 or Master Sgt. Dan Phelps at 580-6370.

**Family support**

The following activities will be held at the family support center throughout the week:

■ Monday—A Weight Watchers meeting will be at 5:30 p.m. Call for reservations.

■ Tuesday—A Hearts Apart Coffee Break will be at 9:30 a.m., a Kids' Smooth Move class will be at 5:30 p.m. at the youth center. Call for reservations.

■ Wednesday—A Cabin Fever Break activity will be at 9:30 a.m. Call for information.

■ Thursday—A Bundles for Babies class will be at 9 a.m.; a rebuilding class will be at 3 p.m. Call for reservations.

■ March 30—An Overseas Smooth Move class will be at 2 p.m. Call for reservations.

For more information on family support center activities, call 552-4943.

**Women's symposium**

A National Women's History Month Symposium will be today from 8:30 a.m. to 3 p.m. at the Kashim Club. There is a \$5 fee that includes lunch.

For more details, call 552-2626.

**Legal closure**

The legal office will be closed today for an official function.

**Appointment line**

The 3rd Medical Group's central appointment line will be closed today from 2 to 4 p.m.

The closure will allow the desk to be moved and four new operators will be added to the system.

Regular appointment scheduling will resume Monday at 7 a.m.

For more information, call 580-2778.

**Courts-martial**

The legal office will conduct a general courts-martial March 29 and March 30 at 8:30 a.m. in the legal office court room.

For more information, call 552-9931.

**Housing program**

The housing flight offers a program for servicemembers who have shipped their household goods prior to a permanent change of station.

The furnishings program allows members to use complete living room, dining room and bedroom sets for up to 90 days.

The housing flight offers the same

type of program for dormitory residents moving off base.

For more information on these programs, call the housing flight at 552-2599.

**NCO induction**

A noncommissioned officer induction ceremony will be April 5 at 3 p.m. at the Sustina Club.

**Legal assistance**

The legal office is offering evening legal assistance through the end of March.

The hours will be Tuesday and Thursday from 5 to 9 p.m.

For more information, call Lt. Col. Harris Kline at 552-1965.

**Spouse tuition**

The education office is accepting applications for the Spouse Tuition Assistance Program for classes beginning in May.

The briefings are held Tuesdays at 1:30 p.m. and Thursdays at 9 a.m.

For more information, call the education office at 552-2198.

**Essay contest**

In celebration of Women's History Month, an essay contest is being held to recognize women servicemembers on Elmendorf.

Essays must be one page typed, double-spaced, 12-point courier, arial or times new roman font. All essays must be received via e-mail today at 3 p.m.

Send entries to Lindsey.Bowers@elmdor.org. For more information, call 2nd Lt. Lindsey Bowers at 552-8277.

**Mandatory shots**

Mandatory school and daycare Hepatitis A and B vaccines will be offered Saturday from 8 a.m. to noon at the immunizations clinic.

For more information, call 580-2000.

**Hearts Apart number**

The Hearts Apart morale call phone number will change April 2 at 4 p.m.

Those families with members serving on unaccompanied remote tours can get the number from the family support center or by calling 552-4943.

**Change of command**

Lt. Col. Neil Friedl will relinquish command of the 517th Airlift Squadron to Lt. Col. Paul Stephenson in a ceremony today in Hangar 18 at 3 p.m.

For more information, call Staff Sgt. Melanie Keir at 551-4477.

**Base paging system**

The base paging system will be taken off line to conduct preventative maintenance on April 4 at 8 a.m. and should be back online by 4 p.m.

The hospital system will not be affected.

For details, call 552-3077.

**Spring market**

The Fort Richardson Mayor's Council will host a spring market on

# B!otter

**By Senior Airman Anthony Baros**  
3rd Security Forces Squadron

The following incidents were taken from the 3rd Security Forces Squadron police blotter for the week ending March 18:

**THREAT:** Security forces responded to the hospital after a civilian said she had been threatened by a retired Marine.

Further investigation revealed the Marine had an outstanding warrant for his arrest. He was turned over to the Anchorage Police Department.

**VERBAL ALTERCATION:**

The spouse of a staff sergeant called the law enforcement desk and stated her husband had disabled their car so she could not leave during an argument.

Security forces responded and took control of the situation.

**GATE RUNNER:** A Ford pickup truck ran the Boniface gate and the gate guard notified other security forces the driver may be intoxicated.

The civilian driver was found and stated he was lost. The driver

of the vehicle was in fact intoxicated and taken into custody and then turned over to APD.

**VANDALISM:** A technical sergeant notified security forces an unknown person had broken into his house and vandalized it.

The incident is under investigation.

**911 RESPONSE:** A staff sergeant called 911 and reported his wife had a weak pulse. She was transported to the emergency room.

**UNDERAGE CONSUMPTION:** The Kashim Club manager notified security forces he had seen a minor consume alcohol.

The minor, a civilian, was cited and released to the club manager. Further investigation revealed the minor's sponsor knew she was drinking and the sponsor was cited for contributing to the delinquency of a minor.

**REMINDER:** There have been 15 incidents of underage consumption since Jan. 1. As a reminder, it is illegal for anyone under 21 years old to knowingly possess, consume or control alcoholic beverages.

**Movie night**

The Company Grade Officer's Council is sponsoring an arm's movie night April 11 at 7 p.m. in the Kashim Club.

There is room for 150 people and the event is free.

For more information, call Capt. Jennifer Bell-Towne at 552-1677.

**Missouri guard**

The Missouri National Guard has a number of openings for interested active-duty people.

For details, call DSN 490-8613.

**Women's luncheon**

The National Women's History Month luncheon will be March 30 from 11:30 a.m. to 1 p.m. at the Sustina Club.

For more information and costs, call 580-6604.

**Become a JAG**

The Air Force Judge Advocate General's office is seeking active-duty officers to be judge advocates through the funded legal education program and excess leave program.

Applications can be submitted through the end of March.

Interested officers should call Capt. Sean Maitie at 552-3046.

Call to report a crime to the Office of Special Investigations hotline

**552-2222**

## The Big Chill

*Soldiers go from tropic to arctic*

By Army Sgt. W. Marlow  
25th Infantry Division Public Affairs

EIELSON AIR FORCE BASE, Alaska—It didn't take long for soldiers from Hawaii's 25th Infantry Division to realize they were far from home.

"It was 75 degrees this morning," said Army Spec. David Gant as he shivered in 17-degree temperatures. "What happened?"

The answer was a six-hour plane ride north for Northern Edge 2001, which began Sunday.

The 25th Infantry Division's main task is to provide opposing force air defense for the Air Force, as part of Cope Thunder.

"This is a good training opportunity for us," said Lt. Col. Tim Keppler. "Being in Hawaii, one can forget that a lot of our warfighting contingencies will require us to fight in a cold-weather environment. The weather will have an impact on equipment, and it will force us to apply the training we've done."

Soldiers had two days of cold-weather training to prepare for the harsh Arctic environment. While in Alaska, they will operate at Eielson and at Forts Wainwright and Greely.

By Army Spec. Nicole Sarkisian  
Northern Edge Public Affairs

KETCHIKAN, Alaska—Sailors awaiting the arrival of the ship USS Ogden took advantage of the "all services" military hospitality center in the Plaza Shopping Center here March 18.

Sponsored by the local community, the center welcomes Northern Edge 2001 participants by providing them with a place to gather and relax.

The Ogden, a 570-foot Navy amphibious transport dock ship from San Diego, Calif., is in port to support the exercise.

"We have sponsored military functions in the past, but this is will be the first time supporting Northern Edge," said local volunteer Gigi Pilcher. "It's important for the community to support our military and show our appreciation for their service to our country."

The Plaza Shopping Center is providing mall space for the center while local businesses and volunteers provide food and activities.

"The community wanted to make a special place for the military to come," added Pilcher. "They can watch videos, play games, read books or eat some snacks."

The center, although open for just two days, has already had a positive effect on military visitors.

"This is a great place to come and stay dry on these cold and rainy days," said Lt. Cmdr. Julie Kendall,



TECH. SERGEANT ANDREW BRYANT

The USS Ogden, a 570-foot Navy amphibious transport dock ship from San Diego, Calif., is parked at the pier in Ketchikan in support of Northern Edge 2001. Ketchikan welcomed the ship and its sailors by opening a military hospitality center at the Plaza Shopping Center.

U.S. Naval Forces Alaska, Juneau, Alaska, logistics officer. "This center shows the warmth and generosity of the people of Ketchikan."

Military users of the center feel that the military and community interaction is essential. This exercise shows the community services the military provides.

"Training like Northern Edge gives the community a chance to experience what we do firsthand,"

said Tacoma, Wash., resident, Petty Officer 3rd Class Jerry Hill, assigned with Navy Inshore Boat Unit 12, in Seattle, Wash. "We can also interact with the volunteers here at the welcome center and answer any questions they have. The set-up here is really nice and creates the image that military members are welcome."

The center will be open from 5 to 8 p.m. daily for the duration of the exercise.

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# Servicemembers mourn bombing victims

*Fallen soldier ceremony sends silence across Ramstein Air Base*

By Airman Julie Stultz  
86th Airlift Wing Public Affairs

The five U.S. servicemembers and one officer from New Zealand, killed March 12 in an accidental bombing incident in Kuwait, arrived at Ramstein Air Base, Germany, aboard a C-17 Globemaster III March 15.

Several soldiers, airmen and families paid their respects during the fallen soldier ceremony, rendered by airmen from the 86th Airlift Wing Honor Guard and soldiers from the Army's 37th Transportation Command.

All was quiet as the soldiers and airmen solemnly carried the flag-draped caskets to the waiting vehicles.

The night before, two injured servicemembers also arrived here aboard a C-17 and were escorted by people from the 86th Aeromedical Evacuation Squadron, and the Critical Care Air Transport based at Landstuhl Regional Medical Center. The injured were immediately taken to the medical center for treatment.



MASTER SGT. JOHN BROWN

Airmen from the 86th Airlift Wing Honor Guard and soldiers from the Army's 37th Transportation Command prepare to carry the remains of the six people killed in the March 12 bombing accident in Kuwait. Ramstein Air Base, Germany, held a fallen soldier ceremony March 15 for the victims.

## What happened on Kuwait's Al Udairi Range?

MACDILL AIR FORCE BASE, Fla.—The following synopsis of the March 12 training accident at the Al Udairi Range in Kuwait is based on a U.S. Central Command review of initial reports from the scene.

The Udairi Range is a training facility located about 45 miles northwest of Kuwait City. It is 20 kilometers by 27 kilometers in size. It is regularly used by coalition forces for training exercises involving both live and inert ordnance, including close air support exercises, or CASEX.

CASEX are held quarterly for the purpose of practicing air operations against hostile ground targets in close proximity to friendly forces. The exercises involve friendly ground and airborne forces directing friendly fighter aircraft on attacks on simulated enemy targets. Four observation posts on the Al Udairi Range are used to control exercises.

Observation Post 10, the accident location, is the only post that controls live-fire events. Various targets, including tanks and tactical vehicles, are located randomly in impact areas throughout the range. Besides CASEX, the range is used for other live-fire exercises.

The March 12 CASEX began at 1 p.m. local time, and was scheduled for completion at 9 p.m. Aircraft from the United States, United Kingdom and Kuwait participated in the exercise.

For the nighttime portion of the exercise, however, only U.S. aircraft were involved. The CASEX included a ground forward air controller whose responsibilities included controlling the aircraft and providing close air support training to U.S. and Kuwaiti military personnel. He was also responsible for assisting the pilots in their missions and directing them to targets located more than two kilometers away from Observation Post 10.

During the mission, about 20 coalition military personnel were in the vicinity of Observation Post 10, including Americans, Kuwaitis and the New Zealand liaison officer assigned to the Combined Joint Task Force in Kuwait.

The accident occurred just after 7 p.m. local time.

An F/A-18C Hornet from Strike Fighter Squadron 37, operating from the USS Harry S.



The Udairi Range is a training facility located about 45 miles northwest of Kuwait City. It is regularly used by coalition forces for training involving both live and inert ordnance.

Truman in the Northern Arabian Gulf, was under the control of the ground forward air controller at Observation Post 10. Three Mk-82 500-pound bombs were released. Initial reports indicate the center of the bomb impact pattern was approximately 90 feet from the observation post.

The ground forward air controller was among those injured. The pilot was Navy Cmdr. Dave

Zimmerman.

The ground forward air controller was Staff Sgt. Timothy Crusing. While various media reports have addressed the actions of the ground forward air controller and pilot, the specific details of those actions have not been established and will be a focus of the investigation.

Immediate medical assistance was requested from the scene. U.S. military helicopters with medical personnel responded to the scene and evacuated injured personnel to Kuwait Armed Forces Hospital in Kuwait City. Following the medical evacuation, the site was secured.

Five U.S. military personnel were injured, four from the Army and one from the Air Force. Two soldiers were treated at Camp Doha and released. Three servicemembers were admitted to the Kuwait Armed Forces Hospital. One of them was transported to Landstuhl Regional Medical Center in Germany on March 13.

The other two were transported to Landstuhl via a C-17 Globemaster III transport aircraft March 14. Lt. Gen. Michael P. DeLong, deputy commander in chief of U.S. Central Command, is head of the accident investigation board.

DeLong and board members left MacDill Air Force Base, Fla., on March 14 and arrived in Kuwait on March 15. The investigation will include visits to the accident scene and the USS Harry S. Truman, and interviews with people involved in the exercise and accident.

Gen. Tommy R. Franks, commander in chief of U.S. Central Command, directed the board to complete the investigation by April 16.

*"An F/A-18C Hornet from Strike Fighter Squadron 37, operating from the USS Harry S. Truman in the Northern Arabian Gulf, was under the control of the ground forward air controller at Observation Post 10. Three Mk-82 500-pound bombs were released. Initial reports indicate the center of the bomb impact pattern was approximately 90 feet from the observation post."*

# Open Ranks

By Staff Sgt.  
George Woodward  
3rd Wing Public Affairs

I wonder what would happen if I walked over to the engine shop with a sledge hammer and started smashing jet engines into little pieces.

Or what if I went over to the history office and set all of their reports and histories on fire?

Or walked into the paint barn and sprayed graffiti all over a newly painted aircraft?

Aside from spending the next few years in Kansas making small rocks out of big rocks, I bet I'd cause a lot of people to wonder why one airman would purposely destroy the hard work of another.

Of course, no one would ever do something like that. But some airmen—knowingly or not—inflict serious damage on the work of one of their compatriots on a regular basis.

Across the hall from me sits Staff Sgt. Theo McNamara. The Air Force pays him to do one thing: build a strong, positive relationship with the local community.

He goes to chamber of commerce meetings. He plans and conducts events. He answers noise complaints. He is instrumental in planning our annual air show. I could go on—suffice it to say that he works hard to make sure we're all welcomed by the people of Anchorage.

But for some reason, some airmen don't seem to appreciate why that's important. For example, we took a call last week from a woman who was upset because a group of eight airmen frightened her in the parking lot of a local store. She said they surrounded her and her children and laughed and made jokes about them.

Now that's just one side of the story. But the fact is this woman was very upset. These airmen may not have meant any harm, but that was not her perception.

You may think, heck, it was just one woman—how much damage can that do to our relationship with the entire community?

Well, what if she's a high school guidance counselor? What do you think she'll tell students considering enlistment in the Air Force?

What if she's a homeowner who decides not to rent to military members? What if she happens to sit on the school board, or works on the mayor's staff? You just never know.

How we behave in the community has a big impact on their perception of us. Help Sergeant McNamara out and be a good ambassador—in the end, you'll help us all.

# Arctic Life

Great Living in the Great Land

## Marriage can be taxing

Capt. John N. Page III  
3rd Wing Legal Office

**Y**ou recently got married and your spouse is employed. With a dual income and the perks of family life, isn't life grand?

Then you file your first joint tax return as a married couple, and—wait a minute—you owe how much money to the IRS?

For many dual-income married couples who file a joint return for the first time, the results can be shocking. Accustomed to a substantial return in their youthful, single days, married couples can find themselves owing several thousand dollars to the IRS. What happened, what do you have to do now, and how can you avoid this?

The current tax code is structured such that couples who enjoy dual income streams and file a joint tax return face significant federal income taxes.

Congress has established tax rates such that the first \$43,850 a couple earns is taxed at a rate of 15 percent, while anything earned above that, up to \$105,950, is taxed at 28 percent.

For many couples, that means one spouse's income may be taxed at almost twice the rate as the other spouse's. Consequently, married couples facing such circumstances find that they owe substantially more taxes.

Compounding the problem is that newlyweds often do not have enough credits or deductions available to enable them to itemize deductions and offset the increase in taxes. Deductions include items such as real property taxes, qualified mortgage interest and charitable contributions. The total of all such deductions must

### Tax Tip

When you buy a home can affect your tax bill

Buying your home early in the year will increase the mortgage interest and property taxes that you will be able to deduct.

Mortgage interest and points are deductible as itemized deductions on Schedule A. But if your itemized deductions are less than your standard deduction,



you're better off with the standard deduction. If you sell a residence—house, apartment, duplex, hovel—in which you lived for at least two of the last five years,

a portion of the money received as profit is not taxable. Any profit in excess of the taxable amount is taxed as capital gains.

Avoiding the "marriage penalty tax" is not easy. Rather than deciding that one spouse will no longer work, couples should consider various investment and life strategies that will enable them maximize their tax credits and shelters. One fairly simple step to take is to file a new Form W-4 with your employer to change the amount of income tax withheld from your 2001 pay.

Although the "marriage penalty tax" has recently been targeted for abolition by some legislators, the outcome is uncertain. See a legal assistance attorney if you have additional questions.

For help filing your 2000 tax return, contact your unit tax advisor or the tax office at 552-0908.

### Making a Difference: Elmendorf's Volunteers

■ Senior Master Sgt. Frank Walters of the 3rd Transportation Squadron serves as the troop committee chairman for Boy Scout Troop 190. He runs weekly troop meetings and supervises special events and campouts.

■ Jennifer Bennett of the 3rd Mission Support Squadron was named a ruling elder at the First Presbyterian Church in Anchorage. She'll serve a three-year term.

■ Staff Sgt. Meghan Peters of the 3rd Mission Support Squadron volunteers with Big Brothers, Big Sisters of Anchorage.

■ Tech. Sgt. Doug Myers volunteered at the Anchorage Animal Control Center walking and showing dogs to potential new pet owners.



Barbara McBroom has been a volunteer at the 3rd Medical Group hospital for 14 years, donating more than 150 hours each month. McBroom spends about 90 hours a month helping customers and staff in the satellite pharmacy and more than 60 hours in the library checking journals, copying documents and stocking shelves.

# HUNGRY

## Elmendorf's Dining Fac



Ngiem Le restocks the shelves with parmesan cheese in the Iditarod Dining Facility's storage room.

By Staff Sgt. Theo McNamara  
3rd Wing Public Affairs

The Air Force Services Agency has validated what more than 2,000 Elmendorf members reconfirm every day—that Elmendorf's dining halls have the best food service program in the Air Force.

Elmendorf's food service program earned the Air Force's John L. Hennessy Trophy Award for the second straight year, an unprecedented achievement for the 3rd Services Squadron that demonstrates their commitment to their customers.

All three of Elmendorf's food service facilities were inspected during a visit by the Air Force Hennessy Team, and all three have innovative programs in place that set them apart from competition from all across the Air Force, explained Master Sgt. Ian Lodge, the 3rd Services Squadron food service manager.

And their innovative approach to business is doing more than just winning awards—it's

bringing in new customers.

"Since our Kenai Dining Facility serving 'theme meals' in January, a 20 percent increase in customers at Lodge. Our Kenai manager came up with the idea of Mexican Mondays, Tea days, Asian Wednesdays, Italian T and All-American Fridays. We also guests get a more 'downtown' taste from our authentic meal menu."

To create the appropriate atmosphere, staff members wear attire that includes aprons that are common to the food on the menu for the day. Customers dine at tables decorated to represent the theme, while listening to the music of the represented region.

The management is always on the lookout for ways to improve customer satisfaction, said Lodge. "We ask customers at the facilities to give us suggestions on how to improve our service, and it's working—Kenai—we'll be adding new ethnic-oriented meals to our menu in the future," he said.



Amn. Eric Taveriner serves a fresh-cooked hamburger and french fries to Army Spec. Warren Connor.

# TO HAPPY

## *ies Keep Customers Satisfied*

"It's also working at our Iditarod Dining Facility, where customers asked us to install a 'hot potato bar,' and it's now in place."

The Iditarod is the squadron's busiest and perhaps the Air Force's most impressive dining facility. The Iditarod team's goal is to provide their customers the finest food in the most attractive environment.

To help reach that goal, they offer their customers the option of main line entrees, a fast service snack line and a pizza line.

"The facility is a model for the Air Force to follow," said Lodge. "While we're here to provide a comfortable environment for our customers who live in the dormitories, we're regularly hosting high-level tours of community members and military leaders."

Not everyone has time to sit and enjoy a meal, though, and services has the perfect solution for that problem—the Blue Star Flight Kitchen.

What sets the flight kitchen apart is the same thing that has their customers raving over their service: the extensive menu.

"Our customers tell our staff what they

like in their box lunch, and the staff records and files it under the customer's last name so future ordering is easy and designed to please," said Lodge.

"But all of these innovative things will soon be the standard; therefore, to ensure we're always providing our customers the best possible service, we continually seek input from the dining facility improvement council," said Lodge. The council is made up of airmen from every unit on Elmendorf.

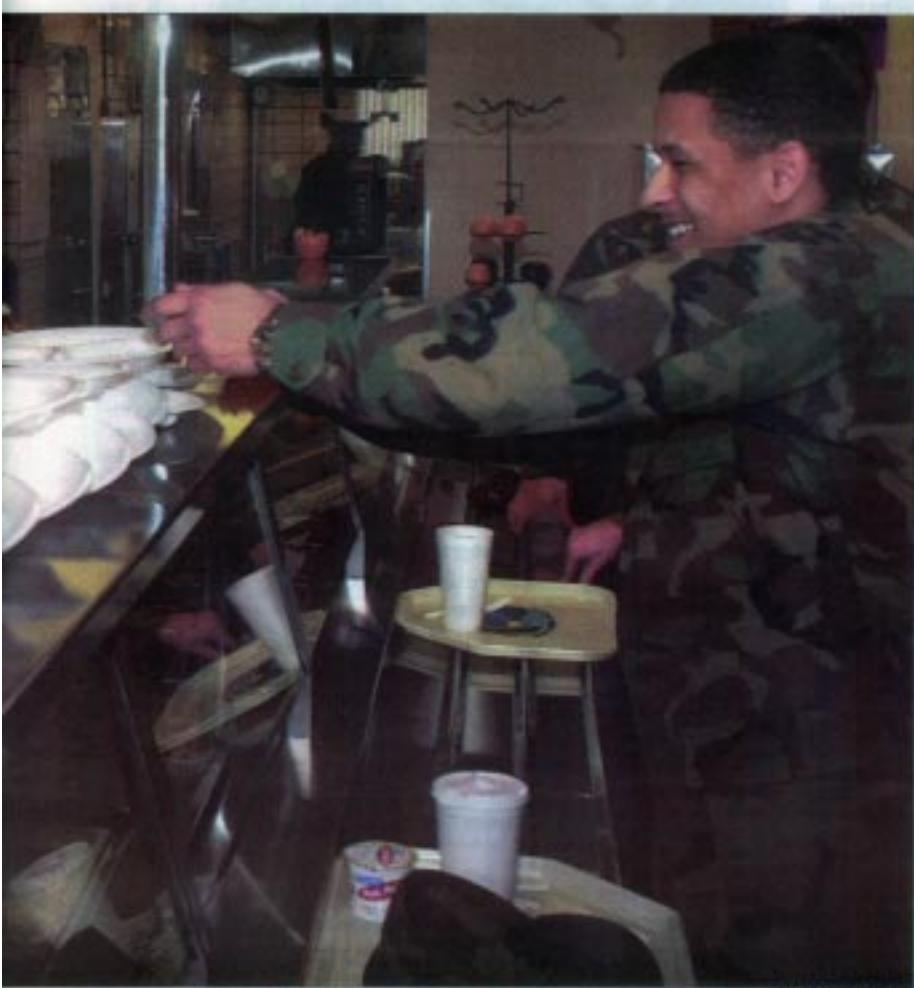
Lodge believes the innovative business techniques currently in place perfectly position the squadron to win its second consecutive Hennessy Trophy.

"The award is based on the entire scope of an installation's food service program, exhibiting excellence in management effectiveness, force readiness support, food quality, employee and customer relations, resource conservation, training and safety awareness," said Lodge.

Judging by the continuous flow of hungry customers, Elmendorf's dining facilities are scoring on all counts.



Senior Airman Chanda Brown wraps food in preparation for the lunch meal at the Iditarod Dining Facility.



Senior Airman Chanda Brown wraps food in preparation for the lunch meal at the Iditarod Dining Facility.

# the fence

## spotlight

### Rootin', tootin' good time

*Spring  
Carnival  
time—fun  
for everyone*

By Mary M. Rail  
3rd Services Squadron

We may live in the country's northern-most state, but that doesn't mean we can't show the spirit and enthusiasm of the west.

So strap on your chaps, don your cowboy hat and get your spurs greased for Hillberg's Wild, Wild West Spring Carnival Saturday and Sunday.

It will take real grit to face up to the schedule of events, but if you're willing to take them on, the staff of Hillberg will be there to meet your challenge.

Among the skiing events are the Galloping Giant Slalom and the Wrangler Downhill, both of which are timed events for skiers and snowboarders.

Cowpokes can even learn the ways of the west and gravity by participating in the Pecos Bill Twister Contest and the Alamo Jang where competitors see if they have the stuff legends are made of by being judged on their best "air" tricks, competition and skill, as they fly off the approximately 10-foot high big jump on skis or snowboards. This event is open to all ages.

Also, the bravest and craziest north of the Pecos can face the Cactus Juice



See if you can make it through the Cactus Juice Slush Cup Sunday at 4 p.m. at Hillberg Ski Area.

#### Slush Cup

This event may sound sweet but can sour real quick if you don't make it across the 16 x 40-foot "juice-filled" pit on your skis or snowboard to win a prize.

Other opportunities to take on the icy slopes include the Inner Tube Rodeo-Ride, the Stetson Shovel Race and the Bull Ridin' Boat Race.

The boat race will test the competitor's wrangling skills as they steer their home-built mounts ridden by at least two people and constructed of

only cardboard and tape to see who can get the farthest down the hill and who has created the best-looking sled.

Be sure to join in the fun of this one-of-a-kind event by adding to its theme through costumes and spirit. Entry forms can be obtained at Hillberg Ski Area, and ya'll shouldn't ride into the sunset until you've had the chance to experience the carnival to its fullest.

For more information, call 552-4838.

## inside the fence

► Basic Sign Language III, today from 7 to 9 p.m. for \$30 at the Skills Center 552-2031

► Build a Chess Set, today from 5 to 7 p.m. for \$35 at the Skills Center 552-2031

► Kids' Korner Crafts, Saturday from 1 to 3 p.m. for \$10 at the Skills Center 552-2031

► Basic Sign Language IV, Saturday from 10 a.m. to noon for \$30 at the Skills Center 552-2031

► Hillberg Winter Carnival and Slush Cup, Saturday from noon to 4 p.m. and Sunday from noon to 6 p.m. at Hillberg Ski Area 552-4838

► Home School Classes, Monday from 2 to 4 p.m. for

\$15 at the Skills Center 552-2031

► Wilton Cake Decorating III, Monday from 6:30 to 8:30 p.m. for \$30 at the Skills Center 552-2031

► Mud Shop Tuesday Night Special, Tuesday at the Skills Center 552-2031

► Shell of an Idea, Wednesday from 7 to 9 p.m. for \$25 at the Skills Center 552-2031

► Veggie Platter, Thursday from 6-8 p.m. for \$25 at the Skills Center 552-2031

► Powerlifting Competition, March 30 at 9:30 a.m. at the Fitness Center 552-6353

► Basic Sign Language III, March 30 from 7 to 9 p.m. for \$30 at the Skills Center 552-2031

## Spring Carnival schedule of events

### Saturday Schedule

■ Noon—Redneck Snowshoe Softball

■ 2 p.m.—Galloping Glory

Slalom

■ 3 p.m.—The Wrangler

Downhill

■ 4 p.m.—Bull Kidn' Boat

Race

■ 1 p.m.—Stetson Shovel

Race

■ 1:30 p.m.—Pecos Bill

Twister Contest

■ 2:30 p.m.—Alamo Jang

■ 4 p.m.—Cactus Juice

Slush Cap

■ 6 p.m.—Roadmap Awards

Ceremony

## ► fri

► IN GEAR: An aerobic workout meets the fun of bike riding through free instructor-led Spinning classes Friday and March 30 at 11 a.m. at the Fitness Center.

► MOVIE: Antitrust (PG-13). Tim Robbins—Tim Robbins is a software guru who lures a young computer whiz to a life in the fast lane.

## ► sat

► FROSTED FISH: Dip your line at a Family Ice Fishing Day Saturday from 10 a.m. to 2 p.m. at Six Mile Lodge. Call 552-2674 for information.

► MOVIE: Head Over Heels (PG-13). Monica Potter—A New York artist searches for Mr. Right.

## ► sun

► XTREMELY FUN: Take family fun up a notch at Family Xtreme Bowling Sunday from 3 to 7 p.m. and get two hours of one-lane bowling, a large, one-ham pizza, and a pitcher of soda for \$25 for up to six people.

► MOVIE: Valentine (R) David Boreanaz—A kid who was made fun of in school kills the people who made fun of him.

## ► fyi

► LOG ON: Check out all 3rd Services has to offer including facility features, rates, dining facility menus, and more by logging on to [www.3rdservicess.com](http://www.3rdservicess.com).

► WALL WALKER: It's not too early to sign up for the climbing wall races March 31 from 2 to 4 p.m. at the Community Center.

► TEE TIME: Prepare to get in the swing of things for the upcoming golf season by gearing up at the Eagle Glen Pro Shop which will open its doors April 9. The hours of operation will be Monday through Friday from 11 a.m. to 6 p.m. For more information, call 552-3821.

► GIMME A "Y": Cheerleaders and cheerleader coaches are needed for the Youth Center's Cheerleader program. For more information on either program, call 552-2266.

► Little League: The Little League Boxer Club has positions that need to be filled in order to charter the program. For more information or to volunteer, call 552-2266.

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## AFRS commander dispels rumors

*'Recruiters eat their own' is no longer the way things are*

By Brig. Gen. Duane Deal  
Air Force Recruiting Service commander

In today's market place, Air Force recruiters operate under different conditions, evaluation systems and rules from those of the past.

Some people are under the impression that a recruiter's enlisted performance report is solely based on making recruiting goals. While it was once true, this simply isn't the case anymore—by command policy.

The evaluation system is designed to look at the whole person, the person's use of recruiting tools and personal initiative. Their efforts to achieve their set goals are really what get evaluated.

While Air Force Personnel Center data indicates EPR ratings for recruiters used to be lower than the rest of the Air Force, recent policies have reversed that. As a matter of fact, our ratings are now actually much better than the Air Force average—which you'd expect from the highly skilled, motivated recruiting force we have today.

Recruiters used to be required to do everything by confining guidelines, but this system failed to take advantage of an individual's strengths. We found that everybody needs the flexibility to function in the way they can best communicate the Air Force message. With more than 1,050 offices worldwide, we well know no two are alike in the environment our recruiters face; thus, we have to fairly weigh their efforts in their very unique



situations and go from there.

While there will remain anecdotes from the past where recruiters may have felt as if they received an appraisal rating lower than they deserved simply because they didn't produce, any mark-downs given today are evaluated extensively on the merits of each case. As a matter of fact, we recently concluded a four-month examination where every such lower rating was reviewed at the headquarters before going final; without divulging the specifics, the few we received certainly deserved what they got.

The good news is recruiter efforts are understood and appreciated. Looking at the "whole person"—as does the rest of our Air Force—yields an honest appraisal of the individual and his or her efforts to accomplish our challenging mission and dispels the once true, but now outdated, adage that we "eat our own." So far, the results from operating this way have been gratifying.

## Customer service boosts quality-of-life

By Gen. Hal Hornburg  
Air Education and Training Command commander

Customer service—both good and bad—affects our quality of life and quality of life can mean different things to each of us.

While many of us might view higher pay and better facilities as the most common quality of life factors, the concept is much broader and really impacts our daily work environment.

Quality of life begins with who you are, where you work and how you feel about what you do. It is a sense of identity and belonging. And that's the foundation from which we must build a strong Air Force.

Top-notch customer service in all aspects of our work and home life is crucial to maintaining high quality of life standards. We need to examine closely our responsiveness, timeliness and empathy in dealing with the day-to-day issues of military life.

If your customers include students or trainees, are you open for business and available during the times most convenient to them? If your shop periodically closes for training days, are those days scheduled to minimally impact your customers?

The first and easiest option should always be to speak with a person. Is there more than one expert in your office to help customers? What happens when that person goes to lunch or is on leave?

The Air Force is a retention service, and quality customer service will ultimately help us retain our number one asset—our people.

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## Vehicles

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# CHALLENGE: Team AlaskaUSA to compete

From Page 20

ing the east face of the 14,000-foot Mount Whitney, sees the team's past experiences competing at adventure races as a definite plus.

"Experience is knowledge, knowledge is power," said the 41-year-old Dutsch, who recalled that past winners of the Global Eco-Challenge have been in their 30s and 40s. Team AlaskaUSA's average age is 35.

"Hopefully, I can help our team make the right decisions from acquiring the right equipment, to advise us on the race course. To allow us to prevail as the winning team, we will need the right equipment and a strong strategy to minimize mistakes."

Equally challenging as their physical and mental preparation is that of sponsorship.

"We are fortunate to be sponsored by AlaskaUSA Federal Credit Union, hence Team AlaskaUSA. They have provided the entry fee, which goes towards TAPS."

The Tragedy Assistance Program for Survivors, which sponsors the Armed Forces Eco-Challenge, is a national non-profit organization made up of, and providing services to, those who have lost a loved one while serving in the Armed Forces.

"When the bereaved partner is suddenly and emotionally a single parent, they must not only deal with his or her own grief, they also have immense challenges such as financial upheaval, moving and lost hopes," said Metcalf. "TAPS offers grief counseling, crisis information and other services to help spouses and their families cope and recover."

"Possibly the most tragic aftermath of an active-duty military death is the impact it has on the children of the families involved," added Metcalf. "The range of emotion, even guilt, and effect on these children is enormous."



COURTESY PHOTO  
Team AlaskaUSA members prepare for the mountaineering events of the Armed Forces Eco-Challenge, scheduled for June.

Metcalf said each year TAPS sponsors the annual National Survivor Seminar and Kids Camp in Washington, D.C. over Memorial Day weekend. The team entry fee into the Armed Forces Eco-Challenge will benefit the TAPS Kids Camp and all funds raised over and above event costs will benefit the military survivor children's program.

This has left Team AlaskaUSA to work on raising funds for equipment; they estimate that they need to raise at least \$5,000.

"This is a great race but it's even better when we can help out an organization such as TAPS."

said Metcalf. Anyone wishing to assist can contact them at [tacmalkausa@ak.net](mailto:tacmalkausa@ak.net).

So, as Team AlaskaUSA looks to overcome the financial and physical hurdles of preparation, they see winning the Armed Forces Eco-Challenge as one of their higher goals, but team members insist remaining friends, having fun, raising awareness for TAPS, and experiencing a part of Alaska many people only see in magazines are their ultimate reasons for competing.

For more information about the race, go to [www.armedforceschallenge.com](http://www.armedforceschallenge.com).

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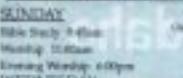
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# Sports News

## Military team gears up for Eco-Challenge

By Master Sgt. Jon K. Gouder  
3rd Wing Public Affairs

**F**our Alaskan servicemen are preparing to compete this June in the Armed Forces' first Eco-Challenge competition. The event is billed as the military's premier adventure racing event.

The four-member, mixed-gender team will set out at midnight on Summer Solstice on an around-the-clock expedition race over a grueling 250-mile course in Alaska's remote wilderness near Fairbanks.

Each team will race 24 hours a day for an expected four days to a finish line via a series of checkpoints. The events will include everything from rafting and mountain biking to glacier trekking—all of which will test the team's human endurance limits.

If a team loses a member due to illness, fatigue, injury or a team disagreement, they are disqualified. The first team to cross the finish line together will emerge victorious and go on to represent the American military in the Eco-Challenge global race to be held in New Zealand in October.

Representing Team AlaskaUSA are team captain Shane Metcalf, 9001st Air Reserve Squadron; Jim Dutsch, 90th Fighter Squadron; Dave Looney, 210th Rescue Squadron; and Holly Rawson, 611th Air Operations Squadron.

Metcalf, a regional Admissions Liaison Officer for those interested in attending the Air Force Academy and ROTC, seized the idea of fielding an Alaskan team from his prior experience with the Eco-Challenge competition in Utah several years ago. He competed there with Dutsch, and plans to take the lessons learned from that race and apply it to this year's event.

"Once I learned the race was coming up here, there was no way I was going to pass up this opportunity," recalled Metcalf.

All the team needed then was to



COURTESY PHOTO

Dave Looney, left, and Shane Metcalf practice orienteering while training for the Armed Forces Eco-Challenge.

find two more members, one of which must be a woman. This is because by rules, at least one member had to be from the opposite sex. Dutsch wanted a true competitor, not just a token female. So, he sought 32-year-old Rawson, a space operations officer, who, after hearing about Eco-Challenge, was hooked on the idea.

Rawson, an avid runner, fit the demanding prerequisites. She won the Arctic Valley Run last year, and has done well in several other races.

Rawson said she is excited about the competition. "It's going to be a challenge. It combines a lot of things that I like to do such as biking, backpacking and rafting."

"I think the mountaineering section will be my best, since I like to go up!" said the Divide, Colo., native, who has ascended Pike's Peak twice. But like her other teammates she knows it takes a team to win the

Eco-Challenge.

The final member enlisted was Looney, a 34-year-old HH-60 helicopter pilot, who routinely flies rescue missions throughout Alaska, and was an alternate for the pararescue team.

"Only teams that can work together as friends have any hope of reaching the finish line," said Metcalf, a South Dakota native. "The four of us have different backgrounds, which as a whole makes us stronger. All of us have spent considerable time in Alaska and alongside some of the best adventure racers in the world—all of which should lead itself to our team."

Preparation for the event is one of Team AlaskaUSA's top priorities for the upcoming weeks.

"You will not run this race—it is not a sprint," said Metcalf. "A lot of patience and thinking goes in to the event and experience plays a major role in how well teams do."

"Two of us have prior experience so we know what to expect from the race and from each other. The biggest lesson we learned from Utah was how to travel light and how to work as a team. Weight kills you on races like this."

For instance, Dutsch recalled that in Utah, they each brought a sleeping bag.

"Overkill," he said, "other teams had rigged custom bags built for four at a time and weigh less than half of one typical bag. If it isn't light, it

isn't going in the pack."

While they are all physically fit, Dutsch said they're aggressively training to prepare for traversing Alaska's untamed landscape.

"The hardest part in preparing for this race is building a friendship with my teammates that will carry us through the hardest of times we may face together on the race course. The fastest team will only be as fast as their slowest member."

"Knowing this, we have to work together in some of the most dynamic of circumstances to overcome obstacles and support each other, often at the expense of our own selfish desires," said Dutsch.

"Exasperation at someone whom I perceive is not carrying their weight has no place on the course," said the Portland, Oregon native. "Instead of letting that irk my ire, I will need to challenge myself to perhaps carry that person's pack and my own."

He relates this kind of ethic to his training as an F-15E pilot where he relies on his fellow servicemembers.

"As a combat pilot, I rely on my crew members and other members to carry their weight. In much the same way, we need to rely on each other in this race. However, in combat the stakes are higher; there you don't just fall out of the race and get a ride home—you die."

The 18-year veteran Dutsch, whose achievements include climb-

*"As a combat pilot, I rely on my crew members and other members to carry their weight.*

*In much the same way, we need to rely on each other in this race. However, in combat the stakes are higher; there you don't just fall out of the race and get a ride home—you die."*

Jim Dutsch  
90th Fighter Squadron

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