



THE PATRIOT



439TH TACTICAL AIRLIFT WING

WESTOVER AIR FORCE BASE, MASS.

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CCE, Inspections Teach and Test 439th Units

Inspection is the name of the game—whether under the guise of a CCE, MEI or ORI. No level of the Air Force is immune to it. It's the service's way of keeping each unit ever ready.

The 439th, having completed an MEI in June, turned around during the August UTA and underwent a Combat Capability Evaluation. This self-examination helps prepare unit personnel for the big one—an Operational Readiness Inspection scheduled for September.

In addition to inspections at Westover, the unit was completing similar tests at Niagara. A 42-person team, led by Lt. Col. Theodore Beck, journeyed to the 914th on May 4. For three days, they combined a CCE and staff assistance visit in anticipation of that unit's July MEI and forthcoming ORI.

The Westover CCE, in turn, was judged by reservists from both bases and was headed by Maj. Edward Lincoln, chief of the 439 TAW Operations Training Branch.

"The 439th might be the first unit to be evaluated under new MAC guidelines. We therefore concentrated the weekend activities on those areas the

ORI inspectors will examine," explains Major Lincoln.

The exercise included expanded security operations and the activation of the Crisis Action Team which commands and controls all activities.

Personnel then simulated mobilization, deployment to another base and employment of the two aircraft weapons systems. Concurrently, the CCE team was inspecting various support units.

"Two areas which did extremely well are the flight crews from both

squadrons and the maintenance personnel. If this were an ORI, they would have scored very well," claims Major Lincoln.

"The CCE did exactly what it was supposed to do," says Brig. Gen. Donald Haugen, 439th commander. He and the other members of his staff observed the activities and received the after-action report of the inspection team. "We now know what areas are deficient and will require all our effort to prepare for the September inspection."



Oh I Sea Members of the 74th Aeromedical Evacuation Squadron learn water survival techniques and the use of the 20-man raft. They are assisted by life support technicians SSgt. Paul Larochelle, back to camera, and Sgt. Sharon Williams, extreme right. The all wet "med techs" are, from left, A1C. Shirley Anderson, SSgt. Kathleen McMahon, SSgt. Charlotte Wimbrow, A1C. Cheryl Lafountain and in the water, A1C. Marie Vautour.

DOD-Directed

**If you drive on base,
you must
fasten seat belts.**

Wing Begins New Commissioning Process

It's not impossible. There is a way that the stripes on your sleeve could be replaced by the gold bars of a second lieutenant. It's called the Deserving Airman Commissioning Program. A key component of that program requires that an airman be selected for a vacant lieutenant or captain's position in a Category A unit (e.g., the 439th) or for a mobilization augmentee position in a regular Air Force unit.

Recently, Brig. Gen. Donald Haugen, 439th commander, initiated a new selection impetus. He, along with unit commanders, will authorize which line, non-flying officer's position could be considered for the commissioning program. Then, a panel of officers will evaluate interested airmen and make their recommendations to the general.

The selectee will then be submitted

through higher headquarters to the Air Reserve Personnel Center Selection Board.

These airmen will have already completed specific criteria spelled out in AFR 36-15, the Extension Course Institute's Air Reserve Force's Officer Preparatory Course and have a baccalaureate degree.

Candidates must also take the Air Force Officer Qualifying Test, have a medical examination and be less than age 35 at the time of commissioning.

The new process does not alter the commissioning criteria or the officer-position requirements. Rather, it refines the local selection procedure. Now, all airmen are invited to become candidates and complete some of the above requirements, such as the ECI course, prior to a position becoming

available.

Lt. Col. Edward Seilius, CBPO chief, emphasizes that the commissioning program runs on a fiscal year basis. The CBPO will announce each year's required suspense dates for each step of the selection process. Anyone interested is urged to contact Capt. Michael Roy, Quality Force section chief.

"This new program will have many benefits," forecasts General Haugen. "It will expedite the selection because much of the process will be completed prior to a position becoming available. It will also guarantee an impartial evaluation of the candidates by a group of officers. Hopefully, everyone will be aware of the Deserving Airman Commissioning Program. But most of all, it will help insure that the best candidate is eventually commissioned."

Communication Flows at BAC

by Sgt. Dean Mauro

The free flow of ideas, suggestions and complaints between individuals and decision makers is the goal of the Westover Base Advisory Council.

The council, formed in late 1978, is an outgrowth of the Enlisted Advisory Council. BAC members include airmen, NCOs and officers. Brig. Gen. Donald E. Haugen, wing commander, serves as the council's chairperson.

"It's an additional way to exchange ideas," the general said at an initial meeting. "The idea isn't to circumvent the chain of command. But we don't want to put any unnecessary damper on discussion. It's the responsibility of the council members to bring ideas from unit members to the meeting and to return with information discussed."

The transfer of these ideas takes place on Sunday afternoon of each UTA when the council members gather in the wing conference room.

Old business is discussed with subjects either closed when resolved or left open until settled. Then new business is brought up. Often solutions or answers can be decided immediately. Other times, problem areas are investigated during the month for continued discussion at the next meeting.

MSgt. Andrew Hoffman, a former president of the Enlisted Advisory Council, says the consolidated BAC

deals well with problems.

"The BAC consolidates the efforts of all previous councils," Sergeant Hoffman explains. "This in turn permits us as a singular body to pool our resources and efforts and promote better facilities, activities and the overall welfare of our members."

In addition to representatives from each unit on base, the BAC includes special members who provide indepth knowledge on selected issues. MSgt. Mary Paradise attends the meetings as base resident consultant for military women; Maj. Albert J. Ryan as senior chaplain; SMSgt. Henry J. Scott, base first sergeant and Capt. Benjamin F.

Goff as chief of Social Actions. Non-voting members are Lt. Col. Joseph F. Hellauer, group executive officer; 2nd Lt. Armand P. Tourangeau, wing training officer; MSgt. James F. Freer, wing retention NCO; and TSgt. William Rose, recruiter.

"It gives me a good way to publicize retention matters down to the units, through the BAC members," Sergeant Freer said. "It also allows me to hear from the units."

One achievement accomplished by Sergeant Freer and the BAC concerned unit vacancies. Unit commanders assigned members to higher grade positions. (continued on page 3)

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439 TAW Commander

Brig. Gen. Donald E. Haugen

Base Commander

Col. J. Frank Moore

Wing Public Affairs Officers

Maj. Robert D. Hafner

Maj. Rudolph G. DiLuzio

Base Public Affairs Officer

Miss Betty O'Connell

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SrA. Curtis Morrison identifies cargo from pallet tags prior to loading.

Sgt. Roland Roy and SSgt. John Cruz, Jr., process passengers for Dover AFB.

59th APS Trains for New Name

On Oct. 1, the 59th Aerial Port Squadron takes a new name — the 59th Mobile Aerial Port Squadron. The new name reflects the squadron's mission: the rapid deployment to another location and immediate start of operations.

To further improve their abilities, 22 of its members and of the 905 APF travelled to Ramstein AB, Germany, for their annual two-week tour, July 14 to 28.

Five reservists were assigned to the base's Passenger Service Center. TSgt. Josephine Johnson, TSgt. Gerald Racicot, SSgt. John Cruz, SSgt. Joseph Korotie and SrA. Roland Roy supple-

mented the personnel-short 608 MASS in their monthly processing of approximately 1,750 passengers.

Others worked throughout the cargo terminal.

Warehouse cargo services were handled by MSgt. Stewart Greene, SSgt. Robert Campbell, SSgt. Raymond Durette, SSgt. Louis Lizotte, Sgt. Roland Mink and SrA. Curtis Morrison.

Meanwhile, MSgt. Maurice Arcand, TSgt. Michael Schuell, SSgt. Gregory Cross, SSgt. Ronald Galvagni, SSgt. Robert O'Dell and SrA. Kathy Gasaway performed ramp services.

Other functions were completed by

Maj. John Roach, TSgt. Gregory Swanson, and SSgt. Thomas Fassbender in the Air Terminal Operations Center, while SSgt. Paul Petersante operated material handling equipment, and MSgt. Herbert Feder took care of special handling.

"We accomplished all that we set out to," reports Major Roach, 59 APS team chief. "Our personnel processed 1,728 tons of freight and trained in unfamiliar areas as well as new ones. Those two weeks in Germany were an excellent opportunity to test the abilities of Reserve personnel. I think they passed with flying colors."

BAC Active . . .

(continued from page 2)

tions as soon as a vacancy occurred. This allows deserving Reservists eligibility for promotion. It also gives the recruiter current vacancy lists.

The BAC has dealt with a wide variety of other subjects such as bus service to and from and on base, pay telephones in the barracks, food service, billeting, medical services, parking and safety.

"I believe that the BAC contains an important mix of interest areas and has the clout to act on matters affecting the base's operations," Sergeant Hoffman says. "I am happy to see the spirit of the EAC, which did so much for wing members, is alive and strong in the BAC."

Each unit at Westover is represented

on the Base Advisory Council. Any criticism, complaint or comment can be brought to the attention of your unit representatives, who in turn will introduce it for discussion at the next BAC meeting.

Primary unit representatives follow:

- | | |
|----------------|---------------------------|
| 439 TAW | TSgt. Edward R. Guenther |
| 439 CSG | 2nd Lt. Laverne Cholewa |
| 439 Tac. Hosp. | SSgt. Mark S. Gilyard |
| 337 TAS | Amn. Cheryl C. Clapprood |
| 731 TAS | Capt. Kevin M. Wentworth |
| 905 CAMS | Sgt. Janet R. Malouin |
| 901 CAMS | Vacant |
| 905 CE | MSgt. Grete M. Bohannon |
| 901 CE | TSgt. Arthur E. Baer, Jr. |
| 905 MOBSF | MSgt. Andrew P. Hoffman |
| 901 MOBSF | MSgt. Philip W. Johnson |
| 905 WSSF | Sgt. James E. Stone |
| 901 WSSF | SrA. Manuel Gomes |
| 905 CF | SSgt. Irma J. Carper |
| 901 CF | SSgt. David H. Gundersen |
| 905 MAPF | SSgt. David W. Eisenhauer |

- 901 MAPF
- 74 AES
- 58 MAPS
- 59 MAPS

- TSgt. Thomas F. McCoy
- TSgt. Richard J. Matte
- MSgt. Roger J. Brogis
- Sgt. Barbara A. Morris

BRIEFS

Two members of the 901 WSSF, SrA. Alonzo Moreland and SrA. Wayne Cahoon, were chosen to compete in the AFRES Security Policy Marksmanship Matches at Robins AFB, July 19 - 22. Airman Moreland finished in sixth place with 1,612 points. Only 150 points separated him from the winner. Airman Cahoon scored 1,415 points for an eighth place honor.

* * * * *

Utilities costs are being doubled — so should your conservation efforts.



President, I propose a toast.
 (SE f...) "To the
 United States

The formal atmosphere
 opportunity to furthe



5th Annual NCO/Airman Dining

Story and photos by
 TSgt. Marshall Hathaway

The success of the Fifth Annual NCO/Airman Dining Out looked dim as storm clouds blackened the sky and a base power outage blackened the Consolidated Open Mess halfway through the cocktail hour. The atmosphere approached steam bath humidity with the air conditioner out, and dinner preparations came to a halt with the lack of electric kitchen appliances.

Mr. Anthony Fortunato extended the free cocktail hour to make the situation more liveable, and candles took the place of electric lighting. Concerns grew serious as the program became thirty minutes behind schedule — and then the lights came on. From that point on, the Mess shifted into high gear, and the evening culminated in a smashing success.

TSgt. William M. Gifford, 74AES, filling his role as Mr. Vice, sounded the dinner bell and escorted the head table guests to their seats. Filling the head table were Brig. Gen. James E. McAdoo, 14AF(R) commander; Brig. Gen. Donald E. Haugen, 439TAW commander and Mrs. Haugen; Col. J. Frank Moore, 439CSG commander and Mrs. Moore; Capt. Francesco Passamonte, chaplain; CMSgt. Jackie R. Farley, AFRES senior enlisted advisor, who was the guest speaker and SMSgt. Richard E. Haskins, 74AES, president of the Mess and Mrs. Haskins.

Also on the list of honored guests was CMSgt. Stanley J. Vanmeter, 14AF(R) senior enlisted advisor who was seated with CMSgt. Jack Mur-

dock, 439th senior
 SMSgt. Henry J.
 sergeant. The oc
 Vanmeter's third
 and his second 43

The formal pro
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 Nolan, MSgt. F
 TSgt. Jim Swope
 recruiting service.
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 Howard "Pappy
 himself a Shriner.

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 who also entertain
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Four annual w
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 Haugen.

SMSgt. Alfred
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i. Being Recognized:
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President,
 MEMBERS RISE AND
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Introduction: During th
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 ed by the response to the toast
 response is "Hear! Hear!"

e. Departure: Member
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 Guests of Honor

c. Seating: Upon entry int
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 The Guests of Honor
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of these affairs afforded an
social education in military



PRESIDENT: Invites members of the Mess
The Mess may not smoke u
President lights up or d
the Smoking Lamp be lit.
of dinner will be indica
President standing and r
gavel once for attention



Dining Out Held During August UTA

enlisted advisor and
Scott, 439CSG first
asion marked Chief
visit to Westover,
with dining out.
gram began with the
ors by MSgt. Mike
oger Perrault and
all of the 439CSG
The colors were es-
mbers of the Melha
ers, bagpipers and
ringfield who were
he efforts of MSgt.
' Nolan, 58APS,

Diaz, 901CAMS ancillary training
monitor. He was praised for, without
prior experience, his ability to organize
one of the most effective ancillary
training programs on the entire base for
one of the largest squadrons in the
wing.

TSgt. George Yiannacopoulos was
presented the Outstanding NCO of the
Year plaque. He qualified as a C-123
loadmaster technician in minimum
time and demonstrated superior per-
formance in his field. As unit recruit-
ing and awards and decorations NCO,
he made significant contributions to
the overall effectiveness of the
901MAPF.

Finally, SMSgt. Henry J. Scott was
named Senior NCO of the Year for his
ability and professional skill by man-
aging 439CSG activities and by assist-
ing the base commander in improving
the quality of life for base personnel.

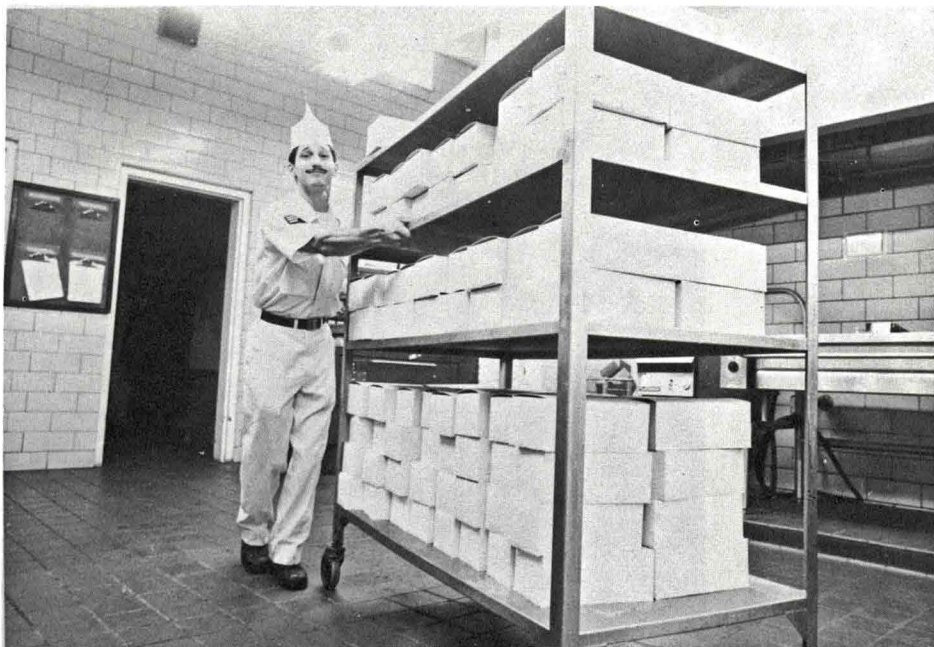
The guest speaker's spot marked
Chief Farley's first public appearance
as AFRES senior enlisted advisor. His
topic was the significance of freedom
and he used the specific freedom of
free enterprise to illustrate his points.
He emphasized the individual's respon-
sibility to avoid abusing freedom and
dissected free enterprise. He stated that
in some quarters, there is too much em-
phasis on **free** and not enough empha-
sis on **enterprise**.

With the posting of the colors, the
formal portion of the dining out was
over, and guests were free to relax to
the music of Bobbie Rae and his six
piece orchestra. The regaling went on
until the club closed and the evening
ended with another successful 439th
dining out.

ditional toasts were
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Center of the Year
ministration. Under
supervision the
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several cost-saving
other noteworthy
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or maintaining pub-
has been recom-
on Air Force wide.
Outstanding Airman
to Amn. Roberto





Mobility takes priority even over lunch. With many 439th members involved in August's CCE — whether flying or processing on the mobility line — a noon meal would be an unavailable luxury. Therefore, dining hall staff and Sgt. Mike Spano prepared more than 300 box lunches for the "too busy to eat" reservists.

Recruiters Add Three to Staff

Three members of the 439th recently shed their part-time designation and have put on the badge of an Air Force Recruiter. In doing so, they join Westover's six other recruiters throughout New England.

TSgt. Jim Swope has been assigned to the Westover office and will cover southern Massachusetts and parts of Connecticut. The two others are in the unit's satellite offices. (See June 1979 Patriot.) SSgt. Edward J. Vail, along with TSgt. Richard Eaton out of the Hanscom AFB office, will recruit in the eastern part of the state. Meanwhile, TSgt. Vincent DiPillo, in the New Haven office, is talking to residents of southern Connecticut.

On June 28, they returned from the four-week Air Force recruiting school at Lackland AFB and a week-long orientation at Dobbins AFB. Each is on a two-year active duty tour.



PROMOTED

Lt. Col. Edward Seilius
 Capt. Kenneth L. Ryngala
 MSgt. James F. Freer
 MSgt. Martin D. Infante
 MSgt. Leslie D. Mesecher
 MSgt. William M. Schindler
 TSgt. Otho T. Milbourne
 TSgt. James R. Noonan
 TSgt. Eugene C. Smith
 SSgt. Carlos M. Alicea
 SSgt. Warren M. Coughlin
 SSgt. Lillian T. LaFrance
 SSgt. Cynthia J. Lapa
 SSgt. Roland Lamadeleine
 SSgt. Pasquale Luciano
 SSgt. William N. Maiden
 SSgt. Sandra K. Wheeler
 Sgt. James A. Bray
 Sgt. Raymond Cloutier
 Sgt. Alvin T. Correia
 Sgt. Richard A. Denesha
 Sgt. Cedric E. Fisher

Sgt. Marian Gibson
 Sgt. Celio G. Hernandez
 Sgt. Robert H. Hughes
 Sgt. Neal A. Jason
 Sgt. Thomas C. Kelly
 Sgt. Cynthia J. Lapa
 Sgt. Jose A. Madero
 Sgt. Robert M. Mercure
 Sgt. Nancy A. Peters
 Sgt. Lester F. Prokaly
 Sgt. Michael Spano
 Sgt. Stephen R. Weeks
 Sgt. Sandra K. Wheeler
 Sgt. Jerilyn L. Wills
 SrA. Richard A. Haskins
 SrA. Ronald E. Michon
 A1C. Beverly Graham
 A1C. Peter H. Hansen
 A1C. Dolores A. Hunt
 A1C. Paul J. Janeczek
 A1C. Catherine Julianelle
 A1C. Ronald M. Kapinos
 A1C. Brian P. Kirkham
 A1C. Kelly A. Patton
 A1C. Robert L. Scavotto
 A1C. Cornell Swain
 A1C. Jeffrey W. Urbank
 A1C. Marie R. Vautour
 A1C. Mary M. Zenga

REASSIGNED

Maj. William J. Fiden, Jr.
 Maj. Ronald T. Frederickson
 Capt. Paul M. Torpey
 TSgt. Larry G. Moore
 SSgt. Michael E. Cavallo
 A1C. John F. Alea

DISCHARGED

SSgt. Richard H. Angell
 SSgt. Antonio G. Bertrand, Jr.
 SSgt. Norman E. Joubert
 SSgt. William A. Taylor
 SSgt. Timothy M. Walsh
 Sgt. William N. Maiden

REENLISTED

MSgt. Joseph F. Duffy
 MSgt. Thomas G. Durkin
 MSgt. Edward H. Morris
 TSgt. George R. Gadbois
 TSgt. Clyde D. Small, Jr.
 TSgt. Thomas M. Troy
 SSgt. William A. Bowles
 SSgt. Irma Jean Carper
 SSgt. Michael E. Cavallo
 SSgt. Donald G. Hughes
 SSgt. Herman W. Jones
 SSgt. David Charles Mee
 SSgt. George E. Morton
 SSgt. Richard J. Vesper
 Sgt. Mary R. Michaud
 Sgt. Elaine S. Schwend
 SrA. Maureen G. Haddock

STANDBY RESERVE

Lt. Col. Melvin R. Lakutis
 Capt. Gary C. Bennett
 SMSgt. Ira A. Simmons
 SSgt. Jon S. Berry
 SSgt. Richard S. Curry
 SSgt. John M. McBride
 Ssgt. Amy T. Spencer
 SSgt. Robert H. Wibby

Sgt. Brian M. Danely
 SrA. Bradley J. Kennison
 A1C. Elizabeth A. Savoie
 Amn. Wilson St. Julien, Jr.
 Amn. Peter Skordilis
 Amn. Elsa Gonzales
 AB Mark F. Washburn

ENLISTED

SSgt. William E. Chewning
 SSgt. Fitz A. Jones
 SSgt. James E. Lechowicz
 SSgt. John A. Lombardi
 SSgt. Peter J. Mitchell
 SSgt. Robert E. Smith
 Sgt. Philip C. Beaudin
 Sgt. Henry J. Ruot
 Sgt. Richard T. Tuff
 SrA. Susan L. DiGiacomo
 SrA. Edward J. Wall
 A1C. Jerrold J. Aiken
 A1C. Charles G. Lucia, Jr.
 A1C. Roland E. Verrier, Jr.
 AB David A. Archibald
 AB Richard D. Bready, Jr.
 AB Timothy J. Foley
 AB Shirley A. Evans
 AB Tina M. Garzone
 AB Paul C. Graveline
 AB Deborah E. Massey
 AB Ronald L. O'Clair
 AB Antoinette S. Roberts
 AB Linda E. Scollin
 AB James Tate
 AB Michael F. Walton
 AB Regina A. Wheeler
 AB Michael A. Willard

Giving Credits Where Credit Is Due

by Amn. Donna M. Stewart

Have you received all the college credits you are entitled to? Many people do not realize they have earned credits through their military service. If you are not sure, the Education Office is the place to go.

Capt. Lawrence G. Kent, base education services officer, said there are many areas in which college credits are available. For instance, every time you are awarded a higher skill level in your Air Force Specialty, you are entitled to four college credits. Technical schools are worth anywhere from four to 30 credits; four credits are awarded for Basic Military Training and credits are available for resident NCO Academy courses.

Captain Kent said, "Many people anticipate a big sales pitch for the Community College of the Air Force, which we just don't do. Basically, we are here to help people with their civilian education. If someone isn't interested in pursuing a degree related to their Air Force Specialty, we give them as much help as possible in selecting a civilian school that will best fit their needs."

The CCAF is located at Maxwell AFB, Ala. and is tailored to the enlisted personnel of the Air Force. The college itself does not hold classes, but lists approximately 175 degree programs. Degrees are obtained by taking the prescribed courses through a local civilian college and accredited military courses.

"At Westover, our goal is to provide as much education counseling as possible," says SSgt. Virginia M. Thomas, education specialist. Reserve benefits are limited as compared to those of the active duty benefits. One major difference is that Reservists do not receive tuition assistance whereas the active duty member can have up to 75 percent of his or her tuition paid."

Many people are not aware of what education benefits there are. For instance, the Air Force Academy has slots available for Reservists. Also, for Connecticut residents, participating state colleges offer free tuition to veterans, according to Sergeant Thomas. For more information, veterans should contact the state veterans' agency or their college counselor.

The education office will help fill out



Amn. Susan Linenkemper, 74AES medical technician, left, receives advice concerning the CCAF from SSgt. Virginia M. Thomas and Capt. Lawrence G. Kent at the Base Education Office.

transcript requests, find interests and give comparisons between schools to help the Reservists make the best decision. The final decision, Captain Kent added, is made by the individual, not the education office. They also supply information concerning the College Level Examination Program. There are catalogs available in the education office from many of the colleges in areas from which Westover draws its personnel.

The Education Office, which has been in existence less than one year, has started a new method to keep track of Reservists' education. It is called an education roster. This is a list of all Westover Reservists and their previous education. With the roster, it is easier to make sure educational advancements are documented and kept up to date.

Captain Kent continues his education-related work in Greenfield, Mass., where he teaches 5th and 6th grade. He also does volunteer counseling at the Franklin County House of Correction and the Franklin County Probation Department. Sergeant Thomas keeps busy running a household of nine while pursuing a degree in special education and elementary education at St. Joseph's College in West Hartford, Conn.

The education office urges all en-

listed personnel to fill out AF Form 2099, which is a request for transcripts of credits already earned. You may not have a desire to continue your education at the present time, but if you ever do, the transcripts will be needed. The office is located in building 1850, room 19 and can be reached at ext. 3827. So remember, if you haven't received all of your available college credits, the education office can help you.

BRIEFS

Westover's service station is now pricing gasoline by the half gallon. The reason is, of course, due to the pumps' inability to exceed the 99.9 cents per gallon price. The pumps' dollar amount is doubled to determine the total price.

* * * * *

More than 3,000 military reservists now meet at one of the country's newest and largest reserve centers, built on a former runway at Bolling AFB, Washington, D.C. The new \$9.6 million Armed Forces Reserve Center, dedicated earlier this year, was completed at more than \$1 million under estimated cost.

Westover's Switchboard Operators: A Special Calling

"Help, there's a flying saucer landing on my roof."

"Your planes are flying and wasting all that gas while I had to wait in those long lines at the gas station. I want to complain."

What would you say if someone called you and sought your help? How would you handle the situation knowing that your answer represents a community of almost five thousand other workers. That's the dilemma Westover's nine telephone operators face every day. They are the ones the public first comes in contact with. They must respond, not only correctly, but with poise and dispatch.

While most calls are directly dialed or received, the two operators per shift handle many other functions around the clock.

They place and keep records of all long distance toll calls made on one of the base's 14 AUTOVON and wide area telecommunications service lines.

To remain accessible while traveling, key Westover staffers carry two-way radios. The operators must keep track of their whereabouts and call them when necessary.

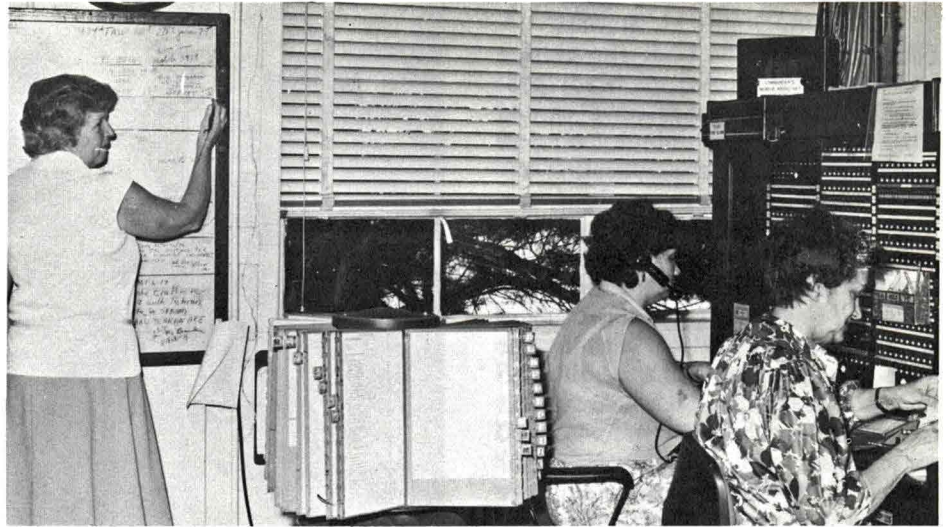
But most of all, the operators answer the questions and requests of others.

A call to extension 1116 gets you the base's directory assistance. The operators maintain listings of Westover's 827 telephones by key personnel, organization and by office.

An occasional emergency requires the assistance of everyone including the operators. For example, the Westover-based 3D Brigade, 26 Infantry Division of the Mass. Army National Guard was mobilized on Aug. 9, 1976 in anticipation of Hurricane Belle's destruction.

The operators, through that day and into the next, were an essential part of their alert process which brought the soldiers to Westover. Because of that unit's recent transfer to Westover, their radio communications were not in place and additional telephone service was needed.

Later, the unit's commander, Col. Carl Paoletti, wrote in appreciation of the operators' support. "Once the nature of our situation was made known to them they promptly and efficiently provided telephone service which enabled the command to perform its mis-



Jean McCullah, telephone supervisor, left, updates the mobile status board while Patricia Hale, center, and Margaret Seaver "operate" the two-position switchboard.

sion. Their sure and businesslike handling of the many calls we made reflects great credit upon the Westover Air Force Base community."

Often, that operator assistance is of a more one-to-one nature.

"Occasionally, a caller complains of what he or she thinks is a low flying aircraft. He or she is often irate and demands that something be done immediately," explains Jean McCullah, telephone supervisor. "We try to placate the callers and refer them to the appropriate office for handling."

Sometimes the calls take on a humorous tone—to everyone but the caller. Mrs. McCullah continues: "After the television program **Project UFO** was shown, we would get some calls reporting the arrival of a UFO and requesting Air Force assistance. Because the Air Force is no longer investigating such sightings, we can only politely listen and refer the call to the local police."

On the other hand, some people don't sound very appreciative of the operators.

Sometimes irate callers vent their impatience if the operators don't respond quickly enough. These callers forget there are others, some with a higher priority. The operators also must deal with the individual upset with something totally unrelated to the call, yet who expresses his anger to the operator.

But those calls are the exception.

"I once received a call from a woman who needed information about spiders. She just received a gift of a tarantula and didn't know what to do," recalls Mrs. McCullah. "I made some inquiries and then recommended that she contact the Museum of Science.

"I guess she called Westover because we represent the government. Like other government agencies, we're in the business of helping people."

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