

## Inside

### Oktoberfest

German mayors throw a party for their American neighbors in Bad Nauheim. See pages 14 and 15.



### Historical Nürnberg

Explore the Middle Ages and Germany's more recent history with a visit to this walled Bavarian city.



### Gridiron action in Baumholder

Community teams face off in flag football tourney. See results on page 28.

# Herald Union



Vol. XI, No. 2

Serving the military communities of the 104th Area Support Group

Oct. 28, 2003

## IMA gets thumbs-up

### Director cites success of Army transformation

By Beau Whittington  
Army News Service

Iraqi Freedom has proven naysayers wrong about the Installation Management Agency's value, says Maj. Gen. Anders B. Aadland.

Aadland, the agency commander, admits even he wasn't sure the centralization was such a good idea when he heard the initial announcement of the plan to manage base operations funds from Washington. Little did he know he would become the first director.

"I learned early on the goodness of the initiative was not obvious," Aadland said about his first days in his new job. "It wasn't something everybody was going to rejoice over."

Whether commanders rejoiced or not, the Army had made a profound decision about the new direction, and it was Aadland's job to put the plan in action. The agency opened its door Oct. 1, 2002, with what the commander describes, "as

about a 75 percent solution — not totally ready, not totally staffed."

While it was a project in development, then Army Secretary Thomas White didn't want it to become just another idea that got put on the shelf. "Let's grab this thing and go," White told Aadland and his key staff.



Photo by Karl Weisel  
Maj. Gen. Anders B. Aadland

Not fully staffed or funded, the leaders took what people and money they had to work around a few corners their first fiscal year and clean up the process when the agency becomes fully funded in fiscal 2004. They knew they could find the answers in a "best case scenario."

But, what if there was a war? What if the Army did something they couldn't predict that took money away? That could make the

agency, "look like we're not doing what we've said we'd be able to do," Aadland said.

War did come. So did the questions. Could they support the power projection platform? Could they deliver on the single promise of letting the war-fighting commanders focus on the front and not worry about the installation management mission?

"Operation Iraqi Freedom put us in an operational stance where we had to come through," Aadland said.

The seven regional offices ran emergency operations around the clock. They lined up as partners with the commands at the front and delivered their part behind the lines. "It shocked us into a level of maturity and partnership that had to come," said Aadland.

While the operations transformation proved sound, naysayers began questioning the commitment of keeping base operations money where it belonged.

See IMA on page 3



Photo by Cassandra Kardeke

Community youths will be out in force Oct. 31.

## Trick or treat?

### Watch out for young ghosts and goblins on Halloween, Oct. 31

By Karl Weisel  
104th Area Support Group Public Affairs Office

Young ghouls and goblins will be haunting a housing area near you Oct. 31. Official trick-or-treat hours for the communities of the 104th Area Support Group are:

\* **Dexheim, Wackernheim and Wiesbaden** — 4-7 p.m.

\* **Baumholder, Neubrücke and Strassburg** — 4-8 p.m.

\* **Friedberg, Giessen and Butzbach** — 4-7 p.m. No trick-or-treating inside stairwells will be allowed. Candy should be distributed outside stairwells.

\* **Hanau, Büdingen and Gelnhäusen** — 5:30-7:30 p.m.

All children under age 12 must be accompanied by an adult. Residents in leased or private rental housing are encouraged to escort their children to the nearest military housing area to participate. Escorts should wear light-colored or reflective clothing and trick-or-treaters should carry flashlights or chemlights (never candles).

Safety officials also recom-

mend children take the following precautions:

\* Never cross streets between parked cars — only at marked crosswalks or traffic lights.

\* Walk facing oncoming traffic if there is no sidewalk.

\* Never enter a stranger's house.

\* Ensure that costumes are flame-resistant, don't obscure vision and are highly visible in the dark.

Parents should take the following precautions:

\* Know the route your child is taking.

\* Know what other activities your child may be attending.

\* Set time limits on when children should return home.

\* Explain the difference between tricks and vandalism.

\* Instruct children not to eat treats until they return home and you have had a chance to thoroughly inspect the goodies.

For more information about Halloween activities and safety advice see inside this issue or check with your local Safety Office.



Photo by Dennis Johnson

## Walking to raise PTA money

Members of Shannon Swartzlander's fifth-grade class march outside Hanau's Argonner Elementary School during the school's Parent Teacher Association Walk-a-Thon Oct. 17. Nearly 500 students participated in the event, walking an hour each, in the fund-raising effort for the PTA which netted \$4,400 in pledges and donations.

# Commentary

## 1st AD Soldiers make Letterman's Top 10

By Patricia Simoes

221st Base Support Battalion Public Affairs Office

Some Soldiers deployed to Iraq stay in touch by mail and email, some by telephone. Thanks to the Late Night with David Letterman show, 10 Soldiers in Iraq got to go on national television to let the folks back home see that they were doing fine.

Sgt. 1st Class Timothy Bird, S3 noncommissioned officer in charge for Dexheim's 123rd Main Support Battalion, was one of the 10 selected to participate in the Top 10 List part of Letterman's comedy show. The topic was "Top 10 Perks of Being Stationed in Baghdad," and the Soldiers were filmed at the Al-Sijood Palace in Baghdad Oct. 2.

Bird, stationed at Camp Dogwood with the 123rd's Headquarters and Headquarters Detachment, was selected by his company commander as a "high-speed soldier." Each

company selected a representative, and the sergeant major picked one name in a drawing.

"I felt like in a Jackie Chan movie where they show the mistakes at the end — that's exactly how I felt," Bird said. "It's hard work: one sentence, and I couldn't get it right. It took me four or five shots."

Bird got to read item number eight. His line was, "You play cards with those Iraqi government decks — we use the actual guys."

Bird said he emailed his wife in Dexheim to tell her about the show. "She was really excited. But the soldiers here thought I was joking. They told me the show would air in the States on Oct. 9 or 10, so it should have been on AFN in Germany the day after."

The show actually aired Oct. 16 in the United States.

The Top 10 List and the soldiers who got to deliver the jokes while waving to the folks back home were:

10. Access to Saddam's extensive collection of Barbra Streisand CDs (Sgt. Lillian

Rodriguez, 4th Brigade)

9. I'm the only Jonathan Atwood in the Baghdad phone book (Sp. Jonathan Atwood, 2nd Brigade Combat Team)

8. You play cards with those Iraqi government decks — we use the actual guys (Sgt. 1st Class Timothy Bird, 123rd Main Support Battalion)

7. We get to test the Army's new bulletproof camel (Sgt. Kevin Kirk, 2nd Armored Cavalry Regiment)

6. You don't need Dr. Phil to lose weight here — you just sweat your ass off (Pfc. Daniel Ruiz, 1st Brigade Combat Team)

5. When the C.O.'s not looking I like to tiptoe into the presidential palace and play dictator for a while (Sp. Nyria Roach, Division Support Command)

4. Goodbye standard issue, desert camouflage U.S. Army tent, hello vacant billion-dollar palace (Sgt. 1st Class Edwin Kolb, Division Artillery)

3. It's fun to pick up the phone in the palace and say "No, Uday and Qusay aren't available right now because they're dead." (Sp. Jason Williams, 3rd Brigade Combat Team)

2. CBS comedies are even funnier in Kurdish (Sp. Jonathon Moore, 2nd Brigade, 82nd Airborne Division).

And the number one perk of being stationed in Baghdad:

1. The farther away from the state of California, the better (Sp. Noel Ellis, 354th Civil Affairs Brigade).



Sgt. 1st Class Timothy Bird

## 'Soldier Hard, Soldier Safe' campaign starts

"Soldier Hard, Soldier Safe" is the new U.S. Army Europe safety campaign that kicked off Oct. 14. It is aimed at the 40,000 USAREUR Soldiers who will deploy to and return from the Iraqi theater of operations in the next six months, and the USAREUR Soldiers supporting them, said USAREUR Command Sgt. Maj. Michael Gravens.

"The USAREUR safety campaign is a focused effort by our leadership to keep our Soldiers safe both on and off duty," he said. "We want the Soldier doing the right thing, the right way."

When you have Soldiers eager to get home and others ready to get to their missions, and you factor in all the moving equipment, it could spell disaster, said Gravens. Staying alert

to conditions and surroundings helps ensure safe transitions to and from downrange. Safety "begins with risk assessments and good, thorough safety briefs. This will ensure our Soldiers understand what they have to do and how they do it so they can do it right," he said.

A risk assessment allows each Soldier to conduct a self-check of various factors involved in any activity. It forces Soldiers to pause for a moment and think about each step in any given process, evaluating risks for everyone involved in the activity, he said.

In addition to promoting risk assessment, leaders have to be on the ground with Soldiers, Gravens said. "They have to

be at the hard places where the training is going on, where the work is going on and where the movement is. Our junior leaders especially have to be vigilant to ensure that the troops are doing the right thing."

Junior noncommissioned officers need to recognize "that they are responsible for their Soldiers 24 hours a day, seven days a week," said Gravens. "I want them to feel responsible for what their Soldiers are doing off duty or downtown. I want them to feel responsible for the Soldiers in the motor pool, out on a range ... that first and foremost the NCO wants to keep the Soldier safe." (Courtesy of the U.S. Army Europe Public Affairs Office)

## Letter to the editor

To the editor,

Most of us overseas are handling the tensions of world affairs well because of the hard work others put into their jobs everyday to keep families safe, secure and stable.

One of those very important people is Angela Knapp, our housing quality specialist. You're thinking, "housing specialist?" Yes. If you don't have adequate housing, it's hard to keep your mind on your job and feel secure about your family.

She is one of those people who constantly go out of their way to see that we have quarters that we can feel good about. When I had leaks from my living room ceiling that dripped on my children's heads as they walked by, she made numerous phone calls and came to my house after her normal working day to speak with the landlord.

This let me do my job as a teacher.

When I was looking for new quarters, Ms.

Knapp looked for two months and visited the house first to make sure it was right for our family. She even came after working hours again to meet with the landlord to make sure everything was in order. I speak no German, and Ms. Knapp called the utility companies to straighten out numerous billing and installation problems.

I am writing this letter to let others know that this wonderful person will soon not be working to help us because of a contract change in Housing. Hanau will be getting a new contractor that has decided to dump all the current employees regardless of their knowledge and outstanding performance.

If we lose this fine individual we will be losing a lot more than just an employee — we will be losing a tremendous asset to our community.

Kate Fleenor  
Hanau

## Did you know?

Nonaccredited life insurance and securities investment agents may not solicit business on U.S. Army Europe military installations. They may not approach Soldiers, Department of Defense civilians or their family members on any installation, housing area or barracks unless an appointment is made.

Authorized agents must present a USAREUR Commercial Solicitation Permit booklet (AE Form 210-70E) signed by an issuing official. It must contain the agent's name, company, photograph, signature and an expiration date. Be sure to see the permit before entering into any transactions.

The following are accredited life insurance and securities companies:

### Life insurance:

American Amicable Insurance Co. of Texas, American Fidelity Life Insurance Co., American National Life Insurance,

Americo Financial Life and Annuity Insurance Co., Boston Mutual Life Insurance Co., John Hancock Life Insurance Co., Midland National Life Insurance Co., Pioneer American Life Insurance Co., Sunset Life Insurance Co., TransWorld Life Insurance Co., 5-Star Life Insurance Co.

### Securities investment:

Employee Benefits Investment Group, Inc., Integrated Financial Planning Services, Intervest International, John Hancock Distributors, Nelson Securities, Probitry First Financial, Signator Financial Network, Sunset Financial Services, U. S. World Wide Financial Services and Wm. B. Austin and Associates.

If the solicitor does not have a permit or refuses to show one, notify your local Commercial Affairs officer or the Military Police to report an unauthorized solicitation. (Courtesy of 1st AD Legal Assistance)

## Herald Union

The Herald Union is an authorized unofficial Army newspaper published under the provisions of AR 360-1 for members of the 104th Area Support Group. Contents of the Herald Union are not necessarily the official views of, nor endorsed by, the U.S. government or the Department of Defense. The editorial content is the responsibility of the 104th Area Support Group Public Affairs Office. No payment will be made for contributions. This is a biweekly publication printed by The Stars and Stripes in Griesheim, Germany. Our office is in Building 1205 on Hanau's Yorkhof Kaserne. Circulation is 13,000 copies. For advertising rates contact Sean Adams at civ (06155) 601-203, mil 349-8203 or adamss@mail.estripes.osd.mil.

Commander 104th Area Support Group

Col. George A. Latham II

104th ASG Command Sergeant Major

CSM Jose A. Fontanez

104th ASG Public Affairs Officer

Raino Scharck

## Newspaper staff

Editor.....Karl Weisel  
Associate Editor.....David Ruderman  
221st BSB Reporter.....Cassandra Kardeke (mil 337-5772)  
222nd BSB Reporter.....Ignacio Rubalcava (mil 485-6191)  
284th BSB Reporter.....Alexandra Williams (mil 343-6597)  
414th BSB Reporter.....Dennis Johnson (mil 322-1600)

Address: 104th ASG, Herald Union, Unit 20193 Box 0001, APO AE 09165-0001; or, Herald Union, Yorkhof Kaserne, Bldg. 1205, Chemnitz Str. 2-4, 63452 Hanau. Telephone: mil 322-9257, civ (06181) 88-9257. Email: hesherald@104asgexch.hanau.army.mil. Home page: www.104thasg.hanau.army.mil. Fax: civ (06181) 14029.

## News flash

### Civilian attitudes

All Department of the Army Civilian employees, supervisors and managers are invited to express their opinions in the Army Civilian Attitude Survey. To fill out an online survey visit the 104th Area Support Group's website at [www.104thasg.hanau.army.mil](http://www.104thasg.hanau.army.mil) and click on "Army Civilian Attitude Survey" at the bottom of the page. You are authorized to complete the survey during regular duty hours, officials said. Results will be announced in December. (Courtesy of the Civilian Human Resource Management Agency)

### Bogus website

Everyone is advised that there is a bogus myPay website, [www.mypay.com](http://www.mypay.com), on the Internet. The bogus site resembles the official myPay website where individuals can conduct official financial transactions such as downloading a Leave and Earnings Statement. The official website address is <https://mypay.dfas.mil/mypay.asp>. (Courtesy of the 104th ASG's Automation Division)

### New Hanau phone numbers

Hanau's Cardwell, Hutier, Francois and Yorkhof Kasernes will be getting new DSN telephone numbers starting Nov. 6. On that date all DSN lines on those installations will have the new DSN prefix of 323, with the following exceptions —

\* All numbers starting with "1xxx" will keep the old DSN prefix/number (such as 322-1xxx);

\* If your current DSN number begins with an 8 it will change to beginning with a 2 (instead of 322-8xxx it will become 323-2xxx);

\* If your current DSN number begins with a 9 it will change to starting with a 3 (former 322-9xxx becomes 323-3xxx);

\* If your DSN number now starts with a 5 you will get a totally new number.

After the switchover all civilian in-dial will change from the current (06181) 88-xxxx to the new (06181) 180-xxxx with the exception of all numbers currently starting with "1xxx" which will keep the old commercial dial-in of (06181) 88-xxxx.

### Give to CFC

It's that time of the year again to decide which charities of your choice you want your hard-earned money to help support. This year's Combined Federal Campaign Overseas runs through Dec. 10. Last year contributors allotted an average of \$122 to the campaign accounting for some \$11,267,754 in donations. For more information about contributing see your local unit keyperson or visit the CFC-Overseas website at [www.cfcoverseas.org](http://www.cfcoverseas.org).

### Mailing deadlines

Army Post Office officials recommend that postal patrons mail items by the following dates if they want to ensure their mail reaches its destination by Christmas. \* From Germany to the continental United States — **SAM parcels** Nov. 20, **PAL parcels** Dec. 4, **priority parcels and first class letters and cards** Dec. 11, **express mail** Dec. 18. \* From Germany to the Central Command area — **MPS parcels** Nov. 20. \* From the continental United States to the Central Command area — **SAM parcels** Nov. 6. While there is no limit to the number of MPS packages that can be mailed to the Central Command area, patrons are advised to mail no more than five during a visit to ensure quicker processing, to make an appointment at their APO from 8-9 a.m. for more than five packages and to mail smaller packages rather than larger ones to ensure faster shipping.



# Motorcycle rules change

## Attendance at training course to be mandatory Dec. 1 for new licencees

As of Dec. 1, 2003, Army in Europe Regulation 190-1 will require all Army personnel in Germany, including Soldiers, civilians and family members, to complete a Motorcycle Safety Foundation training course to qualify for a U.S. forces motorcycle license.

The change to AE Regulation 190-1, Registering and Operating Privately Owned Motor Vehicles in Germany, is being implemented to provide hands-on training to Army motorcyclists. The MSF course is designed to educate and train personnel on how to be safe and responsible motorcyclists, officials said.

The MSF course will be required in addition to the current requirements for Army personnel to have a motorcycle license issued in the United States, U.S. territories or another country; attend a four-hour motorcycle orientation course; pass a 30-question motorcycle test; and pass an Army in Europe motorcycle proficiency course conducted by community Driver Testing Stations.

Applicants who fail either the written test or proficiency course must attend a German driving school and obtain a certificate of proficiency (not a German driver's license) that they can ride a motorcycle safely on German roads.

After completing the four requirements listed above, applicants who have not completed an MSF course in the last three years will be issued a 60-day temporary license to be used to attend the MSF course. Individuals who do not



Photo by Karl Weisel

People in Europe seeking to qualify for a U.S. forces motorcycle license will be required to complete a Motorcycle Safety Foundation training course starting Dec. 1.

complete the four requirements listed above will not be issued a U.S. forces motorcycle license, cannot legally ride a motorcycle in Germany, and therefore cannot attend an MSF course. People who require their motorcycle to complete the testing and proficiency course can obtain a one-day motorcycle registration from their local Vehicle Registration Office. This temporary registration will be extended for one year upon successful completion of the course.

Each Area Support Group in Germany will provide MSF courses. Community Driver Testing Stations will provide information to license applicants on the locations and times MSF courses will be offered in their ASG. (IMA-E Public Affairs Release)

# IMA . . . . .

## Continued from page 1

"You never program for a war, so when we went, (the Army) had to rob somebody's cookie jar to get the troops into Baghdad," Aadland said.

Senior commanders flowed about \$600 million of garrison funds into the fight. But they set up some new rules — they promised to pay it back.

And they did.

When the president received supplemental monies from Congress to fight the war, the Army repaid the funds diverted for early operations. The migration of base operations funds that totaled hundreds of millions of dollars in fiscal years 2001 and 2002 was \$5 million in fiscal 2003.

"It was a first step into the programming discipline we'd been talking about," Aadland said about the change. "It's no longer easy to pick the low-hanging fruit from the tree."

"At one year in we are at the halfway point," Aadland said about the transformation. "We haven't proven our efficacy yet."

The next stop on the agency's road to becoming more efficient is to move installations to a common standard around the world. "We will try to do things more efficiently and share ideas on how to apply those principles so everybody can benefit," Aadland said, "to eliminate the haves and the have-nots."

The agency has developed standard garrison organizational outlines for small, medium and large installations, and is proceeding in staffing the manning document. Throughout fiscal 2004 they will flesh them out.

"Some installations are close; some are leagues away," Aadland said. "It will take some time for this migration." But that migration, like last year's startup, has challenges inside and out. The first two phases of the A-76 program threatened the work force. Now, the "Third Wave" is surging a shock wave by making workers ask, "Why is the Army hell-bent on taking away my job?"

"It's not," Aadland stresses. "But it has said everything

is going to be reviewed. The process will continue, but with more efficient guidance."

The general advises commands not to build a Most Efficient Organization to beat a contractor — do a plan to do the job. He also tells them not to expect the studies to go away. "Whenever you can show a 30 percent savings, the Army isn't going to stop," he said. "Our challenge has been to educate our people on the optimal use of the private sector. We'll never be able to do it all in-house. We will need industry to help us. And we have to do it more efficiently."

Garrison commanders are asking how they are going to fit into the standard garrison structure while they are facing these studies. "When the standard garrison construction doesn't mesh with A-76 configuration," Aadland said, "we're going to wait them out. If you have a contract that is set and working, we will work the management scheme in the direction of the concept, but we won't disrupt the contract. We will wait until the end of the contract and take another look."

### Tweaking performance

The key is tweaking performance work statements. For example, A-76 has had a detrimental impact on master planning. Master planners don't make widgets — they are not producers. Under the A-76 process they have been seen as overhead. "In some cases we put the fox in the hen house," said Aadland, "because we took the quality assurance people away. Many installation master plans atrophied — the art was lost. The key master planners became casualties of downsizing. We cannot afford to not have a vision of where our installations will be in five, 10 or 20 years. Master planning is going to get resourced."

"Show me the money. Show me the money," was the chorus garrison commanders sang at the first agency commanders conference last month. They were concerned about getting the resources and people they need to make a difference. "(Have) faith in the concept and understanding of what cooperate means," Aadland tells them. "You are now part of a worldwide organization."

## One Act Play Festival

### Local volunteers, staff recognized for outstanding work in community theaters

Comaraderie, the joy of creating a production together and the applause of appreciative audiences are all rewards for volunteering at local U.S. Army Europe community theaters. Recognition by professional judges at the annual Army Europe Festival of One Act Plays is yet another reward.

As in year's past, local 104th Area Support Group theater staffers and volunteers reaped a slew of trophies for their efforts at the 2003 one-act play fest held in Heidelberg's Roadside Theater Oct. 9-12. Among the most prestigious was the Army Entertainment Division's Irving Berlin Award for Entertainment Program Excellence presented to David McGown Turner, the 284th Base Support Battalion's entertainment director. The Giessen Keller Theater program was recognized for "sustained outstanding programming and excellence of service to a diverse community of service members, their families, civilian workers and host nation guests."

"Every year in October different military communities from all over Europe bring shows to the stage," said Turner. "Their performances are evaluated by three professional theater people who are the judges.

"The festival is a training ground for volunteers," he said, explaining that it includes workshops in acting, directing, costuming and lighting. "The workshops are open to anybody."

"The one-act play festival has been going on for quite some time now and the quality is constantly going up," said Bill Hauserman, 414th BSB entertainment chief. "We put a lot of emphasis on training during and prior to the festival which is the key to progress.

"All of the Army theaters are part of the American Association of Community Theaters," Hauserman added.

Among local thespians and backstage crew to win awards at this year's festival were:

Wiesbaden Amelia Earhart Playhouse's **Stacey Groves**, third place Best Actress; Wiesbaden's **Keith Greenleaf**, third place Best Actor; Hanau Five Pfennig Playhouse's **Kimi Fairbanks-Oler**, first place Best Supporting Actor; Giessen Keller Theater's **James Farrell**, second place Best Performance in a Minor Role; Giessen's **Marta Ormian** and **Sarah Ottway**, third place Best Stage Manager; and Giessen's **Julie Pownall**, first place Best Monologue Performance.

Community theater is often a family affair, providing people of all ages the chance to work together to put on a



Photo by Alexandra Williams

During this year's festival David McGown Turner, 284th Base Support Battalion entertainment director, accepted the prestigious Army Entertainment Division's Irving Berlin Award for Entertainment Program Excellence.

production, said Hauserman, mentioning Fairbanks-Oler, a 6-year-old thespian recognized at this year's festival. "She is our youngest actress and she won the prize for best performance in a minor role for her work in 'The Turn of the Screw.'"

For more information about upcoming productions or to get involved in your local theater, call or stop by the Giessen Keller Theater at mil 343-6515, Hanau Five Pfennig Playhouse at mil 322-8031 or Wiesbaden Amelia Earhart Playhouse at mil 336-2473. (Information and interviews for this story courtesy of Luz Medeiros and Jim Sohre)



### Iraqi school project

Capt. Charles J. Cogger, S-5 training officer with Division Artillery, 1st Armored Division, talks with an Iraqi boy named Faris at a recently renovated school in the Airport Village on Baghdad International Airport. Division chaplains participated in the school renovation project, coordinating the shipment of basic supplies and an exchange of letters among Iraqi children and Baumholder area students.

Photo by Chaplain (Maj.) Daniel E. Wackerhagen

## News flash

### Any Soldier mail

While "Any Soldier" mail is not permitted, individuals may donate \$25 along with a personal greeting, which goes toward the sponsorship of an "Operation USO Care Package." Items in the care packages include shaving kits, shampoo/conditioner and sunscreen. Packages are forwarded to the Central Command Area Of Operations for distribution to soldiers. Send checks and personal greetings to USO-Operation USO Care Package, c/o Pentagon Federal Credit Union, P.O. Box 19221, Alexandria, VA 22320-9998. People can also send greetings by email through Operation Dear Abby at [www.OperationDearAbby.net](http://www.OperationDearAbby.net).

### U.S. population on the move

The U.S. Census Bureau reports that about half of the U.S. population moved between 1995 and 2000. About 120 million people (46 percent) 5 years old and over in 2000 lived in a different home than they did in 1995. Twenty-five percent moved within the same county, 10 percent moved between counties in the same state, 8 percent moved between states and 3 percent moved from abroad. Nevada led all states in the mobility of its population — 63 percent were movers. Louisiana, Pennsylvania and Michigan had the highest proportion of residents who lived in the state where they were born — 79, 78 and 75 percent respectively. Nevada, Florida and Arizona had the lowest. The census report was based on households that received the census long form — about one in six nationally. (U.S. Census Bureau Public Information Office)

### Unsolicited mail

Tired of receiving unsolicited mail, including pre-approved credit card applications or unsolicited email advertising? To file a telemarketing complaint or to obtain other helpful consumer oriented information contact the Federal Trade Commission at [www.ftc.gov/ftc/consumer.htm](http://www.ftc.gov/ftc/consumer.htm). Germany also has protections against unwanted tele-marketing. To file a German telemarketing complaint contact the German Consumer Protection Agency at <http://vzh@verbraucher.de> or by mail at Verbraucher-Zentrale Hessen, Grosse Friedberger Strasse 13-17, 60313 Frankfurt am Main.

### AKO passwords

Defense Department employees are reminded that Army Knowledge Online accounts are mandatory for anyone who uses email. To get an AKO account visit the U.S. Army website at [www.army.mil](http://www.army.mil) and click on "Army Knowledge Online." Local national and contract employees must be sponsored to acquire an account. Once you have an AKO account, forward your AKO email to your 104th Area Support Group account. You must also let your local Information Management Officer know what your AKO email address is. For more information call Holly Nichols, 104th ASG systems administrator at mil 322-9544 or email [Holly.Nichols@us.army.mil](mailto:Holly.Nichols@us.army.mil).

### Officer courses

The 7th Army Reserve Command's 3747th Multifunctional Training Brigade offers accredited non-resident Command and General Officer Courses at various locations in Germany to active and reserve component officers. The course consists of four sequential phases over a two-year period. The Officer Education System Battalion conducts Phases I and III in weekly evening or monthly weekend sessions, which run from October to May of each academic year. Phases II and IV are conducted during two week cycles in June of each academic year. Officers must be in the rank of major or captain (promotable) to qualify for the course. For more information call Lt. Col. Gary Cleland at mil 466-2931, Lt. Col. Tom Ball at mil 373-7432 or Lt. Col. Bob Isbell at civ (06151) 69-7256.

## New health clinic opens at Wiesbaden airfield

Story and photo by  
Jolly A. Sienda

221st Base Support Battalion  
Public Affairs Office

A ribbon-cutting ceremony at Wiesbaden Health Clinic was a long-awaited celebration culminating months of construction on a brand new health clinic for the Wiesbaden community.

Phase one of the \$6 million project, located at Wiesbaden Army Air Field, is a new building finished in tones of gray, mauve and burgundy. Phase two consists of a complete renovation of the current clinic and walkway between the buildings.

The new building's entrance is a three-story glass enclosure. It leads patients to pediatrics, physical therapy, pharmacy, spacious patient examination rooms and a waiting room with a children's play area,

all in an inviting, ergonomic decor. Parking is located behind the new finished wing.

"The construction goal is to connect both buildings via a skywalk when the project is finished," said Lt. Col. Ronald Keen, clinic commander. "With the new construction our customers will see such a tremendous difference in space, comfort and services offered at the clinic," he said.

"I'm really excited about introducing the community to the open access program. The Wiesbaden community deserves this beautiful new clinic and with the new design, it will allow us to accept more appointments. There will be more examining rooms and our patients will have better access to physicians," said Keen.

When operating with a fully non-deployed population, the clinic

generates over 8,000 prescriptions and has one of the busiest pharmacies in Europe.

"Giving superior customer service is the key to our operation," said Keen. "I'm proud of the fact that at the clinic we take great pride in making sure our patients are treated well. We offer ongoing customer service training to our employees. This has really improved our ability to treat our patients with kind and caring attitudes no matter what the situation may be."

Take a look for yourself. The clinic staff is ready to serve you. The clinic is open Monday and Wednesday from 7:30 a.m. to 4:30 p.m.; Tuesday, 7:30 a.m. to 6 p.m.; Thursday, 1 p.m. to 4:30 p.m.; and Friday from 7:30 a.m. to 3 p.m. Emergency triage is available every day from 7:30 a.m. to 4:30 p.m.



Col. Ronald Keen (left to right), Capt. Doug Badzink, Col. Casey Jones, Command Sgt. Maj. Craig Layton and Spc. William Adams attend a ribbon-cutting ceremony for the new Health Clinic at Wiesbaden Army Airfield.



Photo by Cassandra Kardeke

### Fiesta time

Jacob Wolney beats up a pinata during a Hispanic Heritage fiesta at the Community Activities Center at Wiesbaden Army Airfield Oct. 9. Over 250 people enjoyed a free buffet of hispanic dishes and live music by Hot Molina sponsored by the 221st Base Support Battalion Equal Opportunity Office.