

Award-Winning Transportation Magazine of the Military Traffic Management Command

TRANSLOG

July/August 2002



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Military Traffic Management Command

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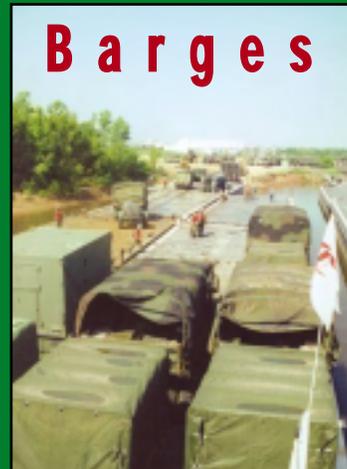
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Cover:

*A record move—
“This is different
from anything I’ve
ever done before ...”*

See pages 8
through 11

Barges



COMMANDER'S INTERVIEW

4 Maj. Gen. Kenneth L. Privratsky: Moving ahead

Special Focus: Barge moves

8 Twin barge moves position National Guard soldiers

10 Supercargo helps save equipment in mishap

11 Weather makes no change in operations tempo

Special Focus: Support to Afghanistan

7 MTMC ramps up Afghanistan shipments

21 Canadian team rushes cargo through the node

22 How to build an air pallet in 45 minutes

SURFACE MOVEMENT

18 Hasty container “building” speeds helicopter upload

32 MTMC opens new gateway for Kosovo shipments

35 NW Europe port capacities impress 1st Armored visitors

INDUSTRY PARTNERSHIP

17 MTMC changes its domestic freight contracting process

31 MTMC extends shipping contract six months



PERSONAL PROPERTY and CUSTOMER FOCUS

- 12 Revamped moving program begins development
- 14 New chief arrives to find new program to develop
- 15 Increased MTMC standards have cut moving firms
- 20 Customer survey goes electronic

STRATEGY and TECHNOLOGY

- 16 IRRIS wins cartographic excellence award
- 24 Wartrace Conference: MTMC military units exchange concepts, ideas
- 29 Commander's Town Hall meeting: Trio of operational themes essential for robust MTMC

PEOPLE

- 25 Brig. Gen. Don Parker retires in Pentagon ceremony
Army announces future MTMC Commander
- 26 MTMC employee responds to call for overseas service
- 27 Employee writes from Kabul; MTMC Commander replies
- 28 MTMC soldier returns to Europe to take top job
Maritime Day 2002 honors legacy of Merchant Marine
- 30 MTMC Reservist named an AUSA Officer of the Year
- 37 598th honors Dutch and American Memorial Day
- 38 Intern finds training, vocation in overseas assignment
- 39 Retired admiral seeks secure container moves
- 40 Voluntary campaign detail changes MTMC worker's life
- 41 Operations center visitors see historic Williamsburg
Civilian transporter runs MTMC—if only for a day



EXERCISES and TRAINING

- 36 Cobra Gold 02: In-stream discharge plays key role in Thailand exercise

Moving ahead



An interview with MTMC's Commanding General

Q. Currently, MTMC is developing a new personal property program. What is your vision for this effort?

A. Over the past several years, DoD and industry have been working together to improve the present personal property program, which encompasses about 500,000 shipments annually at a cost in excess of \$1.5 billion. Efforts have produced four pilots, each with distinctly different features and processes. The U.S. Transportation Command has had responsibility for assessing the best aspects of these pilots and recommending changes to the Secretary of Defense. The USTRANSCOM Commander rendered his report to the Secretary last month. Included therein were recommendations for change in three broad areas: (1) Provide full value replacement and direct claim settlement when damages occur; (2) acquire carrier services based on best value versus low cost; and (3) replace the existing automation system with a web-based one that enables service members to be more informed participants in the relocation process. In essence, the USTRANSCOM report provided the general azimuth for the future program. The Commander then asked MTMC to provide further recommendations to implement changes and to define related costs so that services could program money to make changes a reality. That is what we are doing now. Last month, we met with services and industry to discuss the USTRANSCOM recommendations and to solicit their assistance in developing a detailed roadmap for the future, something we call a Program of Actions and Milestones. I have told the USTRANSCOM Commander that we would provide him a full report by the end of August. We are proceeding to develop that now. We will work closely with industry and align as much as we can with commercial sector practices, which will make life easier on all of us as we improve the quality of household goods moves. We are finally seeing the light at the end of the tunnel. I feel very positive we will see substantive change in the next couple years.



Major General Kenneth L. Privratsky
Commander
Military Traffic Management Command

Q. MTMC's surface movements to South West Asia

in the War on Terrorism have been growing by the week. What is the significance of liner service in this effort?

A. Whenever I tell people that we are shipping supplies across Russia or Pakistan into Afghanistan, their eyes widen. Then, when I add that shipments are not touching military hands until arriving in Afghanistan, people are taken aback. Those of us who have been around the military for a decade or two have heard naysayers question whether industry would follow us into war zones. Many have challenged the use of contractors on the battlefield. What is happening today to resupply allied forces operating in and around Afghanistan should put such misgivings to rest. Our commercial transportation partners deserve praise as silent heroes in the current War on Terrorism. They have put employees, equipment, and profit margins at risk to make things happen. They have stood by our sides when we needed them, sometimes with little more than a handshake. Surface movements have become a huge success story as a result. This war is demonstrating daily the strength of commercial solutions and our partnerships with industry.

Q. Why has MTMC recently decided to extend the Universal Service Contract 03 for six months?

A. The short answer is this. We are extending USC 03 to allow time to incorporate improvements into its successor contract, USC 04. To understand that answer, you need a little background. We have been trying to make improvements in our ocean shipping contracts for some time. Unfortunately, with each new contract, we only succeeded in nibbling around the edges because we could not overcome years of disagreement or distrust over the best way to accomplish meaningful change. With the introduction of USC 03, we literally shattered past practices. We partnered with industry up front to develop terms and conditions that became the basis for USC 03. It was a “clean sheet” approach to create a best value, performance-based contract. And it worked. We are light years ahead of where we used to be. We also recognized that realistically we couldn’t expect to hit perfection our first time out of the box. So, the same group of government and industry leaders who brought us USC 03 decided we should apply some lessons learned from the experience gained under USC 03 in formulating USC 04. Doing that properly meant reconvening an Integrated Process Team to recommend and vet changes in process, terms and conditions. That necessitated the six-month extension to the current contract. The draft request for proposal for USC 04 is now on the street. It will grapple with issues of streamlining the bid submission and evaluation process, reassessing cargo allocation practices and lengthening the time period for the contract so that we can avoid a massive rebid process every 12 months. I suspect USC 04 will not be the end of the journey. But I am confident

that it will continue to move us in the right direction with the right spirit of candor and partnership.

Q. The move to Federal Acquisition Regulation from the Guaranteed Traffic process is a major effort. What will be the impact on MTMC customers and the carriers providing the service?

A. FAR contracts provide a more formalized legal relationship between the government and its transportation providers, which protects both partners better. They guarantee rates to shippers for a fixed period of time and provide expectations of service once shipments are offered. Thus, they are generally less flexible, which can be good or bad. FAR contracts also enable longer term relationships with providers, which allows for more effective documentation of carrier quality and performance, thereby leading to better customer service. They can lead to higher rates, depending on the carrier, since socio-economic requirements and Federal wage statutes apply, and their fixed prices necessitate more accurate bids. FAR contracts offer advantages for industry since they provide minimums over the life of the contract and reward good performance beyond those minimums. Carriers therefore can convert strong performance into better partnerships, thereby reducing the needs for marketing. The FAR also creates more opportunities for small businesses, through guaranteed set-asides. There will be positives and negatives on both sides of the FAR fence to be sure. As I have said several times, though, we have no choice in aligning our GT shipments with the FAR. The law requires it.

Q. You recently officiated at the change of command at the 598th Transportation Group in Rotterdam. What do you see as the new commander's biggest challenges?

A. The challenge of the commander of the 598th is no different than that of the commanders of the 597th and 599th, and that is to focus their headquarters to meet the needs of the future. We've had some very healthy dialogue on this already. All battalions and group commanders have been involved. Most battalion commanders have questioned the need for groups in MTMC, particularly in view of the successful centralization of operations. Even some group commanders have questioned the need or size of their own staffs. Battalions will continue to excel; they operate very well in most situations, without group assistance. As you know, we have already centralized most support functions worldwide at MTMC Headquarters. Centralization will continue in the future, to include booking of cargo, and perhaps even developing stow plans. All this raises more questions about the purpose of our groups. I have asked the Deputy Commanding General to provide me recommendations next month on the path for the future. She is dialoguing with all group commanders to assess where we need to go. I don't know what the exact path will be. One thing is clear, though. We don't need unnecessary layers. If we cannot define their specific value, both to battalions and to CINCs, then groups should go away. 📍

MTMC ramps up Afghanistan shipments

Quietly, almost unnoticed, the movement of Department of Defense freight to Afghanistan is increasing a Military Traffic Management Command success story.

Initially, virtually all shipments to the South West Asia theater were by air.

Now, with the fighting stabilized in Afghanistan, the movement of sustainment supplies and even equipment is increasingly being directed to MTMC land and sea routes.

The increase in freight movements by surface transportation is impressive. In recent weeks, there has been an increase in as many as 50 containers a week in surface shipments.

A new peak was achieved July 2, with the tabulation that 1,025 shipping containers were in surface movement to Afghanistan. The majority of the containers, some 726, were moving by rail. The containers moving by rail originated in Bremerhaven, Germany, and traveled to Uzbekistan. From the latter country, the containers moved by commercial truck to American bases in Afghanistan.

Meanwhile, another 299 containers were moving by sea to Pakistan, and then by commercial truck into Afghanistan.

“We’re increasing the amount in the pipeline greatly,” said Brig. Gen. Barbara Doornink, Deputy Commanding General and Director of Operations.

The majority of the cargo moving to South West Asia is handled by commercial carrier liner service through the Universal Service Contract 03. Quick modifications of the contract by MTMC and maritime carriers allowed a quick response to transportation needs.

The transportation actions also highlight another transportation trend: The increasing number of contractors on the

battlefield. All the MTMC surface shipments are handled by commercial firms. No military unit is directly involved in the transportation.

MTMC planners are now looking

ahead.

New issues will emerge with the swing in shipments. With the increased shipments, the new issues include container handling, storage and return. 



The container is symbolizing MTMC's increasing role in the supply of Department of Defense forces in Afghanistan.

Twin barge moves position National Guard soldiers

Two flotillas of barges coming from the north and the west flowed through different river systems to concentrate for training at the Joint Readiness Center, at Fort Polk, La.

The 55 barges—39 from Oklahoma and 16 from Illinois—carried most of the complete combat team of the 45th Infantry Brigade (Separate).

The 850 vehicles on the barges moved through the country's heartland to the Red River port of Alexandria, in central Louisiana. An additional 200 pieces of equipment came by road convoy.

The equipment, discharged June 4-6,

will support some 4,600 soldiers from National Guard, Army Reserve and Army units from 18 states and from the District of Columbia.

The MTMC move was a joint operation conducted by Canal Barge Co. and Osprey Line LLC, both of New Orleans.

The move was disrupted May 30, when a swift Mississippi River current pushed two barges into a highway bridge in Greenville, Miss. Seven pieces of equipment toppled off a listing barge. The missing equipment included several five-ton trucks and High Mobility Multipurpose Wheeled Vehicles. (see related story, pg. 10).

The barges of equipment arrived prior to their required delivery date at



Barge crewmen Reggie Laysard (left) and Jerry Kaut prepare to dock vehicles.

Alexandria and were welcomed by John Marzullo, Port Director.

“They are great customers,” said Marzullo. “The military comes in with a can-do attitude and a highly cooperative spirit.”



Louisiana bound ...

“In the late summer of 1941 the division loaded into trucks and headed for the swamps of Louisiana ...These were the biggest U.S. military maneuvers every held, involving some half a million troops: more than twice the size of our entire army a year earlier.”

*“The Brass Ring”
By Bill Mauldin
K Co., 180th Infantry
45th Infantry Division*

Sgt. 1st Class Tom Nicholson leads from the front. Nicholson, 52, the first man to board barges awaiting discharge, has been in continuous Army service since Vietnam in 1970. He now serves in the 45th Infantry Brigade's 1120th Maintenance Co., of Ada, Okla.



Task force headed for Joint Readiness Training Center moved on 55 barges to Alexandria, La.

The barge discharge was smooth as tow boats moved bunches of loaded barges into position for unloading. One by one, agile tactical vehicles and lumbering administrative vehicles moved off the barges and up the red earth riverbank.

In plumes of dust, the vehicles were moved to staging areas at both the port and nearby England Air Park. From there, the vehicles will roll out in formation for exercise play at the Joint Readiness Center.

Transportation officers were delighted with the move.

“We blew the schedule out of the

water,” said Capt. Ben Shakman, who coordinated the discharge.

“We budgeted two days for Illinois and three days for Oklahoma,” said Shakman, of the 232nd Corps Support Battalion, Springfield, Ill. “We did Illinois in six hours.”

The off-barge movement was directed by the 798th Movement Control Team, of Roseville, Minn. On June 4, 389 pieces of cargo were discharged.

The team commander, Capt. Jeremy Griffith, directed the movement with a three-member team.

“This is different from anything I’ve ever done before,” said Griffith, who

graduated from the Fort Eustis Transportation Officer Advanced Course a year ago, with an emphasis on highway and rail movement.

“Now, I’m unloading barges,” joked Griffith.

A preannual training conference in February in Springfield, Ill., was helpful in the coordination, said Griffith.

As the discharge ended June 5, the Alexandria port provided a traditional catfish lunch to the soldiers who worked the port. Barge officials, businessmen and elected officials mingled easily with soldiers and exchanged conversation.

“Quite an amazing effort,” said Jack Stehr Jr., a local insurance agent.

The audience heard from Brig. Gen. Larry Haub, the task force commander.

“A barge is easy to unload,” said Haub, Deputy Commander of Oklahoma’s State Area Command. “You can’t unload a train that fast.”

“You can actually throw a barge up against a river bank any place and unload,” said Haub.

“Of course, we certainly like the port facilities you’ve got.”

Alexandria Mayor Ned Randolph was pleased with the good words about his community’s port facility.

“Thank you, General,” said Randolph. “We like the military. Spread the word.”

The Oklahoma and Illinois units will have a record barge move on their return at the end of the month.

For the turnabout, Canal Barge and Osprey Lines will gather 77 barges together.

The return load is bigger because several hundred vehicles that arrived by highway convoy will be barged back.

“We will have 77 barges in the operation,” said Greg Wood, Project Manager, of Canal Barge.

“I checked the records; the biggest move I could find previously was 74 barges,” said Wood. ☺

Pvt. 2 Heather Furnish, of the 119th Transportation Co., Fort Story, Va., motions five-ton truck forward.



Super Cargo helps save equipment in mishap



Spc. Kyle Dobson awoke to a loud “BOOM!” It was distinctly the sound of metal on concrete in the predawn hours of May 30.

Dobson rushed to the bridge of the tow boat *Elizabeth Huger*. A nightmarish scene presented itself to Dobson, a Super Cargo escorting a task force of equipment from the 45th Infantry Brigade (Separate), Oklahoma Army National Guard, on a nine-day voyage to the Joint Readiness Training Center, Fort Polk, La.

Swift Mississippi River currents had pushed the tow and its bridges off course. Several barges had hit the Greenville, Miss., bridge. One barge, taking water, was listing heavily—its cargo of military vehicles slowing tilting more and more precariously.

As crewmen struggled to save barges and their cargo, Dobson watched three five-ton trucks slide into the river and disappear. In all, about nine pieces of cargo were lost.

“It made me sick to my stomach,” said Dobson, a member of the 245th Engineer Co., Bristow, Okla. “It was equipment from my unit.”

In the first moments, Dobson borrowed a cell phone and called his wife back home in Tulsa. In the

coming hours, he would dwell heavily on his wife and two children.

Laid off just two days before the barge journey from his job making gas fireplace logs, Dobson now faced another hurdle that would stretch 24 hours.

Crewmen of Canal Barge Co. had stabilized the listing barges and their vehicles. Now, the job shifted to moving the vehicles off the unstable barges to empty ones.

As the Super Cargo, Dobson was qualified to operate all the vehicles—mostly High Mobility Multipurpose Wheeled

Vehicles and five-ton trucks. Now, he had to move 23 vehicles from their precarious perch to safety.

“Fearful” is how Dobson describes the next hours.

“I was thinking of my wife and kids the whole time,” said Dobson.

Dobson had a key supporter—a barge crewman with previous U.S. Marine Corps experience.

“He served as ground guide,” said Dobson. “I couldn’t have done it without him.”



Above: Spc. Kyle Dobson (left) and Cpl. William Sherrill recount river journey. Dobson safely moved 23 vehicles from a sinking barge (top of page).

One miscalculation and the vehicle with Dobson at the wheel might plunge into the 60-to-120-foot deep river waters.

One by one, some easier than others, Dobson safely drove the vehicles off the listing barges.

Two weeks later, Dobson rode the returning barge fleet back to Tulsa.

Dobson’s friend, Cpl. William Sherrill, looks admiringly at him. Sherrill, aboard the tow *Bull Calf*, missed the mishap. His barge flotilla safely cleared the bridge a short time before the accident.

On the Arkansas River, the barges maintained a speed of seven knots, said Sherrill. On the swiftly running Mississippi River, the speed jumped to 11 knots.

“It has been this way since Mark Twain’s time,” said Sherrill. “A big river has big stories.”

The incident has a silver lining for Dobson. At least two Tulsa employers have offered him jobs after a news article detailing his actions was printed in his hometown newspaper, the *Tulsa World*, said reporter Rob Martindale. 📍

Under the Red River sun ...

Weather makes no change in operations tempo

Heat cloaks the port of Alexandria discharge site late on June 4. It feels like dry heat from an open oven door.

Barge discharge operations have stopped for the day on Louisiana's Red River.

The refueling of vehicles, however, being prepared for the Joint Readiness Center, goes on uninterrupted.

Unlike other rotations that have come to the training site by barge, the Oklahoma and Illinois Army National Guard troops chose to "top off" their

Multiple fuel points operated by soldiers of the 1034th Quartermaster Co. provide efficient operation.

vehicles right at the discharge site. Other units have opted for a separate fueling point at the nearby England Air Park, a former Air Force base, turned industrial park.

To support the request, Port Director John Marzullo



has spent \$5,000 of port funds for fill and rock to build a fueling area.

The fuel point is busy today. In dusty swirls, an unending line of vehicles moves through the site—stopping briefly at one of five fueling tankers.

Pvt. 2 Cheraine Nelson is among the soldiers manning the fuel points, working mechanically in the heat.

Nelson, a Chicago resident attending college at the University of North Iowa, is among 57 soldiers from the 1034th Quartermaster Co., based at Camp Dodge, Iowa.

It begins with a few drops of rain.

Nelson, 19, in her first annual training with the Iowa Army National

Guard, looks up expectantly.

Suddenly, heavy rain blankets the site. Nelson is ecstatic.

"Whoopee! Feels great!" shouts Nelson, arms raised in exhilaration.

Drivers in vehicles look out impassively. In moments, Nelson is already back at work.

There always seems to be another vehicle needing refueling.

Rain or sun—the flow of refueling is uninterrupted. Now, however, the temperature is 15 F cooler.

Vehicles move forward and are quickly replaced by others. Then, refueling begins again—at the same pace.

Wet or dry, stifling hot or less so, there is no pause for the quartermaster soldiers.

A year ago, the Iowa Guardsmen practiced the fuel point operation during their annual training back home, said Staff Sgt. John Hedman.

"It's all working out fine," said Hedman, who works as a corrections officer in civilian life.

"We haven't been challenged yet." 🌱

Pvt. 2 Cheraine Nelson experiences temporary relief from the rain. Green glasses provide eye protection during fueling.





Key representatives in Department of Defense service member moves meet June 19 to begin planning for a revamped program. MTMC is responsible for 500,000 personal property moves annually.

Revamped moving program begins development

After nine years of tests and evaluations, the Military Traffic Management Command has begun work on a total revamping of the personal property moves of the nation's service members.

MTMC held a startup meeting June 19 that included representatives of the Department of Defense's military services and moving industry. The goal of the group is the development of a prototype moving program, with supporting milestones and estimated costs, by Aug. 30.

"We want to give service members the quality they deserve," said Col. Patty Hunt, Deputy Chief of Staff for Passenger and Personal Property. "We're going to do it by improving the processes and adopting more commercial practices."

The Air Force officer oversees the MTMC program, which performs an average of 500,000 personal property moves a year. If adopted, the program could begin as early as Oct. 1, 2004.

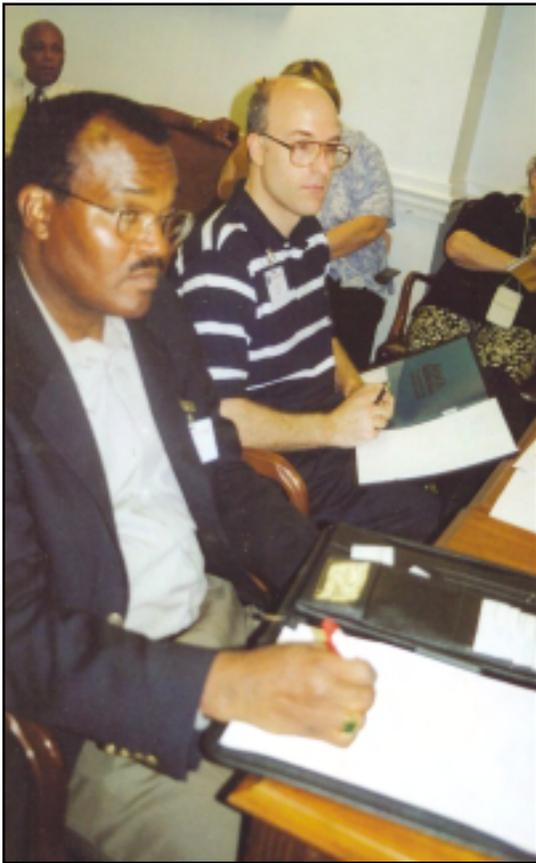
The existing program, now 30 years old, has generated many customer quality

control complaints.

To develop the plan for the new program, traffic manager Dinah Locklear outlined a fast-track process that calls for completion within seven weeks.

The process will involve integrating representatives of the military services, commercial industry and MTMC into seven work teams. These teams will focus on rates, payments, acquisition, claims, quality control, information systems and implementation.

"We'll have to stay focused, working



Meeting attendees included Scott Michael (right), Vice President for Membership and Government Traffic, and Don Tyndall, from Interstate Worldwide Relocation.

as teams,” said Locklear. “We’ll have to work daily and then report back on our progress at a meeting every Wednesday.”

As team members work, said Locklear, they must keep in mind three critical areas identified in a recent Transportation Command report that reviewed MTMC’s personal property program and a quartet of pilot programs designed to improve it.

The three areas cited in the report as needing improvement are: Acquisition process, information systems technology, and liability/claims process.

The pilot programs, including one directed by MTMC that ended in January 2001, provided many insights

Terry Head (right), President of Household Goods Freight Forwarders of America, Inc., and Catherine Goodrum, and association consultant, listen to the July 19 meeting.

into potential enhancements, said Locklear. Many features in the moving program pilots are supported both by the military and the commercial industry, she said. Potential features of a new program in this category include:

- Full replacement coverage,
- Best value distribution,
- Direct claims settlement,
- Quick claims settlement,
- Direct communication between member and carrier,
- Government forms reduction, and
- Customer satisfaction survey.

“We’ve learned a lot from our pilots,” said Cullen Hutchinson, Deputy, Deputy Chief of Staff for Passenger and Personal Property.

“If we use that knowledge, we can leverage our progress.”

Participants at the meeting were enthusiastic about the

revamped program development.

“I’m extremely excited,” said Maj. Fred Hyden, representing the U.S. Marine Corps. “We’ve wanted to do this for some time. There is definitely an opportunity for us to provide quality of life for our service members.”

Hyden’s U.S. Navy counterpart agreed.

“The meeting went well,” said Cmdr. Sam Kojm, who works on transportation policy issues for the Navy Staff.

“This has been a good introduction to the baseline of what the requirements are.”

Representatives from a trio of moving associations attended the meeting: the American Moving & Storage Association, Household Goods Freight Forwarders of America, Inc., and Military Mobility Coalition.

“There’s a lot of ground to cover,” said Scott Michael, the Vice President for Membership and Government Traffic, of the American Moving and Storage Association, Alexandria, Va. “I think e-mail will help expedite the process and allow people to be involved.”

Michael’s counterpart at the Household Goods Freight Forwarders of America, Inc., Alexandria, Va., agreed.

“Forward!” said Terry Head, President.



Personal property:

New chief arrives to find new program to develop



By Leesha Galery
Legislative Liaison
Military Traffic Management Command

my new job here,” said Anderson.

Across from the conference room, Col. Patty Hunt, Deputy Chief of Staff for Passenger and Personal Property, for the past year, packed boxes as she prepared to depart for a new assignment.

A veteran career officer, Anderson has made her share of moves. Now, she will apply this experience to MTMC, where she will be responsible for the moves of 500,000 service members annually.

“I am as much a customer as the other folks,” said Anderson. “I can identify with the service members wanting quality service and help to recoup the cost for damaged items.

“We have a unique opportunity to make something our service members can use.”

As a career logistician, Col. Anderson served 15 years at Air Mobility Command, working with all levels of the Air Force. Just prior to her MTMC assignment, Anderson graduated from the Industrial College of the Armed Services, Fort McNair, D.C.

Anderson’s previous tours included command of a logistics group in Ramstein, Germany, and in the Office of the Secretary of Defense, Transportation Policy Staff.

Anderson, of East Chicago, Ind., is a graduate of Indiana University. Her husband, James, is a retired Air Force service member. They have two children: Christiana, who enters Loyola University of Indiana this fall, and Brock, a freshman at Stonewall Jackson High School, in Alexandria, Va. 

As she prepares to transition to her new job as Deputy Chief of Staff Passenger and Personal Property, Col. Silvia Anderson reads MTMC press release detailing the challenges awaiting her at her new job.

When MTMC’s new head of passenger and personal property came by to look over her new job June 21, the first thing she did was to read the command’s latest press release.

Air Force Col. Silvia Anderson learned from the press release that after nine years of pilots, tests and evaluations, MTMC will offer a plan to revamp the entire existing personal property program by Aug. 30.

The press release related what will be

“I am as much a customer as the other folks.”

—Col. Silvia Anderson

a big part of her job performance goals in the next year.

“This will be a dominant feature of

Increased MTMC standards have cut moving firms

An increase in the qualification standards required of personal property movers by the Military Traffic Management Command will result in fewer firms in the Department of Defense personal property program.

MTMC required all 1,279 currently approved personal property movers to meet new financial and electronic data submission standards by May 15. Some 953 personal property firms worldwide met the deadline and will be reviewed. About 25 percent of the firms that had been moving MTMC household goods did not submit documentation.

An added benefit is an estimated \$1.6 million in annual savings, due to lowered administrative costs associated with fewer carriers, said C.J. Dabo, Lead Traffic Management Specialist.

“The firms opting not to apply under the new qualification standards include motor carriers and freight forwarders,” said Dabo.

MTMC announced the new standards in Federal Register announcements in November and March. In April, all currently approved Department of Defense household goods carriers were mailed a letter detailing the increased standards and changes in submission requirements.

The companies that did not comply will be removed from the current program in the future, said Dabo. Some of the firms are expected to apply when the current moratorium ends—a date that is currently pending.

“We believe the effect of the increased standards is a higher-qualified Department of Defense carrier base,” said Sylvia Walker, Traffic Management Specialist.

The new Web-based qualification process was in effect from April 15 to May 15. It streamlined the carrier qualification process for personal property carriers for the Military Traffic Management Command.

Qualification time will be cut from four to six weeks, to approximately 72 hours for each application, once the initial flood of documents are processed. Four Web pages replace the 18 forms formerly required.

At the same time, MTMC increased some of its carrier standards. The new standards were developed in close consultation



Kitsy Young reviews file cabinets of paper registration forms that have now been made obsolete.

with the moving industry associations, said Walker.

“Carriers must meet higher financial reporting standards,” said Walker. “These increased requirements will also include higher cargo liability insurance and maintenance of a performance bond for domestic interstate moves.”

“For the most part, these standards support the quality mover,” said Walker. “This is supported by the majority of carriers with

whom I have contact.”

“The Electronic Document Management team developed the requirements for the electronic submission and made it a reality,” said Walker. “They worked through time, budget and program challenges.”

“We expect to see further enhancements. Ultimately, it represents a huge savings in time and money—for MTMC and the carriers.”

Kitsy Young, of MTMC’s Information Management’s Integration Branch, led a contracted team to develop the electronic Web registration pages.

The Web registration project started at the end of 2000, said Young.

“What we saw was complicated at first,” said Young.

“There were many, many file cabinets full of documents and enormous paper handling. Forms were faxed and mailed in by personal property carriers, and handled countless times,” said Young.

“A major concern was the acceptance of faxed or scanned signatures. Our legal office later approved these means as a verifiable proof of consent.”

Web forms were an obvious information technology solution, Young said.

“We used Web Tools commonly found in industry, such as Active Server Pages and Javascript, which is more portable than Oracle forms,” said Young.

In a six-month period, the Web registration page—and the four new supporting document forms—were developed.

“The part of the project I was thrilled with was getting the Web tools to the customer and eliminating Sylvia Walker’s duplicate data entry,” said Young. “She no longer has to scan approved carriers’ documents—which has greatly reduced her workload. The carrier now submits via the Web and all the documents can be processed electronically—thus eliminating all manual processes.”

TEA freight-tracking application:

IRRIS wins cartographic excellence award

A project that uses the Web to track freight shipments and the factors that influence them, by MTMC's Transportation Engineering Agency, has won a cartographic honor.

Intelligent Road-Rail Information Server, or IRRIS, as it is commonly known, was named a winner in the Cartographic Excellence awards at the GeoSpatial World 2002 conference in Atlanta. The conference is sponsored by the Intergraph Mapping and Geographic Information Systems Solutions the Intergraph GeoSpatial Users Community.

"We are absolutely delighted," said Marc Barthello, one of two coordinators who have spearheaded the server's values to diverse audiences. The first-place award also named coworker Jon Pollack, from GeoDecisions, of Camp Hill, Pa.

MTMC's scored a first place in the category "Dynamic Interactive Presentations." The awards were presented June 12, said an organization press release, to recognize "professional excellence in design, technique, aesthetics, innovation, communication, and presentation." Customers of Intergraph mapping and Geographic Information Systems software participated in the selections.

The Intelligent Road-Rail Information Server is one of the Newport News, Va., agency's most important projects in 2002. The \$1.7 million project was developed jointly over 18 months by agency engineers and GeoDecisions. The server uses technologies of the Geographic Information System to make it successful—all data elements in the server have an assigned latitude and longitude coordinate. This allows the server to very accurately place transportation information in its proper place on "smart maps," where everything is located accord-

ing to assigned coordinates.

IRRIS gathers and integrates all types of information from the farthest reaches of the transportation world—about highways, railroads, marine ports, weather, and defense movements—and combines this information into a visual, easy-to-understand form.

The Intelligent Road-Rail Information Server also provides integrated, up-to-date information on deployment route readiness in the continental United States, and even displays real-time route camera images, where available.

IRRIS was developed to provide instant information for military deployments. As engineers have developed the server, its functionality has expanded to allow real-time monitoring of selected defense shipments.

"IRRIS can track an almost limitless number of shipments," said Bill Cooper, Director, Transportation Engineering Agency."

Currently, the MTMC Operations Center is tracking as many as 500 freight shipments daily on a real-time basis. The stream of instant and accurate data will give MTMC operators a new level of carrier performance.

"We're able to evaluate carrier stops, speed and route selection," said Cooper. "We can produce automatic reports in a few seconds. No longer will it take numerous phone calls."



Bill Cooper (right), assisted by Tom Hicks (center) and Marc Barthello, works with the Intelligent Road/Rail Information Server in a practice session prior to a demonstration at the 2002 MTMC Training Symposium.

A host of databases, said Cooper, will provide a stream of information to deploying units in such categories as road names, bridges, railroads, military installations, sea ports and satellite imagery.

IRRIS also includes video routes in the server from military installations to strategic seaports. These video logs, provided by the Federal Highway Administration, are marked in video images every 108 feet. The logs capture highway surroundings and points of interest—providing excellent training for drivers.

"This is a very popular feature among drivers," said Cooper. "They may literally drive the route of a deployment ahead of time." 📍

MTMC changes its domestic freight contracting process

The Military Traffic Management Command has begun changing the way it contracts for moving most domestic freight and fuels.

MTMC's has moved to the use of tailored transportation contracts for its domestic freight and fuels, said Col. Jan Frye, the Principal Assistant Responsible for Contracting. The command's first contracting action under the Federal Acquisition Regulation took place June 21 with a MTMC solicitation that went to transportation providers. Full implementation of Federal Acquisition Regulation contracting will take place by Sept. 30.

"This is our first step in compliance with the Federal Acquisition Regulation," said Frye. "In the past, we have complied with the legal definition but not the standards."

In the past, MTMC contracted for domestic freight via the Guaranteed Traffic Program. The program solicited transportation providers via tenders to submit

rates for heavy freight traffic lanes for a short period of time—typically six months. However, transportation providers could leave the contract without penalty.

The changes to the MTMC contracting for domestic freight were promised in March by Maj. Gen. Kenneth L. Privratsky, Commander, at the 2002 MTMC Training Symposium, in Dallas. When a proposed pilot program threatened to delay implementation of the program, Privratsky ordered the program's full implementation.

To meet the accelerated goal, a MTMC Integrated Process Team was organized to streamline the contracting process transition. To assist interested freight transportation providers, the team held preproposal conferences in Houston and Atlanta. Preproposal conferences for fuel transportation providers were held in Washington, D.C., St. Louis and Los Angeles.

The Federal Acquisition Regulation was

a change in domestic freight transportation regulations that followed the demise of the Interstate Commerce Commission.

There are several exceptions to the proposal:

- MTMC will continue to use a voluntary tender procedure for shipments not covered under a long-term contract. Those government bills of lading-based movements continue to be recognized as exceptions under the Federal Acquisition Regulation.

- Not affected by the proposal are military household goods shipments, which fall under a different law. However, some household goods contracts are covered by the Federal Acquisition Regulation.

Official notification of the proposed change was published in the July 21, 2000, issue of the Federal Register.

For additional information on the contract changes, contact Christina Dossman at (703) 428-2052. 



In the future, MTMC will make most domestic freight moves through the Federal Acquisition Regulation.

Hasty container 'building'



Heavy rain threatened to delay the scheduled move of 40 helicopters from Pusan, Korea, by the 837th Transportation Battalion.

Lt. Col. Floyd Driver mulled over an unexpected choke point: How to shrink-wrap 27 AH-64 Apache and 13 UH-60 Blackhawk helicopters?

MTMC ingenuity took over.

Working closely with support troops from the 19th Theater Support Command, contractors, and the Republic of Korea Port Operations Group, Yun Chang-Hwan, of the 837th Transportation Battalion's Operations Division, Driver found a solution: Shipping containers were used to build a temporary, covered work area to shrink-wrap protective plastic over

the aircraft. U.S. Army-owned 20-foot containers were used for the walls. Forty-foot containers belonging to the Republic of Korea were placed overhead, forming a roof for the structure.

Port workers quickly named the structure "the Castle."

"The temporary work area that allowed for the helicopter shrink-wrapping was

Story and photos by Mark Rice
Transportation Management Specialist
837th Transportation Battalion

the key to the puzzle that confronted us," said Driver. "Efficient shrink-wrapping led to an efficient upload."

Shrink-wrapping involves placing padding over the sharp edges of an aircraft and using heat guns to wrap the plastic over the entire aircraft. The covering protects the aircraft from corrosion during ocean voyages. Shrink-wrapping is prohibited when it is raining.

"When we planned the operation, we figured the shrink-wrapping would take from four to eight hours," said Lt. Col. Tracy Cleaver, Commander, 194th Maintenance Battalion, Camp Humphreys.

"Within a day," said Cleaver, "we were down to four hours,



Fresh water is used to clean helicopters prior to shrink-wrapping.

speeds helicopter upload



which we thought would be our best time.

“However, as the unit got more proficient, the time per aircraft was reduced to two hours and 15 minutes.”

As a result of the construction of a temporary work area, all 40 helicopters were completely shrink-wrapped and staged for loading aboard the Green Dale when the vessel arrived at Pier 8 on the evening of May 13. The Kargo Kings began loading the aircraft at 8 a.m. the next day.

Prior to the shrink-wrapping, the aircraft were put through an assembly-line processing. The various processing stations included receiving, rinsing, inspection, disassembling, shrink-wrapping, staging and loading.

“It was absolutely a great mission,” said Driver. “The hours of intricate planning and our experience were important, but ultimately,

it was our creative execution.”

The teamwork of all participants was a major factor in the mission’s success, said Ronald Day, Chief of the battalion’s operations division.

“Considering the many Army organizations, I’m amazed we formed such a cohesive team,” said Day. “This is great credit to all Army training.”



The preparation of the loading plan included hours of modeling, due to the massive size of the aircraft and restricted vessel interior dimensions. Marine cargo specialists used modeling to confirm that the aircraft could move within the vessel to its final stowage location. Pilots from the 2nd Infantry Division and 6th Cavalry Brigade flew the helicopters to Pusan.

Stevedores from the International Stevedoring Company rounded out the team effort by concurrently loading 247 pieces of ancillary helicopter equipment.

Most of the 40 helicopters from Camps Long and Humphreys will be transferred to National Guard units in Indiana, Ohio, Iowa, Missouri and Texas as part of the Army’s Aviation Transformation Plan. 

Shrink-wrapped helicopters await upload at Pusan, Korea.

Customer survey goes electronic

Customers of the Military Traffic Management Command now have an opportunity to provide immediate feedback on the command's transportation services.

MTMC customers can provide their comments—kudos, complaints or observations—via a MTMC Web site.

"We're building the process to hear from our customer," said Lee Strong, coordinator, Distribution Analysis Center. "We'll take action on what customers tell us."

Previously, there was no specific route for MTMC customer comments by phone, e-mail or letter. Each comment received was handled on a case-by-case basis.

"The focus is about the job the Military Traffic Management Command is doing," said Strong. "We want to hear from our customers at installation, unit, command and service headquarters' transportation offices."

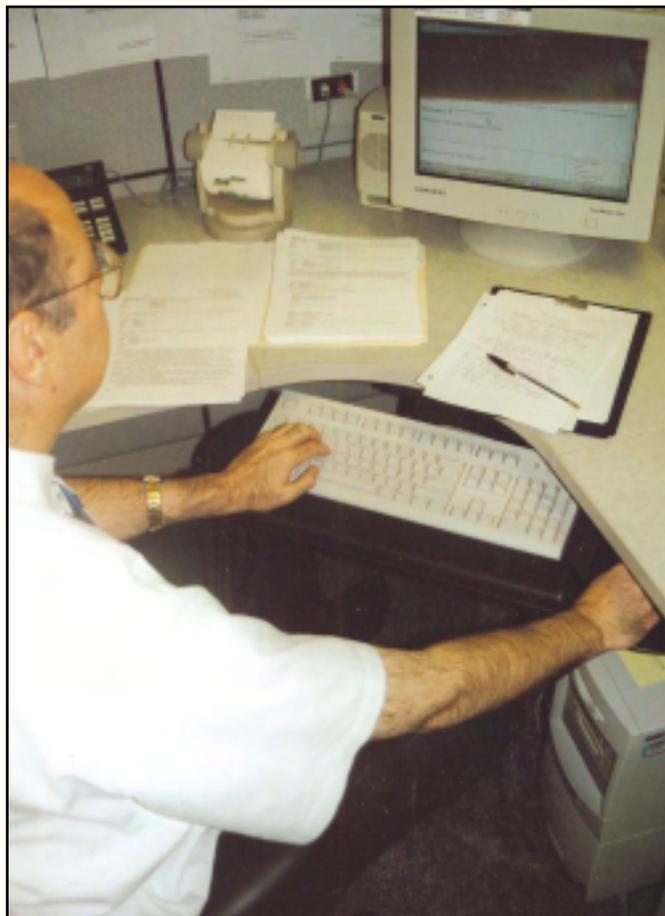
"There is no formalized process now. There is no one looking at an issue from the customer's point of view. We want to view MTMC from the outside better."

The customer response form is now a separate Web window on the MTMC site at www.mtmc.army.mil. The prompt for the comment window is accessed by clicking on either of the specific program tabs on the home page—Freight/Cargo or Passenger or Personal Property. Then, go to "What's New" and click on "Overall MTMC Customer Satisfaction Survey."

This will lead to a window with general MTMC comments and four subwindows: Freight domestic distribution, freight global distribution, passenger program

and personal property program.

The initiative is part of MTMC's 2002 Strategic Plan, said Strong. It has the full support of Maj. Gen. Kenneth L. Privratsky, Commander, who was a customer of the command while at the Defense Distribution Region East, Defense Logistics Agency.



MTMC's customers now have an easy and reliable way to communicate transportation questions and comments of all kinds to the command. Here, Lee Strong reviews MTMC's new Web-based customer service response form.

"We are keeping it short and sweet," said Strong. "With the subwindows, customers will find they may draft comments to MTMC quickly and accurately."

Initially, the Web-delivered comments will come to the Distribution Analysis Center. At a future date, a customer rela-

tionship management organization will be developed at the MTMC Operations Center, Fort Eustis, Va.

Comments will be rushed to appropriate MTMC offices and functions, said Strong. At the same time, the center will track the performance trends over time.

"We want to see continuous improvement," said Strong. "If we're not doing better, we're not doing our job."

Strong gets a lot of customer calls already.

"One of the best things in the world is to help people—just shuffling paper is not very rewarding," said Strong. "This has been a real team effort with functional people from operations, passenger and personal property and information management."

MTMC transportation office customers are enthusiastic about the idea.

"As long as it's not a 'black hole' it sounds like a good idea," said Lisa Divine, Transportation Officer, Naval Surface Warfare Center and Crane Army Ammunition Activity, Crane, Ind.

"My opinion is that there should be some e-mail notification after you send a response. If you do not hear back, it is not beneficial. You should get some feedback at the end of it."

Are there many occasions when Divine has to contact MTMC?

"Absolutely!" said Divine.

"Two weeks ago, we had trouble with the tenders," said Divine. "The (military) services changed some information on the tenders. The MTMC people were aware of the problem, but I think you were overwhelmed with calls from shippers who

See "Customer survey," pg. 43

Canadian team rushes cargo through the node

The Afghanistan-bound cargo has been driven straight through the night from the Canadian Forces Postal Unit, in Trenton, Ontario. The only halt during the entire journey to Dover Air Force Base was a three-hour post-Memorial Day delay caused by heavy traffic at the United States border.

Now, at the Air Mobility Command base at Dover, Del., the high-speed cargo handling continues.

As the truck arrives, Canadian Army Maj. Serge Pelletier and his team of transporters spring into action. Cpl. Mick Toutant uses a forklift to move the 19 pallets of mail off the delivery truck. Warrant Officer Mike Forrest enters the cargo identification on an adjacent computer. Pelletier, detached from duty at MTMC Headquarters in Alexandria, Va., crosschecks documentation. Virtually no words are exchanged among the trio.

Minutes later, the truck empty, Toutant

uses the forklift to begin placing the mail parcels on an aircraft pallet. One parcel follows another. The heavy, waxed cardboard cartons are marked 153 kilo, 146 kilo, 133 kilo ... and so on. Soon, the pallet is loaded, and Pelletier and Forrest assist in wrapping the cargo in plastic and restraints.

Within 45 minutes, the cargo has moved from truck to air load pallet. Marked with the high-priority red-circle "999" logo, the cargo will be on a C-5 aircraft to Canadian forces in Afghanistan the same day.

The Canadian team—which also includes Sgt. George Lake—is a vital link in the air bridge for the deployed soldiers. The men support the Canada-United States Integrated Lines of Communication Agreement, giving Canadian cargoes equal priority for movement on American planes and ships. Now in use for the first time, the agreement is working well, said

Pelletier.

"This is a benchmark for my military career," said Pelletier. "Our team is responsible for all supplies for the entire Canadian contingent in Afghanistan."

Canada has had 750 troops in Afghanistan since February, supporting the War on Terrorism. The soldiers are mostly from the Edmonton-based 3rd Battalion of the Princess Patricia's Canadian Light Infantry.

What cargoes does Pelletier's team move to the infantrymen?

"It can be every type of cargo needed by a military unit—or a small city," said Pelletier. "We move it without delay."

Forrest and Toutant, both volunteers from the 1 Air Movements Squadron, Winnipeg, appreciate the significance of their mission.

"We are a focal point," said Forrest, a 34-year veteran. "They could not do without us. It's a good feeling. We all do our thing."

As assignments go, Forrest says the Dover mission was as good as a six-month stint of duty he performed in Syria.

Toutant is in agreement.

"It has opened my eyes to a lot of things," said Toutant, an 11-year veteran. "I take great pride in this work."

The Canadians work comfortably with American transporters. Each helps the other.

"When we aren't busy, we pitch in to help them," said Forrest. "They do the same for us. 🇨🇦"

Maj. Serge Pelletier supervises move of high-priority cargo through Dover Air Force Base.



How to build an air pallet

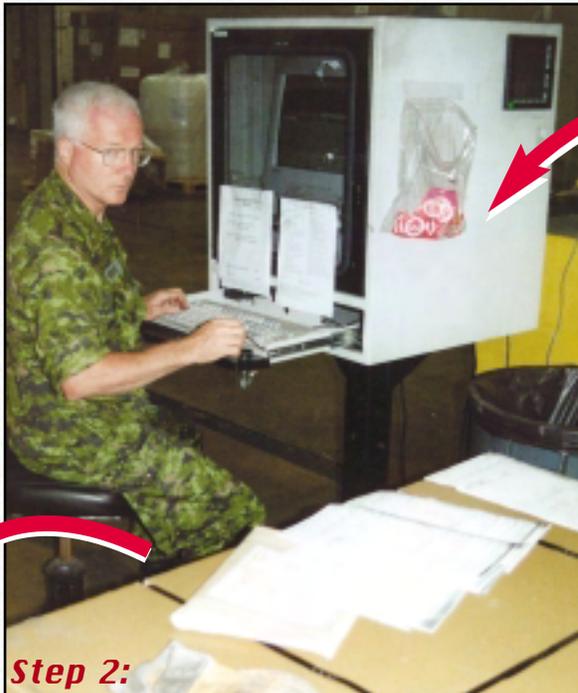
When cargo arrives at Dover Air Force Base, the Canadian logisticians are ready.

Usually, the trucks are scheduled. Sometimes, they are not. When cargo arrives, the Canadians jump into action and simultaneously conduct such functions as truck discharge, cargo documentation, air pallet loading and quality control checking.

Here's how they do it ...

Step 1:

Truck driver arrives with cargo. Warrant Officer Mike Forrest receives documentation as the Canadian team leaps into action.



Step 2:

Immediately, Warrant Officer Mike Forrest begins documentation of the cargo into the Air Mobility Command's cargo system.



Step 4:

Cpl. Mick Toutant moves cargo to an empty aircraft pallet and begins building the small pallets into a C-5 Galaxy aircraft-sized pallet.

Step 3:

Simultaneously, Maj. Serge Pelletier checks cargo for documentation and possible damage.



t in 45 minutes ...

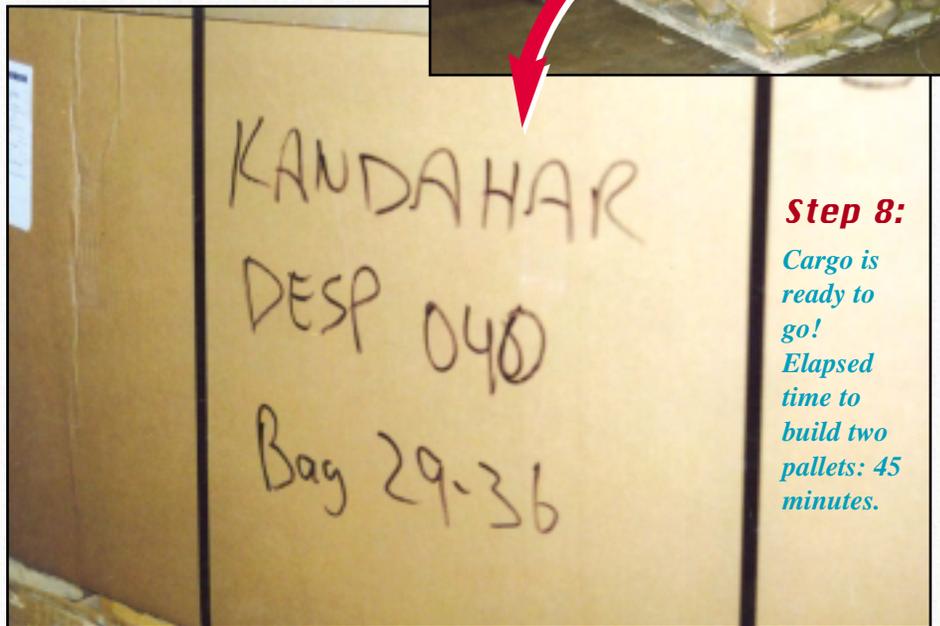


Step 5:
Cargo and documentation
cross-checked by Maj.
George Pelletier..

Step 6: Air crewmembers appear to dance as they heave a plastic cover and restraint straps over their air pallet loads.



Step 7:
Restraint straps are tightened
over cargo to prevent cargo
shifting in flight.



Step 8:
Cargo is
ready to
go!
Elapsed
time to
build two
pallets: 45
minutes.

Wartrace Conference:

MTMC military units exchange concepts, ideas

Army Reserve transportation units should adopt the same operational themes that are proving so successful for the Military Traffic Management Command.

That was the charge of Maj. Gen. Kenneth L. Privratsky, Commander, to both active-duty and affiliated Army Reserve transportation units, at MTMC's annual Wartrace Conference.

"Go back and do something about it," said Privratsky. "It takes experts to analyze what you've done to do better in the future.

"To tackle that, we'll concentrate our operations at a single location at Fort Eustis—the heart of MTMC—with command and control of all three of our groups.

"That's the beginning of end-to-end transportation management."

Additional gains are possible by further leverage of industry, said Privratsky. "MTMC, in coordination with industry, is delivering cargo through Russia and Pakistan. The military is not touching any of it—and that's a big deal.

"We must unshackle ourselves from the past to better understand transportation. Our commercial industry partners can work very well and will be with us wherever we go.

"They are great Americans. You all need to know that a significant change has taken place as we better posture ourselves to support the Department of Defense."

The Williamsburg, Va., conference, May 31-June 2, provided key transportation officers and noncommissioned officers with information on such subjects as

training management, readiness, Wartrace alignments, unit flexibility and mobilization.

The increasingly important role of the Operations Center at Fort Eustis was stressed by Brig. Gen. Barbara Doornink, Deputy Commanding General

By June M. Pagan
MTMC Operations Center

Doornink told the audience that MTMC cannot do its mission without its Reserve structure. Some 55 percent of MTMC's wartime capability is in the



Brig. Gen. Philips and Col. Pete Lennon exchange information at Wartrace conference of MTMC's active and Reserve units.

and Director of Operations.

"We are the command's single touch button for all operational matters," said Doornink. "It is the first time in the command's history, and this is very important to our future. Demands have gone sky high for the capabilities we bring. An important part of who we are is the value we bring."

Reserve Component.

"We put our Reserve structure to the forefront all the time," said Doornink. "Our value added is up front, we have to be razor sharp, trained and ready."

That relationship is symbolized by Col. Bob Askey, activated in response to terror-

See "Wartrace Conference," pg. 42

Brig. Gen. Don Parker retires in Pentagon ceremony



Brig. Gen. Don Parker says Army is composed of dedicated soldiers and civilians. Pictured at rear is Lt. Col. Paul Abel.

Brig. Gen. Don Parker says he leaves a U.S. Army far superior to the military organization he joined in 1993.

“The Army is better now,” said Parker, in remarks at his retirement ceremony at the Pentagon. “It’s the very best Army in the world.”

General officers, relatives and comrades from many military assignments crowded the Pentagon’s Executive Dining Room on July 3 to see Parker’s farewell.

Parker had two key MTMC commands in his career—as Commander, 597th Transportation Group, Sunny Point Military Terminal, Southport, N.C.; and Commander of MTMC’s former Deployment Support Command, Fort Eustis, Va. He left the latter assignment Aug 3, 2001, to become the Director for Force Projection and Distribution, in the Army’s Office of the Deputy Chief of Staff for Logistics, at the Pentagon.

Standing poised with his wife, Debbie, Parker said he was proud to be associated with the Army and its people.

“I don’t care where you go in Army,” said Parker, “you find dedicated people.”

The dedicated people, he said, include the “33 people and a few contractors” from his office who are responsible for force projection and distribution issues in the Army.

“I’ve enjoyed being a soldier,” said Parker. “And I’ve enjoyed supporting soldiers around the world.”

Parker paid special tribute to Pentagon workers who returned to their offices after Sept. 11.

Force Projection and Distribution employees worked in the MTMC Headquarters building in Alexandria, Va., for several months after the Pentagon was damaged.

“That was tough,” said Parker. “And I want to thank MTMC for the workspace.”

Parker was commissioned as a second lieutenant in the U.S. Army Transportation Corps in 1973 after he graduated from the Reserve Officer Training Corps at the University of Missouri.

What is he looking forward too?

“I am looking forward to having a Home



Attendees crowded the Pentagon’s Executive Dining Room.

of Record that is where I live,” said Parker.

Parker thanked attendees for their attendance. The audience replied with sustained applause. 🗳️

Army announces future MTMC Commander

The Army announced June 3 that a Fort Bragg, N.C., -based logistician will be the next Commanding General of the Military Traffic Management Command.

Brig. Gen. Ann E. Dunwoody, Commanding General, 1st Corps Support Command, XVIII Airborne Corps, will be the next leader of MTMC.

A change of command is scheduled for Oct. 17.

Dunwoody will take over from Maj. Gen. Kenneth L. Privratsky, MTMC Commanding General since July 9, 1999.

“Brigadier General Dunwoody will continue our momentum,” said Privratsky.

“She’s a great leader, and I’m very pleased to see her take my place.”

Dunwoody has been assigned at Fort Bragg since July 2000. Her previous assignments include a two-year tour of



Brig. Gen. Ann E. Dunwoody

duty as Executive Officer to the Director, Defense Logistics Agency, Fort Belvoir, Va. 🗳️

MTMC employee responds to call for overseas service

In all, Don Dees had four days to get his work and personal life ready to be gone a minimum of six months—and maybe as long as a year.

The call came May 31. The 300th Public Affairs Detachment, Fort McPherson, Ga., was mobilizing for Operation Enduring Freedom and was short a broad-



Crew of Command Affairs Office gathers to wish Don Dees well.

cast journalist. Would Dees volunteer?

“I didn’t have to think about it,” said Dees, a sergeant in the Army Reserve. “I said ‘Yes’ right away. It’s a job I can do well and a mission I believe in.”

Dees becomes the latest MTMC employee to be called to duty for the War on Terrorism. Others include Pete Lennon, of Transportation Engineering Agency, Newport News, Va.; and Richard Lockwood, of the 597th Transportation Group, Southport, N.C. Lennon serves as a colonel at the MTMC Operations Center, Fort Eustis, Va. Lockwood, a lieutenant colonel, serves Commander, Detachment 1, 171st Area Support Group, based in Kuwait. Earlier, Lockwood had temporary duty in Afghanistan.

“I’m sorry I can’t be more specific, due to classification issues,” said Lockwood.

Meanwhile, more than 600 Reservists are now serving with MTMC in support of the command’s operations.

“I’ve always known our Reserve soldiers are great,” said Col. Gary Engel, Chief, Reserve Affairs.

To make the deployment, Dees transferred from his Fort Meade, Md., based unit. The transfer was handled with a series of facsimile messages among the Reserve units.

The weekend of June 1-2 was a blur for Dees. He packed up his newly rented efficiency apartment in downtown Alexandria for storage. Monday morning, with orders calling for active duty up to one year, he turned over his duties to fellow staffers.

Before departing for a flight to the overseas processing center at Fort Benning, Ga., Dees offered some observations about the work that is ahead.

“My wife, Jennifer, and I are used to this,” said Dees. “We first met in Korea. Just after we got married, I was put on an assignment to Cobra Gold in Thailand.”

Both Dees and his wife have had assignments to the Balkans. Jennifer Dees, now out of the Army, has served in both Albania and Bosnia. While working as a commercial radio announcer in Savannah, Ga., in 1996, Dees was activated for six months’ duty as a force protection specialist in Bosnia.

What will his mission be?

“We will be working with the XVIII Airborne Corps,” said Dees. “It isn’t clear where in-country that assignment will be. The unit was especially interested in me as a recent graduate of the Defense Information School’s Officer’s course.”

Dees completed the eight-week public

With four days’ warning, Command Affairs Specialist Don Dees departs Ronald Reagan National Airport, Washington, D.C. for overseas mission.

affairs officer’s course at Fort Meade in late March. In an initial Army enlistment, he served as a broadcast journalist, primarily at Fort Polk, La., and, later, Korea.

“I hate to see Sergeant Dees go, but it’s a great career opportunity,” said Maj. Gary Sheftik, Commander, 356th Public Affairs Detachment (Broadcast).

A member of the MTMC Command Affairs Office, Alexandria, Va., since April 2001, at 9 a.m., June 3, Dees walked out of MTMC and headed for a noon flight to Columbus, Ga.

“We wish him the very best—our little office family is diminished,” said Mike Bellafaire, Command Historian. “This is where cross training pays off.”



Employee writes from Kabul; MTMC Commander replies

June 24, 2002

Dear MTMC Staff:

I've been here in Kabul about a week now. It's been a bit hectic, but I'm starting to get the rhythm.

I'm serving as the Public Affairs Officer for members of the 1/3 Special Forces Group. They are charged with training the Afghan National Army's initial battalions so they can become self-sustaining in about 12 to 18 months.

I'll send some coherent thoughts once I have a few. They will have to be blessed by the U.S. Central Command Joint Task Force 180 Public Affairs Officer before they can go outside theater for publication.

I'm doing some internal stories, so I may end up on Army News Service soon.

Tell everyone I'm fine; Jen got the apartment packed up and stored just fine. I'll be back as soon as they'll let me go home.

Take care,

Sgt., Don Dees

FOB31 Public Affairs Office

Don:

We on the MTMC home front are all proud of you! Keep your head down ... as you tell the stories of the many great Americans and Afghans there.

What an exciting place to be ... at a very important and challenging time in our nation's history. Enjoy it!

Maj. Gen. Kenneth L. Privratsky

Commander

Military Traffic Management Command



Support for Army transportation

Maj. Gen. Kenneth L. Privratsky, Commander, Military Traffic Management Command, shares memento with Dr. Cho Yeong-Tark, President, Korean Port Training Institute, during a May 20 visit with the 837th Transportation Battalion, Pusan, Korea. The school has donated a gantry crane simulator to the U.S. Army Transportation School, Fort Eustis, Va. In addition, many MTMC and 7th Transportation Group soldiers have received economical gantry crane training at the school, said Lt. Col. Floyd Driver, Commander, 837th, pictured in the foreground.

MTMC soldier returns to Europe to take top job

When she was last in Europe two years ago, Col. Victoria Leignadier was in command of the 840th Transportation Battalion, Izmir, Turkey.

Then, Leignadier was a lieutenant colonel. Now, promoted to colonel, Leignadier is back—this time in her old boss's shoes—as Commander of the Military Traffic Management Command's 598th Transportation Group, Rotterdam, the Netherlands.

The group's guidon was presented to Leignadier in a change of command June 12 by Maj. Gen. Kenneth L. Privratsky, MTMC's Commanding General.

Leignadier succeeded Col. John Brown, who had commanded the group since June 2000.

"I am most grateful to the Army and

the Military Traffic Management Command," said Leignadier. "There never was a moment when I served as a battalion commander that I thought I would come back and serve as the group commander!

"It is a true honor to work with such outstanding soldiers and civilians."

In her earlier tour with MTMC in Europe, Leignadier was busy. She led MTMC transportation efforts in Albania in support of Kosovo operations in 1999. Later that same year, she commanded MTMC soldiers in the massive Operation Bright Star exercise, in Alexandria, Egypt.

Most recently, Leignadier served as a special project officer for MTMC Headquarters, Alexandria, Va.

Brown's next assignment will be in Washington, D.C., where he will serve



Lt. Col. Sharon Baker shakes hands with Col. Victoria Leignadier.

as Chief, Strategic Mobility, Army G-4 (Logistics), at the Pentagon.

In his departing remarks, Brown had praise for members of the 598th extended terminal units. Brown singled out host nation guests for their support following the Sept. 11, 2001, terrorist attacks against America.

The members of the Royal Netherlands Army Fanfare Band provided musical support for the ceremony.

More than 200 military and civilian guests attended.

The 598th Transportation Group is responsible for the Department of Defense's surface transportation in Europe, the Middle East and Africa. The command includes four battalions, three companies and five detachments in such locations as Germany, Italy, the United Kingdom and Southwest Asia. 🌐

Col. Victoria Leignadier accepts guidon of command from Maj. Gen. Kenneth L. Privratsky, Col. John Brown, outgoing commander, is pictured at right.



MTMC Commanding General says:

Trio of operational themes essential for robust MTMC

Transporters who work for the Military Traffic Management Command should stress three broad themes in their thinking and production.

The themes of traffic management, information dominance and industry leverage are essential for a robust organization, said Maj. Gen. Kenneth

Privratsky.

“It was essential that we accelerated the time lines at Fort Eustis,” said Privratsky, referring to the rapid shift of MTMC operations to the new center after terrorist attacks against the United States on Sept. 11, 2001.

“We have a 24/7 battle staff in place,” said Privratsky.

Privratsky. “They are more important than you.

“We’re all derivatives. I take pride in being a ‘loggie.’ We are not in the same battlefield as the brigade battle teams. You exist to support. Without them, you have no role.”

Privratsky praised MTMC employees for their tremendous patience and loyalty in the past three years, through numerous reorganizations. In that time, more than 500 employee spaces have been eliminated. However, among those affected, only two employees were adversely affected. By June 30, 2003, some 90 to 100 MTMC employees will be impacted by the formation of the command’s new operations center, he said. However, dozens of permanent jobs are now vacant, and retirement incentives will make even more jobs available.

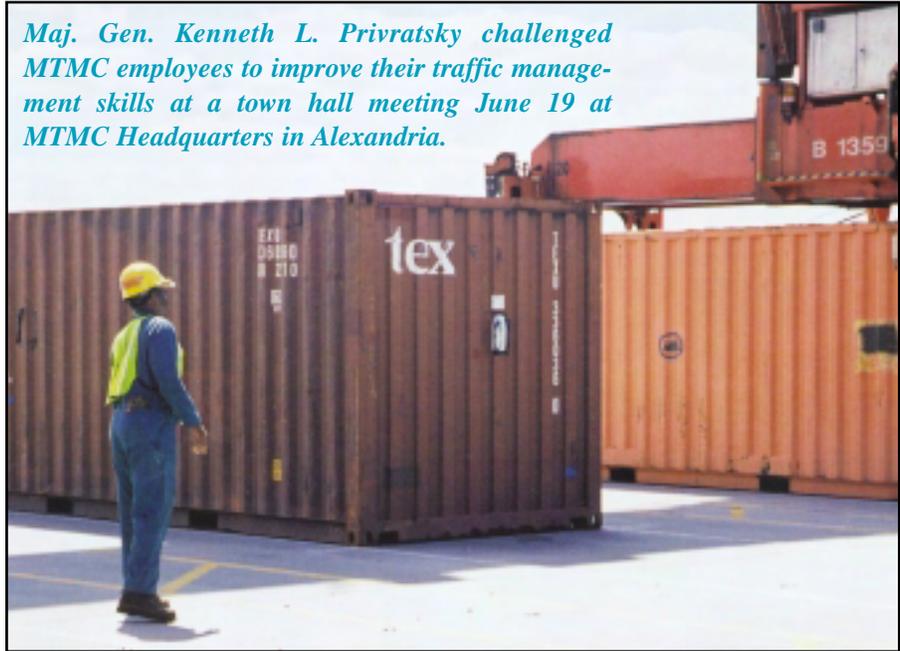
“It is a huge success story,” said Privratsky. “I’ve never been any place in my 32 years and seen this.”

Job opportunities do exist, said Virginia King, Deputy Chief of Staff for Personnel & Logistics, in a separate presentation.

“We are holding vacancies,” said King. “There is a restricted fill rate. There are competitive opportunities.”

Other MTMC speakers included: Col. George Montgomery, Director, Program and Policy Directorate; John Smith, Deputy Chief of Staff for Information Management; and Cullen Hutchinson, Deputy, Deputy Chief of Staff for Passenger and Personal Property.

The town hall meeting ended with the singing of “God Bless America” led by Leesha Galery, Legislative Liaison. 



Maj. Gen. Kenneth L. Privratsky challenged MTMC employees to improve their traffic management skills at a town hall meeting June 19 at MTMC Headquarters in Alexandria.

L. Privratsky, Commander, at a MTMC Headquarters Alexandria town hall meeting June 19.

And of the three themes, improved traffic management is absolutely essential to the command’s operation, said Privratsky.

“We’ve got to get the pieces together for better traffic management,” said Privratsky.

The rapid development of the MTMC Operations Center, at Fort Eustis, Va., drew praise from

Location of an operations center at a remote location from MTMC Headquarters Alexandria is not a factor in efficiency, he said.

“Place is not important,” said Privratsky. “Think about it. It is a new world. We have never had better praise of the world Commanders-in-Chiefs than now—and the operations center is not here.”

Privratsky stressed MTMC’s support to the military’s warfighters.

“Customers are everything,” said

MTMC Reservist named an AUSA Officer of the Year



Sgt. 1st Class Harry Bass (left) Maj. Robert Henoch and Capt. Joseph Micelotta stand in amazement at ruins of twin towers of the World Trade Center.

By Dorea Fowlkes
Operations Center
MTMC Headquarters
Photos by Capt. Joseph Micelotta

When terrorists attacked the United States on Sept. 11, little did Joseph Micelotta, a captain in the Army Reserve, know how it would affect him.

Within three days, Micelotta, a staff analyst in the accounting division of the New York City Transit Authority, would be serving as a volunteer rescue worker at Ground Zero.

And within a month, Micelotta, a transportation movement officer with the 1179th Deployment Support Brigade, Fort Hamilton, N.Y., would be working at Fort Hood, Texas, in support of a 1st Cavalry Division Task Force move to Kuwait.

"I wanted to ensure that the warfighters were ready to go," said Micelotta. "I inspected their cargo and made sure it

was in good standing for the soldiers."

Later, mobilized to support the Military Traffic Management Command, Micelotta served four months of duty at the Prince Sultan Air Force Base, in Saudi Arabia.

His service in South West Asia drew two commendations: A letter from the task force commander and a second letter from an American Red Cross station manager for his volunteer work at Prince Sultan Air Base, Saudi Arabia.

Now, Micelotta has received an additional commendation. He has been named the Officer of the Year by the Virginia Peninsula-General Douglas MacArthur Chapter of the Association of the U.S. Army.

"I was in shock," said Micelotta, who

Capt. Joseph Micelotta volunteered to work amid the crumpled ruins of the World Trade Center towers.

works at the MTMC Operations Center, Fort Eustis, Va. "I've been nominated for awards before, but I've never won."

The award is presented annually to civilian and military employees who perform extraordinary events for their military organizations and civilian communities.

Looking back at the year's last 10 months, Micelotta said his volunteer work at the World Trade Center towers is most vivid in his memory. For several days after the attack, he moved debris and dug by hand to search for victims.

"I witnessed a lot in the military, but this was not like anything I could have imagined before," said the New York native. "It looked like a war zone."

Micelotta's volunteer efforts are a source of pride for Col. Daniel Ganci, his unit commander. Ganci lost his brother, New York City Fire Chief Peter Ganci, in the tragedy.

"It did not surprise me that he would be down there volunteering," said Ganci. "He's a good man and it's something I expected him to do."

Micelotta is a good choice for the award because of his desire to help others, said Lt. Col. William Paape, Detachment Commander, MTMC Operations Center.

"Micelotta truly represents the best of what America has to offer," said Paape. "He does a great job of representing MTMC and the U.S. Army." 



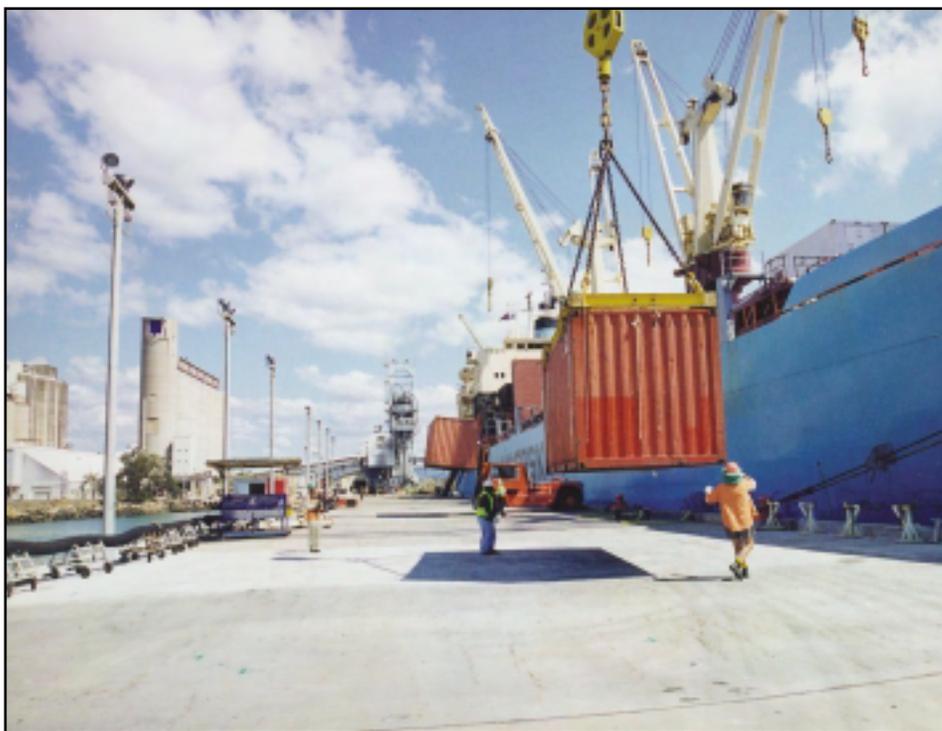
MTMC extends shipping contract six months

The Military Traffic Management Command has extended its maritime liner service agreements within the Universal Service Contract 03 for six months.

All contract holders will continue to provide ocean liner services with MTMC when the original contract ends Sept. 1, said Craig Robinson, Contracting

“With the current contract working well, we felt the extension would give us greater time for process improvements for the Universal Service Contract 04.”

—Craig Robinson, Contracting Officer



MTMC's liner service under Universal Services Contract 03 has been extended an additional six months to provide more time to develop its successor.

Officer.

“With the current contract working well, we felt the extension would give us greater time for process improvements for the Universal Service Contract 04,” said Robinson.

The contract allows for a single six-month extension. The extended contract, valued at \$162 million, will move an estimated 50,000 containers.

“We are definitely in the throes of

Universal Service Contract 04,” said Robinson. “Our draft solicitation for the eventual contract was posted on the MTMC Web site June 12.”

The new contract will have more streamlining, said Robinson. Additional improvements may include further consolidation of the rate structure and streamlining evaluation criteria for bidders.

Cargo volume targets and rates are expected to be similar to the current con-

tracts, he said.

Fourteen carriers participate in the contract. Of those, six carriers will move the bulk of MTMC cargoes on designated routes. The six carriers are U.S. Flag carriers: American Roll-on Roll-off Carriers, APL Limited, Central Gulf Lines, Farrell Lines (P&O Nedlloyd), Lykes Lines and Maersk Sealand.

The contract under the Universal Service Contract 04 program will be awarded in time to be executed March 1.

Robinson chairs the Integrated Product Team that is currently developing the solicitation.

MTMC team members include operations and acquisition representatives.

Other team members represent the U.S. Transportation Command, and through the partnership of the National Defense Transportation Association, several shipping firms.

The final solicitation to carriers is expected July 29.

Universal Service Contract 03 was awarded July 14, 2001. The \$325 million best value contracts included shipments to more than 130 countries worldwide.

The contracts had several substantial changes from their predecessors. The changes resulted in a 6-percent cut in contract cost for MTMC and a reduction in the number of overall contract rates from approximately 25,000 to 10,000.



MTMC opens new gateway for Kosovo shipments



Cargo stands ready to load aboard the Merlin.

The Military Traffic Management Command has opened a new gateway for the movements of peacekeeping equipment to Kosovo.

In early June, a deployment support team loaded 890 pieces of 10th Mountain Division cargo from the port of Constanza, Romania, on the Black Sea. Two vessels were used in the load-out. Both traveled to Port Jersey, N.J., for discharge.

Team members came from the 840th Transportation Battalion, Izmir, Turkey;

and the 953rd Transportation Co., Piraeus, Greece. It was the first time members of either unit had worked a Kosovo redeployment mission.

Opening of the new port provides MTMC additional movement opportunities in the landlocked Balkans region. Previously, MTMC has used the ports of Borgas, Bulgaria; and Thessaloniki, Greece, to move equipment in-and-out of Kosovo.

“The entire deployment support team performed magnificently,” said Lt.Col.

**By Capt. John Myhre
Operations Officer
840th Transportation Battalion
Photos by Ed Baxter
Military Sealift Command**

Bill Gibson, Commander, 840th Transportation Battalion. “Operating around the clock, the team members safely completed my last mission prior to changing command June 21.”

The deployment support team formed two weeks prior to the operation, said

Maj. Mary Harkin, Commander, 953rd Transportation Co., who served as the team commander.

“The team showed cohesiveness seldom found in units that consistently work together,” said Harkin. “I think it’s great that we can combine Greek and Turkish local national employees, Department of the Army civilians and military to create such a great team”.

Constanza is the fifth largest



Local scenery included this horse-drawn wagon sign.

manager and port operator.

“Rail provides its own unique set of challenges,” said Sgt. 1st Class Louis Cass, the team’s NCOIC.

The trains brought in some problems, said Cass. Some of the equipment that was received was deadlined and some trailers arrived without prime movers.

There was always the right equipment and right amount of personnel to download and marshal the cargo, thanks to Aslihan Dogu, the team’s port service caller; Tevfik Moran and Argun Nardal, of GEDVEC Services; and Paul Tadlock, camp manager, of Brown & Root Services.

Upon arrival Osman Irim, developed a stow plan using the Integrated Computerized Deployment System. This was the first time that Irim had been tasked as the lead stow planner. With help from Panagiotis Agelidis, Irim was able to create a generic ship design of the staging area and stage

Left: Sgt. 1st Class Louis Cass, NCOIC, Deployment Support Team, explains how the Saudi Diriyah will dock in order to receive cargo. Below: Cargo awaits loading at Constanza, Romania.



deep-water port in the world, located just north of Bulgaria and Turkey’s Bosphorus. The Romanians welcomed us with open arms. They bent over backwards to ensure that we were safe and had all of the resources we needed to accomplish our mission.

Our cargoes started arriving into the port May 9 from Kosovo. The shipments continued until May 21. The cargo was properly documented on the Worldwide Port System by team members that included Michael Pittas, of the 953rd, and Osman Gonen, of the 840th. The operation was the first in which members of the 840th had received cargo by rail while serving in the role of single port





the cargo to match it. This saved tremendous time during the upload, especially since our cargo staging space was so limited.

Ship selection, dust, space and excessive time at the port all proved to be challenges for team members. Tommy Crutches, the chief marine cargo specialist from the 840th, used his more than 20 years of military stevedoring experience to keep things running smoothly.

Additional critical support came from the 21st Theater Support Command, of Kaiserslautern, Germany, which operated Task Force Constanza.

Cargo clearance was accomplished from a detachment of the 560th Military Police Co. (Customs) was on the ground to clear the cargo in accordance with U.S. Department of the Agriculture standards. All cargo was cleared two weeks prior to the arrival of the first ship.

The team received augmented documentation assistance from the Army Reserve's 1179th Deployment Support Brigade, Team 4, Detachment 1.



Members started their documentation by working with 10th Mountain Division transporters at Camp Bondsteel.

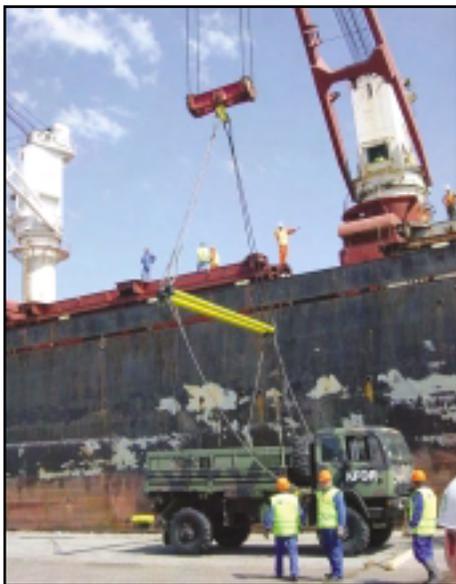
"Trained documenters—software and hardware—are absolutely necessary to complete missions in a timely manner," said Michael Pittas, of the 953rd. "Members of the 1179th caught on quickly and proved to be reliable on board the vessel. Our documenters were able to call the ship's manifest within an hour of load completion and this was a direct reflection of their quality work."

Gibson agrees with that assessment.

"The relevance of having this team to validate the unit's documentation prior to movement to the port was highly valuable to us during the port operations phase," said Gibson.

The Constanza operation ended June 11 with the departure of the Merlin for New Jersey.

Our experience at Constanza further validated our composite deployment support team concept. We can't do these missions alone. It takes teamwork from across a broad spectrum of the military to make it happen. 🟩



NW European port capacities impress 1st Armored visitors



Former MTMC officer Capt. Ben Walters briefs 1st Armored Division operations officers and specialists.

Sanchez also visited Quay 414 and observed security procedures. Most of the 838th Transportation Battalion's cargoes are now handled at this pier.

The visit was hosted by Lt. Col. Sharon Baker, Commander, 838th Transportation Battalion. Baker and Marine Cargo Specialist Hans Roggeveen escorted Sanchez to several facilities in Rotterdam, including ship loading sites at the Beatrix Terminal and the Botlek Terminal.

Briefings were provided by Capt. Shay Miller, Operations Officer, 838th, and Capt. Ben Walters, Deputy Division Transportation Officer, 1st Armored Division. In his last assignment, Walters—an old MTMC hand and MTMC Officer of the Year in 1999—was Commander of MTMC's detachment in Dhahran, Saudi Arabia. 🌐

led by their Commanding General, a team of 1st Armored Division soldiers visited MTMC ports in Northwestern Europe and found their facilities superb.

Maj. Gen. Ricardo Sanchez led a team of

Marine Cargo Specialist Hans Roggeveen (front, center) shows deployment facilities to Maj. Gen. Ricardo Sanchez and his team of 1st Armored Division soldiers at the Botlek Terminal, in Rotterdam, the Netherlands.

armored soldiers for a deployment planning visit to the 598th Transportation Group, Rotterdam, the Netherlands.

The warfighters were most impressed by the ports of Rotterdam and Antwerp, Belgium. Facilities in either port are capable of the simultaneous loading or discharging of multiple Large, Medium-Speed, Roll-on/Roll-off ships.

While in Antwerp, Sanchez toured the newly constructed Hesse-Noord Natie terminal—a key contractor for MTMC's 838th Transportation Battalion, Rotterdam.

While there June 15, he met Jean-Jacques Moyson, a Hesse-Noord Natie executive, who is also President, Benelux Chapter, of the National Defense Transportation Association.

"This has surely been an impressive visit," said Sanchez. "The security measures taken are of a high standard."

Maj. Gen. Ricardo Sanchez (left), Commander, 1st Armored Division, Lt. Col. Sharon Baker, Commander, 838th Transportation Battalion, and John Slee, Chief of Documentation, for the 838th Transportation Battalion, discuss documentation at the Steinweg Botlek Terminal in Rotterdam, the Netherlands.



In-stream discharge plays key role in Thailand exercise



By Maj. David Preston
Executive Officer
836th Transportation Battalion

so would have resulted in a significant half-day delay of Seay's arrival to Chuk Samet, and postpone the customers' receipt of critical equipment," said Artis, of the 835th Transportation Battalion, who served as the team's operations officer. "However, we kept in mind that the safety of our personnel remained paramount."

Customer satisfaction was the key in making the decision, said Lt. Col. Joyce DiMarco, Commander, of the seven-member deployment support team. DiMarco is also Commander, 835th Transportation Battalion, Naha, Okinawa.

"There was equipment on the ship that a lot of soldiers and Marines desperately needed," said DiMarco. "In-stream operation was the more difficult course of action, but I had every confidence we could pull it off, given the team's expert-

A deployment support team from the 599th Transportation Group conducts in-stream discharge in Thung Prong, Thailand, when pier proved inadequate to support the USNS Seay, a Large, Medium-Speed, Roll-on/Roll-off vessel.

When Thung Prong, Thailand, was announced as a Cobra Gold 02 port, it made Marine Cargo Specialist Fred Artis wary.

A 15-year veteran of Cobra Gold exercises, Artis knew the port of Thung Prong had a history of presenting challenges to MTMC port operations. As the members of our deployment support team were to find out, Cobra Gold 02 would prove to be no exception.

We found this was true with the arrival of the USNS Seay. We had 16 ammunition containers to discharge, but the 950-foot Large, Medium-Speed, Roll-on/Roll-off vessel did not have clearance room at pierside. It would cost a two-day delay to secure approval to discharge the ammunition at Chuk Samet.

After conferring with representatives of the Military Sealift Command and Royal Thailand Navy, we decided to unload the containers in-stream using a tug and barges.

The in-stream discharge was a success. The final ammunition container was lifted from the barge to the pier just as dusk approached. Due to safety concerns, night-fall would have ended the day's operation.

"Timing for lifting the last container was critical because failure to do

See "In-stream discharge," pg. 42



A tug and barge move ammunition containers from in-stream discharge of the USNS Seay.

598th honors Dutch and American Memorial Day

By Martin Weteling
Assistant Command Affairs Officer
598th Transportation Group
Photos by Sandy Aubrey

In bright sunlight, Col. John Brown strode boldly forward and presented a wreath at the Netherlands American Cemetery in Margraten.

Brown, Commander of the 598th Transportation Group, in Rotterdam, presented the wreath on behalf of the Military Traffic Management Command.

Dignitaries of both countries stood rigidly at attention. The dignitaries at the ceremony included the Hon. Clifford Sobel, Ambassador to the United States.

“It was a singular honor to represent MTMC,” said Brown, of the May 26 ceremony. “I am most proud to wear the uniform of the U.S. Army.”

MTMC’s wreath was among 80 repre-



senting numerous associations in many countries. The Netherlands American cemetery in Margraten is the resting place for more than 8,000 American casualties of World War II.

The ceremony concluded with a fly over by military aircraft of the American and Dutch air forces.

Visitor is lost in thought at the Netherlands American Cemetery in Margraten.

Earlier, Brown and Sgt. Maj. Sara Jenkins participated at Memorial Day ceremonies May 4 for the Netherlands at a church service in the unit’s home town, Capelle aan den IJssel. The MTMC soldiers were invited by Joke J. Van Doorne, the mayor.

Following the service there was a silent march to the Capelle aan den IJssel Oostgaarde cemetery. On behalf of the United States of America, Brown laid a wreath at the memorial statue to honor all military and civilian who died during World War II. 🇺🇸

A Department of Defense color guard presented the U.S. Flag at Margraten ceremony.



Intern finds training, vocation in overseas assignment

By Mark Rice
MTMC Intern
837th Transportation Battalion

You might wonder what an intern who works with the Military Traffic Management Command is doing forward deployed at Pusan, Korea.

The whole idea is to get beginning transporters in key working positions. That is why I am often working real cargo operations at Pier 8 with the 837th Transportation Battalion.

I would not have it any other way.

My transportation career with MTMC began in July 2000. That's when I started my Federal career with the Office of the Chief of Transportation Intern Program. The program is designed to produce quality transporters for MTMC and other Department of Defense job openings.

The first six months of the training was spent with the second lieutenants in the Transportation Officer Basic Course. As an intern, I participated in all the classroom instruction, field exercises and weapons qualification required for the young offi-



Above: Intern Mark Rice (right) talks with former intern Mark Geskey, of the 837th Transportation Battalion. Geskey is now on active duty as a first lieutenant at Fort Eustis, Va.



cers. I really enjoyed this experience, and I'm proud of the fact that I graduated in the top 10 percent of the class.

During the next 12 months of the program, my time was split between operational and classroom training. The operational training consisted of three extended temporary duty assignments at various transportation functional-level job locations around the continental United States. My assignments were in transportation processes Dover Air Force Base, Dover, Del.; Fort Leavenworth, Kan.; and the Defense

Logistics Agency, New Cumberland, Pa.

In between these assignments, I received classroom training in such subjects as shiploading and stowage, joint personal property, logistics management, leadership, and the Worldwide Port System. These are key courses for a high-speed transporter!

Then, we were confronted with the big decision: What were our assignment choices? For those of us who chose MTMC, we would be reporting back to

See "Intern," pg. 43

Left: Checking containers on Pier 8 is regular duty for intern Mark Rice.

Retired admiral seeks secure container moves

Carl Seiberlich and his battered blue folder are on the front lines of defense for America.

While in Washington, D.C., efforts are newly under way to create a Homeland Defense Agency, Seiberlich is already in the fight. In his folder are transparency slides that detail his plans to bring security to the nations's maritime arena.

Each day, thousands of containers enter the country on ships.

How can the contents of the containers be made more secure and subject to scrutiny? Seiberlich, a U.S. Navy admiral who retired in 1980, has the answers in his blue binder.

"In a war, you want to plug holes," said Seiberlich.

"You then adjust as you go. We want to reduce vulnerability and increase security. We also want to maximize freight visibility and productivity."

Seiberlich was speaking to an audi-

ence June 24 at the Transportation Research Board's Summer Ports, Waterways, Freight & International Trade Conference, in Pittsburgh.

A member of the International Standards Organization, Seiberlich is working with the International Maritime Organization on container security. In this capacity, he is the project manager of the Ship Port Interface Working Group's approved pilot program.

The goals of the working group, said Seiberlich, are twofold:

- First, evaluate existing commercial container seals, and
- Create information systems that can exchange data.

As a starting point, Seiberlich suggests using existing automation already in use by shipping firms APL and Maersk-Sealand.

"We want to use their systems," said

Seiberlich.

"We are developing an international pilot in container cargo identification and tracking using electronic seals. We also seek a seamless exchange of data to permit use of existing databases on special intermodal maritime data dictionaries."

Soon, Seiberlich hopes the first tangible step in a pilot test of this system will take place.

On a weekly basis, he hopes to move 40 containers through the two international shipping firms in an effort to test the automation's ability to provide in-transit security.

Several routes will be reviewed, including: Rotterdam to Elizabeth, N.J.; Singapore to Seattle/Tacoma and Los Angeles; and Panama to Houston.

"Vessel security monitoring requires access to shipboard information," said Seiberlich. "Much of this information resides in various unconnected shipboard systems. We seek to integrate these systems into a fleet management system, which can then be monitored from shore offices."

If all goes according to plan, Seiberlich hopes a more secure system of container security will be in place at the end of 2003.

Participants of the Transportation Research Board have fully endorsed Seiberlich's concepts.

"Carl has been pushing for years for greater security of containers," said Bob Honea, of the National Transportation Research Center, Knoxville, Tenn. "Now the need is paramount."

Seiberlich's plan won the support of Raymond Gagnon, of G2M Communication Ltd., of Claremont, N.H.

The need is urgent," said Gagnon.



Athanasios Ballis (left), of the National Technical University, Athens, Greece, and Raymond Gagnon, of G2M Communication Ltd., of Claremont, N.H., (right) talk with Carl Seiberlich.

See "Secure moves," pg. 43

Voluntary campaign detail changes MTMC worker's life

By Leesha A. Saunders Galery
Legislative Liaison
MTMC Headquarters

When the opportunity came, Paula Blair was ready.

Would Paula accept the nomination as the Army's representative under the "loaned executive" program of the Combined Federal Campaign? asked Col. Tom E. Thompson, Chief of Staff.

"Yes," said Blair, a former inspector general, now assigned to the Deputy Chief of Staff for Resource Management as a program analyst.

"Many of us were still confused about what we would be doing by the time the training was over," said Blair. "But by the time we finished the week, we knew."

The assignment called on Blair to coordinate seven Army agency accounts throughout Greater Washington with the Combined Federal Campaign. Some of Blair's associates worked with President George W. Bush, Defense Secretary Donald Rumsfeld and others.

The experience enabled Blair to do what she does best—serve others.

Selected in late July 2001, just days before terrorist attacks on New York City and the Pentagon, the entire experience recommitted her life to the service of others, said Blair.

"Upon my selection as a campaign executive, my name had been sent to Meta L. Waller, of the Defense Department Support Services Activity," said Blair. "After the terrorist attack, we all learned that Meta lost her life in the attack on the Pentagon."

Blair saw the impact of the terrorist attack first hand. She was visiting the Defense Information Systems Agency, on Courthouse Road, in Arlington, Va., when the attack came.

"Some of us were actually in the Pentagon when it was struck. Many of us lost account holders and friends."



Her work as a loaned executive in the Combined Federal Campaign changed her life, says MTMCer Paula Blair.

Blair prayed daily for herself and the other executives seeing the hard road ahead of them. The team persevered with open hearts in honor of their fallen comrades.

"We saw the injured returning to work," said Blair. "We saw the photo displays of those who had lost their lives. We had to continue."

"The team worked long hours managing the blood drive and the numerous requests from people wanting to help after the disaster."

Life in official Washington changed overnight. The previous open security at the Pentagon subjected everyone to scrutiny. Working inside the Pentagon, the executives endured the lingering odor of soot, embers and burning plastic that permeated the corridors.

"Working long hours was not a problem," said Blair. "You need to know your people needs. Most people believe it costs too much to care. All of us on the executive team worked very hard."

The team worked long hours, but Blair loved the experience. She spent her days giving speeches, attending meetings and managing her campaign accounts.

Blair's work paid off.

Within one week, Blair's Defense Contract Management Agency account met and exceeded its goal. In addition, the agency was awarded The President's Award, the campaign's highest agency account award. In all, Blair's accounts donated \$1.8 million. Many of her accounts reached the campaign's Hall of Fame giving levels. Individual donors represented more than 70 percent

agency participation.

What advise does she have for others who are called to serve in such challenging assignments?

"Take the calculated risk and see yourself finishing the task," said Blair. "You have to visualize success. See yourself where you want to be. Take the calculated risk."

"You must have a love for people. If you don't, you cannot see this type of work."

See "Paula," pg. 43

Operations Center visitors see historic Williamsburg



The wives of distinguished visitors to MTMC recently had an opportunity to visit the restored James River town of Colonial Williamsburg, Va., May 21, and meet a dapper tour guide. Pictured are: Jung Kyeong-Soon (left), tour guide, Kim Chong-Bun, and Kim Chung-Ok, who served as a translator for the visit along with her husband, Y.C. Kim, an employee of MTMC Headquarters, Alexandria, Va. Jung Kyeong-Soon and Kim Chong-Bun toured Williamsburg with their husbands: Brig. Gen. Choi Won-Mook, Commander, Republic of Korea Defense Transportation Command; and Col. Lee Chang-Kyun, Chief, Plans of Republic of Korea Defense Transportation Command, both of whom received briefings at the MTMC Operations Center, Fort Eustis, Va. Photo by June Pagan.

Civilian transporter runs MTMC—if only for day

Friday, July 5, was an ordinary day for Frank Galluzzo.

The Military Traffic Management Command veteran woke up promptly at 5 a.m., and was at his MTMC work desk within an hour.

But this quiet day, sandwiched between a national holiday and a summer weekend, was different for Frank Galluzzo—he was in charge of the Military Traffic Management Command.

“I was definitely out of my routine,” said Galluzzo, whose normal job role is as director of the Distribution Analysis Center. “It’s a different perspective. You identify some things that are not normally on the radar screen.”

In the memory of old-timers, this is the first time a civilian department director has run MTMC for a regular workday.

If the Commanding General is away, normally one of the four members of the Command Group is in charge. The group is all military, with the exception of Bill Lucas, Deputy to the Director.

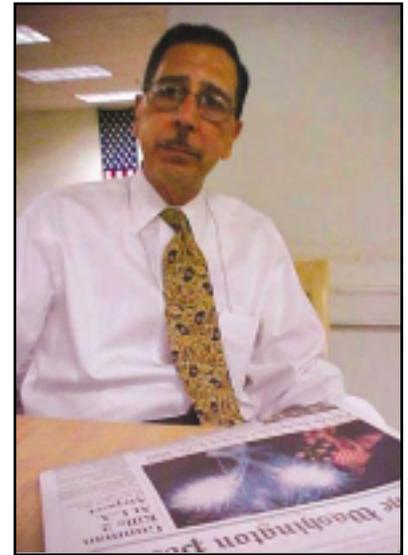
On rare occasions, such as the March 2002 MTMC Training Symposium in Dallas, an Army colonel was put in temporary charge of MTMC.

Selection to run MTMC—if only for a day—is quite a compliment for Galluzzo.

“It’s nice to know we have such talent,” said Bill Lucas, Deputy to the Commander.

Galluzzo made one important change in his day’s routine—even before he left home. He made it a point to listen to CNN news.

“I wanted to know what I might



In need of coffee: Frank Galluzzo, Distribution Analysis Center Director, reflects on running MTMC’s worldwide organization for the day.

be in for,” said Galluzzo. “There might be a news item in regard to an event with impact on a combat commander worldwide, or a federal agency.”

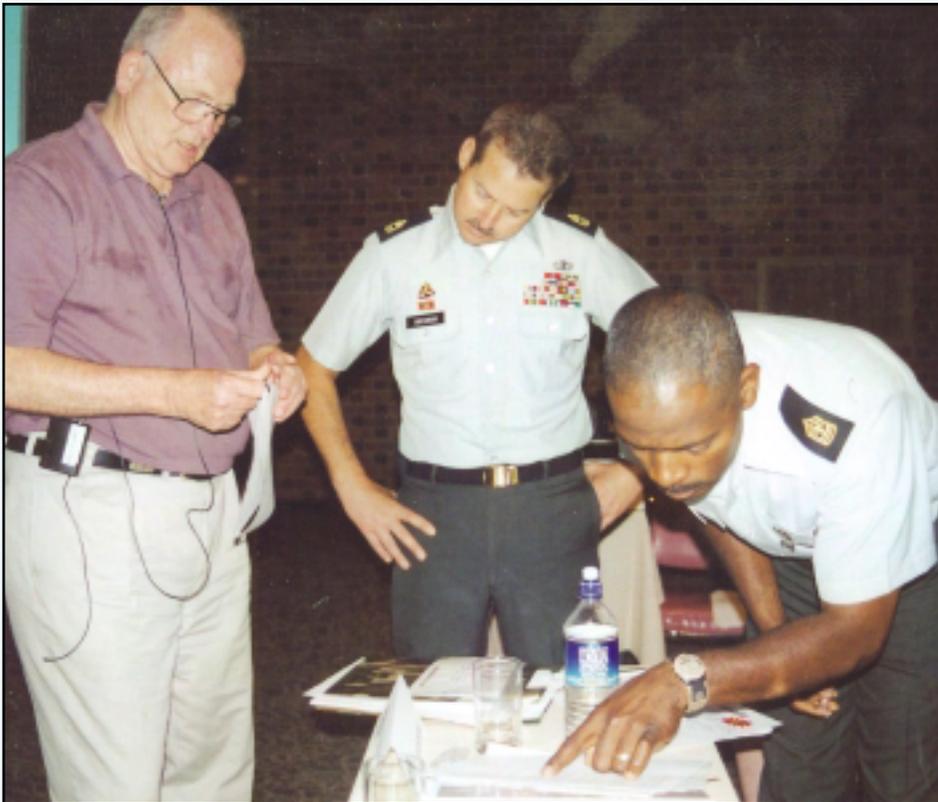
Galluzzo conducted one routine unchanged. He had a cup of coffee with an informal group of MTMC directors he meets regularly at 7:30 a.m. in the Hoffman II cafeteria. The post-holiday meeting was smaller than normal, but participants easily made up for missing regulars by their post-July 4th boisterous holiday spirit.

Some things apparently remain the same, even when you are running a worldwide organization ...

“I have to have my coffee,” said Galluzzo. ☺

Wartrace Conference

Continued from pg. 24



Robert "Buck" Wade, of U.S. Forces Command, works mobilization issues with Master Sgt. Chris Gresham (center), 1186th Transportation Brigade, Jacksonville, Fla.; and 1st Sgt. John King, of 1181st Transportation Battalion, Meridian, Miss.

ist attacks on Sept. 11. Askey is now serving as Deputy Chief of Staff of MTMC's Plans, Readiness and Mobilization.

"The MTMC Wartrace conference was a success, and it provided the opportunity to strengthen and build on relationships with our Wartrace counterparts," said Askey. "MTMC Operations Center will continue to work closely with each internal and external customer to improve communication and increase our relevance."

The Active and Reserve working relationship in MTMC was addressed by the conference's guest speaker, Maj. Gen. Richard Wightman, Military Executive to the Chairman, Reserve Forces Policy Board.

"MTMC became the model for active and Reserve component integration before it became fashionable to do so," said Wightman, who formerly served

as MTMC's Deputy Commander for Mobilization.

In keeping with the ambience of the nation's historical centerpiece, this year's annual MTMC Wartrace Conference opened with Colonial Williamsburg's own Fife and Drum Corps serenading the attendees with a patriotic melody.

The performance was especially meaningful to Maj. Betsey Stange, of the 194th Transportation Detachment, Tampa, Fla., who was attending her first Wartrace conference.

"I was flooded with memories from my childhood," said Stange. "The great-grandfather of one of my schoolmates played the fife in the famous patriotic scene painted about 1875."

"The Spirit of '76" pictures a fife player and two drummers leading American troops into a Revolutionary War battle." Ⓜ

In-stream discharge

Continued from pg. 36

ise and work ethic."

The 599th Transportation Group's deployment support team was in Thailand from April 13 to May 4 to discharge three vessels at two different ports. We discharged unit equipment and general cargo in three separate operations at the port of Chuk Samet. We discharged all ammunition at Thung Prong.

Successful deployment support teams are flexible and competent, and respond positively to changes. During the operations, we faced numerous challenges.

We found the physical environment of the port challenging. Because of strong currents, Seay had to anchor a considerable distance from the pier—causing extended transit times. The deep-well barges and the vintage tugboat available to us slowed the speed of our discharge. In addition, we were confronted with both language and documentation problems. In the remote area, our cellular phone worked sporadically when we communicated between the ship and pier.

We resolved all the issues, however, and the outcome was a series of efficient discharge operations.

Other team members included: Master Sgt. Felton Head, Sgt. 1st Class Charles Brass and Staff Sgt. Kory Buckhout, of the 835th Transportation Battalion; and Maj. David Preston, Sgt. 1st Class Jacqueline Pickering and Marty Keck, of the 836th Transportation Battalion, Yokohama, Japan. Ⓜ



Crane lifts ammunition container from barge at Thung Prong pier. The USNS Seay is visible in background.

Customer survey

Continued from pg. 20

were asking the same question.”

Additional support came from the Transportation Officer of Fort Campbell, Ky.

“I believe we’re all becoming more customer oriented,” said Mike Bowers, who has held the position since 1993.

“We’re trying to bring in best business practices in the Department of Defense.”

The surveys will be helpful if they are used to improve the performance of the Defense Transportation System, said Bowers.

“I think they’re great if they’re really looked at,” said Bowers, who has worked in the transportation office that supports the 101st Airborne Division (Air Assault) for the past 20 years.

What test would Bowers use as to the effectiveness of MTMC’s new system?

“If I have a lot of unsatisfactory marks down—and don’t have time to write comments,” said Bowers, “I’ll know the system is working if they call me up and ask what went wrong.”

MTMC is listening. The suggestions from the field will be incorporated in automation and philosophy in MTMC’s new customer response system, said Strong.

“Absolutely, we are customer driven,” said Strong. 🟢

Intern

Continued from pg. 38

Fort Eustis after an 18-month port assignment. The choices for port locations include such far-flung global assignments as Charleston, S.C.; Fort Buchanan, Puerto Rico; Livorno, Italy; Yokohama, Japan; and Pusan, Korea.

My choice was easy. I chose Pusan based on a conversation with a former port commander there—Col. Tom Harvey. He had spoken so highly of the wonderful people who worked there, and the important missions.

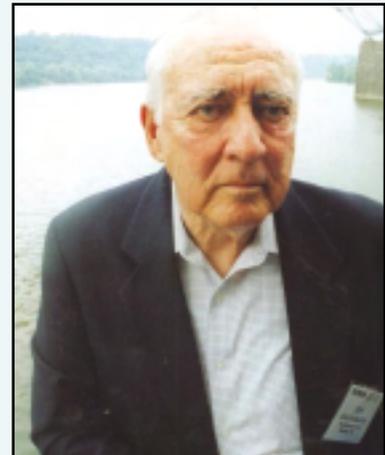
Fortunately, I was selected for this port. I arrived in March and have seen first hand the great job the battalion accomplishes on a day-to-day basis. In recent months, I’ve worked the discharge of Family of Modern Tactical Vehicles, redeployment of the 35th Air Defense Artillery, retrograde of Apache helicopters, and a battalion-level chemical exercise. If that was not enough, I was able to brief Maj. Gen. Kenneth L. Privratsky, Commander.

For my orientation here, I am rotated through each of the port divisions. The goal upon returning to Fort Eustis is that we will bring first-hand knowledge of port and customer needs back.

The fast-paced training and the wonderful people at Pier 8 will allow me to do just that! 🟢

Secure moves

Continued from pg. 39



A long-time advocate of container security, Carl Seiberlich finds himself in the front ranks of the effort to chart a national solution.

“This is a common-sense proposal that will give us fairly fast results.”

The presentation generated discussion about other security measures. One system under consideration, said Catherine Lawson, of the State University of New York at Albany, is the use of video to document a container’s contents.

“A video packet would travel with the container,” said Lawson.

“We want surety on what went in—the same as what comes out. The video would show the container loading.” 🟢



Paula

Continued from pg. 40

Blair’s personal recognition came June 20. In front of a broad window with a dominant Pentagon view, Blair was honored by Joel Leson, a top director with the Department of Defense Inspector General Agency, in Crystal City, Va.

“Because of Paula we were able to max out,” said Leson. “We were able to do a good job.”

The warm smile on Blair’s face displayed the warmth of her soul. “We did the best we could,” said Blair. “We never thought about stopping. We knew we had to keep on.” 🟢

Maj. Eric Kase and Joel Leson congratulate Paula Blair for a job well done.

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