

Communique

BULK RATE
U.S. POSTAGE
P A I D
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Issue 86

STARFLEET: The International Star Trek Fan Association

Apr/May 1998

Preparing for the Real World

The crew of the USS TRISTAR out of Knoxville Tennessee recently trained in life saving techniques .

The crew took 3 separate courses. American Heart Association Health care Provider CPR, American Red Cross Standard First Aid, and American Red Cross Preventing Disease Transmission. Due to the numerous events we attend and participate in , the crew decided that this training would be a benefit to not only our us, but also to the people we come in contact with. The courses took 2 full Saturdays to complete. We plan on having at least one class per year for refresher or New members.

Crew members that participated in training were: FCPT Karen Hawkins,

CMDRs Donna Everence & Eric Mixon, ENSs Erin Newby, Susan Fritts, Don Everence, & Melissa Nicely, PO-2s Char Peschke & Anna Lowe.

Instructors for the classes were: CPR: Cpt Robin Walker, LT Charles Via, Ens Nancy Via
First Aid: LT Charles Via, PDT: Lt Charles Via, Ens Nancy Via.

If any ship needs information on how to get these classes set up contact me by my EMAIL sites: RIARDCMED@JUNO.COM, or CHARLESVIA@AOL.COM.

LT Charles Via
Safety Officer
USS TRISTAR



Ens's Erin Newby, Susan Fritts, Cmdr's Donna Everence, Eric Mixon, practicing adult choking procedures

Lt. Charles Via and Ens Nancy Via demonstrating two man adult CPR & using a pocket mask



This picture was taken at the Tanagra's commissioning party at Baggio's Italian Restaurant in Wheaton, MD on March 28, 1998. The little girl in the picture is Courtney Friesen, daughter of Commodore Dan Friesen and FCapt. Donna Friesen.

Dan Friesen is CMO aboard the Tanagra and Donna Friesen serves as Chief of Operations.

USS Tanagra Sets Sail

-Cmdr Dixie Lance and Comm Jesse Smith
Wheaton, MD 9803.29 -

As guests arrived in the Washington DC suburb of Wheaton, MD, they were greeted by a beautiful spring day which was the perfect lead in to the last flight of the Shuttle Tanagra.

That evening, she was officially commissioned the USS Tanagra, NCC 20023 as crew guests from fifteen ships spanning two regions crowded a local Wheaton restaurant. Among the Starfleet dignitaries were representatives from the Region Seven Staff, the Executive Committee and the Fleet Admiral himself. The crew was also honored by the attendance of members of a few of the area's independent organizations.

The festivities got underway at dinner as partygoers chose from assorted meals of chicken, prime rib and vegetarian pasta. During the course of the dinner, the Fleet Admiral noticed that the Tanagra's programs had inadvertently impressed the room by not only introducing the head table but by naming all 54 attendees of the party. FAdm Michael D. Smith followed by wishing the Tanagra crew well, and noted that he thinks the shuttle was the most brass laden in history.

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om the Top

ET ADMIRAL MICHAEL D. SMITH, COMMANDER, STARFLEET

etings, STARFLEET.

ope all is well as we move
the spring season. I'd like to
e time to thank Regions 1, 3,
for their hospitality during the
weeks as I've attended the Sum-
ere again this year. Attending
mmittees is always a pleasure for
I get to not only renew old
ships but also meet and make
es too. It's always good to see
rit and enthusiasm that is dis-
during these events. It makes
ud to see this spirit and energy;
o know that the same such spirit
energy came from many
FLEET members who have
elping to manage this fine As-
on of ours over the past 18

er almost a year and a half I feel
can safely say that while things
perfect, that we have a damn
ack record to speak of. Com-
tion has improved dramati-
membership processing is func-
on a consistently high percen-
estions have been answered in
fashions, problem issues have
alt with swiftly and fairly; the
s on.

s is not to say that we cannot
om for improvement, however.
ministration constantly reviews
es in order to find better and
efficient ways to manage our as-
on. We are constantly striving

to do it better each and every time we
put on our STARFLEET hats and do
work for the organization. We hope
you've seen this progress during the
past months.

I can't thank the members of my
team and their staffs enough for the
hard work and effort that they have all
put in, and look forward to continuing
to put into STARFLEET. We all work
the many long hours that we do each
week because we love this organiza-
tion and we care about the members
we serve.

Of course, many of you will be
able to do meet the leadership of the
organization at the 1998 International
Conference in July, hosted by Region
3 and held in Lubbock, Texas. I hope
to see many of you there this year. This
IC will be special for several reasons;
the two most important ones being a
visit by STARFLEET's first Fleet
Admiral John Bradbury and the long-
awaited release of the proposed
STARFLEET Constitution.

In a separate article, you'll find that
we have received written confirmation
of the IRS abatement of the 1995 and
1996 failure to file Form 990 penalti-
ties. This is indeed great news for
STARFLEET, and I'd like to thank
Chuck Freas for his hard work in get-
ting that done for us. Also, we are
currently awaiting word from the IRS
regarding out abatement request for the
1992 Failure to file penalties, and we'll

be sure to let you know as soon as we
find out anything. I'd like to take a
moment while talking about this sub-
ject to thank Wade and Missy Larkin
for allowing me to use the spare bed-
room in their new home while I trav-
eled home from Region 12 Summit. I
drove back via Tennessee to make a
day trip across to Burnsville, NC to
secure the affidavit that we were hav-
ing problems securing from former
Fleet Admiral Jeannette Maddox. Wade and Missy graciously offered
their home to me, even while they were
still moving into it, and for that I'd like
to say "Thanks" again.

I know that the past two CQs have
been issued late, and for that I'd like
to apologize. I firmly believe in a pub-
lication that is on-time, every time, and
have been working with the Commu-
nications staff to see what can be done
to get the CQ back on track. To that
end, we have replaced Britt Sloan as
CQ Editor with Wendy Fillmore, our
Fanzine editor. Britt's real life was
increasingly encroaching on her time
to produce the CQ, and we thank her
for her efforts over the last year. I'm
pleased to note that the Executive
Committee, in recognition for her hard
work and dedication, recently awarded
Britt the rank of Fleet Captain. Re-
cently, I was in Region 3 to attend the
Region 3 Summit, and personally se-
cured the CQ data disks from Britt with
the help of Jeff Salamon, who drove
me up to Oklahoma City and back.
Thanks again to Jeff for taking the time

to do that.

I touched upon this in a
article but I wanted to go
here as well, for the gener-
ship to read. Over the 19
Season, I received many,
day greeting cards, and tha
of you who took the time t
in. I appreciate the spirit a
the person who sent the
holiday greetings certified
receipt requested. As some
know, this past year the US
vice instituted Christmas D
for certain types of mail. I
the poor US Mail delivery
who had to deliver a holid
CM/RRR on Christmas
wasn't quite as appreciat
Please folks, when you
mail, please only send the
cal things via Certified M
day card, while nice to r
tainly isn't that critical w
to sign for it.

That's really about al
this issue. We here at ST
HQ are working hard ever
sure that the membersh
maximum enjoyment o
membership with STARF
of course, we are open to
at any time.

Thanks for taking the t
and we'll see you
STARFLEET HQ, signing

ennu Captain Graduates

mitted by Chuck Freas

On June 4th, 1998, Captain Domi-
Desiree Oakley will graduate from
burg Pittman High School in
burg, Tennessee (Home of the Re-
ne Summit :). Dominique is com-
her high school career in only three
and has already secured Scholarships
g her to attend Maryville College
l. The USS Benu would like to

take this opportunity to express our pride
in her accomplishments. Dee has been an
active member of the USS LeConte and
the USS Benu and has been Region One
Summit Coordinator for 3 past summits.
We hope that college will still allow her
time to continue with her participation in
STARFLEET events and wish her well in
her chosen field of study.

IRS Update

Adm. Chuck Freas has informed
me that the Dallas Exempt Organiza-
tions office has approved the request
for abatement of the 1995 and 1996 tax
year Failure to File penalties.

In addition, they are forwarding to
us the forms to use to request abate-
ment of the 1992 penalties. Chuck also
feels that we stand a reasonable chance

to have any monies that w
to the IRS returned to us
est.

We will keep you adv

Michael D. Smith
Commander, STARF

ond Thoughts

IRAL CHARLES FREAS, VICE COMMANDER, STARFLEET

LEET has achieved and is so many firsts — our first cards for the purchase of; our first written proof at light at the end of that RS tunnel which we have long; our first revised con- takes power away from under, STARFLEET and the hands of the members' representatives, the Re- dinators; and not least of ng of a new Century.

ards! They're everywhere, out everyone uses them. rs wanted to be able to use rankly, they well meet the ds of our International p. So, the Smith/Freas ation decided to bring T into the 20th Century by of credit cards for the pur- mberships.

able to do this because ces are now stable, and we dable core of honest, dedi- ff members who know the le finances plus an effec- als the ability to meet long s. So, we turned our atten- goals. *Voilà* The first o renewal via credit card been made. (What a trivia Who was the first Fleet se a credit card for a mem- chase? Ahh, too easy!!) ot stopping there. Long are for a secure web-based application form that will e, anywhere, anytime, to d pay with a credit card. have that program imple- year.

ment. And...we won!! We have received in writing two letters — written proof — that the IRS agreed to waive and abate *all* penalties based upon Fleet's failure to file the mandatory Form 990's for 1995 and beyond.

That just leaves the penalties from 1991 and 1992. Thanks to the hard work of many persons — Mike Smith, Rob Lerman, Gary Decker, Howard Cronson, and many many others — we are finally in a position to get the penalties for 1991 and 1992 abated. And the second good news is that we have a very good shot at getting them either entirely or partially waived and abated. Heck, we may even get some of our hard-earned money back!!

A new Constitution. We need it. Why? To prevent the problems we have just experienced with a too powerful Commander, STARFLEET and a too weak Admiralty Board. We put in needed checks and balances of power. Where are we on that? We're as on-schedule as we had any reasonable hope to be by now. When will it be finished? We expect to have an Admiralty Board-approved draft of our

new Constitution ready by the International Conference in Lubbock, Texas on the 4th of July, 1998. Fleet's new Independence Day!! Be there to see it!!

Finally, we're on the eve of the 21st Century. Huh? Well, stay with me here. Some members of my local ship, the USS *Palo Duro*, and my wife Mary and I went to see the new *Lost in Space* movie last night. What can I say? Definitely 21st Century special effects! The *Next Gen* of F/X, yes.

But the story? Well, it was not *Star Trek*, that's for sure! *Star Trek* is about a hopeful future, boundless energy, freedom from unmet personal needs, open, free and airy spaces on Earth, a better life for you, me, and our families. *Lost is Space* is not — yet it's about a time on Earth that is only 60 years from now. In stark contrast to *Star Trek*, *Lost is Space* is very 1990's thinking. It's about Earth's last desperate efforts to escape the consequences of war, dominating corporate power, cynicism, and man's greed and inhumanity to man. Keep that in mind as we make plans to turn the Century.

What will you be? What will you be? Are you a force for good? For this world a better place for ever? If you are, then STARFLEET is the place for you!! If not, then go s

in Space, ... and think about it. I guess we've come a long way from being just another local fleet (the USS *Enterprise* in Lufkin in 1974). Why? Because we *believe*! We're still fully reaching for new heights, goals, new members. Come, join! As author James Van Hise (*The authorized Trekkers' Guide*) points out, well, while some critics have accused *Star Trek* of avoiding social issues, the truth is that *Star Trek* family continues to press hope for the future, hope that mankind's possibilities are endless. So *Trek*, if nothing else, creates a port in a troubled modern world. With those thoughts in mind, I'll all boldly go where no one has before—into a better future!

each & everyone of you "Make it so!"

Admiral Chuck Freas

Vice Commander, STARFLEET

...TANAGRA...

Cont from Page 1

After the Fleet Admirals remarks, BGEN Les Rickard, Vice-Chief of Operations and Deputy Commandant of the Starfleet Marine Corps began the Tanagra's traditional Naval Commissioning Ceremony. During the ceremony Comm Jesse Smith accepted the position as Commanding Officer and Cdr Dixie Lance accepted the role as Executive officer. Following the reading of Commanding Officer's Orders, Comm Smith expressed his gratitude at the turnout for the party and his appreciation of his crew. He then ordered his first officer, Cdr Lance, to set the first watch. After the symbolic readying of the crew, Cdr Lance presented Comm Smith with a gift from the crew, a commissioning plaque with the ship's commissioning information. The floor was then opened for anyone to make remarks and presentations. The outpouring of good wishes and gifts that were received surprised and touched the hearts of the Tanagra's crew. One of the most surprising was a check from the Highlander in the amount of 105.30, their hull number.

The surprise of the evening occurred during the ceremony, when a birthday cake was brought in for Capt Tom "Little Guy" Restivo, whose birthday coincided with the Tanagra's commissioning. As the cake was brought in, the room burst into a chorus of Happy Birthday. Being the only person who did not know that the cake was going to be presented, Capt. Restivo was duly surprised.



As the clock stretched towards midnight, the dancing and music subsided, and the guests slowly diminished, setting sail to destinations from North Carolina to New York. To all who wished us well and joined the party in person or in spirit, thank you, from the Command and Crew of the USS Tanagra.

STARFLEET
Now Accepting
Mastercard
Visa &
Discover
for
Membership
Quartermaster
Items, and A
Purpose
Vouchers

CompOps

COMM JESSE SMITH

ow, has it been sixty days al-
As we head into the summer
in the Northern Hemisphere, I
o remind everyone to take a
om planning all those fantas-
ngs and contact Starfleet's re-
department. They've put to-
fantastic handbook that should
you to gain members to make
utings even more enjoyable.
n contact the recruiting direc-
dress in the front of the
unique) for more information or
m two dollars for your copy.
you read in my last article,
t is now accepting Credit Cards
fleet memberships. Currently,
y accept them via US Mail and
(02-478-0301), however, as
f you have requested, we plan
a Secure Web Site set up and
ng memberships by July. If you
y questions concerning which
e accept, please contact Greg
memberships have continued to be
around within the 6-8 week time
but, try as we might, accidents
and packets get lost. If you
t you are a victim of an over-
lease contact Liz Woolf with
ame, Address, and date you
in your membership. Also, if
apter CO is planning to use the
o help your complaint, please
m to be specific. The Chief of
ons is very good about notify-
with membership problems. If
R is specific, it's much easier
you. A complaint of our chap-
ving some problems with pack-
mean many things and makes
ust a bit longer to get your prob-
olved.
o of the biggest membership
ns are not receiving your packet
Communique. There are sev-
gs that you can do to minimize
nce that either of these prob-
appen to you. Primarily, make
at CompOps has your correct
s. When you renew, write

clearly, or type your application.
When you move, send us a change of
address card available at your post of-
fice, or by sending me a SASE. In the
instance of CQs, make sure you keep
your membership current. Labels are
produced at the beginning of each even
month (Labels for the April/May is-
sue are created on April 1st). If you
expire before the cut off, you will miss
that issue, even if you've renewed be-
fore the issue hits the mail. Lastly,
make sure the Post Office has your
only be forwarded if the post office has
your new address. Once we receive
the periodical class permit, the CQ will
be forwarded for sixty days, which
means you will only get one issue for-
warded by the post office!

If you believe that your packet or
CQ has been lost, your first step should
be to check with Liz Woolf. If the CQ
has been missing for more than 30
days, Liz will ensure that we have your
correct address and that your member-
ship was current. After this confirma-
tion, you should contact the CQ staff
who will re-send your CQ. If, how-
ever, it's your packet that is MIA,
please wait out the 8 weeks before con-
tacting Liz. After that, we'll happily
re-send your packet.

Last issue, I promised that I
would give you a breakdown of the
CompOps Staff, so without further
ado:

Greg Trotter: Greg is primarily
responsible for membership process-
ing. He receives new and renewing
membership applications and enters
them into the database. Greg also re-
ceives your requests for pre-paid mem-
bership packets and mails the pre-paid
packets to you. As if that isn't enough,
Greg is also responsible for many of
the Internet portions of Computer Op-
erations. He receives and processes
requests for vanity addresses, listservs,
and makes sure that the web server and
Starfleet mail server remain opera-
tional. Greg's staff includes Chris

Rossman and Greg's wife PJ Trotter.

Liz Woolf: Liz is our Staff coordi-
nator. She is the primary contact point
of the department. It's her responsi-
bility to ensure that your complaint or
complement gets passed on to the cor-
rect staff member and to make sure that
we stay on top of all the assorted
CompOps projects. Liz is also respon-
sible for making sure that your re-
quested changes get entered into the
database, be they change of address or
change of chapter. Liz is aided by Jeff
Salaman.

Roy Sesler: Roy receives the up-
dated membership information, then
prints and mails your membership
packets. Roy is also responsible for
re-mailing the packets that Liz con-
firms missing. Roy is aided by the
crew of the USS Powhatan

Blair Learn: Blair is responsible for
the distribution of region and chapter
rosters to Starfleets RCs and COs.
Blair is also responsible for the
CompOps web site (now you know
who to blame<G>). Although we have
yet to confirm it, we believe that most
of Blair's work is actually done by his
parrot Terrydactyl.

As always, if you don't know who
you should contact, send it to Liz or
myself and we'll make sure that it gets
passed on to the right person.

In closing, I want to take a second
to thank my crew of the now USS
Tanagra and especially my XO, Com-
mander Dixie Lance and my wife Teri
Smith, for understanding that they
have to share their CO (and in Teri's
case her husband) with the rest of the
fleet.

See you all in sixty!
Jesse Smith, Commodore
Chief, Computer Operations
Starfleet

WANTED CREWS STARSHIP

Alex Rosenzweig

The following vess-
cently been constructed
at various shipyards around
eration. Crews are now
them. (Starfleet shuttle
note!) These ships are:

U.S.S. Unity NCC-21
Nichter-Class Dreadnought

U.S.S. Adhara NCC-1
Tikopai-Class Heavy Cruiser

U.S.S. Forrestal NCC-
Constitution-Class Heavy Cruiser

U.S.S. Qual'at NCC-1
Achernar-Class Heavy Cruiser

U.S.S. Ki Rin NCC-21
Belknap-Class Strike Cruiser

U.S.S. Warrior NCC-21
Triumph-Class Research Ship

U.S.S. Cendra NCC-21
Hatfield-Class Command Ship

U.S.S. Allred NCC-59
Cheetah-Class Fast Cruiser

U.S.S. Durrett NCC-8
Firestone-Class Battlecruiser

U.S.S. Kennard NCC-
Hollingsworth-Class Patrol
Cruiser

Any group interest-
one of these vessels for
ter should contact the
Technical Information
information and/or the
of Technical Services to
name and registry.

(Remember, reserv-
a first-come, first-serve

OCP

Carl Lewis

June 15, 1998, OCP Headquarters will be located in Centreville, VA. Unfortunately, as of this date, I do not have an address. During this period of transition, however, my representative Eddie Allen and the U.S.S. Horizon have agreed to assume all my duties for processing, and shipping orders. Effective immediately, please send all orders to Eddie at: Edward Allen, P.O. Box 104794, Jefferson City, MO 64501-0794. Please be kind to review by cutting, sorting, and attaching coupons prior to shipping.

I look forward to moving OCP HQ close to our nation's capital, enhancing the OCP's ability to communicate and work more closely with the branches of the military. Thank you for your understanding during this period of transition.

While sending your coupons overseas, please continue to do so. Your totals to Eddie at: EALLEN@AOL.COM, or by mail to the address above.

I expect to be fully settled in our new address by the end of June, and I will accept your coupons. At that time, I will broadcast our new address via e-mail to everyone in the database who has provided an e-mail address, (2) via postcard to everyone in the OCP database, and to the Starfleet ListServe. I will ensure to provide OCP HQ's

new address for the next edition of the OCP. Should you need to reach me before then, my e-mail address will be the same (BeckyThane@aol.com), or you may call area code 703 directory assistance and ask for the phone listing for John Mark and Becky Thane.

As a side note, I am pleased to report that the OCP currently has an application pending with the IRS for tax-exempt charity status. This is expected to be a lengthy process, but I will be sure to keep you updated on the progress.

I would like to extend special thanks to: the members of Region 12 for the wonderful reception at their Summit; the members of Region 3 for the great send-off; and the members of Region 1 for the terrific welcome!

Becky L. Thane, President
The Overseas Coupon Project, Inc.



VULCAN ACADEMY OF SCIENCES

GRADUATE PROFILE:

KARI MCKENZIE

Richard Heim, Assistant RDC Science, Region One

Starfleet Academy's Vulcan Academy of Sciences is a very special school. In VAS you can earn up to 14 fictional degrees in two fields — Biological Sciences and Physical Sciences — with over two dozen electives. You learn a lot about *real* science as you do the course work, and have a great deal of *fun* while you're at it!

In the history of Starfleet, there are only eight members who have completed *all* of the courses offered at the time they were enrolled. VAS would like to honor these special people for their commendable accomplishment.

The Vulcan Academy of Sciences gives a hearty **SALUTE** to: **Kari McKenzie!**

Hailing from Starfleet's Region 10 (Alaska/western Canada), Kari took about half a year to finish all of the VAS courses. While not necessarily interested in the nitty gritty of science, she enjoys "learning about new things in all areas of life."

In real life, Kari McKenzie is a Library Technician in a Middle School library. Her major hobby: "I simply love to read (and read and read and read some more)." This helps her to relate to the kids at work very well: she's able to provide them with many different titles in the subject areas that interest them — anything from non-fiction to fiction titles — and be enthusiastic about everything she recommends to them.

"I find that I am better able to convince the kids to learn about new things if I provide an example," she explained. "Hence, I have taken many Starfleet Academy courses in as many different schools in order to model learning for the kids and that it can be fun. On a side note, it's a great way to earn promotion points within your local Starfleet Chapter!"

When asked who her favorite scientist is, Kari said, "I think every scientist, no matter whom they are or were, plays an important role in science."

As to her favorite scientific discovery: "I think the most important discovery for humanity is that we are the center of the universe and we are dependent upon each other for survival." While she thinks that science is important to the world, she adds that all things (science, religion, social interactions, etc.) are inter-related and inter-dependent. She notes that we need to be balanced in our outlook on life and our place in the structure of life.

While she was not particularly good at the mathematical side of science, Kari had a knack for understanding the general principles and the "why" behind the science. "In essence, I understood it—I just couldn't apply it (in school), I was often the one who was voted most likely to blow up the materials when we did experiments." If she could decide NASA's top missions for the next 30 years, she would give highest priority to those that would promote communication amongst humanity, projects that would see us working together for a common (and positive) goal.

Is there anything left to be discovered? "There is always room for discovery," she noted. "As the old saying goes: 'The more you know, the more you grow; the more you grow, the more you want to know.' I think that there will ever not be anything to discover because the more we discover/learn, the more questions we have."

(On behalf of the Vulcan Academy of Sciences, I would like to take a moment to thank Kari for corresponding with us, and to invite her to join me in a hearty round of applause for you would like to learn more about VAS, take some courses, check out the VAS page at:

<http://www.Starfleet-Academy.org> or send a SASE to VAS Director Marlene Miller, 461 Harmony Road, Campbell, OH 44405-1212, or email: [<VAS@sfi.org>](mailto:VAS@sfi.org).

LL&P! Capt. Richard Heim, RDC Science, Region One.)

Communications Department: NetServices

Allyson Dyar, Vice Chief of Communications, Net Services

meetings from Cyberspace!

a few notes for you. If you ever have any problems accessing our main page (<http://www.sfi.org>) you can try our back up pages: (<http://www.alcyon.com/dyar/starfleet/> or <http://www.sfi.org/~net.html>). Generally speaking, if one page is down, the other usually is up.

Also, the Fleet Admiral and Executive Committee hold bi-monthly IRC chats on XWorld in our channel. These chats are held on odd months, usually towards the end of the month. Chat notices are posted on the 'fleet list and the announcement board. For more information on our monthly chats as well as how to use our IRC channel, please consult our cyberspace page which can be found from the main 'fleet page (<http://www.sfi.org>) or the backup page, above.

Before I announce this year's Web Awards, I just want to clarify a misstatement in the overall Web Page of 1997: the co-winners: the USS Maat and the USS Valkyrie. Region 5 was left out and I want to clarify this for once and for

all now, to segue into this year's

NetServices and The Office of Communications Consultants Annual Web Awards

NetServices is proud to announce our 1998 annual Web Awards. Categories and descriptions are as follows:

Homepage of the Year - Individual
Overall design and appearance. Well balanced use of graphics and color. Content is well constructed and easy to navigate.

Informational Resource - sites designed as a reference tool. Use of links and online information to assist others

in locating materials on a specific subject. Materials presented in logical, concise form.

Regional Website of the Year - overall design and appearance. Well balanced use of graphics and color. Content is well constructed and easy to navigate.

"Fun" Site of the Year - 'nuff said!

Awards of Excellence. This is awarded at discretion of the Web Award Judges.

New Award: Winner's Choice - this will be awarded by the Web Masters of last year's winning web pages.

Last year, we had members submitting URLs to us directly. Please don't. Chapter's must be linked either to their Regional Home Page *or* to the Operations List of Chapters. STARFLEET related (that is, not just chapter or regional) Information Resources should be listed on the 'fleet pages: affiliated groups, conventions, cyberspace, executive committee, services, or the trading post. And the fun site should be listed under "The Lighter Side."

The STARFLEET web site is: <http://www.sfi.org> and if you have any questions on the site, please direct them to Rear Admiral Allyson M.W. Dyar <netservices@sfi.org>.

Our timetable is as follows:

01 June — applications will be taken for the third judge

15 June — deadline for applying to be the third judge

20 June — judging will start

04 July — winners will be announced at the International Conference

The winners will be judged by a panel of three individuals: Rear Ad-

miral Allyson M.W. Dyar, Chief of NetServices, Fleet Captain Ed Nowlin, Director of the Office of Web Consultants and one other person chosen from the depths of cyberspace. Any web page that the judges are associated with will *not* be eligible for an award.

If you are interested in applying as the third judge, this is what we are looking for. Someone who is totally familiar and comfortable surfing the Internet for web pages (while the third judge doesn't have to have his/her own web page or know how to build one, we're looking for someone who's viewed a *lot* of pages). We'd prefer if the third judge was on a platform *other* than a PC but don't let that discourage you.

Please send your STARFLEET resume as well as tell us why you are interested in being the third judge to Fleet Captain Ed Nowlin capt_ed@earthlink.net between June 01 and June 15. Applications will only be accepted via e-mail.

The Certificates will be handed out at the International Conference in July. Any winners not present will have their certificates mailed to them.

If you have any questions, please contact:

Rear Admiral Allyson M.W. Dyar <NetServices@sfi.org>, or Fleet Captain Ed Nowlin capt_ed@earthlink.net.



Report for May USS Valkyrie NCC-7465 Region 1

Reporting Officer:
Lt Commander Dwayne Sklar

CO Capt. Sally Moag
18360 University Park Dr
Livonia, MI 48152
SJMoag@aol.com

XO Capt. Andrea Haag
7312 Pinehurst
Dearborn, MI 48126
AndreaHaag@aol.com

Currently there are no shuttles to the USS Valkyrie.

There are no promotions.

No graduates this month. Dwayne Sklar (me) is currently on his OCC test and will be in next week.

The only pressing matters we are planning the first ever all the ships and shuttles which will occur on May 12. We will discuss all of our pressing matters the individual vessels and ourselves. More to follow in next report.

April was a very busy month for the vessel. On April 17th our Region 1 conference was held in TN, and my CO and my ContraptionCon at which Wilerth who plays "Kosh" was the guest. And Admiral CO attended the Dover Conference in Dover, Ohio which was attended by Capt. Richard Smith and the USS Empress. XO attended the conference in St. Louis this week. It was announced that the Lighter just recently separated from the 12. This created an "Incident" we were dubbed the "Babylon". For more information after please contact Admiral Malotte Region -12 Coordinator (we consider the matter closed and meet again). Also, I attended a convention in town that featured Nimoy as the guest, and a promotion I put out recruiting the Valkyrie.

"Fear Not the Darkness,
For the Stars will light the way."
-USS Valkyrie

Customer Service in STARFLEET

by **Mandi Herrmann**, Submitted by **Mike Smith**

When I began working at a software firm with its corporate headquarters in Charleston, SC. As an employee, I have been at the workshop after workshop, class, in the attempt to learn about the company and its products as much as possible. Some of these workshops are extremely boring (like the Windows NT class). However, I found myself sitting in a "Customer Service" workshop that just re-energized me. I started thinking, "If I'm in STARFLEET and its members could really use a good dose of customer service, what have I just learned."

Leadership in Fleet, we must remember we aren't just a fan club of members worldwide. We are also an organization that services over 5,000 members. Think about that for a second: that sink into your mind and let it shape your thoughts. In the next few paragraphs, I'm going to present some effective approaches to improve our customer service. The reason we are working for is one of the most successful developers of software for the profit and charitable organizations in the United States, and I firmly believe it is due to their approach to customer service.

begin.

First of all, Customers are everywhere. The founder of Scandinavian Airlines said, "If you're not serving a customer, your job is to be serving someone who is." In other words, everyone is someone's customer. There are a few definitions of the word "customer" in the dictionary. The obvious definition is "someone who buys." A much more important definition is, "A person with whom you have dealings." In other words, there are two types of customers: External and Internal. External customers are the staff of the organization. Internal customers are the staff who serve as both External and

Internal customers to each other. The "Joe Member" of Fleet is definitely our external customer. He's the one that pays his dues and expects service in return. Even though we are the leadership of the organization, we also pay dues, so we are external customers as well. However, we are also each other's Internal customers. We deal with each other day in and day out in the hopes of getting information to run our departments successfully and in turn please our external customers, the membership. Every organization and company is 100% dependent on both External and Internal customers. If External are unhappy, say adios to the revenue. If Internal are unhappy, low morale and high turnover of officers will occur. It costs eight times more for most businesses to make a new customer than it does to keep an existing customer. So, if you are ever wondering, "Who is my customer?" here's an easy way to determine that. Ask yourself "Where does my work go when I'm finished?" Also, ask yourself, "Who is my work important to?" The answers to these two questions will help you determine who exactly your customer is.

Okay, now we've covered the basics of who the customer is. So, what do we do when we get a complaint or a problem? Use the well placed, "I'm sorry." An apology in this case is a simple acknowledgement that the customer/member did not get what he expected. This quick act of empathizing with their problem puts them at ease and usually makes problem resolution easier on both the customer and yourself. Be sincere, empathize, be personal, and be timely in your apology. Too often in our organization, I've seen leadership snap back an uncaring response to a member. Heck, we've probably all been guilty of it at least once. Someone says, "My CQ was missing the front cover when it came two weeks late." Many times our first response is, "Ask for a replacement copy and real life interferes sometimes

with publication schedules." In other words, go away, you are bothering us with muckety-mucks. Giving a solution is good. But, we should say, "I'm sorry. Let's find a way to make sure you get better service next time." Then, either forward the message on to the CQ staff to send a replacement copy or nicely advise the member on how to do so himself.

Now, let's deal with Forbidden Phrases and Deadly Sins of customer service. I see this happen ALL the time in STARFLEET. Every administration has been guilty of many of these "sins." Even our own. Even EC members. Now, first of all, let's look at the top seven "Forbidden Phrases."

1) **I don't know.** This implies that you don't care. Instead, try the phrase, "Let me find out...." This shows you are willing to please the customer and that you do care about their well-being in Fleet. Don't give the member a dead end.

2) **We can't do that.** Well, yet again a dead end for the member. Sure you might not be able to do exactly what the member was requesting, but try saying, "Let me see what we can figure out," or "Let me see what I can do to help you."

3) **"You'll" have to....** Now, those words aren't necessarily bad to say. But, try to avoid the "YOU" word. This can be disconcerting to someone who isn't quite sure of what's going on and how to solve a problem. Instead of that, try saying, "Let's try this," or "Let's do this." Using "We" and "Us" shows you are assisting them. Granted, you may say, "Let's try sending an email to CompOps Help and inquiring about your membership status." Then you can walk them through the process of how "We" would do that. For numbers 1, 2, and 3, you notice that the term "Let's" is used. This shows the member they aren't alone in the organization.

4) **I'll get back to you.** Well, about leaving someone hanging. That's almost another dead end for a member. You need to say something like, "It may take me three or four days to get you an answer. I'll let you know when I have an answer for you then." Give them a time frame and then stick with it. In fact, overestimate the time needed. Say it will take you four days and then get it back to them in two days. Just like you said, you'll be a miracle worker! They will be impressed with the rapid response and quick service.

5) **No.** Try not to begin with "No" when answering people unless you are saying "No Problem." Try to begin with something positive. This happened to me just recently and I learned it badly at first. If someone asks you to nominate me for a promotion, don't just say "No." I did and I was flamed and really made someone angry. However, when I approached him by saying, "Well, I'm really familiar with your service record and now, so why don't you fill me in on your accomplishments and then I'll rank," I discovered quite a few things I was unaware of and the person softened and we have opened a good dialog now. I'm even considering his request now due to some circumstances I'm now aware of.

6) **It's not my fault.** Okay, sometimes we will get a complaint that isn't our fault. But that's awful. Not caring. When I took over the Academy, I was asked by many members, "Why hasn't my check cleared?" I had responded with, "It's not my fault. I'm new here," I would have said, "Boy, she's a jerk." The whole EC must be a bunch of jerks, they are all like her." Instead, I asked Marlene and later myself to explain the situation involving checks to the Academy and we apologized for the inconvenience to everyone.

Cont on Page 12

STARFLEET ACADEMY

COMMODORE MANDI HERRMAN, COMMANDANT

Greetings from the halls of learn-
Things are getting even busier in
Academy and new courses are be-
added and old schools are being
ened. The College of Trade &
merce should have a new direc-
within the next few weeks and the
et School will have a new director
ace as well.

Currently, the College of Com-
d Studies is getting ready to open
business. Originally, Matt Copple
(R2) and Adam Thompson (R3) were
rve as Co-directors. However, Mr
ple has had to take a leave of ab-
e from Fleet duties and attend to
life commitments. So, Adam Th-
son will be the sole director of the
ol. He has two very qualified as-
nts helping him with the school.
nn Smith (R3) and Diana Harper
are both assisting him at this time.
se see the updated Academy ap-
ation for further information and
address for the school.

Also, calling all Warriors!!!
Fleet Academy is pleased to an-
nce the opening of our latest
se, the Klingon Warrior Academy.
tain Greg Franklin (R1) will be the
ctor of this course. The Klingon
rior Academy is divided into three
rate areas. The first is the Warrior
ate which consists of three courses:
gon History and Culture, Klingon
ernment, and Klingon Weaponry.
is the only Degree available to
. The second degree is the War-
Apprentice which also has three
ses. The third degree is the Mas-
Warrior consisting of another three
ses. A final exam may be re-
sted with the third degree that
ld allow the student to attempt to
r the Ancient Order of The Bloody
rd. The questions are from the
ous Trek Series, and Movies, and
n the encyclopedias. The cost is
0, SASE, and 3 loose .32 cent
ps per degree. You can reach
g at 910 Cooks Valley Rd Apt #21,
gsport, TN 37664 or e-mail:

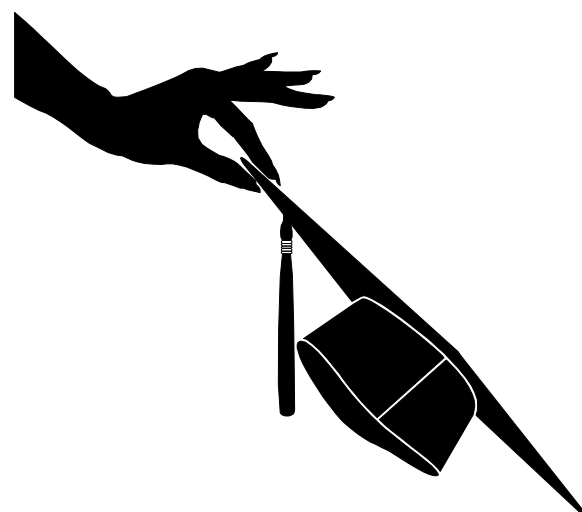
reprisalco@aol.com < kwa@sfi.org>.
It looks to be really fun and exciting
course. I encourage your participation
in learning the ways of a warrior!

Also, there is an updated Academy
brochure available for y'all as well.
Tom Restivo, Special Assistant, is in
charge of distributing these. His ad-
dress is 1218 Stillmeadow Place, Apt
1D, Frederick, MD 21703-1345. Or
you can reach him in cyberspace at
SFASpecAsst@SFI.Org. As always,
please include a large SASE. We have
received some real positive feedback
in regards to this brochure. It is a great
recruiting tool as well!

As always, my door is open to the
membership. If you have any issues
regarding the Academy, please be sure
to pass them my way if need be. Be
sure to check the Academy website
often. It is always "under construc-
tion" and should have a new look soon
as well. The URL is www.sfi-sfa.com.
Once again, my thanks to Tom Restivo
and Greg Staylor for updating and
maintaining the site.

The Academy awards should be
ready to be presented at the IC in Lub-
bock over July 4th weekend. Those
of you on the Dean's List stand a good
chance for earning such honors as
Honor Student of the Year. I can't wait
to see y'all there!

Have a great spring break. See
you in 60!



STARFLEET ACADEMY DEAN'S LIST

January — February 1998

On behalf of the Deans of the Institutes of Arts, Technology, Leadership, and
Studies, I'm proud to announce the honor graduates for the 1st two months of 1998.
student scored a 95% or better on their course work. Congratulations on a job well done!

Institute of Technology		
College of Computer History		
Edith Padgett		Timothy Winters
Jack Babb		
Vulcan Academy of Science		
Mariellen Chidiac		Mitchell Dotson
Ruth Green		Christopher Brownlee
Mark Easterbrook		Mandy Halleman
Angela Hitson		Kathy Hoover
David Peifer		Steve Turner
Michael Walker		
College of Medicine		
Steve Turner		Edith Padgett
Larry Jones		Sandra Lee Burr
Institute of Arts		
School of Language Studies	--	Steve Turner
College of Federation Studies	--	Patrick Tucker
Institute of Leadership		
Flag Officers School	--	Michelle Dubose
Officers Training School		
Eliseo Banuchi		Jennifer Olinger
Steven Gordon		Michael S. Walker
Seileach Corleigh		Steven G. Bynum
Damian Barton		Dawn Benton
Montine Strickland		J. Kevin Topham
John Cook		Patricia Smith
Institute of Military Studies		
Security School		
Cindy Stewart		Roy Sesler
Virginia Anders		Wayne Snyder
Brian Chappell		Mariellen Chidiac
Henry Peden		Michael Warner
Linda Geiger		Keith Abreu
Alan Cohen		Tim Brown
Charles Menter		Ross Cole
Maud Freifelder		William Walker
Tracy Newby		Aaron Heiner
Frisco Sullivan		David Lynch
Marc Harris		Martin Gingras
Charles Via		Don Pugh
Robert Mulvey		David Adkins
John Russell		Angela Hitson
Robert Armstrong		Rose Armstrong
Kathlene Harper		James Post
Wayne Snyder		David Vega
Gerald Perkins		

STARFLEET ACADEMY - COLLEGE APPLICATION FORM

The Scholastic Division of STARFLEET: The International Star Trek Fan Association, Inc.

Comm. Mandi Herrmann - Commandant, 9908 Berrywood Drive, Ladson, SC 29456

(academy@sfi.org) <mandih@bellsouth.net>

RAdm. Carolyn Donner - Vice Commandant, P.O. Box 158, Hammersville, OH 45130

(vacademy@sfi.org) <Donner.Crafts@worldnet.att.net >

TYPE or CLEARLY PRINT all information and send application to the program you selected below:

ESS:

TATE/PROV:

ZIP/POSTAL CODE:

:

SCC# :

ER'S TRAINING SCHOOL
\$2.00, SASE, 2 Loose 32 cent

g Pellerin, RFD #3, Box 5460,
ME 04901

rg <pilgrim@ctel.net>, or
Elizabeth Worth, 12 Perrin Ave.,

, NSW, Australia 2761
ay.com.au

st pass this course to take OCC.)

ER'S COMMAND COLLEGE
\$4.00, SASE, 3 Loose 32 cent

n Cushing, P. O. Box 11584,
TN 38111-0584

@dewey.lib.memphis.edu, or
Captain Alan Yates, Unit 6/22

iff Road, Queenscliff NSW,
2096 - jennifer@ay.com.au

f OTS diploma required when
for this school - Do NOT send
OTS certificate!)

OFFICER SCHOOL (FOS)

or first course

each for the second and third

ual for all 3 courses

elen Pawlowski, PO Box 22225,
MO 63116-2225 - no email -

tain Alan Yates, Unit 6/22

iff Road, Queenscliff NSW,

2096 - jennifer@ay.com.au

OCC diploma required when ap-

r this school - Do NOT send

OCC certificate!)

COLLEGE OF CHAPTER DEVEL-
OPMENT (COCD)

- LSASE for course listing & pricing

(Ten courses — prices vary)

Cpt. Michelle A. DuBose, 7302 Corpo-
rate Dr. #1906, Houston, TX 77036 -
cocd@sfi.org <dubose@pdq.net>

COLLEGE OF COMMUNICA-
TIONS (COC)

- \$4.00, SASE, 2 Loose 32 cent Stamps

RAdm Carolyn Donner, PO Box 158,

Hammersville, OH 45130

vacademy@sfi.org

<Donner.Crafts@worldnet.att.net >

COLLEGE of COMPUTER HIS-
TORY (COCH)

- Free, SASE, 2 Loose 32 cent Stamps per

course. RAdm Sharon Ann Campbell,

P.O. Box 603, Kirkland, WA 98083-0603

- coch@sfi.org <sac@wolfenet.com>

SCHOOL of ENGINEERING (SOE)

\$2.00, SASE, 2 Loose 32 cent Stamps.

Capt. Brian Dougherty, 1445

Fairmeadows Street, St. Louis, MO

63138-2512

soe@sfi.org <briwdou@swbell.net>

KLINGON WARRIOR ACADEMY
(KWA)

- \$1.00, SASE, 3 Loose 32 cent Stamps

per Degree. Capt. Greg Franklin, 910

Cooks Valley Road, Apt #21, Kingsport,

TN 37664

kwa@sfi.org <reprisalco@aol.com>

COLLEGE of FEDERATION STUD-
IES (COFS)

- \$1.00, SASE, 3 Loose 32 cent Stamps

per course. Capt. Donna Tucker, 7066

Goodner Mtn Rd., Pinson, AL 35126 -

cofs@sfi.org <DTucker937@aol.com>

SCHOOL of LANGUAGE STUDIES
(SOLS)

- \$2.00, SASE, 2 Loose 32 cent Stamps

per course. Comm. Sherry Anne Newell,

5 NW 40th, Lawton, OK 73505 - no email

COLLEGE of MEDICINE (SACOM)

\$3.00, 2 Loose 32 cent Stamps per course

Cmdr. Kevin West, P.O. Box 1418,

Colonial Heights, VA 23834

sacom@sfi.org <MedDirSFA@aol.com>

COLLEGE of SURVIVAL STUDIES
(COSS)

- \$3.00, 2 Loose 32 cent Stamps per course

FCapt. Carol Thompson, P.O. Box 135,

Ester, AK 99725 - coss@sfi.org

<72703.667@compuserve.com>

VULCAN ACADEMY of SCIENCE
(VAS)

\$2.00, SASE, 2 Loose 32 cent Stamps per

course. VAdm. Marlene Miller, 461 Har-

mony Lane, Campbell, OH 44405 -

vas@sfi.org <aa324@yfn.ysu.edu>

COLLEGE of STARSHIP OP-
ERATIONS (COSO)

\$2.00, SASE

Capt James W. Lee, 214 Jamestown

Dr., Spring Lake, NC 28390

coso@sfi.org <Jlee569968@aol.com>

SECURITY SCHOOL (SFASS)

\$2.00, 3 Loose 32 cent Stamps for

course. FCapt. Gregory Staylor, P.O.

9796, Chesapeake, VA 23321-9796

sass@sfi.org

<Security@Sfi-sfa.com>

COLLEGE of HISTORY (COH)

\$2.00, SASE, 2 Loose 32 cent Stamp

course. Cmdr George K. Clark Jr.,

Lichen Dr., Citrus Heights, CA 9562

no email

STARFLEET OFFICERS RA
SCHOOL (SORS)

SASE, 3 Loose 32 cent Stamps per co

Cmdr. Jeff Salamon, 3535 East 14th #

Plano, Tx. 75074-7060

sors@sfi.org

<N3fht@aol.com>

CADET SCHOOL (CS)

Prices TBD

Capt. Ben C. Redding., 2917 Heri

Way

Sevierville, Tn. 37876

cadetdirector@regionone.com

<trekscotty@email.msn.com>

COLLEGE OF TRADE AND C
MERCE (COTAC)

Prices TBD

Cmdr. Tammy Willcox, 5391 Marl

Drive, Norfolk, VA 23502

cotac@sfi.org

<R1Special@aol.com>

Send your application directly to the School you wish to attend.

All checks or money orders must be made out to "STARFLEET - ACADEMY FUND" -- Do not send cash

STARFLEET VOUCHERS and RED SFA VOUCHERS ACCEPTED

Chapter Summaries

Due to the CQ production schedule, MSR activity reports will not be appearing this month. They will resume with the next issue.

Since the Chapter Summaries are to appear in the communiqué, they have been questioned a number of times as to when exactly, are the reports you are reading about taken, and what does it mean when a report has a "n/r", and why there are so many n/r's in the first issue. The features are due the 1st of every month, for example, Dec. 1st. The MSR's are due the 5th of every month, for example, Dec. 5th. What this means is that for the December due date, we have to use the October and November MSR's. By the time you read this in January, it has been three or four months since the events happened. It is important to keep in mind. "n/r" simply means I did not get a report of the MSR. It does NOT mean that STARFLEET did not receive a report. There are many reasons I may not have gotten one: a member may choose not to participate, a report may have gotten lost, a member cannot, obviously, include a report whose reports I do not receive, no matter the reason. Website reports are automatically

CC'ed to me, email can be CC'ed to jccohen@14850.com, and USPS to J.C. Cohen, 108 Ferris Place, Ithaca, NY, 14850. All questions can be sent to these addresses as well.

Finally, the reason there were so many n/r's in the first issue was because the program was just getting started, and information had not spread out to all ships yet. I decided, upon consultation with STARFLEET Ops and Communications, to go ahead anyway, since the activity summaries were the most requested feature for the communiqué. I did what I thought was best for STARFLEET.

I realize many people were surprised to see that their ship had a n/r, but rest assured, this was an inevitable consequence of this project starting up, and no one should be concerned. Certainly, many more ships are sending me their MSR's, and the summaries are going well. I hope you enjoy seeing what your fellow ships are doing.

Thank you.

SF Customer Service, Cont from Page 9

If you had done.... Once again, that is very negative. Sure, some of the issues we are pre-occupied with could be solved easily by a member if they had thought about it through. Instead of complaining, "If you had read your membership handbook, you'd know," try just simply answering the question and if possible, say something like this: "Okay, let's look at our answer. Now, I'm sure it's in the handbook, so let me turn to page 4 here. Oh, yeah, it is," and then quote them the message. Now, next time, they will go to look in the handbook and you didn't insult them.

Those were the "Forbidden Phrases," so what about the "Deadly Sins"? They are very similar to the forbidden phrases, but they are more often than not related to our attitudes and give the member/customer an impression about us and our attitude toward them.

1) I don't like you. This is implied when we don't focus on the customer or just kind of blow them off. Tone of voice or tone of email could also imply this.

2) I know it all. Don't interrupt someone when chatting or

talking with them. If they have a question, don't cut them off until they are done asking it. How many times have you been asked, "Do you think you could..." and then you spout of "Yes," and the rest of the question was, "...take out the garbage?" See, don't interrupt.

3) You don't know anything. I can think of many instances when I've seen this happen in Fleet. Being condescending, pointing out an obvious thing and making someone look stupid to others is very poor customer service. So what if they are asking you who is third in charge of Starfleet? Don't say, "The Chief of Ops, if you had read your handbook." Belittling isn't a good way to keep members happy.

4) Don't ask me anything else. It is really easy to make someone feel like this, like they are bothering you by doing numbers 1, 2, and 3 or by using those forbidden phrases. Don't make someone feel less than important just because they aren't in your circle of friends or in your peer group.

5) I'm right and you're wrong. This is pretty self-explanatory. It is not good customer service to state to someone, "Well, I'm on staff, that's why."

Okay, we've gotten those out of the way. Next key to quality customer service is to *Listen, Listen, Listen!* Did you know that we speak at about 100-150 words per minute, but we can hear up to 600 words per minute? Yet, even though we can hear 600 words, studies done have shown we actually only recall 1/3 of all we hear. So, how can we improve our listening skills? First of all, take notes. If a member calls you or gets you on IRC, take notes or log the conversation. This way, you won't have to ask them to repeat themselves later in the conversation. Secondly, *Reflect*, that is, repeat back in your own words how you understood what they said. This reassures the member that you

were listening and they are not tant. Then, if you did something incorrectly, the member set you straight. Finally, be afraid to ask questions and stand the situation better.

Another important part of customer service would be *ter the Art of Calm*. You are as good as you feel. However, we are guilty of shooting a sarcastic email due to being tired. Yeah, I have and I know you have, too. So, relax, breathe, relax, organize, think & talk positively. It should get you in a better mind.

Finally, **Go the Extra Mile**. Surprise and delight each other when you come in contact with a member. Finding creative ways to make the customer know you care to help will make them very happy. Go above and beyond the call of duty to treat the each member as if he were the most important member in Fleet. This is the key to growth in Fleet. This is the key to happy and content customers. This will be the key to winning the elections. We've got to get off our high horses, put away our condescending tones and attitudes, stop sending out flaming emails, stop playing the petty political game. If we are to send Fleet into the 21st century as the very best, we must realize that we are not the only ones out there, we must realize that we are not the only other's customers.



Communications Division

M. GORDON L. GOLDBERG

Frequencies Open! As you noticed, once again there have been changes around Communications. Due to the overwhelming amount of real life responsibilities and duties, Britt Sloan has stepped down as the Editor of the Communiqué. I hope all understand that home, work, and family should be any one's first priority — after all, how can we have to be reminded of a fan club, driven by volunteers, should be hypocritical for any of us. A volunteer should sacrifice his or her world concerns for the fleet. All we can ask of any volunteer is that they give their best effort, and help if they feel that they've been taken on) more than they

herited an incredible load of work over from Greg Trotter, more than Greg had, and did her best to maintain the Communiqué's standards. I thank her for all her hard work and recognizing when it became time to have the guts to admit it.

To Greg and Britt, we have a huge amount of work and distribution infrastructure for the Communiqué, and this will continue to be used by Wendy and those Fanzine team will be working up with the remaining staff. The new editor (hoorah for Kris, I couldn't pass that up) to lead the stronger publications staff.

It's your right — the helm of the fleet has been turned over to me, who will be Vice Chief of Communications/Communiqué Editor. I am committed to continuing to provide STARFLEET with quality newsletters, as the current issue demonstrates, he can be reached at CQ@cs.cq.org, or:

William L. Goldberg
 Communiqué Editor
 1000 Route 1
 P.O. Box 3448
 New Brunswick, NJ 08902-3448

My home address may also be used for the submission of articles.

On the Internet front, the NetServices staff continues to update the STARFLEET web site at <http://www.sfi.org>, and a mirror site is available at <http://www.starfleet.broadnet.co.uk> for faster access by our European members! The Commander, STARFLEET's "fireside chat" on the Internet Relay Chat server at irc.lips.net draws ever-growing crowds on odd-numbered months, alternating with various "specialty" forums on the even-numbered months, all moderated by Allyson Dyar.

On an individual front, I have to admit to a screw-up of my own. It seems that there have been some problems regarding last year's newsletter award recipients (which were announced at the 1997 International Conference), some of whom may not have yet received their awards/certificates. I tender my extreme apologies, and promise that this will be corrected shortly.

As I announced in the latest Command Status Report (which all ship captains should have received several weeks ago), chapters interested in submitting their newsletters for the 1998 newsletter awards should mail copies of their best calendar year 1997 issues to me, postmarked no later than June 15, 1998, at the address below. Please mark clearly on the envelope that this is a "1998 Newsletter Award Submission."

On to other matters! As you know, elections for Commander and Vice-Commander, STARFLEET, will be held later this year. Keep in mind, this article isn't a campaign message. As Chief of Communications, STARFLEET, I am responsible for overseeing the upcoming elections, and I want everyone to know where I stand on the questions of when and how and where and why. It's barely the middle of May, and I'm already getting hit with questions and complaints, so let's get everyone on board with some simple directions and suggestions.

First off — as Allyson Dyar has made abundantly clear, there shall be no campaigning on the STARFLEET Internet Mailing List. This has been the rule ever since I was the list administrator back in

the Lerman Administration. There have already been offers to set up a separate, independent election listserver, as we've had in the past, and so we will have one again this year. All election- and/or campaign-related discussions should be restricted to that list, and kept off of the general Fleet list. The administrators of the various Regional and Chapter lists may permit or refuse election-related material — that's their choice, and I strongly recommend that any potential candidates who intend to post to those lists should contact the individual administrators privately beforehand to get permission to post.

Secondly — campaigning is not permitted until September 2, 1998. Therefore, we won't have an elections mailing list running until just before then. This will give people who are interested in subscribing a chance to join before the campaigning starts.

Let me make this very clear — **DO NOT START CAMPAIGNING UNTIL SEPTEMBER 2, 1998 UNLESS YOU WANT ME TO COME DOWN ON YOU HARD.**

Now, for some pointers on how to avoid being cited for premature campaigning (other than consulting your doctor or pharmacist):

Putting up an election-related web page, or writing election-related articles for publication, is skating a very thin line as far as "campaigning" goes...

If you choose to do so, you should avoid making any reference to the current STARFLEET Administration, or any presumed "opponents." Remember, until you get the necessary nominations, and I confirm them, you aren't even a candidate for office — and neither are "they". You shouldn't talk about your plans for the organization, or your intended running-mates either. If you really want to play it safe, what you probably should do is simply announce that you are seeking nominations for Commander, STARFLEET, and that anyone interested in speaking to you on the subject should contact you privately — I repeat, **PRIVATELY**. That's

the key here. Anything you do publicly is not going to be a "campaigning" action. Anything you do publicly is likely is.

So, how do you go about getting people to nominate you, and put together a slate of officers, and a plan?

The best way is to start a grassroots effort. Talk to people individually, your friends and crewmates to talk to friends individually on your behalf.

Remember, anything you do on a one-on-one discussion basis is not campaigning... but mass-mailings to strangers or public postings tend to be considered campaigning. Same with putting up flyers (or web pages), or chatting about plans for STARFLEET in public spaces on IRC, or in public spaces at conventions, conferences, or meetings. Simply stating that you are seeking nominations for campaigning — but as soon as you get asked about your qualifications and plans, it's time to take it private.

Talking about other potential candidates in any of the previously mentioned public forums is a definite no-no.

If you want to set up a mailing list, you can communicate with the fleet. You have expressed an interest in working on your upcoming campaign. It's allowed too — but remember, you have to invite them individually to join. Don't do it publicly. You can make as many private contacts as you feel like. Discuss the upcoming campaign and your plans are or should be for it. No public campaigning on or in any publicly open forum is off-limits until September 2nd.

If you have any comments on how the Communications Division can further serve your chapter or the fleet, please feel free to contact me by email at Comm@sfi.org, or by postal mail at Gordon L. Goldberg, 3000 Haven Avenue, Apartment 3C, New York City, NY 10033-5333 USA.

In service to the fleet,
 Gordon L. Goldberg
 Chief of Communications, STARFLEET

ShOC News

RADM DENNIS GRAY, CHIEF, SHUTTLE OPERATIONS, STARFLEET

dy, Y'all! We meet again. And v things have changed since last I There has been a major shake-up C. We have a new Vice Chief for In fact, we have two new ones. ably most of you already know,adore Dan Friesen resigned his as Vice Chief of Shuttle Opera-ck in April. Dan unexpectedly, to pursue other goals in Starfleet. e at ShOC wish him well in his rs.

er a brief search, not one, but TWO e chiefs were chosen. I felt that o vice chiefs, we will be better able the workload, and better serve the Also, if one resigns, operations t will be able to carry on without tion. I received quite a few very d applications for the position. out tough choices, wow! I cer-ope that I do NOT have to do that But, finally, the choices were o those who applied, but were not PLEASE! I *urge* you to con- seek a position within the organi- Starfleet needs, and will always ople like yourselves to volunteer ves, and give back to the organi- On behalf of myself, ShOC, and rfleet, I *THANK YOU* for your and applying. Now, on to the tions...

ase join me in welcoming to Fleet Captain Denine Malotte, of Nomad, in Region 12, as the new Vice Chief of Shuttle Operations, t. Denine brings with her a pas- serving Starfleet such as I have in a LONG time. She also brings a great deal of Starfleet, and real erience that will serve Starfleet e also has excellent internet con- y, and direct access to the Comp mbership Processing Dept., which ble her to help those many shuttle s who are having difficulties with mberships.

ine will be taking over Mr. s role of accepting and process- e monthly status reports (MSR's) ttles. Those who report via email ShOC@sfi.org address need not your reports will still reach However, to assist her in sorting g emails, we would now ask that GR's *ONLY* be sent to the fol- address: shocreports@sfi.org.

Regular email correspondence to Denine, and Vice ShOC business related emails, should still go to the VShOC@sfi.org address. Denine can be reached at the following:

Denine Malotte
528 Ottawa
Leavenworth, KS 66048
(913) 651-TREK (8735)

mail: VShOC@sfi.org
ShOC MSR emails:
ShOCreports@sfi.org

Next up, please join me in welcom- ing Fleet Captain Tom Rutledge, of the USS Pendragon, right here in Region Five, as my new junior Vice Chief of Shuttle Operations, Starfleet. Tom is a long time Starfleet member, who comes to us with excellent qualifications. Tom will be my 'right hand man' in the days to come. He will be taking over a lot of the more mun- dane chores in ShOC, such as responding to member inquiries for information and manuals, printing up and mailing off a lot of our correspondence, up to and includ- ing launch packets for new shuttles. He is also local to me, which is something I have come to realize I very much need. He & I will be able to get together, and go over ShOC business, on a regular basis. If you need to get in touch with Tom, he can be reached at:

Tom Rutledge
9805 NE 116 St., Ste. # 7105
Kirkland, WA 98034
(425) 806-8325

email: VShOC2@sfi.org
Folks - please join me in welcoming Denine and Tom to the Starfleet Shuttle Operations Command!

Onward. In recent months, the fol- lowing chapters have gone on to commis- sion:

The Shuttle Tanagra is now the USS Tanagra, NCC-20023, Arcadia Class Ex- ploratory Cruiser. Commodore Jesse Smith, commanding.

The Shuttle Sun Tzu is now the USS Sun Tzu, NCC-5373, Soyuz-Class Tactical Frigate. Captain Sandford Berenberg, commanding.

The Shuttle Ohio is now the USS Ohio, NCC-75007, Sovereign-Class Crusier. Captain Roger Scritchfield, commanding.

The Shuttle Cherokee is now the USS Cherokee, NCC-75009, Sovereign-Class Crusier. Captain Tatia Brewer, command- ing.

The Shuttle Lunar Dawn is now the USS Lunar Dawn, NCC-1621, Constitution Class Crusier. Captain Debbie Dennis, commanding.

The Shuttle Canaveral is now the USS Galahad, NCC-63542, Akira-Class Battlecruiser. Captain Brett E. Price, com- manding.

The Shuttle Chautauqua is now the USS Chautauqua, NCC-74670, Intrepid Class. Captain Virginia Winnie, commanding.

The Shuttle Relentless is now the USS Relentless, NCC-81001, Qapla'-Class Heavy Crusier. Captain Wade Olson, commanding.

The Shuttle Hellfire is now the USS Hellfire, NCC-74206, Defiant-Class Es- cort. Captain Christopher J. Rossman, commanding.

The Shuttle Reprisal is now the USS Re- prisal, NCC-1896, Sovereign-Class Crusier. Captain Greg Franklin, com- manding.

The Shuttle Anasazi is now the USS Babylon, NCC-75014, Sovereign-Class Crusier. Captain Colleen Hadley, com- manding.

The Shuttle Quantum is now the USS Quantum, NCC-1734-E, Intrepid-Class Crusier. Captain Kevin D. Brower, com- manding.

Now that we've cleared all those shuttles out of the shuttle bay, we've been able to clean it out, scrub it down, slap on a fresh coat of paint, and generally get it ready for the following new shuttles:

Shuttle Spirit Wolf, Region 3. Captain Michelle DuBose, commanding.

Shuttle Dragon's Cub, Region 4. Com- mander Dee Horn, commanding.

Shuttle Woomera, Region 11. Com- mander Vanessa Taylor, commanding.

Shuttle Sicitur Adastra, Region 1. Captain Marti Wilson, commanding.

Shuttle Sequoyah, Region 1. Captain Jeremy Trent, commanding.

Shuttle Reuben James, Region 1. Cindy K. Gatton, commanding.

Shuttle Ian Flemming, Region 1. Garrick Halverson, commanding.
Shuttle Carl Sagan, Region 1. Commander Alice Roy, commanding.

Sadly, there were a few in the line of duty. May the way through the stars, where They are:

Shuttle Lonestar, Region 1.

Shuttle Nathan James, Region 1.

Shuttle Alabama, Region 1.

Shuttle Galveston Bay, Region 1.

Shuttle Vigilant, Region 1.

Shuttle Bengal, Region 1.

The IC will be upon us you read this. Hopefully I w many more of you there. T ways* one of the major high year for me. Heck, I can a good vacation, and this year ises to be a grand one indee

We've had a turbulent here at ShOC - the rest of the is looking pretty good, from I'll have more news, more ra next issue. Until then, as alv reach me, if need be at:

Dennis Gray
3014 Kromer Ave.
Everett, WA 9820
(425) 257-3276
email: ShOC@sfi.org

See y'all in two, and keep c

As ever,
Serving the 'Shuttles' of the
RAdm Dennis Gray

STARFLEET BY THE NUMBERS FOR 1997

REAR ADMIRAL TOM MONAGHAN, CHIEF OF OPERATIONS, STARFLEET

COMMISSIONED OR RECOMMISSIONED:

USS Phoenix, Region 5, Captain Deanna O'Connor, CO
 USS Phoenix, Region 7, Captain Mary Ann O'Connor, CO
 USS Phoenix, Region 2, Captain O'Connor, CO
 USS Phoenix, Region 15, Captain E. O'Connor, CO
 USS Phoenix, Region 12, Colonel O'Connor, CO
 USS Phoenix, Region 1, Captain O'Connor, CO
 USS Phoenix, Region 12, Captain Kurt O'Connor, CO
 USS Phoenix, Region 17, Captain Bill O'Connor, CO
 USS Phoenix, Region 12, Captain Sally O'Connor, CO
 USS Phoenix, Region 21, Captain Jurgen O'Connor, CO
 USS Phoenix, Region 1, Commodore John O'Connor, CO
 USS Phoenix, Region 7, Captain Ray H. O'Connor, CO
 USS Phoenix, Region 2, Admiral Deborah O'Connor, CO
 USS Phoenix, Region 1, Captain Warren O'Connor, CO
 USS Phoenix, Region 5, Captain Jennifer O'Connor, CO
 USS Phoenix, Region 10, Captain David O'Connor, CO
 USS Phoenix, Region 7, Captain Stephen O'Connor, CO
 USS Phoenix, Region 5, Fleet Captain Kurt O'Connor, CO
 USS Phoenix, Region 7, Captain Mark O'Connor, CO
 USS Phoenix, Region 12, Captain Phill O'Connor, CO
 USS Phoenix, Region 12, Captain Tamara O'Connor, CO
 USS Phoenix, Region 4, Captain O'Connor, CO
 USS Phoenix, Region 12, Captain Mike O'Connor, CO
 USS Phoenix, Region 3, Captain Bob O'Connor, CO
 USS Phoenix, Region 3, Colonel O'Connor, CO
 USS Phoenix, Region 1, Captain Ben O'Connor, CO

USS Freedom, Region 1
 USS Intrepid, Region 1
 USS Alexandretta, Region 12
 USS Maelstrom, Region 12
 USS Itasca, Region 6
 USS Edgar D. Mitchell, Region 1
 USS Avalon, Region 14
 USS Sekhmet, Region 1
 USS Confederate, Region 2
 USS Phoenix, Region 2
 USS Fearless, Region 3
 USS Konkordium, Region 15
 USS N'Dele, Region 11
 USS Aries, Region 1
 USS Delta Clipper, Region 12
 Shadowstar Station, Region 7
 USS Vanguard, Region 12
 USS Superior, Region 12
 USS Daniel Soule, Region 5
 *USS Ambassador, Region 12
 *USS Centurion, Region 12
 USS Savannah, Region 2
 USS Archangel, Region 12
 USS Darkstar, Region 1
 USS Hawking, Region 2
 USS Toronto, Region 13
 USS Shaun Christopher, Region 12
 USS Wolverine, Region 3
 USS Cape Fear, Region 1
 USS Jolly Roger, Region 2
 USS Belgica, Region 21
 USS Paraclete, Region 12
 **USS LeConte, Region 1

*NOTE: USS Ambassador & USS Centurion merged to form the USS Alliance.
 **NOTE: USS LeConte recommissioned as USS Bennu.

NEW CHAPTER COMMANDING OFFICERS:

Captain Jeff Spurgeon, USS Mir, Region 17
 Captain Gary Ensey, USS Triton, Region 7
 Capt. Rochelle Eldridge, USS Pendragon, Reg. 5
 Capt. Deanna Blanchard, USS Solar Flare, Reg. 5
 Captain Matt Black, USS Thagard, Region 7
 Capt. Leanna Morgan, USS Rubicon, Reg. 5
 Capt. Donna Tucker, USS Yamato, Reg. 2
 Captain Baylus Brooks, USS Jolly Roger (formerly USS Lynx), Region 2
 Captain Pete Briggs, USS Simonov, Reg. 4
 Capt. Peggy Mackey, USS Constar, Reg. 4
 Capt. Chris Spink, USS Star Union, Reg. 2
 Captain Stephen Stott, USS Ronald E. McNair, Region 1
 Capt. Sam Black, USS Quannah Parker, Reg. 3
 Capt. Mary Ann Pugliese, USS Adamant, Reg. 7
 Captain Pat Fryer, USS Freedom, Region 1
 Capt. Paul Shirley IV, USS Imperial Star, R1

Capt. Earl Patterson, USS Galactica, Reg. 1
 Capt. Tracy Newby, USS Northern Lights, Reg. 4
 Capt. Shaughn O'Connor, USS Rogue Phoenix, Reg. 2
 Capt. Phill Wright, USS Ambassador, Rg 12
 Capt. Patricia R. Davis, USS Arizona, Reg. 1
 Captain Abe Smith, USS Odyssey, Region 2
 Captain Cheryl Lowe, USS Briza, Region 7
 Captain Richard Getz, USS Kepler, Reg. 3
 Capt. E. Jerry Beaulieu, USS Bean Sidhe, Reg. 15
 Colonel Randy Bisig, USS Broadsword, Region 12
 Capt. David McCabe, Station Lewis B. Puller, Reg. 1
 Captain Kurt Pfeiffer, USS Cydonia, Reg. 12
 Capt. Bill Sowers, USS Wind Spirit, Reg. 17
 Capt. Theresa Batson, USS Starchaser, Reg. 5
 Fleet Capt. Jon Riddick, USS Khai Tam, Reg. 2
 Captain Jurgen Puype, USS Belgica, Reg. 21
 Capt. David Goudswaard, USS Prevailing Wind, Reg. 7
 Commander Joseph Certeza, USS Tikopai, Reg. 4
 Commodore John "Jack" Hopkins, USS Phantom, Region 1
 Capt. Robert Mooney, USS Traveler, Reg. 12
 Capt. David Horner, USS Rutledge, Reg. 1
 Capt. David Schwanke, USS Constitution, Reg. 5
 Capt. Jim Cushing, USS Mark Twain, Reg. 1
 Capt. Barbara Lariscy, USS Star League, Reg. 1
 Capt. Cliff Bailey, Jr., USS Gemini Dream, Reg. 1
 Capt. Bryan Stevens, USS New Horizons, Reg. 7
 Capt. Ray H. Shepherd, Jr., USS Lone Wolf, Reg. 7
 Adm Deborah Maestu, USS Blackstar, Reg. 2
 Capt. David Crowell, USS Battlestar, Reg. 12
 Capt. Alice Arnold, USS Onizuka, Region 4
 Capt. Charles Werner, USS Peacekeeper, Reg. 4
 Capt. Gawain D. Middleton, USS Brissany, Reg. 3
 Capt. Warren Price, USS Providence, Reg. 1
 Capt. Douglas R. Foulk, USS Columbus, Reg. 1
 Capt. Jennifer Thomas, USS Crusader, Reg. 5
 Captain Henry DuBose, USS Ronald E. McNair, Region 1
 Capt. David Berube, USS Crystal Star, Reg. 10
 Captain Ben Redding, USS Bennu (formerly USS LeConte), Region 1
 Capt. Stephen Buonocore, USS Bounty, Reg. 7
 Fleet Captain Kurt Roithinger, Nexus Station, Region 5
 Capt. Ken Oziah, USS Stellar Wind, Reg. 12

Capt. Mark Anbinder, USS Accord, Reg. 1
 Capt. Timothy Fuss, USS Dauntless, Reg. 1
 Capt. Phill Wright, USS Alliance, Reg. 1
 Capt. Andrew Letch, USS Astra, Reg. 1
 Capt. Aaron Murphy, USS Braveheart, Reg. 1
 Captain Robert Edwards, USS Kepler, Reg. 1
 Capt. Kris T. Klufas, USS Thagard, Reg. 1
 Captain George F. Malone, Jr., USS Lone Wolf, Region 7
 Capt. Tamara Copple, USS Phoenix, Reg. 1
 Rear Admiral Sharon Ann Campbell, USS Pendragon, Region 5
 Capt. Mike Walter, Sr., USS Columbus, Reg. 1
 Capt. Monika Kirchenmaier, USS Eagle, Reg. 9
 Captain Kierin Bushore, USS Winter Solstice, Region 4
 Captain Joe Hoolihan, USS Matrix, Reg. 1
 Capt. Mike Dugas, USS White Star, Reg. 1
 Captain Bob DeArmond, USS Kidd, Reg. 1
 Colonel Adam Thompson, USS Rocket, Region 3
 Colonel Glenn Smith, USS Trounce, Region 3
 Captain Ramon Macias, USS Northern Lights, Region 4
 Capt. Pat Stewart, USS Wind Spirit, Reg. 1
 Captain Marcia Waples, USS IDIC, Reg. 1
 Captain Suzanne Davis, USS Orion, Reg. 1

REGIONAL ROUNDUP (REGIONAL REPORTING RECORDS FOR 1997)

REGION 01: Admiral Linda Smith, 12 reports received (100%)
 REGION 02: Vice Adm. Killy Hillier, 12 reports received (100%)
 REGION 03: Rear Adm. Brad Peters, 12 reports received (100%)
 REGION 04: Admiral Kim Lerman, 12 reports received (100%)
 REGION 05: FCapt. Kurt Roithinger, 12 reports received (100%)
 REGION 06: Adm. David Kloempke, 8 reports received (67%)
 REGION 07: Rear Adm. Bob Vosse, 12 reports received (100%)
 REGION 09: Vice Adm. Beate Gellert, Captain Jens Schaefer, RC, 12 reports received (100%)
 REGION 10: Fleet Captain Paul Redding, 12 reports received (100%)
 REGION 11: Admiral Jennifer Yates, 12 reports received (100%)
 REGION 12: Rear Adm. Mike Malone, 11 reports received (92%)
 REGION 13: FCapt. Lynda Ciaschini, 3 reports received (region short)

THAT HAVE BEEN DECOMMISSIONED OR LEFT:

USS Phoenix, Region 5
 USS Phoenix, Region 2
 USS Phoenix, Region 17

Starfleet By The Numbers

Cont from Page 15

REGION 15: Commodore Joseph Ruttar, RC
12 reports received (100%)
REGION 17: Commodore Kiera Russell-
g, RC
11 reports received (92%)
REGION 21: Captain Jurgen Puype, RC
5 reports received (42%)

STARFLEET OPERATIONS REGIONS THE MONTH:

Region Five, Captain Kurt Roithinger,
Regional Coordinator
Region Fifteen, Commodore Joe
r, Regional Coordinator
Region Ten, Fleet Captain Paul Reid,
Regional Coordinator
Region One, Admiral Linda Smith,
Regional Coordinator
Region Five, Fleet Captain Kurt
Ringer, Regional Coordinator
Region Four, Vice Admiral Kim
an, Regional Coordinator
Region Fifteen, Commodore Joseph
r, Regional Coordinator
Region Seven, Rear Admiral Bob
eller, Regional Coordinator
Region Three, Rear Admiral Brad
e, Regional Coordinator
Region Two, Vice Admiral
y Hilliard, Regional Coordinator
Region Eleven, Admiral
ifer Yates, Regional Coordinator

STARFLEET OPERATIONS REGIONS THE YEAR (1997):

Region Five, Commodore Kurt Roithinger,
Regional Coordinator
Region Fifteen, Commodore Joseph Ruttar,
Regional Coordinator



Kris Harah

Salutations from the folks of Region 12!
The month of April had a special distinction
for those of us in the Twelfth Fleet as we cel-
ebrated our 10th Annual Region 12 Summit.
This year's Summit, held in St. Louis, Mis-
souri, was dubbed "The Summit on the Edge
of Forever" leaving the theme possibilities
wide open for any and all who attended. The
latest count available to this editor was that
over 160 people attended two and a half days
of fun, fandom and fraternization.

The event kicked off Friday night with
the registration of most attendee's, a punch
and cake reception and a general, "Oh my
Gawd! I haven't seen you in sooooo long!"

Saturday marked the Region 12 Awards
Ceremony- with a live "Carson-style" band
accompanying the intros, the roll-call of ships
and the commissioning of several chapters.
Saturday morning quickly rolled into Satur-
day afternoon with a full line-up of panels to
participate in including fencing, basic sign
language, publications, recruiting, and the
STARFLEET Marines. The Region 12 Auc-
tion took place just before supper, raising
money for the Region and assorted chapter
charities from goods donated by the chapters.

As the afternoon wound down into
evening, the attendees returned to their rooms
to change into the various costumes for the
night, and a wide and varied assortment it was
that reappeared! "Seven of Nine" was there,
along with an Orion slave girl and an entire
band of purple-clad "Nomads" (hmmmm... I
believe they actually exited from the R12 Flag-
ship, the USS NOMAD!) Topping the list was
the Summit Coordinator, Kurt Pfeiffer, trussed
up like a Christmas turkey in his Region 12
Asylum straight jacket; it appears that coordi-
nating a Summit can be dangerous to your
mental health!

The rest of Saturday evening and into the
wee hours of Sunday morning has been cap-
tured on film and stored in a secure place
known only to a few. We'll be pulling these
pictures out at next year's Summit Auction.
It's amazing how much people will pay to
keep certain photos out of circulation!

Sunday morning wrapped up the festivi-
ties as the folks packed up, said their good-
byes and headed for home. Thanks to all who
were able to make it, we hope to see you all
again- and then some- next year!

The following awards and commenda-
tions were issued at the Region 12 Summit.
Congratulations to all!!

Region 12 Awards

Citation of Commendation:
Tim Keltner

Iron Star:

Brian Burke
Brenda Carter
Beth Chrisp
Ann Freeman
Brian Gates
Norm Hackett
Cyndi Sisco
Joyce Williams
Sally Williams
Wanda Williams

Silver Pillar:

Ken Oziah

Legion of Merit:

Bea Hart
Suzy Mooney
Don Pugh

Golden Pillar:

Rusty Burdette
Troy Cash
Kris Harah
Wade Hoover
Michelle Johnson
Carl Johnson
Denine Malotte
Kurt Pfeiffer
Kate Pfoutz
Sharon Srock
Donna Stewart

Crystal Star:

Randy Bisig
Matt Kelley

Purple Heart:

Norman Huff

Humanitarian Unit Citations:

USS Ambassador
USS Antonio Maria Valsalva
USS Battlestar
USS Bradbury
USS Centurion
Shuttle Cicero
USS Cydonia
USS Discovery
USS Empress
USS Hexum
USS Horizon
USS Jeannette Maddox
USS Krazny Oktyabr
USS Morning Star
Shuttle Mustang
USS Mystique
USS Nightshade
USS Oklahoma
USS Orion
USS Quantum
USS Stargazer

USS Sunflower
USS Traveler
USS Umiak
USS White Star
USS Ursus

Alicia Boyd - Certificate of
tion - 1996 Region 12 Summit

1998 Region 12 Space Camp
ship winner:

The determining factor was the
mitted by each candidate. Each essay
a blind reading, which is to say that
were read and the staff did not know
writer was or where the writer was.
votes were decided by essay contest.
Estelmann has won the 2nd annual
will be attending Space Camp in H
Kansas this summer.

Annual Awards:

Newsletter of the Year - Kris Harah
the Shuttle Atlas newsletter, "The
This is the first time that a shuttle
this award.

Best Single Newsletter - Marko Ramius
and the USS Marko Ramius newsletter
"The Neutral Zone"

Outstanding Youth Article
Butrum, in the USS Traveler's newsletter
"Traveler's Log"

Shuttle of the year Nominees:
Shuttle Atlas (Winner)
Shuttle Celt
Shuttle Hellfire

Ship of the year nominees:
USS Cydonia
USS Orion
USS Traveler (Winner)

Youth of the year nominees:
Mysha Allen (Winner)
Christen McClintock
Brian Young

Officer of the year nominees:
Michelle Johnson (Winner)
Rachel Pfeiffer
Brad Wilders

Member of the year nominees:
Kris Harah
Steve Strasser (Winner)
Brad Wilders

Region One Summit

Redding

A weekend of April 17-19, resistance as the Borg took over the Region One Summit. On Friday night, registration models began to accumulate on the dealer's room to await judging the events on Friday evening were an informal marine muster and a Hill Battletech game. Members security were on duty until the reg- ble closed around 11:00 p.m. Saturday began with a captains call and sessions, where we were saddened to Admiral Linda Smith's resignation as the RC. However, the mood picked variety of meetings beginning at 1:00 at 5:00. These meetings dealt with departments within STARFLEET, in- communications, Operations, Medi- e Marines. There were also some minars such as Bernie's self defense and his meeting where STARFLEET gathered to discuss strategies and to use in building a successful Everyone seemed to enjoy the af- ightful banquet and auction took rday night. Following the auction, ent was provided in the form of the elly dancing ladies, a martial arts tion, and a Klingon ritual battle. A owed, with music from a live DJ. even a Borg piñata to break open! ation lasted until the wee hours of ng, everyone had a blast. y morning came too early for many th closing ceremonies and awards at 9:00 a.m. The Captain's Quest losing ceremonies, with this year's n being a "Duck" egg hunt. Due to eather, the egg hunt had to be held e cadets hid eggs in four rooms of tion center. The captains looked for the executive officers brought the at a time) to the scorekeepers. Each point value inside, ranging from 50 The shuttle **Terezhkova** won, with obin Pillow and his XO's stand-in, ay, gathering eggs that totaled 630 e **Tri-star** team of Bernie and Susan e in second with 360 points. The events ended with the Tug of War n. The newly commissioned ship **isal** won (they were also the cur- s from last year). All in all, every- ed the weekend and I look forward 99.

The Next Generation Voyages Into Amazing Stories when the World's Oldest Science Fiction Magazine Relaunches in July,'98

Submitted by Chuck Freas

On May 19th, game-industry leader Wizards of the Coast, Inc. announced an agreement with Viacom Consumer Products, the licensing division of Paramount Pictures, for the premiere issue of the relaunching of AMAZING Stories, the world's oldest science fiction magazine, featuring cover art and original short stories from the legendary Star Trek: The Next Generation.

The cover of July's premiere issue will feature the USS Enterprise-D. The art was created by Hugo-winning artist Bob Eggleton. In addition, two TNG short stories will be featured: "Last Words," by New York Times best-selling novelist A.C. Crispin, and "On the Scent of Trouble," by veteran Star Trek author John Betancourt.

"The relaunch of AMAZING Stories has been highly anticipated," said Wendy Noritake, periodicals publisher at Wizards of the Coast. "We feel the inclusion of Star Trek: The Next Generation stories and cover art will allow us to reach a wider audience. The science fiction short story has a long history and we are proud to continue and nurture this tradition."

Other world-class, award-winning authors contributing to the first issue include Hugo award winner Ben Bova, current Hugo and Nebula awards nominee James Alan Gardner, and former Nebula award nominee Neal Barrett Jr. Science fiction fans will be the first to preview the "Gooses" excerpt from two-time Hugo and Nebula awards winner Orson Scott Card's novel "Heartfire," and to read unique commentary from Bruce Sterling, author of the Hugo-winning short story "Bicycle Repairman."

The premiere issue will also cover many fascinating facets of AMAZING's 72-year history along with reviews of science fiction books, films and electronic games. AMAZING Stories will be available at most mass-market retail outlets as well as most book, hobby, game and science fiction specialty stores. The magazine will be distributed in a four-color, 8-inch by 10 7/8-inch magazine format at a suggested retail price of \$4.99.

Amazing Stories was founded in 1926 by Hugo Gernsback, widely acknowledged as the father of science fiction, and was the first publication solely dedicated to the science fiction genre. For more information on Wizards of the Coast, visit the company's website at www.wizards.com or contact Wizards of the Coast's Steven Kam at (425) 204-7695.



AnotherUniverse.com Cyberstore Features TV, Movie, Comic Books & Toy Real-Time News

Forwarded by Chuck Freas

MANASSAAS, Va., May 27

Aim your browser at AnotherUniverse.com, the ultimate pop culture center for netizens. Found in a one-of-a-kind site that is both a weekly Webzine and a jam-packed cyberstore, you'll find an encyclopedia's worth of information on your favorite celebrities, movies and TV shows, plus the broadest collection of entertainment collectibles this side of Disney's warehouses.

Say you're a Star Trek fan. In any given week, you may discover an interview with a major character writer, a review of a new memoir by Walter "Chekov" Koenig, an evaluation of a new card game based on the series, or a tongue-in-cheek piece on what one writer would do if he were Captain Picard ("I will forbid members of my crew from wearing Spandex"). Click on a link, and you'll find yourself looking at limited-edition Star Trek action figures, a United Federation shot glass, Captain Pike's pistol, and related books, comics, statues — all available for order online. Back articles are archived on the site, so you can track down an episode or an interview you missed at any time.

AnotherUniverse.com is such a popular site that it receives nearly 750,000 visits and 2.5 million page views per month. So beam your attention up, Scotty: a whole new galaxy of entertainment awaits.

SOURCE AnotherUniverse.com

Galaxian Trade Show

FOR SALE

Handmade fuzzy stuffed tribbles \$13, hand-carved wooden phasers that fire rubber bands \$15, USS Mir logo cups \$4. Make check or money order payable to Nancy Lynch, 1737 Avenida de Quintas, Las Cruces, NM 88005. Contact nlynch@nmsu.edu.

George Takei's "To The Stars", autographed and unsigned \$15, (s/h \$3); proceeds to help USS MIRAMAR's abused children. Inquires to: 8686 Jade Coast Dr, San Diego, CA 92126.

STARFLEET watches: gold trim with a shock water resistant quartz assembly. The watch has the STARFLEET logo in blue and black. Leather-like adjustable band. Cost: \$30 (includes P&H). Send check or money order to USS Stargazer, PO Box 411793, Kansas City, MO 64141.

Ask one of your officers about a late reward and get "Well, I'll get around to it." ? Now you can provide them with one! Cascade Station is now producing the "Official STARFLEET Round Tuit. Only \$2 plus shipping gets you one of these beauties! You can order one with your regional logo on them or more! Chapter rounds are dealt with on a case by case basis. For more information or to order, send check or money order payable to Captain Nowlin to Cascade Station, Attn: Round Tuits, 2651 Kenco Ave. Redding, CA 96002-2651 or send email to: capt_ed@earthlink.net. Delivery up to 4 weeks for delivery.

Star mesh knit polo shirts with embroidered STARFLEET logo on left breast. Cool and comfortable. S-M-L-XL-2XL \$23 plus \$3 shipping. Checks payable to STARFLEET-Region 1, 110 Napier Ave., Warner Robbins, GA 30133.

BRIZA patches for your collection. Measures approx. 4.5" high x 2.5" wide. Colors are green, white, black and gold. Send a check or money order for \$5 to: USS BRIZA, PO Box 2794, Cinnaaminson, NJ 08077.

Harrassed by unsightly, not authentic belt on your TNG phaser and tricorder? Pattern now available with detailed instructions for making attractive leather holsters. Send \$5.00 for one (indicate phaser or tricorder), \$10.00 for both to Kathy Warren, 1183 Lence Rd., Murfreesboro, TN 37128.

Mark Christmas ornaments, 1992, mint condition in original boxes, \$35 each plus postage. Shuttlecraft Galileo with Spock's voice! Captain Pete Mohnney, USS Hephaestus NCC-2004, 1105 Oak Creek Trail, Birmingham AL 35215, or call (205) 680-5723. Email: pdmohney@aol.com.

FOR SALE

For Sale: Star Trek Collectibles including Hallmark Ornaments (Enterprise NCC-1701 in original box - \$400) Must sacrifice all. For list send \$1.00 and SASE to CAS, PO Box 93, West Point, PA 19486.

Complete set of nine (9) Star Trek: TOS Commemorative Plates, Hamilton Collection, issued and bought 1984-86, artist Susie Morton, all with original boxes and inside flyer papers. Descriptions with plate ID #'s available with SASE. Total new price \$294.92. Will take best offer. Write Larry W. Jones, 23 NW 57th Street, Lawton, OK 73505-5809.

Over 500 film clip cells: from 1966-1969 ST:TOS mounted in slide casings. Lincoln Enterprise sold these in the 1970s (all mounted in slides!) Inquiries call Kirk (314)949-2976.

USS Stellar Wind NCC-1501A is making way for the new NCC-40513. All of the NCC-1501A publications are available for postage: back issues, membership and writers guides. SASE Allyson Dyar, PO Box 941, Kirkland WA, 98083-0941 e-mail: dyar@halcyon.com.

The Anvil is the 40-page monthly 'zine of the USS Hephaestus, Region 2. We exchange with other chapters, and subscriptions are available for \$10 per year (12 issues). For a sample issue, send 2 stamps. Captain Pete Mohnney, USS Hephaestus NCC-2004, 1105 Oak Creek Trail, Birmingham AL 35215.

Show pride for Ship & Fleet. Region logo as a comm. badge, with your ships name. Regions Available: 2,3,4,6,7,12. \$20 (s&h incl) Others coming shortly. Get yours today. Contact Lt. Mark Andrews: markaac@lightspeed.net or P.O.Box 632, Kingsburg, CA 93631

Sci-Fi Spotlight. Star Trek, Babylon 5, Dr. Who, and more! Sci-Fi Spotlight (formerly Space-Time Continuum) newsletter for visual media fans. Great behind-the-scenes tidbits, celebrities, appearances, letters! Sample copy \$2 US; \$3 foreign. Send to: Bjo Trimble, PO Box 6858, Kingswood, TX 77325-6858.

Autographed TNG Inaugural Edition card set in original Skybox logo binder. All major cast, plus other cast and crew signed, plus language set, plus holograms including gold Enterprise. 18 autographs total. \$450 shipped. Call Peg 510-236-5951 for details.

Large collection of Robert Summers limited-edition art prints. Mostly Western and Indian themes, some artist's proofs. Also, a complete Connelly Collection of ten very limited edition art prints by different noted western artists. Sold as a collection. Contact Chuck Freas at PO Box. 8942, Amarillo, TX, 79114-8942.

FOR SALE

Looking to sell my collection of ST characters, tired of staring at them on my wall. (Imagine that!) Still in original packages. Have approx. 60! For details, write: Cpt. Ken Oziah, 605 S. Harrison # 2, Olathe, KS 66061 or e-mail: CdrKen@aol.com

Donner's Country Crafts can meet your embroidery needs. Considering putting your logo or ship name on t-shirts? We can do that. More information (send SASE): PO Box 158, Hamersville, OH 45130, e-mail: Donner.Crafts@worldnet.att.net, or visit our website at <http://home.att.net/~donner.crafts>.

^^^DONNER'S COUNTRY CRAFTS^^^ Custom Embroidery and Specialty Woodworking 505 E. Main St., P. O. Box 158 Hamersville, OH 45130 <http://home.att.net/~donner.crafts> ^^^

STARFLEET — The International Star Trek Fan Association; RADM Carolyn Donner, R/1 VRC - RDC Program, and SFA — Vice Commandant SFA — College of Communications, Director USS JURASSIC — STARFLEET'S 1996 SHIP OF THE YEAR — Region One's 1997 Ship of the Year You can order SFA Patches (\$4.50 each), or embroidered shirts, etc. with SFA logos and R/1 logos on them (ask about prices) from Donner's Country Crafts (above).

MEMBERS WANTED

Attention Star Trek Fans seeking members to join the Starship Constitution There are ample opportunities for advancement. Contact: (Cpt.) Gary E. Schwanke 105 SE Lake Street, Albany, 97321 or E-Mail: CmdrSaren@aol.com.

UNASSIGNED CORRESPONDENCE STARFLEET MEMBERS: The Starship Gemini Dream awaits you! While primarily an online chapter, a few stamps will keep you up with our newsletter. Contact Adrienne Paradis, 2147 W. Romneya Dr. Anaheim, CA 92801-1639 e-mail: Neila8@aol.com : Homepage: <http://members.aol.com/akaxo/USSGeminiDream/Onboard.html>.

Come aboard the USS IDIC, NCC-71811. We are a regular meeting chapter serving Metropolitan Washington, DC. Activities include a newsletter and social events. Contact: uss.idic@sfi.org, or write USS IDIC, PO Box 22578, Alexandria, VA 22304.

USS JURASSIC - correspondence ship — looking for new members. We have a newsletter, are active via internet, and many other projects. For more information send SASE to: PO Box 158, Hamersville, OH 45130, or e-mail randy.norris@worldnet.att.net. Carolyn.Donner@ galaxy.weyr.org.

MEMBERS WANTED

USS AURORA VULCANUS (correspondence chapter) is looking for members like to write, draw, and role play. Join the most creative starships in the Federation! Contact: Michelle Fanelli P.O. Box 591, Houston, TX 77259 - 1874 or mrbasil@compuserve.com

SAN DIEGO AREA FANS, regular ship USS MIRAMAR looking for active members to join in Trek fun and Community service. Help us grow and launch ship details, call Gaye Holder at (619) 441-7302 or email 73021.233@compuserve.

Are you a weary 'fleeter? Too many to the fire? Looking to lighten your load, join a correspondence chapter! The Star Wind NCC-40513 is a correspondence chapter in search of members. For more info, contact Cpt. Ken Oziah, 605 S. Harrison # 2, Olathe, KS 66061 e-mail: NCC40513@aol.com

Space Station Nexus is an internet-based free chapter. Our primary focus is Star Trek and our own Fiction. We are looking for anyone interested in Active positions. Query Fleet Captain Roithinger gren@teleport.com for more info.

Attention unassigned STARFLEET members in NW Louisiana! The Shuttle Rocket is looking for recruits. For more information contact: (LTC) Adam R. Thompson, 1111 College St., Apt.4, Shreveport, LA 71101 (318)227-0053, or email: eagle@pobox.com

Members wanted to help form a new chapter in the Colville WA area. If interested, contact Burt Mader, 1331 E. Elep, Colville, WA 99115 or e-mail at: bmader@plix.com.

United Starfleet Command: Ships exploring space. Join the Fun. Information send a LSASE to: USS BRIZA, 5864 Asheville, NC 28813-5864.

Honor above all else! The RSE/Romulan Empire seeks those loyal to the Federation and battle. For details, send SASE to RSEINC., PO Box 3508, Dallas, TX 75201 or email to: info@homework.com

Romulan International Chapter I needs Terrans, Vulcans, and Klingons (Sub-Commander) Jason Taylor Canyon View Drive, Sparks, NV 89431. Contact him at (703) 626-7334. You must be R.I.E., and you must enclose LSASE.

MISC

Add spice to your ship with a custom web page. Catered to your needs. Send SASE for STARFLEET Members. Hosting available. Visit <http://www.usstristars.com> Starlight Web Creations (423) 533-1111 go to <http://www.starlightweb.com>

MISC

g? Need extra money? Send e-mail to paol@aol.com or write to me at Tom Paol, 1889 98 Ave. NE, Kirkland, WA 98033. I'll send you details on how you can contribute recurring funds every month with no commitment on your part.

ers! If you have not contacted your sponsor while, there is a growing amount of interest in the EROR/1a project. Wanna get involved? Contact Gary Donner at garyd@juno.com, or SASE to PO Box 158, Le, OH 45130.

GRAM... If you would like to know more about the R1 RDC Program visit our website at www.geocities.com/Area51/Shire/regionone.com.

Ham Operator? USS JURASSIC is looking for a board at the moment who would like to communicate with other Trekking Hams and get a net started. For more information contact: wb8nll@juno.com or visit www.qsl.net/wb8nll.

PEN PALS

Companionship, SWF, 17-25 in D/FW. Loves all sci-fi, especially Star Trek, Dr. Who, and B5. I am a SWM, STARFLEET officer on the USS Enterprise. If interested, contact: (Ensign) Jackson, 1624 Pelican Court, Azle, TX 75525.

19-37, that loves ST, for companionship. I am a SWM, 35, STARFLEET officer on the USS Enterprise. ALL ST. If interested, contact: Harry D. French, Sr., 1220 Vermont White Oak, PA 15131-1630.

Station Freedom III Communications offers a pen pal matching program for continental USA residents. Obtain an membership by mailing a \$2.00 money order to Curtis J. Stenovich, 1647 Rutland 5, Austin TX 78758-6048.

WANTED

Buy: Original tribble used in the episode "Trouble With Tribbles". Authenticated. Contact Mariellen Westmoi at estmoi@emirates.net.ae or write to P.O. Box 215, Dubai, United Arab Emirates.

CONVENTIONS

Jax, June 12-14, 1998, Radisson Hotel and Conference Center, Jacksonville, FL. Guests: Jack McDevitt, Peggy Lee. Write: Jumpgate Jax, PO Box 1662, Jacksonville, FL 32041-1662. jumpg8jax@aol.com; jumpg8jax@aol.com.

DragonCon, September 3-6, 1998, Atlanta's Inforum Convention Center and Hyatt Regency Hotel, Atlanta, GA. Guests TBA. Four day memberships \$40 through March 15, \$50 through May 15, and \$60 at the door. Write DragonCon '98, PO Box 47696, Atlanta GA 30362-0696, <http://www.dragoncon.org>, call 24 hour info line at (770) 623-6321. Tickets available through Ticketmaster with Visa, MC or Amex at (404) 249-6400.

ANNOUNCEMENTS

ATTENTION: If you have been promoted to Captain or above and have not received a promotion certificate, please email your name, SCC#, and the date that you received it to the promotions coordinator Michael Malotte: promotions@sfi.org.

The Security School has reopened with all new courses and exams. Currently, the Basic and Convention Security Officer's Courses are available. Other courses are being developed and will be announced when complete. See Academy application for costs and mailing info.

FREE ADS TO STARFLEET MEMBERS. 80 word maximum on any classified ad. First 40 words are free to STARFLEET members. There is a 25 cent per word charge for each additional word. Phone Numbers and email address count as one word each. Please include your SCC# and phone number where you can be reached when submitting an ad. Maximum of two (2) ads per issue. Classified rate for Non-STARFLEET members is \$1 per word. Make check or money order payable to STARFLEET and send to: Communiqué Classifieds, 72 Dickens Rd., North Brunswick, NJ 08902. Ads for STARFLEET members that are 40 words or less may be submitted electronically to CQ@sfi.org, Subject Line: CQ AD.

IF YOUR ADD APPEARS NOW, PLEASE SEND NOTICE TO THE ADDRESS ABOVE (FCAPT. WENDY FILLMORE) OR EMAIL TO CQ-EDITOR@SFI.ORG AS TO WHETHER OR NOT YOUR ADD SHOULD APPEAR IN THE NEXT CQ. THANK YOU!!



Region 4 Alpha Sector Bowl-a-thon

Lt. Chris Killian
U.S.S. Peacekeeper, Region 4

Over three years ago, then Region 4 Central (now known as Alpha Sector) Commander, Dan Haven, and Chris Camper decided to look into doing a fund-raiser for a local charity. Don and Chris considered several different charities but of all the charities, the Tulare County Special Olympics was the only one totally staffed by volunteers. Don and Chris spoke to Les Masconi, Director of the Tulare County Special Olympics. Les told Don and Chris that the Kiwanis' clubs had been doing a bowl-a-thon for them for the last 6 years. After speaking with the Kiwanis, it was agreed that the 1996 Bowl-a-Thon for Special Olympics would be a joint effort between Starfleet Region 4, Central, and Kiwanis, Division 18.

In previous years, the Kiwanis had raised around \$800 for the Tulare County Special Olympics. The first joint venture with Region 4 Central was a resounding success; over \$5000 was raised!

February 14, 1998 represented the third year that STARFLEET International, Region 4 Alpha Sector worked with the Kiwanis International, Division 18, to host the bowl-a-thon. This years event far exceeded our wildest expectations. Over \$6000 was raised, bringing the three year total to over \$14,400. With the money raised in 1998, the Tulare County Special Olympians will be able to participate in the California State Games and in the Fall Classic this winter.

During the bowl-a-thon, a raffle was held. There were so many raffle items donated, we had a drawing ev-

ery ten or fifteen minutes with prizes being handed out at a time. Among the prizes were a portable player and a 13" color TV.

In addition to the bowl-a-thon in previous years, there was an awards dinner to honor those outstanding individuals who helped make the bowl-a-thon such a great success and hand out the trophy to the winning team. The winning team score was only based on their bowling ability also on the amount of money raised by the team. This year, once again the Don Haven Memorial Trophy (named this year in honor of Don) went to the Coalinga Kawaishis - they raised over \$1400 in 1998.

Special recognition must go out to Chris and Tracy Camper, Don and Ervin of Kiwanis, Division 18, and the Lt. Governor of the Kiwanis, Sanchez and his wife Tami. With these people, none of this would be possible. Not only did they organize the Bowl-a-thon, they also gathered prize donations and arranged for awards dinner.

What makes this years events special is what was missing. We missed Don Haven in January. The bulk of responsibility fell on the shoulders of Chris Camper. Don and Chris were very close and the loss of Don made it very hard for Chris to continue to work on this project, but Chris did. He went on to make this the most successful bowl-a-thon ever. Hats off to Chris Camper, the Kiwanis - Division 18, and Region 4 - Alpha Sector. We look forward to another great Bowl-a-thon next year.



Marketing 101: Effective Advertising

by COL Glenn Smith

In the first article, I explained that the primary step in getting new members was defining what those new members are joining. Giving your club focus lets you know exactly what kind of person you are after. In this article, I want to discuss the most common ways to get the word out about your club and what you do.

Web Pages. It seems that just about everyone is on-line, has e-mail, and, for the most part, has a web presence. Setting up a web page is a cheap and easy way to advertise your club. However, most of you probably do not take the extra steps to ensure that your web pages can help bring in new members. Most of you with web pages have links to other clubs and to your regional and national level counterparts. But the people who are already in STARFLEET; the odds of them wanting to join your club are minimal.

Register your page with the popular search engines and ensure to use keywords like Trek, STARFLEET, your club name, and your city as key words. Most clubs have Chamber of Commerce and newspaper web pages that place links to local organizations; ensure your club is listed on these local sites. You can also find web pages for local businesses and other social clubs willing to place a link to your page if you will be one to theirs. Place information on your page advertising when and where you meet and a number to call for more information (a number you do not mind being public, perhaps answered by a machine). Have a section of your page dedicated to reports of what you have done recently or some events of interest coming up (if you focused your club, let them know that focus is).

Business Cards. Here is another very expensive method to advertise your club. While some people prefer cards with all of the key members containing personal information, I think a better approach is a generic card that everyone in the club can use. You do not

have to be a CO or XO to bring in a new member.

Make the cards attractive but useful. I see a lot of pretty cards that do not really tell me anything about what is being advertised. Make sure some aspect of your focus gets space on the card. Another trick, use both sides of the card; this will only add a marginal charge if the cards are professionally printed and just mean another pass through the printer if you do them yourself. Of course, when and where you meet is the most important information you can have here.

Flyers. Make them as eye-catching as possible. Make them easy to understand. Make them topical. Most clubs make a generic flyer, slap it up on every spot allowed, and then think nothing more about them. Flyers just will not work well for you this way because, after a couple of weeks, even the most eye-catching design is commonplace and ignored.

Make a new flyer every time you have some project or event of note. Change the design for each flyer; if you keep the same design and just change one section of words for each event, nobody will even notice you have changed the flyer at all. This keeps your image fresh and up to date. It also means your flyers will get noticed more often because the casual observer will gravitate towards the newer items. Finally, by advertising specific events, you are getting that focus you worked so hard to achieve out before the public.

Newspapers, TV, and Radio. Most of your radio and TV stations and your newspapers have some forum for placing notices about clubs. However, do not let this form of advertising stop there. Take the time to develop a relationship with people at the papers and stations so that when your club has an upcoming event or project, you can get extra plugs. All of these mediums work by repetition; the more times people

hear about all of the wonderful things you are doing, the more likely they will want to be involved.

Newsletters. I think I can safely state that all of the STARFLEET clubs print newsletters. You use them to keep members informed of local, regional, and international business, the latest fan news, and to provide a little entertainment. Another popular trend is exchanging newsletters with other clubs. However, how many of you use your newsletter to get more members? With just a few points, this is easily achieved.

Make sure your standard contact information is in the newsletter. Instead of just a calendar of events, have small, one or two paragraph articles showcasing some things the club members will be doing (that focus on the thing again). Exchange newsletters with other local clubs and businesses; you can do some neat cross-pollination this way. Finally, keep your dirty laundry out of the newsletter.

All clubs have internal politics and business that must be dealt with and that the members must be informed of, but would drive off possible new members. How do you keep your members informed of important (if distasteful) news while not driving away guests? Easy: just print the ugly parts on a stand-alone insert that can be added to members' copies. Now the exchange and guest copies show your club in its best light while the members know all they need to know.

Shirts. Most clubs have T-shirts and some even have the nice polo-style shirts. However, people seem to only wear them when they are at the club meeting or at a summit. While the shirts make nice decoration under these conditions, their marketing value is wasted. Wear your shirts where they can do the most good.

If you attend any public outing, wear your shirts. A group of you get

together for a pizza and a movie, wear your shirts. Four club members go to go bowling one afternoon, wear your shirts. Any time two or more members are getting together, wear your shirts. ing fun, make sure the people you know who you are. People joining people having a good time, that human nature to your advantage.

I have even taken to wearing polo-style shirts with either the Trouncer name or the Region name one day each week for work. I yet to do so without it generating conversation about the club. work may not allow you to do so, if it does, it is well worth the strange looks you might get.

From what I have discussed, you can see some basic patterns: 1) advertise what you do as well as where you meet; 2) get the word around your community as well as you do with other STARFLEET members; 3) this is an ongoing process. That last point is the most important as many clubs fall into the same marketing trap as some small businesses when they have the SCC number: need, they do not market; want, they start dropping low on attendance; try to fire up the old marketing chine.

Divide your communications departments into divisions for these chores. Your web page should be trying to find new members; engines to register with or other web pages to cross-link with; a flyer group can make new flyers for your up-coming events and make the old flyers get replaced. Be creative; can be passing out business cards while wearing their T-shirts during regional gatherings.

Finally, be creative. Use your personality as a starting point and add your personality. I think you will see great results.

Next month: You got the word, now what?

NASA ANNOUNCES CONTEST TO NAME X-RAY OBSERVATORY

Gold Savage
Quarters, Washington, DC
June 16, 1998
Phone: 202/358-1727)

Drachlis
Hall Space Flight Center,
Birmingham, AL
Phone: 205/544-0034)

ace Tucker
F Science Center,
Thomsonian Astrophysical
Observatory,
Cambridge, MA
Phone: 760/728-7103)

EASE: 98-63

NASA is searching for a new name for the Advanced X-ray Astrophysics Observatory (AXAF), currently scheduled for launch Dec. 3, 1998, from the Space Shuttle Columbia. AXAF is the largest of NASA's Great Observatories, along with the Hubble Space Telescope and the Compton Gamma Ray Observatory. It will orbit around Earth, it will observe hot, turbulent regions in space where X-rays are pro-

Alan Bunner, director of the Structure and Evolution of the Universe science program, will announce April 18 at the National Science Teacher's Association meeting in Las Vegas, NV, the start of a contest, open to people worldwide, to find a name for the observatory.

Entries should contain the name of a person (not living), place, or thing, a word, mythology, or fiction. Entries should describe in a few sentences why this choice would be a good name for AXAF. The name must not have been used before on space observatories by NASA or other organizations in other countries.

The grand prize will be a trip to the Kennedy Space Center in

Cape Canaveral, FL, to see the launch of the satellite aboard the Space Shuttle. Ten runner-up prizes will be awarded and all entrants will receive an AXAF poster.

The grand prize is sponsored by TRW Inc., AXAF's prime contractor. The AXAF Science Center in Cambridge, MA, will run the contest for NASA. NASA will announce the final selection of the winning name later this year.

Contest rules, electronic entry forms, and additional information can be found on the Internet at: <http://asc.harvard.edu/contest.html>

Entries also can be mailed to: AXAF Contest, AXAF Science Center, Office of Education and Public Outreach, 60 Garden Street, MS 83, Cambridge, MA 02138. Mailed entries must be postmarked no later than June 30, 1998. All entries must state a name for the mission, along with the reason the name would make a good choice.

The observatory, now in the final stages of assembly and testing at TRW's facility in Redondo Beach, CA, is more than 45 feet long and weighs 10,500 pounds. AXAF is the largest and most powerful X-ray observatory ever constructed, and its images will be more than ten times sharper than any previous X-ray telescope. This focusing power of the telescope is equivalent to the ability to read a newspaper at a distance of half a mile.

Cosmic X-rays are produced by violent events, such as when stars explode or galaxies collide. X-rays also are emitted by matter heated to many millions of degrees as it swirls toward a black hole. The only way to observe these and other extremely hot astronomical sources is with a space-based X-ray telescope.

Christopher Plummer Signs on for Star Trek: Klingon Academy

Forwarded by Chuck Freas

The Two-Time Tony Award-winning actor reprises his 'Star Trek VI' role.

May 21st — Interplay Productions just signed one of theatre and motion picture's most distinguished actors, Christopher Plummer, to appear in the space combat simulation game, STAR TREK: Klingon Academy. Plummer will reprise his motion picture role in "STAR TREK" VI as General Chang, one of the greatest warriors in the Klingon Empire. As commandant of the Klingon Defense Forces' Elite Command Academy, General Chang is a living legend and brilliant warrior within a society that esteems warriors above all others. STAR TREK: Klingon Academy, for Windows 95 and Sony PlayStation, is expected to hit retail shelves Winter, 1998.

"It's an honor to have Mr. Plummer on board for this role," says producer Raphael Hernandez. "He created this character in 'STAR TREK VI' and we knew if we were going to do this game right and stay true to the Star Trek fans, we had to get Christopher Plummer for the role of General Chang."

Cast along side Plummer, is David Warner, another original STAR TREK VI character, who will appear in the game as Chancellor Gorkon. Nine other supporting cast members were hired just last week at a casting call held on April 27, 1998 at Paramount studios under the direction of veteran casting director Ron Surma. Filming for the game is taking place in Los Angeles.

Plummer is one of the entertainment industry's most distinguished actors, earning two Tony Awards, two Emmy Awards, three New York Drama Desk Awards, the Theatre World Award, two Outer Critics' Circle Awards and an Edwin Booth Award. The National Arts Club of

America's Gold Medal, Great Britain Evening Standard Award, Canada's Genie Award, in addition to numerous other nominations.

Plummer has worked continuously over the years in film in more than 70 motion pictures which include the Oscar winning "The Sound of Music" and "The Man Who Would Be King," as well as on television and stages all over the world. A native of Montreal, Canada, Plummer has worked under the direction of such stage and screen greats as Sir Laurence Olivier, Orson Welles, Kazan and Sir Tyrone Guthrie, and on film under Orson Welles, John Huston and Mike Nichols.

Among his many honors and awards is a knighthood sanctioned by Elizabeth II in 1968. He is a Companion of the Order of Canada and an honorary knighthood. In 1993, he was made Doctor of Fine Arts at New York's famous Juilliard School, and he was elected into the Theatre's Hall of Fame.

Founded in 1983, Interplay Productions is a leading developer and publisher of award-winning entertainment and educational software designed by gamers, for gamers. More comprehensive information on Interplay and its products is available through its worldwide web site at <http://www.interplay.com>.



Stellar Visions Update

Capt. Wendy Fillmore, Vice Chief of Communications, CQ & Publications

...s!
...ould all know by now, Stellar Vi-
...VI) and Stellar Visions II (SVII) have
...n completed and mailed out. Stellar
...II (SVIII) is currently in the editing
...
...interest you in purchasing one of these
...dition collections of science fiction
...y our own Fleet members, the fol-
...a brief description of the stories you
...in them:

isions I

...y, H. Keith Lyons, *USS Vanguard* -
...describing a painful incident from
...youth - emotionally as well as physi-

...By, Cheryl Scott, *USS Vanguard* - a
...pressing the freedom of sailing.

...Abi, Author Unknown - the *USS*
...rd Klingon Etiquette officer lends
...pful advice... for Klingons, that is!

...ully's Secret File, Bill Browning,
...nguard - a poem involving Dana
...nd more body language than actual

...Avatar, Brenda Bell, *USS Avenger* -
...n that creatively compares modern
...to cyberspace to the Talosians and
...ars (from the Star Trek pilot, *The*

...e Way That You Use It, Eric Larson,
...rizon - Lt. Eric Larson of the *USS*
...remembers how he helped his CO,
...ing, fight their way out of a pirate

...ayashi Fizzbin, Linda Eikmeier, *USS*
...- Lt. Eikmeier of the *USS Horizon*
...s the effect her CO, Jim Herring, may
...on the Iotian culture.

...us Armageddon, Charles G. Fries,
...Stargazer - The Enterprise-D is caught
...k hole. To avoid being crushed, Data
...nds warping around the sun, with the
...ct of going back in time. Once there,
...faced with the possibility of having
...Earth's history, and violating the
...rective in a big way!

...itage, Marion Murphy-Tompkins,
...nger - 1st Lt. M. L. Murphy, of the
...nger, reflects on her family heritage
...y special heirloom.

The Tomed Incident, John H. Harris, *USS*
Chautauqua - Capt. Tom Rockford of the *USS*
Chautauqua and his XO, Cdr. Lauren Elise
Taylor, make the supreme sacrifice to win in
battle against the Romulans.

Mystery at Star Fleet Academy, Dale Kagan,
USS Avenger - Kirk and Spock investigate a
potential theft and discover a conspiracy while
at a Star Fleet Academy Reception.

Remembrance, Ann Miller, *USS Oklahoma* -
Capt. Tompkins of the newly commissioned
USS Oklahoma visits his ship's namesake in
honor of her past.

Forged in Memories, Brett Price, *USS Okla-*
homa - Cdr. Brett Price of the *USS Oklahoma*
views a vivid reminder of why he joined
Starfleet... a Holodeck recreation of the
bombing in Oklahoma City in which he lost a
(distant) relative.

Kathy, Karen Donnelly, *USS Athena* - Q takes
a young woman back in time, and onto *Voy-*
ager, to sneak a look at her great-grandmother
as she really was.

A Close Encounter of the Worst Kind, C. K.
Smith, *USS Hexum* - Amanda Grayson and
Saavik pay an uneasy condolence visit to
David Marcus' mother, Carol Marcus.

Double Trouble, Jennifer McBride, *USS Maat*
- Jennifer McBride of the *USS Maat* has a *very*
strange experience when her Vulcan husband,
Solon, is merged with a human officer, Joe
Kancel (a la Tuvix).

King for a Day, Liz Woolf, *USS Avenger* -
Adm. Alex Rosenzweig of the *USS Avenger*
leaves his chapter's meeting for a short walk
to the car, intending to return in a few min-
utes, but instead finds himself on the real *USS*
Avenger facing the Romulans!

The Last Chord, Carole A. McCord, *USS*
Athena - *Voyager* meets a species that uses
music to communicate, and apparently as a
weapon as well... and it's up to Harry Kim to
solve the riddle of their language before it's
too late!

Intrusion, Dan Hislop, *USS Comanche* -
FCapt. Dan Hislop of the *USS Comanche*
races against time to save *Space Station Free-*
dom 3 from a Romulan plot.

Stellar Visions II

Who's On The Bridge? Rosa C. Jackson, *USS*
Trident - Capt. Zarwynn of the *USS Trident*
receives a mysterious order from a Commo-
dore Comet to clear the bridge from 2330 to

0030 hours on Christmas Eve... so, who's on
the bridge?

Dear K'Abi, Author Unknown, *USS Van-*
guard - more wonderful insight from our
Klingon Etiquette officer.

Spaces, Liz Woolf, *USS Bounty* - a poem
about space... but not just the stellar variety.

Oh... Bother, Carl Lewis, *USS Charleston* -
Dr. Laural Beecher is writing a new program
much like the failed M5 program that would
run the ship's computers, and also the entire
ship, during a battle situation. An accident at
a crucial moment has a rather unique result.

The Secret Files of Machiavelli Argent,
Allyson Dyar, *Space Station Nexus* - Capt.
Argent is left trying to explain some unautho-
rized expenditures on her computer account,
when she discovers that the somewhat... um,
erotic... content of the files were collected by
her significant other's feline.

Doomsday Returns, J. Michael Long, *USS*
Confederate - a bigger, badder Doomsday
machine threatens Federation space, and it's
up to the *USS Confederate* and the *USS Od-*
yssey to stop it.

A Day Of Motherly Thanks, George
Padovan, *USS Avenger* - Voyager
crewmembers have paired up and had chil-
dren, and the children have discovered the Old
Earth custom of celebrating Mother's Day.

When Cold Blood Runs Hot, Charles G. Fries,
USS Stargazer - Spock (as Captain of the
Enterprise) must deal with an attack on
Saavik's ship (the *USS Hiryu*, under Capt.
Sulu), while in the state of Pon Farr... due to
his proximity to both Saavik and the Genesis
sector at the same time.

Borg Invasion of Earth, Jeffery Higdon, *USS*
Shiloh - Capt. Jeffery Higdon of the *USS*
Shiloh goes back in time with Capt. Picard
and the *Enterprise* to save Earth from a Borg
invasion that could change future history for
them dramatically.

A Time to Gather, Charles G. Fries, *USS Star-*
gazer - Sturon, Spock's son by Romulan Com-
mander Aidoann t'Nuhirrien, enlists the aid
of Capt. Picard and the *Enterprise* to help him
find Spock on Romulus.

Stellar Visions III

The Essential Process, Alex Rosenzweig,
USS Avenger - The *Avenger* mediates a dis-
pute between two factions of a planet new to
the Federation; the question is whether to gain

strength through sameness by
...ersity, or gaining strength thro
...diversity.

Arrival, Alex Rosenzweig, *USS*
Avenger's new Ensign, Char
helps track down a Romulan sab
changed the translator files to
every so often.

The Greatest Sacrifice, Alex
USS Avenger - The *Avenger*'s
pets, Pernese fire lizards, sav
friends from disaster.

Time Waits for No Man, Bob
Alex Rosenzweig, *USS Aven*
Bob Fillmore invents a time ma
cidentally transports the entire
not only another place but an
time. The *Avenger* and it's cr
the Romulan Neutral Zone, ag
ders, to try and save him.

Agent Provocateur, Allyson D
tion Nexus - Machiavelli
Argent's feline friend, helps ge
gether with his ex-girlfriend, A
by tricking them into sharing a
gram Kyle had developed for

Cue the Saxophone Solo, A
Space Station Nexus - Arcadia
the flight deck a bit... suggestiv
hustled off by Kyle, but he car
her when...

Fragment of a Diary of one
Founders... a telepath writes o
at the way they've all been tre
different.

Surrounded by Kangaroos...
crew borrows food from a pla
roo-type humanoids which is f
retrovirus that has a rather un
the *Voyager* crew.

Where Weasels Dare, Erik Lar
rizon - Colonel Erik Larson h
USS Horizon attack a Domini
with it's Vorta leader and crew

The Romulan Gamble, Carl
Charleston - Commander Car
deal with a strange explanation
puter core's problems, as well a
a Romulan spy trying to sabo
The Romulans have already des
station and are now looking to i
eration...

Prelude and Postlude, Tom
Highlander - Commander Tor



1998 STARFLEET Merchandise
For more info, contact Laura Reardon
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(913) 451 - 8503

My Thanks to the Models, the Region 12 Command Staff!



Now available for the last time in Fleet history... Historic 1998 Starfleet Headquarters Staff patches! Yes, you can be the proud owner of 1 (or more) of only 100 1998 Starfleet HQ Staff patches that have ever been produced. No more 1998 versions will be produced after this one and only run. Instant collector's item! Show your pride in helping rebuild Starfleet this year by purchasing one (or more) of these wonderful patches. Hey, they're cheaper than last year's patches, too, at only \$5 each. Just make your check payable to "Tom Monaghan" and send it to 1341 Maplewood Avenue, Norfolk VA 23503 and I will send you your official 1998 Starfleet Headquarters Staff patch as soon as I receive your check. IC '98 is only a matter of weeks away so don't delay. Get your official 1998 Starfleet Headquarters Staff patch today!

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Chief of Operations, Starfleet
Major General, SFMC Reserves
* USS Maat * Batron 11 *
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