

# FLEET FOCUS

## Skinny Dragons support Chilean exercise Teamwork South 01

**Lt. Richard Pool**  
Patrol Squadron Four

An aircrew from Patrol Squadron Four (VP-4) recently returned home to Marine Corps Base Hawaii - Kaneohe Bay after a three-week detachment in Chile in support of exercise Teamwork South 01.

Led by Skinny Dragon executive officer, Cmdr. Tyrone Payton, the VP-4 Detachment, consisting of the 12 members of Combat Aircrew 1 (CAC-1) and nine maintenance personnel, flew in support of Teamwork South 01 between June 21 and July 14.

Operating from Vina del Mar, Chile, CAC-1 flew sorties conducting multi-mission support for a multi-national surface action group. The exercise is a bi-annual event integrating joint training and simulated warfare scenarios. VP-4 was part of a multi-national group of maritime patrol and reconnaissance planes that included squadrons from NAS Whidbey Island, Washington (VP-40), Canada (MP-407) and Chile (VP-1).

CAC-1 members included the mission commander, Lt. Mikel Smith; patrol plane

commander, Lt. Pete Arrobio; patrol plane pilot, Bog Glavan; patrol plane copilot, Bryce Lehna; tactical coordinator, Lt. Steve Schabacker; navigator, Jack Crutchfield; flight engineers, Aviation Structural Mechanic Chief Raul Addoms and AMC (Safety Equipment) David Garrett; acoustic operators, Aviation Warfare Systems Operator 1st Class A.J. Kuhaneck and AW2 Jonah Hall; radar operator AW2 William Weathers; and in-flight technician, Aviation Electronic's Technician 3rd Class Adam Stewart.

The maintenance detachment consisted of Aviation Electronic's Mate Chief Martin Barney, Aviation Machinist's Mate 1st Class Jeffery Bausch, AM1 Virgil Esteves, AME2 Jimmy German, AT2 Robyn Bebb, AE1 Steven Mong, Aviation Ordnanceman 3rd Class Odarri Norman and AT3 Zachery Logan.

CAC-1 kicked off the exercise by attending a pre-sail conference in Antofagasta, Chile, to finalize preparations for the exercise. The exercise required the P-3 squadrons to fly round-the-clock operations, providing surface warfare (SUW) and un-

dersea warfare (USW) support for the multi-national surface action group (SAG) led by the USS Ticonderoga (CG-47) and USS Rodney M. Davis (FFG-60).

The P-3 Orion's outstanding ability to change from the role of "detecting" a hostile submarine, to "detering" an imminent attack on friendly surface vessels, to "attacking" a hostile submarine proved invaluable during Teamwork South 01. Highlighting their unparalleled performance, CAC-1, as part of the "blue force," detected, tracked and delivered multiple simulated torpedo attacks on an enemy "orange force" submarine.

Between the two phases of exercise and in a joint celebration of Independence Day and Canada Day (July 1), overseas, all VP-4, VP-40 and MP-407 personnel enjoyed a traditional outdoor barbecue hosted by the Chilean squadron VP-1.

Cmdr. Payton, officer-in-charge of the MPA Detachment, commented on the recent exercise.

"We met or exceeded all objectives of the exercise. Teamwork South 01 provided invaluable training to all involved. The



Lt. Steve Schabacker photo

**Plaque exchange between Chilean Navy Commander Jose Miguel Aguirre, Comandante, VP-1 and Cmdr. Tyrone Payton, Executive Officer, VP-4 at the Naval War College, Valparaiso, Chile.**

Chileans were superb hosts and made our stay very enjoyable," he said.

## Distance Support uses the Navy Integrated Call Center to better serve

**Morris S. Winston**  
NICC - Norfolk, Va.

Distance Support is the Navy's latest innovation to connect the fleet with the service providers. In an active partnership among the Fleet and the Navy's four systems commands - Naval Sea Systems Command, Space and Naval Warfare Systems Center, Naval Aviation Systems Command and Naval Supply Systems Command - Distance Support leverages the latest technology to provide support wherever the Fleet deploys.

Distance Support is composed of four basic tools to communicate and assist the Fleet in its needs. They include an Internet e-Business connection at [www.anchordesk.navy.mil](http://www.anchordesk.navy.mil), a series of "Tele-Tools" to facilitate electronic communication, a shared data en-

vironment for information exchange and the Navy Integrated Call Center (NICC) at 1-877-4-1-touch option 2.

The Navy Integrated Call Center (NICC) was established in August 1999 and is open 24 hours a day, seven days a week, connecting the fleet with the correct support provider. Relocated to the FTSC/LANT (LF-18) building in June 2000, the NICC has allowed the Sailor to have a single point of contact for numerous issues. It saves the Sailor time in trying to locate the right answer to any problem.

Since its establishment, the NICC has performed exceptionally well and continues to prove its worth through superior customer service and resource utilization. In just over one year of operation, it has answered over 12,000 calls

from 1,528 organizations.

When calling the NICC, the caller will get a live voice. Although the subject matter of calls received by the NICC varies from technical to non-specific, the common thread connecting them is that the customer service representative (CSR) handles all calls, assign a tracking number and tracks it to completion. The CSRs are experienced personnel with knowledge in logistics, combat systems and hull mechanical and electronics (HME) and they connect callers to the right source of information the first time.

This faster response time equates into increased readiness. Examples of calls include one from USS Abraham Lincoln requesting technical assistance in repairing the AN/SPS-49 Radar. Establishing a video tele-confer-

ence (VTC) with FTSC/PAC allowed the Sailor and the technician to talk to each other over thousands of miles and diagnosed the problem. Kevin Krueger, AIR-PAC Distance Support Program Manager stated, "We accomplished more in one hour than six e-mails over a span of a week's time."

Sometimes the NICC is the source people turn to answer a question, even for non-technical questions. For an example, the widow of a former service member called requesting information on survivor benefits. The NICC connected her to the Human Resource Office at FISC San Diego where she was provided with the appropriate information and support.

The response from the fleet concerning the NICC has been outstanding. Both the Atlantic and

Pacific Fleets have been utilizing the tools of the NICC for support. Vice Adm. John J. Grossenbacher, Commander of Submarine Forces Atlantic, wrote to the Atlantic Fleet command about the success of the NICC saying, "Our forces have been using the call center to solve various logistics related issues- from tech manual questions to part numbers." Capt. Douglas Dupouy, Abraham Lincoln's commanding officer stated, "Distance support has improved the effectiveness and cost efficiency of our troubleshooting process at sea. Twenty-four hour a day assistance is now available to the Sailors."

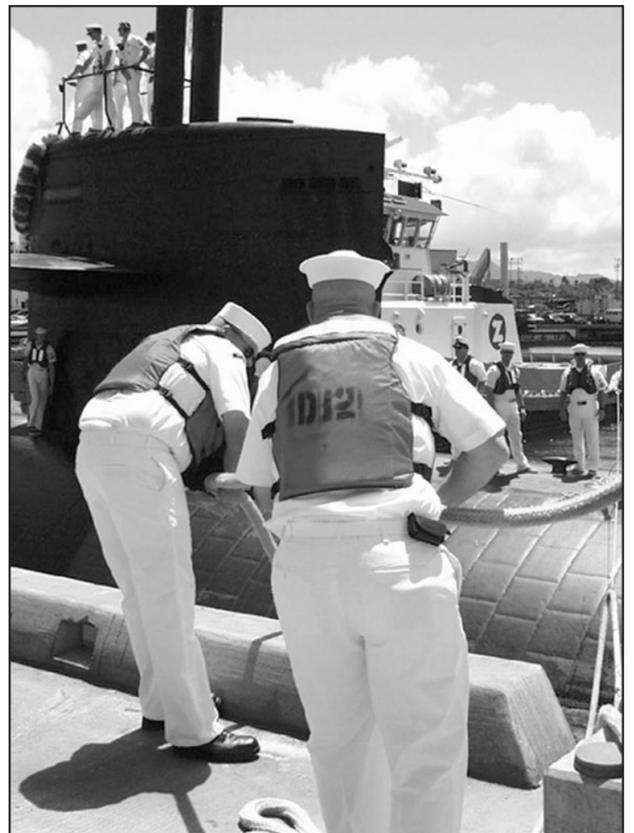
The goal of the Navy Integrated Call Center is to put the fleet in touch with the right person with the right answer the first time, 24 hours a day, seven days a week.

## USS Chicago comes home



**Above:** A waiting family member waves a flag in greeting to welcome home the crew of USS Chicago (SSN 721).

**Right:** USS Chicago, adorned with a Hawaiian lei of red, white and blue, arrives home at Pearl Harbor. USS Chicago is attached to Submarine Squadron Three and carries 130 men.



**Above:** Sailors from USS Chicago moor the fast attack submarine to its pier at Pearl Harbor following a return from a six-month Western Pacific deployment. During the underway, the boat visited Singapore, Australia, Guam, Japan, and Saipan.

**Left:** There were many tearful, happy reunions as Sailors from USS Chicago were reunited with families. The fast attack submarine returned home to Pearl Harbor after a six-month deployment to the Western Pacific.

Photos by  
JO2 Cori Rhea