



Newslines

Main Gate construction

During construction, Shaw's Main Gate will be open for inbound traffic only.

People coming from Sumter on Highway 378/Broad Street can enter via the overpass or stay on Highway 441 and go to the Hospital Gate or Frierson Gate. Vehicles will still be able to exit the base through the Frierson, Sycamore, North or Hospital Gates.

POW/MIA ceremony

There will be a POW/MIA ceremony today at 11 a.m. at the base flagpole.

Closure

The Customer Service Section of the Military Personnel Flight will be closed Saturday for an official function.

Extended hours

The 20th Medical Group will offer extended hours Monday and Tuesday in support of the exercise. Clinic hours will be extended until 5:30 p.m. Appointments may be scheduled by calling **895-CARE**. Flying personnel may obtain care by calling **895-6745**. Other services, such as the laboratory and pharmacy will also be available until 7 p.m. on those days.

The Child Development Center and Youth Center will also be open extended hours Monday - Wednesday.

The CDC will be open from 5:30 a.m. to 7 p.m. The Youth Center will be open from 6:30 a.m. to 7:15 p.m., however Youth Center children can be taken to the CDC prior to the Youth Center opening.

Commissary hours

Starting Oct. 1, the Shaw Commissary will have new operating hours. The new hours will be: Monday, closed; Tuesday, Wednesday and Friday, 10 a.m.- 6 p.m.; Thursday, 10 a.m. - 7 p.m.; Saturday, 10 a.m. - 6 p.m. and Sunday, 11 a.m. - 5 p.m.



Photo by Master Sgt. Paul Holcomb

9-11 remembrance ceremony

Senior Airmen Brad Elkins (left) and Joseph Embrey, both members of the Shaw Honor Guard, perform a flag-folding ceremony at the Morningside Assisted Living Center in Sumter Sept. 11. The ceremony took place before Morningside residents who were commemorating the terrorist attacks on U.S. soil.

Shaw breaks ground on AMU facilities

By Staff Sgt. Stacy Simon
Chief, Internal Information

Shaw leaders, base residents and local area guests gathered Monday for a special ground-breaking ceremony at the site where a new \$6.8 million Aircraft Maintenance Units facility will be built.

"Today marks the beginning of a project to bring our maintenance facilities up to the level of the airmen who occupy them," said Col. Sam Angelella, 20th Fighter Wing commander, during the ceremony.

The new facilities, more than 36,000 square feet, will consolidate several functions into more efficient maintenance facilities and will be located on, or adjacent to, the north aircraft parking apron.

"Consolidation will allow job performance in 470 square feet less of valuable flightline property," said Lt. Col. Kevin Kilpatrick, 20th Aircraft

Maintenance Squadron commander.

The new complex will consist of three buildings. The three new facilities will be state-of-the-art, efficiently laid out and near the corresponding squadron operations facilities; thereby greatly increasing efficiency of maintenance operations, according to Angelella. The first two buildings are set for completion July 2004, the third for July 2005.

The existing aircraft maintenance facilities date back to 1959 when Hangar 1614 was constructed to serve medium bomber aircraft assigned to the then-363rd Tactical Reconnaissance Wing. The facilities, comprised of five buildings covering 41,000 square feet of space, will be demolished.

The new buildings will be located near existing maintenance units, as well as flying squadron facilities, according to Kilpatrick. In addition to the buildings, additional parking spaces are scheduled.

Weekend weather

Friday	Saturday	Sunday
Clear	Clear/P. Cloudy	Clear/P. Cloudy
High: 91	High: 90	High: 88
Low: 65	Low: 63	Low: 64

Courtesy of the 20th Operations Support Squadron Weather Flight

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POW/MIA - Remember their sacrifice

By Gen. Greg Martin

Air Force Materiel Command commander

WRIGHT-PATTERSON AIR FORCE BASE, Ohio -- Numbering more than 93,000 and dating to the first World War, they came from different states, walks of life and social status. Despite their differences, they were sworn to the same cause -- freedom -- and suffered the same fate.

You can find their names listed in the Defense Department's Prisoner of War - Missing in Action files. They are the soldiers, sailors, airmen, Marines and Coast Guardsmen who gallantly went into harm's way and have yet to come home.

I don't know these men and women personally. I am not sure if they were married, had children or exactly what their lot in life was. I do know these warriors are listed as missing in action from World War I, World War II, the Korean War, the Vietnam War, Desert Storm and all other conflicts where American servicemembers were involved.

Many Americans made the ultimate sacrifice in those conflicts, and others were captured and taken as prisoners of war. These heroes endured torture, suffering and pain.

Some of them have been scarred for life. Others may have come home with less permanent trauma.

But for the thousands whose remains have not been returned or are unaccounted for, the situation is worse. Many families still wait for news of their loved one's fate -- any shred of information. Did they suffer? Was it quick? Could they still be alive? We'll never know how great the load they bear.

Today, National POW-MIA Recognition Day, we should take time to show the family members and former POWs that we remember and are thankful for the sacrifices made for the cause of freedom, and that we will not settle for anything less than a full accounting of those souls still unaccounted for.

POW-MIA recognition ceremonies will be held throughout the nation and around the world. I encourage each of you to take time away from that day's business to reflect and honor the sacrifices made by former prisoners of war and their families.

It is my hope and prayer that all those still missing will someday be accounted for. Until that day comes, let us not forget.

The 20th Fighter Wing has scheduled a POW/MIA ceremony today to commemorate POW/MIA Recognition Day at 11 a.m. at the base flagpole.

"If you are able, save for them a place inside of you and save one backward glance when you are leaving for the places they can no longer go. Be not ashamed to say you loved them, though you may or may not have always. Take what they have left and what they have taught you with their dying and keep it with your own. And in that time when men decide and feel safe to call the war insane, take one moment to embrace those gentle heroes you left behind."

- Maj. Michael O'Donnell, Jan. 1, 1970, Dak To, Vietnam. O'Donnell, a helicopter pilot, went Missing In Action March 24, 1970, during a rescue attempt. His remains were returned in 1995 and identified in 2001.

20th Security Forces Squadron Blotter

(Editor's Note: The Blotter includes recent incidents from the 20th Security Forces Squadron reports. The following information is intended to increase resource protection, awareness and safety concerns.)

■ An airman who was Absent Without Leave turned himself in to Security Forces.

■ A civilian reported another civilian hit her vehicle with his car door.

■ An airman was charged with Contributing to a Minor, Underage Consumption of Alcohol and Failure to Identify.

■ Sumter County dispatch telephoned Security Forces stating a vehicle damaged and removed approximately 15 feet of the fence located on the perimeter of Poinsett Range.

■ A vehicle's side mirror was cracked while parked at Burger King.



■ A vehicle struck a parked vehicle on Palmetto Drive.

■ While performing search duty, a SF member discovered a loaded weapon in the glove compartment of a vehicle.

■ An airman accidentally locked his infant child in his vehicle.

■ An airman was charged with Assault when he assaulted his wife at their base residence.

In case of emergency, call **911**. Direct routine questions and non-emergency concerns to the 20th Security Forces Squadron at **895-3670**. If you have information about any crime, listed here or otherwise, call the 20th Security Forces Squadron Investigations section at **895-3600**.



Traffic Tips

When a Department of Defense-registered vehicle is traded or sold to a person or agency ineligible for registration, the DoD registration must be removed and returned to the Pass and Registration Section, Building 1118 or the Visitor Control Center and the vehicle will then be deregistered. This must be accomplished no later than three days after the vehicle sale or disposal. The decal may be transferred to another authorized person upon presentation of proof of ownership, current registration and insurance. The new owner must accomplish this in person at Pass and Registration within three days of the sale or transfer. Failure to comply may result in owner's loss of base driving privileges.

OPSEC reminder

Vulnerability is a weakness that can be exploited by an adversary to obtain your critical information. Is your critical information vulnerable?

Trivia contest

Question: What two things protect servicemembers from involuntary admissions of guilt or self incrimination?

Last week's answer: The Air Force celebrates its birthday Sept. 18, but on what day and by which act was the Department of the Air Force established? July 26, 1947 and the National Security Act

Last week's winner: Steve Hamlett, 20th Contracting Squadron

The first person to e-mail *The Shaw Spirit* at spirit.editor@shaw.af.mil with the correct answer will get their name in next week's paper.

SHAW AFB DUI/DWI STATISTICS

LAST YEAR	THIS YEAR
33	20

28 OWS

WAS THE LAST UNIT TO RECEIVE A DUI/DWI

IT HAS BEEN

1



DAYS SINCE THE LAST INCIDENT

AADD 983-9722 (As of Thursday)

Hill retirement

Master Sgt. Bruce Hill, 20th Component Maintenance Squadron, is retiring after 23 years of service. He and his family have been at Shaw two years.

The Milwaukee, Wis., native and his wife, Liwayway, have four children -- Chandra, Ashley, Joshua and Brooke. After retirement, Hill will move to Warner Robins, Ga., spend time with friends and family and do some hunting.

The retirement ceremony is today at 3 p.m. in the Conference Center (formerly the Club Shaw Annex).

Gaskins retirement

Master Sgt. Wayne Gaskins, 609th Air Communications Squadron, is retiring after 21 years of service. He and his family have been at Shaw six years.

The Daytona, Fla., native and his wife, Lamanda, have two children -- Denise and Elric. After retirement, Gaskins will enjoy a few weeks off relaxing and then begin a second career in Columbia, S.C.

The retirement ceremony is scheduled for Sept. 26 at 2 p.m. at the Memorial Lake Pavilion.

The Shaw Spirit runs announcements for sporting event winners, sporting leagues, retirements, award winners and graduates. For more information, call **895-2018** or send an e-mail to spirit.editor@shaw.af.mil.

International Pot Luck Sampler

The staff of the Family Support Center is scheduled to host the annual International Pot Luck Sampler Oct. 6 at the Community Center. There will be multicultural food, fun and international entertainment. Team Shaw members are invited to bring their favorite cultural dish to share. For more information, call 895-1252.

ICE program attempts to improve services

By **Adriene M. Dicks**
Correspondent

There may have been a time when you had a suggestion for an on-base facility but never bothered to tell anyone because you didn't think it would make a difference. Maybe you ignore comment cards because of the thought suggested changes will be ignored. Well, the 20th Services Squadron implemented an online service that may change your opinion.

The Interactive Customer Evaluation program is a Department of Defense-sponsored initiative allowing customers to give feedback directly to facility managers by filling out online comment cards on the ICE Web site at <http://ice.disa.mil>.

Each services facility has its own comment card with questions directly related to that facility and a space for extra comments if customers have specific suggestions or complaints. Also, those customers who provide their names and phone numbers will hear directly from the manager of that services facility.

"The purpose of ICE is to streamline the cus-

tomers comment program, allowing bases faster access to customer feedback," said Lisa Stevens, 20th Services Squadron services marketing director. "Traditional methods have a lag time that can affect the reaction to customer suggestions or complaints, simply because of the length of time it takes to complete the actual process of collecting, reporting and analyzing the data."

The ICE program has been in place at Shaw since May and according to Stevens, it will need to be in place a little longer in order for the 20th SVS to ascertain long-term changes.

"There has been a steady increase weekly since the program was introduced, equating to approximately 15 – 18 new entries every week," said Stevens. "That exceeds the traditional comment card program, in which we averaged three – four cards weekly. Now, the occurrence of both electronic and paper generated customer comments has increased."

The ICE program also allows customers to leave the facility and provide their feedback from their home or office at their own convenience.

In addition to the online comment cards,

services providers also list hours of operation, phone numbers and upcoming events on the ICE Web site. There is also a section for frequently asked questions.

According to Stevens, the most important change that has come to Shaw since the implementation of the ICE program is the time it takes for facility managers to respond to customer inputs. Paper comment cards are still available at services facilities for those customers who prefer them.

"The faster a customer concern is addressed or a problem solved, the better our ability to serve customers," said Stevens. "We need to hear from and respond to customers to meet our mission. ICE allows us to do that in a timely, more effective, cost efficient manner. It is the hope of everyone in the (20th SVS) the program will become more recognized as users increase. ICE has the potential to be a very important tool in how we make business decisions and guide programming based on customer needs and wants."

For more information on the ICE program, call Stevens at **895-4897**.