

# ALASKA POST

Home of the Arctic Warriors



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Fort Wainwright, Alaska

August 3, 2012

## U.S. Army Alaska commander's antiterrorism message: Awareness

Antiterrorism is a Department of Defense directed program. In order to increase awareness of the AT program, AT training, and suspicious activity reporting procedures, HQDA has proclaimed August 2012 as AT Awareness Month. The AT program is a collective, proactive effort focused on the detection and prevention of terrorist attacks against DoD personnel, their Families, facilities, installations, associated infrastructure critical to mission accomplishment, as well as the preparations to defend against an attack and plan for the response to the consequences of terrorist incidents.

I support this proclamation

See **AWARENESS** on page 3



**Maj. Gen. Michael X. Garrett**  
U.S. Army Alaska commander

## Construction, traffic rerouting continues

### Gaffney Road resurfacing

Reconstruction on Gaffney Road continues here and the Alaska Railroad has also started improving their Gaffney track crossing. The Gaffney and Meridian railroad track crossings are closed and will remain closed to vehicle traffic through Aug. 11.

Gaffney Road is closed at Apple Street. Traffic leaving North Post is being diverted onto Ketchum Road at the east end of the airfield. From there, motorists are to use Montgomery or, if leaving post, Badger Gate. Meridian and Old Meridian roads, north of Montgomery Road will also be closed.

Gaffney traffic going east or south will need to use Ninth, Tenth, Montgomery and Neely

roads. The River Road bridge is accessible and will remain open (with the exception of Sat, Aug. 4 - see below) until this work is completed.

Beginning Monday, Meridian and River Roads will be open for regular traffic. Gaffney between Apple and the railroad track crossing will remain closed. Old Meridian will remain closed during this time.

The anticipated work completion date is Aug. 11.

### River Road bridge closure

Officials anticipate the River Road bridge will be closed for one day only. The work to reconstruct the River Road bridge approach

See **TRAFFIC** on page 4



Some would say it's impossible to repair buildings, utilities and roads in the winter, and summertime is abbreviated here in the Alaskan Interior. So for these brief few weeks, please continue to be patient and observant of others around you, not just vehicles but foot traffic and bicycles too. Watch for detour signs and allow extra time when traveling around post, especially at peak times. Updates to traffic patterns and the construction schedule will be available online at Facebook, look for PAOFWA. (Photo by Brian Schlumbohm/Fort Wainwright PAO)

## Arctic Thunder 2012



Chief Warrant Officer 2 Mike Walton and Chief Warrant Officer 2 Adrienne Anderson, both OH-58D Kiowa pilots of 6th Squadron, 17th Cavalry Regiment, Fort Wainwright, stand ready to answer questions about their armed-reconnaissance helicopter July 28 during the Arctic Thunder 2012 Open House at Joint Base Elmendorf-Richardson. More photos are available online at the Arctic Warrior Flickr page. (Photo by David Bedard/Joint Base Elmendorf-Richardson PAO)

## Army soldiers dazzle crowd at open house

**Staff Sgt. Matthew Winstead,**  
US Army Alaska PAO

JOINT BASE ELMENDORF-RICHARDSON, Alaska - The 2012 Joint Base Elmendorf-Richardson Arctic Thunder Open House kept crowds of spectators and Families entertained for an entire weekend with static displays and aerial demonstrations including the U.S. Air Force Thunderbirds, F-22 Raptor demonstrations and other civilian air demonstrations.

In addition to this were several joint forces demonstrations in which the U.S. Army played a dramatic role.

Opening the day with a free-fall demonstration presented by the U.S. Army's premier parachute team, the Golden Knights, jumpers clad in black and gold leapt from a C-23 Sherpa aircraft at an altitude of more than 12,000 feet to perform amazing stunts and aerial acrobatics with red smoke canisters attached to their ankles.

Spectators watched as the Golden Knights not only landed with precision on pre-designated target points, but also carried with them several flags honoring the event including the American flag, Alaska state flag and the POW/MIA flag.

A short time later the crowd was treated to an airborne insertion of two planes worth of paratroopers as two C-130 Hercules flew across the airfield. The sky filled with parachutes as the staggered trail formation conducted a mass exit of paratroopers allowing for maximum jumps in a short amount of time.

Following the airborne demonstration the Army conducted an air assault on a simulated enemy presence. A small strike force of troops quickly landed close to the enemy target after a reconnaissance sweep of the area by two Army OH-58 Kiowa Warrior helicopters. Once on the ground, the infantry elements quickly bounded up to the

enemy objective and called in a request for additional support.

The assistance quickly came in the form of two UH-60 Black Hawks sling-loading a High Mobility Multipurpose Wheeled Vehicle and an artillery cannon, both of which were immediately placed into operation and employed against the retreating enemy.

Pyrotechnic simulation rounds boomed across the airfield in an eruption of white smoke while a CH-47 Chinook helicopter carried in another piece of equipment to be used in the simulated engagement: An M973 Small Unit Support Vehicle.

Finally, a C-17 Globemaster landed in a dramatic combat landing with minimal room on the runway and delivered the final vehicles to be used in the engagement, completing the demonstration of just how quickly critical units can be delivered and placed into combat operations when needed.

When independently timed, the joint forces demonstration from start to finish was over in less than 30 minutes and left a formidable combat force in position.

In addition to the mobile elements contributed to the Open House, USARAK also provided static displays of weapons, vehicles and equipment through some of its subordinate units.

Army combatives were demonstrated, mountaineering equipment was showcased, interesting vehicles and aircraft, some of which was flown during the actual show, were staged for the public to see and enter onto and static weapons were available for people to come see and hold under the watchful eye of trained professional Soldiers.

A crowd favorite was the collection of inflatable bouncy houses and climbing walls. Children and a few adults enjoyed a bouncy break from the sun in the shade of an open hangar between some of the more dynamic events outside.

### WEEKEND WEATHER



#### Friday

Cloudy, chance of rain  
Highs: 50s-60s  
Lows around 50  
West winds 5-15 mph



#### Saturday

Cloudy with a chance of rain  
Highs in the mid-60s  
Lows around 50



#### Sunday

Cloudy with a chance of rain  
Highs around 70  
Lows around 50

### BRIEF

#### National Night Out

Join Fort Wainwright and police, fire and emergency personnel Tuesday, 5 to 8 p.m. for National Night Out. Directorate of Emergency Services will be there with their bounce house, McGruff and Sparky Mascots and more. DES has teamed up with the installation's housing partner, North Haven Communities to offer youth activities, free stuff and valuable information at the fourth annual National Night Out outdoors beside the Holiday Inn Express post hotel.

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## Medical Department Activity - Alaska

### Hand-washing and health go hand in hand

Over the coming weeks, children will begin heading back to school, and with that will come increased exposure to germs. To help your child decrease their chances of becoming sick, it is important to teach them and remind them about the importance of hand washing.

Hand-washing is a simple habit, something most people do without thinking. Yet hand-washing, when done properly, is one of the best ways to avoid getting sick. This simple habit requires only soap and warm water or an alcohol-based hand

sanitizer - a cleanser that doesn't require water.

Despite the proven health benefits of hand washing, many people don't practice this habit as often as they should. Throughout the day you accumulate germs on your hands from a variety of sources, such as direct contact with people, contaminated surfaces, foods, even animals and animal waste. If you don't wash your hands frequently enough, you can infect yourself with these germs by touching your eyes, nose or mouth. And you can spread these germs to others by touching them

or by touching surfaces that they also touch, such as doorknobs.

Infectious diseases that are commonly spread through hand-to-hand contact include the common cold, flu and several gastrointestinal disorders. While most people will get over a cold, the flu can be much more serious. Some people with the flu, particularly older adults and people with chronic medical problems, can develop pneumonia. The combination of the flu and pneumonia, in fact, is the eighth-leading cause of death among Americans. Inadequate hand

hygiene also contributes to food-related illnesses, such as salmonella and E. coli infection.

Good hand-washing techniques include washing your hands with soap and water or using an alcohol-based hand sanitizer. Antimicrobial wipes or towelettes are just as effective as soap and water in cleaning your hands but aren't as good as alcohol-based sanitizers. Alcohol-based hand sanitizers — which don't require water — are an excellent alternative to hand-washing, particularly when soap and water aren't available. They're

actually more effective than soap and water in killing bacteria and viruses that cause disease. Commercially prepared hand sanitizers contain ingredients that help prevent skin dryness. Using these products can result in less skin dryness and irritation than hand washing.

Although it's impossible to keep your bare hands germ-free, there are times when it's critical to wash your hands to limit the transfer of bacteria, viruses and other microbes. Hand-washing doesn't take much time or effort, but it offers



Col. Dennis LeMaster  
MEDDAC-AK commander

great rewards in terms of preventing illness. Adopting this simple habit can play a major role in protecting your health.

Remember, we are here and ready to assist you with all your healthcare needs. Call 361-400 for an appointment or visit our website at [www.alaska.amedd.army.mil](http://www.alaska.amedd.army.mil).

## Fort Wainwright forester — achieving the mission while caring for resources

Matt Sprau,  
NEPA Coordinator

When the topic of forestry comes up, most people don't immediately think of military training. At Fort Wainwright, this is often the first thing on Dan Rees' mind. Rees has been the Fort Wainwright installation forester for 12 years. He is the architect of the forestry program, which in addition to military training support, includes firewood and timber sales, wildlife habitat enhancement, wildfire management, military construction support, and a forest inventory. Rees states, "The main driver behind the forestry program at the installation is to support the military mission while being a good steward of the resource." In order to support the military mission, Rees explains that something as simple as clearing a few trees gives Soldiers an improved line of sight for live-fire exercises. Prior to the exercise, the trees are made useful to someone for firewood or lumber. This in turn, helps to reduce waste of a resource and helps Soldiers train effectively.

"Through forest management techniques, we can help shape the forest to enhance training maneuverability and provide a realistic training atmosphere," Rees said.

One of the forest management techniques used is to thin a forest stand. Thinning a forest stand refers to selectively cutting trees to a desired amount per acre. Through thinning, the forest can better accommodate new training exercises for Soldiers, provide firewood/lumber, and help reduce the forest fuel load for wildfires.

The biggest part (and growing) of the

Fort Wainwright forestry program is the firewood sales.

"The firewood program has been increasing on an annual basis for the last six years," Rees said. For example, Rees estimated that approximately 920 cords of firewood were sold on military lands for 2011. It's only six months into 2012, and the forestry program has already sold permits to harvest 1,370 cords. Anyone can obtain firewood from designated cutting areas on Fort Wainwright lands. All that is required is access to the installation (current driver's license, vehicle registration and vehicle insurance at the visitor's center), a firewood permit, and a Recreational Access Permit. The Recreational Access Permit is free, and the firewood permit costs \$30 (check or money order) and is good for three cords. Each additional cord is \$10 with no limit to the number of cords acquired by one permittee. Both permits can be obtained on Fort Wainwright main post, Building 3023 Engineer Place, Monday through Friday, from 8:30am to 4 p.m.

When asked where he sees the forestry program going, Rees said, "There is going to be more of a demand on the forests." He expects with the current trend in biomass utilization and military lands being in close proximity to communities, commercial biomass harvesters will be looking at military lands as a supply option to fuel the new technologies.

When it comes to supporting the Fort Wainwright military mission, Rees speaks for the trees and the Soldier. For more information visit the Fort Wainwright Environmental Division webpage at [www.wainwright.mil/env/](http://www.wainwright.mil/env/) or call 361-9686.

## Why your referral matters

Brian P. Smith  
TriWest Healthcare Alliance

You went to your primary care manager and she suggested you go see a specialist. Maybe it's for an evaluation; maybe it's for a specific treatment. You just know you need to make another appointment and you want to make it quickly.

Whether this is your first referral or your 50th, having all your information before making the appointment can save you time and money. Quickly start managing your referral information when you register on [TriWest.com](http://TriWest.com).

### What's a referral?

When you need care that your primary doctor can't provide, you will get a referral to see someone else. The request for a referral goes to TriWest Healthcare Alliance and TriWest processes the referral and matches your needed care with a local network specialist (when available). If you live near a military installation with a medical clinic, and that medical clinic offers the specialty care, you may be assigned to the military clinic for care.

When your referral request is authorized, TriWest will let you know:

- The name and contact information of your network specialist
- The expiration date of your referral (if you don't make your appointment within the time allowed, you may have to go back to your primary doctor for a new referral).

You contact the network specialist

and make your appointment. Network providers will submit claims to TriWest and send any results back to your primary doctor.

TRICARE Standard and TRICARE Extra plans don't require referrals or primary care managers. There are, however, higher out-of-pocket costs for care under those plans.

### How do I get my specialist's information?

Register for a [TriWest.com](http://TriWest.com) account, and you will receive an email when your referral is processed — usually within a day or two of your primary doctor submitting the request. Then, you can log into your [TriWest.com](http://TriWest.com) account to view your specialist. Go to [TriWest.com/Register](http://TriWest.com/Register).

You can also choose to get a letter with your specialist information, but that could arrive 10 days after the request is made.

### Why is it important to know my assigned specialist?

If you don't go to a TRICARE network specialist (or the military clinic if you're assigned to go there), you could end up paying out-of-pocket for your care.

If you're wondering if there are network specialists near you, you can use TriWest's Provider Directory. Find providers by specialty, location or name. When you're at your desktop or laptop, go to [TriWest.com/ProviderDirectory](http://TriWest.com/ProviderDirectory). When you're on the go, bookmark [m.TriWest.com](http://m.TriWest.com) in your mobile device to use the interactive provider directory.

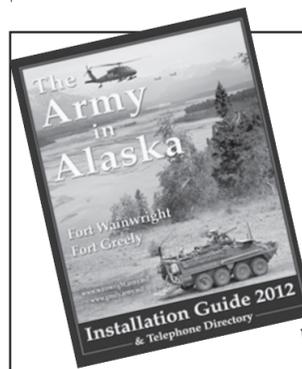
### Firewood Hauling Capacities of Pickup Truck Beds

1 Cord = 128 Cubic Feet

Truck Size	CF-1.5 CF Wheel Well	Truck Size	CF-1.5 CF Wheel Well
Full Size Pickup W/ 8' Box	68.5 CF	Small Pickup W/ 6' Box	30.5 CF
Truckloads to equal a cord	1.9	Truckloads to equal a cord	4.2
Full Size Pickup W/ Short Box	48.5 CF	Small Pickup W/ 7' Box	36.5 CF
Truckloads to equal a cord	2.6	Truckloads to equal a cord	3.5
Full Size Pickup W/ 8' Stepside	48.5 CF	Small Pickup W/ 8' Box	42.5 CF
Truckloads to equal a cord	2.6	Truckloads to equal a cord	3
Full Size Pickup W/ 6.5' Stepside	38.5 CF		
Truckloads to equal a cord	3.3		

\* Cubic Footage Based on Full Level Bed \* Note Wheel Wells are 1.5 CF Each

Source: <http://forestry.alaska.gov/pdfs/08BTUFirewoodHandout.pdf> Downloaded July 2012



The Fort Wainwright,  
Fort Greely 2012 Installation  
Guide now available online.

Visit Fort Wainwright website at:  
[www.wainwright.army.mil/sites/local/](http://www.wainwright.army.mil/sites/local/)

# ALASKA POST

Home of the Arctic Warriors

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The ALASKA POST — Home of the Arctic Warriors

## The Eagle's Nest RV Storage Facility is opening and the Outdoor Recreation

Center will be open on Tuesday and Wednesday, Aug. 7 and 8, from 9 a.m. to 6 p.m. to begin taking reservation and move in for all on post residents and customers with vehicles stored in Raven's Roost. Customers will need to provide vehicle registration information and payment at the time of making a reservation.

There will be three different size sites available for rent *per month*:  
10x10 for \$15, 12x20 for \$20 and 14x45 for \$25.

For more information, please call Outdoor Recreation at 361-6349 or 361-6350.

## Awareness: Gen. Garrett message

Continued from page 1

and challenge all of us to continue to train, educate, inform and empower our military communities to become more active team participants in defending against terrorist acts that may be directed at our military personnel, installations, facilities and communities.

Antiterrorism is the defensive element of combating terrorism and relies upon both you and me to deny the enemy surveillance opportunities and information needed to carry out a terrorist attack plan. As we all know, a successful antiterrorism program must contain many elements including, but not limited to risk management, planning, training, education, awareness, exercises, resource generation, comprehensive program review and an aggressive random antiterrorism measures program.

As antiterrorism education and awareness is critical to our defense, I encourage all to strive for enhancement of our Soldiers', civilians', and Family members' understanding of the nature of terrorism and the potential for terrorist attacks on our Alaska military installations, stand-alone facilities and units, not only throughout the year, but, particularly throughout the month of August.

I strongly believe that ensuring protection from terrorist acts is only successful by integrating antiterrorism principles with constant antiterrorism awareness into all of our activities and missions. Consequently, I encourage all of you, including Family members and civilian employees, to be ever vigilant.

*Michael X. Garrett  
Major General, USA  
Commanding*

## Antiterrorism Month: Proclamation

Whereas, the vitality of our Army Community depends on how safe we keep our homes, neighborhoods, schools, workplaces, and communities;

Whereas, terrorist acts create fear and destroy our trust in others and in civic institutions, threatening the community's health, prosperity, and quality of life;

Whereas, people of all ages must be made aware of what they can do to protect themselves and their Families, neighbors, and co-workers from being harmed by terrorists;

Whereas, preventing and defeating terrorism includes community protection and security, we must go beyond these to promote self-awareness and self-protection to make Army Communities safer for all ages and to develop positive opportuni-



**Col. Ronald M. Johnson**  
Garrison Commander

ties and a bright future for young people;

Whereas, adults must invest time and resources to understand and support effective terrorism prevention, deterrence, detection, and defense; adults must also engage our youth to ensure they adopt a proactive mindset of personal protection;

Whereas, effective antiterrorism plans and programs succeed because of partnerships with law enforcement, security, other government agencies, civic groups, schools, faith communities, businesses, and individuals as they help to raise community awareness and responsibility and instill pride and sustained vigilance;

Now, therefore, I,

### Trust Your Instincts

We rely on our senses every day of our lives. If a behavior or activity makes you feel uncomfortable, report it!

Here are some examples of suspicious activities reported by concerned individuals that saved lives:

*A video store clerk saw anti-American material on a DVD he was asked to copy. Police captured and arrested individuals planning an attack against a military installation.*

**If it doesn't LOOK right, report it!**

*A grandmother smelled bad odors from the neighboring apartment and noticed that the empty apartment was frequented by various people. Police discovered a poison gas factory.*

**If it doesn't SMELL right, report it!**

*Residents were concerned with a person's threats of violence. Police captured and arrested a group planning a subway attack.*

**If it doesn't SOUND right, report it!**

### What Should I Report?

Give as many details as you can. Here is a checklist to help you.

1. The date and time.
2. Where it happened.
3. What you witnessed.
4. A description of who was involved
  - Male or female?
  - How tall?
  - Build?
  - Hair color, skin color, age?
  - English speaking or another language?
5. Was there a car? Note the license plate number.
6. Have you seen this activity in your neighborhood before?

### How Do I Report?

There are [three] ways to make a report:

- ★ Call [insert phone number]. An expert will answer the call and advise you.
- ★ Call your local military police station [phone number] and make your report to the desk officer.
- ★ In an emergency call [local hotline]

All information will be kept confidential. Information submitted will be carefully assessed and, if warranted, investigated by trained investigators. All information gathered and all investigative activity will be subject to strict policies designed to protect the privacy and civil liberties of American citizens while protecting our Nation from terrorism

Ronald M. Johnson  
Commander, U.S. Army Garrison – Fort Wainwright

do hereby proclaim August 2012 as Antiterrorism Awareness Month in Fort Wainwright and urge all citizens, government agencies, public and private institutions, and businesses to invest in the power of prevention and work together to make our Army Community a safer, stronger, more caring community.

Your USARAK Force Protection officer at Joint Base Elmendorf-Richardson is **Ron Kendall**. He may be reached at 384-2142.

The Fort Wainwright Garrison Force Protection officer is **Dan Gilson** at 353-6094.

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FF AK POST/TOTAL REC  
3 x 10.5

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NATIONAL VISION ASSOC  
FF AK POST/FREE 2ND  
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## National Night Out: Police, fire and emergency services partner with housing to give crime and drugs a “going away party”

North Haven Communities staff report

Once again, North Haven is pleased to bring the celebration of National Night Out (NNO) a unique, nationwide crime- and drug-prevention event driven by the National Association of Town Watch, to the Fort Wainwright and Greely communities Tuesday. North Haven is pleased to announce its partnership with IHG Holiday Inn Express as the new venue for this year's event at Fort Wainwright.

National Night Out, “America's Night Out Against Crime,” was introduced by the National Association of Town Watch (NATW) in 1984. In an effort to heighten awareness and strengthen participation in local anti-crime efforts, a high-profile, high-impact type of crime prevention event was needed nationally. The event has grown to involve 37 million people, in 15,110 communities from all 50 states, U.S. territories, Canadian cities and military bases worldwide.

While traditional “lights on” and front porch vigils remain part of NNO, North Haven will bring everyone together in celebration to a central meeting place and encourage participation while “having fun under the Midnight Sun”. This free and fun-filled event will include activities such as music, bounce houses, crafts, face painting, hamburgers and hot dogs and much, much more!

Businesses and individuals can participate in and support the event through North Haven. Details are on the NHC Facebook page and website, [www.nhcalaska.com](http://www.nhcalaska.com). If your organization would like to sponsor the event at Fort Wainwright, please contact Jonni Roos at 356-7165 or Corey Vandenboom at 869-3032 to sponsor at Fort Greely.



Join Fort Wainwright and police, fire and emergency personnel Tuesday, 5 to 8 p.m. for National Night Out. Director-ate of Emergency Services will be there with their bounce house, McGruff and Sparky Mascots and more. DES has teamed up with the installation's housing partner, North Haven Communities to offer youth activities, free stuff and valuable information at the fourth annual National Night Out outdoors beside the Holiday Inn Express post hotel.

## Cavalry commander prepared for leadership and the Arctic

Sgt. Michael Blalack,  
1-25th SBCT PAO

*Editor's note: Watch for more features introducing new battalion commanders of the 1st Stryker Brigade Combat Team each week in the Alaska Post or catch the newspaper online at [www.wainwright.army.mil/alaskapost](http://www.wainwright.army.mil/alaskapost).*

Alaska has long been a prime destination for adventurers and thrill seekers. The vast forests and wilderness, breathtaking mountain scenery, dangerous wildlife and unforgiving winters appeal to our desire to pit ourselves against the odds and prove ourselves equal to the challenge of anything nature can throw at us.

Alaska and U.S. Army Soldiers are well-matched, perhaps especially cavalry Soldiers. Throughout Army history cavalry troops have been out front, leading the Army and accomplishing missions in rugged conditions and extreme temperatures like those found in the 49th state.

Arriving in Alaska at the beginning of July, Lt. Col. Erik Krivda said he immediately felt confident and optimistic about his new position as the commander of the 5th Squadron, 1st Cavalry Regiment, 1st Stryker Brigade Combat Team, 25th Infantry Division, and about his new home with the Arctic Warriors here.

“Alaska is definitely unique,” he said. “It’s a good fit for me. It’s more adventurous and outdoor. And the people are just amazingly nice. Everyone seems extremely friendly and helpful, and the moment they figure out you’re from Wainwright, part of the brigade, they’re more willing to talk to you, more open and really supportive. This seems like a really great community.”

To survive the winters of Alaska’s Interior, residents partake in the many outdoor activities and seek out new experiences. Krivda wasted no time in seeing what the local area has to offer.

“I’ve spent most of my career overseas,” Krivda said. “I’ve always had a hobby of traveling, of going out and seeing new things, and that’s one of the great things about being in Alaska - it’s all new to me. In just the two weeks I’ve been here I’ve already been over to Denali and to Chena Hot Springs and it’s really impressive. I’m looking forward to see what it looks like in the winter.”

Krivda came to Alaska from California Polytechnic State University in San Luis Obispo, Calif., where he was a professor of military science in the school’s ROTC program.

“It was a nontraditional type of role,” Krivda said of his time there, “but incredibly rewarding, when you’re out there with a bunch of young cadets who want to be Army officers and you train them and then get to commission them and see them complete that, it’s a great feeling.”

“Additionally it was a great opportunity to go out and engage the public. In that area there weren’t many people who had been in the military or had family in the military, really didn’t know much about it except what they see on TV. It was really a unique experience talking to those kinds of people and getting them to understand what we go through in the Army.”

Few things epitomize the idea of being on your own and confronting fear like a cavalry squadron, whose traditional role in the Army is to scout ahead of the main force for the enemy.

“We are unique in that we have a distinct mission as the eyes and ears of the brigade,” he said. “With that comes a lot of operating independently, particularly at the troop level. And that’s

really where discipline kicks in, doing the right thing out there. We go forward, either to lay out screen lines and conduct observation points or to infiltrate and identify the targets, to verify where intelligence is projecting the enemy is and relay that information back to support the brigade’s overall mission. It’s a key aspect and we have to get it right.”

With a direct and simple approach, Krivda devises a plan to prepare the squadron for future success.

“The biggest focus of mine is getting back to basics,” Krivda said. “Now that we’re not on a short string to deploy back to Afghanistan in the near future I want to focus on our traditional mission, and that is the reconnaissance mission. But I also think this lull in the deployment cycle is a great opportunity to not only focus on our basic decisive action skills, but also to look internally, at the specific Army tasks that we have to do on a daily basis such as making sure we have a good Soldier integration program, that Families are taken care of, getting guys to schools at the right time in their career path, making sure the systems are in place and operating optimally to take care of the Soldiers and their Families, both in their careers and personal lives.”

“I’m really big on high standards for discipline and fitness, both at the Soldier and leader level,” Krivda said. And along with marksmanship and maintenance, those four things make up the core of what I expect from my leaders and Soldiers. Those are the fundamental principles that I focus on.”

“And that’s not just physical fitness and maintenance of weapons systems. That includes spiritual and mental fitness, maintenance of Families and of Soldiers after duty hours. I’m talking about a comprehensive, all-encompassing Soldier fitness.”

This will be Krivda’s first battalion command, and he’s already impressed with what he’s seen of the motivation and professionalism of the 5-1st.

“My first impression of the battalion is that there’s a high level of camaraderie - which there should be. It should come natural being a cavalry squadron,” he said. “The leaders and NCOs are really motivated - even down to young corporals taking charge and leading some outstanding PT. I’ve been impressed several times already with what I’ve seen in that area. They take care of each other and they take care of the Soldiers.”

“My role as commander is to provide fair leadership and be someone who sets the example,” Krivda said, “and I like to be a commander who’s open to new ideas. I’ve got over 20 years of military experience, but there are still some lieutenants, there are some PFCs out there who have great ideas and I will gladly listen and put them into practice if they work. Understanding that sometimes there is a better way at the lowest level and whatever works should be there.”

Just as he’s sure of what he will be bringing to the battalion and the direction he’s taking it, Krivda said he is fully aware of where the battalion has been and what it means to command the 5-1st.

“It’s quite a humbling experience taking command,” he said. “I’ve very impressed by the history of the squadron and what they’ve already gone through. They’ve done a great job and have a great reputation. I’m happy to part be of this team, even more so because it’s so unique that I get to be serving in one of America’s oldest cavalry squadrons that’s still operating, and operating on America’s last frontier.”



Col. Brian Reed, commander of the 1st Stryker Brigade Combat Team, 25th Infantry Division, passes the 5th Squadron, 1st Cavalry Regiment’s colors to Lt. Col. Erik Krivda, signifying Krivda’s assumption of command for the battalion during a change of command ceremony at Ladd Parade Field, Fort Wainwright, Alaska on July 2, 2012. (Sgt. Thomas Duval, 1-25th SBCT PAO)

## Traffic: Construction, rerouting continues

Continued from page 1

is slated for Saturday. Trainor Gate will operate under extended hours during the closing of the bridge. Motorists should expect delays and detours, and should plan accordingly. Detours will be clearly marked.

### Vest Road

The railroad track crossing at Vest Road (across Gaffney from the west end of the airfield) is undergoing construction now through Wednesday. This crossing will be closed to vehicle traffic until construction is completed.

While railroad work is underway, the pedestrian path between the North Post and the Gaffney-River intersection will be closed today but is expected to reopen Saturday.

Bicyclists and pedestrians are expected to use caution when coming near the work zone.

## Soldier first Olympic champion to repeat in men's skeet

Tim Hipps  
IMCOM Public Affairs

LONDON – In double record-setting fashion, Sgt. Vincent Hancock became the first shotgun shooter to win consecutive Olympic gold medals in men's skeet on Tuesday at the Royal Artillery Barracks.

Hancock, 23, a Soldier in the U.S. Army Marksmanship Unit from Eatonton, Ga., eclipsed his own records set at the 2008 Beijing Games for both qualification (123) and total (148) scores. He struck gold in China with a qualification score of 121 and total of 145.

Hancock prevailed by two shots over silver medalist Anders Golding (146) of Denmark and by four shots over Qatar's Nasser Al-Attiya (144), who secured the bronze medal by winning a shoot-off against Russia's Valeriy Shomin.

"Being able to stand up there again and listen to the national anthem again, it's got to be better," said Hancock, who also holds the world records for skeet qualification (125) and final (150) scores. "It hasn't set in fully yet, but going out there and doing it again and taking the opportunity God's given me to get back out on the field to compete for the gold medal again, there's just no feeling like it."

Golding did not feel unfortunate about settling for the silver.

"Hancock is the best competitor you can find," he said. "He is very, very strong."

Hancock struggled through a letdown after striking gold in Beijing and considered giving up his beloved sport. He came to London ranked 13th in the world by the International Shotgun Shooting Federation despite finishing fourth at the London 2012 test event, a World Cup stop here in April.

"The expectations helped me get through 2009," Hancock said. "I won the world championships to the day afterward a year later,

and last year, I almost considered quitting. I wasn't enjoying myself going out there anymore. I didn't want to go train, and for this sport, you have to be dedicated to your training."

Since winning the 2009 World Championship in Maribor, Slovenia, Hancock had not won a major title.

"At the end of the year, I knew that I had to change something," he said. "My wife and I reassessed what we wanted to do. We prayed about it a lot, and we came up with this is my passion. This is what I love to do every single day. So I reset my goals and I wanted to come out here and win another gold medal and just keep going -- win as many gold medals as possible."

Four-time Olympic shotgun shooter and Team USA shotgun coach Todd Graves said nothing is beyond the realm of possibility for Hancock.

"That's the greatest thing in the world, two in a row," Graves said. "He shot lights out, seriously, lights out. I told him out there when I hugged him that he's the best I've ever seen. And I've seen a lot."

Hancock will leave the Army in November and open a shooting academy with his father to teach youngsters how to shoot.

"We're trying to introduce people to this sport that I love so much. It's given me my life that I have and the family that I know," Hancock explained.

Likewise, Hancock tipped his cap to the U.S. Army for its support.

"The Army has given me a sense of dedication to myself, to my country and to my servicemen that I couldn't have gotten anywhere else," he said. "They've given me the opportunity to perform at this high level. There are so many things they've given me that I can't explain it all because I don't know how to put it in words."

"They have made me into the man that I am today."



U.S. Army marksman Sgt. Vincent Hancock became the first shotgun shooter to win consecutive Olympic gold medals in men's skeet today at the Royal Artillery Barracks in London. Hancock, 23, of Eatonton, Ga., eclipsed his own records set at the 2008 Beijing Games for both qualification (123) and total (148) scores. He struck gold in China with a qualification score of 121 and total of 145. (U.S. Army photo by Tim Hipps, Army IMCOM Public Affairs)

## Run or skedaddle, it's all about ice cream

Allen Shaw,  
Fort Wainwright PAO

There was a little bit of screaming and a whole lot of running for ice cream on post July 28 as the Directorate of Family and Morale, Welfare and Recreation hosted the "We all run for ice cream 5K skedaddle".

More than 100 Soldiers, Family members and friends gathered at the Physical Fitness Center at 10 a.m., ran from the parking lot, past the Exchange, around Northern Lights Chapel and back along Monterey Lakes Memorial Park to the finish line. Although a few stopped at the water station for some liquid refreshment at the end, many went straight for the cooler filled with ice cream.

Jester, 2, son of 1st Sgt. Rodney Porter, 2nd Battalion, 8th Field Artillery Regiment, 1st Stryker Brigade Combat Team, 25th Infantry Division, is ready to tackle some ice cream after dad drove the stroller across the finish line after the We All Run for Ice Cream 5K Skedaddle, Saturday at the Physical Fitness Center on post. (Photo by Allen Shaw/Fort Wainwright PAO)



Staff Sgt. Andrew Lange, 2nd Battalion, 8th Field Artillery Regiment, 1st Stryker Brigade Combat Team, 25th Infantry Division, chills at the cooler filled with ice cream after completing the We All Run for Ice Cream 5K Skedaddle, hosted by the Directorate of Family and Morale, Welfare and Recreation on post Saturday. More than 100 Soldiers, Family members and friends participated in the fun run. (Photo by Allen Shaw/Fort Wainwright PAO)



Spc. James Fisher, 1st Battalion, 52nd Aviation Regiment, 16th Combat Aviation Brigade, and wife Mekenzi were pleased to cross the finish line Saturday during the We All Run For Ice Cream 5K Skedaddle at the Physical Fitness Center on post. More than 100 Soldiers, Family members and friends participated in the event and enjoyed some ice cream afterwards. (Photo by Allen Shaw/Fort Wainwright PAO)

50397925  
ALASKA FUN CENTER  
SALES  
AK POST/AK POST-7/29  
2 x 5.0  
RED

**Friday- 3rd**

**BEAUTY LOU AND THE COUNTRY BEAST, MIS-SOULA CHILDREN'S THEATRE PERFORMANCE**, 4 p.m., Post Theatre, Bldg 1555. Call 353-7713

**FOOTBAGS STORY HOUR & CRAFTS**, 4 to 5 p.m., Post Library, Bldg. 3700. Call 353-4137.

**BBQ & PARENT ORIENTATION**, 5 p.m., Youth Center, Bldg 4109. Call 361-5437.

**COSMIC BOWLING**, 8 p.m. to 1 a.m., Nugget Lanes Bowling Center, Bldg. 3702. Call 353-2654.

**Saturday - 4th**

**WOMEN IN THE WILDERNESS ROCK CLIMBING**, 9 a.m., Outdoor Recreation Center, Bldg 4050. Cost is \$10. Call 361-6349.

**FAMILY FUN DAY**, 11 a.m. – 7p.m., Nugget Lanes Bowling Center, Bldg 3702. 353-2654.

**ZUMBA FITNESS CLASS**, 1 p.m., Physical Fitness Center, Bldg. 3709. Cost is \$7. Call 353-7294.

**CHESS CLUB**, 3 – 5 p.m., Last Frontier Community Activity Center, Bldg. 1044. Call 353-7755.

**POOL TOURNAMENT**, 6 p.m., The Warrior Zone, Bldg. 3205. Open to DoD card holders ages 18 and older. Call 353-1087.

**COSMIC BOWLING**, 8 p.m. to 1 a.m., Nugget Lanes Bowling Center, Bldg. 3702. Call 353-2654.

**Sunday - 5th**

**FAMILY BERRY PICKING**, 9 a.m., Outdoor Recreation Center, Bldg 4050. Cost is \$5. Call 361-6349

18397964  
ESTHER BARBER  
& STYLES  
AK POST/AK  
POST  
1 x 2.0

**SOLDIERS  
AGAINST  
DRUNK DRIVING**  
**353-6610**  
*Have a Plan,  
Call Someone.*

18396878  
CUTCO CUTLERY  
AK POST/CUTCO AK P  
2 x 2.5

11398340  
LOOSE MOOSE CAFE  
AK POST/AK POST-BUCK  
2 x 3.0

17400839  
SN/ JIFFY LUBE  
AK POST/MILITARY APP  
2 x 5.0

17400839  
SN/ JIFFY LUBE  
AK POST/MILITARY APP  
2 x 5.0

**Monday - 6th**

**SCHOOL AGE CENTER SPORTS FOCUS: CYCLING SUMMER CAMP**, School Age Center, Bldg. 4166. Call 361-7394

**ROMP AND STOMP PLAYGROUP: GREAT OUTDOORS**, 9:30 to 11:30 a.m., Last Frontier Community Activity Center, Bldg. 1044. Call 353-7372.

**CHILD ASSESSMENTS**, 9 a.m. to 1 p.m., LFCAC, Bldg 1044. Call 353-7713

**GROUP CYCLING CLASS**, noon, Physical Fitness Center, Bldg. 3709. Call 353-7223.

**ZUMBA FITNESS CLASS**, 6 p.m., Physical Fitness Center, Bldg. 3709. Cost is \$7. Call 353-7294.

**Tuesday – 7th**

**RV STORAGE RESERVATIONS**, 9 a.m. to 6 p.m., Outdoor Recreation Center, Bldg. 4050. Space reservations taken for Eagle's Nest RV storage facility. Rates range from \$15 to \$25 per month depending on the size of the space. Call 361-6350.

**NATIONAL NIGHT OUT**, 5 to 8 p.m., outdoors beside post hotel, free event for all military Families hosted by North Haven Communities in partnership with the Directorate of Emergency Services. Call 356-7000.

**Wednesday – 8th**

**RV STORAGE RESERVATIONS**, 9 a.m. to 6 p.m., Outdoor Recreation Center, Bldg. 4050. Space reservations taken for Eagle's Nest RV storage facility. Rates range from \$15 to \$25 per month depending on the size of the space. Call 361-6350.

**NEWCOMERS ORIENTATION**, 9 a.m. to 3:30 p.m., Last Frontier Community Activity Center, Bldg. 1044. Call 353-4227.

**GROUP CYCLING CLASS**, noon, Physical Fitness Center, Bldg. 3709. Call 353-7223.

**BOOT CAMP**, 5 p.m., Physical Fitness Center, Bldg. 3709. Call 353-7223.

**Thursday – 9th**

**ROMP AND STOMP PLAYGROUP: GREAT OUTDOORS**, 9:30 to 11:30 a.m., Last Frontier Community Activity Center, Bldg. 1044. Call 353-7372.

13399577  
FARTHEST  
NORTH GIRL  
SCOUT  
AK POST/AK  
POST-JOIN  
1 x 4.0

**Fort Wainwright  
PAO website:**  
[www.wainwright.mil](http://www.wainwright.mil)

11399237  
VEITNAMESE  
TEA & COFFEE  
HOUSE  
AK POST/AK  
POST  
1 x 3.0

11396424  
BABULA, DR.  
AK POST/AK POST  
2 x 3.0

11398363  
VIVLAMORE/TUBBY'S  
AK POST/AK POST  
2 x 3.0

**BABYSITTER'S 2-DAY COURSE**, 10 a.m. – 2 p.m., Youth Center, Bldg 4109. Call 353-7713.

**HOOR OF POWER GROUP STRENGTH CLASS**, noon, Physical Fitness Center, Bldg. 3709. Call 353-7223.

**FAMILY MOVIE NIGHT**, 5:30 to 7:30 p.m. (end time depends on movie length), Last Frontier Community Activity Center, Bldg. 1044. All movies rated G or PG. Call 353-7755.

**ZUMBA FITNESS CLASS**, 6 p.m., Physical Fitness Center, Bldg. 3709. Cost is \$7. Call 353-7294.

**Friday - 10th**

**SMITHSONIAN STORY HOUR & CRAFTS**, 4 to 5 p.m., Post Library, Bldg. 3700. Call 353-4137.

**COSMIC BOWLING**, 8 p.m. to 1 a.m., Nugget Lanes Bowling Center, Bldg. 3702. Call 353-2654.

**Saturday - 11th**

**GULKANA GLACIER DAY HIKE**, 7 a.m., Outdoor Recreation Center, Bldg 4050. Cost is \$20. Call 361-6349

**QUARTZ CREEK ATV OVERNIGHT**, 8 a.m., Outdoor Recreation Center, Bldg 4050. Cost is \$150. Call 361-6349.

**ZUMBA FITNESS CLASS**, 1 p.m., Physical Fitness Center, Bldg. 3709. Cost is \$7. Call 353-7294.

**CHESS CLUB**, 3 – 5 p.m., Last Frontier Community Activity Center, Bldg. 1044. Call 353-7755.

**TEXAS HOLD 'EM**, 6 p.m., The Warrior Zone, Bldg. 3205. Open to all DoD Cardholder 18 and over. Call 353-1087.

**COSMIC BOWLING**, 8 p.m. to 1 a.m., Nugget Lanes Bowling Center, Bldg. 3702. Call 353-2654.

**Sunday - 12th**

**SMOKE THOSE SALMON**, 1 p.m., Outdoor Recreation Center, Bldg 4050. Cost is \$5. Call 361-6349

**Monday – 13th**

**SCHOOL AGE CENTER SPORTS FOCUS: FIELD HOCKEY SUMMER CAMP**, School Age Center, Bldg. 4166. Call 361-7394.

**ROMP AND STOMP PLAYGROUP: GREAT OUTDOORS**, 9:30 to 11:30 a.m., Last Frontier Community Activity Center, Bldg. 1044. Call 353-7372.

**GROUP CYCLING CLASS**, 12 p.m., Physical Fitness Center, Bldg. 3709. Call 353-7223.

**ZUMBA FITNESS CLASS**, 6 p.m., Physical Fitness Center, Bldg. 3709. Cost is \$7. Call 353-7294.

13399524  
PRO FLIGHT  
AK POST/AK POST  
2 x 2.0

13399571  
ALASKA TRANSPORTA-  
TION GARAGE  
AK POST/AK POST-EARL  
2 x 3.0

18398693  
SAMARITAN COUNSEL-  
ING  
AKPOST/WE CAN HELP W  
2 x 3.0

**WINTER CLOTHING DRIVE**

The Fort Wainwright chaplaincy will host a Community of Faith Winter Clothing Giveaway, set for Aug. 18 at the Southern Lights Chapel, Building 4107 Neely Road on post. Donations will be accepted up to the start of the event. For more information, call 361-4463.

**SUCCESSFUL STUDENTS**

Chart Your Course for Success in High School and Beyond, is a seminar for parents and their middle and high school students focusing on a suggested curriculum that will insure both an on-time graduation (despite multiple school transitions) and a competitive resume for college applications. Research indicates that planning for post-high school education needs to begin in middle school. The college application process, admissions portfolios, and financial aid will be addressed. Participants will receive a Chart Your Course kit which includes a planning guide, a calendar outlining college admission and financial aid tasks and an interactive DVD. The free class is offered by the Military Child Military Child Education Coalition (MCEC) in September. Evening class is open to parent and their teen. Register online at <http://www.planetreg.com/E72619392408320>

**PREPARING FOR THE JOURNEY**

Preparing for the Journey: Giving Your Young Child a Head Start on the Road to Academic Success is a parent conference set for Sept. 12 from 9 a.m. to noon at the post Youth Center, Build. 4109 Neely Road. This course is for Parents of children birth through 5 years of age. The process of building a foundation for reading and language begins at birth. Parents of children from birth to five years of age will come together to explore facts about early learning and to develop a plan to build literacy, science, and math activities into the fun activities that they do around the house with their young children. Kindergarten readiness will also be addressed. Participants will receive the Military Child Education Coalition book, Chart Your Course: Preparing for the Journey, along with other early literacy resources (for parents of children birth through 5 years of age) The process of building a foundation for reading and language begins at birth. Parents of children from birth to five years of age will come together to explore facts about early learning and to develop a plan to build literacy, science, and math activities into the fun activities that they do around the house with their young children.

**FIRE DRILL BASICS**

All units and organizations on post are required to develop a fire evacuation plan, including assembly area and occupant accountability procedures. Complete evacuation of structure within two minutes. Soldiers and civilians assemble in designated area for 100 percent accountability of personnel. Questions? Contact your unit safety officer, Fort Wainwright Safety at 353-7079 or Emergency Services at 353-7889.

**CIVILIAN EMPLOYEE BENEFITS**

A temporary change was made to the Army Benefits Center for federal civilian employees, known as ABC-C. Counselors will stop answering calls at noon every Friday through Sept. 21. The website will be available at <https://www.abc.army.mil> to make transactions. Also the automated phone line will be available for employees to make transactions that do not require counselor assistance, call (877) 276-9287.

**PAY LESS FOR ALASKAN ADVENTURES**

Whether biking or kayaking in Denali National Park, rafting the Nenana River or relaxing on a Segway tour in town, check with the staff at Outdoor Recreation for discount ticket rates, save money. Call 361-6349.

**ESTATE NOTICE**

Anyone having claims against or who is indebted to the estate of Spc. Marvin K. Scott of 1st Battalion, 52nd Aviation Regiment, 16th Combat Aviation Brigade (Alaska), contact Capt. Cody Blair, 1-52nd, 2088 Montgomery Road, Fort Wainwright, Alaska 99703 or call 353-9075.

**VALDEZ MILITARY RECREATION**

Tent camping and on-site camp trailers with electricity are available for DoD cardholders in Fort Greeley's Family and MWR campground in Valdez. The recreation site also offers showers, fishing charters, biking and camping equipment. Some facilities and services are open to the public. Call (907) 873-4311 for more information.

**SPONSORSHIP TRAINING**

First impressions are so important and often affect a Soldier's whole outlook on their assignment. Be part of the solution, become a sponsor and help another Soldier or military Family with relocating to Alaska. Classes are offered through unit request.

**OFFICIAL INFORMATION**

Fort Wainwright's official Facebook page for installation news such as road closures and reporting status is [www.facebook.com/FortWainwrightPAO](http://www.facebook.com/FortWainwrightPAO). The unofficial page will no longer be updated. Like us on Facebook.

**PREVENT ABUSE AND NEGLECT**

Help for abused and neglected children is available locally and through a toll-free hotline. The 24-hour Child help National Child Abuse Hotline at (800) 4A-CHILD and on post, call Army Community Service at 353-7317. If you suspect a child is being hurt or neglected, contact the local police. Tips and resources are available for parents, educators, caregivers and volunteers at [www.myarmyonesource.com](http://www.myarmyonesource.com).

**OPEN BURNING PROHIBITED**

Open burning is not permitted on Fort Wainwright property. Campfires, use of portable fire pits and outdoor fireplaces are prohibited in all areas including housing. For more information, call the fire safety inspector, Sarah Chapman at 353-9140.

**DIVORCE BRIEFING**

Questions and concerns about divorce are addressed at weekly briefings offered by the Legal Assistance Office Tuesdays at 9 a.m. The divorce briefing is available to military members and spouses and is located in Building 1562 on the corner of Gaffney and Freeman Roads. For more information about legal services or an appointment, call 353-6534.

**MILITARY CHILD, FAMILY THERAPY**

Family members of active and retired military can consult the Child and Family Assistance Center for assistance with youth and Family issues. Individual and group therapy is available. Referrals are not required. For more information or an appointment, call 361-6284 or 361-6059.

**SAFE SOCIAL NETWORKING**

Only post what you are comfortable with the whole world seeing. Most people don't realize that posts on a social-networking site are posts to the entire world. The intimacy of the medium creates a false sense of privacy when, if anything, the Internet is even more open than most public communication. For more information contact your unit antiterrorism officer or the garrison ATO at 353-6094.

**TERRORISM AWARENESS**

August is Antiterrorism Month. Contact your unit antiterrorism officer or the garrison ATO at 353-6094 to schedule a briefing for your unit or group.

**VOTING ASSISTANCE**

Alaskans in the Interior will have the opportunity to vote again August 28. The Voting Assistance Program officer is available if anyone has questions or needs assistance with voter registration, call 353-7624 or check out the installation's voting agency webpage for general voting information at [www.wainwright.army.mil/armyVote/default.asp](http://www.wainwright.army.mil/armyVote/default.asp).

**PRE-RETIREMENT BRIEFING**

A monthly summary of retirement benefits for those who are one to two years from retirement, presented by the Army Career and Alumni Program. To schedule Survivor Benefit Plan or SBP counseling and to register for the pre-retirement briefing call 353-2099.

**SOLDIERS AGAINST DRUNK DRIVING 353-6610**

13397497  
VIP CLEANERS  
AK POST/STV  
FREE D  
1 x 3.0

12400907  
Ivory Jacks  
Promo Ad  
2 x 3.0

18396881  
FAIRBANKS TAE KWON DO  
AK POST/BTS IN AK PO  
3 x 3.0

40393083  
MARKETING SOL/CARLILE  
AK POST/AK POST  
3 x 5.5

13399000  
A DESERT PASSAGE  
AK POST/AK POST-FAIR  
3 x 6.0

# Asking for it - finance, military pay personnel call for customer feedback

Heather Dursi,  
Defense Finance and  
Accounting Service,  
Rome, NY

Interactive Customer Evaluation - commonly called ICE - surveys are not always a favorite and can often be cause for concern. It can be hard to hear criticism when we do our best to service our customers. While no one likes receiving negative feedback, ICE surveys are in fact an indispensable tool for the

Defense Finance and Accounting Service to not only "hear", but to "listen" to what our customers are saying about us, and to "improve."

DFAS is able to learn a lot from ICE surveys. They give the Defense Military Pay Offices the opportunity to hear our customers' feedback (critical or positive) about our products, services and customer service. The DMPOs will use this feedback to identify emerging trends, areas

“When customers feel that we value and will take action concerning their experiences, they will take the time and effort to tell us their stories.”

in need of improvement, and areas of excellence and capitalize on those areas to ultimately provide better customer service. ICE surveys are

not just beneficial to the DMPOs, they also benefit our customers in a variety of ways.

ICE surveys provide a mechanism for the

DMPOs to listen to our customers. These surveys provide an avenue where customers get a chance to tell their side of the story, both positive and negative, of their DMPO visit. When customers feel that we value and will take action concerning their experiences, they will take the time and effort to tell us their stories. They will feel important and valued. Offering customers the opportunity to take an ICE survey

is a great way for us to say "we value what you think is important and will incorporate change into our customer service mandate."

Offering ICE surveys to our customers also shows them that we are striving to make things better. They will sense that we are looking to continually improve. Our customers realize that we are human and they don't expect perfection, but they do want us to pursue improvement. We are here because of them and their service to our nation.

You may think you already know what your customers are thinking and what they want, but the fact is we don't know if we don't ask. ICE gives us the platform to ask. It is true that we are not going to like everything we hear, but it's necessary. Customers take surveys because they either like or dislike their experiences while visiting the DMPO. DFAS desires to hear, listen, and to improve their customer service based on what the customers tell us about their experiences. Please encourage our customers to take a moment to complete the ICE survey in order for our DMPOs to provide the ultimate customer service experience.

Remember, our customers are talking about DFAS whether we listen or not. ICE is a great way for us to listen to what they are saying.

Fort Wainwright's military pay ICE link is [http://ice.disa.mil/index.cfm?fa=card&s=360&sp=115982&dep=\\*DoD](http://ice.disa.mil/index.cfm?fa=card&s=360&sp=115982&dep=*DoD).

For a link to all Fort Wainwright's electronic comment cards, go to [www.wainwright.army.mil](http://www.wainwright.army.mil) and click on the ICE link, the link to all providers is at the bottom of the screen.

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STANLEY NISSAN  
AK POST/SUMMER SAVIN  
5 x 16.0  
Full / olor /

SOLDIERS  
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DRIVING  
**Have a Plan,  
Call Someone.**  
353-6610

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Twitter  
[twitter.com/PAOFWA](http://twitter.com/PAOFWA)



ARE YOU A  
VICTIM OF  
OR WITNESS  
TO SPOUSE  
ABUSE?  
CHILD  
ABUSE?  
CALL  
388-2260

**NO NAME REQUIRED**