

# CFC Tally Tops Quarter Million

## Orienteer

Defense Mapping Agency Aerospace Center

December 6, 1991

Building a  
Reputation  
for Quality

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**F**or the first time, DMA employees in St. Louis topped the quarter-million mark with gifts to the Combined Federal Campaign that totaled \$253,793.08. The total, which broke the record \$239,642 collected in 1989 and surpassed the campaign goal by over \$63,000, was achieved despite a continuing drop in personnel strength--down 400 compared to last year.

"I was really surprised that we collected so much," said CFC project officer Christina Proehl. "It shows that employees strongly believe there is a need for these agencies."

The new record total was achieved by 1,822 employees who pledged or donated an average gift of \$139.29. The average gift this year is perhaps even more spectacular than the total collected because it is \$19.99 more than last year's average gift. A jump of such magnitude (16.7 percent) is without precedent in campaigns at this Center during the last 10 years (and several times the rate of inflation). If there was a "down" side to the 1991 campaign, it was that participation declined to 57.4 percent of the work force, three percentage points below 1990 and the lowest participation rate in the last 10 years.

To celebrate their campaign victory CFC department managers, assistant department managers, and key workers ate sandwiches, veggies and cake in the dining hall at South Annex Nov. 26. Kathleen Smith, chief of the Digital Products Dept., and Ed de la Pena, chief of the Mapping and Charting Dept., joined the celebration.

Said Proehl, "Heartfelt thanks go to the campaign workers who gave their time and effort, and to all the employees who gave so generously."



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CFC managers and workers celebrate the success of their campaign (above). Below, CFC project officer Christina Proehl (right) celebrates with Kelly Fitzgerald, the 1990 CFC project officer.



## Survey Results Indicate DMA Average On Sexual Harassment Question

### Is Sexual Harassment A Problem At DMA?

While a June 1991 survey of the DMA work force revealed that sexual harassment at DMA is no more or less a problem than at other Federal agencies, Maj. Gen. William K. James, USAF, DMA Director, was not pleased with "average."

**"I do not take comfort in being no better or worse than other agencies,"** General James told his senior staff. **"I do not control other agencies, but for DMA my policy towards sexual harassment is very clear--it will not be tolerated in the Defense Mapping Agency. It creates an offensive atmosphere that undermines our effective mission accomplishment."**

The survey indicated that many DMA employees have experienced, or observed, some form of sexual harassment in the past 24 months. No major organizational element was immune from employees who felt they had experienced some form of sexual harassment. The survey also indicated that employees perceived management to be a contributing factor in the sexual harassment issue. Employees also indicated that they considered sexual harassment "unprofessional."

The survey reported on three

#### DMA Facts & Figures

Across All DMA Locations - 56.6% women and 30.3% men reported some form of sexual harassment in the last 24 months.

46% women and 13% men reported Uninvited Sexual Attention in the last 24 months

26.7% women and 15.1% men reported Third Party sexual harassment in the last 24 months

20.6% women and 15.8% men reported Nonspecific sexual harassment in the last 24 months

forms of sexual harassment--(1) Uninvited sexual attention; (2) Third party sexual harassment; and (3) Non-specific sexual harassment. All three forms of sexual harassment were related to a perceived reduction in productivity by the respondents with the highest reductions occurring as a result of third party sexual harassment.

Dr. John B. Pryor, professor of Psychology at Illinois State University, and a noted authority on sexual harassment, developed the survey for DMA employees. It borrowed heavily on the survey used by the Merit Systems Protection Board to survey the Federal work force in 1980 and 1987. Some 8,417 surveys were mailed to all military and civilian members of the DMA work force. Thirty-one percent (2,631) responded, with 810 writing additional comments.

Dr. Pryor defined the three categories and gave some characteristics:

**Uninvited Sexual Attention (USA)** - example - pressure for dates

•Most USA took place at work

during regular work hours for both women and men.

•The most common reaction to USA for both women and men was to ignore the behavior or do nothing (53% of women and 46% of men).

•Very few took any kind of formal action (4.8% of women and 2.3% of men)

**Third Party (TP) Sexual Harassment**, which may involve consensual sexual relationships and behaviors which result in creating a hostile environment for others in the work force; - example - relationship between supervisor and subordinate

•Most TP took place at work during regular work hours for both women and men

•Complaints of TP typically arose from directly observed behaviors

•The most common reaction to TP for both women and men was to ignore the behavior or do nothing

**"I will not tolerate any form of sexual harassment, and I expect those in positions of leadership to serve as role models by treating employees with dignity and respect."**

—DMA Director

(56% of women and 54% of men)

•Very few took any kind of formal action (1.7% of women and 4% of men)

**Non-specific (NS) Sexual Harassment** - examples - sexually explicit computer software, graffiti, pin-up calendars

General James, along with component directors and DMA senior

staff, was briefed by Dr. Pryor on the preliminary results of the survey. After the briefing the Director told his staff, "I will not tolerate any form of sexual harassment, and I expect those in positions of leadership to serve as role models by treating employees with dignity and respect."

The general has directed briefings be given to the rest of the leadership team emphasizing the Director's expectations regarding zero tolerance of sexual harassment.

In response to a survey result which indicated many employees do not report sexual harassment because they lack trust in the system for dealing with the problem General James said in a letter to every employee, "If you believe there has been sexual harassment, you should contact the appropriate Human Resources Operations Office Equal Opportunity Staff. If an investigation reveals that sexual harassment has occurred, you have my assurance that appropriate and direct action will be taken to stop the practice and discipline the guilty."

Training on recognizing and dealing with sexual harassment will be given to top management starting early next year. It is envisioned that this training effort will go on for a period of time and will be eventually given to all DMA employees.

## Gilliam Nominated To Be New DMA Deputy Director

**P**enman R. Gilliam has been nominated to be the new DMA deputy director in an announcement by DMA Director Maj. Gen. William K. James, USAF. Gilliam replaces Brig. Gen. Joseph Pratt, USA, who retired from active duty Sept. 30.

The nomination of Gilliam is subject to the approval of the Secretary of Defense.

The Director also announced the position of DMA deputy director, Management and Technology (DM), will be eliminated.

A native of Gate City, Va., Gilliam has been with the agency since 1958 when he joined the Aeronautical Chart and Information Center (now the DMA Aerospace Center) in St. Louis, Mo., as a cartographer. He has completed an educational course of study in mathematics and geology at Berea College in Kentucky and conducted post graduate study at Washington University, St. Louis, and Southern Illinois University.

In addition to his duties as the DM, Gilliam has also served the agency as DMA Systems Center director from its initial establishment as Special Program Office for Exploitation Modernization in February 1982 to July 1987, and deputy director, Programs, Production, and Operations at the DMA Hydrographic/Topographic Center in Brookmont, Md.

Gilliam served in a variety of other



**Penman R. Gilliam**

important career building assignments throughout DMA. He was chief of the Geopositional Data Department at the Aerospace Center and primary staff officer in the development of point positioning data bases, TERCOM matrices, and digital radar landmass data for weapon system trainers. He was program manager for all Southeast Asia MC&G activities as well as calibrating the LORAN grid in that area.

*Two Advanced to ES-5 Level--Page 5.*

### Examples of Sexual Harrassment Behaviors

#### Uninvited Sexual Attention (USA);

- letters, telephone calls, or materials
- touching, leaning over, cornering, or pinching
- suggestive looks or gestures
- pressure for sexual favors
- teasing, jokes, or remarks

#### Third Party Sexual Harrassment (TP);

- sexual affairs during lunch breaks
- sexual affairs on business trips
- sexual favors at work
- dating
- sexual touching
- sexual conversations or notes

#### Non-specific Sexual Harrassment (NS);

- posting sexually explicit materials
- sexually oriented entertainment at office parties
- sexually explicit graffiti
- sexually explicit computer software
- gender exclusive work-related parties

# What They're Saying About Us...

By Walter A. Robinson  
Quality Feedback Data Base Manager

Understanding the needs of our customers--those who receive the product or service we provide, whether in-house or on the outside--is a key concept of Process Improvement. In this article the focus is on external customers, the users of our products.

## What They're Saying About Us

The users of our products and services define the quality of our products and services; therefore, it's very important that we listen carefully to what they say and act quickly to correct any problem, perceived or real, submitted to us as User Feedback.

User Feedback is provided to DMAAC via telephone, fax, electronic message, office visits, and most often through DMA Quality Feedback Cards (QFC).

Each month DMAAC sends out over 100,000 QFCs with our products, such as Flight Information Publications (FLIP), the Digital & Aeronautical Flight Information File (DAFIF), and Digital Terrain Elevation Data (DTED).

Each month we receive about 60 User Feedback inquiries. Most of the inquiries have very specific recom-

DMA QUALITY FEEDBACK CARD					
DMA ACCOUNT NUMBER (if available)		SUBMISSION DATE	PRODUCT TYPE	PRODUCT NAME, NUMBER AND EDITION OR DATE	PAGE/PARA. NO. ETC.
		29 Sep 91	DOD FLIP ENR	EURLCHT 09	19 Sep 91
COMPONENT	NAME	ORGAN	WFO	QUALITY PROBLEM	
<input type="checkbox"/> AIR FORCE <input type="checkbox"/> NAVY <input type="checkbox"/> OOD <input type="checkbox"/> COAST GUARD <input type="checkbox"/> OTHER (specify)	<input type="checkbox"/> ARMY <input type="checkbox"/> MARINES <input checked="" type="checkbox"/> CIVILIAN	Mr Peter A Filandro 813 Schoolhouse Ln Dover DE 19901-2415	<input checked="" type="checkbox"/> WFO <input type="checkbox"/> WFO <input type="checkbox"/> WFO	<input type="checkbox"/> DISTRIBUTION INCOMPLETE <input type="checkbox"/> RECEIVED IN POOR CONDITION <input type="checkbox"/> BORDER INFO INCORRECT <input type="checkbox"/> INCORRECT HEIGHT/DEPTH <input type="checkbox"/> INCORRECT POSITION <input type="checkbox"/> OBSCURE DATA <input type="checkbox"/> MISSING DATA <input type="checkbox"/> POOR MATCH <input type="checkbox"/> DUPLICATE FEATURE <input type="checkbox"/> INCONSISTENT DATA <input type="checkbox"/> OTHER	
DESCRIPTION OF QUALITY PROBLEM (SUBMIT UNCLASSIFIED DATA ONLY)					
L-10F fails to underline VARAZDIN NDB Frequency 334.					
FOR DMA USE ONLY			SEND CLASSIFIED FEEDBACK THROUGH AUTHORIZED CHANNELS		THIS CARD DOES NOT REPLACE EXISTING MILITARY DEPARTMENT PROCEDURES FOR SUBMISSION OF ROUTINE CHANGES
CONTROL NUMBER	RECEIVED BY DATE	REPLY DATE			
210852	10 OCT 1991	05 NOV 1991			
UNCLASSIFIED DATA ONLY					

mendations; some identify editorial errors or overprinted/obscured data; a few reflect what the user views as inconsistent data (that is, it's different in several related products) or missing or changed information (such as, the status of an airfield navigation aid has changed). These comments are seasoned with occasional "kudos" in which the user will comment on the "good service" rendered or "high quality" of our products.

Each User Feedback inquiry is important because it gives us the opportunity to improve our products or services and to have direct one-on-one contact with one of our product-users. The prompt handling of the

User Feedback will also improve the user's perception and reputation of DMA and DMAAC.

## What We're Doing About What They're Saying

The Process Improvement Office (PIO) is designated the focal point for receiving, storing, and analyzing the User Feedback information that is applicable to DMAAC.

To accomplish this task, the PIO, with assistance of the DMA Combat Support Center, developed an automated User Quality Feedback Data Base (QFDAB). The QFDAB is used to track the status of each User Feedback inquiry action and allows the

## Multi-Cultural Speaker Recalls Wisdom of Dr. M.L. King

"The notion that we are acknowledging and discussing our diversity is encouraging," Dr. William J. Harrison, Associate Dean of Instructions at St. Louis Community College at Forest Park, told employees who attended the Multi-Cultural Awareness Program Nov. 13 at 8900 S. Broadway. "We also need to find our common ground."

The reaction to Magic Johnson's disclosure that he tested positive for exposure to the AIDS virus showed America at its best, Dr. Harrison said. News media did not sensationalize the racial background of

Johnson, and the public, regardless of race or background, reflected a similar attitude in lamenting Johnson's misfortune. Black men have not always been accepted so whole-heartedly, Dr. Harrison noted, recalling a Navy cook who shot down four enemy planes during the attack on Pearl Harbor. The Black man, Dorie Miller, was slighted at the time but after he died the Navy named a ship for him.

The struggle to recognize the contributions of all continues, Dr. Harrison said, citing a tale of two cities. The first, St. Louis, proudly

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Dr. Harrison addresses employees.

# ...And What We're Doing About It

Continued from page 2.

compilation of statistical data over months and years.

Within one week of receipt of a User Feedback inquiry, regardless of the issue, the inquiry is assigned a Control Number; it is entered into the QFDAB, and staffing of the inquiry is initiated by the appropriate DMAAC organization.

The submitter of the inquiry is also notified that we are in receipt of the inquiry and staffing has begun. Often the submitter of the inquiry is contacted by telephone for additional details or clarification of details or issues.

Upon completion of the staffing, the QFDAB entry is completed, and the user is again thanked for his or her interest and help as well as being advised of the final action being taken on the inquiry.

Usually a formal letter, under the signature of DMAAC Assistant Deputy Director for Programs, Production and Operations is prepared and sent to the submitter of the



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*"We really build our reputation for quality every day, one user at a time."*

**--Walter Robinson**

inquiry. Such one-on-one contacts build relationships with our users and encourage them to submit additional inquiries. We really build our reputation for quality every day, one user at a time.

User Feedback inquiries are an incomplete measure of our product quality, service, performance, or the

user's overall view of DMA or DMAAC. Nevertheless, User Feedback focuses our attention and is a useful measure of user interest and concern. User Feedback and the QFDAB also afford us the opportunity to look beyond the immediate User Feedback-identified problem and solution to assess and then to solve the root cause of the problem, rather than "treating symptoms." Such staffing can improve our production processes, thereby improving overall product or service quality.

How we staff the User Feedback is important to DMAAC and to DMA. As QFDAB manager, I am sure we can improve our relationships and support to our users as well as improving our products, service, and processes. However, don't be surprised if the number of User Feedback inquiries increase as we resolve them. This phenomena is believed to be more a function of users who believe the producer cares about the quality of the products and services provided to them for their mission. Our product-user's mission is never "just business" for them or for us.

**What are we doing about what they're saying? Plenty!! We're not perfect, but we're not done yet.**

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## On the Move

**William N. Hogan and Lon M. Smith** have been advanced to the executive service level 05, according to a recent announcement made in

Washington, D.C.

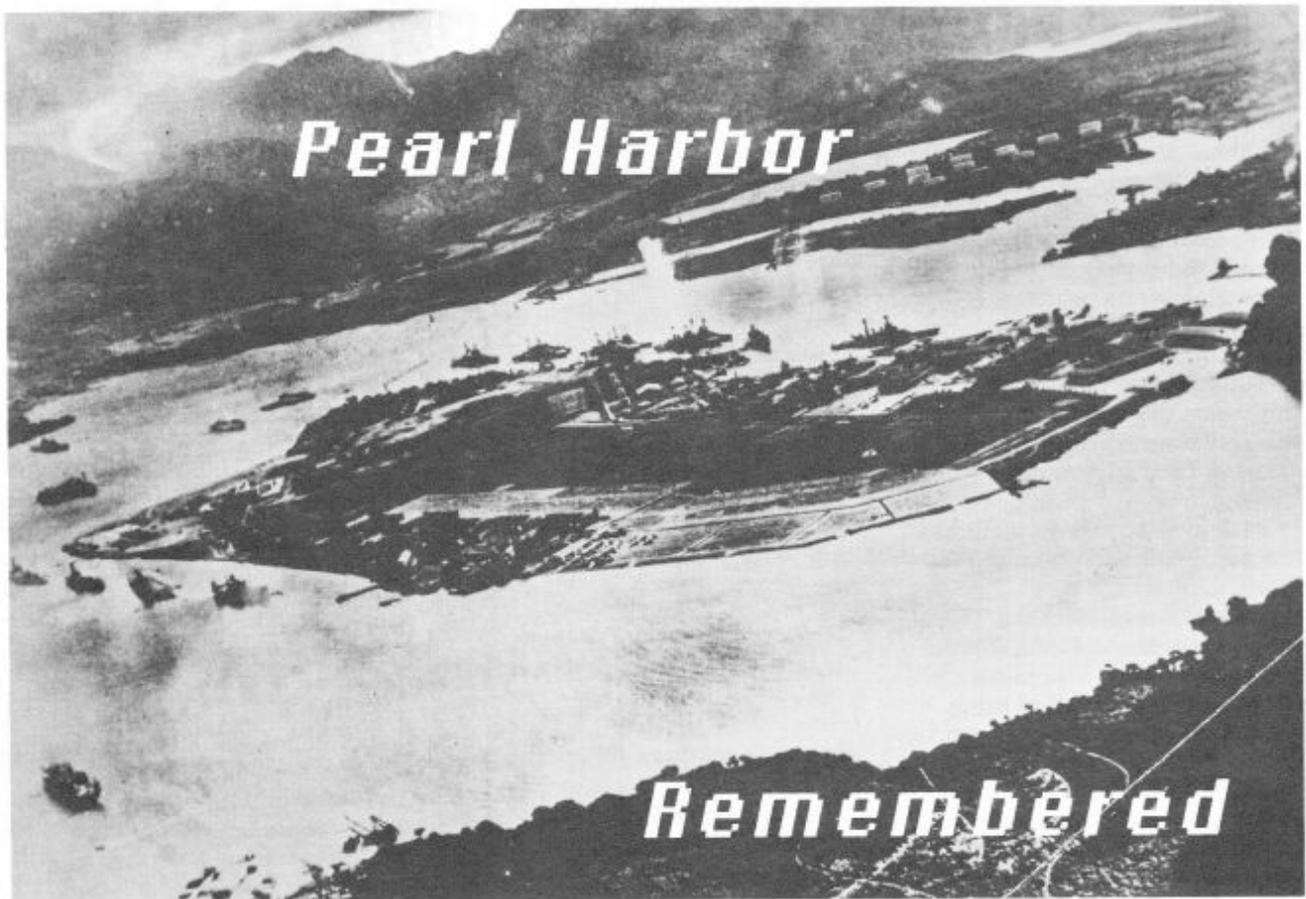
Hogan serves as the DMA deputy director for Programs, Production and Operations while Smith is the director of the DMA Systems Center.

Approval for the senior executive service action was received from the Office of the Secretary of Defense and became effective November 17, 1991.

In other personnel announcements, the DMA Director has approved the noncompetitive reassignment of **Jerry Becker** from the director of the DMA HTC San Antonio Office to a physical science administrator position in the Scientific Data Department at the DMA Aerospace Center.

## In Sympathy

**Mary L. Rowley** died suddenly Oct. 30. Employed at the Aerospace Center for eight years, she was a secretary in the Aeronautical Information Dept. when she retired in May 1987. She leaves four children, Matthew, a recent graduate of Marine Corps Officer School, another son Mark, two daughters, Cindy and Paula, and a grandson.



**December 7, 1941**

THIS PHOTOGRAPH taken by a Japanese aviator shows the opening seconds of the Pearl Harbor attack. The geyser from an exploding torpedo towers hundreds of feet above the masts of the battleship Oklahoma, which capsized and sank minutes later. Other ships in Battleship Row included, from left, the Nevada, Arizona, West Virginia, Tennessee, Maryland and California. In the lower

left corner of the photo is the USS Curtis, a sea plane tender carrying 250,000 gallons of high test gasoline. Frank Smith, a 26-year-old Navy photographer assigned to the photo lab on board, obtained a copy of the photo when it was captured during assaults on Japanese-held islands the following year. Smith, who worked in the Aerospace Center's photo lab from 1951 until his retirement in 1980, gave this copy to Jack Cumbow, SO.

**By Wells Huff**  
*Public Affairs Office*

PEARL HARBOR brings back many memories to scores of Aerospace Center employees, active and retired. Among them is Frank Smith, who retired in 1980 and now lives with his wife in Pampano Beach, Florida.

Smith, a Navy photographer, was celebrating his 26th birthday on the deck of the U.S.S. Curtis that morning. "We couldn't figure out what all the commotion was about, until the bombs and torpedoes started to explode," Frank recalls.

Soon enough, they realized what

was happening and tried to fight back. "By that time, everything seemed to be happening at once. A delayed-action bomb hit us amidships, plunged two decks down and exploded. If it had been forward, where the gasoline was stored, none of us would have survived."

The Curtis, anchored well away from the warships, was nonetheless well identified by the Japanese and was considered a prize. A little later a Japanese fighter, disabled and on its way down, managed to divert into the Curtis. "That cost us some more casualties," says Frank. Miraculously, only 25 of the ship's complement of 700 were killed in the battle, though many more were

injured, including Frank, who was hit by flying shrapnel, but was able to continue at his station through the battle.

"Probably our worst moment," he recalls, "was when we found there was a two-man Japanese submarine with its torpedoes trained directly at us. Fortunately the Montana [a destroyer that at the time was making a successful run to escape the harbor] spotted the sub and rammed it, diverting its aim."

By mid-1942 the Curtis was working out of the Hebrides Islands, supporting reconnaissance missions as our troops prepared to retake Guadalcanal and the other

**Continued on page 7.**

## Pearl Harbor Remembered

Continued from page 6.

islands fortified by the Japanese. "The Army didn't really have good aerial photographers at that point," Frank explains, "so we actually worked on board their aircraft. They split our group into three parts. One-third would fly and photograph, one-third would work the lab, and the third group would be sleeping."

It was over Guadalcanal that Frank received more serious wounds. "They sent many of us to New Zealand to recover," he remembers. "Those folks had never seen American servicemen before, and they treated us like kings."

Three months later he was back on duty on the Curtis, and continued there until the closing months of the war, helping support reconnaissance of Eniwetok, Saipan and mainland Japan, including Hiroshima. "We didn't know anything about the atomic bomb, of course," he explains. "It was just to identify their airfields and other potential targets."

Frank finished the war as an instructor in Pensacola, Florida. He made chief, and got the transfer in March, 1945. The following month there was another attack on the Curtis, including a direct hit on the ship's hospital and photo lab which took a number of lives.

Every year there are get-togethers of Pearl Harbor survivors, and the Smiths have attended a number of them. The large group numbers something like 10,000 and is meeting in Hawaii this week. "It'll be massive," says Frank. He prefers to attend the smaller meetings of his own group, the Curtis survivors. "They get together in September," he says. "It was in Phoenix this year. We always enjoy seeing those old-timers."

### Director's Hotline

The Director's Hotline is available for employees who have questions or suggestions for improvements in all areas. Call 263-4178, 24 hours a day. An answering machine will take your call.

## Suggestion Brings \$1,682

Mark W. Whitney, cartographer in the Product Services Division (MCE), received \$1,682 for suggesting a change in preparing transmittal documents that accompany shipments of Digital Terrain Elevation Data on magnetic tape. The change eliminates manual document preparation, automating the procedure by adapting existing information from softcopy. First-year savings are \$32,729.

Mark Whitney



## Health/Fitness

### Cholesterol Screening Begins Next Week

**H**igh cholesterol can creep up on you without warning. A heart attack or stroke may be your first clue that the fatty, waxy substance has been quietly clogging your arteries. But the good news is that you can manage your cholesterol and protect yourself from its hazards--without sacrificing your taste for life.

The first step in managing your cholesterol is finding out what your cholesterol level is. Once you know

your cholesterol "score" and what it means, you can take action to reduce your cholesterol score or keep it low.

Cholesterol testing will be done in both dispensaries Dec. 9-13 from 9:30 to 11 a.m. and 1 to 2 p.m. Testing will also be offered in both dispensaries Dec. 11 from 2 to 5 p.m. The testing requires no preparation. A drop of blood is taken from the finger and analyzed in just a few minutes.

--Helen Harden, R.N., Medical Services

### Fire Prevention Coloring Contest Winners

Children and grandchildren of employees who won National Fire Protection Association logo T-shirts in this year's Fire Prevention Week poster-coloring contest are:

**Five years old and under.** Jessica Wymore, Amy Hehmeyer, Jennifer Mays, Theresa Friel, Kaylin Schroer, Amy Cosby, Annie Hobbs, Bryan Staffel, Kristin Pratt and Brandon Koehler.

**Six to 9 years old.** Adriana Kancijanic, Kyneshia Grant, Anthony Kancijanic, Jonathan Lamborn, John Boswell, Rachel Harris, Chrissie Staffel, Sarah Hall, James Christian, Nancy Percy, Brandon Grant, Lisa Hartnett and Robbie Skelton.

**Ten to 12 years old.** Stacy Kancijanic, Tara Boswell, Katie Hobbs, Printice Harris, Allyson Harris, Dominic Scotino and Michael Thomas.

## Retirements

Years of federal service are given.

### November 1

**Dominic L. Cheli Jr.** (MCPI), cartographer, 34 years.

**Lawrence M. Davis** (MCABA), cartographer, 34 years.

**Joseph J. Schreiner** (GABB), negative engraving inspector, 37 years.

**William J. Stiles** (SDEC), cartographer, 26 years.

**Antonio Valenti** (MCAAB), supervisory cartographer, 42 years.

### October 31

**Geraldine M. Havlicek** (MCEA), cartographic clerk, 24 years.

### October 18

**Alva J. Bevard** (SDRAB), laboratory, scientific and technical photographer, 28 years.



## Hawks for a Cause

Virginia Welter catches a customer at the South Annex gate. Her \$151 total was the highest at the Annex.

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## ...Multi-Cultural

Continued from page 4.

points to its founders as Augustus Chouteau and Pierre Laclède, despite the fact that Chouteau was only 14 when the "founding" took place. On the other hand, Chicago has yet to officially recognize a founder, although no one disputes the fact that Jean Baptiste Point de Sable, who traded with the Indians, was there first. De Sable was a Black man. "But Chicago has no founder; it just started," Dr. Harrison quipped.

A third city--Atlanta--has learned that multi-culturalism can pay--quite literally, Dr. Harrison continued. As winner of the competition to host the 1992 Olympics, Atlanta used the theme "We are a multi-cultural city: the next international city."

"Now these are Southern people," said Dr. Harrison, remembering his boyhood in Georgia. "They may fight each other in the background, but they saw their common interest. I suggest that's what we ought to look for more often."

Quoting the Rev. Dr. Martin Luther King Jr., Dr. Harrison said, "Ultimately we have no choice but to recognize each other as members of the human family. To do otherwise only delays resolution of the issue." Dr. Harrison advised the audience, "You don't have to wait for our leaders to take the initiative in this regard. Each one of us must take responsibility in the way we live our lives."

A plaque of appreciation was presented to Dr. Harrison by AC Director Col. Marcus J. Boyle. The choir, directed by Laura Thompson, sang two selections, including "We Are the World," with a solo by Brad Slavik. Wendy Hicks accompanied. Dr. Richard L. Parks, EEO Manager, thanked all who supported the event.

--Paul Hurlburt



Warren Bless (right) connects with an employee at 2nd St. Retiree Tommy Thompson collected the highest total at 2nd Street --\$191.

## Old Newsboys at It Again!

Arriving before the crack of dawn, a veteran group of Old Newsboys and Newsgirls hawked the special edition of the *Suburban Journal* at DMAAC Nov. 21. Employees once again proved they were ready to give a buck to help needy children

served by non-profit organizations in the metro area. The total collected was \$1,176.29, including \$764.97 at 2nd Street, \$342.15 at South Annex, and \$63.56 from retiree Bill Kolnik at his corner at Kingshighway and Fyler. Thanks to all who supported the event!

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