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445th Pilot flew wing's C-141 and Bob Hopes' USO tour around the world

by Tech. Sgt. Charlie Miller 445th Public Affairs

hile 445th Airlift Wing's C-141 known as the Hanoi Taxi, has a celebrated history, the only other C-141 still flying (tail No. 166) has a celebrity in its history. It flew Bob Hope around the world in 1987.

"Thanks for the memories." Those words are synonymous with the world famous television and film star Bob Hope but also ring true for a 89th Airlift Squadron pilot, Lt. Col. Philip A. "Hawkeye" Pierce. The colonel and an Altus Air Force Base, Okla., based C-141 crew from the 57th Military Airlift Squadron transported Bob Hope and his USO Tour entourage in late 1987 on one of Hope's renowned military installation tours. They flew tail No. 166, currently assigned to the 445th.

"During the Persian Gulf USO Tour of 1987 we went around the world in eight days," Colonel Pierce said. "I have some very fond memories."

From Dec. 21 to Dec. 28, 1987, the colonel and the rest of the aircrew flew the USO group 27, 000 miles in 67 flying hours for six Christmas shows. Footage was compiled for the network television special "Bob Hope's USO Christmas Show from the Persian Gulf" that was seen by millions of viewers on Jan. 9, 1988, "On my birthday," the colonel said.

Bob Hope was the master of the oneliner and a tireless military morale booster. The USO dubbed him the "Ambassador of Good Will." Colonel Pierce had the honor of carrying Hope on his next-to-last USO tour and flew, fittingly, the next-to-last flying C-141.

"He was so nice to us," Colonel Pierce said about how Hope treated the aircrew. "He thanked us all individually."

"He expected perfection out of his people," the colonel said. "Mr. Hope, which was how almost everyone addressed him, was very good to praise, too. He was a wonderful guy."

Along with Bob Hope was Barbara Eden (I Dream of Jeannie), Connie Stevens (Grease 2, The Love Boat), singing star Lee Greenwood, and Miss USA Michelle Royer.

There was plenty of time for the colonel and the aircrew to rub elbows with the stars. "I was always a big fan of Barbara Eden and "I Dream of Jeannie" so talking to her was a great pleasure and I escorted Connie Stevens to our loft where she slept for 12 hours straight after we left Hickham Air Force Base, Hawaii," Colonel Pierce said. "She was totally exhausted."

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"Winning over worry"

By Chaplain (1st Lt.) Jonathan Kollmann 445th Airlift Wing Chaplain

Matthew 6:34, "Therefore do not worry about tomorrow, for tomorrow will worry about itself. Each day has enough trouble of its own."

Would you say you are a practical person? Do you believe you think things through and then do what is practical? Now the key question is this, do you worry?

If you think about it, worry is very impractical and a practical person should not give a minute to doing impractical things. Worry can be defined as adding the troubles of today to the burdens we may anticipate tomorrow. Doing this is an emotional hazard. It is playing the game of "What ifs." "What if I get cancer?" "What if my spouse leaves me while I am deployed?" "What if, what if, what if..." It is the impractical broken record of worry.

I have heard it said, "When you add the weight of tomorrow to today, it can crush you."

How do we win over worry? I personally believe if one acts on the words of Jesus from Matthew 6:25-34 we can eliminate worry from our lives. It begins with faith in God and then choosing not to worry.

The decision not to worry is much easier to make when we recognize worry for what it is – impractical and lacking in trust of the God who has taken care of you in the past and the one who holds the future.

Lastly, remember the 80's song by Bobby McFerrin, "Don't worry, be happy!"

What is a Wingman?

A Wingman is someone who fulfills the commitment to look out for fellow Airmen-Airmen being AF military and AF Civilian.

We are all Airmen-every Air Force Civilian, Officer and Enlisted member is an Airman just as members of the Navy's workforce are called Sailors and Army's are called Soldiers. In aerial combat, the basic operating element is the Wingman concept. The concept can be applied to our everyday lives.



A Wingman:

- * Provides emotional and intellectual support to fellow Airmen.
- * Shows true concern and actively listens.
- * Identifies stressors and is aware of assistance programs available.

 Intervenes when appropriate.
- * Maximizes personal and team safety on and off the job – doesn't let his fellow Airmen participate in selfdestructive behavior.
- * Develops true caring relationships with co-workers.



Wingman resources readily available:

AF Leadership Messages, Suicide Prevention, Workplace Violence, Human Wellness can be found at: http://afspp.afms.mil.

Air ForceOneSource is a resource on managing people.

It can be found at www.airforceonesource.com/ctim/index.aspx?ctim=43.

Center for Creative Leadership is information on leadership training and coaching.

It can be found at www.ccl.org/CCLCommerce/indes.aspx.

(Provided Source: AFMC 2006 Wingman Plan)



Cover Photo:

Lt. Col. Philip A. "Hawkeye" Pierce, 89th Airlift pilot, stands next to C-141, tail No. 166. Colonel Pierce was part of the aircrew that flew Bob Hope around the world in 1987. (Photo by Maj. Ted Theopolos)



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Wing members judge at JROTC drill meet

by Tech. Sgt. Charlie Miller 445th Public Affairs

Twenty-one high schools and 700 Junior Reserve Officers Training Corps (JROTC) cadets from eight states gathered at Tecumseh High School, New Carlisle, Ohio, about 10 miles from Wright-Patterson March 11.

The 445th Airlift Wing and the 88th Air Base Wing as well as the Wright-State University Air Force ROTC program supplied judges and support staff for the regional drill meet, now in its 17th year.

Master Sgt. Mark Lyle, 445th member and current NCOIC of the Wright-Patterson Honor Guard served as one of the volunteer judges at the drill meet.

"It's amazing how very knowledgeable the cadets are with military customs and courtesies," the sergeant said. "This enhances all branches of the military."

Sergeant Lyle, in his third year of judging the JROTC meet, spent three and a half hours meticulously scrutinizing, evaluating and assessing teams in the advanced individual drill routines without rifles category.

"I enjoy this, it's very rewarding," the sergeant said. "My primary job is military funerals with the Honor Guard but being here with some of my Airmen is something we try to do to support these cadets."

"We had 16 funerals today but still managed to get 12 Honor Guard members here for all or part of the day," Sergeant Lyle said. "The young Airmen really enjoy participating. We don't get to do this very often."

Airman 1st Class Andre Olaciregui, 88th Air Base Wing Medical Group medical technician and fellow Honor Guard member also served as a judge.

"These cadets are the future representatives of our country," the Airman said. "They are really impressive. A lot of people underestimate these cadets. It's really awesome to see what these kids have."

Staff Sgt. David Triplett, 445th Aircraft Maintenance Squadron, was another judge. The sergeant volunteered to serve as a lead judge in the main gym, plus call the facing moves during the knock-out session. There, in two groups, all 700 cadets compete against each other in a competition that singles out the best of the best in listening to and correctly



Staff Sgt. Dave Triplett, 445th Maintenance Squadron, judges a team of Air Force Junior Reserve Officer Training Corps cadets at Tecumseh High School, New Carlisle, Ohio. (*Photo by Tech. Sgt. Charlie Miller*)

following facing movement orders.

Sergeant Triplett did this as he faced six college final exams at Wright-State University where he is a full-time student.

"I should be studying, but this is such a great event," the sergeant said.

Lt. Gen. John L. Hudson, commander of the Aeronautical Systems Center, 88th ABW was at the drill meet to hand out awards to the top teams.

Former Air Force Reservist and C-141 pilot retired Col. Fred Schuster is the Senior Aerospace Science Instructor at Tecumseh High School. The colonel, a Vietnam veteran, was in charge of the drill meet

"It's great to have all the reservists, active duty airman and the ROTC cadets here for this event," Colonel Schuster said. "I believe they are quite impressed with the professionalism of these kids. Now, what kind of unique program do you have to have to get that reaction?"

The colonel, who flew the Hanoi Taxi into South Vietnam "a thousand times", estimated that from 30 to 35 percent of the JROTC members will enter a branch of the military.

"Regardless of where they go, these traits will follow them," Colonel Schuster said.



Staff Sgt. Dave Triplett, 445th Maintenance Squadron, confers with other judges on scoring a team of Air Force Junior Reserve Officer Training Corps cadets at Tecumseh High School, New Carlisle, Ohio. (Photo by Tech. Sgt. Charlie Miller)

Pilot flew Bob Hopes' USO tour

Continued from cover

During a flight, a crew chief played cards and backgammon with Lee Greenwood and Connie Stevens and saw Barbara Eden sleeping, using a prop box as a pillow.

For most of the six shows, Colonel Pierce and the aircrew had only about 12 hours between landing in one country and taking off for the next. "I only saw one show. I didn't really have time to see any more."

The C-141 Colonel Pierce piloted had a profile of Bob Hope temporarily painted on the side of it along with "Season's Greetings."

Once they reached the Middle East, before landing, they had a unique experience.

"We did a 'fly by' close to two U.S. Navy ships in the Persian Gulf. The ships were told that Mr. Hope's USO Tour plane would be coming close. We flew at 1,000 feet between an aircraft carrier and a destroyer. The decks were full of sailors." A Navy public affairs member filmed the fly by and the footage was included on the television special.

One of Colonel Pierces' fellow aircrew members participated in a skit on stage with Hope and Miss USA, at Clark Air Base, the Philippines. "They asked all of us to be in the skit," Colonel Pierce said. "I would have done the skit but all of us gravitated to the young guy and he did a great job in front of several thousand Airmen."

The tour was scheduled to land and perform at Lajes Field, the Azores, but the weather cancelled the show. Since they were on a very tight schedule, a call was made to U.S. Naval Station Rota, Spain, and in not much more than two hours after landing the troupe hit the stage. Even though the show didn't kick off until just after midnight, a large crowd of troops was there.

The colonel said that Hope did not forget the troops at Lajes Field. The entertainer was heard but not seen. Hope got on the cockpit radio and told jokes and stories over the radio which was piped into an area where the troops had gathered. And Lee Greenwood sang "God Bless the USA" over the radio for the troops.

Bob Hope was so pleased with Colonel Pierce and the rest of the crew he called Gen. Duane Cassidy, who was then commander in chief, Military Airlift Command, to let him know how well the trip went.

Hope's first performance for service members was at March Field, Calif., May 6, 1941, when he was an up and coming film and radio personality. His last was in 1990 as an established superstar. In all, Bob Hope made almost 60 USO tours entertaining tens of thousands of troops in dozens of different countries and stateside military and veterans' hospitals over a span of six decades.

Tail No. 166 will make its final flight from Wright-Patt and the 445th sometime this spring. However, it will continue to share old memories and make new ones as it is scheduled to be on permanent display at an Air Force base here in the U.S.



Bob Hope exits from the C-141, tail No. 166, during the USO tour. (Courtesy Photo)



Above: The C-141 aircraft, which now belongs to the 445th Airlift Wing, had a painting of Bob Hope above the door. Right: Bob Hope signs autographs for the troops. (Courtesy Photos)





A group photo of the aircrew with the celebrities in front of the C-141. (Courtesy Photo)





Reservists from the 445th Airlift Wing Services Flight learned about the latest in field equipment during the March Unit Training Assembly at the base's Prime Beef site. A new mobile kitchen called the Single Pallet Expedition Kitchen is designed to feed as many as 550 Airmen. (Photo by Capt. Jose Cardenas)

Now they're Cookin'!

by Capt. Jose A. Cardenas 445th Public Affairs

he light frost on the ground slowly gave way to the sun's rays while members of the 445th Services
Squadron gathered with the breaking morning. Under the guidance of Air Force Reserve Command Cadres, the Airmen prepared to learn about the latest in field equipment for services during the March Unit Training Assembly at the base's Prime Beef site.

"We received the best possible training available on the Single Pallet Expedition Kitchen (SPEK) from the Service Combat Training Cadre who came up from Dobbins Air Reserve Base," said Senior Master Sgt. Julie Haskell, 445th superintendent of services.

The SPEK is slated to replace the Mobile Kitchen Trailer (MKT) for the IGX and ORI. In the near future the new equipment can feed as many as 550 Airmen in a two hour period, twice a day, for up to 45 days. The new mobile kitchen can be transported by a C-130 on a single air cargo pallet.

"This new kitchen provides the capability of cooking "A" rations, which are requested the most in the field from troops," said Sergeant Haskell. "And can be set up by a minimum of 12 personnel in less than two hours providing hot meals much quicker than its predecessors."

Part of the SPEK includes a very impressive, fuel efficient heating unit, named after its inventor, Robert Babington. The Babington Burner does not waste energy. The burner has the ability to reach temperatures of 2,000 degrees while the housing remains cool to the touch. The secret behind the new oil burner is in the unique properties of the burner head. Most sprayers (misting sprays used for everything from medical tents to insecticides) use compressed air to spray liquids through a nozzle. The Babington Burner forces only air through tiny slots. The air breaks up any liquid

flowing over the slots into minute particles. Since no liquid goes through the slots, there's no clogging problem. The fuel is burned more evenly and completely because it is converted into a superfine, uniform spray, clearly illustrating its ability to demonstrate its fuel efficiency.

However, this was not your typical training class where students listen to a lecture provided by the instructor. This field training was more proactive with Airmen being separated into four teams, to compete against each other. The training was set-up in a game-like environment, demonstrating their skills and knowledge with the new equipment under the guidance of Tech. Sgt Christopher Chavous – one of three instructors visiting from Dobbins.

Regarding the weekend's training Sergant Chavous stated, "Our objectives for this weekend were to set-up operations in the field using the SPEK. "On top of that, I try to make it fun."

Sergeant Chavous further explained that by learning in a fun, competitive manner students retain the information better through active participation rather than passive listening.

With the encouragement of cheering from fellow teammates individuals lined-up along the rows of equipment spread out in four areas. Sergeant Chavous drilled questions to each of the participants. The teams received points for each correct answer or procedure illustrated.

"Lovin' it," said Tech. Sgt. Scott Herbert describing the training atmosphere.

"I love the way the information is being brought across.... it builds confidence, his teaching methods make the weekend a fun training atmosphere in a relaxed, game show type setting."

"This is all brand new for us – phasing out the Mobile Kitchen Trailer," said Staff Sgt. Jason Hague who was also a participant in the weekend exercise.

The training session was wrapped-up on Sunday afternoon with Robert Newby from the 88th Mission Support Group instructing the Services Flight how to palletize the new SPEK for training and for deployment to be ready to cook anytime, anywhere.

Pilot speaks on woman in aviation

by Tech. Sgt. Charlie Miller 445th Public Affairs

The 445th Airlift Wing Inspector General Lt. Col Kathy Staiger spoke March 8, at the Dayton, Ohio, Woman's Club at their Women's History Month Symposium, Celebrating Women in Aviation. The colonel, aside from being the Wing IG and a U.S Air Force Academy graduate, is a military and commercial pilot.

Colonel Staiger was the last speaker at the symposium which chronologically, from the earliest days of flight to today, looked at women involved with aviation.

"The first speaker was Amanda Wright Lane, the grand niece of Orville and Wilbur Wright," the colonel said. "Then there was an Amelia Earhart portrayal, a WW II Women's Air Force Service Pilot, a wing walker, an FAA safety manager, then me."

Colonel Staiger, who flies for Northwest Airlines, spoke to the group about her military and commercial ties to flight.

"I told them about my involvement with the Gulf War, the Air Force Reserve, my military and Northwest flying, plus I showed our wing video that documents our involvement with Operation IRAQI FREEDOM," the colonel said.

Stories from the colonel's military career permeated the speech. Colonel Staiger told one about her being a C-23 pilot at Zweibrucken Air Base, Germany.

"I was the first female pilot there and when I showed up for my flight physical, the flight surgeon didn't know what to do with me, what kind of physical to give me. It was just funny, but they did figure it out, otherwise I couldn't fly."

While at pilot training and learning to fly the T-38, the colonel encountered a challenge.

"My 'G' suit was made for guys so it did not fit. They had to take in the sides. The suit presses in on the legs and stomach to keep blood flow going to the head so you don't pass out from the force of the g's. Mine didn't do that and the instructors were asking 'You didn't pass out?' Obviously, I didn't or there would have been some big problems."

During her career as a military pilot, the colonel has flown to many countries including Somalia, Rwanda and Zaire.

Colonel Staiger is involved with Women in Aviation International and at their recent convention in Nashville, Tenn., had organized a US Air Force Reserve booth there explaining the benefits of being a USAFR pilot.

"I kept telling all the women, 'Go to the Air Force Reserve.' It really was a



Lt. Col. Kathy Staiger climbs into a jet for a flight in 1985. (Courtesy Photo)

recruiting opportunity."

Oddly Colonel Staiger is a pilot with many, many hours of seat time under her belt, but remains afraid of heights.

"I'm so afraid of heights but I'm a pilot and I have my jump wings. I made five jumps while at the Air Force Academy and I'm very proud of that."



Media visits the base

Media representatives from WHIO, WRGT, WEEF, Dayton Daily News, and others were treated to a tour of the base hosted by the 88th Air Base Wing March 10. Gabriel Enright, WHIO, interviews Col. Marcus Caudill on the flightline during media day concerning the C-5 project. (Photo by Capt. Jose Cardenas)

Welcome and Congratulations!

Newcomers

Welcome to the following reservists, recently assigned to the 445th AW:

TSgt David Coxson, 445 MXS TSgt Kevin Kitchen, 445 CES SSgt Kenneth Baker, 445 CES SSgt Douglas Bryant, 445 MSF SSgt Arnitra Davis, 445 AMXS SSgt Jason Hill, 445 MXS SSgt Eugenie Hinson, 445 ASTS SSgt Steven Miniard, 445 MXS SSgt Robert White, 445 AW A1C Shawn Hamilton, 445 CES A1C Melissa Walters, 445 ASTS A1C Jeffrey Stamper, 445 AES SrA Sean Adams, 445 MXS SrA Joshua Eldridge, 445 AMDS SrA Ryan McBride, 445 MXS SrA Adam Patrick, 445 AES SrA Jacob Stenger, 445 CES SrA Christopher Wolfe, 445 LRS Amn Alisha Tague, 445 ASTS AB Jordan West, 87 APS

Awards

Congratulations to the following 445th AW members who recently earned awards.

Meritorious Service Medal

Maj John Anderson, 356 AS Maj Melinda Mills, 445 AES Maj Donald Wren, 445 LRS CMSgt Robert Gunter, Jr., 445 CES CMSgt Gary Maynard, 445 CLSS SMSgt Craig Davidson, 445 MOS SMSgt Mark Loy, 445 CLSS MSgt Terry Gallaher, 89 AS MSgt James Grounds, 445 AMXS MSgt Jerry Nevius, 445 CLSS MSgt Harold Tanner, 445 SVF MSgt Thomas Thwaits, 87 APS MSgt Michael West, 445 AMXS TSgt Daniel Bridgman, 445 LRS TSgt Douglas Buschur, 445 CLSS TSgt Patrick Guseman, 445 CLSS TSgt Jackie Lykins, 445 CLSS TSgt Noel Pelfrey, 445 CLSS TSgt David Robb, 445 CLSS TSgt George Scott, 87 APS

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Air Force Commendation Medal

Capt Michael Bennett, 356 AS
Capt Thomas Fuhrman, 356 AS
Capt Joshua Roberts, 356 AS
1Lt Eric Palichat, 356 AS
MSgt Sean Baumgartner, 356 AS
MSgt James Smith, 445 AES
TSgt Robert Booth, Jr., 445 MXS
TSgt Lawrence Fraley, Jr., 445 MXS
TSgt Peter Livoti, 445 AMXS
TSgt Luke Schroeder, 445 MXS
TSgt Dwight Shepherd, 445 CLSS
TSgt Jude Soriano, 445 MXS
TSgt Darrell Wallace, 445 CLSS

Air Force Achievement Medal

1Lt Eric Pallichat, 356 AS TSgt Robert Leguillon, 445 AMXS SSgt Paul Hess, 445 CES SSgt Anthony Katros, 445 AMXS

Promotions

Congratulations to the following personnel, recently promoted to the rank indicated.



Airman

Alexander Hooper, 445 AMXS



Senior Airman

Alisha Cole, 445 ASTS Travis Egger, 89 AS Melissa Hamilton, 445 ASTS Rebeca Morejon, 445 ASTS Mary Payne, 445 AES Matthew Pfeifer, 89 AS Kelly Wilkerson, 445 AES



Staff Sergeant

Angela Beall, 445 SVF Lisa Hagar, 445 AMDS Zachariah Hastings, 445 AES Chris Gatza, 445 MXS Thomas Masters, 87 APS Brent Pemberton, 445 AW Michael Pham, 445 MXS William Smith, 87 APS Rachel Songer, 445 AES Rhiannon Toops, 87 APS Shaleese Turner-Jenkins, 445 ASTS Lisa Wallace, 445 AMDS



Technical Sergeant

Carie Brown, 445 AES
James Daley, 87 APS
Michael Duvall, 87 APS
Aridth Gibbons, 445 AW
Johnny Gornall, Jr., 445 AES
Scott Herbert, 445 SVF
Joanne Johnson, 89 AS
Anthony Katros, 445 MOF
Brent Parrish, 87 APS
Jeffery Rang, 445 AES
Jeffery Spires, 445 SFS



Master Sergeant

Douglas Brown, Jr., 445 OSS Kimberly Capers, 445 MXG Robert Carlow, 445 ASTS Phillip Finnegan, 87 APS Gordon Gauger, 87 APS Charles Hampton, 87 APS Timothy Hawkins, 87 APS Robert Haye, 87 APS Gary Huber, 445 SFS Timothy Johnson, 87 APS Joseph Kalmar, 87 APS Jack Lake, 87 APS Monty Monteau, 445 OSS Evelyn Petrosky, 87 APS Erice Pierce, 87 APS Sean Storms, 87 APS Robert Williams, 445 MXS



Senior Master Sergeant

Dale Amsden, 445 AMXS Donald Ganto, Jr., 445 MXS Michael Whaley, 445 MOS



Chief Master Sergeant

Joseph Smith, 445 MXS Frank Valensi, 445 AMXS Patrick Zerby, 445 MXS



First Lieutenant

Leesa Lowder



Major

Jenny Couse





News Briefs

C-141 Starlifter
'Mission
Complete'
T-shirts

Support the C-141 Starlifter Farewell Tribute by purchasing a Mission Complete T-shirt for \$16.00. The T-shirt is black with a bright color C-141 Starlifter patch silk screened on the front. The back has the semblance of the "Return with Honor" print. T-Shirts are limited and can be purchased at Bldg. 4014, in the 89th Airlift Squadron Training Section, Room 184. For more information call 257-6234.



The 445th Commander's Call is scheduled on Sunday of both UTAs in April, the 2nd and 9th, at the base theater beginning at 7:30 a.m. A guest speaker, Col. Efrain Marrero, 4th Air Force, will give a special presentation. Family members are welcome to attend.

Wing's C-141 Farewell Ceremony

The 445th Airlift
Wing's C-141 Farewell
Ceremony for the final flight of
the C-141 is May 6 in Hangar 206
at 7:30 a.m. The C-141 will takeoff from Hangar 206 and land at
9:30 a.m. at its final destination,
the National Museum of the
United States Air Force. Buses
will be available to transport to
the museum for the landing.

445TH AIRLIFT WING/PA 5514MCCORMICK AVE WRIGHT-PATTERSONAFB, OHIO 45433-5113



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Duty history centralized for Reservists

by Tech. Sgt. Rob Mims Air Reserve Personnel Center Public Affairs

eginning mid-March, Reserve Airmen will be able to access and change their duty history through the virtual Personnel Center Guard and Reserve, or vPC-GR, a 24/7 customer service Web portal operated by the Air Reserve Personnel Center here.

A R P C continues to centralized is Reservist duty

now, Reservists had to visit their local MPF to change or request a copy of their duty history. Now, Reservists can log on to the vPC-GR at arpc.afrc.af.mil/support/default.asp. Airmen can establish an account by answering a few questions.

Once logged in, members can click on "Duty History," where they can add, edit or delete data. Supporting documents can be attached while logged in to the Web portal or by a separate e-mail.

The customer will be e-mailed a tracking number once the submission is received. They will receive an e-mail letting them know when the actions are completed.

"The ultimate goal is to improve how we deliver services to our Reservists," said Col.

Ann Shippy, ARPC commander. "It is time that we stop making people drive across base to go to the military personnel flight to do their updates."

The service delivery transformation team at ARPC continuously studies which processes handled by local MPFs can be centralized and automated at ARPC.

Since the launch of the vPC-GR in mid-2005,

several processes have been automated centralized, including the 20-year letter, mortgage letter, letters to officer promotion boards, preor postpromotion board counseling requests, and more. Overall, the team is studying more than 100 processes

automation and centralization.

The goal is to bring as many "front-line" personnel services from throughout ARPC and the Reserve into the contact center or on the Web.

"Sure, change is hard, but inevitable," said Dave Aldrich, director of personnel service delivery here. "Businesses across the globe use Web-enabled tools to deliver goods and services to their customers; our Air Force ought to be no different. Let's keep Airmen on the flightline, in training or ensuring their readiness—not sitting on a customer service bench."

In the future, centralized services should account for nearly every aspect of every Reservists' personnel actions, from initial enlistment to far beyond retirement.



