

WARRIOR



WE WILL NEVER FORGET

PG.12 TEAM WHITEMAN HONORS 9/11



FREEDOM SENTINEL PG.3

WHITEMAN AIRMAN DOWNRANGE

Name that street contest winner



Top left: Peter Blaszczyk (left), winner of the 2016 Name That Street contest, is recognized as the Street Name contest winner by Joshua Bailey, a program specialist with the 509th Force Support Squadron (FSS) at Whiteman Air Force Base, Mo., Sept. 12, 2016. Blaszczyk was awarded an FSS gift card and tickets to a local amusement park.



Top right: Peter Blaszczyk, winner of the 2016 Name That Street contest, stands in front of the intersection of Tinian Lane and Mitchell Avenue at Whiteman Air Force Base, Mo., Sept. 12, 2016. Blaszczyk chose the name Tinian Lane because Tinian Island was the location where the 509th Composite Group's Enola Gay and Bockscar departed before dropping the atomic bombs on Hiroshima and Nagasaki.

U.S. Air Force photos/Senior Airman Joel Pfiester

Beat the Boss

The Beat the Boss program is a monthly PT test competition between 509th Bomb Wing units that will recognize outstanding teamwork and devotion to fitness at the Squadron level. Active duty Whiteman Airmen who score the same or higher than the commander's score of 95.4% will earn a one-day pass, and those who score a 100% win a one-day pass and one of the commander's coins.

Here are the Beat the Boss results:



Staff Sgt. Chip Perkins, 509th SFS, 100%
Tech. Sgt. Ryan Waterfield, 509th OSS, 99.3%
Staff Sgt. Jennifer Gormley, 509th CES, 98.6%
1st Lt. Carl Rossi, 509th CONS, 98.5%
Staff Sgt. Eddie Fore, 509th OSS, 98.5%
Airman 1st Class Michael Daniels, 509th LRS, 98.4%
Senior Airman Marcus Ross, 509th AMXS, 98.3%
Staff Sgt. Travis Capley, 509th MUNS, 97.9%
Chief Master Sgt. William Crawford, 509th SFS, 97.4%
Airman 1st Class Taylor Day, 509th MUNS, 97.3%
Capt. Thomas Hixon, 20th ATKS, 97.3%

Staff Sgt. Stephanie Flores, 509th CES, 97%
Airman 1st Class Byron Lloyd, 509th SFS, 96.6%
Senior Airman Ryan Miller, 509th SFS, 96.6%
Staff Sgt. Nicholas Warkocz, 509th CES, 96.6%
Tech. Sgt. Dustin Guidry, 509th MUNS, 96.4%
Airman 1st Class Julianna Taylor, 509th AMXS, 96.1%
Senior Airman Darius Williams, 509th SFS, 95.9%
Senior Airman Joseph Lafayette, 509th SFS, 95.8%
Master Sgt. Troy Becker, 20th ATKS, 95.7%
Tech. Sgt. Michael Mempin, 20th ATKS, 95.7%

THE WARRIOR

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The deadline for article submissions to the Warrior is noon Friday. If a holiday falls on Friday, the deadline then becomes 4 p.m. Thursday. Articles will be published on a space-available basis. Submissions does not guarantee publication.

For more information, call the Warrior office at 660-687-6126, email Whiteman.Warrior@us.af.mil, fax 660-687-7948, or write to us at Whiteman Warrior, 509th Bomb Wing, 509 Spirit Blvd. Suite 116, Whiteman AFB, Mo., 65305.

To advertise in *The Warrior*, call the *Sedalia Democrat* at 1-800-892-7856.

On the cover

U.S. Air Force photo/
Senior Airman Jovan Banks

Members of Team Whiteman render salutes during the playing of Reveille at Whiteman Air Force Base, Mo., Sept. 9, 2016. Whiteman hosted a ceremony consisting of a wreath laying ceremony, moment of silence and an invocation to give respects to those lost during the terrorists attacks and the aftermath of the attacks on Sept. 11, 2001.

NEWS BRIEFS



U.S. Air Force Eagle Eyes provides service members and civilians a safe, discreet and anonymous option to report criminal information, counterintelligence indicators or force protection concerns.

To submit a web tip go to <http://www.tipsubmit.com/WebTips.aspx?AgencyID=1111> or the AFOSI web page at <http://www.osi.af.mil>

How to report an anonymous tip using a smart phone:

1. Use the smart phone app
2. Manually select an agency
3. Choose USA then Federal Agency then select AFOSI

4. Create a passport, select New Tip and fill out the form with as much information as possible.

How to report an anonymous tip VIA text message:

Text "AFOSI" plus your tip information to 274637 (CRIMES)

Air Force Housing website

Visit www.housing.af.mil to find your new home with the Air Force. This website serves as a one-stop shop for Airmen and their families to obtain information about the housing options and support services available to them at Air Force bases worldwide.

Stealth Lounge

If you are a young Airman, let the Stealth Lounge make your time at Whiteman more fun. Stop by after work to play some pool, darts, foosball, or the newest games on Xbox One or Playstation 4. The lounge opens at 4 p.m. during the week and noon on weekends. There is free dinner every Friday at 4:30 p.m. There are also free premium snacks and Wi-Fi. Come for the free stuff, stay for the fun and friends.

Please like the Stealth Lounge on Facebook to stay up to date on special events and tournaments.

Found property

Keys, wallets, bicycles, jewelry and other items have been turned in as found property to Security Forces Investigation Section. To inquire about lost property, go to building 711, room 305, or call Detective Steven Scott at 660-687-5342.

WEATHER

Today	Saturday
Storms Likely	Chance of Storms
Hi 79	Hi 80
Lo 66	Lo 65
Sunday	Monday
Mostly Sunny	Mostly Sunny
Hi 80	Hi 83
Lo 60	Lo 63

WAFB civilian is FREEDOM'S SENTINEL



U.S. Army photo/Jet Fabara

Melissa E. Lewman, the master planning manager and directorate of public works assigned to U.S. Forces-Afghanistan, stands next to an armored vehicle at Bagram Airfield (BAF), Afghanistan, May 11, 2016. Lewman was responsible for managing more than 77 high profile projects and overseeing identification and documentation of more than 2,800 properties on BAF.

By Senior Airman Danielle Quilla

509th Bomb Wing Public Affairs

With her hair tied up in a bun and "DOD CIVILIAN" sewn on the left of her multicam uniform, one civilian deployed a year alongside U.S. service members in support of Operation FREEDOM'S SENTINEL.

From August 2015 to August 2016 at Bagram Airfield (BAF), Afghanistan, Melissa E. Lewman was attached to the U.S. Air Force 455th Air Expeditionary Wing, working directly with the U.S. Army Bagram Support Group in their Resolute Support Mission under the United States Forces-Afghanistan (USFOR-A).

"Initially, deployed to do real property, which is accessing all of the facilities on the installation," said Lewman, the 509th Civil Engineer Squadron housing management element chief from Whiteman Air Force Base (AFB), Missouri.

However, Lewman was given the responsibilities of the master planning manager, which involved her in more than 77 high-profile projects.

"When you work in a contingency environment, you never know what is going to come your way," said Lewman. "You just have to be flexible and use the skills that you have to build on."

Her background in housing management and real estate helped Lewman to optimize the land use and relocate the resources, such as buildings, from the east side of the installation to the west side.

"One reason we were clearing the east side of the installation was to provide a buffer between the Parwan Prison and the airfield," said Lewman.

The T-walls, 12-foot-high portable, steel-reinforced concrete blast walls, on



Courtesy photo

Melissa E. Lewman, (right) the master planning manager and directorate of public works assigned to U.S. Forces-Afghanistan, administers a transfer of real property to members of the Afghan National Army at Bagram Airfield, Afghanistan, Dec. 16, 2015. The real property consisted of slab buildings located in an area under Afghan responsibility after the installation boundaries were moved.

the east side of BAF were also moved to help create this buffer, which left a few concrete slab buildings in the Afghan area of responsibility. Lewman facilitated the real property transfer of these buildings to the Afghan National Army.

Although she did not have any prior experience as a master planning manager and directorate of public works, Lewman's technical proficiency and leadership expertise allowed her to plan, direct, coordinate, manage, review, develop and implement policy and guidance in support of the Bagram Support Group's Resolute Support Mission.

On Sept. 21, 2016, Lewman will receive

the Outstanding Civilian Service Award at Whiteman AFB.

Editor's Note:

On Jan. 1, 2015, USFOR-A formally ended its combat mission, Operation ENDURING FREEDOM, and began its new mission, Operation FREEDOM'S SENTINEL. This operation provides counterterrorism operation against Al Qaeda and its affiliates, and support to NATO's Resolute Support capacity-building effort.

The Resolute Support Mission focuses on Training, Advising and Assisting the Afghan Security Institutions and Afghan National Security Forces in order to build their capabilities and long-term sustainability.

Team Whiteman celebrates Air Force's 69th birthday



U.S. Air Force photo/Airman 1st Class Michaela R. Slanchik
U.S. Air Force Senior Airman Galina Schreiber (middle), a 509th Force Support Squadron fitness center journeyman, stand with Brig. Gen. Paul W. Tibbets IV (left), the 509th Bomb Wing commander, and Chief Master Sgt. Melvina Smith, the 509th Bomb Wing command chief, at the Air Force Birthday Celebration at Whiteman Air Force Base Mo., Sept. 9, 2016. Schreiber baked a red, white and blue cake for the celebration party.



Weekly commander's message

Greetings, Team Whiteman!

It's been another exciting week! On Sunday we kicked off the NFL season at Arrowhead Stadium by executing an outstanding B-2 flyover prior to the first KC Chiefs' game of the year. This flyover was particularly unique as it occurred on the 15th anniversary of September 11, 2001 -- a tragic date that none of us will ever forget.

Flying operations continued all week as we moved closer to completing this fiscal year's flying hour program. Fiscal Year 2016 ends on September 30, and we are right on track to meet our goal of 6,260 B-2 flying hours and 4,150 T-38 flying hours.

The sorties we executed this week enabled a broad spectrum of training. For example, we completed multiple B-2 sorties in support of initial qualification training and currency training that involved employing unguided Mk-82 munitions at the Utah Test and Training Range.

We also supported B-2 Weapons School training by executing graduate-level, scenario-based training. Specifically, our crews honed their skills regarding how to best counter and evade robust, integrated air defense systems.

This week we also supported an important humanitarian mission to El Salvador. To complete this mission, our stellar LRS team loaded approximately 12,000 pounds of clothes, shoes, various household items and medical supplies onto a C-17. These



supplies ultimately are expected to benefit 550 men, women, and children who are in need of support.... job well done!

Wednesday our team hosted an Education and Employment Fair at our Mission's End Club. The fair was tailored to support the needs of military veterans, dependents, and current military members.

Approximately 40 colleges, universities and local employers were represented at the fair, and I hope everyone who attended found it to be beneficial!

I encourage you to attend the Hispanic Heritage Month proclamation signing today, which will occur at 9:15 a.m. in the base library. In 1968, Hispanic Heritage Week was established under President Lyndon Johnson. Later, President Ronald Reagan expanded this to the month-long celebration we know today. Here at Whiteman, our mission is to execute strategic deterrence, global strike and combat support, and we complete that mission each day thanks to our diverse Total Force team!

As we move closer to the weekend, I look forward to seeing many of you at our Air Force Ball. The theme of this year's ball is "Excellence...The True Spirit and Legacy of Whiteman AFB," and it will be great to celebrate our Air Force's 69th birthday together with our community partners...see you Saturday night!

Have a great, relaxing weekend, and remember if you see something unsafe...say something!

Defend...Avenge!

Nuke

PAUL W. TIBBETS IV
Brigadier General, USAF
Commander, 509th Bomb Wing



Suicide Prevention Month:

How one person can make a difference

By Katie Lange, DoD News
Defense Media Activity

FORT GEORGE G. MEADE, Md. (AFNS) -- Thoughts of suicide are not necessarily something people explicitly announce to the world, which means loved ones often have no idea that their friend or family member is contemplating it. But there are signs and risk factors, and while somebody might think they can't make a difference by themselves, that's wrong. Experts say that's sometimes all it takes.

That's the point of the Power of 1 campaign, launched by the Defense Department and Department of Veterans Affairs in observance of Suicide Prevention Month.

"One smile, one conversation, one comment, one caring gesture toward somebody at risk can make a difference in their experience and perhaps instill hope and get them to help," said Dr. Keita Franklin, the Defense Suicide Prevention Office director.

The number one thing to know: Suicide is preventable. Warning signs are just missed sometimes.

"Inevitably, we always know that somebody has told somebody that they were struggling," Franklin said of her of-



office's research. "Unfortunately, that person may not have known the extent of the risk."

To be better prepared, here are some of the signs you can look for:

- Expressing sadness often
- Anxiety and agitation
- Deteriorating physical appearances and neglect of personal welfare
- Sleeping all the time, or having trouble sleeping
- Withdrawing from friends and family
- Losing interest in hobbies; loss of

appetite

- Performing poorly at work or school
- Dramatic and frequent mood changes
- Acting recklessly; showing violent, self-destructive behavior
- Expressing feelings of guilt, shame or failure
- Desperation – feeling like there's no way out or no solution to the problem
- Giving away prized possessions
- Making out a will or otherwise getting his or her affairs in order
- Trying to secure weapons, pills or other things that can be used for harm

Common risk factors for suicide include relationship, financial or legal struggles.

It's OK to not be OK

Franklin said a big part of suicide prevention in the military is making sure those at risk feel like they belong and are valued in their roles. That means making sure the at-risk person knows his or her chain of command cares and is willing to help – that it's OK to not be OK.

"Leaders need to be able to convey to their units that people can bounce back from their stress issues and that they're not always terminally broken," Franklin said.

She said it's important for at-risk people to know that getting help with mental health issues is a sign of strength, not weakness.

"It's a big first step, and it can save a life, whether you're the person at risk or the person helping the person at risk," Franklin said.

She said service members are also provided peer-to-peer training that focuses on them looking for signs and risk factors and, more importantly, asking the question, "Are you thinking of killing yourself?"

"We won't know if people are at risk until then," Franklin said.

Aardvark static display goes “dark vark”



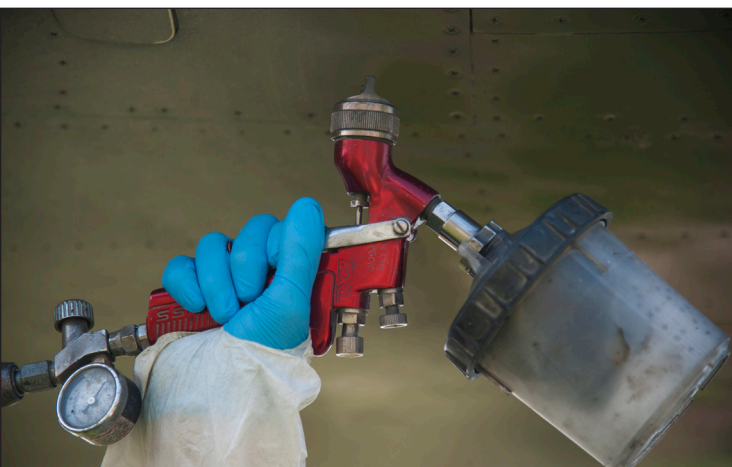
Low observable technicians from the 509th Maintenance Squadron tape off sections of an FB-111A General Dynamics Aardvark static display prior to repainting it at Whiteman Air Force Base, Mo., Sept. 13, 2016. During the restoration process, the aircraft was sanded, primed, repainted and received corrosion maintenance.



U.S. Air Force Tech Sgt. Nicholas Fonzo, a low observable technician from the 509th Maintenance Squadron, repairs corrosion damage on an FB-111A General Dynamics Aardvark static display at Whiteman Air Force Base, Mo., Sept. 13, 2016. The static displays on base require maintenance due to weather and wildlife as needed.



A batch of paint is mixed at Whiteman Air Force Base, Mo., Sept. 13, 2016. Two different colored paints were used to restore an FB-111A General Dynamics Aardvark static display on base. After previously being painted solid gray, the aircraft will now have a “dark vark” scheme of dark green and gray.



ABOVE: A low observable technician from the 509th Maintenance Squadron sprays a coating of paint on an FB-111A General Dynamics Aardvark static display at Whiteman Air Force Base, Mo., Sept. 13, 2016. After previously being painted solid gray, the aircraft will now have a “dark vark” scheme of dark green and gray.

RIGHT: Low observable technicians from the 509th Maintenance Squadron, spray a coating of paint onto an FB-111A General Dynamics Aardvark static display at Whiteman Air Force Base, Mo., Sept. 13, 2016. During the restoration process, the aircraft was sanded, primed, repainted and received corrosion maintenance.



*U.S. Air Force photos/
Senior Airman Joel Pfiester*



SEPTEMBER IS SUICIDE PREVENTION MONTH

#BETHERE



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Team Whiteman presence at Chief's opening game



U.S. Air Force photo/Tech. Sgt. Andy Kin

A B-2 Spirit from Whiteman Air Force Base, Mo., flies over Arrowhead Stadium in Kansas City, Mo., before the start of the K.C. Chiefs home opener game Sept. 11, 2016. During pre-game festivities, Lt. Col. Michael D. Shannon, a 509th Bomb Wing chaplain, was recognized as the K.C. Chiefs Hometown Hero for his service to the nation.



Courtesy photo/Kansas City Chiefs

U.S. Air Force Lt. Col. Michael D. Shannon, a 509th Bomb Wing chaplain, is recognized as a Kansas City Chiefs Hometown Hero during pre-game festivities at Arrowhead Stadium in Kansas City, Mo., Sept. 11, 2016. Following the pre-game events, the Kansas City Chiefs defeated the San Diego Chargers in overtime, 33-27 for the 2016 season home opener.

THINK SAFETY

**SERVANT LEADERSHIP
LECTURE SERIES –
THE IKE SKELTON
LECTURE**

**A story of persistence and
overcoming adversity,
inspiring others to
keep an open mind
and push through life's
obstacles.**



CEDRIC KING

WEDNESDAY, SEPT. 21

9 a.m. & 2 p.m.

UCM Hendricks Hall

A free ticket is required for admission.

Tickets available at the Central Tickets Box Office weekdays,
9 a.m.-noon, beginning Wednesday, Sept. 14 through Tuesday,
Sept. 20 and 8 a.m. and 1 p.m. on Wednesday, Sept. 21.
The Box Office is located in the University of Central Missouri
Administration Building, 100B.

Please call 660-543-8888, or visit **ucmo.edu/series**,
for parking and additional information.



We will never forget: **HONORING THOSE LOST** **ON 9/11**



More than 100 Airmen from Whiteman Air Force Base, Mo., participate in a 9/11 remembrance ceremony on Sept. 9, 2016, at Whiteman. The ceremony consisted of a wreath laying ceremony, moment of silence and an invocation to give respects to those lost during the terrorists attacks and the aftermath of the attacks on Sept. 11, 2001.

*U.S. Air Force photos/
Senior Airman Jovan Banks &
Tech. Sgt. Andy Kin*





the True Spirit and Legacy of Whiteman AFB

2016 Air Force Ball

Saturday, September 17th

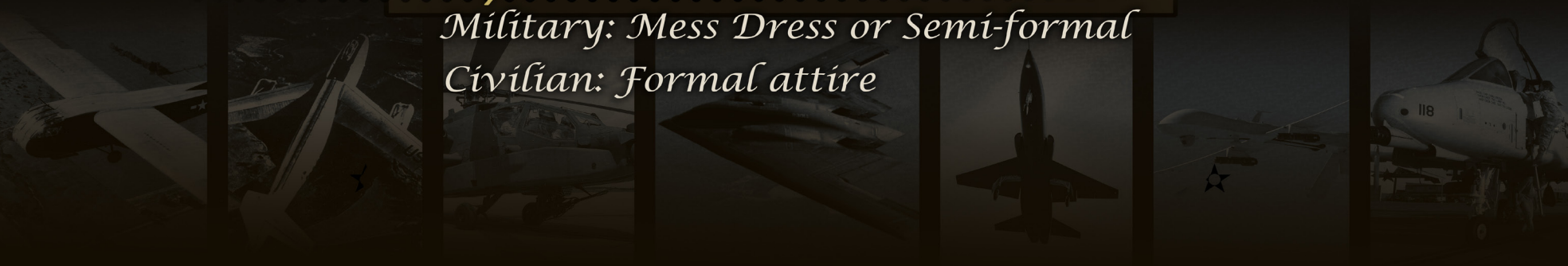
at Hangar 52

social begins at 5:30 p.m. ★ ceremony starts at 7 p.m.

Dress for the event

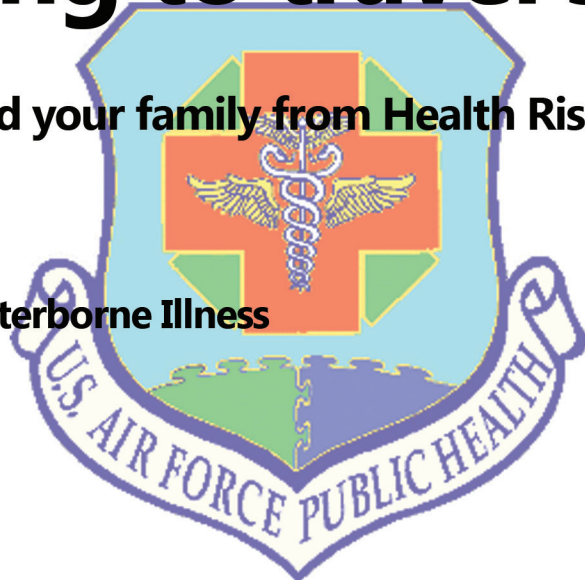
Military: Mess Dress or Semi-formal

Civilian: Formal attire



509 MDOS Public Health 101:**KNOW BEFORE YOU GO****Planning to travel soon?****Protect you and your family from Health Risks like:**

- Zika
- Ebola
- Foodborne/ Waterborne Illness
- Chikungunya
- MERs-CoV
- Malaria

**Schedule an Appointment with Public Health at (660) 687-4305****Free Travel Medicine Consultations available to ALL Whiteman AFB Personnel**

Have you been dreaming of days on the beach, adventures through the jungle or hiking up a mountain? Are you excitedly counting down the days until your next family vacation or time away from work?

As you plan for fun times, your 509th Medical Operations Squadron Public Health element is here to ensure that you are planning to protect you and your family from travel-associated health risks.

The public health element is specially trained to provide travel medicine services to all Whiteman Air Force Base personnel, including guard members, reservists, civilians, dependents and retirees. Public Health takes pride in providing thoroughly researched consultations that will equip you with essential information, such as how to protect yourself against Zika Virus, Ebola or Altitude Illness. We work with your pri-

mary care managers to provide necessary medications and immunizations, and we also ensure that you have access to information about emergency medical care near your destination.

In addition to providing you with top-notch trusted care, our Travel Medicine program allows us to perform disease surveillance for Whiteman. After your visit with us, we are then able to follow up with you after your travel to ensure that no medical concerns develop. For example, Public Health is able to proactively test for Zika if the member meets criteria upon return from their destination.

If you are planning any type of travel, especially travel outside of the United States, we strongly recommend using Public Health's Travel Medicine Services. Please call us at (660) 687-4305 to schedule your appointment today.

Combat Arms Trespass Notice

The Whiteman AFB small arms range complex is located on the south end of base at 747 12th St. The 40mm grenade range is located on the northeast side of the base adjacent to D Highway. Both ranges are surrounded by a perimeter fence with warning signs. During firing, a red flag or rotating red beacon will be present to signify firing is in progress. In addition, access roads to the 40mm range will be closed during firing. It is not only illegal to enter the range complex, but highly dangerous due to weapons fire.

If you need access to either of these areas, please contact Tech. Sgt. Jaques, 509th Security Forces Squadron Combat Arms, at (660) 687-5122 during duty hours. After hours, please contact the police services desk (660) 687-3700.

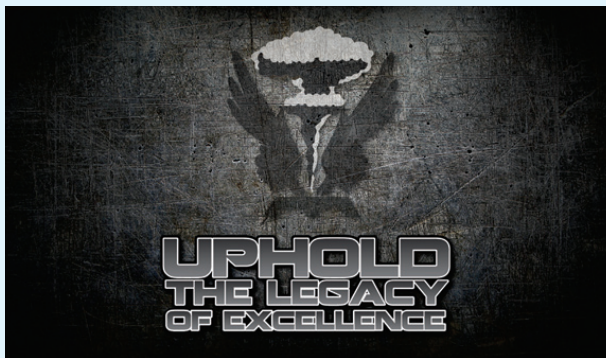


**View the *Whiteman Warrior*
online by logging onto
www.whiteman.af.mil**

Upholding the Legacy of Excellence -- your legacy!

Public Affairs is offering the opportunity for you, members of Team Whiteman (to include active duty, Guard, Reserve, civilian and retired military), to submit commentaries about your personal experiences with or reflections on the 509th Bomb Wing's Legacy of Excellence and what it means to you.

Submissions must be 250-1200 words in length and will be reviewed for content, grammar and style before publication by the Public Affairs staff. Once approved, one commentary will be posted in the Whiteman Warrior base newspaper weekly.



To make a submission, please email the 509th Bomb Wing PA office at 509.bw.pa@us.af.mil. Please include "UTL Commentary" as the subject line. Lastly, please ensure that you include information about yourself, such as your name and rank, job title, and any information that could help tie you to the Legacy.

Photos are accepted! Please ensure that they are either official military photos or scans/digital copies of personal photos.

We look forward to publishing your story!



Influenza vaccine update for Airmen, families

By J.D. Levite

Air Force Surgeon General Public Affairs

FALLS CHURCH, Va. (AFNS) -- The annual influenza vaccine is one of the most important routine immunizations for Airmen and their families. This year will be different because the Centers for Disease Control and Prevention has recommended not using the live attenuated influenza vaccine commonly known as FluMist. All the military services will follow their recommendation.

This is because an independent panel of experts, known as the Advisory Committee on Immunization Practices, has found over the past few seasons FluMist has become less effective than other forms of the vaccine.

"People should be reassured that this is exactly how the system is set up to work," said Col. John Oh, the chief of preventive medicine for the Air Force Medical Support Agency. "We are testing the effectiveness of the vaccination annually, and we're taking the appropriate policies to make sure our Airmen are going to be protected."

The absence of FluMist doesn't change anything else going into the immunization season. It's still recommended that people get vaccinated, to include age groups from children as young as 6 months to adults 65 years and older.

According to the CDC, more than 200,000 people are hospitalized from flu-related complications, and as many as 171 children die from the flu every year.

"The flu virus has to be respected. We really can't underestimate its potential to cause harm," said Maj. Ryan Gottfredson,

a pediatrician and Uniformed Services University of the Health Sciences preventive medicine resident. "I think flu becomes commonplace because it recurs every year. So it's easy for people to get lulled into a sense of normalcy and not recognize this as a threat to their health and to their families' health."

He said there are certain groups of people that really need to get the vaccine: children less than 6 years old, adults over 65 years old, pregnant women, anyone with certain chronic medical conditions like asthma, and people with weakened immune systems, among others. The CDC tracks the rates of vaccinations among high-risk groups.

"This is a safe and effective vaccine," Gottfredson said. "Recent studies have shown that the flu vaccine in children can decrease their risk of being admitted to the pediatric intensive care unit by 74 percent, and there's about a 71 percent reduction in flu-related hospitalizations overall."

He added there is a 92 percent decrease in hospitalizations of newborns with the flu whose mothers were vaccinated during pregnancy.

Oh said, "It's pretty clear the influenza vaccination has a lot of really good benefits. We encourage everyone to get it."

There are a lot of ways for Airmen to get the influenza vaccine as it becomes available. Airmen can contact their local military treatment facilities to see if the vaccine is in stock, several clinics and bases do large immunization days where Airmen and their families can show up and get the vaccine quick and easy, and Airmen can also get the shot from retail pharmacies as long as they're a TRICARE participating provider.



Due to a power outage, the Mission's End club will be closed on Sept. 26, 2016.



END OF YEAR CLOSEOUT MESSAGE FY2016 (DEGRADED OPERATION)

In preparation for the end-of-year close out for fiscal year (FY) 2016, Enterprise Solution-System (ES-S) and Integrated Maintenance Data System (IMDS) will be down on Sept. 29, 2016, at the normally scheduled time for End of Day processing. Please be reminded that only priority 02/03 requests will be accepted during this time. Normal processing should resume Oct. 3, 2016.

**For Flightline Support, please contact Aircraft Part Store
at (660) 687-7137**

For all other requirements, please contact (660) 687-1165

If you have any further questions,
please contact the following:

**Master Sgt. Maydanell Lim at (660) 687-4074/
maydanell.lim@us.af.mil**

or

Master Sgt. Ted Pyle at (660) 687-1009/ted.pyle@us.af.mil

**Tech. Sgt. Stephen Cook at (660) 687-4066/
stephen.cook.10@us.af.mil**

**Tech. Sgt. Vincent Baugh at (660) 687-7137/
vincent.baugh@us.af.mil**

**Tech. Sgt. Jason Wynn at (660) 687-2681/
jason.wynn.1@us.af.mil**

Striving for Five Star Service: Whiteman Family Homes Launches 2016 Housing Survey

By Maureen Omrod
Whiteman Family Homes

At Whiteman Family Homes, our primary goal is to provide quality housing and outstanding customer service so that our residents have a positive and enjoyable experience living with us. Housing residents are currently being asked to give feedback on Whiteman Family Homes operations through the Resident Satisfaction Survey. The annual survey is an important part of our continuous improvement program that helps us analyze performance and make any necessary changes and enhancements, ensuring we consistently deliver quality service across all aspects of our community operations.

Our commitment to provide consistent and exceptional customer service is an objective that our team strives for every day. It is our goal to provide top-notch, five-star service in every aspect of the resident housing experience.

Topics covered in the survey include resident experience with leasing, community management, maintenance and quality of the homes. All surveys are completely confidential and anonymous and residents are encouraged to provide open and honest insights.

"The Resident Satisfaction Survey allows us to see where we are excelling operationally and where there is room for



improvement," said Lynn Melin, the community manager for Whiteman Family Homes. "We encourage all residents to complete the survey so that we may better meet their needs as well as those of our future residents."

Throughout the month of September, there will be a variety of ways for residents to complete the survey. E-mail updates detailing survey events and deadlines will be sent to the all available e-mail addresses on a regular basis. Survey updates will also be posted on our Facebook page: www.facebook.com/WhitemanHomes. The final day for residents to complete their Resident Satisfaction Survey is September 30, 2016.

Thanks in advance to all housing residents for their participation in the survey process—we look forward to receiving your feedback.

Whiteman Family Homes
Management Office

301 Summit
Whiteman AFB, Mo. 65305
(660) 687-0559