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#### **SEAGULL IDEAS?**

Do you have an idea for a Seagull article? Would you like to be the subject of a story? Births, marriages, sympathy notices and other information are always welcome. Let us know what is going on in your section.

The next Seagull deadline is 2pm Sunday, May 4th, 2008.

#### ON THE COVER >>



Filmstrip depicting various aircraft flown at the 102nd Fighter Wing.

Cover design by SSgt. Kerri Cole & MSgt. Sandra Niedzwiecki

#### **UPCOMING 2008 UTAs >>**

APRIL 2008							
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(No July drill)



# FROM THE DESK OF THE 102 MSG \*\* COMMANDER

Lt. Col. Christina Stevens

#### Total Quality Management

I got my first job because I dropped the phrase "Total Quality Management." I could just see the interviewer nod in approval and make a little note and I knew I was hired. Today, "Total Quality Management" or TQM is a joke word - a fad that has gone out of style that we don't want to admit we ever took seriously – tucked away as outdated with our Sony Walkman and our Members Only jacket.

I always thought that TQM made perfect sense and secretly, I have always adhered to its principles. Total Quality is a description of the culture and attitude of an organization that provides an end product that satisfies the user's needs. It means quality in all aspects of an organization's operations, with processes being done right the first time and excising waste. If you stop and think about what this statement conveys, it's really incredibly obvious. It's organized common sense. Not a fad or a fashion, but should be an ongoing goal. Call it TQM or anything else, but if you're not doing it, you're missing something of fundamental importance.

The Mission Support Group is an excellent outlet for applying some of the basics of TQM. Two of my favorites are: customer satisfaction and process improvement. Every job exists because somebody needs our service or product. If you are unclear about who that is and what they need, you need a quick reset to figure it out. With everything we put energy into, we need to constantly review "is this

something that improves the product to the customer?" We've all had the experience of paying for a product that wasn't satisfactory. Regardless of how you responded to that unfortunate circumstance, chances are your business has gone elsewhere. With each transaction we do at work, we need to keep our eye on the customer and constantly evaluate if we are meeting their needs. If you are not, just don't bother.

I also love processes. You can fix a whole lot by fixing the process. Most of the time when things go wrong, it's not because of individuals but because of flawed processes. I always look to the process first. A well-tuned process is a beautiful thing that is efficient and works effortlessly. However, processes also need to be constantly evaluated and there is always room for improvement. Processes need to be dynamic and change with the shifting needs of the organization.

One last note about TQM involves the "Q." Good "Q" pays off in an order of magnitude. Doing things right the first time has a huge pay off. Think Honda and L.L.Bean. If you turn out a product that is of good quality, you're moving on. Consider OPRs – how nice would it be to send it to the MPF and cross it off the list? If it's a quality job, done right the first time (oh, that sounds like paragraph one), that's exactly what you can do. Quality is a result of good processes and keeps the customer happy.

So if you are like me and you consider Gen. Creech a living hero (and you remember all the words to "Burning Down the House"), review what you learned about TQM-there's a lot there that is worth keeping in mind. If you have no idea what that reference is, come up and I'll lend you my books by Deming (I'll wrap it in brown paper first). They are hidden in a drawer right next to my Walkman, which still has my Steve Winwood tape in it.

#### **ANNOUNCEMENTS >>**

#### **2008 THOMAS FLYNN NOMINATIONS DUE**

Nominations for this year's MSgt. Thomas Flynn Award are due no later than the end of the August 2008 UTA. Please take a few minutes to recognize and nominate a member you know who deserves recognition for doing so much for others. Contact MSgt. Joseph Scurio, for more information at ext. 4880.

#### **LEGACY CELEBRATION: SATURDAY MAY 31, 2008**

On Saturday, May 31st, we will be having a celebration of our Wing's history. This will be in conjunction with Family Day. This should be a great time and will mirror family day with all of the food, games and ceremonies, but will have some added twists to celebrate our flying history since 1921.

#### PARALEGAL VACANCY ANNOUNCEMENT (MAX: TSGT.)

The Staff Judge Advocate, 102nd Intelligence Wing, is seeking qualified applicants for the position of Paralegal. Enlisted personnel may apply for retraining into the paralegal career field from any other career field. Joshua Emerson ext. 4336.

#### **3RD ANNUAL TYLER'S TEE TIME**

Saturday, May 17, 2008, the 3rd annual Tyler's Tee Time Memorial Golf Tournament will be held to benefit the Children's Hospital Boston in loving memory of Tyler Ryan Portlock.

To make a memorial donation, donate raffle items, or find out about sponsorship opportunities, please contact Tim Portlock at (781) 640-4529. Space is limited, and please note the registration deadline is May 10, 2008.

#### **CHEIFS' COUNCIL SCHOLARSHIP AWARDED**

The 2007 Chiefs' Council scholarship was awarded to Stephen C. Healey, son of MSgt. William Healey. MSgt. Healey is a member of the 102nd Maintenance Squadron. The Chiefs' council awards two five-hundred dollar scholarships annually. Members and siblings of the 102nd and the 253/267 Communications units are eligible to apply. For application information please access the Chiefs' Council web site on our intranet.



# NEW REGRUITING GENTER OPENS IN BRAINTREE, MA

By the 102nd IW Public Affairs office

A ribbon cutting ceremony officially marked the opening of a new recruiting center in the town of Braintree on Thursday, January 31, at 10 a.m. The new center is located at 37 Pearl Street in Braintree, Mass.

The ceremony was officiated by Col. Anthony Schiavi, commander of the 102nd Intelligence Wing. Local civic leaders and National Guard officials attended the event and was open to the public. The center is staffed by recruiters from the 102nd Intelligence Wing located at Otis Air National Guard Base on Cape Cod. The new recruiting center is one of four new facilities recently opened to enhance recruiting for the Air National Guard.

"This new Recruiting office is symbolic of the Massachusetts Air Guard's rebirth and expansion into new areas. Just as Otis is the new home of emerging missions centered on Intelligence, Communications, and Operations, this new Braintree location provides direct access to career opportunities that were not previously available," said Master Sergeant Galon Barlow, recruiting office supervisor, 102d Intelligence Wing.



<< The Mayor of Braintree,
Joe Sullivan, cuts a ribbon marking the opening of the new Mass. Air Guard recruiting center in Braintree, Mass.



## Significance of the 102nd Intelligence Wing Emblem

The planes shown throughout the shield represent the wing's rich heritage of projecting aerospace power in the support of national objectives. The land mass in the background depicts the Northeast region of the United States from where the wing will continue to perform its primary missions. From the earliest days of providing observation missions, to the recent past of providing air defense and counter air missions, the wing has consistently excelled. The new 102nd Intelligence Wing is now an integral part of the joint team that helps dominate air, space, and cyberspace mediums while providing a vigilant, global presence.

#### 102nd Lineage, Honors, and Heraldry

On April 1, 2008, a new chapter begins for the 102nd Fighter Wing. Its history is long and distinguished. The 102nd FW has received numerous accolades, awards, and citations during its storied past. It has been recognized as the 'best of the best' in alert and air defense missions. Now we will begin writing the next chapter of this great wing.

Name changes are nothing new for our wing. In 1950 we were named the 102nd Fighter Wing. Subsequent changes labeled us an Air Defense Wing, a Tactical Fighter Wing,

a Fighter Interceptor Wing, and finally back to a Fighter Wing. By April 1st of this year, the Air Force Organization Status Change Report will publish the official orders changing the 102nd FW to its new name -- the 102nd Intelligence Wing. Even though our wing (organization) changes names, the history and lineage remains with it. Lineage is the unique, official, traceable record of an organization that determines the rights to history, honors, and emblems. As a permanent organization, our lineage is continuous and thus we retain all accrued history and honors dating back to WWII.

Today our 102nd flag proudly displays campaign streamers from the WWII era and includes the following: Air Offensive Japan 1942-1945; Eastern Mandates (Marshall Islands) 1943-1944; Western Pacific 1944-1945; Ryukyu (Southwest Islands that include Okinawa) 1945 and China Offensive 1945. These campaign streamers were earned by the combat proven 318th Fighter Group. Tracing our lineage forward, the 318th Fighter Group was later known as the 102nd Fighter Group which finally became our current 102nd Operations Group. Because the 102nd Operations Group is subordinate to the 102nd Fighter Wing, the streamers and accrued history are retained and proudly displayed.

Our wing emblem has a similar, traceable legacy. Our current emblem design and patch with the crossed muskets and "OMNIS VIR TIGRIS" scroll was originally approved January 11, 1954 by the (Heraldry) Heraldic Branch, Headquarters United States Air Force. Organizations have historically used visible symbols in the form of emblems and patches to promote esprit de corps, morale, and a sense of heritage. (Patches and emblems have been used for centuries as symbols to distinguish friend from foe). In 1994 the Chief of Staff of the Air Force approved an updated wing emblem that is similar to the design displayed here (exception being that the scroll read 102nd Fighter Wing). So, our new emblem and patch now meets Air Force requirements and retains the complete history and honors previously bestowed.

#### IN THE NEWS >>



Field & Stream magazine recently ran a story in their March issue entitled "A Sportsman at War." The article featured, among other soldiers, the 102nd's own CMSgt. Mike Perra. A member of the Explosive Ordnance Disposal section who has been deployed to Iraq three times over the last five years. The story looks at Sgt. Perra's civilian lifestyle and his love of fishing, along with the mission he does in Iraq and his experiences as an EOD specialist.



#### By SrA. Matt Benedetti

Whether the mission included intercepting Soviet bombers flying to and from Cuba, escorting a hijacked Lufthansa flight to a safe landing in New York or responding to the terrorist attacks on 9/11, the 102nd Fighter Wing has been the primary bulwark of the northeast United States for the last 35 years. By providing a vigilant presence during the Cold War and the Global War on Terrorism, members of the 102nd FW have established a reputation as a unit that is unparalleled in training and performance.

The 102nd has been responsible for protecting over 500,000 square miles of airspace including the metropolitan areas of Boston, New York, and Philadelphia. Otis ANGB has been on 24 hour, 365 day alert for over 35 years.

Col. Anthony Schiavi, 102nd Commander, recognizes the importance of the North American Aerospace Defense Command (NORAD) mission and the enormous responsibility it entailed. He expressed those sentiments after his ceremonial flight to conclude the F-15 mission at Otis on January 24, 2008. "Today is a proud moment for all the men and women who have been part of the 102nd mission of protecting America. A mission they have done proudly

and professionally for 35 years," said Colonel Schiavi. Casting an eye towards the future mission he observed, "With all endings come new beginnings, and in just a few short months the 102nd Intelligence Wing will begin a different kind of 'watch' as we embark on a new 24/7 mission centered around intelligence gathering, analysis and exploitation directly supporting the war fighter and combatant commanders around the globe," Colonel Schiavi said.

The 102nd Fighter Wing's commitment to excellence is reflected in the peerless safety record established over the last three decades. The wing has logged over 80,000 accident free flying hours. By earning its highest and fourth straight outstanding rating, the 102nd garnered praise from Lt. Gen. Charles Bouchard, NORAD deputy commander, "You can't get better than that. Its' hard to beat perfection," said General Bouchard.

As the 102nd moves forward and accepts the challenges of the new intelligence mission, optimism abounds. "There is no doubt that we will excel in this new mission just as we have in our current one," said Schiavi.





- border and assisted in taking down a major drug ring.
- 1994: Two F-15s from Otis intercepted the hijacked Lufthansa flight from Europe and escorted the plane to a safe landing in New York.
- 1999: Our aircraft scrambled late at night and intercepted a civilian aircraft with electrical problems blindly flying out to sea and were able to turn it around and lead it back to safety - saving both the people on board as well as the aircraft.
- In addition, the 102nd took its mission to many places around the country and the world sitting alert in places like Key West, Fla., Langley AFB, Va., Panama and Iceland.
- The 102nd FW intercepted and handled the flight carrying Richard Reid (the shoe bomber) and escorted the aircraft to a safe landing at Logan international Airport.



- On September 11, 2001, shortly before 9 a.m., our F-15s were scrambled and the first to arrive in NYC. In the months to follow, the 102nd FW flew thousands of hours over many locations to ensure the safety of our homeland.
- The 102nd FW accumulated over 86,000 accident-free flying hours.
- The 102nd FW earned four "OUTSTANDING" ratings on No Notice Alert Force Evaluations.

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## **102ND MEMBERS HEAD OUT TO THE 104TH**

By SrA Matt Benedetti

On March 1, 2008 approximately 45 members of the 102nd Fighter Wing officially processed out of Otis Air National Guard Base and became officially attached to Barnes ANGB in Westfield, Massachusetts. Since the BRAC Commission announcement in 2005, concerted efforts have been undertaken to assign 102nd personnel to positions commensurate with their skill level at Barnes. The day of departure has finally arrived.

"Change is inevitable, but growth is optional."

-Command Chief Wayne Raymondo Airmen are moving forward, accepting the anticipated occupational and logistical shifts with an eye on the future.

SrA. Mark Pierson has been a 102nd Fighter Wing member for five years and is assigned to Barnes as an aerospace ground equipment mechanic. "It's going to be different and a change, but we'll get used to it, though. I am ready to

go out there and get settled and do what I need to do," said Pierson.

Flightline Avionics specialist MSgt. Jeff Zastawny will also be among the group transitioning to the 104th Fighter Wing and will work full time in his traditional capacity. "I am continuing with a job I have been doing for 20 years and am anxious to finally get out there," said Zastawny. "Everybody had to make a decision that involved change, even if I am doing the same job it will be in a new place," he observed. "I have been glad to do this job for 20 years and look forward to continuing in this role at Barnes."

CMSgt. Wayne Raymondo recognizes the various adjustments affecting the group and offers counsel relative to the conversion. "Transition is part of life these days and I mentioned during my acceptance speech as the command chief, that change is inevitable but growth is optional," he said. "This is a great time for folks to maintain their skills and continue doing what they love to do," Chief Raymondo said. "Whether they are firefighters or maintainers, they get to do what they do best while serving their country," he said.

### **Personnel transitioning to Barnes:**

#### **Avionics**

MSgt. Jeffery Zastawny SSgt. Alan R. Bare SSgt. Dilbert Thompson SSgt. Jason Churches SSgt. Robert A. Kocis SrA. Mark Pierson SrA. Robert Mitchell

#### Weapons

TSgt. Keith Vaillancourt TSgt. Paul Levesque SSgt. John Kostka SSgt. Scott Gemelli SrA. Bryan Vanas SrA. Lucas Hagapion

#### Crew Chiefs

TSgt. Scott Cardey SrA. Brandon Thompson SrA. Randolph Bonin A1C. Thomas Ambrose AB. Matthew Boyce

#### **Engine Shop**

TSgt. Robert Ferguson SSgt. John Luiz SSgt. Joseph Goldman

#### **EOD**

SrA. Jamie Green AMN. Kelley Kulig

#### Egress

TSgt. John Brady TSgt. Mark Watson TSgt. Stephen Puopolo SSgt. Robert Mulligan SrA. Celeste Walsh SrA. Oliver Murray

#### **Sheet Metal**

SSgt. Jonathan Sturgis SSgt. Tyler Kozik

#### Fuels

TSgt. James Krizanski SSgt. Angelo Eagan SSgt. Robert Reiser

#### Fire Fighters

MSgt. Patrick Haggerty MSgt. Timothy Mooore SSgt. David Eastman SSgt. Henry Sabens SSgt. Nathan Dubovsky SrA. Anthony Castelli SrA. Nicholas Ceurvels

#### Munitions

SSgt. Albert Jones SSgt. Martin Clark SrA. Scott Chapman

#### Survival Equipment

MSgt. Robert Hannigan



### **OUR HONORED RETIREES:**

Captain Rachel C. Parent

CMSqt. James R. Bryant

CMSgt. Peggy E. Timoney

CMSgt. Robert D. Harvey

SMSgt. David A. Daniel

SMSgt. Peter F. Timoney

MSqt. James R. Dolan

TSgt. Christopher W. Chute

TSgt. Gerald F. Cronin

TSgt. Michael P. Ouimet

TSgt. Richard N. Sweeney

TSgt. Robert C. Nissen

THANK YOU FOR YOUR MANY YEARS OF DEDICATED SERVICE!

## **Air National Guard Band Completes Banner Year**

By MSgt. Charles Edgerly, Operations Manager

The Air National Guard Band of the Northeast completed a record setting year with nearly 50 appearances in four states. Composed of 37 traditional guardsmen, The band is responsible for providing musical support to

military units, as well as performing community relations missions. Their area encompasses all of New England and eastern New York State

Over 250,000 members of the general public heard the band perform throughout the year at free community concerts, patriotic parades, and other events. Air Force Week, a multi-state event that showcases what the Air Force is about to the community, was filled with numerous challenges. The band supported 15 mission requests in only 9 operational days. SMSgt.

the community, was filled with numerous challenges. The band supported 15 mission requests in only 9 operational days. SMSgt.

William Drury, Regional Band Manager, stated, "We had to fill 5 missions the Friday before Air Force Week, so we divided the band into 3 components: ceremonial band, jazz combo, and brass quintet, and assigned each group an operations task." These bands played at such events as the Air Force Week Proclamation Ceremonies in Boston and New Hampshire, the Make-a-Wish Foundation Children's Air Show in New Hampshire, and a ceremony attended senior

leaders of Guard units in the New England area. Sra. Kevin Klepacki, a tuba player in the band, said "Playing the National Anthem at Fenway Park was the highlight of the tour for me. It was a once in a lifetime

experience."

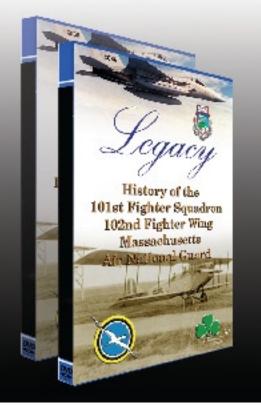
The band also welcomed a new commander to the unit. On September 1, 2007, 1Lt. John D. Keeler assumed command of the 567 Air Force Band of the Northeast. 1Lt. Keeler stated, "It is truly an honor and privilege to be your Commander. The 567th Air Force Band of the Northeast has demonstrated for many years to be one of the premiere bands in our United States Air Force. All of your efforts and dedication have established an outstanding reputation throughout the Air

Force and other DoD components. I look forward to working with each of you to carry on this great tradition as we march together into the future."

The concert band finished out the year with a holiday concert in Mashpee, MA.

To view the band's current schedule or learn more about your band, visit their website: www.angbne.org

## **FILM DEPICTS 102nd FIGHTER WING HISTORY**



A documentary film "Legacy," the history of the 102nd Fighter Wing and the 101st Fighter Squadron, is available for sale.

The film contains actual footage and numerous photographs of personnel and aircraft from the inception of the 101st in the early 1900s, through the establishment of the wing after World War II, right up to the present day activities involving 9/11/2001 and current deployments. It is a valuable piece of history that each wing member may want to possess.

One copy of "Legacy" will be sent for each \$25 donation to the museum. Send a check or money order payable to: "Mass. ANG Historical Association" and mail it to:

Mr. Spence Bridgman 25 Spruce Hill Ave Florence, MA 01062-3414

#### **SCHOOL** HONORS >>

#### SSgt. Dan Sullivan

Graduated 1N231 Communication Signals Collection and Processing Apprentice Course with honors. The course is held at Corey Station, Fla.

#### SSgt. Michael Stevens

earned Top Graduate honors at Imagery Analysis Apprentice School, Goodfellow AFB, Texas.

#### **ENLISTMENTS** >>

#### SSgt. David P. Mendoza SrA. Shavone N. Hinds

**Intelligence Operations** 

SSqt. Jason J. Nee Telephone Systems

SSgt. S. M. Erickson **Intelligence Operations** 

Network Intelligence Analysis

A1C. Jason R. Rothwell

A1C. Brenna J. Leary









#### **MILESTONES** >>



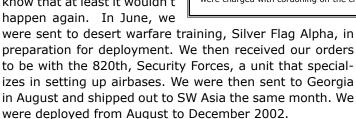
### SUNDAY INTERVIEW WITH STA. MATT BENEDETTI

Few individuals are as committed to public service as MSgt. Michael Gormley. As a 19 year member of the 102nd Fighter Wing and a Boston Firefighter for 10 years, Gormley personifies the selfless spirit of the modern day national guardsman. Gormley served in Southwest Asia in 2002 as a member of the 102nd Security Forces during the tumultuous period following 9/11. Among other assignments in his career, he was part of the Massachusetts National Guard contingent dispatched to New Orleans in the aftermath of Hurricane Katrina in 2005. MSgt. Gormley lives in West Roxbury with his wife Karen and daughters Marie, 8 and Kate, 4.

## What was your reaction when you got the word that you were deploying in 2002?

I served my military career in the National Guard and when we got word that we were going, there was a sense that "this was the real deal."

We were activated on 9/11 and worked security at Otis. As you know, it was an uncertain time and we were glad to serve. I remember being down at the base and receiving a letter from a New Yorker who was near ground zero on 9/11. He wrote that despite the chaos in Manhattan that day, it was heartening to see the F-15s from Otis respond and know that at least it wouldn't happen again. In June, we



## What were the conditions like in Kyrgyzstan, a former Soviet republic and predominantly Muslim country that borders Afghanistan?

We were stationed at Ganci AB outside of Bishkek, the capital. We arrived in August and it was close to 100 degrees and we could see the snow on top of the mountains. As it got closer to the fall the white moved down the mountains and all of a sudden it was winter and awful cold. The airbase was used by the Soviets as a staging point during their invasion of Afghanistan. We stayed in a tent city outside the airport, with no hardened structures. It worked out well and we did a lot of jobs. We worked 4 days with one off, usually about 12 hour days.

## While deployed to Kyrgyzstan, what were some of your duties and can you discuss some of your experiences while in Southwest Asia.?

The days went by pretty quick because our jobs were interesting. We did the typical duties of standing by the planes and watching the tent city from the tower ensuring security wasn't breached. We also performed some unconventional duties conducting patrols in local villages while working with interpreters to talk to the people. Also, we patrolled the surface to air missile (SAM) footprint to make sure that we could find anything that would threaten the base. We took pictures of graffiti or anything that might be perceived as suspicious. It was an uncertain time and it was all brand

new. We had a heightened sense of awareness as Afghanistan was heating up. At the time, alerts were still on TV and when I was overseas, I was worried about people at home. Boston was one of the top three cities that they could strike.



Master Sgt. Mike Gormley surveys the aftermath of a Russian cargo plane that crashed outside Ganci Air Base in Kyrgyzstan in 2002. The 102nd Security Forces were charged with cordoning off the crash site.

## As a Boston firefighter, did you feel an added sense of duty deploying to Southwest Asia so soon after 9/11?

It was a good feeling to be able to stand up for the fallen NYFD firefighters. I knew a lot of those guys. We marched in the 2001 St Patrick's Day

Parade in New York. My friend, Jerry Dewan, was an NYFD firefighter and we used to visit him often. He grew up in Boston and died on 9/11 so I wouldn't say it was revenge but it was good to be part of the response. Ganci AB in Kyrgyzstan is named in honor of fallen NYFD Chief Peter J. Ganci. It seemed appropriate for me to be serving there. We have always had a good relationship with the New York guys. The NYFD is a pretty "salty" department meaning they are busy and perform a lot of duties. Sometimes they look down at other departments as not being up to their standard. But when Boston goes down, they treat us like gold. They might rib us a little bit, but they have a lot of respect for us. Sports rivalries notwithstanding, we get along well.

If you would like to nominate an individual for Sunday Interview, please call Public Affairs at ext. 4090.

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CYBER WARFARE • INFORMATION TECHNOLOGY • INTELLIGENCE

## 102nd Intelligence Wing

The world has changed, and the mission of the Massachusetts Air National Guard in Cape Cod has changed.

The men and women of the 102nd Intelligence Wing deliver near real-time intelligence around the globe to our nation's war fighters, right here from Cape Cod.

During times of celebration or trouble, the Air National Guard provides resources and support needed to get the job done. As an institution, the Air National Guard is committed to the vision of being a mirror of the people and values of America. We share in the success of our nation, and we are ready, willing and able to defend America's freedom. We take great pride in being "Your Hometown Air Force."



If you, or someone you know, would like to join our team, please contact a 102nd Intelligence Wing Recruiter at www.goang.com/102fw.



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