

# VIKING FLYER

934th Airlift Wing (AFRC) Minneapolis-St. Paul IAP Air Reserve Station, Minn. January 2010 Vol. 32, No. 2

FROZEN VIKINGS  
Coping with the cold





By Col. Toby D. Hammer  
934th Airlift Wing Inspector General

## Resolving issues through the chain of command

One of my responsibilities as the installation Inspector General is to educate Airmen on the complaint resolution process. I accomplish this through newcomer's briefings, commander's calls, and general interaction with individuals I meet. In those briefings and discussions, I stress the importance of resolving issues through the chain of command.

This brief article contains a simplified definition of chain of command and thoughts on the role of the First Sergeant and is intended to stir conversations toward understanding.

The following chain of command definition is found in AFI 90-301, Inspector General Complaints Resolution, and is focused on resolving issues. It states that the "chain of command includes not only the succession of commanding officers from a superior to a subordinate through which command is exercised, but also the succession of officers, enlisted or civilian personnel through which administrative control is exercised including supervision and rating performance." Based on this definition, one can easily find their chain of command starting point by looking at their enlisted or officer performance reports and seeing the rating chain.

The most effective way of resolving most issues/complaints is through using this chain of command or an appropriately established grievance channel which can also be found in AFI 90-301. Complaints can often be quickly resolved by seeking assistance through an individual's chain of command, and he or she is encouraged to seek this avenue first. There are two reasons why. The first is because commanders and supervisors are charged

with not only performing their unit's mission, but also with taking care of unit members. The second reason is commanders are empowered to solve problems and resolve issues within their organizations.

Another effective avenue for seeking assistance from within the unit is the first sergeant. Although not a part of the chain of command, the first sergeant parallels the unit chain of command and is one of the most capable individuals to handle concerns of unit members. He or she is there to help as an extension of the commander. While the first sergeant is the enlisted advisor to the commander, they are also available to assist the officers within the organization and should focus their efforts in developing a solid rapport with both the enlisted and officers.

Should you find, however, for one reason or another, that you are unable to resolve your issue through your chain of command or unit first sergeant, the Wing IG is another avenue. In fact, it's your right to contact the IG at any time. Public law states that you cannot be restricted from contacting the IG or punished for doing so.

Lastly, on the subject of first sergeants, the 934th Airlift Wing is in need of Airmen to answer the call to become first sergeants. It is a highly selective position, very demanding but incredibly rewarding. If you are a technical sergeant or master sergeant and are interested in learning more about the significant difference that you can make, please take the time to inquire with your own First Sergeant, or the Wing's Command.

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### Wing commander's hotline: 612-713-1555

The hotline provides wing members with a direct link to the wing commander to relay kudos, concerns or suggestions on wing matters.

### IG/Fraud, Waste and Abuse hotline

The primary responsibility of the IG is to sustain a credible Air Force IG system by ensuring the existence of responsive complaint investigations, and Fraud, Waste, and Abuse (FWA) programs characterized by objectivity, integrity and impartiality.

### 934th AW FWA Hotline

(612) 713-1180

### AFRC FWA Hotline

(800) 223-1784 extension 7-1513

### SAF/IGQ FWA Hotline

(800) 538-8429

### DoD FWA Hotline

(800) 424-9098

### On the cover

Base Operating Services battles heavy snow and sub-zero temperatures over the holidays to keep the base running. (Air Force Photo/Tech. Sgt. Bob Sommer) See story on page 5.

# Wing members head for 'The Hill'



Master Sgt. Daniel Mellesmoen, 934th Security Forces Squadron, stands outside the capital building during the Air Force Reserve Congressional Orientation Course Jan 14. (Air Force photo/Senior Airman Paul Weber)

**By Master Sgt. Paul Zadach**

*934th Airlift Wing Public Affairs*

Almost everyone in the military at one time or another has had to “run it up the chain of command” for some type of approval or to get something changed. Once the chain leaves the base, it’s kind of mysterious to most people where things go, and what happens. Some of that was clarified for 35 Airmen from the 934th Airlift Wing as they were able to see what happens at the top of the chain during the Air Force Reserve Congressional Orientation Course in Washington D.C. Jan 12-14.

Never before had this large of a group from one wing been able to attend the course. The normal way the course works is to select two people from each wing throughout the Air Force Reserve Command. Last year, the 934th AW’s Human Resource Development Council was looking for a way to reward deserving Airmen throughout the wing with an opportunity to attend the course.

“I had attended the course in 2002 and was extremely impressed with it,” said Master Sgt. Sherrill Beecher, 934th Mission Support Group career advisor and HRDC member. “We discussed the idea in the

HRDC and presented it to the course administrators and they said if we could put a group together, they would set up a course for us. From the attendees I’ve heard from, it has really impressed them.”

934th members started off the course with a briefing by Lt. Gen. Charles E. Stenner Jr., Air Force Reserve commander. The general explained his dual role as the chief of the Air Force Reserve who represents the command to congressional leaders, and his role as the commander of the Air Force Reserve Command. If anyone thinks that General Stenner and the air staff are out of touch with the day to day operations and frustrations of Airmen at the wing level, they are wrong. 934th members took the opportunity to share their challenges and successes at the 934th with General Stenner. What they found out was that some of the challenges were being experienced command-wide, and some were unique to the 934th. However, all were being acknowledged and addressed.

“I found the course inspiring, and a reflection of the close Air Force family when we had the opportunity to meet Lt. Gen. Stenner,” said Senior Airman Paul Weber, 934th Security Forces Squadron. “It was less than six months ago when I first met the general in Iraq. So to hear him speak at length about issues that affect our mission was informative and relevant.”

Military and civilian leaders from the headquarters level also provided briefings about legislative updates, congressional inquiries, strategic communications, personnel programs, military construction and congressional outreach.

At this level, where decisions often affect thousands of people and sometimes involve Congress, the process of initiating or changing policy is not a quick one, but the needs and concerns of reservists in the field do make it up here.

“I learned that as important as our job is here in Minneapolis, we are part of a much bigger picture. And no matter what the change may be, it has been through a very long, two plus year process to get to us and be implemented,” said Tech. Sgt. Mark Himmer, 934th Airlift Wing chief of career enhancement.

A trip to Washington D.C. isn’t complete without taking in the sights and the group was given a guided evening tour of the mall area by former AFRC Command Chief Master Sgt. Troy McIntosh. Before leaving, Airmen put on their service dress and were treated to a tour of the capitol including a visit to the House chamber.

The HRDC is hoping to offer this course and other incentives in the future to 934th Airmen which will give them a better understanding of current and future issues affecting the Air Force Reserve.



Lt. Gen. Charles E. Stenner Jr., Air Force Reserve commander (center) talks with 934th Airlift Wing members inside the Pentagon during their Congressional Orientation Course Jan. 12. (Air Force Photo/Master Sgt. Paul Zadach)

## Services Squadron

Provided by Staff Sgt. Sandy Anderson  
and Tech. Sgt. Tim Piepho

Welcome home to nine members who returned to Minneapolis after a six month deployment to Southwest Asia: Tech. Sgt's CrystalRose Dodson, Joel Harrington, Michael Johnson, Carlton Lebroke, Tony Pangal, Timothy Piepho; and Senior Airmen Melissa Grant-Miller, Naomi Magner, and Randy Williams.

Services added three new Airmen to the squadron: Senior Airman Michelle Coward, Airman Matthew VonRuden, and Airman Basic Dacine Robinson.

Airmen Coward and VonRuden just completed their Seasoning Training at Grand Forks AFB, N.D.

Maj. Scott Uselding is currently deployed to the Charles C. Carson Center for Mortuary Affairs at Dover Air Force Base, Del.

## Communications Flight

Provided by Tech. Sgt. Christian Krug

Welcome Capt. Patrick McDonald from the 934 MPF, Staff Sgt. Scott Inwards from the California Air National Guard and Airman 1st Class Roberto Rodriguez, prior service.

## Civil Engineers

Provided by Senior Master Sgt. Doug Johnson

Congrats to Master Sgt. Thomas Schutz who retired after 32 years of dedicated and honorable service.

The Chief's Counsel presented Senior Master Sgt. Robert Stefens, Tech. Sgt. Paul Long, and Senior Airman Danielle Hermans the 934 AW Chief's coin in recognition of their superior performance.

Congrats to Staff Sgt. Toby Arfstrom who received the Air Force Achievement Medal, first oak leaf cluster.

Congratulations Staff Sgt. Timothy Tabor was recognized as the Base Honor Guard member of the quarter.

934th Airlift Wing Official  
Public Website:  
[www.minneapolis.afrc.af.mil](http://www.minneapolis.afrc.af.mil)  
Join the 934th Airlift Wing  
Group on Facebook

# 2010 PA events announced

Following are public affairs events coming up in 2010. Contact PA at (612)-713-1217 for more information.

\* **Educator's Day, April 21 (7:30 to 11 a.m.)** -- Open to any educator, administrator or staff member of public or private primary schools, secondary schools, colleges, universities, vocational or technology schools in Minnesota. Available for up to 35 people. This event includes breakfast, a mission brief and C-130 training mission flight. If you would like to invite your child's educator, the form is available online at [www.minneapolis.afrc.af.mil](http://www.minneapolis.afrc.af.mil). Deadline is March 31.

\* **Take Your Child To Work Day, April 29 (8 a.m. to 2 p.m.)** -- This the first-ever 934th Airlift Wing's Take Your Child To Work Day in which military and civilian employees are encouraged to bring their child to work. This is in conjunction with the National Take Your Child To Work Month in April. There will be a morning "kid-friendly" mission brief, a free light breakfast and C-130 static display. To sign up, fill out a form online at [www.minneapolis.afrc.af.mil](http://www.minneapolis.afrc.af.mil). This event is open to the first 75 children to sign up. Deadline is April 11.

\* **Congressional/Senate Breakfast, June 4 (7:30 to 11 a.m.)** -- This bi-annual event is for U.S. representatives from Minnesota and base senior leaders to share information in an informal setting. However, one individual from the 934th Airlift Wing will be selected to attend this event as well. This person must be submitted by their supervisor and approved by their squadron/group commanders. Nominees must be submitted to [934aw.pa@minneapolis.af.mil](mailto:934aw.pa@minneapolis.af.mil) no later than May 1. Uniform of the day is required and nominee must pay for their own breakfast (\$11).

\* **Employer's Day, Aug. 7 (7:30 to 11 a.m.)** -- This is an annual orientation flight for the employer's of military members. This Employer Support of the Guard and Reserve hosted event includes breakfast, a mission brief and C-130 training mission flight. To nominate your employer, a form is available online at [www.minneapolis.afrc.af.mil](http://www.minneapolis.afrc.af.mil).

\* **Civic Leader Flight (three-hour version , Sept. 27 7:30 to 11 a.m.)** -- Open to any community civic leader who is not a military member, military family member, civilian government employee or retiree. This event includes breakfast, a mission brief and C-130 training mission flight. If you know of a civic leader who would like to attend, send the person's name, mailing address and e-mail to [934aw.pa@minneapolis.af.mil](mailto:934aw.pa@minneapolis.af.mil) no later than June 1, 2010.

\* **Clergy Day, tentatively set for a Tuesday in October (7:30 to 11 a.m.)** -- Open to senior leaders only of any Department of Defense recognized faith group in the Twin Cities. Available for up to 35 people. This event includes breakfast, a mission brief and C-130 training mission flight. If you would like to invite a senior faith leader, send the person's name, mailing address, e-mail and religious affiliation/church to [934aw.pa@minneapolis.af.mil](mailto:934aw.pa@minneapolis.af.mil) no later than July 31, 2010.

\* **Annual Civic Leader Tour, Nov. 9-10** -- This annually hosted, two-day (overnight) Civic Leader Tour is open to any business or local civic leader who would like to see how the 934th Airlift Wing's mission functions with another U.S. Air Force Reserve unit's mission. Available for up to 35 people. If you know of any local Civic Leaders who would be interested in attending this event, please pick up a yellow invitation postcard in the Public Affairs office (Building 760) during normal duty hours. This event is not available for military members, military family members, retirees or civilian government employees.

# Cold doesn't freeze Flying Viking mission

Story by Master Sgt Kerry Bartlett and Tech. Sgt. Bob Sommer  
934th Airlift Wing Public Affairs

The Christmas snowstorm of 2009 that dumped about 16 inches of snow in the Minneapolis area was quite a mess at a very busy time of year. As it is well known in the North, a significant snow fall is usually followed by cold temperatures. Two weeks later, during the January UTA, the temperatures were struggling to get above zero.

While this weather is nothing new to the people of Minnesota, the cold climate calls for special equipment and procedures to ensure the success of winter operations for aircraft.

When snow is in the forecast, the 934th Civil Engineer Squadron operates under the snow plan which prioritizes the snow removal and designates personnel to operate the snow removal equipment.

"It is the NCOIC that gives the 'go ahead' to begin plowing," said Staff Sgt. Nathan Olson, pavement and construction equipment operator at the 934th CES.

"We start with the aircraft parking ramp, then main roads, and finally side streets," Olson added.

The snow is plowed into rows and then the big snow blower with an auger system measuring approximately five feet by eight feet, is used to blow the snow into a field or dump truck so it can be hauled away.

Due to the proximity to the airfield, only sand is used on the roads, Olson explained.

On the flight line, one to two hours before start up, heaters blow 150 degree air into the engine nose cone to prevent seals from leaking when the engine is started. This procedure is needed when the temperature is below 32 degrees Fahrenheit.

"The cold is the C-130's

worst enemy" said Tech.Sgt. Rodney Beck, aircraft mechanic at the 934th Maintenance Squadron.

Even security forces can fall victim the extreme Minnesota weather.

"The cold takes its' toll, with me usually starting with my hands" said Staff Sgt. Grace Bisch.

Aircraft heaters are used to keep security forces personal warm as they check identification cards at the main gate.

"The heaters help a lot" said Bisch, who on a typical UTA weekend may spend up to two hours at the front gate. "We rotate in and out of the guard building just long enough to warm up slightly."

Personnel rotate between several outdoor posts throughout the base during a normal shift.

From the front gate to the flight line, the cold weather climates require unique procedures and hearty souls to ensure mission accomplishment.

Staff Sgt. Olson summed it up this way, "We have a mission to do, so we work in the cold. It's what we do," he added.



Staff Sgt. Grace Bisch, 934th Security Forces Squadron, checks IDs at the gate in sub-zero temperatures Jan 11. (Air Force Photo, Tech. Sgt. Bob Sommer)



Heaters keep the C-130 engines warm with blasts of 150 degree heat. (Air Force Photo/Tech. Sgt. Bob Sommer)

# VIKING VOICES

*If you could have another job for a day, what would it be?*



**Airman 1st Class  
Joseph Bendlin  
934th Logistics Readiness**

*"If I could do any job for a day I would be a fighter pilot."*



**Col. Michael Ochs  
934th Mission Support Group**

*"I have friends who work in the "missile" career field and they always make it sound great, so if I had the chance I would like to try being a Missile Officer."*



**Navy Lt. Tony Gaughan  
Navy Operations Support  
Center**

*"I am a civilian attorney on the outside, but an Intel Officer in the Navy Reserve, so naturally I would like to work as a JAG."*



**Master Sgt. Ted Mazza  
934th Security Forces Squadron**

*"I wouldn't want to change jobs no matter what!"*

*Just Briefly...*

## Newspaper survey results in

The results of the Viking Flyer/934th Airlift Wing public communication survey are in. The majority of those who responded said they:

- \*Got their primary source of 934th AW news from the Viking Flyer
- \*Read the newsletter every month
- \*Do not receive the newsletter at home
- \*Would like to see more human interest stories in the paper
- \*Would not read the Viking Flyer if it were completely online only
- \*Rarely log onto the 934 AW public website
- \*Find the site interesting or don't visit it at all (tie)
- \*Didn't know the 934 AW had a FaceBook page/group or is not a member
- \*Did not know about the Commander's E-newsletter that comes out internally every month

Per guidelines, the 934th Airlift Wing Public Affairs office conducts a survey as needed or annually. To participate in the 2010 survey, look for more information in the Viking Flyer or online at [www.minneapolis.afrc.af.mil](http://www.minneapolis.afrc.af.mil) in December.

## Alternate gate suggested for quicker UTA access

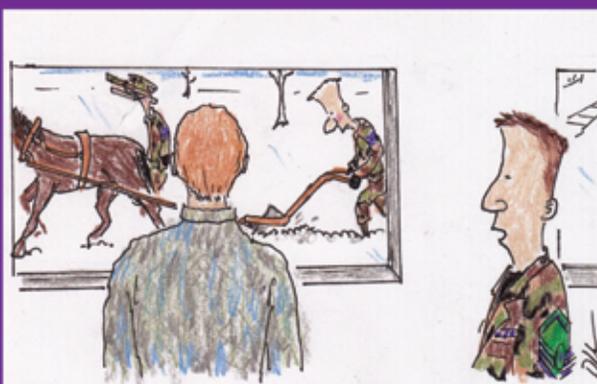
Security Forces recommends using the Army/Air National Guard Gates during Unit Training Assemblies to avoid the heavy traffic at the main gate. (Located at Hiawatha and Highway 62)

## Promotions to:

Tech. Sgt. Anthony Byerly	CES
Tech. Sgt. Jennifer Hullman	ASTS
Staff Sgt. Austin Kleinschmidt	AS
Senior Airman Diana Owens	AS
Airman 1st Class Derrek Anderson	MXS
Airman 1st Class Emily Erickson	APS
Airman 1st Class Daniel Djamal	MXS
Airman Gregory Niles	SFS
Airman Erik Quamme	SFS
Airman Jeremy Arsenault	ASTS

## Sergeants Upp&Adam

*By Senior Master Sgt. Doug Johnson*



YES, I DO HAVE UPP AND ADAM PLOWING SNOW... WHY DO YOU ASK?



## Serving Services

Master Sgt. Scott Braski, (above right) and Tech. Sgt. Dustin Lee, 934th Services Squadron, receive the Meritorious Service Medal citation at their retirement ceremonies Jan. 11 from Lt. Col. Neal Landeen, 934th SVS commander. (Air Force Photos/Senior Airman Noah Johnson)

# First enlisted workshop develops Airmen

**By Senior Master Sgt. Vicky Kuntz**  
*934th Operations Support Flight first sergeant*

The 934th Airlift Wing Human Resource Development Council held its first-ever workshop for enlisted members of the 934th Airlift Wing November 9-10.

The event was co-chaired by the 934th AW Vice Commander, Col. Mark Vijums, and the 934th AW Inspector General, Col. Toby Hammer, with the theme “Developing Airmen”

More than 170 wing enlisted members attended the workshop, with representation from every enlisted rank and unit. The event provided both professional and personal development briefings such as leadership 101, interviewing skills, time management, enlisted force development, living a healthy lifestyle, stress management, conflict resolution and financial management. In all, there were 22 presenters, most of whom were members from the 934th AW -- the 934th AW commander, Col. Timothy Tarchick’s, first sergeants and senior NCOs -- but also including the 22nd Air Force Command Chief, Chief Steven Larwood.

“The tremendous turnout stands as proof that this workshop is something our Airmen need and use for self-improvement in their careers, both in and outside the Reserve,” said Colonel Vijums.

Approximately 74 percent of the attendees completed surveys for each of the two days with 99 percent of them rating it as “good” or “exceptional” and that they would recommend it to others. Overall, the feedback was overwhelmingly positive and many people hope the workshop becomes an annual event.

Chief Larwood commented that the event was “phenomenal,” being especially impressed with the choice of workshop topics because he thought they were relevant to the needs of the Airmen of the 934th AW. His presentation on enlisted force development was rated one of the highest in workshop surveys, as were Colonel Tarchick’s presenta-

tion on leadership 101 and Colonel Vijum’s presentation on interviewing skills.

Workshop presentations, including Colonel Tarchick’s recommended book list, can be found on the 934th AW HRDC Community of Practice site. Anyone interested in planning the next workshop should attend the next HRDC meeting, which will be held Feb. 7 at 9 a.m. in the 934th AW headquarters’ conference room.



Capt. Julie Hamiel, 934th Airlift Wing executive officer, gives a presentation to enlisted workshop attendees Nov. 10. (Air Force Photo/Master Sgt. Paul Zadach)

## UTA Dates

Month	934th	133rd	Navy, Marines
Feb.	6-7	20-21	6-7/20-21
March	6-7	20-21	13-14/27-28
April	10-11	17-18	10-11/24-25
May	1-2	22-23	1-2/22-23
June	5-6	12-13	12-13
July	10-11	17-18	10-11/24-25
Aug.	7-8	21-22	14-15/28-29
Sep.	18-19	11-12	11-12/18-19

For information on Army training dates call ext. 3127

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## *Airmen reach out*



Tech. Sgt. Scott Johnston (left) and Staff Sgt. Christopher Platz, 27th Aerial Port Squadron, prepare a pallet to be transported to Haiti. APS deployed 37 members to Homestead Air Force Base, Fla., helping palletize supplies for the relief effort for the Haitian people. (Courtesy Photo)



Col. Tim Tarchick, 934th AW commander, doesn't let stress burn him out as he speaks to Airmen and their families at the Yellow Ribbon reintegration event Jan. 23 at The Grand Rios Resort in Brooklyn Park. The event provided information and activities for more than 80 returning military deployers and 150 family members. (Air Force Photo/Capt. S.J. Brown)