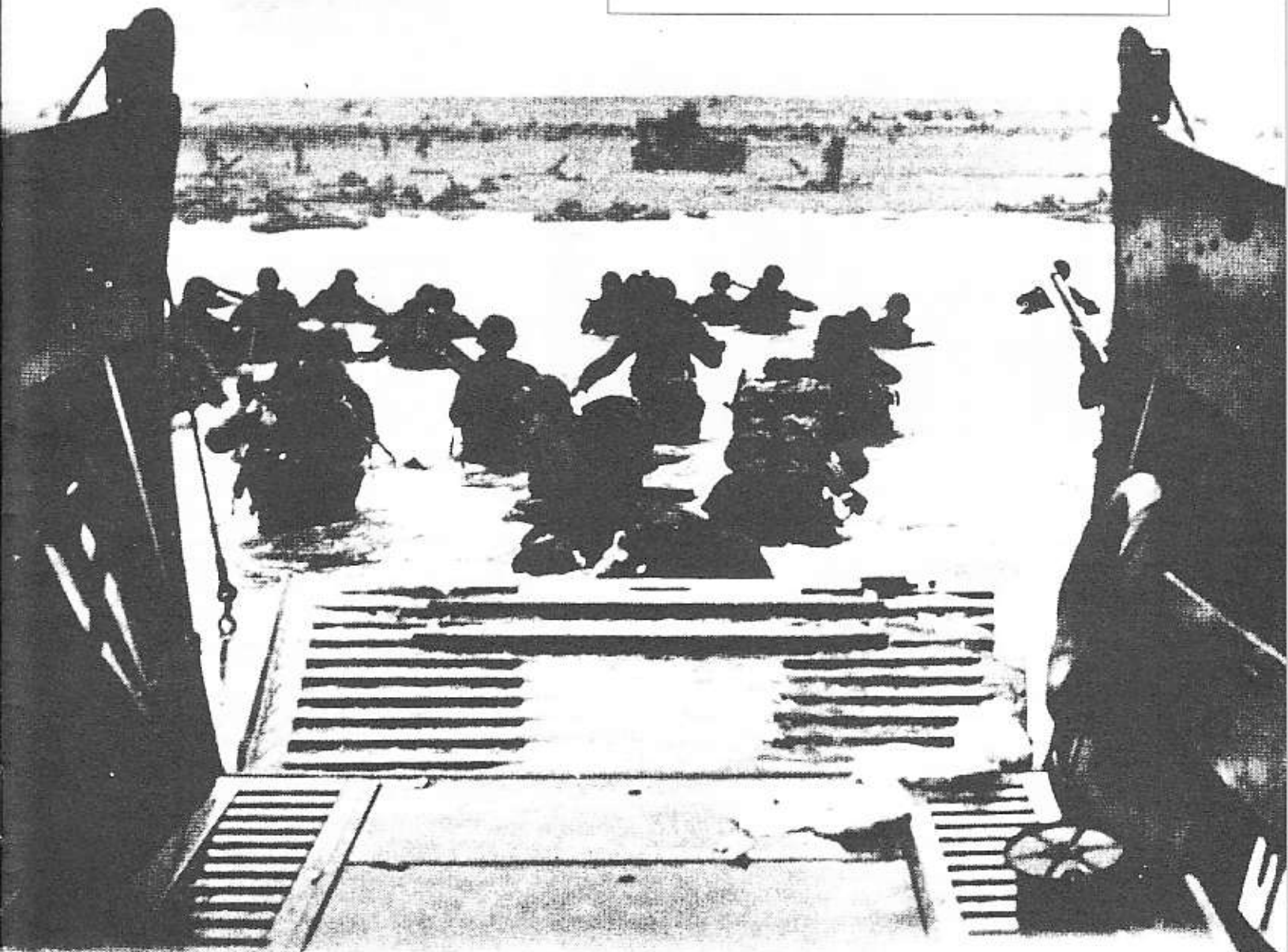


Vol. 1, Issue 6 • May 20, 1994

DMA News
LINK
West



FLIP Commemorates D Day

Sign Up Today

DMA Savings Bonds Drive Now Underway

DMA's annual U.S. Savings Bonds drive is now well underway. In St. Louis the drive kicked off with a flourish on May 16.

St. Louis employee gathering for a 9 a.m. rally in the Dining Hall,



were challenged by Center Director William J. Brown and local Savings Bonds account rep Virginia Weidle to "think about helping your country—and your own future," by buying more Savings Bonds.



With 1994 Savings Bonds Co-Chairs Ted Isringhaus (DPCA) (left) and Jeff Goebel (DPA) (right) looking on, DMAAC Director William J. "Bill" Brown signs up to increase his allotment for this year's drive.

At DMA/CSC

Customer Service Gets an Extra Edge

By Kathleen Neary

Customer service personnel now have an added edge when responding to customers' needs. The edge is automation and it arrived March 18. The new automated phone system, Automatic Call Distributor, or ACD, makes the job easier and more efficient, according to officials at Combat Support Center where DMA's Customer Assistance Branch is located.

"We are able to be more responsive to our customers and still direct those callers who don't need a representative's personal assistance to the appropriate source," said former branch chief Air Force 1st Lt. Dave Akin, now deputy chief of Crisis Operation.

With the new system, all incoming calls are placed in five categories — DoD and federal; congressional; general public; foreign military sales

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DMA News LINK West

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Chuck Staggs (MCCC), Jay Dickerson and Bill Potts (both MCCA) take a look at information of French airports compiled on the Aeronautical Data Maintenance (ADM)

DMA Flight Information Publication Aids D-Day Commemoration in France

WHEN THE FIFTIETH ANNIVERSARY of the World War II invasion of France by the Allied forces is observed on June 6, DMA workers in St. Louis can take pride in having produced a product exclusively for this observance.

It is a "D-Day Commemorative FLIP" (Flight Information Publication) that provides aircraft approach/departure and terminal information for airports on the French coast, closest to the sites of the D-Day invasion beaches.

"It's a nifty book," says Tom Bowes, who was a branch chief in the directorate of Programs, Production and Operations (PP) when the special FLIP was produced. As the D-Day fiftieth anniversary draws near, he is confident the 40-page booklet "will be used day in and day out" by many flight crews participating in scheduled events.

Russ Wall, PP program manager for FLIP terminal products, notes that our commander in chief, President Bill Clinton, is scheduled to attend one of these events. In all likelihood, Wall believes, the President will receive a presentation copy.

Plans to produce the special FLIP came out of a

meeting last December of the FLIP Maintenance Working Group - Europe (FMWG-E), a users group that convenes semi-annually. At their conference, the special needs of air crews who will participate in the coming D-Day anniversary events were discussed.

"We don't currently cover the airports involved in the regular terminal publications," Wall explains. For this reason and because of its limited use, it was deemed impractical to add this terminal information to the regular FLIP production. It needed to be a special one-time product, printed and delivered just in time for its intended use.

After validation of the proposal at DMA headquarters, the Aerospace Center was given a go-ahead to produce the product. Tasked by AC/PP, it involved personnel from the Mapping and Charting (MC), Scientific Data (SD), and Graphic Arts (GA) departments, and the World War II Commemorative Committee in Alexandria, Virginia.

The task was to develop terminal instrument procedures to support aircraft arrivals and departures

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Manual source collection and compilation needed for the special D-Day FLIP was done by (top to bottom) Rich Winters, Bill Seaton and Wally Fuld, all of MCBE, and by Bill Potts.

at airports involved in the original D-Day operations.

Source material was gathered from the U.S. Army - Europe, from French Aeronautical Information Publications (AIPs), and from existing DMA Flight Information products.

A total of 30 terminal instrument procedure sheets were compiled, together with an airport directory for the six facilities. Four of them—Carpiquet, Maupertus, Octeville, and St. Gatiens—dot the Normandy coastline. Two others, Tille and Champagne, are inland.

Al Dollison (MCPB), project manager for FLIP terminal products, oversaw the compilation and quality review process.

Four procedures were compiled by Jay Dickerson and Bill Potts (MCCA) on the Aeronautical Data Maintenance (ADM) system in the Product Generation Segment (PG/S) of DPS. This system also produced the two-page airport directory.

Unclassified source material was collected by analysts Bill Seaton (MCBE), Rich Winters (MCBE), Walter Fuld (MCBE), and Bill Potts (MCCA); and quality review was done by Chuck Staggs and Charlie

Meeks, both of MCCC.

The front and back covers were compiled by aeronautical information specialists Roscoe Washington (MCBH) and Jay Dickerson, using a combination of automated and manual compilation techniques and photo support from the SD photo services lab. On the front cover is the official seal of the USA World War II 50th Anniversary Commemoration. On the back is a hand-drawn map of the area of the French Coast where the six airports are situated.

Film for printing the manually compiled instrument procedures was prepared by Cartech, Inc., a FLIP maintenance contractor in Quincy, Illinois. Because of the special nature of the project, Cartech put in additional odd hours and faxed materials back and forth for quality checks.

The finished product was shipped on March 28 for distribution by the U.S. Army Aviation Detachment - Europe, the office of primary responsibility for D-Day commemoration events and exercises.

"Demand for the book is more than we expected," says Tom Bowes, who recently departed the Aerospace Center for reassignment as DMA's TRANSCOM liaison officer at Scott AFB. "We've been asked to provide additional copies to the Air Force."

Adds Russ Wall: "There's a nice thing about AC folks: They're flexible, and they respond well to special requests made of them. They do it all the time."



Chuck Staggs looks over the work of Roscoe Washington, who with help from Jay Dickerson produced the FLIP's



FEB Honors Center, Gerald Geiger

At its annual awards luncheon held May 5 at the Cedars Banquet Center, the Federal Executive Board of St. Louis presented awards to the Aerospace Center and to one of its employees. At left, Army Colonel John W. Frost, commander of the Army Personnel Center and chairman of the FEB, presents the Quality and Productivity Award to Harold Madison, DMAAC Deputy Director/Deputy Director for Production. The citation noted that changes in the Center's production processes would effect a first year's savings of \$746,000. Gerald E. Geiger, a carpenter in the operations and maintenance division of Facilities Engineering (FEMTS) received an award as Outstanding Trades and Crafts Employee for agencies with 1,000 or more personnel. He was cited for a major role during the 1993 flood at 8900 S. Broadway, and for performance of key work in recovery and relocation of equipment and personnel.



Mrotek, Holz Win Wellness Challenge

Steve Mrotek (DPOB) (left) and Debra Holz (DPAA) (right) were winners of the 1993 DMA St. Louis Wellness Program's "Life-style Fitness Challenge," based on running miles, equivalent "miles" of other kinds of exercise, and bonus points for other health related activities. Mrotek had a total of 3186 and Holz was a strong second, with 2942. Nancy Klein (HRSFE) (center), program coordinator, presented the awards.

Vice President Gore Praises DoD Employees for Efforts to Reinvent Government

Vice President Al Gore, speaking at a recent town hall meeting at the Pentagon, had words of praise for Department of Defense employees who are setting examples in "reinventing government" by challenging old and sometimes not very good ways of doing things.

The vice president's visit was a follow-up to a meeting held in August 1993.

"You told me then about the worst frustration of all (in working for the federal government); the public's misperception that the main problem with the federal government is lazy and ineffective civil servants," Gore said.

"The president and I are firmly convinced that the problem is not federal employees. It is federal employees trapped in bad systems and outdated procedures and unproductive regulations and burdensome red tape."

Gore said the Clinton administration's response is to give every federal employee a mandate to change the system. "For years the federal government has taught the people that work for it that if you stick your neck out to try something new, you may get your head chopped off," he said.

"The important part of (employee) empowerment is to change the culture so mistakes are seen as an opportunity to learn."

If employees make mistakes in good faith, then they should not be penalized. "If every time someone makes a mistake the whole bureaucracy plays 'Gacha' and comes down like a ton of bricks (on the employee), then (management) shouldn't be surprised that nobody tries anything new," Gore said.

An important part of Gore's

continued next page

Promotions

Benscoter, Deborah A., GS-06
Briesacher, Allen I., GS-13
Brown, Keith L., GS-12
Brown, Ralph G., Jr., GS-08
Factor, John K., GS-12
Kenyon, Steve C., GS-13
Kolley, Timothy E., GS-09
Lamprecht, Carole R., GS-11
McCurty, Lisa K., GS-07
Reznick, James G., GS-09
Schreck, Joseph L., WS-10
Stevens, Raymond., GS-06

Suggestion Awards

Burlingame, Roger L., AC
Dubbs, Shirley A., AC

Aerospace Charting Seniors Will Meet June 8

The next luncheon meeting of the Aerospace Charting Seniors is scheduled for Wednesday, June 8 at the Holiday Inn Southwest/Viking Conference Center, I44 and Lindbergh. Guest speaker for the meeting will be a representative of the St. Louis Aviation Museum. Lunch is \$10 per person, (choice of boneless breast of chicken or baked white fish). Make reservations no later than June 2 with Pat Cronin, 846-8567; Patsy Hecker, 352-1989 or Ruth Kinsella, 892-5264.

Reinventing Government

continued from previous page

message at the Pentagon was customer service. DoD's customers are the American people, and it is the mission of every person in the organization to ensure the country's freedom and security.

"In day-to-day terms, much of what you do is produce goods and services for the men and women in

Service Awards

40 Years

Sanders, Fred D., Jr., AC
Geyer, Charlton D., AC

35 Years

Adams, Gerald R., AC
Courtney, David R., AC
Vierling, Richard A., HQ

30 Years

Cronk, Jeremiah M., III, AC
Davis, Chester B., AC
Gargac, Donald L. SC
Mordhorst, Ronald L., RC
Phillips, Lewis K., AC

25 Years

Dillon, Raymond W., Jr., AC
Doyle, Sharon A., AC
Dufford, Thomas F., AC
Huddleston, Joseph T., AC
Kirkendall, Barbara J., AC
Klein, Nancy T., HQ
LeSage, Richard A., AC
Norton, Russell P., AC
Roerig, Patricia A., AC
Spear, Thomas E., AC
Stack, James G., AC
VanDusen, George E., AC
Wittmaier, Joan F., AC

20 Years

Brannon, Nancy M., HQ
Dowell, William E., AC
Gilbert, Craig H., AC
Lofstedt, Christine O., AC
McKean, Thomas R., AC
Novak, John J., AC

uniform," he said. "They're your best opportunity to become more customer driven."

Gore pointed to several recent examples of success in doing this. In one an undersecretary of OSD initiated a program to do away with military specifications for mess hall food. "Milspec food is being replaced by real food," was how the vice president put it.

-Armed Forces Information Service

Customer Service Gets an Extra Edge

continued from page 2

or exchange and contractor. Some callers need assistance from a representative, while others can get necessary information from a prerecorded message. ACD routes the call# to the appropriate destination based on the information provided by the customer using a touch-tone phone. Customers using a rotary phone can stay on the line for assistance from a representative.

Caller information previously logged manually by customer service personnel is now recorded by the system, "freeing up" representatives to handle more calls, said Akin. For the customer and the representatives, it's a more efficient operation, agreed Akin and Air Force 2nd Lt. Dave Marsden, who succeeded Akin just weeks before the system was delivered.

Customer service representatives also have more control in their work environment with the new setup. In the past, incoming calls rang on all eight phones, regardless of how many representatives were on duty. This continual activity often created a stressful work environment for branch personnel, said Akin.

Now, only phone lines logged onto the system receive calls; therefore, if someone is not at their work station, their phone won't ring. When all lines are busy, calls pass through the system and customers have the choice of waiting for the next available representative or leaving a message.

"One way or another we will be in touch with our customers, and this new system makes it easier," said Marsden.

The system is operational 24 hours a day and the phone numbers are the same. Customers can get assistance by calling (301) 227-2495 or DSN 287-2495 or 1-800-826-0342.

Retirements

Preston R. Bosley (DFCC), who retired as a cartographer April 30, served three years in the Army in Germany after graduation from Bradley University. He joined the Aeronautical Chart and Information Center, now DMAAC, as a cartographer in 1955. "It's been wonderful working here," he says. "I thank the Lord for the opportunity and the privilege. I have met and enjoyed the fellowship of a lot of people at DMAAC, and I hope that somewhere, sometime, somehow we will run into each other along the way."

Sydney J. Bosma (SDRBA), who retired as a photographer April 30, was a photo technician when he started here in 1963, after four years of Air Force duty. He says he has enjoyed many friendships while at DMAAC, he wishes everyone "best wishes and a great future." Looking to retirement, he says he enjoys serving in his church and hopes to continue in that area.

Bernice Bryant (MCED), a supervisory cartographic clerk who retired April 30, began work here December 5, 1966 as a card punch operator in the Chart Research Department. "It has been a wonderful career here at DMAAC," she says. "I will miss all the good people here." Retirement plans include community work with children and older adults.

John S. DeFato, Sr. (MCAD), cartographer, retired April 29. He served in the U.S. Army, 1955-57, and began here in September 1967 as a research analyst. "I enjoyed the work and the many friends I have made during my career." In retirement he plans to farm and raise cattle at his place in Farmington, Missouri.

Andres M. Dierkes (FES), facilities support assistant, retired April 30. She began her government career in April 1961 with the Mobility Equipment Command on Goodfellow, and came here in July 1973 as a payroll clerk. "It has been fun at DMAAC," she says, "but the last few years have had some turmoil in them." She plans to take the summer off and get a part-time job in the fall.

Thomas N. Dodillet (DPBA), cartographer, retired April 30. An Army reservist, he started his civilian career here in March 1962. After Carto School he joined the Photogrammetry Division. "We were almost immediately into the Cuban missile crisis," he recalls. These and other events impressed him "with the importance of the work we do and the great people who work here. I will miss them."

Patrick C. Gray (DPOA), cartographer, retired April 30. He started with ACIC in June 1965 in the Gravity Library. Retirement plans are indefinite but include building and rebuilding fences, working on his HO layout, remodeling his house and shop building, and raising and showing Tennessee walking horses.

John M. Hillebrand (DPCB), cartographer, who retired April 30, served in the U.S. Navy 1953-57, working as an aerial photographer with the Pacific Fleet, and came here in October 1961 to work in the Photogrammetry Division. "Best wishes to present and future DMAAC employees," he says. Plans include outdoor activities, occasional trips, and building a cabin.

Thank You

Mr. Brown,

Thank you for hosting Kids Day at DMAAC. I had a really good time on the 28rd of April with my dad.

Sincerely,
Veronica Peters

Paul R. Hudson (DPAO), cartographer, retired April 30. He started working here in August 1966 as an ASII-A stereoplotter operator in the Topography Division of GD. He says that he will miss the friends and the associations he has had over the years. Initially he plans to stay in St. Louis and continue his flooring business, and later move to his farm in northern Arkansas and raise cattle.

Joseph C. King (GAEA), a press operator who retired April 30, began his career here in November 1948 as a cartographic aide, after two years' service with the U.S. Marines. "I wish to thank all my many friends and acquaintances for their love, friendship and help through the years," he says. Plans include buying a new home in St. Charles, travel and work for his church.

Thomas C. Saddler (SDAD), cartographer, retired April 30. He started working the Aeronautical Chart and Information Center, now DMAAC, in March 1954. His parting comment and advice to others? "Smile!" His retirement plans? "Tennis."

Courtee R. Smith (MCAB), cartographer, who retired April 30, began working here February 11, 1966, as a cartographic technician. His parting comment is a quotation from William Allen White, "I am not afraid of tomorrow, for I have seen yesterday and I love today." In retirement he will concentrate on his catering business, St. Louis's Barbecue Pit.

Richard A. Vierling, Chief of the St. Louis Human Resources Operations Office (HRS), retired April 30. He served in the U.S. Army from 1953 to 1955 and came to the Center in February 1961 as a position classification specialist. "It was a challenging and rewarding career," he says. "I will miss the people who made it that way." Retirement plans include travel and family visits.

In Sympathy

Harry W. Daum died April 27. He was a computer specialist with 32 years of service to ACIC and DMA, assigned to the Reston Center St. Louis Support Group (RC/RSP) at the time of his retirement on March 31 of last year. A memorial service was held May 2 at the Church of St. Michael and St. George in Clayton.

Jessie S. Hewitt died May 3. He was a custodial worker in Facilities Engineering (FEMCA) for eight years prior to his retirement because of disability in February of last year. Mr. Hewitt served in the U.S. Navy from October 1952 to October 1953.

A 1994 Memorial Day Message from the Secretary of Defense

On June 6, we will commemorate the Allied invasion of Normandy 50 years ago. It was a crucial turning point in the struggle to defeat the forces of global aggression, domination and subjugation. General Eisenhower aptly called it, "The Great Crusade."

We will never forget the courage and sacrifice of those who fought and died at Normandy. Their memory lives on for what they achieved that day.

The fascist leaders who provoked World War II deeply underestimated the democracies of the world. They mistook the hallowed tradition of public debate and dissent for internal strife and inertia. They thought a love of liberty meant a lack of discipline. They confused a love of peace with a lack of will.

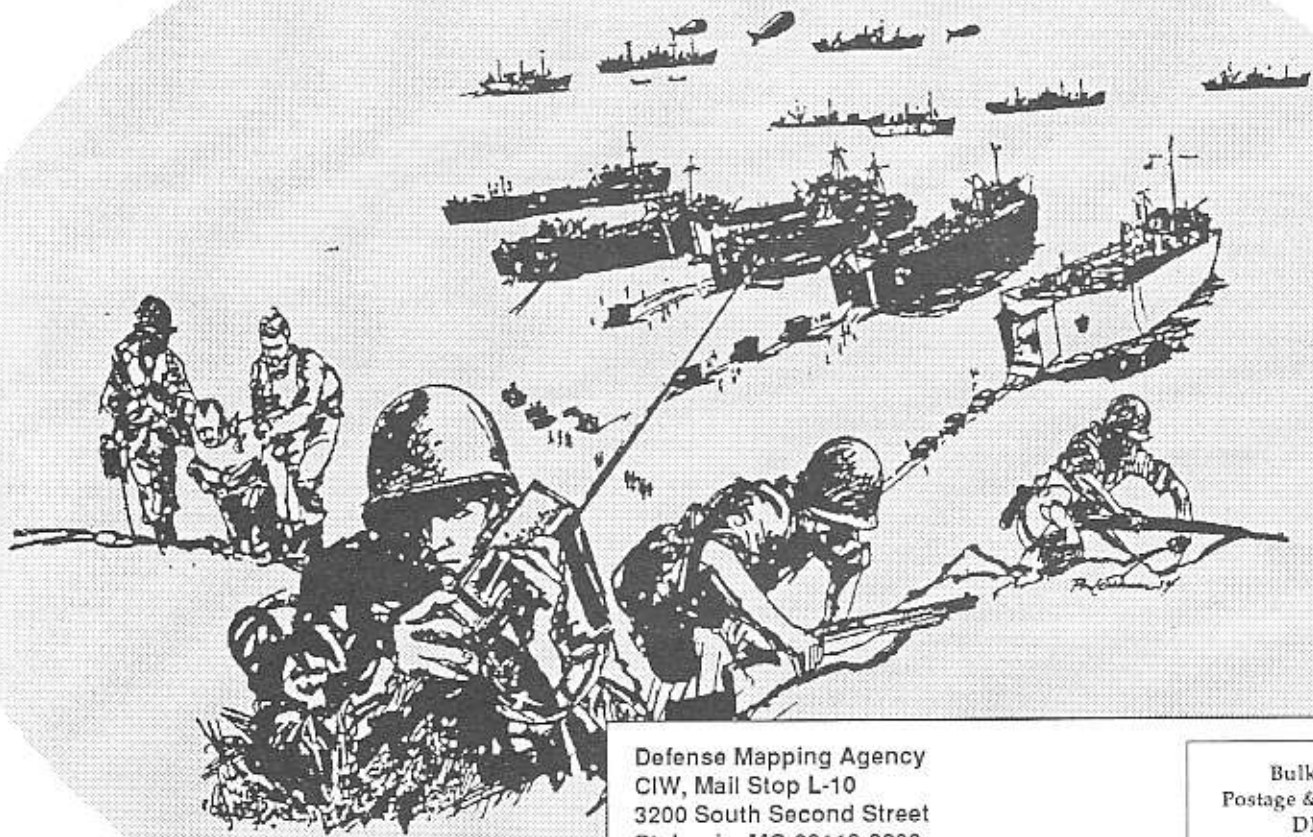
In short, the enemies of peace and freedom thought

that democracies would not or could not fight to deter or defeat tyranny and aggression. They were wrong 50 years ago. They were wrong during the Cold War. And they are wrong today.

The legacy of those who stormed the beaches at Normandy lives on. It's alive in you, the men and women who stand ready to protect our security, our interests and our allies.

On this Memorial Day I join all Americans in paying tribute to all who gave their lives defending our nation, and also to those who dedicate their lives today. You are upholding the democratic cause of peace and freedom; yours is truly a "great crusade."

William J. Perry
William J. Perry



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