

Vol. 1, Issue 14 • September 9, 1994

DMA News
LINK
West

The Rwanda Diary

Our role in Operation Support Hope

--see page 6



During the month of October the agency will observe National Quality Month. This year's theme is "Partnerships through Communication."

I encourage each of you to attend the activities and functions that your component's teams have arranged to focus on the communications aspect of quality. You all know where I stand when it comes to improving the quality of DMA products and services for our customers—DMA must be the best, or we risk going out of business!

Let's take some extra time to consciously think about how each of us contribute to DMA's improvement of customer service.



DMA News
LINK
West

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1994 CFC Staff Announced



"Together We Make a Difference" is the theme for this year's Combined Federal Campaign which begins October 3rd at DMA St. Louis. Members of the 1994 CFC staff making the difference this year are (front row, from left) Debbie Tolcou, administrative assistant; Kelly Stohl, assistant project officer; and Janice Perry, torchlighter. Back row, from left, Dan Peshek, project officer; Carole Breckner, torchlighter; Joy Toney, torchlighter; and Janice Thomas, loaned executive. Not available for the photo were Glenn Steinkamp, tour coordinator; Jackie Gallino, torchlighter; and David Engebretson, torchlighter. The CFC office is located in the 1A area, near the smoking dock, and can be reached at ext. 4462.

Consolidation of Agency printing and distribution activities in St. Louis gains approval

In a major re-engineering decision, the DMA Director has approved the plans for consolidation of DMA printing and distribution activities at one location in the St. Louis area. The decision was announced August 24 following a six month review and subsequent environmental assessment.

The review has substantiated that this initiative will save approximately 240 positions and \$19.6 million per year, while resulting in improved service to DMA customers.

The Director's final decision indicated the consolidated printing and distribution organization will have component status and be directed by a military officer of colonel or equivalent rank.

The first step in implementing the plan will be the establishment, effective October 1, of the single agency focal point for printing. The Graphic Arts printing functions of the Aerospace Center will be brought under the management of the Combat Support Center (CSC). Printing functions at the Hydrographic/Topographic Center (HTC) will receive printing direction from CSC; however, they will remain under HTC management in order to facilitate help to employees affected by the consolidation, according to officials.

The agency will also take action to acquire land in Jefferson County, Mo. on which to build the new facility. The preferred site was

announced last month when an environmental assessment was released for public comment. There were no significant adverse comments provided during the 30 day public comment period.

The new facility will be fully operational by mid-1998, according to officials. Since most transfers will not occur until 1998, the four-year implementation schedule, developed by the planners, will ease the transition for affected DMA employees. Among the possible options for affected employees are transfers to St. Louis, retraining and reassignment to positions within and outside of DMA, and "buyouts" under the DoD Voluntary Separation Incentives Program.

OPFs head north

HRSA completes its move to the North Annex

If you want to review a document in your Official Personnel Folder (OPF), a trip to the North Annex may now be in order. The Work Force Acquisition/Retention Division (HRSA) of the Directorate of Human Resources has completed its move to the North Annex, taking the OPFs with them. The move was made in order to vacate Bldg. 37 at Second Street,

which will house GA's new printing press.

HRSA and its three work units, the Personnel Operations Team (Staffing and Classification) (HRSAC), Central Examining Team (HRSAX), and the Information Services Branch (HRSAI), are now located in Bldg. A, Suite A, at the northeast corner of the St. Louis Business Center complex. The

shuttle bus stops right at their front door.

New phone numbers for the division and its units are as follows: HRSA, 260-1139; HRSAC, 260-1145; HRSAX, 260-1170; and HRSAI, 260-1141. When calling in-house be sure to use a "0" prefix before dialing the last four digits of the number, (i.e., 0-1139).

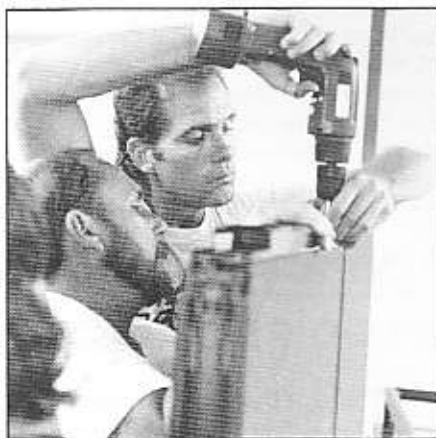
"Every effort will be made to maintain a high level of customer service," stated Tom Fles, chief of HRSA.

Beginning Sept. 13, an HRSAI representative will be available every other Tuesday, from 8 a.m. until 1 p.m., in the Directorate of Human Resources (HRS) conference room, Bldg. 20, to answer questions regarding health benefits, life insurance or thrift savings plans. Also, if an employee wishes to review their OPF, call in advance and HRSAI will bring the OPF. If you must review your OPF prior to the next scheduled HRSAI visit, you may do so at the North Annex before 3 p.m., but employees are advised to call ext. 0-1141 before making the trip to ensure that the OPF is available.

In another effort to meet customer needs, copies of vacancy announcements for St. Louis and commonly used application forms are now available in Bldg. 20 on a self-help basis, or by calling ext. 0-1145. Completed SFs 171 and KSAPs may be placed in the drop box located outside of Bldg. 20. They will be removed each morning and forwarded to the North Annex.

To avoid unnecessary travel to the North Annex, employees are strongly urged to call prior to their

Charlie Thomas and Jim Simpson (at right) and Rich Bollinger (below) from the Directorate of Facilities Engineering helped HRSA make a smooth transition to the North Annex by adding the finishing touches to their new office areas.



visit to confirm the availability of the person or document desired.
Still located at the Second Street installation:

Bldg. 37

HRSO/4976 Organizational Analysis Division
HRSD/4976 Work Force Development/Career Management Div.
(Scheduled to move to Bldg. 22 later this month)

Bldg. 25

HRSP/4569 DMA Personnel Systems Team

Bldg. 20

HRS /4965 St. Louis HR Operations Office
HRSF/4292 Work Force Management/Services Division

Bldg. 7

HRSE/4079 Equal Opportunity Office
HRSFE/4848 Employee Assistance Program Office

September 30 is International Translation Day

Have you ever found yourself in a foreign country, totally unable to understand, unable to make yourself understood, feeling utterly frustrated? You've come face to face with a language barrier. You need a translator. Individuals with expertise in multiple languages can build bridges between cultures and foster understanding between diverse nations and peoples. In a world where global communication is increasingly important, the role of the translator is growing.

Fortunately, DMAAC employs seven of them. They are Tom Tolle (supervisor), Jo Ann Doerer, Bryce Mouw, Sam Powell, Felicia Wertz, Dave Reed and Catherine Haar. Located on floor 2A of building 36, they are a small group with big capabilities. They produce technical translations for geoscientists and high-level technical specialists to support MC&G activities, aeronautical information translations and geographic names material. In short, they provide language support for all DMAAC products. They can translate Russian, French, German, Spanish, Italian, Portuguese, Chinese, Korean, Japanese, Dutch, Swedish, Polish and Norwegian.

September 30 is International Translation Day. The theme this year is "The Many Facets of Translation." As most translators work quietly, behind the scenes, you might give a thought to them the next time you read an article in English announcing a new technical or scientific discovery in a foreign country. From movie sub-titles to novels to international treaties, translators facilitate communication on the information highway.

—Catherine Haar
Translator, MCEC

We're all partners



Systems Center secretaries at DMA St. Louis pose during an off-site program aimed at enhancing their partnership skills. Activities encouraged the secretaries to look at their own career advancement in a changing workplace while becoming more effective at their present jobs by understanding their role as partners in accomplishing the DMA mission. Speakers were SC Director Earl Phillips, Executive Officer Helen Wigfield, and Management Support Office Chief Shirley Anderson. Facilitator was Deanna O'bryan. Pictured from left: Virginia Buecker, Laura Gillespie, Carolyn Coleman, Isela Flores, Melva Acker, Mary Pat Fles, Carol Julian, Deanna O'bryan and Patsy Plemmons.

What we did to back Operation Support Hope:

The Rwanda Diary

by Wells Huff, CIW

Operation Support Hope, the humanitarian effort mounted in Zaire to rescue hundreds of thousands of Rwandans from certain death, was exactly the kind of crisis support mission DMA must master in order to make timely response to world events of the post-Cold War period. And the users at the U.S. European Command (USEUCOM) think it went well.

"We've heard nothing but good things about our support of the Rwandan relief effort," says Major Steve Sarigianis, who has the European Command Desk in the Plans and Requirements Directorate at DMA headquarters (Hq/PR). PR's job is to match requirements with deliverables, on a schedule in which days and hours are big factors.

In the case of Rwanda, President Bill Clinton made the decision to launch Operation Support Hope in mid-July. Almost immediately, assignments began at DMA's production centers.

How does the assignment process work? Rich Heigert, a program manager in the Aerospace Center's directorate of Programs, Production and Operations and a veteran of many crisis production assignments, explains. In this case it began when the user, USEUCOM, conferred with DMA headquarters, as the possibility of a Rwandan relief effort became more likely.

"Availability of up-to-date mapping information is always critical," Heigert notes. "What's available, how up to date is it and when can they have it."

After a review of MC&G availabilities and other logistical factors, the President made his decision. The wheels for the relief effort went into motion.

"These things usually happen on Fridays," Heigert comments. And indeed, the log of production status reports reflects that. A selection from the "Rwanda

Diary" at the Aerospace Center reads like this:

July 15: The Mapping and Charting Department (MC) was tasked to provide full file airfield data from the Automated Air Facilities Information File (AAFIF) and approach procedure data, through MCE and MCO, for airfields in Burundi, Rwanda, Tanzania and Zaire. The request data was transmitted by secure FAX to Headquarters, USEUCOM and the Joint Analysis Center (JAC) at Molesworth, UK.

The same day, the Automated Cartography Division (MCF) received an assignment to produce five Landsat Image Maps (LIMs) showing the area around Goma, Zaire and south to Bukavu.

July 22: The Airfield and Targeting Division (SDF) was tasked to produce gridded photo products, plotted on projections produced by MCF, of the Goma and Bukavu-Kavumu airports. The Translations and Geographic Names branch (MCEC) provides names packages for ten JOGs.

July 24: Using the latest Landsat scenes and the Map Publishing Environment (MPE), MCF compiled and edited the first five Landsat Image Maps in four days from receipt of the imagery. They were printed and shipped on this date.

July 25: Four additional LIMs showing an area south of Bukavu were assigned.

July 26: The Center's Digital Production Department was tasked to produce four cells of Level 1 Digital Terrain Elevation Data (DTED), covering more than 14,000 square miles of terrain. In the Terrain/Feature Extraction Div. 2, Mark Sorum coordinated the updating of partial cells with photo source; and in the Digital Production Div. 1, Greg Johnson and Mark Fedde led a team that filled voids with digitized cartographic source. In SD's Data Management Division, Jeff Boone incorporated the newly updated cells into the Cartographic Data Base.

July 28: The gridded photo products of Goma and



A mother gives her child water at Kitall refugee camp in Goma, Zaire.



Defense Mapping Agency crisis support provided this C-141 Starlifter cargo aircraft from March AFB, Calif. with the products it needed to fly relief goods into Goma, Zaire during Operation Support Hope. The mission was to assist refugees who entered Zaire in massive surges to flee the civil war in Rwanda. The U.S. military flew in vital water purification equipment and relief cargoes to help the Rwandans.

Bukavu-Kavumu airports were completed and released to the Combat Support Center for distribution.

July 29: Because of the need to update airport information and to shift to World Geodetic System 1984 (WGS-84) grid, two Joint Operation Graphics/Air sheets (JOG-A's) were designated for update. This was accomplished with a single-color overprint on an existing reproducible negative.

On the same date the Center received an assignment for airfield imagery for 12 airports to supplement the textual data transmitted earlier. Two prints of each required location were produced and shipped August 1. Dale Winters, SDF branch chief, commended Lee Howland and Kerry Antoniewicz for their work on this.

July 29: Four additional LIMs were shipped on this date.

August 1: An Urgent Change Notice was generated for printing and distributing FLIP terminal information for eight airports in the relief area, including supplemental en route information and 31 terminal procedures (aircraft landing and terminal procedure information).

August 4: MC learned from a user at Rhein-Main Air Base that an airfield scheduled for use had no published Instrument Approach Procedures (IAPs.) On the following day another airfield was similarly identified. In each instance, Wolfgang Streich of MCP, Rick Sandusky of SDP, and Dale Winters and Bill Pittman of SDF provided the necessary information to develop IAPs with a two- to three-hour turnaround.

August 5: Following a decision made earlier to reprint existing Canadian JOG-A's and to supply both paper and

compact disk versions, the first CD-ROMs were shipped, holding three revised JOG-A's.

August 13: Production was completed on the two revised JOG-A's, which were released for distribution. A similar overprint with the WGS-84 grid and with aeronautical, vertical obstruction and Chart Update Manual (CHUM) data was produced for two Operational Navigation Charts (ONCs) which shipped August 15.

August 19: Utilizing the Aeronautical Data Maintenance system (ADM) for textual information, aeronautical information specialists of the Aeronautical Info. Div. 1 (MCB) were able to complete and distribute the crisis FLIP assignment.

August 21: Four newly-updated DTED cells were made available to the user via nine-track tape, ten days ahead of schedule. (Subsequently, DMA headquarters asked that CD-ROM 168, which contains these four cells, be updated. This revision is under way, and the new CD-ROM 168 should be available in mid-September.)

August 25: Three more CD-ROMs, the task required for Rwanda crisis support were completed. One contained the two revised JOG-A's; the other two, the revised ONCs.

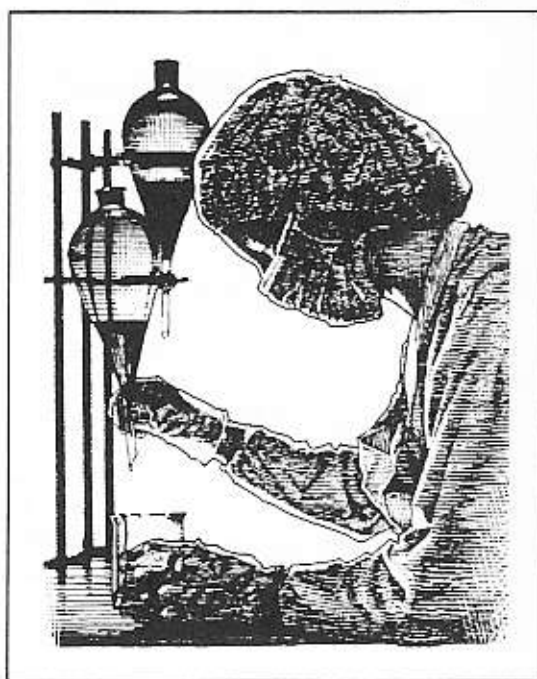
August 30: As this article was being written, Rwandan crisis assignments were virtually all fulfilled. The crisis teams at headquarters and the production centers were moving on to other affairs and other crises. Unlike Desert Storm, Operation Support Hope was over in six weeks, but like Desert Storm, it was another job well done.

Cover and inside photos for this story were taken by USAF TSgt. Val Gempis.

DMA drug testing program ensures a drug free work place

DMA began its Random Drug Testing Program in 1989 as a result of Executive Order 12564, which makes it a condition of federal employment for all employees to refrain from using illegal substances on or off duty.

Illegal drug use is inconsistent with National Security, and DMA has a compelling need to ensure that its work force is drug free due to the critical nature of its mission, said agency officials. The goal of the Drug Testing Program is to help employees who have a drug problem while sending a clear message that illegal drug use is incompatible with federal employment.



DMA tests for the usage of amphetamines, cocaine, marijuana, opiates and PCP. Selection for testing is done on a random basis using lottery numbers and a computer program. The collection process is done on-site at all area locations by certified government contractors. The Department of Health and Human Services established stringent guidelines regarding collection procedures, and laboratories must also be certified and are inspected on a routine basis by the use of quality control samples.

Rose Scaturro, ext. 4292, the DMA St. Louis drug program coordinator, or her representative, is on-site when collections are made and can answer questions, address concerns and assist employees as necessary.

Employees who are selected for random testing are notified no earlier than two hours before testing. It is considered a refusal, if an employee fails to report for testing after being notified. Officials said a refusal can be

grounds for removal from federal service. If an emergency arises and an employee must leave work after they have been notified of their selection, they should immediately contact their supervisor. Arrangements for testing will be made before they leave.

If an employee tests positive, he or she is subject to disciplinary action. Their security clearance will be suspended, and they are expected to enter and successfully complete a rehabilitation program. Taking prescription drugs that are not prescribed to you may result in testing positive, according to officials.

The Drug Testing Program contains a Safe Harbor provision, which applies to employees with substance abuse problems who come forward voluntarily and freely admit to illegal drug use before being notified of a random selection. Such employees must agree to meet with an Employee Assistance Program counselor where they will be assisted in entering a rehabilitation program. Although they are not normally subject to disciplinary action, their security clearance will be suspended.

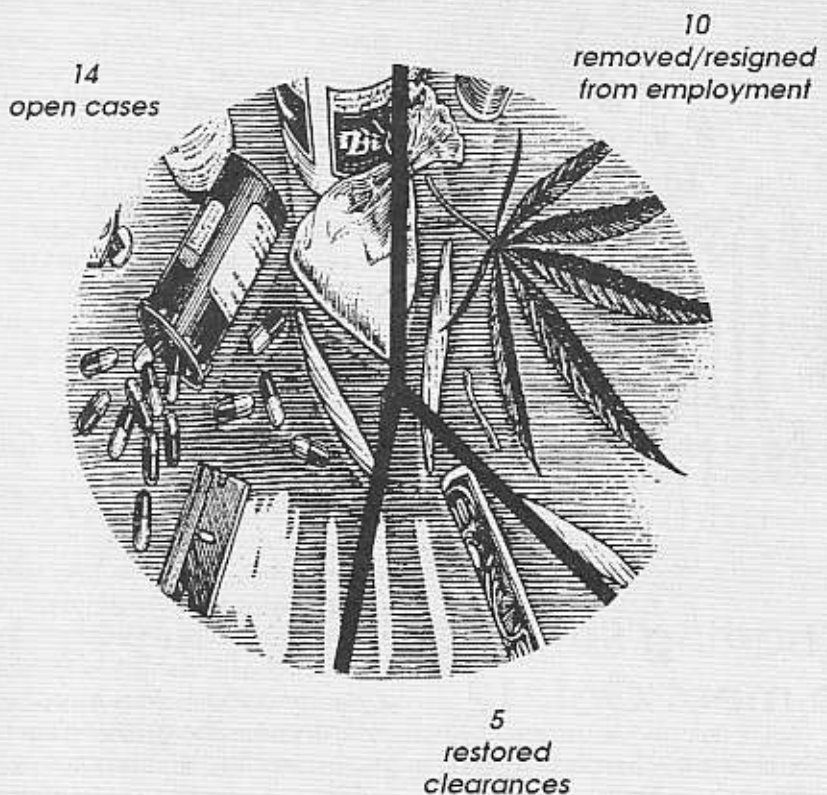
DMA's Random Drug Testing Program Five year review

Over the last five years, 29 DMA employees, agencywide, tested positive for drugs such as marijuana, cocaine, PCP and opiates, according to officials. Disciplinary action up to and including removal was taken in all those cases, with a handful choosing to resign prior to disciplinary action. Officials said 10 employees were removed as a result of a second positive drug test result, peripheral issues in addition to a positive drug test or personal reasons. A refusal to be tested resulted in one removal/resignation.

Out of the remaining 19 who tested positive, officials report that five have completed rehabilitation and have had their clearances restored and 14 cases are still open due to current participation in a rehabilitation program or other issues.

DMA randomly tests 14 percent of its Testing Designated Positions annually. Comparatively, the Department of the Army tests 25 percent, Defense Logistics Agency, 20 percent, and the Defense Investigative Services, 10 percent. DMA also tests all job applicants prior to bringing them on board.

Positive Drug Test Results



DMA prepares for National Quality Month

October was officially declared National Quality Month by congressional resolution and Presidential proclamation, and representatives throughout the Defense Mapping Agency are preparing for this year's observance.

DMA's 1994 theme is "Partnerships Through Communication." All DMA employees develop partnerships with coworkers, managers, and

customers both internal and external. Clear communication is a vital component to each partnership's success. Open lines of communication, with the opportunity for feedback improve the quality of understanding and service. Increased communication between the DMA components will enhance this partnership and the Team DMA concept.

The DMA components will observe National Quality Month with various activities and functions. Some of the activities include speakers, "brown bag" video lunches, team building exercises, town hall meetings, and tours of nearby DMA customers.

Two of the guest speakers included in DMA St. Louis' NQM observance plans will be Lou Tice and Dr. Herbert Zagarow.

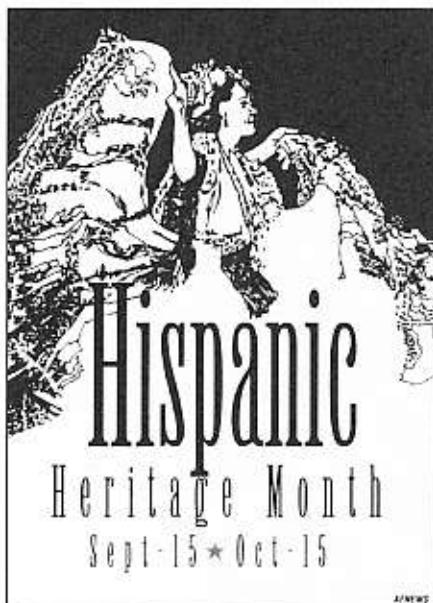
Tice is the founder of the Pacific Institute and presenter of the *Invest-*

ment in Excellence for the 90s (IE90s) training program. He will address IE 90s graduates and guests at an evening reception in the Dining Hall on Oct. 19.

Zagarow is Chairman of the Quality Alert Institute, New York. He is the former Vice President of the Deming Methods Consulting Group where he worked directly with W. Edwards Deming and was responsible for guiding the implementation of team-based quality improvement systems. He will present two topics, "Re-engineering" and "Self-managed Teams" during a morning and afternoon session on Oct. 27 in the Dining Hall.

There are many other activities tentatively planned for the month at the Center, and they will be publicized when finalized.

Contact Jerry Denison/4544, DMA St. Louis NQM representative, for more information.



Charting Seniors to meet Oct. 12

The bi-monthly luncheon meeting of the Aerospace Charting Seniors is scheduled for October 12 at the Holiday Inn Southwest/Viking Conference Center, I-44 and Lindbergh. Dr. Conal Furay from Webster University will speak on "The Aspects of Popular Culture." Lunch is \$9 per person (choice of roast breast of turkey or baked white fish). Make reservations no later than October 7 with Patsy Hecker, 352-1989, Ruth Kinsella, 892-5264 or Ann Exler, 353-4509.

Dispensary will conduct Glaucoma Screening Sept. 19-23

Vision lost from glaucoma cannot be regained, but if diagnosed and treated during the asymptomatic stage, vision loss can almost always be prevented, reduced or delayed.

The strongest risk factors for glaucoma are increasing age, family history of glaucoma and African-American heritage. High myopia (near sightedness) and migraine headaches are contributory, but somewhat less pronounced than the other factors.

Glaucoma can be classified as acute and chronic. The chronic form is far more common, affecting about 95 percent of the population with glaucoma. Some signs and symptoms that are noted in acute glaucoma are blurred vision (usually in one eye), halos appearing around lights, pain in the eye and redden eye. Acute glaucoma is a medical emergency requiring immediate attention. Chronic glaucoma causes a partial loss of peripheral vision.

The Dispensary will be conducting glaucoma screenings September 19-23, from 1 p.m. - 3:30 p.m. at the Second Street installation. The test consists of a painless puff of air blown in the cornea which measures the pressure in the eye. All abnormal elevations will be referred to the employee's private ophthalmologist.

—Helen Harden/SHD/4047
Occupational Health Nurse

Getting to know DPS

CIA director tours Reston Center

The Digital Production System's potential was demonstrated to the Central Intelligence Agency's director during his July visit of Reston Center. RC Director Paul L. Peeler Jr., led CIA Director R. James Woolsey Jr., on a tour of the DPS facility following an overview of the Defense Mapping Agency by Air Force Maj. Gen. Ray E. O'Mara, director of DMA. Woolsey was accompanied by Adm. William Studeman, deputy director of the CIA.

Before the tour, William R. Alder Jr., the deputy director for Engineering and Integration for Systems Center, updated the visitors on PETROS, a system similar to DPS that will form the backbone of British military mapping. Navy Lt. Robert Kuffel, SC's Warrior Support Division, gave a vector products demonstration.

During the DPS tour, cartographers demonstrated hardware and software capabilities of the \$2.6



Reston Center Director Paul L. Peeler Jr., (right) welcomes CIA Director R. James Woolsey Jr., to the center. Arriving with him is DMA Director Air Force Maj. Gen. Ray E. O'Mara.

billion system that is moving DMA toward a paradigm shift in the production of Earth information for military activities.

According to Reston Department Acting Chief Robert L. Thibodeaux, "The department is always prepared to support VIP tours. The production cartographers are particularly proud of their involvement in presenting briefings and demonstrations. It provides them the opportunity to display their knowledge of the

production processes as well as demonstrate the operational capabilities of the Digital Production System. It provides visibility to DMA's leadership.

"We want our distinguished visitors to meet the people who are using the hardware and software and to see that everybody is involved in making digital production happen. We want the work force to be proud of their work and to have a voice in the production process," he said.

Army chief of staff praises DMA



Army Chief of Staff
General Gordon Sullivan

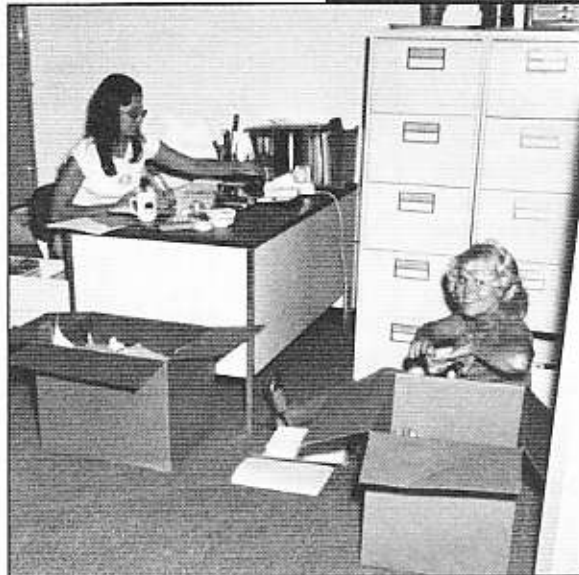
DMA's efforts are critical to the success of the men and women in the battlefield, said Army Chief of Staff Gen. Gordon Sullivan, concluding his morning tour of the agency's Hydrographic/Topographic Center July 27. Speaking before a "standing room only" crowd in Erskine Hall's Auditorium, Sullivan thanked the DMA team for always "stepping up to the plate" and supporting the mission.

Sullivan, impressed with the agency's digitized mapping efforts, emphasized their importance in a digitized battlefield. He said he toured the center because he wanted to know what the agency was capable of doing with its current resources; so, in turn, he could better educate his troops to request products that were viable to mission success and capable of being produced.

"The yellow dog is in the tree," he said. After a lengthy pause, Sullivan explained that that information may be all that's necessary for mission success. If so, then requesting and producing extra output such as, "The yellow dog is in the green tree with the brown trunk," is unnecessary.

The more things change...

the more they stay the same.



There's an old saying that those who cannot remember the past are condemned to repeat it. But what if you DO remember the past and STILL find yourself repeating it? Above, Anne Morris (HRSO) and Shirley Winegardner (HRSO) once again pack up to move some of the Human Resources offices, just as they did in 1977 when the Personnel Offices moved from South Annex to the Second Street installation (left). Now they are heading North, at least in part. For the story on who moved and who stayed at Second Street, see page 4.

Retirements

Ernest R. Hollingshead (MCFB), a cartographer, retired August 12 with 14 years of federal service. He began his career with DMAAC in January of 1980 as a cartographer in MCA. "I made a lot of great friends and will miss everyone," commented Ernest. His retirement plans are to do a lot of fishing and boating during the summer and traveling in the winter.

Carl E. Friedrich (MCBA), aeronautical information specialist, retired August 17 with 13 years of federal service.

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