

STANDARD INSTALLATION  
TOPIC EXCHANGE SERVICE



RELOCATION INFORMATION FOR

Lackland AFB  
Texas

Information Date  
March 07, 2000

Visit the SITES Web Site at  
<http://www.dmdc.osd.mil/sites>

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# Installation

## Installation Overview

For more information on this subject:  
Lackland AFB  
<http://www.lackland.af.mil>

Lackland AFB, the "Gateway to the Air Force," is located on the southwestern fringe of San Antonio--the city that is called the cultural mecca of the Lone Star State. Lackland encompasses approximately 7,000 acres and is separated into three major sections by two highways.

**MAJOR COMMANDS:** Air Education and Training Command (AETC)

Lackland's mission is to provide training for all non-prior service airmen of the regular Air Force, Air National Guard, and Air Force Reserve; provide modern operations training in the fields of cryptographic equipment maintenance, security and law enforcement, military working dog handler, combat arms, recruiting, supply, transportation, services, dietary and social actions. Lackland also provides students from 117 countries the opportunity to increase their proficiency in the English language through its Defense Language Institute English Language Center.

### BASE OPERATOR:

Lackland: (210) 671-1110, DSN 473-1110 or on-base 3-1110

Wilford Hall: (210)292-7412, DSN 554-7100 or on-base 2-7100.

### HISTORY:

Lackland AFB is named after Brigadier General Frank Lackland, who was commissioned into the regular Army after serving in the National Guard, District of Columbia. Construction on the base began on 15 June 1941, and was originally part of Kelly Field. One year later, it became an independent organization--the San Antonio Aviation Cadet Center. On 3 Feb 1948, the facility became what it is today--Lackland AFB, Gateway to the Air Force.

### TELEPHONE ACCESS:

When calling Lackland AFB from a DSN extension, the prefix is 554 for 59th Medical Wing and 473 for

the 37th TRW. When calling from Overseas locations dial 88-312 & the appropriate prefix above.

When calling Lackland AFB from a commercial extension, the area code and prefix is (210) 292 for the 59th Medical Wing and (210) 671 for 37th TRW. [Any variance to this will be annotated when that organization is listed within this SITES package.

### OTHER SECTIONS:

For specific directions on how to get to Lackland from the airport or by POV, or for arrival and check-in requirements, see category INSTALLATION, subject area MUST KNOW ITEMS. Also refer to category RELOCATION SERVICES, subject area PCS REPORTING PROCEDURES. For temporary quarters information, please see category RELOCATION SERVICES, subject area BILLETING. For information on pets, please see category RELOCATION SERVICES, subject areas PET BOARDING, LICENSING, QUARANTINES, VETERINARY SERVICES, and PET TRANSPORTATION. For child care information, see category CHILD AND TEEN SERVICES, subject areas CHILD DEVELOPMENT PROGRAMS - ON INSTALLATION AND CHILD DEVELOPMENT PROGRAMS - COMMUNITY.

Cost of Living information, is located under the following categories COMMUNITY, subject Community Overview, EMPLOYMENT and HOUSING.

For Safety & Security information see the following related subject MUST KNOW.

\*\*\*\*\*  
\*\*\*\*\* This SITES package includes official and unofficial (commercial) resources for the purpose of making your move as smooth as possible and in no way constitutes an endorsement by the United States Air Force or its personnel.  
\*\*\*\*\*

<b>Name:</b> 59th Medical Wing
<b>Address:</b> 2200 Berquist Drive, Suite 1
<b>City:</b> Lackland AFB, TX 78236--5300
<b>Phone:</b> (210) 292-3533
<b>FAX:</b> 210-292-5321
<b>DSN Phone:</b> 554-3533
<b>DSN FAX:</b> 554-5321
<b>Comments:</b> When contacting any office within the 59th Medical Wing, please use the above commercial or DSN prefixes.

<b>Name:</b> Command Post
<b>POC:</b> On Duty Controller
<b>Address:</b> Bldg 2484 Room 242
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-4225
<b>FAX:</b> 210-671-0009
<b>DSN Phone:</b> DSN 473-4225
<b>DSN FAX:</b> DSN 673-0009

### Must Know Items

For more information on this subject:  
Lackland AFB  
<http://www.lackland.af.mil>

#### WEB ACCESS AVAILABLE:

The Lackland Library (corner of George & Truemper) has 24 computers with web access, available to customers, Saturday - Thursday. Their hours are, M-TH 10 am - 9 pm, Sat 10am - 7 pm, Sun 11 am - 7 pm and some holidays. Newcomer's are encouraged to use this resource during your settling-in process. For more information contact them at 671-3610/2673 or 671-2218 (recording). Check with the library and Family Support Center at your losing base, for web access related to your up-coming move.

**FORWARDING MAIL:** Until you receive a permanent mailing address, your mail may be forwarded to:

Your rank, name, 361100 PSC BX, Lackland AFB, TX 78236-3611.

Be sure, however, that the Postal Service Center has a copy of your orders. Otherwise, your mail will be held for 15 days and then it will be returned to the sender. Postal Service Center #1 is in Bldg 1508, 2401 Kelly Drive on the corner of Kelly and Truemper. Fax a copy of your orders to your sponsor, who can ensure the post office gets a copy.

#### ACCESS TO THE INSTALLATION:

Lackland is located in the southwest quadrant of SAN ANTONIO (SA).

If driving the Northside of SA, travel on I-35 South [toward Laredo] until it intersects with U.S.90 West. (Please note that while passing through the Downtown area, the Highway splits into an Upper & Lower Level, which eventually merge, prior to Hwy 90. To keep from taking the wrong exit, stay in the left most lane on the Upper deck or the center or right lane of the Lower deck). Take U.S.90 West until you see Lackland AFB Southwest Military Drive exit (you'll see Wilford Hall on left side). Turn left on Military Drive (it runs through the center of Lackland) if you are going to Wilford Hall, turn left at the first light (Bergquist Drive). If you are not going to Wilford Hall, stay in the far right lane, stay in the far right lane, which has a permanent green light for straight traffic. As you are traveling on Military Drive, on the left the Wilford Hall gate is the first gate (East) followed by the Luke Gate (leads to Billeting) and then the Selfridge gate (to the BX and Commissary). On the right side of Military Drive (the training side) you'll cross the Luke gate (West) and about a mile further, Selfridge Gate West.

When arriving from the East on I-10, stay on IH-10 until it merges with U.S. 90 West (Del Rio). Follow U.S. 90 West to Military Drive. [See Military Drive details above.]

If arriving from I-37 South, proceed north until it intersects with U.S. 90 West, then follow the directions above.

When arriving on Southwest I-35, take Loop 410 North to the Valley Hi/Lackland AFB exit. At the stop light, turn right. About a mile later, you enter the Valley Hi gate. This gate is the entrance to the Training side of base and has an overpass to the East side of base. Billeting will be on the left after the second light. Continuing on this road, you will come to the BX & Commissary on your right, after a stop sign. The pyramid chapel, golf course and base housing will be on the left.

If arriving from the Northwest on I-10, continue until you hit Loop 410 West. Follow Loop 410 West (right) to the Lackland AFB/Valley Hi Drive exit. [The Hwy 90 Exit, just prior, is a very busy exit and not recommended, unless you are going to Wilford Hall Medical Center. If so, take the Hwy 90 exit, East (2nd right) then the first exit is Military Drive, take it to the right, the Hospital will be the first Left.)

**AIRPORT ARRIVAL:** An informational Kiosk with base information is available at both terminals. Terminal 1: located in "baggage area", near escalator. Terminal 2: is located at the Military Reception Area.

**PLEASE NOTE:** During non-duty hours (weekends & evenings), the Luke East or Valley-Hi gates are recommended.

**REPORTING PROCEDURES:**

If you arrive between 0730 and 1615, M-F, report to the Employment and Classification Office in Bldg 5616, Room 106, to drop off your personnel records and schedule your in-processing appointments.

**UNIQUE INFORMATION:**

**FIRE ANTS:** One of Texas' most unique annoyances you'll soon experience are fire ants. It's very important you become educated concerning these pesky critters, otherwise, you and your family could suffer a rather painful lesson. Their bites leave blister-like marks on the skin. These small, almost black ants will aggressively attack in swarms if their mound is disturbed. To the unknowing, their dirt mounds look harmless, but fire ants have been known to kill animals. Their bite isn't usually fatal to humans, but is painful, especially if you're allergic to their bite. Check your home's yard for infestation. There are several fire ant insecticides available on the market; ask a local nurseryman for the best selection. Source: Greater SA Chamber of Commerce.

**LOW WATER CROSSINGS:** Drivers are urged, especially in sudden and violent thunderstorms during spring and fall, to heed low water crossing warnings. Because of the sudden on rush of these storms, many areas and roads flood quickly. Low water crossings are marked by large ruler-like devices sticking out of the ground. Cars often stall in these low-water crossings people have swept to their deaths by swift currents. You may be ticketed, several hundred dollars, by the SA Police Dept., if you become stalled in a crossing that has been barricaded. Source: Greater SA Chamber of Commerce.

**HEAT:** Texas is infamous throughout the U.S. for it's almost year-round sunny climate, unfortunately, this sun can be a deceptively sneaky. During

summer months, temperatures can quickly climb well into the 90s and 100s. If precautions are not taken, you could experience any of the following health hazards including sun stroke, 3rd degree sun burn, and dehydration. When it's sunny and hot, you should try to stay out of the sun as much as possible. If you must venture out, wear a hat, drink plenty of water, and cover exposed skin with clothing or sun blocks. Most fitness experts recommend that joggers should not run if it's over 80 degrees or high humidity. It's a good idea to take it easy on any outdoor physical activity in the afternoon or early evening when it's hot. Source: Greater SA Chamber of Commerce.

The Lackland Family Support Center has a **SPECIAL WELCOME PROGRAM** for **SPOUSES** who move to SA and are interested in learning more about SA, Lackland and the Air Force. The program is called "Happy Landings" and is conducted the second Friday of every month with the exception of November. **FREE** Childcare is provided with five days notice. For more information or reservations, please call DSN 473-3722, Comm. (210) 671-3722 or 1-800-621-3725.

**EMERGENCIES:** Immediately contact the nearest American Red Cross (ARC) for official verification of emergency. ARC will then contact a Lackland representative.

**NATIONAL EMERGENCY:** Contact the nearest military installation for instructions.

**AIRMEN'S DINING FACILITY:** Blue Bonnet Inn, located in Bldg 1465. Weekday meal hours: Breakfast 0530-0730; Lunch 1030-1300; Dinner 1600-1900. Weekends and Holidays: Brunch 0600-1300; Supper 1600-1800. Medina Inn, located on Medina AFB (Lackland Training Annex) in Bldg 150. Weekday meal hours: Breakfast 0430-0700; Lunch 1100-1300; Dinner 1630-1830. Weekends and Holidays Dinner 1600-1900.

**GOVERNMENT TRAVEL CARDS:** You can request a government credit card to help pay your relocation related expenses, until reimbursed at your gaining base. However, it is important to use it sparingly and only for official PCS related expenses. Misuse of this card can negatively impact your career.

**Must Know Items**

<i>--Installation--</i>	
Site Name	Lackland AFB
Last Updated	March 07, 2000
State/Territory	Texas
County	Bexar (Pronounced Bear)
ZIP Code	78236
Service	USAF
Host Command	Air Education and Training
Physical Size	6700
<i>--Personnel--</i>	
FSC/ACS Director	
Relocation Assistance Manager	
Relocation Assistance Specialist	
<i>--Phones--</i>	
DSN Country Code	312
DSN Number	473-0037/0638
Commercial Country Code	01
Commercial Area Code	210-
Commercial Number	671-0638/800-973-7630
FAX DSN Country Code	312
FAX DSN Number	473-0640
FAX Commercial Country Code	01
FAX Commercial Area Code	210-
FAX Commercial Number	671-0640
<i>--Official Mailing Address--</i>	
Street Line 1	37 MSS
Street Line 2	2160 Kenly Avenue
City	Lackland AFB
State/Territory	TX
ZIP Code	78236-5113
<i>--Deliverable Address--</i>	
Street Line 1	Family Support Center
Street Line 2	Building 5616 Rm 111c
City	Lackland AFB
State/Territory	TX
ZIP Code	78236-5113
E-Mail	genevieve.normand@lackland.af.mil

**Geographically Separated or Satellite Locations**

These units are listed in the Record Listing.

CAMP BULLIS: Population 130 military personnel. The mission of Camp Bullis is to train security police in ground combat skills. It is located in NW San Antonio. Orderly Room # (210) 295-7676.

LACKLAND/MEDINA ANNEX:

### Geographically Separated or Satellite Locations

<i>Satellite</i>	<i>Command</i>	<i>Distance</i>	<i>Associated Site Name</i>
343 TRS-Camp Bullis	AETC	30 miles	Lackland AFB
343 TTS	AETC	600 miles	Lackland AFB
59 MDW-Ft.Sam Houston	AETC	20 miles	Lackland AFB
AF Op Test Eval Center	AETC	40 miles	Lackland AFB
Medina Annex	AETC	2 miles	Lackland AFB

### Nearby Installations (Listed Separately in SITES)

<i>State/Country</i>	<i>Site Name</i>	<i>Service</i>	<i>Distance</i>
Texas	Brooks AFB	USAF	15 Miles
Texas	Fort Sam Houston	USA	20 Miles
Texas	Kelly AFB	USAF	5 Miles
Texas	Randolph AFB	USAF	35 Miles

#### Regulations

For more information on this subject:  
Texas Parks & Wildlife Dept  
<http://www.tpwd.state.tx.us>

**INSTALLATION VEHICLE REGISTRATION:** To register a vehicle on base, take insurance documents, driver's license, government ID and state registration or title to your unit orderly room (Cmd Spt Staff).

**GOVERNMENT ID:** Apply at Customer Service, Military Personnel Flight, Bldg 5616, phone# 671-4178. Civilians must first report to Civilian Personnel, Bldg 5211, phone # 671-3313 for required paperwork. A Military Customer Service Office is also located in Wilford Hall Medical Center. Their phone number is 292-7144/7288.

**SAFETY REQUIREMENTS:** Texas traffic laws apply to Lackland. Seat belts are mandatory. State, local, and base officials are authorized to stop vehicles for suspected non-use of seat belts. Child seats/restraints are mandatory for children under 40 lbs. Right turns on red are permitted unless otherwise marked. **CAR INSURANCE - Liability - is mandatory. (20/40/15 min coverage)**

**MOTORCYCLE HELMETS -** are mandatory, on & off-duty. Texas recently passed legislation affecting helmet usage. The Air Force still requires helmet usage, as well as reflective vests, covered shoes, and eye protection, both on- and off-base. **VEHICLE CHECKS -** All vehicles entering or leaving Lackland AFB are subject to no-notice search.

**ACCIDENTS -** Vehicle accidents must be reported to the Security Police Desk Sergeant at 671-2018.

**SEAT BELTS** are mandatory both on and off-base. Both the seat belt and speed limit requirements are strictly enforced. Children under the age of 2 or weighing less than 40 pounds must be in car seats at all times. It is illegal for children to ride in the bed of pickup trucks.

**WEAPONS REGISTRATION:** Special permits are required for concealed handguns. Contact the Dept. of Public Safety at (210) 533-9171

**HUNTING/FISHING LICENSE:** Texas Parks & Wildlife Dept., 348-7375 Cost is \$19/each and can be purchased at Wal-Mart or K-Mart locations.(See Texas Parks & Wildlife Dept. Web Address Above.)

**VOTER REGISTRATION:** You may register to vote at any public library, post office, dept of public safety office or substations.

**CITIZENSHIP ISSUES:** Contact the Immunization and Naturalization Service at 967-7065.

**SAFETY/SECURITY PRECAUTIONS:** Lackland's speed limit is 30 MPH, unless otherwise posted. Speed limit when passing troop formations: 10 MPH, in Housing and school area: 15 MPH

<b>Name:</b> Crime Stop
<b>Address:</b> Bldg 1030
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-1100 DSN 473-1100
<b>Comments:</b>  Criminal Offenses - Criminal offenses should be reported to the Law Enforcement Desk at 671-2018.

<b>Name:</b> Drivers License (State)
<b>POC:</b> Texas Department of Public Safety
<b>Address:</b> 1803 General McMullen Drive
<b>City:</b> San Antonio, TX 78226
<b>Phone:</b> 210-436-6611
<b>Comments:</b> Other locations include:  1258 Babcock, 78201 (210) 737-1911 6502 S. New Braunfels, 78223 (210) 531-2240 9834 Perrin Beitel, 78217 (210) 655-8102  Personnel arriving at Lackland AFB should be aware that by Texas Law they must have either a driver's license issued by their home state or the state of Texas to legally operate a motor vehicle while assigned to Lackland. For dependents, Texas recognizes licenses issued by other states. Texas driver's license may be obtained through any Texas driver's license office. Both active duty and dependents must present a valid military ID, current out-of-state driver's license, proof of social security number and proof of liability insurance.  Motorcycle Licenses: an additional \$15 fee  To obtain a Texas driver's license it is not necessary to take the driving test, if the present driver's license is current and valid. However, if the driver's license has expired, if only by one day, then the driving test will also have to be taken. Foreign-born spouses have the same requirements for driving a vehicle in Texas as native-born spouses. They must apply for a drivers license within 30 days unless they have a valid license from another state. They can only use their international drivers license or USAREUR license for 30 days.  If you own a vehicle, to obtain a Texas driver's license, you need to show proof of insurance and Texas registration unless you are active duty military or a dependent. With a valid ID card, military members and their dependents will be waived from getting Texas plates and only need to show proof of insurance.  A driver's license costs \$24 and is issued for 6 years. The locations to obtain a driver's license are listed in the blue-edged pages of the San Antonio Telephone Directory under Government Offices-State, Texas Department of Public Safety.  Texas is one of the few states in the nation which grants a 10% deduction on collision, liability and personal injury or medical insurance options upon certification that a driver has taken the Defensive

Driving Course, an eight-hour course offered throughout the year at various locations in the city. The discount is good for three years and may be renewed by retaking the course.

**Name:** Security Police (Pass and Identification and Base Vehicle Registration)

**POC:** Officer on Duty

**Address:** Bldg 5616

**City:** Lackland AFB, TX 78236

**Phone:** 210-671-3678 DSN 473-3678

**Comments:**

Hours: 0730 - 1630, Mon-Fri

Apply at Customer Service, Military Personnel Flight, Bldg 5616, for ID Card. Civilians must first report to Civilian Personnel, Bldg 5211, Phone: 671-3313. To register a vehicle on base, take insurance documents and either registration or title to your unit orderly room. Driver's license and Military ID are also required.

**Name:** State Vehicle Registration (Bexar County)

**POC:** Bexar County Tax Office

**Address:** 6812 Bandera Road

**City:** San Antonio, TX 782

**Phone:** 210-335-2251

**Comments:**

Hours: 0800 - 1800, Mon-Fri

For motor vehicles, Texas law requires that the vehicle be either registered and licensed in the member's home state or the state of Texas.

To register a car in Texas, first have the car inspected at an authorized inspection station (any local gas/service station) for \$13. Bring the green inspection certificate along with the title or registration (if there is a lienholder) and proof of insurance to one of the Tax Assessor's offices. There are several locations; check the Phone book.

Fees are subject to change and range as follows:  
One-time fees -- new residency (\$15) and title (\$13); registration -- cars - '89 and older (\$53), '90-'92 (\$63), '93 and newer (\$71), motorcycles (\$42), trucks - depends on tonnage.

Paying taxes on vehicles to be registered in Texas are as follows:

**TEXAS RESIDENTS AND NEW RESIDENTS:**

A new vehicle never registered, the tax is 6 1/4% of the purchase price. For example: A new car is purchased through the BX or other dealer with delivery to take place at JFK International Airport upon arrival from overseas.

**NEW TEXAS RESIDENTS AND NON-RESIDENTS:**

A vehicle that was purchased and registered overseas, the fee is \$15.00. For example: A new SAAB is purchased overseas, registered and driven for a while, then shipped to the United States. You must have a receipt showing taxes paid when vehicle was registered overseas.

**TEXAS RESIDENTS:**

For a vehicle that was purchased and registered overseas, the tax is 6- 1/4% of the purchase price. For example: Home of record is San Antonio. A new SAAB is purchased overseas, registered and driven for a while, then shipped to the United States.

There is no exemption for a military member to pay

the sales tax. The member may request his tags by mail while overseas. The address is Tax Assessor's Office, P.O. Box 839950, San Antonio, Texas 78283. The military member can keep his temporary overseas plates and license for 30 days. Foreign-born spouses have the same requirements for driving a vehicle in Texas as native-born spouses. They must apply for a drivers license within 30 days unless they have a valid license from another state. They can only use their international drivers license or USAREUR license for 30 days.

### **Commonly Referenced Numbers**

All numbers are current but subject to change. If a number appears to be inaccurate, contact the base operator at DSN 473-1110 or (210) 671-1110.

### Commonly Referenced Numbers

<i>Name</i>	<i>Commercial</i>	<i>DSN</i>
Bank of America	210-674-6266 FAX 210-670-4320	-
Barber Shop	210-673-5252	
Beauty Shop	210-674-1341	
Bluebonnet Dining Facility [Airmen's]	210-671-2686	473-2686
Chaplain-Wing	210-671-4101 FAX 210-671-1834	473-4101
Civilian Personnel Office	210-671-4119 FAX 671-3182	473-4119
Command Post	210-671-4225 FAX 210-671-0009	473-4225
Commissary	210-671-2561 FAX 210-671-2839	473-2561 or Admin-2837
Distinguished Visitors & Officers Quarters	210-671-3622 FAX 671-2354	473-3622
Education Office	210-671-2895 FAX 671-5181	473-2895
Family Support Center (& Family Services)	210-671-3722 FAX 671-5206	473-3722
Gateway Villa (TLF)	210-671-5397 FAX 671-2354	473-5397
Hospital - 59th Medical Wing	Patient Info 210-292-7412 , Main Operator 292-7100	554-7412 or 7100
Housing Office	210-671-1840/0090 FAX 671-3472	473-1840/0090
Lackland Federal Credit Union	210-673-5610	
Legal Office	210-671-3363/2 or 3361 (recording) FAX 671-3467	473-3363
Main Exchange	210-674-6465 FAX 674-7832	-
Military Pay	210-671-1851 FAX 671-4783	473-1851
Red Cross Lackland AFB & Wilford Hall Medical Ctr Stations	210-671-3384 or 292-3830 (WHMC), FAX 671-2152	473-3384 or 554-3830
Security (Crime Stop)	210-671-1100 FAX 671-4031	473-1100 FAX 473-4031
Shoppette	210-674-0848 FAX 674-3155	
Traffic Management Office	210-671-2821 FAX 671-5658	473-2821
Travel Office (Scheduled Airline Ticket Office)	210-671-2519 FAX 674-7109	473-2519
Travel Pay	210-671-2035 FAX 671-4783	473-2035
Visiting Airman's Quarters	210-671-2556 FAX 671-1447	473-2556

### Major Unit Listing

The following units are a part of Lackland Air Force Base.

59th Medical Wing has five Groups which are listed in the following table. Please note which squadron falls within which Group.

59th Aeromedical-Dental Group:  
59th Dental Squadron  
59th Aerospace Medical Squadron  
59th Readiness Squadron

59th Diagnostics & Therapeutics (D&T) Group:  
59th D&T Squadron  
759th D&T Squadron  
859th D&T Squadron  
959th D&T Squadron

59th Medical Support Group:  
  
59th Medical Support Squadron  
759th Medical Support Squadron  
59th Logistics Squadron

59th Training Squadron  
59th Clinical Investigations Squadron

59th Medical Operations Group:

59th Medical Operations Squadron  
759th Medical Operations Squadron  
859th Medical Operations Squadron  
959th Medical Operations Squadron

59th Surgical Operations Group:

59th Surgical Operations Squadron  
759th Surgical Operations Squadron  
859th Surgical Operations Squadron  
959th Surgical Operations Squadron

### Major Unit Listing

<i>Unit</i>	<i>Command</i>	<i>Point of Contact</i>	<i>Commercial</i>	<i>DSN</i>	<i>Fax</i>
319th Training Squadron	Air Education and Training Command	Commander (Bldg 5725) (Intro Monitor ext-2196)	210-671-4195	473-4195	210-671-3829 DSN 473-3829
320th Training Squadron	Air Education and Training Command	Commander (Bldg 9310) Intro Monitor ext--2037	210-671-2037	473-2037	210-671-2039 DSN 473-2039
321st Training Squadron	Air Education and Training Command	Commander (Bldg 9410) (Intro Monitor ext-2804)	210-671-2804	473-2804	210-671-2887 DSN 473-2887
322nd Training Squadron	Air Education and Training Command	Commander (Bldg 9210) (Intro Monitor ext-4076)	210-671-4076	473-4076	210-671-5012 DSN 473-5012
323rd Training Squadron	Air Education and Training Command	Commander (Bldg 6275) (Intro Monitor ext-3871)	210-671-3836	473-3836	210-671-3834 DSN 473-3834
331st Training Squadron	Air Education and Training Command	Commander (Bldg 9085) [INTRO Monitor ext 3619]	210-671-2264/3619	473-2264/3619	210-671-2434 DSN 473-2434
341st Training Squadron	Air Education and Training Command	Commander (Bldg 7378) (Intro Monitor ext-2156)	210-671-3899	473-3899	210-671-4242 DSN 473-4242
342nd Training Squadron	Air Education and Training Command	Commander (Bldg 9225) (Intro Monitor ext-2267/3762)	210-671-2939	473-2939	210-671-4869 DSN 473-4869
343rd Training Squadron/Det 1	Air Education and Training Command	Commander	(210) 295-8320		(210) 628-3303
343rd Training Squadron/Security Forces Academy	Air Education and Training Command	Commander (Bldg 10215) (Intro Monitor ext-2801/2892)	210-671-3626	473-3626	210-671-1879 DSN 473-1879
344th Training Squadron	Air Education and Training Command	Commander (Bldg 147) (Intro Monitor ext-1809/1810)	210-671-1985	473-1985	210-671-5386 DSN 473-5386
345th Training Squadron	Air Education and Training Command	Commander (Bldg 10800) (Intro Monitor ext-3423/3424)	210-671-5096	473-4670	210-671-4907 DSN 473-4907
37th Civil	Air Education	Commander	210-671-2977	473-2977	210-671-0391

Engineer Squadron	and Training Command	(Bldg 5595) (Intro Monitor ext-3506/3505)			DSN 473-0391
37th Communications Squadron	Air Education and Training Command	Commander (Bldg 1352) Intro Monitor ext-3214/1921	210-671-1921	473-1921	210-671-9016 DSN 473-9016
37th Contracting Squadron	Air Education and Training Command	Commander (Bldg 5450) (Intro Monitor ext -1702)	210-671-1700	473-1700	210-671-2504 DSN 473-2504
37th Logistics Group	Air Education and Training Command	Commander (Bldg 5160)	210-671-3886	473-3886	210-671-2550 DSN 473-2550
37th Mission Support Group	Air Education and Training Command	Commander (Bldg 1000) (Intro Monitor ext-2045)	210-671-3397	473-3397	210-671-4935 DSN 473-4935
37th Mission Support Squadron	Air Education and Training Command	Commander (Bldg 5616)	210-671-2045	473-2045	210-671-4246 DSN 473-4246
37th Security Forces Squadron	Air Education and Training Command	Commander (Bldg 1353) (Intro Monitor ext-4121/4122)	210-671-4123	473-4123	210-671-5032 DSN 473-5032
37th Services Squadron	Air Education and Training Command	Commander (Bldg 1245) (Intro Monitor ext-3851)	210-671-3395	473-3395	210-671-4992 DSN 473-4992
37th Supply Squadron	Air Education and Training Command	Commander (Bldg 5160) (Intro Monitor ext-2272/2585)	210-671-3831	473-3831	210-671-0747 DSN 473-0747
37th Training Group	Air Education and Training Command	Commander (Bldg 100) Lackland Training Annex	210-671-4131	473-4131	210-671-3793 DSN 473-3793
37th Training Support Squadron	Air Education and Training Command	Commander (Bldg 100) Lackland Training Annex	210-671-3220/2892	473-3220	210-671-3683 DSN 473-3683
37th Training Wing	Air Education and Training Command	Commander (Bldg 2484) (Intro Monitor, ext-2045)	210-671-3337	473-3337	210-671-2733 DSN 473-2733
37th Transportation Squadron	Air Education and Training Command	Commander (Bldg 5008) (Intro Monitor ext-3928/2869)	210-671-2855	473-2855	210-671-3018 DSN 473-3018

59th Aeromedical Dental Group	AETC	Command & INTRO Monitor	(210) 292-3505	554-3505	
59th Diagnostic & Therapeutics (D&T) Group	AETC	Command & INTRO Monitor	(210) 292-3461	554-3461	
59th Medical Operations Group	AETC	Command & INTRO Monitor	(210) 292-3444	554-3444	
59th Medical Support Group	AETC	Command & INTRO Monitor	(210) 292-3531	554-3531	
59th Medical Wing	Air Education and Training Command	Commander	(210) 292-7520	554-7520	292-6983 or DSN 554-6983
59th Surgical Operations Group	AETC	Command & INTRO Monitor	(210) 292-3452	554-3452	
737th Training Group	Air Education and Training Command	Group Commander (Bldg 6420) INTRO Monitor ext-4221	210-671-4222	473-4222	210-671-4223 DSN 473-4223
737th Training Support Squadron	Air Education and Training Command	Commander (Bldg 6420) INTRO Monitor ext-3577	210-671-3895	473-3895	210-671-3898 DSN 473-3898
820 Security Forces Group	AF Security Forces	Commander (Bldg 5412) INTRO Monitor ext-6259	210-671-1969	473-1969	210-671-0883 DSN 473-0883
Band of the West	AETC	Commander (Bldg 6359)	210-671-3934	473-3934	
Defense Language Institute (DLI) Ctr	English Language Center	Commander (Bldg 7535)	210-671-3540	473-3540	210-671-1893 DSN 473-1893
Inter-American Air Forces Academy		Commander (Bldg 7355)	1-800-577-5926		
Marine Corps Detachment	MCD-Lackland AFB	Commander (Bldg 10416)	210-671-2574	473-2574	210-671-1292 DSN 473-1292
Naval Technical Training Center Detachment	Naval Technical Training Center - Pensacola, Flori	Commander (Bldg 10230)	210-671-4770	473-4770	210-671-1873 DSN 473-1873
Security Forces Center	AF Security Forces	Commander (Bldg 5311)	210-671-0881/0853	473-0881	210-671-0722 DSN 473-0722
USAF Force Protection	AF Security Forces	Commander Bldg	210-671-0056	473-0056	210-671-0649 DSN 473-0649

Battlelab		5412/5100			
USAMPS West	US Army Military Police	LTD, 701st MP BN (Bldg 10446)	210-671-3984	473-3984	
United States Army Detachment	United States Army Military Police School	Commander 210-671-0878 DSN 473-0878	210-671-3981	473-3981	210-671-0357 DSN 473-0357

## Transportation

The following transportation is available on Lackland. For off-base transportation, see the next major category "Local Community", sub-category "community transportation".

<b>Name:</b> Alternative Transportation
<b>Comments:</b> Airport: Go to Taxi stand, outside airport for service.  Check Yellow Pages for list of taxicab companies:  " MAKE SURE TO GET A CASH RECEIPT " Yellow Cab - 226-4242 Checker Cab- 222-2151

<b>Name:</b> Base Shuttle Service
<b>Address:</b> Bldg 5008
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-0657
<b>FAX:</b> 675-2155
<b>Comments:</b> *****Airport Shuttle***** The airport shuttle runs Mon-Fri, leaving building 5616 at 12 noon for the airport and leaving the airport at 1:00 pm, returning to building 5616. Building 5616 houses the Military Personnel Flight (for inprocessing), Finance, and the Transportation Management Office (TMO), on the training side. ***** It is not required for Permanent Change of Station(PCS)individuals to catch the above shuttle. The cost of a taxi to the base, is reimbursable for Permanent Change of Station (PCS) moves. A rental car is another option but is not usually reimbursable.  Shuttle service is available to 21 locations on base. Schedules are distributed throughout base facilities, i.e., Billeting, Base Library and squadrons or can be picked up at Bldg 5008.  Please note: Shuttle Services run in two directions (clockwise & counter-clockwise), which can reduce your travel time considerably. A bus arrives approx. every 15-20 minutes.

<b>Name:</b> Base Taxi
<b>POC:</b> Dispatcher
<b>Address:</b> Bldg 5008
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-3317/18/19 DSN 473-3317/18/19
<b>FAX:</b> 671-5566
<b>Comments:</b>  Provides transportation for Official Purposes only  Hours of Operation: 24 hours a day, 7 days a week. There is no charge for service.

## Commissary and Exchange Operations

These entries discuss commissary and exchange facilities at Lackland AFB.

<b>Name:</b> Base Exchange
<b>Address:</b> Bldg 1385
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-674-6465
<b>Comments:</b>  Lackland's Main Exchange is located in a Mall in Bldg 1385. The Mall also houses Anthony's Pizza, Frank's Franks, Robin Hood Sandwich Shop, Royal Chopsticks Food, Jack Java, Baskin Robbins, a watch and custom jewelry shop, Texas Lil, beauty shop, barber shop, optical shop, and GNC.  Hours of Operation:  Monday-Saturday 0900-2100 Sunday 1000-2000

<b>Name:</b> Commissary
<b>Address:</b> Bldg 8400
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-2760
<b>FAX:</b> 210-671-2839
<b>DSN Phone:</b> DSN 473-2760
<b>DSN FAX:</b> DSN 473-2839
<b>Comments:</b>  The Lackland Commissary offers more than 12,000 items. The recently remodeled facility, located in Bldg. 8400, features many different food items ranging from soft drinks to dietetic, gourmet and ethnic foods. The delicatessen and bakery concessions further enhance the commissary's service.  Hours of Operation:  Sunday 1000-1700 Monday-Friday 0900-2000 Saturday 0800-1800

## Local Community

### Local Community Overview

For more information on this subject:  
General San Antonio Information  
<http://www.express-news.com>

The cost of living in San Antonio is one of the lowest among large US cities. San Antonio is ranked among the lowest in cost of living for metropolitan areas with one million plus population and has ranked below the national average for 19 consecutive quarters. There is, however, a direct correlation between the cost of living and the local wage scale. If you plan to look for work, you will probably be paid less than you are accustomed to earning.

San Antonio is at the convergence of three regions of Texas - the Hill Country, the Prairie Land and the Brush Country of the Coastal Plain. Therefore, there are several interesting scenic areas, cities, and other attractions within a 150-mile radius of the city.

San Antonio is surrounded by outstanding lake resorts. About 30 miles west is Lake Medina, a good place for fishing, hunting and boating. Lackland maintains a recreation and camping area at Lake Medina. To the east is Lake McQueeney. The Highland Lakes, including Canyon Lake, Lake Buchanan and Lake Lyndon B. Johnson, are to the north, and to the southeast is Calaveras Lake.

FOR GENERAL SAN ANTONIO INFORMATION:  
See Web Page Link Above

### Time Zone Chart

Lackland is located in the Central Time Zone.

## Time Zone Chart

<i>Location</i>	<i>Adjustment for GMT</i>
Pacific	-8
Mountain	-7
Central	-6
Eastern	-5
Greenwich (United Kingdom)	0
Central European (Germany)	1
East Asia (Japan)	9

### Climate

For more information on this subject:  
 San Antonio Detailed Weather Information  
<http://www.weather.com/weather/us/zips/78236.html>

SA is known for its mild weather. For time and temperature information, call 226-3232, sponsored by Frost National Bank. Northside Ford sponsors hourly and extended weather forecasts at 826-4679 during the hours of 8 a.m. to 4 p.m.

San Antonio has a modified subtropical climate because of its location on the edge of the Gulf Coastal plains. The average temperature is 86

degrees. Expect summer temperatures to be above 90 degrees over 80% of the time. Subfreezing temperatures occur approximately 20 days out of the year with measured snowfall occurring every 3-4 years. The most snowfall ever recorded in SA's history was 13.2 inches on 12 Jan 85. SA humidity is usually about 80 percent during the early morning hours, dropping to about 50 percent in the afternoon. The city gets an average yearly rainfall of about 28 inches, with the heaviest amounts occurring in May and September.

The entries in the following table are in inches and degrees Fahrenheit.

### Climate

<i>Month</i>	<i>High</i>	<i>Low</i>	<i>Humidity</i>	<i>Precipitation</i>
January	60	40	56	R - 1.7"
February	65	42	56	R - 2.0"
March	72	50	52	R - 1.6"
April	79	59	54	R - 2.9"
May	85	65	58	R - 3.7"
June	91	71	84	R - 3.4"
July	94	73	82	R - 1.8"
August	94	73	83	R - 2.4"
September	89	69	83	R - 3.7"
October	81	60	82	R - 2.3"
November	70	49	56	R - 2.3"
December	64	43	56	R - 1.7"

### Events Calendar

San Antonio is called the cultural mecca of the Lone Star State. It enjoys a rich heritage of music, architecture, festivals, and numerous time-honored traditions. Many events conform to the vast number of culture associated with the community. Check the San Antonio Express newspaper for an advanced listing of on-going events and the websites listed in the above overview.

<b>Name:</b> Local Events
<b>City:</b> San Antonio, TX
<b>Comments:</b>  San Antonio Stock Show and Rodeo - Feb - 210-225-5851  Fiesta Week - April - 210-227-5191  Folklife Festival - August - 210-458-2390  Lighting Ceremony/Holiday River Parade - Day Thanksgiving - 210-227-4262  Fiesta de las Luminarias - Dec - 210-227-4262  Christmas River Art Fair - Dec - 210-227-4262

### Cultural Attractions

For more information on this subject:  
San Antonio Convention and Visitors Bureau  
<http://www.sanantoniocvb.com>

San Antonio is Texas' # 1 tourist attraction among Texans and folks from out-of-state. If you would like a a Calendar of Events and Lodging Guide, contact the Convention and Visitors Bureau, 203 S. St.Mary's Street (2nd floor), SA, TX 78205 or call 1-800-447-3372. Web site: See Web Address Above

There are several monthly publications that include cultural attractions, events and activities for the San Antonio area. They are: "Fiesta", "Food & Leisure" and "Key" (SA & Austin). Stop by the Family Support Center [bldg 1249-near Burger King] for a copy when you arrive.

Alamo Plaza (between Commerce & Houston Streets) La Villita (S. Alamo, E. Nueva, & S. Presa Streets and the River Walk) (210) 207-8610, Missions of San Antonio (210) 229-5701, The River Walk (Paseo del Rio), downtown San Antonio, (210)227-4262, Institute of Texan Cultures, Durango at Bowie St. on Hemisfair Park, (210) 458-2300,

### Recreation Opportunities

San Antonio, America's 9th largest city, enjoys a rich heritage of music, architecture, festivals and numerous time-honored traditions. Our parks, museums, restaurants, and shops are second to none. Definite musts for any SA tourist are the SA Zoo, the Alamo, and of course the River Walk with all its unique shops and fine restaurants.

For information concerning schedules and ticket prices of professional sports, contact the appropriate organization:

San Antonio Missions Baseball (Class AA Texas League, farm team for LA Dodgers), P.O.B. 28268, San Antonio, TX 78228. Season is April-August and home games are played at Wolff Stadium (appx. one mile from Lackland).

San Antonio Spurs Basketball (NBA), P.O.Box 530, San Antonio, TX. 78292, fax 224-9578. Season runs November-April.

The following are just a few of the places to visit.

<b>Name:</b> San Antonio Convention & Visitors Bureau
<b>Address:</b> 203 S. St. Mary's
<b>City:</b> San Antonio, TX
<b>Phone:</b> 1-800-447-3372
<b>Comments:</b> The above is a telephone hot-line for obtaining the latest information on attractions, restaurants, entertainment, events, etc., for the San Antonio area.

<b>Name:</b> Sea World of Texas
<b>Address:</b> See comments below
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-523-3611
<b>Proximity to site:</b> Five miles
<b>Comments:</b>  Sea World of Texas is the world's largest marine life showplace, offering more than 25 spectacular shows, educational exhibits and family attractions including the Lost Lagoon tropical water adventure area and new Sky tubing' ride.  Opens for season Mar-Oct. Exit Lackland AFB. Take Hwy 90 to Loop 410. Take Loop 410 North. Exit Hwy 151 West (Sea World exit), follow Sea World directional signs. Second Sea World exit is main gate. Discount tickets available at Ticket and Tours, Bldg 5506, Lackland AFB.

<b>Name:</b> Six Flags-Fiesta Texas
<b>Address:</b> See comments below
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-697-5050 or (800) 473-4378
<b>FAX:</b> N/A
<b>Proximity to site:</b> Thirty miles
<b>Comments:</b> The newest of the Six Flags entertainment complexes, you will find thrilling rides, spectacular shows, water adventures and much more. Take the plunge with the Rattler; the world famous wooden roller coaster, with its twisting tracks and incredible drops. In addition, the "Joker's Revenge" promises a unique surprise from the backwards mind of the Joker. Join America's favorite cartoon characters, Bugs Bunny and his Looney Tunes pals for the ultimate family fun experience.  Open day after Thanksgiving through Christmas. Opens for season in March. Exit Lackland AFB. Take Hwy 90 West to Loop 410. Take Loop 410 North to IH 10. Take IH 10 West to 1 mile past Loop 1604. Exit Fiesta Texas exit. Follow directional signs. Discount tickets available at Ticket and Tours, Bldg 5506, Lackland AFB.

<b>Name:</b> Lackland Officers' Wives Club
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-675-3090 or 645-1368
<b>Comments:</b> Check out Lackland's OWC. Join one or more of the following groups:  Bookworms Bowling Bridge Bunco Crafts Dining Dimensions Golf Mom & Tots Mah Jong Needlepoint Out to Lunch Bunch Tennis Thrift Shop Tours Treasure Hunters Gourmet (Day or Evening)  Call the above POC for more information or the Alternate POC Katrina Tirevold at 210-645-1368.

### Military Related and Civic Organizations

Looking to get involved? Check out the following:

<b>Name:</b> Kiwanis Club Northwest
<b>Address:</b> 208 Vivian Lane
<b>City:</b> San Antonio, TX 78201
<b>Phone:</b> 210-736-4909

<b>Name:</b> Lackland Enlisted Wives Club
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-681-0050
<b>Comments:</b> Come join the fun. Annual activities include:  * Scholarship Program * Christmas Party for Children at Wilford Hall Medical Center * Pizza Party for the Audie Murphy Veterans Hospital * Bingo * Guest Speakers

<b>Name:</b> Toastmasters Club
<b>POC:</b> MSgt Vassar
<b>Address:</b> 737th Training Group, Room 114 (on Truemper St., across the street from Dunn Dental Clinic)
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-671-2865
<b>Comments:</b> Meet at 1100 on Tuesdays  (Please note there is another club that meets on Thursdays at 1400 at Wilford Hall Medical Center)  POC: Msgrt Aguilar 671-2947 or TSgt Smith 671-2865

### Shopping

San Antonio has seven major shopping malls within the SA area plus many smaller strip malls that specialize in "one of a kind" items. For the adventurous shopper, there is an Outlet Mall in near by San Marcos, TX, located about 50 miles from Lackland with over 200 stores.

<b>Name:</b> Central Park Mall
<b>Address:</b> 246 Central Park
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-344-2236
<b>Comments:</b>  Hours: 1000-2100, Mon-Sat; 1200-1800, Sun. Major stores include Sears, Dillard's, and Beall's.

<b>Name:</b> Crossroads of San Antonio
<b>Address:</b> 4522 Fredericksburg Road
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-735-9137
<b>Proximity to site:</b> Nine miles
<b>Comments:</b>  Hours: 1000-2100, Mon-Sat; 1200-1800, Sun. Major store is Montgomery Ward.

<b>Name:</b> Ingram Park Mall
<b>Address:</b> 6301 NW Loop 410
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-684-9570
<b>Comments:</b>  Hours: 1000-2100, Mon-Sat; 1200-1800, Sun. Major stores include Dillard's, Foley's, Sears, J.C. Penney's and Beall's.

<b>Name:</b> Market Square/El Mercado
<b>Address:</b> 514 W. Commerce
<b>City:</b> San Antonio, TX, TX
<b>Phone:</b> 210-207-8600
<b>Proximity to site:</b> downtown, approx 10 miles
<b>Comments:</b> Largest Mexican market in the States

<b>Name:</b> North Star Mall
<b>Address:</b> 2000 North Star Mall
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-342-2325
<b>Proximity to site:</b> Fifteen miles
<b>Comments:</b>  Hours: 1000-2100, Mon-Sat; 1200-1800, Sun. Major stores include Dillard's, Marshall Fields, Saks Fifth Avenue, Mervyn's, and Foley's.

<b>Name:</b> Rivercenter Mall
<b>Address:</b> 849 East Commerce Street
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-225-0000
<b>Proximity to site:</b> Twelve miles
<b>Comments:</b>  Hours: 1000-2100, Mon-Sat; 1200-1800, Sun. Major stores include Dillard's and Foley's.

<b>Name:</b> Rolling Oaks Mall
<b>Address:</b> 6909 N. Loop 1604
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-651-5513
<b>Proximity to site:</b> Twenty miles
<b>Comments:</b>  Hours: 1000-2100, Mon-Sat; 1200-1800, Sun. Major stores include Sears, Dillard's and Foley's.

<b>Name:</b> Westlakes Mercado Mall
<b>Address:</b> 1401 SW Loop 410 at Marbach
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-674-0222
<b>Proximity to site:</b> Four miles
<b>Comments:</b>  Hours: 1000-2100, Mon-Sat, 1200-1700, Sun. Major store is Montgomery Ward and it is open until 1800 on Sunday.

### State and Community Social Service Agencies

These listings represent a sampling of the numerous state and community social service agencies. If you desire additional information, contact the Information and Referral Agent at the Family Support Center, at (210)671-3722.

<b>Name:</b> Consumer Credit Counseling Service of Greater San Antonio
<b>Address:</b> 6851 Citizens Parkway, Suite 100
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-979-4300
<b>FAX:</b> N/A
<b>Comments:</b> The Consumer Credit Counseling Service or CCCS is an non-profit, community-supported agency that offers Budget Counseling, Debt Management and Consumer Education services. No fees for classes or counseling, there are fees involved with the Debt Management service. \$3.00 per creditor-maximum, \$30.00 (one time only); \$4.00 per month processing fee, \$30.00 maximum. They have 3 branch offices in the San Antonio area.  They currently provide services in the Family Support Center, Bldg 1249, 2nd Floor, on Tuesdays & Fridays from 0900 - 1500 hours. You must call 979-4300 or 1-800-410-2227 for an appointment or additional information.

<b>Name:</b> Texas Department of Human Services
<b>Address:</b> 3635 S.E. Military Drive
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-333-2004
<b>Comments:</b> Hours: 0800-1700, Mon-Fri

<b>Name:</b> United Way Help Line
<b>Address:</b> 700 S. Alamo
<b>City:</b> San Antonio, TX 78205
<b>Phone:</b> 210-227-HELP (4357)
<b>FAX:</b> N/A
<b>Comments:</b> The United Way Help Line provides information, referral and crisis intervention services. It is staffed entirely by volunteers and it provides referrals to more than 300 not-for-profit, voluntary, and tax supported agencies. Not all these agencies are funded by the United Way.  The majority of request for information are in four areas: Financial Assistance, Marriage Counseling, Senior Services and Childcare.

<b>Name:</b> WIC (Women, Infants & Children)
<b>Address:</b> Bldg 2506 (Biggs Ave)
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-674-7739 or 704-4180
<b>Comments:</b> WIC Central Appts (in San Antonio) - 210-225-0213  WHAT IS WIC?  A health and nutrition program designed to help infants and children grow up healthy. WIC helps to maintain good nutritional habits.  WHAT DOES WIC PROVIDE?  WIC provides nutrition education, immunizations, breastfeeding support and vouchers for healthy foods, such as milk, juice, cereal and infant formula.  WHO IS ELIGIBLE?  Pregnant women, postpartum women (up to 6 months), breastfeeding women, infants and children up to the age of five.  HOW DO YOU GET A WIC APPOINTMENT?  Call the on-base number above (674-7739) or WIC Central at 225-0213 for information and appointments. You will be asked questions regarding your income and residency. An appointment will be made at your convenience.

### Non-Profit Social Service Agencies

These listings represent a sampling of the non-profit social service agencies in our area. For assistance in locating additional services or targeting the specific organizations that best match your needs, call the Information and Referral Agent at the Family Support Center, at (210)671-3722.

<b>Name:</b> USO Council of San Antonio & Central Texas
<b>Address:</b> 420 E. Commerce Street
<b>City:</b> San Antonio, TX 78205
<b>Phone:</b> 210-227-9373
<b>FAX:</b> 210-299-4435
<b>Comments:</b>  Hours: Mon-Tues: Closed Wed-Thurs: 0900-1700 Fri-Sat: 0900-2230 Sunday: 0900-1730 Holidays: 1100-1800  Civilian agency providing supportive services to all active duty military personnel and their families through information, referral, recreation and family support activities.

<b>Name:</b> American Cancer Society-San Antonio Chapter
<b>Address:</b> 8115 Datapoint Drive
<b>City:</b> San Antonio, TX 78229
<b>Phone:</b> 210-614-4211
<b>FAX:</b> N/A
<b>Comments:</b>  Hours: 0800-1700, Mon-Fri

## Religious Activities

San Antonio has over 900 churches scattered throughout Greater SA that represent all denominations. A directory may be found in the Yellow Pages of the Greater San Antonio telephone directory.

## Community Transportation

Types of transportation:

<b>Name:</b> AMTRAK
<b>Address:</b> 1174 E. Commerce
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-223-3226 1-800-872-7245
<b>FAX:</b> N/A
<b>Proximity to site:</b> Fifteen miles
<b>Comments:</b> Rail information can be obtained by calling 1-800-872-7245.

<b>Name:</b> Greyhound/Trailways
<b>Address:</b> 500 N. St. Mary's
<b>City:</b> San Antonio, TX
<b>Phone:</b> 1-800-231-2222
<b>FAX:</b> N/A
<b>Proximity to site:</b> Fifteen miles
<b>Comments:</b> Greyhound handles Greyhound-Trailways, Kerrville, Painter, and Valley Transit bus lines. The station is open 24 hours a day. Call (800) 231-2222 for fare and schedule information.

<b>Name:</b> San Antonio International Airport
<b>Address:</b> 9800 Airport Blvd
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-207-3411
<b>FAX:</b> N/A
<b>Proximity to site:</b> Fifteen miles
<b>Comments:</b> The airport is located in NE San Antonio, approximately 20 miles from the base. It is open 24 hours a day. Military members arriving on PCS orders can take a civilian taxi at an average cost of \$25. Airlines that fly into San Antonio are the following: American, Continental, Delta, Mexicana, Northwest, Southwest, TWA, and United. Short-term and long-term parking is available at the airport and at nearby lots.

<b>Name:</b> VIA Metropolitan Transit
<b>Address:</b> 800 W. Myrtle
<b>City:</b> San Antonio, TX N/A
<b>Phone:</b> 210-362-2020 or 270-8700
<b>FAX:</b> N/A
<b>Proximity to site:</b> Fifteen miles
<b>Comments:</b> VIA provides commercial bus service from Lackland to downtown San Antonio 7 days a week. A VIA bus schedule can be obtained at the Lackland Reception Center in the Chaparral Community Activity Center, Bldg 7246, (DSN 473-2593; (210) 671-2593).  The hours that the buses run depends on the route. Generally the buses start running at 0530 or 0630 and most stop by 2100 or 2200. There are discounts to students, senior citizens, and persons with disabilities. For more information call for a schedule or pick up one at the address above or at 110 Soledad. The Park & Ride system is used for special events: you park your car in certain designated parking lots and ride an express bus to and from the event. VIAtrans is a service available to the mobility-impaired. Call 227-5371 to register for this service. In the downtown area, VIA operates its streetcars on wheels; the fare is 25 cents.  Services for People with Disabilities: (210) 362-2140

Pre-Kindergarten: Child must be 4 years old on or before 1 Sep. Students are accepted into the pre-K program based on age and financial status. Evidence of income by either leave and earnings statement or check stubs is required. High School graduation requirements for the State of Texas are: Comprehensive High School and Special Education

4 Units English; 3 Units Math; 2 Units Science; 2 1/2 Units Social Science; 1/2 Unit Economics; 1/2 Unit Health Education or Health Science Technology; 1 1/2 Physical Education or Equivalent Waiver for Athletics, Band, Dance, or ROTC; 1/2 Unit Speech; 1 Unit Technology Applications: 1 Unit Academic Elective; 5 1/2 Units Other Electives. Total Units Required: 22.

School usually begins 2-3 weeks before Labor Day weekend and ends before Memorial Day.

State law mandates parents/guardians provide proof that your children have been immunized against polio, diphtheria, pertusis, tetanus, red measles (Rubella), and tuberculosis (PPD Mntoux). Children will not be allowed to start school until all immunizations have been obtained and actual dates have been provided to the school. Take your child's birth certificate if he/she is entering school for the first time (to establish that the child is old enough to start school).

Required documentation:

- 1) Birth certificate, 2) Immunization record (for measles/diphtheria, etc.) 3) Proof of residence, (phone bill or lease, etc.) 4) Previous school transcripts (handcarry a copy)[especially any special education records, IEPs, etc.] 5) Child's social security number

Newcomers to San Antonio are often surprised to find that the city has 14 independent school districts, each independently administered and accredited by the Texas Education Agency in Austin. Every school district has an elected school board and appointed superintendent. Schools are funded by state, federal funds, and by local property taxes levied by each school district. Children attend school in the district where his/her family address is located. SA does not bus students across district boundaries; bus transportation is provided for individuals living at least 2 miles from the school.

**MAGNET SCHOOLS:** The Northside Independent School District and the business community have collaboratively combined their

## Education

### Education Overview

The metropolitan city of San Antonio has many choices for you to further your education through private and state universities, 14 independent school districts, numerous private schools and several home schooling resources. Check out the following categories for specific information on each area.

### Public and DODDS Schools

For more information on this subject:  
Texas School Information  
<http://www.tea.state.tx.us/>

Age requirements for Texas Public Schools by State Law:

Kindergarten: Child must be 5 years old on or before 1 Sep of the school year. First Grade: Child must be 6 years old on or before 1 Sep of the school year.

resources to create the innovative Northside Business Careers High School (BCHS), located on the Holmes High School campus. BCHS prepares students for the business world by offering a curriculum of business courses. Qualified students completing the 8th grade in any Bexar County middle school can apply for admission. Enrollment cap: 617. Call 706-7070 for information.

**COMMUNICATION ARTS HIGH SCHOOL (CAHS):** Trinity University and several SA media companies established CAHS that uses journalism and communication skills as the foundation for a full high school curriculum. Partners in the venture include the SA Express-News, KSAT-TV, and WOAI Radio. Enrollment cap: 111

**HEALTH CAREERS HIGH SCHOOL (HCHS):** HCHS, under the aegis of the Northside Independent School District, offers curricula for both college-bound students preparing for health-related professions and students interested in careers in the health professions that don't necessarily require college. Out-of-district students may also attend. Enrollment cap : 800. Call 617-5400 for information.

**ARTS HIGH SCHOOL (AHS):** Opened by the community group Citizens for the Arts High School of SA, AHS located at Jefferson High School. Enrollment is now offered only to middle school students. In 4 years, school officials expect to open it to all grades. AHS is sponsored by the SA Independent School District. For information, call (210)299-5500.

**DATA AND TECHNOLOGY ACADEMY (DATA):** Located at Roosevelt High School in the Northeast Side Independent School District (NEISD.) Focuses on engineering, design, technology and math through the use of computers. Out of district students are accepted at the freshmen and sophomore level only. The program partners with Texas A & M, the University of Texas at San Antonio (UTSA), San Antonio College (SAC), and local chapters of eh American Institute of Architects, and the American Society of Civil Engineers. Enrollment is capped at 125, and students are selected through a lottery sistem rather than academic achievement at the junior high school level. For more information call 210-650-1282.

Uniforms are worn at many of the public schools in San Antonio.

<b>Name:</b> Edgewood Independent School District
<b>Address:</b> 5358 W. Commerce
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-444-4500

<b>Name:</b> Fort Sam Houston Independent School District
<b>City:</b> Fort Sam Houston, TX
<b>Phone:</b> 210-368-8700

<b>Name:</b> Lackland Independent School District
<b>Address:</b> 8265 Bong Avenue
<b>City:</b> San Antonio, TX
<b>Phone:</b> (210) 670-5000
<b>Proximity to site:</b> On-Site
<b>Comments:</b> The Lackland school district, located on Lackland AFB, has 1 elementary school, 1 middle-high school and 1 high school. The average daily attendance is 828. The student/teacher ratio is 14 to 1.  Only families residing in on-base housing or TLQ may have their children attend a Lackland school.

<b>Name:</b> Northeast Independent School District
<b>Address:</b> 8961 Tesoro
<b>City:</b> San Antonio, TX 78238
<b>Phone:</b> 210-804-7000

<b>Name:</b> Northside Independent School District
<b>Address:</b> 5900 Evers Road
<b>City:</b> San Antonio, TX 78238
<b>Phone:</b> 210-523-4500

<b>Name:</b> Randolph Field Independent School District
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-357-2300

<b>Name:</b> South San Antonio Independent School District
<b>Address:</b> 2515 Bobcat Lane
<b>City:</b> San Antonio, TX 78242
<b>Phone:</b> 210-977-7000

<b>Name:</b> Southside Independent School District
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-626-0600

<b>Name:</b> Southwest Independent School District
<b>Address:</b> 11914 Dragon Lane
<b>City:</b> San Antonio, TX 78252
<b>Phone:</b> 210-623-5550
<b>Proximity to site:</b> 5 miles.

### Private Schools

SA has many private and parochial schools at all levels. Among these are boarding schools, schools for the handicapped, and students with learning disabilities. Private schools are licensed by the Department of Education and are required to provide a program of instruction equivalent to the minimum standards established by the state. No state funds are expended on this curriculum.

With schools constantly increasing their tuition and other sundry fees, it is our goal to provide only basic information about the SA private schools. Tuition depends upon the school, grade attending, whether books or other lab fees are included in the regular tuition fee. Additional fees for music, art, uniforms, books, registration, deposits, and transportation should be taken into consideration.

Contact the Relocation Assistance Program or Information & Referral Program at the Family Support, Bldg 1249, or call 671-3722 upon arrival for up to date information on local schools.

If you are considering private/home schools, refer to the following for further information.

<b>Name:</b> HOME SCHOOLING RESOURCES
<b>POC:</b> Family Educators Alliance of South Texas (FEAST)
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-342-4674
<b>Comments:</b> Hours of Operation 1000-1700  Offers support groups, secular and religious curriculum materials, socialization activities, scholarships, bookstore, sports programs.  Support Groups: For more information on support groups, contact the Relocation Assistance Program at the Family Support Center, bldg 1249 or 671-3722.

<b>Name:</b> National Association of Independent Schools (NAIS)
<b>Address:</b> 1620 L Street NW
<b>City:</b> Washington, DC 20036
<b>Phone:</b> 1-800-343-9138
<b>Comments:</b> Provides information on private and independent elementary and secondary schools.

### Colleges and Universities

For more information on this subject:

Local Universities  
<http://www.satx.net>

A number of colleges and universities provide on-base courses and programs for both personal and career needs. Informaiton and counseling about these programs, as well as those available within the San Antonio community are available from the on-base Education Servivces Office or by contacting the colleges listed below.

**NOTICE: ALL TUITIONS ARE SUBJECT TO CHANGE**

Financial Assistance workshops are held twice a month at the Family Support Center, contact the Information & Referral Manager at 671-3722 or come by building 1249 (near Burger King).

<b>Name:</b> Alamo Community College District
<b>Address:</b> Bldg 5725
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-208-8000
<b>FAX:</b> N/A
<b>Tuition:</b> See comments below
<b>Comments:</b> Hours: 0730-1630, Mon-Fri except Thurs 0730-1200.  Tuition: Same as San Antonio College.

<b>Name:</b> Education Service Center
<b>Address:</b> Bldg 5725
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-2895 DSN 473-2895
<b>FAX:</b> 210-671-5181 DSN 473-5181
<b>Proximity to site:</b> on-base
<b>Comments:</b> The focal point for all college education programs at Lackland AFB is the base education center.  Hours: 0730-1630, Mon-Fri  Professional guidance counselors are available on an appointment basis. Complete testing facilities are available to include CLEP, DANTES, ACT/PEP, SAT/ACT, and other specialized tests.  Financial aid applications are available to all personnel and tuition assistance is authorized for active duty personnel.

<b>Name:</b> Incarnate Word College
<b>POC:</b> Office of the Registrar
<b>Address:</b> 4301 Broadway
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-829-6005
<b>Tuition:</b> See comments below
<b>Comments:</b> Hours: 0730-1800, Mon-Fri  Tuition: \$350 per SH (Undergraduate) \$370 per SH (Graduate)

<b>Name:</b> Our Lady of the Lake University
<b>POC:</b> Office of the Registrar
<b>Address:</b> 411 SW 24th Street
<b>City:</b> San Antonio, TX 78207--4666
<b>Phone:</b> 210-434-6711
<b>Proximity to site:</b> Ten miles
<b>Tuition:</b> See comments below
<b>Comments:</b> Hours: 0900-1700, Mon-Fri  Tuition: \$345 per SH (Undergraduate) \$371 per SH (Graduate) \$423 per SH (Doctorate)

<b>Name:</b> Palo Alto College
<b>POC:</b> Registrar's Office
<b>Address:</b> 1400 W. Villaret
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-921-5000
<b>Tuition:</b> See comments below
<b>Comments:</b>  Hours: 0900-1800, Mon-Fri  Tuition: Same as San Antonio College.  * English As A Second Language (ESL) classes provided

<b>Name:</b> Park College
<b>Address:</b> Bldg 5725, Rm 147
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-670-9116
<b>Tuition:</b> \$114/SH
<b>Comments:</b> Hours: 0800-1600, Mon-Fri  Tuition: \$114 per SH.  Degrees: Bachelor of Science  Majors: Mangement, Computer info/sys, Public Administration, Management/Health Care, Management and Social Psychology, TASP exempt

<b>Name:</b> San Antonio College
<b>Address:</b> Bldg 5725
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-670-1041
<b>FAX:</b> N/A
<b>Proximity to site:</b> 10 miles
<b>Tuition:</b> See comments below
<b>Comments:</b> Hours: 0730-1630, Mon, Tues, Wed, Fri except Thurs 0730-1200.  Tuition: Seven or more semester hours at \$23 per SH. \$34 additional fees are also added.

<b>Name:</b> St Mary's University
<b>POC:</b> Office of the Registrar
<b>Address:</b> One Camino Santa Maria
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-436-3011
<b>Tuition:</b> See comments below
<b>Comments:</b> Tuition: \$357 per SH (Undergraduate); \$383 per SH (Graduate); \$392 per SH (Doctorate).

<b>Name:</b> St Philip's College
<b>Address:</b> Bldg 5725
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-675-0218
<b>FAX:</b> N/A
<b>Proximity to site:</b> 20 miles
<b>Tuition:</b> See comments below
<b>Comments:</b> Hours: 0730-1630, Mon-Fri, except Thurs, 0730-1200.  Tuition: Same as for San Antonio College.

<b>Name:</b> University of Texas Health Science Center of San Antonio
<b>POC:</b> Office of the Registrar
<b>Address:</b> 7703 Floyd Curl Drive
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-567-7000
<b>FAX:</b> 210567-2685
<b>Proximity to site:</b> Ten miles
<b>Tuition:</b> \$38 per SH, \$249 per SH (non-resident)
<b>Comments:</b> Hours: 0800-1700, Mon-Fri

<b>Name:</b> University of Texas Health Science at Galveston
<b>City:</b> Lackland AFB, TX
<b>Comments:</b>  Offers a Bachelor's degree in Nursing and a Graduate degree - Nursing Practitioner.

<b>Name:</b> University of Texas at San Antonio
<b>POC:</b> Office of the Registrar
<b>Address:</b> 6900 N. Loop 1604 West
<b>City:</b> San Antonio, TX 78249--0616
<b>Phone:</b> 210-458-4011
<b>Proximity to site:</b> Twenty five miles
<b>Tuition:</b> See comments below
<b>Comments:</b> Hours: 0800-1700, Mon-Fri  Tuition: \$151 minimum, then \$67 per SH (Resident). \$280 per SH (Non-Resident) \$151 minimum, then \$103 per SH (Graduate Resident) \$316 per SH (Graduate Non-Resident)

<b>Name:</b> Wayland Baptist University
<b>Address:</b> Bldg 5725, Room144
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-675-3539
<b>Proximity to site:</b> on-base
<b>Tuition:</b> \$120/SH Graduate \$145/SH
<b>Comments:</b> Hours: 0900-1630  Undergraduate Degree: Bachelor of Science in Occupational Education  Specializations: Criminal Justice, corporate Training/Development  Graduate Degree: Master of Business Administration

<b>Name:</b> Webster University
<b>Address:</b> Bldg 5725, Rm 210
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-674-0014
<b>Proximity to site:</b> on-base
<b>Tuition:</b> \$235 per SH
<b>Comments:</b>  Hours: Mon 0800-1130 , Wed 1300-1600; T-Th-F 0800-1600; Registration at Wilford Hall Medical Center will be conducted on Mondays from 1300-1600 in Rm 8B28, during normal registration periods (call for details).  Degree: Master of Arts  Majors: Computer Resources & Information Mgmt, Health Services Mgmt, Human Resources Development, Management, Public Administration

## Adult or Continuing Education

For more information on this subject:  
 Department of Community Initiatives  
<http://www.ci.sat.tx.us>

The following information provides a profile of adult educational opportunities in the Bexar County. Opportunities available range from high school completion programs to vocational schools. The focal point for all college education programs at Lackland is the Base Education Office. Professional guidance counselors are available for both active duty and dependents on an appointment basis. Complete testing facilities are available to include CLEP, DANTES, ACT/PEP, GRE, SAT/ACT, and other specialized tests. Information pertaining to financial aid is available to all personnel. Tuition assistance is authorized for active duty personnel. The Lackland library has videos and books to assist people in preparing for the GED exam. In Texas, the military is not allowed to offer GED Classes, but off-base options are available. Lackland is located near the Northside Independent School District (NISD). The NISD offers adult education classes in basic literacy, GED Preparation, English as a Second Language, and Citizenship Preparation free of charge during the regular school year. Evening classes are conducted at selected NISD campuses and other locations by the Education Service Center, Region 20, (210) 370-5200. Enrollment is limited to: persons who are over the age of compulsory attendance, have not completed requirements for a high school diploma, and are no longer enrolled in school. Those interested may begin the classes at any time at the site of their choice. For more information, call the NISD at (210) 706-8500.

See also, "Colleges & Universities" sub-category above.

<b>Name:</b> Central Referral Service
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-225-7323.
<b>Tuition:</b> Free
<b>Comments:</b>  Referral services to over 200 local resources. Must be 17 years of age for referral.

<b>Name:</b> Department of Community Initiatives (DCI)
<b>POC:</b> Literary Services Division
<b>Phone:</b> 210-207-7227
<b>Comments:</b>  Offers Literacy, Citizenship and ESL classes, free to residents of Bexar county.

<b>Name:</b> John Jay High School
<b>POC:</b> GED (Adult Education)
<b>Address:</b> 7611 Marbach Rd
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-522-8109
<b>Proximity to site:</b> Three miles

<b>Name:</b> Northside Independent School District Adult Education
<b>Address:</b> 6632 Bandera
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-522-8100
<b>FAX:</b> 210-522-8100
<b>Comments:</b>  Hours: 0800-1645, Mon-Fri  Tuition: Based on courses taken.

<b>Name:</b> Texas Engineering Extension Service (Texas A&M University System)
<b>POC:</b> Pex-Etd San Antonio
<b>Address:</b> Hemisfair Plaza, Bldg 277
<b>City:</b> San Antonio, TX 78205
<b>Phone:</b> 210-208-9300
<b>Proximity to site:</b> 15 miles
<b>Comments:</b>  Vocational and technical training offered.

## Special Education

Personnel arriving with an Exceptional Family Member should contact the EFMP office upon arrival. EFMP can help to ensure that all services in addition to education may be coordinated for the inbound personnel. The office is located in Bldg 1354, first floor. Appointments are required. Please call 292-5967 DSN 554-5967 [Fax 210-671-2207 DSN 473-2207]. Eligible handicapped students shall enjoy the right to a free appropriate education which may include instruction in the regular classroom, instruction through special teaching, or instruction through approved contracts. The school district shall be responsible for providing educational and related services to eligible students in the least

restrictive environment. Handicapped students shall have the opportunity to participate in educational programs and activities with non-handicapped students. To be eligible for special education services a student must have been determined to have one or more of the handicapping conditions listed in federal regulations or in state law.

<b>Name:</b> Exceptional Family Member Program (EFMP)
<b>Address:</b> Bldg 1354, 1st floor
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-292-5967 DSN 554-5967
<b>FAX:</b> 210-671-2207 DSN 473-2207
<b>Comments:</b>
Hours: 0730-1615, Mon-Fri

<b>Name:</b> National Information Center for Children and Youth with Handicaps
<b>Address:</b> PO Box 1492
<b>City:</b> Washington, DC 20013
<b>Phone:</b> (800) 999-5599
<b>Comments:</b>
Hours: 0830-1730 Eastern time
This organization is an excellent resource and everything they provide is free. You may request "A Parent's Guide: Planning a Move; Mapping your strategy." There are also state resource sheets for all states which can put you in contact with all the major disability agencies as well as the Parent Training Information (PTI) Project. Every state has one. PTI puts parents in contact with other parents who have children with similar disabilities, so that they may learn about the local school districts and what services they provide. Their publication list includes legal information.

<b>Name:</b> Project Any Baby Can
<b>Address:</b> 5410 Fredericksburg Rd., Suite 104
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-377-0222
<b>Proximity to site:</b> Ten miles
<b>Comments:</b>
Hours: 0800-1700, Mon-Fri
Provides services to families with children up to 12 years of ages. Links therapy, medical and educational programs, financial assistance, and life-support equipment. Provides crisis funding, monitors, car seats, emergency formula, respite care, and speech and hearing screening. Maintains parent support group information as well as Sudden Infant Death Syndrome support group.

## Employment

### Employment Overview

DONT FORGET to "handcarry" your employment records and documents, resumes, SF 171, SF 50, transcripts, certificates and licenses.

You may be eligible for unemployment, so don't wait; apply immediately upon your relocation to the area. Any delay, can result in losing monies you were entitled to. Application should be made at the Texas Employment Commission (see "Private Sector Employment" sub-category later in this Employment section).

The unemployment rate in San Antonio is very low (3.6%). There is a direct correlation between the low cost of living for the area and the local wage scale. You may expect to be paid less than you are accustomed to earning. But don't let that stop you from looking.

### JOB LINES:

All numbers listed below are area code 210 in the San Antonio area, unless otherwise noted.

Adam's Mark Hotel	362-6464
Alamo Community College District	208-8050
Alamo Iron Works	704-8491
American Funds	474-4473
Audie Murphy VA Hospital	617-5300 x5133
BancPlus Mortgage Corp.	525-7728
Bank of America	270-5614
Bank One	271-8540
Baptist Medical Center	297-WORK (9675)

Bexar County Civil Service Commission 270-6333  
 Bexar County Medical Society 304-4362  
 Broadway National Bank 283-6501  
 Bromley, Aguilar & Associates 244-2300  
 Brooks AFB (Civilian Personnel Office) 536-3810  
 Charter Real Hospital 699-8585 x4055  
 Chase Bank 531-2013  
 Citibank 677-6943  
 City of San Antonio 207-7280  
 Clarke American 690-6500  
 Coca Cola / Dr. Pepper 225-2601  
 Corestaff (Temp. Jobs) 525-8547  
 Dee Howard 301-0950  
 F.B.I. 978-5410  
 Fort Sam Houston, Civilian  
 & Recruitment Office 221-9822  
 Frost Bank 220-5627  
 Frost Bank at Kelly (Call 8am-5pm) 220-4440  
 Gary Job Corps Center (San Marcos, TX) 512-396-  
 6756  
 Gonzaba Medical Group 615-3223  
 Headquarters, AIA / DPCS, Security Hill 615-3223  
 (Air Intelligence Agency)  
 H.E.B. 938-5222  
 Holiday Inn 349-9900 x2157  
 Holiday Inn Riverwalk 224-2500 x575  
 Holt of Texas 648-8482  
 Humana Health Care System of San Antonio 921-  
 6600  
 Hyatt Regency 224-6428  
 K.C.I. 255-6059  
 Kelly AFB 925-1693  
 Lackland AFB 671-4117  
 La Quinta Inn 616-7645  
 Marriott Rivercenter 554-6289  
 Martin Marietta Materials 208-4010  
 Methodist Hospital 575-4JOB (4562)  
 Metropolitan Hospital 208-2589  
 Northeast Baptist Hospital 297-2000  
 Northeast Methodist Hospital 646-5003  
 Northwest Imaging Center  
 (Methodist Healthcare System) 614-4051  
 Pacificare 474-5023  
 Pizza Hut 675-6666  
 Post Office 368-8400  
 Quest Communications 525-6233  
 Psychological Corporation 299-2700  
 Randolph AFB 652-4886  
 Saint Mary's University 436-3343  
 San Antonio Express News 554-0500  
 x7210  
 San Antonio Federal Credit Union 258-1756  
 San Antonio State School 531-3724  
 San Antonio Water System 7:45am-4:30pm 704-  
 7280  
 Santa Rosa Hospital 704-2343

Sea World 523-3198  
 Security Service Federal Credit Union 476-4165  
 Sheraton Gunter Hotel 227-3241 x1462  
 Snelling 734-6288  
 Southeast/west General Hospital 921-3435  
 Southwest Research 8:00am-3:00pm 258-9425  
 Southwestern Bell 820-6832  
 Texas Department of Human Services 337-3234  
 Trinity University 999-5707  
 Ultramar Diamond Shamrock 592-2357  
 University of the Incarnate Word 829-3881  
 UPS 888-967-5877  
 USAA 498-1289  
 US Office of Personnel Management  
 (Fed. Jobs) 805-2402  
 UT Health Science Center at San Antonio 567-2615  
 UTSA 458-4250  
 UTSA Downtown 458-4250  
 Valero 370-2011  
 VIA Metropolitan Transit 362-2002  
 Villa Rosa Hospital 704-2343  
 Wells Fargo Guard Services 828-2086  
 West Teleservices Corp. 690-6999  
 World Savings 543-4403

OTHER JOB LINES:

Apple Computer 512-919-2011  
 Blue Cross/Blue Shield 214-669-5364  
 City of Dallas 214-670-5908  
 IBM 800-426-8322  
 Intel 408-765-8080  
 Lockheed Aircraft 888-240-6310  
 Southwest Texas State University 512-245-2619  
 Texas State Auditor's Office 512-479-3055  
 Texas State Committee Career Hotline 800-822-  
 PLAN (7526)

<b>Name:</b> Career Focus Program
<b>Address:</b> Bldg 1249, 2160 Kenly Avenue
<b>City:</b> Lackland AFB, TX 78236--5113
<b>Phone:</b> 210-671-3722 DSN 473-3722 Toll Free 800-621-3725
<b>FAX:</b> 210-671-5206 DSN 473-5206
<b>Comments:</b> Hours: 0730-1630, Mon-Fri  The Career Focus Program provides information to military members and their families on employment and career planning. It includes current job listings from San Antonio area employers and other materials to help job-seekers find employment. Numerous books and videos covering a range of career-oriented topics are available at the Family Support Center. Clients can schedule computer time to write a resume or complete an application for Federal employment. The Career Focus Program offers numerous classes and workshops on a regular basis on topics that include resume writing, cover letters, interviewing, job search strategies, professional dress and Federal employment. Career and employment counseling is available on an individual basis.

<b>Name:</b> Spouse Employment Preference
<b>POC:</b> Civilian Personnel Office
<b>Address:</b> Bldg 5211
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-4119
<b>FAX:</b> 210-671-3182
<b>DSN Phone:</b> DSN 473-4119
<b>DSN FAX:</b> DSN 473-3182
<b>E-Mail:</b> john.delapaz@lackland.af.mil
<b>Comments:</b> Hours: 0745 - 1600, Mon-Fri  Spouses who wish to register under the Spouse Preference Program should go to their Civilian Personnel Office(CPO) for counseling. Spouses can only register if their sponsor is assigned to a stateside base. The overseas CPO can assist them in completing the paperwork, but they must wait until they are stateside to register. Spouses at a stateside base can register with their losing CPO 30 days in advance of their sponsor's reporting date. Contact the Spouse Preference Program at the Lackland CPO.  The 24-hour job line is 210-671-4117.

## Federal Civilian Employment for Spouses

For more information on this subject:  
Civilian Personnel Operations at Randolph  
<http://www.afpc.randolph.af.mil>

Spouse employment preference is a preference for employment in DOD appropriated fund civilian positions for which the military spouse is best qualified at grade levels GS-5 through GS/GM-15 (or equivalent wage system positions). Spouses have preference for NAF positions, salaries ranging from GS-7 and below (and equivalent positions). Depending on qualifications and experience, the spouse is afforded serious consideration for competitive civil service vacancies.

If the spouse has previous government work experience, preference can be exercised up to the highest grade level ever held. Spouses of active duty military personnel with personal civil service status (i.e., current career or career-conditional employees, reinstatement eligibles) should apply to the Civilian Personnel Office for available positions.

See Record Listing and "Government Employment" subcategory below:

## Permanent Employment Resources

The record listings below, represent a sampling of the opportunities for permanent employment resources located in our area. For assistance in locating additional resources or targeting opportunities that best match your skills, please contact the Career Focus Program Manager at the Family Support Center, (210)671-3722 DSN 473-3722.

<b>Name:</b> Career Focus Program
<b>Address:</b> Bldg 1249, 2160 Kenly Avenue
<b>City:</b> Lackland AFB, TX 78236--5113
<b>Phone:</b> 210-671-3722 DSN 473-3722
<b>FAX:</b> 210-671-5206 DSN 473-5206
<b>Comments:</b> The Career Focus Program provides information to military members and their families on employment and career planning. It includes current job listings from San Antonio area employers and other materials to help job-seekers find employment. Numerous books and videos covering a range of career-oriented topics are available at the Center. Clients can schedule computer time to write a resume or complete a SF-171 application (for Federal employment). The Career Focus Program offers numerous classes and workshops on a regular basis on topics that include resume writing, cover letters, interviewing, job search strategies, professional dress and Federal employment. Career and employment counseling is available on an individual basis.

<b>Name:</b> Job Training Partnership Act (JTPA)
<b>POC:</b> Goodwill Industries
<b>Address:</b> 3830 Pleasanton Road
<b>City:</b> San Antonio, TX 78221
<b>Phone:</b> 210-921-9675
<b>Comments:</b> Goodwill Industries implements the Job Training Partnership Act in eleven rural counties surrounding San Antonio. Military spouses relocating to the San Antonio area may qualify for free or subsidized job training and job search assistance under Title III of the JTPA. Call the toll free number for information and locations of rural offices.

### Temporary Employment Resources

Temporary Employment companies are a great way to get your foot in the door with many companies and an excellent way to gain employment quickly. Please refer to the Yellow Pages of the San Antonio Telephone Directory for listing of temporary employment agencies under EMPLOYMENT.

### Non-Paid or Volunteer Opportunities

Many volunteer opportunities are available through the Lackland Volunteer Program. Positions are available for volunteers on the base, in the community, mentoring and many more. Limited free child care is available for volunteers on the base. Contact the Family Support Center Volunteer

Resource Program Coordinator for more information (see Record Listing).

<b>Name:</b> Volunteer Resource Program Coordinator
<b>Address:</b> Bldg 1249, 2160 Kenly Avenue
<b>City:</b> Lackland AFB, TX 78236--5113
<b>Phone:</b> 210-671-3722 DSN 473-3722 Toll Free 1-800-621-3725
<b>FAX:</b> 210-671-5206 DSN 473-5206
<b>Comments:</b> Hours: 0730-1630

<b>Name:</b> Wilford Hall Medical Center Volunteer Program
<b>Address:</b> 2200 Bergquist Drive, Suite 1
<b>City:</b> Lackland AFB, TX 78236--5300
<b>Phone:</b> (210) 292-6591
<b>DSN Phone:</b> 554-6591

### Chambers of Commerce

For more information on this subject:  
North San Antonio Chamber of Commerce  
<http://www.northsachamber.com>

Another excellent source of information and employment resource information for Lackland and the surrounding community are the Chambers of Commerce.

See below for points of contact, addresses, and phone numbers for the Chambers in our area.

<b>Name:</b> Greater San Antonio Chamber of Commerce
<b>Address:</b> 602 E. Commerce Street
<b>City:</b> San Antonio, TX 78296
<b>Phone:</b> 210-229-2100
<b>FAX:</b> N/A
<b>Proximity to site:</b> 15 Miles
<b>Comments:</b> Hours: 0830-1700, Mon-Fri

<b>Name:</b> San Antonio Women's Chamber of Commerce
<b>Address:</b> 118 Broadway, Suite 440
<b>City:</b> San Antonio, TX 78209
<b>Phone:</b> 210-299-2636
<b>FAX:</b> N/A
<b>Proximity to site:</b> 15 Miles
<b>Comments:</b>
Hours: 0800-1700, Mon-Fri

<b>Name:</b> San Antonio Hispanic Chamber of Commerce
<b>Address:</b> 110 Broadway, Suite 230
<b>City:</b> San Antonio, TX 78205
<b>Phone:</b> 210-225-0462
<b>FAX:</b> N/A
<b>Proximity to site:</b> 15 Miles
<b>Comments:</b>
Hours: 0830-1730, Mon-Fri

<b>Name:</b> North San Antonio Chamber of Commerce
<b>Address:</b> 45 NE Loop 410
<b>City:</b> San Antonio, TX 78216
<b>Phone:</b> 210-344-4848
<b>FAX:</b> N/A
<b>Proximity to site:</b> 15 Miles
<b>Comments:</b>
Hours: 0800-1700, Mon-Fri

## Private Sector Employment

### Good Prospects:

The Services sector continues to be a major factor in the San Antonio's employment and economic picture, steadily increasing the number of jobs. This was fueled largely by the expansion of the visitor and health industries. Services continue to be the number one job generator in the San Antonio area. Within this sector are "business services", including telemarketing.

### Fair Prospects:

The outlook for health services is optimistic, due to the expansion of facilities. The health services sector employs over 50,000. Bio-tech and medical research are becoming a \$2billion plus industry for San Antonio, with major facilities in the planning stages to complement the existing facilities at Southwest Research Institute, the Medical Center, Southwest

Foundation for Biomedical Research and the Texas Research and Technology Park. New facilities include a research laboratory complex, CTRC's Institute for Drug Development and Southwest Oncology Group. As well as, new tenants at the Texas Research Park, Biomedical Enterprises and SRC Systems, Inc. Although the Texas Research Park is a long-term project, it has far-reaching potential. Local leaders believe the park will give San Antonio a foothold in the 21st century.

The finance/insurance, real estate employment market employs over 43,000. Construction/real estate employment is steadily improving. Most construction growth is in non-residential building. Construction employs over 32,000.

For assistance in locating additional resources or targeting opportunities that best match your skills, please contact the Career Focus Program Manager, at 210-671-3722.

<b>Name:</b> Texas Work Force Commission
<b>Address:</b> 8323 Culebra, Suite 102
<b>City:</b> San Antonio, TX 78251
<b>Phone:</b> 210-523-7300
<b>FAX:</b> N/A
<b>Proximity to site:</b> 8 Miles
<b>Comments:</b>
0800-1700, Mon-Fri

## Government Employment

For more information on this subject:

Federal Job & Employment Information (worldwide)  
<http://www.usajobs.opm.gov>

On-base employment, in the Civil Service sector, temporary positions are plentiful and permanent positions are limited due to the down sizing/right sizing of the Federal Government. Best employment options on-base also include the service sector.

Civil service is the primary on-base employer. If you are interested in civil service positions, contact the Civilian Personnel Office listed below. The 24-hour job line is 210-671-4117; DSN 473-4117.

### OTHER FEDERAL JOBLINES IN SAN ANTONIO:

- Kelly AFB - 925-3315, DSN 945-3315
- AIA (Air Intelligence Agency) - 977-2716, DSN 969-2716
- Ft. Sam Houston - 221-9822, DSN 471-9822

- AF Personnel Center - 565-2439 or 1-800-699-4473
- Commissary, Kelly AFB - 925-7344
- Office Personnel Mgmt (OPM) - 805-2402 [Info desk - 805-2423]
- Brooks AFB - 536-3810

When moving to a new location and trying to establish credit references or job verification prior civil service employees (more than 90 days since your employment) should recommend that verifications be sent to:

National Personnel Records Center  
 Civilian Personnel Records  
 111 Winnebago Street  
 St Louis MI 63118

For a copy of Your Entire Official Personnel Folder/Merged Records Personnel Folder :  
 US Office of Personnel Management  
 OPF/EMF Access Unit  
 PO Box 18673  
 St Louis MI 63118

For information regarding Reinstatement to Federal Employment Write to:  
 US Office of Personnel Management  
 Office of Washington Examining services  
 1900 E Street NW  
 Washington DC 20415

For information regarding Retirement Benefits write to:  
 US Office of Personnel Management  
 Retirement and Insurance Group  
 1900 E Street, NW  
 Washington DC 20415

Include your full name used during period of employment (2) your SSN (3) date of birth (4) agency, dates and place of last employment; and (5) date of separations from Federal employment.

For many civil service jobs a DD214 is necessary to establish your veterans preference and military time. to obtain a copy write to:

National Personnel Records Center (Military)  
 9700 Page Boulevard  
 St Louis MO 63132.

(Include info as above)

See Record Listing for more information:

<b>Name:</b> AAFES
<b>Address:</b> Bldg 1251
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-674-8966
<b>Comments:</b>  Applications may be filled out from 0900-1200 and 1300-1500, Mon-Fri.

<b>Name:</b> Civilian Personnel Office
<b>Address:</b> Bldg 5211
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-4119 DSN 473-4119
<b>FAX:</b> 210-671-5211 DSN 473-5211
<b>Comments:</b> Hours: 0745-1600, Mon-Fri  An e-mail address for CPO is: john.delapaz@lackland.af.mil

<b>Name:</b> Non Appropriated Funds (NAF) /Human Resources
<b>Address:</b> Bldg 10390
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-3216 DSN 473-3216
<b>Comments:</b>  Applications may be filled out from 0900-1100 & 1300-1500, Mon-Fri.

### Professional or Occupational Licensing

The Record Listings represent a sampling of professional or occupational licensing agencies in the area. For assistance in locating additional resources or targeting opportunities that best match your skills, please contact the Career Focus Pogram Manager, at the Family Support Center, (210)671-3722 DSN 473-3722 or Toll Free 800-621-3725.

<b>Name:</b> Practical Nurse
<b>POC:</b> Board of Vocational Examiners
<b>Address:</b> 9101 Burnet Road , Suite 105
<b>City:</b> Austin, TX 78758
<b>Phone:</b> 512-835-2071
<b>Proximity to site:</b> 90 Miles
<b>Comments:</b>  Write or call the Board for an application and specific instructions. If you are currently licensed, tell them in what state you are licensed.

<b>Name:</b> Registered Nurse
<b>POC:</b> State Board of Nurse Examiners
<b>Address:</b> P.O. Box 140466
<b>City:</b> Austin, TX 78758
<b>Phone:</b> 512-835-2071
<b>Proximity to site:</b> 90 Miles
<b>Comments:</b>
Write or call the Board for an application and specific instructions. If you are currently licensed, tell them in what state you are licensed.

<b>Name:</b> Teacher Certification
<b>POC:</b> Texas Education Association
<b>Address:</b> 1701 N. Congress Avenue
<b>City:</b> Austin, TX 78701
<b>Phone:</b> 512-463-8976
<b>Proximity to site:</b> 90 Miles.
<b>Comments:</b>
Hours: 0800-1700, Mon-Fri
Replies frequently take two months by mail.

<b>Name:</b> Child Care
<b>POC:</b> Texas Department of Protective & Regulatory Services
<b>Address:</b> 3635 SE Military Dr.
<b>City:</b> San Antonio, TX 78223
<b>Phone:</b> 210-337-3449
<b>Proximity to site:</b> 12 Miles
<b>Comments:</b>
Regulates child care facilities providing care for four or more unrelated children. Issues licenses and monitors day care centers, group day homes, kindergarten/nursery schools and after school care. Registers persons caring for four or more unrelated children in their home. Investigates complaints. Annual fee \$35.

<b>Name:</b> Real Estate - San Antonio Board of Realtors
<b>Address:</b> 9110 IH-10, West
<b>City:</b> San Antonio, TX 78230
<b>Phone:</b> 210-593-1200
<b>Proximity to site:</b> 10 Miles
<b>Comments:</b>
Hours: 0800-1700, Mon-Fri

<b>Name:</b> Cosmetology
<b>POC:</b> Texas Cosmetology Commission
<b>Address:</b> P.O. Box 26700
<b>City:</b> Austin, TX 78755
<b>Phone:</b> 512-454-3782
<b>Comments:</b>
Hours: 0800-1700, Mon-Fri

<b>Name:</b> Social Work
<b>POC:</b> Texas Dept of Human Services Social Work Certification
<b>Address:</b> P.O. Box 149030
<b>City:</b> Austin, TX 78714--9030
<b>Phone:</b> 512-450-3255
<b>Comments:</b>
Hours: 0800-1700, Mon-Fri

## Networking Opportunities

The military spouse who is seeking to develop a personal career must tackle the problems imposed by frequent moves. Networking before you move as well as after you arrive can sometimes be the key to a successful job search.

It is recommended that you visit the Lackland Family Support Center Resource Room; that telephone number is (210)671-3722 or DSN 473-3722. Other places to call include the Greater San Antonio Chamber of Commerce at (210)229-2102/2104 and the Texas Workforce Commission at (210) 523-7300. The San Antonio Military Community job fair is also held twice a year; the Lackland Family Support Center can provide you with dates, times and locations.

## Medical And Dental

### Medical and Dental Overview

Wilford Hall Medical Center (WHMC), the Air Force's largest medical facility, is located on Lackland Air Force Base. In April 98, Wilford Hall Medical Center underwent reorganization and became the 59th Medical Wing. The 59th MDW has four main missions: Readiness, Education and Training, Research, Peacetime Healthcare - all very important to the future of our country. It is a national resource with its primary mission to conduct war readiness training and be prepared to expand and/or deploy providers to forward areas when needed. WHMC is a primary receiving facility for U.S.

military casualties and units in federal response to natural disasters.

WHMC is the Air Force's foremost provider of medical education, providing the Air Force with some 65% of its physician specialists and 85% of all its dental specialists. It also serves a major role in protecting our active duty, retirees, and their families in peacetime, national emergencies, and war. The 59th Medical Wing is the largest and foremost worldwide tertiary referral center in the USAF.

With the onset of the DoD managed care plan, TRICARE, the 59th Medical Wing has undergone significant changes. TRICARE is open to eligible beneficiaries and has three options - Standard, Extra, and Prime. Beneficiary Service Representatives in the TRICARE Service Center are always available to answer any questions about TRICARE. TRICARE Prime, the biggest change to military medicine ever, provides all enrollees priority access, guaranteed care, and lower costs compared to the Extra and Standard options. Wilford Hall proudly boasts the highest TRICARE Prime enrollment in the city of San Antonio. With an increasing number of Prime enrollees, space-available care at all military treatment facilities is becoming more and more scarce.

Patients choosing to enroll in Prime at WHMC can choose a Primary Care Provider from one of several teams such as the Reid Family Medicine Clinic, the Women's Health Center, Pediatrics Clinic, the Adult Family Medicine Clinic, Kelly Clinic, and Flight Medicine. All basic trainees and permanent party active duty assigned to Lackland and the 59th Medical Wing are seen at the Reid Clinic. Active duty family members over age 18 can also enroll in Prime at the Reid Clinic.

The Women's Health Center is a Prime clinic that provides care covering the full spectrum of women's health needs. This clinic is open to all women over age 18. The Pediatric Clinic, part of the San Antonio Military Pediatric Center, works in conjunction with the other military bases in San Antonio to provide a full range of primary and pediatric specialty care to both pediatric and adolescent patients. The Adult Family Medicine Clinic has the main concentration of Prime enrollees over the age of 18. It offers adults the services of family practitioners, residents, nurse practitioners, and Internal Medicine specialists.

WHMC is proud to offer one-stop shopping to its patients in most every specialty imaginable. Wilford Hall offers patient care in more than 135 specialties

and subspecialties. Its sophisticated procedures and techniques include open-heart surgery, advanced cancer therapy, corneal transplants, neurosurgery and neonatology.

Special Research programs responsible for cutting edge research, with over 600 research protocols are currently in progress. It is also the only AIDS referral center in the Air Force. Other exceptional programs are available at Wilford Hall. The Telemedicine Program helps doctors here diagnosis and care for patients at other medical facilities, some of which are hundreds of miles away. The Airevac System brings patients to Wilford Hall that cannot be taken care of in their local communities

There are many pharmacies within WHMC to include three Prime Clinics with internal pharmacies, the main WHMC pharmacy, the Discharge Pharmacy, and the Refill Satellite Pharmacy, located in the AAFES Base Exchange parking lot. By using the enhanced refill call-in system, patients can call ahead and place their refill order and pick-up their medications the next duty day.

WHMC was recently recertified as a Level One Trauma Center. It not only takes care of military emergency patients, but also approximately 25% of San Antonio's civilian emergencies.

Wilford Hall is also responsible for delivering the babies of military families born in the San Antonio area. A new state-of-the art Labor, Delivery, Recovery, and Postpartum Program will enhance the birth experience for all new parents. Mothers will benefit from the convenience and comfort of staying in one suite during their entire stay. The special neonatal unit has saved the smallest and sickest human lives.

<b>Name:</b> Wilford Hall Medical Center
<b>Address:</b> 59th Medical Wing
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> Comm 210-292-3533 DSN554-3533
<b>FAX:</b> Comm 210-292-5321 DSN 554-5321

### **Medical Services/Directory - on Installation**

For more information on this subject:  
Wilford Hall Medical Center  
<http://www.whmc.af.mil>

Extensive information on available medical services and how to access them can be found on the Wilford Hall Medical Center's web site.

Two Fisher Houses are currently located on LAFB where families of patients receiving care within our medical center can stay at minimal expense. The Fisher Houses provide convenient lodgings close to Wilford Hall with many of the amenities of home. There is never a charge for services provided at Fisher House. For more information call 210-673-7500, FAX 210-673-7579 or check out the website above.

The Childrens' Association for Maximum Potential or CAMP, is also located on Lackland Air Force Base.

Established in 1979, CAMP serves as a non-profit corporation that provides a wide range of recreational, rehabilitative, educational, and respite services for children with developmental disabilities and their families. In conjunction with the Infectious Disease and Surgical Specialists, a new program has been implemented -- the Littlest CAMP Rehabilitation and Child Care Center located at The Admiral Boorda Guest House. It provides special day care to children of all ages recovering from illnesses or surgery so that their parents can return to active duty.

On-base clinic #s follow:

### Medical Services/Directory - on Installation

<i>Clinic</i>	<i>POC</i>	<i>Number</i>
Admissions		(210) 292-6788/7400
Adolescent Care Clinic		210-292-6604
Adult Family Medicine Info		(210) 292-6443
Allergy-Immunology Clinic		210-292-7147
Ambulance Dispatch		210-292-2222 or 911
Audiology & Speech Pathology		210-292-5420
Behavioral Analysis Service		210-671-2032
Behavioral Health Psychology		210-292-5968
Cardiology Clinic		210-292-6534
Cardiothoracic Surgery Clinic		210-292-5540/5541
Central Appointments		(210) 292-7177
Child and Adolescent Psychiatry		210-292-7361
Clinic Information Desk		210-292-5111
Dental Services (Dunn Dental Clinic) -	37th TRW Personnel	210-292-6379
Dental Services, Mackown-Wilford Hall -	59th MDW Personnel	210-292-7251
Dermatology		210-292-5378
ENT		210-292-7675
Emergency Department		210-292-7331
Endocrinology Clinic		210-292-7368
Endodontics		210-292-7831
Family Advocacy Clinic		210-671-2635
Flight Surgeon		210-292-2626
Gastroenterology Clinic		210-292-2900
General Surgery Clinic		210-292-5925
Healthcare Info Line		1-800-611-2875
Hematology-Medical Oncology Clinic		210-292-7311
Infectious Diseases Clinic		210-292-7653
Integrated Mental Health		210-292-3821/7361
Internal Medicine Info		210-292-7177
Kelly Clinic Main Info		210-925-6333
Laboratory		210-292-7601
Main Information Desk		210-292-7412
Neurology Outpatient Clinic		210-671-2900
Neurosurgery Clinic		210-292-5135
Nuclear Medicine Service		210-292-7777
Nutrition Clinic		210-292-7587
OB/GYN Clinic		210-292-7785
Occupational Therapy		210-292-7416
Ophthalmology Clinic		210-292-7841
Optometry		210-292-3600
Optometry Clinic		210-292-7782/3600
Oral Surgery/Hospital Dentistry		210-292-7876
Orthopaedic Clinic		210-292-7640
Orthotic Laboratory		210-292-5388
PCM Access		210-292-7177 1-800-352-9957
Patient Representative		210-292-6688/7827
Pediatric Asthma Education		210-292-3833

Pediatric Clinic Info		210-292-7520
Pediatric Nurse Advisor Line		210-916-1781
Pediatric Well Baby Clinic		210-292-7177
Peridontics		210-292-6990
Pharmacy (Main Outpatient)		210-292-5410
Pharmacy (Refill)		210-292-7000
Pharmacy (Reid Health Svcs. Ctr)		210-292-4062
Pharmacy (Toll Free Refills)		1-800-469-7170
Physical Therapy		210-249-7735
Plastic Surgery Department		210-292-7248
Podiatry Clinic		210-292-5851
Poison Control Center		1-800-764-7661
Primary Care Clinic		210-292-7177
Primary Clinic		210-292-7177
Prosthodontics		210-292-7115
Psychology Research Service		210-671-3487
Pulmonary Clinic		210-292-2900
Radiation Oncology		210-292-7771
Radiology (Outpatient)		210-292-5200
Reid Family Medicine Clinic		292-3034
Renal (Nephrology Clinic)		210-292-2900
Rheumatology Clinic		210-292-2900
Same Day Surgery/Amb. Surgery		210-292-6801
Sleep Disorders Laboratory		210-292-7621
Social Work		210-292-6294
Substance Abuse		210-671-7777
Urgent Problem Clinic (OB/GYN)		210-292-3663/6104
Urology Clinic		210-292-7558
Vascular Surgery Clinic		210-292-5924
Wilford Hall Hospital Operator		210- 292-7100
Women's Health Center		210-292-7785

### Health Benefits Advisor, Wellness, and CHAMPUS/TRICARE Programs

Access to the Defense Department's medical programs is controlled by DEERS, the Defense Enrollment Eligibility Reporting System. DEERS is the military's computerized roster of people eligible for military benefits.

Active-duty members are entered into DEERS when they join the service. Family members who qualify as dependents must be signed up. Even newborns must be enrolled before claims for their care can be processed. Enrollment simply means completing one short form, available at the military personnel facility.

<b>Name:</b> Health and Wellness Center (HAWC)
<b>Address:</b> Bldg 2418
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-0566
<b>DSN Phone:</b> DSN 473-0566
<b>Comments:</b> A HAWC is also located on Kelly. Its phone number is 925-0160.  Targets wellness in six primary areas: Healthy nutrition, stress management, physical fitness, smoking cessation, drug and alcohol abuse prevention, and cancer/heart disease prevention.

<b>Name:</b> Helping People to Keep Well
<b>Address:</b> Bldg 7065
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-5125/5123/5124/5136
<b>Comments:</b>  Hours: 0900-1200 1300-1415, Mon-Thurs

<b>Name:</b> Lackland Tricare Prime (HMO) Service Center
<b>Address:</b> Wilford Hall Medical Center
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> See comments below
<b>Comments:</b> Hours: Mon-Fri, 0700-1615 Closed Sunday and Holidays  Telephone: 1 800 406-2832. This is an automated teller system. When given a selection please press option 3, then option 2

15	SE Baptist Hospital	190
16	Methodist Women's and Children's	150
17	TX Center for Infectious Disease	150
18	Santa Rosa NW	137
19	No Central Baptist	114
20	NE Methodist	112
21	Healthsouth Rehab Institute of SA (RIOSAS)	108
22	Warm Springs & Baptist Rehab Hosp	65
23	Vencor Hosp SA	59
25	Horizon Specialty	30

### Community Hospitals

For more information on this subject:  
Methodist Hospital  
<http://www.MHSHealth.com>

San Antonio is not only a military city, but also a vast medical complex. There are numerous community hospitals in and around Lackland.

TOP 25 HOSPITALS IN SAN ANTONIO (1998 Ranking) [1999 Ranking not yet available]

Rank	Name	Licensed Beds
1	So TX Veterans - Audie Murphy	732
2	Baptist Medical Center	722
3	SW TX Methodist Hospital	636
4	University Health System	615
5	Brooke Army Medical Center	450
6	Santa Rosa Hospital	420
7	San Antonio Comm	416
8	WHMC-59th MDW	390
9	NE Baptist Hospital	291
10	SW General Hosp	286
11	Santa Rosa Children's Hospital	262
12	Metropolitan Methodist Hospital	260
13	St Luke's Baptist	249
14	Nix Health Care System	208

### MILITARY COMMUNITY

Brooke Army Medical Center (BAMC) - BAMC is a tertiary teaching hospital and has a full complement of Surgical, Psychiatric, Pediatrics, Emergency Medicine, Internal Medicine, Medicine, Obstetrics/Gynecology, Radiology, and Pathology. The facility has numerous contracts through the Direct Health Care Provider Program (DHCPP). It serves as a referral hospital for tertiary services in the San Antonio area and for Army MTFs throughout the Great Plains Regional Medical Command, which encompasses Forts Hood, Sill, Polk, Leavenworth, Leonard Wood, Riley, Carson, and Panama. The Institute of Surgical Research (ISR Burn Center) serves as a worldwide referral center for burn patients.

Brooks AFB (70 MDS) - The 70 MDS current capabilities include Primary Care, Aerospace Medicine, Pediatrics, Dermatology, Optometry, Immunizations/Allergy, Gynecology, and Mental Health. The clinic is strictly outpatient, no inpatient services available. Limited emergency service is available. Referrals are made to WHMC and BAMC for most specialty care.

Kelly AFB (76th Medical Group) - This clinic has been realigned under the 59 MDW since 1 Oct 99. The 76 MDG s capabilities include Primary Care, Gynecology, Aerospace Medicine, Pediatrics, Acute Care, Audiology, Optometry, Mental Health, Occupational Medicine, Dental Services, Internal Medicine, and Orthopedics is provided by WHMC on a rotational basis. Inpatient capability is not available. Referrals are generally made to WHMC, BAMC, and Sheppard AFB in Wichita Falls, TX. Wichita Falls is used primarily for alcohol rehabilitation and BAMC/WHMC for specialty care services.

Randolph AFB (12th Medical Group) - The 12th Medical Group s capabilities include limited Emergency Care, Primary Care, nurse practitioners in OB/GYN, Aerospace Medicine, Pediatrics, Optometry, Physical Therapy, and Mental Health. No inpatient care is available. Referrals for specialty care are made to BAMC and WHMC.

#### CIVILIAN COMMUNITY

The San Antonio metropolitan area is a healthcare rich environment. Abundant civilian outpatient and inpatient services are available. Numerous nationally-based health maintenance organizations (Primary Care Manager Clinic s), independent physicians and clinics, and physician group practices covering an array of specialties are also flourishing with the managed care influx. Capabilities of these facilities range from general medical/surgical care to comprehensive/high technology health care needs. Many of these facilities provide an array of services compatible with WHMC, and in some cases, certain facilities offer services not available at WHMC. The vast majority of DoD beneficiaries utilizing the civilian inpatient centers are seen for psychiatric services. WHMC has limited inpatient adult psychiatric and no inpatient adolescent psychiatric services. Opportunities exist for integration with these medical centers and will enhance the training of physicians and ensure the needs of patients are met. At this time, WHMC has programs (external resource sharing) already in place with the University of Texas Health Science Center, mainly in the area of Pediatric Cardiothoracics. There are also proposals for merging or "loaning" some of our specialists into programs within other medical centers in San Antonio. Internal resource sharing also is being utilized for numerous other specialties.

Since following is the only Tricare [Prime] participating hospitals are listed below, please consult the yellow pages of your local telephone directory for a complete listing.

<b>Name:</b> Audie L. Murphy Memorial Hospital
<b>Address:</b> 7400 Merton Minter
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-617-5300
<b>Proximity to site:</b> 15 miles

<b>Name:</b> Methodist Healthcare System
<b>Address:</b> see below
<b>City:</b> San Antonio, TX
<b>Phone:</b> (210)
<b>Comments:</b> Methodist Hospital, 7700 Floyd Curl Dr., 575-4000 Metropolitan Methodist Hosp., 1310 McCullough Ave., 208-2200 San Antonio Community Hosp., 8026 Floyd Curl Dr., 692-8110 Northeast Methodist Hosp., 12412 Judson Rd., 650-4949 Methodist Women's & Children's Hosp., 8109 Fredericksburg Rd., 692-5000 Methodist Ambulatory Surgery Hosp. NW, 9150 Huebner, Suite 100, 691-8000 " " " Central SA, 1008 Brooklyn Ave., 225-0496 " " " Northeast, 12702 IH-35 N., 654-1000 For other services & facilities visit their web site.

#### Dental Services/Directory - on Installation

WHMC is the Air Force's foremost provider of medical education, providing the Air Force with some 65% of its physician specialists and 85% of all its dental specialists. The primary mission of the Dental Service is to provide dental health care to active duty members. Limited care to support resident training requirements may be provided to a small percentage of non-active duty patients on a first come/first served basis if their needs coincide with training requirements.

Dental care is available between 0700-1100 and 1200-1600, Monday-Friday. Active duty sick call on the training side of the base is available at 0700at the Dunn Dental Clinic, Bldg. 6418. 59 MDW active duty sick call is available at 0700 and 1200 at the MacKown Clinic, Bldg 4602. All other eligible beneficiaries requiring emergency dental care should report at 1200 hours, at Dunn Dental Clinic, on each

duty day. Family members of active duty personnel are reminded that the Dependent Dental Plan (DDP) covers 100 percent of fees charged by civilian dentists for the relief of pain. Scheduled appointments are available for permanent party personnel and student personnel stationed on Lackland. Family members of active duty personnel

not enrolled in (DDP) plus retired personnel and their family members will be treated on a space available basis. For annual exams of family members or retirees, appointments are made on the 16th of each month, starting at 0700 at 292-7392 or 292-4198, (if the 16th is a weekend, it will be on the next working day).

### Dental Services/Directory - on Installation

<i>Clinic</i>	<i>POC</i>	<i>Number</i>
Dunn Dental Clinic - Bldg 6418		210-292-6379
Mackown Dental Clinic - Bldg 4602 - Appts		210-292-7252 or 7251

### Family Member Dental Plan

For more information on this subject:  
 United Concordia  
<http://www.ucci.com>

As space for family members is routinely not available, sponsors are encouraged to enroll in the Family Member Dental Plan (FMDP) and use the benefits available in this insurance coverage. For more information regarding FMDP, call the Health Benefits Advisor at 210-292-6857/6858. United Concordia Co. Inc. can provide you a list of local providers. Call 1-800-866-8499 1-800-891-1854 (TDD) 8 a.m. - 8 p.m. EST Monday - Friday. The active duty Family Member Dental Plan is voluntary. Spouses and children of all active duty uniformed service members who live in the United States, District of Columbia, Guam, Puerto Rico, U.S. Virgin Islands and Canada are eligible to enroll. Sponsors must be on active duty for at least 30 days and must intend to remain on active duty for at least 24 months in order to enroll their family members. (Note: Only spouses and family members are eligible for this plan.) To avoid eligibility problems, sponsors must ensure that family member information in DEERS is accurate and up-to-date.

<b>Name:</b> Dunn Dental Services
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-292-6379
<b>FAX:</b> N/A
<b>DSN Phone:</b> 554-6379
<b>Comments:</b> Hours: Active duty can report for sick call on normal duty days at 0700. All other eligible beneficiaries requiring emergency care should report at 1200 hours.

### Housing

#### Housing Overview

Welcome to Lackland AFB Housing Office. Our New Housing Office is located at 2525 Fairchild St, Bldg 1526. Our hours are from 08:00 to 15:45 M-F. (Wednesdays we close at 1430 for training.) There our Award Wining Housing Team (Best Housing Flight in Air Education and Training Command for 1998) will help you and your family, get settled into housing as quickly and comfortably as possible.

#### HOUSING AVAILABILITY - OFF-BASE

Surrounding communities are very supportive of military personnel housing requirements. Housing rent costs vary depending on type and area. The average rent of two bedroom apartments is \$620; three bedroom apartments are \$825 and three bedroom rental homes average \$800 per month. The average commute time is 20 to 35 minutes.

#### HOW TO FIND HOUSING OFF BASE

Visit the Housing Office and check out the Relocation Information Center. We have two personal computers with Internet Service that will display hundreds of listings of homes for rent or for sale in and around San Antonio. We have Brochures published by Veteran Administration, Real Estate Agents, Mortgage Companies, Banks etc. We can also save you money on your Utility Deposits by filling out a Utility Deposit Deferral Letter. Simply bring a copy of your lease or your purchase agreement and a copy of orders assigning you to Lackland AFB, to the housing office and we will fax this deferral letter to the local utility companies.

**RENTAL SET ASIDE PROGRAM**

Rental management agencies of local Housing Communities signed an agreement with the Housing Office to offer apartment units for rent based on the Basic Allowance for Housing (BAH) rates and bedroom requirements. Bedroom requirements are determined by not more than (2) adults per bedrooms. There are over 30 Apartment Communities that are participating in the Set-Aside Program. The military member will report to the Housing Flight to receive information to hand carry to one of these communities. Under Rental Set- Aside, you do not pay a security deposit or credit application fee, and all military applicants will be approved regardless of credit history. You could save approximately \$1700 per annum on the Set-Aside Program.

The Rental Set Aside Program operates on the premise of saving the landlord money so they can reduce the monthly rent to an amount equal to your BAH. If you use an apartment locator/finder service, or a real estate agent, YOU WILL NOT be able to participate in the rental set aside program because these services are charged to the landlord, thereby increasing the rent costs over your allowances.

<b>Name:</b> Housing Flight
<b>Address:</b> Bldg 1526 (at Truemper & Fairchild Streets)
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-671-1840/0071
<b>FAX:</b> 210-671-3472
<b>DSN Phone:</b> 473-1840/0071
<b>DSN FAX:</b> 473-3472
<b>Comments:</b> Hours: 0800-1545, M-F [Wednesdays, we close at 1430 for training]
 <b>RENTER WORKSHOP</b>
A Renter Workshop is held at 10:00 & 14:00 M-F except on Wednesday. This workshop will guide you in "What to look for on a your lease before signing?" This informational briefing can save you money and headaches.
 <b>HOME BUYER SEMINAR</b>
A Home Buyer Seminar is held on Lackland AFB quarterly. This seminar will offer the homebuyer knowledge from (1) Mortgage Loan Officer on benefits of getting pre-qualified prior to home search (2) Real Estate Agent on the importance of a Realtor in "Sales Agent" and "Buyer's Agent" (3) Tax Advisor on tax advantages on home purchasing, (4) Veteran Administration Representative explaining VA benefits (home buying). Call the Housing Office at commercial 210-671-0071 or DSN 473-0071 for the next Home Buyer Seminar. If you arrive after the quarterly Home Buyer Seminar and want to buy upon arrival our counselor can give you one-on-one service on Home Buying.

**Housing Allowances**

See the websites below to get the current rate, based on your eligibility criteria.

**Housing Allowances**

<b>Housing allowance information is available from the Per Diem, Travel and Transportation Allowance Committee's Web Site:</b>	
Rates and Allowances Home Page	<a href="http://www.dtic.mil/perdiem/rateinfo.html">http://www.dtic.mil/perdiem/rateinfo.html</a>
Basic Allowance for Housing	<a href="http://www.dtic.mil/perdiem/bah.html">http://www.dtic.mil/perdiem/bah.html</a>
Overseas Housing Allowance	<a href="http://www.dtic.mil/perdiem/allooha.html">http://www.dtic.mil/perdiem/allooha.html</a>

## Government Housing

Lackland has a total of 720 family housing units on base - 611 Enlisted and 109 Officer. The average waiting time varies by category and rank.

Junior NCO (2,3,4,5 Bdrm) 24-30 mo. avg wait  
 Senior NCO (3,4,5 Bdrms) 24-30 " " "  
 Company Grade Officers (2,3,4) 18-24 " " " Field  
 Grade Officers (3,4,) 28-30 " " "

Apply for family housing at the Housing Flight. Bring your PCS Orders. After you apply, it is your responsibility to keep your application/information current. The Family Housing Waiting List is updated twice monthly at the Housing Flight, and posted at the Lodging Office, Bldg 10203 and Gateway Villa, Bldg 2435, Bldg 5616 Finance Section, Room 106 and 282, Wilford Hall Medical Center-Cafeteria area and the Base Commissary.

### LACKLAND PRIVATIZED HOUSING

Lackland AFB has contracted a private homebuilder to construct and maintain, 420 units ranging from 2br to 4br home on Lackland AFB Annex. Service members with dependants ranked from E-3 to E-7 are eligible to apply. Apply at the Lackland Housing Office, 2525 Fairchild Street, Bldg 1526, phone 671-0071.

**FOR SINGLE MEMBERS:** Space in permanent party enlisted dormitories is critical. DO NOT plan to live off base if you are single and E-1 to E-4. Check with the dormitory manager, regarding approval to live off-base. E-1s and E-4s can apply for BAQ when they arrive. See the dormitory manager in Bldg 1205, Room 120. Call first, the telephone number is (210)671-5951/2074 [FAX 210-671-0515]. The office hours are 0730 - 1630.

<b>Name:</b> Visting Airman's Quarters
<b>Address:</b> Bldg 10203
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-2556/4277 DSN 473-2556/4277
<b>FAX:</b> 210-671-1447
<b>Comments:</b>  3000 Bed spaces. Facilities are for TDY status unaccompanied Airman. Reservations recommended but not required.

<b>Name:</b> Gateway Villa
<b>Address:</b> Bldg 2435 (corner of Kenly & Larson)
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-671-5397/3622 DSN 473-3622/5397
<b>FAX:</b> 210-671-2354 DSN 473-2354
<b>Comments:</b>  FOR MARRIED MEMBERS: Lackland has a 158 unit Temporary Lodging Facility (TLF) which is 99.9 percent occupied year round. Each unit sleeps 5 persons. The daily demand greatly exceeds availability. Therefore, it is necessary to request lodging as early as possible. All members are reminded that BAQ is adjusted (deducted) for every day in TLF over 30 days.  The Visiting Officer's Quarters has 340 spaces for temporary housing. Children are not allowed in these quarters. The costs are \$8-11 for a single room and \$16-23 for suites.

## Community Housing

### RENTAL SET ASIDE PROGRAM

Rental management agencies of local Housing Communities signed an agreement with the Housing Office to offer apartment units for rent based on the Basic Allowance for Housing (BAH) rates and bedroom requirements. Bedroom requirements are determined by not more than (2) adults per bedrooms. There are over 30 Apartment Communities that are participating in the Set-Aside Program. The military member will report to the Housing Flight to receive information to hand carry to one of these communities. Under Rental Set-Aside, you do not pay a security deposit or credit application fee, and all military applicants will be approved regardless of credit history. You could save approximately \$1700 per annum on the Set-Aside Program.

The Rental Set Aside Program operates on the premise of saving the landlord money so they can reduce the monthly rent to an amount equal to your BAH. If you use an apartment locator/finder service, or a real estate agent, YOU WILL NOT be able to participate in the rental set aside program because these services are charged to the landlord, thereby increasing the rent costs over your allowances.

### COST OF LIVING

The Association of Applied Community Researchers (ACCRA) conducts a quarterly survey to assess the

mid-management cost of living in cities across the country. From comparing the prices of 59 items, an index is compiled. The national average index is 100. Consistently, San Antonio has ranked among the lowest U.S. cities of one million or more in population.

Cost of Living Comparisons for a Sample of Cities (First Qtr '99)

City	Composite
Austin	98.4
Dallas	100.4
Fort Worth	92.9
Houston	94.9
San Antonio	89.9
Columbus	100.5
Denver	107.9
Indianapolis	96.0
Memphis	92.3
Nashville	96.1
Oklahoma City	92.2
Orlando	100.5
Phoenix	101.9
Portland	111.7
St. Louis	96.9
Salt Lake City	106.6
Tampa	103.8
Tulsa	96.4

TAXATION

Neither the State of Texas nor the City of San Antonio levies a personal or corporate income tax. The state assesses a 6.25% sales tax from which food and drugs are excluded. San Antonio, at its option, levies an additional 1.5% local sales tax which includes funding of the Metropolitan Transit Authority (.5%). Only areas that have chosen to participate in Transit Authority service are levied the additional tax. The combined city and state sales tax rate is 7.75%.

AD VALOREM

Ad Valorem, or property tax, is paid to the city, the county the local school districts and a host of other special taxing districts by property owners. The tax rates are based on a per \$100 valuation of property, appraisals are done by the Bexas County Appraisal District. In all cases, taxes are assessed at 100% of the current market valuation. For questions on ad valorem taxes call: (210) 220-2251.

PROPERTY TAXES ON CITIES WITHIN BEXAR COUNTY [per \$100 valuation]

Alamo Heights	.38157
Balcones Heights	.39205
Castle Hills	.52428
China Grove	.01752
Converse	.52000
Elmendorf	.08537
Grey Forest	.17000
Helotes	.35407
Hill Country Village	.26916
Hollywood Park	.36983
Kirby	.68210
Leon Valley	.45366
Live Oak	.44516
Olmos Park	.59618
San Antonio	.57979
Schertz	.35540
Shavano Park	.21808
Somerset	.54887
St. Hedwig	.11106
Terrell Hills	.55300
Universal City	.36448
Windcrest	.23876

SCHOOL DISTRICTS' TAX RATES [Per \$100 Valuation]

Alamo Heights ISD	1.5000
East Central ISD	1.7100
Edgewood ISD	1.5893
Harlandale ISD	1.7400
Judson ISD	1.5400
North East ISD	1.5570
Northside ISD	1.4430
Schertz-Cibolo-Universal City	1.4299
Somerset ISD	1.8200
South San Antonio ISD	1.6020
Southside ISD	1.6000
Southwest ISD	1.3141

<b>Name:</b> San Antonio Board of Realtors
<b>Address:</b> 9110 West IH-10
<b>City:</b> San Antonio, TX 78230
<b>Phone:</b> 210-593-1200
<b>FAX:</b> N/A
<b>Comments:</b>  Hours: 0800-1700, Mon-Fri  The Board is a professional organization for realtors. If you have a problem with a realtor the Board can offer basic, not specific, advice and tell you how things are generally handled.  If you still can't resolve the problem, then you may file a written complaint with the Board.

## Utilities

For more information on this subject:  
San Antonio Residents Utilities Services Guide  
<http://www.expressnews.com/cityguide/residents/utility.shtml>

The active duty member can defer utility deposits for electricity, gas and water. Bring your lease or purchase documents and PCS orders to the Housing Flight. We will assist you in completing the deferral application. The Housing Flight will FAX your application to the utility company. It is your responsibility to contact the utility company (Housing Flight has phone #s) for connection. Tell them you are assigned to Lackland and are on the deposit deferral program. As long as you pay your bills on time, no deposit is required.

<b>Name:</b> Bexar Metropolitan Water System
<b>Address:</b> 2047 W. Malone
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-354-6500/922-1221 for hook-up

<b>Name:</b> City Public Service
<b>Address:</b> 146 Navarro
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-353-3279 (24 hr svc) or 228-2222
<b>Comments:</b> A favorable letter of credit from a previous utility company will be accepted in lieu of deposit. NOTE: Most requests for electric and gas service can be taken over the phone.  Types of information you'll need when calling include: Driver's license, Social Security number and place of employment. For leased or rented premises, landlord's name and telephone # are required.

<b>Name:</b> San Antonio Water System
<b>Address:</b> 1001 E. Market
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-704-7297
<b>Comments:</b> Sewer services are managed by the office on 2706 W. Southcross, 225-5222. Average cost \$16/mo.

<b>Name:</b> Southwestern Bell
<b>City:</b> San Antonio, TX
<b>Phone:</b> 1-888-573-6683

## Relocation Services

### Relocation Services Overview

The Relocation Assistance Program is designed to provide education, counseling, relocation planning, information, referral and emergency assistance to service members and their families. There are a number of other on-base agencies that manage various aspects of your relocation. The Housing Management Office, Transportation Office, Military Personnel Flight, and your unit of assignment are examples of the many agencies involved in the relocation process.

### Relocation Assistance

The prospect of a move can be an exciting yet stressful time. Your sponsor is essential to helping you prepare for this move.

Don't forget that the Family Support Center's Relocation Assistance Program at your losing and gaining base, are also there to help.

Have you taken advantage of all the resources available to you? Ask about...

**LACKLAND'S VIDEO & BROCHURE:** Borrow one at your losing FSC.

For Worldwide Web Resources-see "Must Know" in "Installation".

Attended Relocation Workshops provided by your losing Family Support. Check out their Family Services Loan Closet. One-on-One Moving Assistance is provided by the FSC's Relocation Assistance Program, give them a call.

<b>Name:</b> Relocation Assistance Program
<b>Address:</b> Bldg 5616 Rm 111c
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-671-0037 Toll Free 800 973-7630
<b>FAX:</b> 210-671-0640
<b>DSN Phone:</b> 473-0037
<b>DSN FAX:</b> 473-0640
<b>Comments:</b> Hours: 0730-1630 M-F.  Stop by for your FREE AAFES coupons!!! & other local information. We have extensive information to help you get settled in, whether you're single or married. We look forward to seeing you.  A newcomer's orientation is held the last Friday of every month, which includes a spouse orientation and base tour, plus free childcare.  Be sure to ask about the Air Force Aid sponsored program called "Give Parents A Break".  Welcome packets are mailed to inbound personnel by their gaining squadron.  Check out the "Support Services", sub-category "Family Centers" for information on other Family Support Center programs, especially Family Service's domestic loan closet.

### **In Transit Emergencies**

No matter how well you plan, emergencies happen.

Carry your important papers (orders, ID cards, passports, medical records, travelers checks, etc.) with you, not packed in your luggage or your household goods. Write down telephone numbers for your relatives, sponsor, your gaining unit orderly

room, and the Lackland command post. They will be invaluable in case of an emergency. Your copy of SITES is an excellent source of contact numbers.

The American Red Cross and the Air Force Aid Society (AFAS) are available for emergency aid. Red Cross phone numbers are usually listed in the white pages of the local phone directory. They can help with emergency financial assistance and contacting people that will need to know where you are and what's happening.

AFAS can be reached by contacting a representative on any Air Force installation or any military installation if there are no Air Force bases near.

Always have some savings set aside for emergencies.

Remember, for medical emergencies use a local hospital, an automobile club can help with automobile emergencies, or call the local operator to help you identify local resources.

Plan for the unexpected, and it probably won't happen.

### **Financial Preparedness**

The Family Support Center's Personal Financial Management Program (PFMP) offers regularly scheduled seminars on a variety of financial topics.

Financial guidance is offered to those experiencing money management challenges or for those who wish to gain more control of their finances. The Family Support Center PMFP Manager will work with individuals and families to prepare a personalized budget and spending and savings plan. Information and assistance is also available about financial preparation for moving, checkbook management, credit management, budgeting for baby, financial preparation for the future and much more.

The PFMP Manager works with both base and community agencies including Military Finance, the Army and Air Force Exchange Service, on- and off-base banks and credit unions, the Air Force Aid Society and other consumer organizations to assist with getting clients back on their feet financially as soon as possible.

The AFAS Moving Assistance Program (MAP) helps eligible Air Force members finance their moving costs and establish a residence in the local community. Some of the expenses that may be covered include the cost of travel, advance security

deposits, and purchasing essential household furnishings. As a reminder, all assistance from the AFAS is interest-free.

See also, category "Survival Tips for First Termers", sub-category "Money Matters" for additional tips.

<b>Name:</b> Military Finance & Accounting
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-671-2807
<b>Comments:</b> TRAVEL PAY:  Dislocation Allowance (DLA) is the only travel entitlement paid in advance; it may be paid ten days prior to your departure date. Take 2 copies of your PCS orders to your Travel Pay Office to request DLA advance. Your government credit card should be used for food, lodging and gas expenses related to your PCS move. [Use your government credit card conservatively. Misuse could impact negatively on your military career.]  MILEAGE: If you are driving to your next base, you will receive \$.15 per mile for the official distance. Additional dependents will receive \$.02 per mile for a maximum of \$.20/pm per family. If you use two vehicles to move, you may be entitled to additional allowances.  PER DIEM: Payable to you and your dependents for each authorized travel day you actually used. The current daily per diem rates are: \$50/military member, \$37.50/spouse or child over 12 yrs, \$25/children 11 yrs or younger. If travel is not concurrent (together), then spouse is entitled to the higher per diem.  MILITARY PAY  TEMPORARY LODGING EXPENSE (TLE): Partially offsets the added living expenses incurred by you or your dependents when occupying temporary quarters incident to your stateside PCS move. You could be entitled to a maximum of ten days of TLE for the period prior to departing your losing base or signing into Lackland AFB. Your entitlement is based on the currently locality rate, number of dependents, lodging costs and whether you have cooking facilities available.  ADVANCE MILITARY PAY: You may request an advance of your base pay to help offset your PCS moving costs. You may apply for this advance 30 days prior to departing your losing base or up to 60 days after arrival at Lackland AFB. The normal amount is one month of base pay less all taxes and debts to the government. Repayment is made in 12 equal installments. If circumstances warrant it and your commander approves, you may receive up to three months advance pay and a repayment schedule of 24 months. [Remember that taking an advance, can leave you short later when you may need it

most. It will also be treated as a debt by mortgage companies when calculating your debt ration.]

#### BASIC ALLOWANCE FOR SUBSISTANCE (BAS)

If you are enlisted and were receiving BAS at your losing base, you will continue to receive it during your travel time to Lackland AFB. If you have dependents, your new commander will determine whether you will receive a meal card or be put on "separate rations". MSgts, SMSgt and CMSgt are automatically entitled to BAS regardless of marital or accompanied status.

Officer's subsistence allowance continues during a PCS move.

Leave & Earning Statements (LES) will not be produced while you are in transit. You will receive all missing LESs at the end of the first full month after arriving at Lackland. If you want to know your net pay or other pay entitlements while enroute call: PAY CALL: 1-800-755-7413 (request pin #) 24 hours a day, 7 days a week. Access your net pay, allotments, tax info, re-issue W-2, leave or debt balance, etc.

**Name:** Personal Financial Management Program (PFMP)

**Address:** Bldg 1249, 2160 Kenly Avenue

**City:** Lackland AFB, TX 78236--5113

**Phone:** 210-671-3722 DSN 473-3722

**FAX:** 210-671-5206 DSN 473-5206

### Exceptional Family Member Program (EFMP)

Personnel arriving with an Exceptional Family Member should contact the Exceptional Family Member Program (EFMP) office upon arrival. The office is located in Bldg 1354, 1st floor.

Appointments are required for all incoming sponsors who are Q-coded to gather updated info and establish a file. Referrals will be provided, as needed.

**Name:** Exceptional Family Member Program (EFMP)

**Address:** 2279 McChord Ave

**City:** Lackland AFB, TX 78236--5133

**Phone:** 210-292-5967 or 671-2216

**FAX:** 210-671-2207

**DSN Phone:** 554-5967

**DSN FAX:** 473-2207

**E-Mail:** anna.barton@59MDW.whmc.af.mil

### Household Goods In-Bound Shipments

Contact the Joint Personal Property Shipping Office, SA, TX (JPPSO-SAT) as soon as possible after your arrival, even though you may not yet know the delivery address for your household goods. The JPPSO-SAT office needs a telephone number and address where you can be reached. As soon as you have a delivery address for your household goods, provide this information to the JPPSO-SAT office. If at all possible, accept delivery of your personal property as soon as it arrives. This will prevent additional handling and reduce the opportunity for possible loss or damage.

NOTE: Handcarry the inventory of your household goods with important papers. Have the inventory ready on day of delivery, so you can check off each item. List any damaged or missing items with appropriate inventory line numbers on the "Joint Statement of Loss or Damage at Delivery" (DD Form 1840) to avoid problems. At time of delivery, THE CARRIER MUST: - Unpack and unwrap all cartons, boxes and crates (unless you request otherwise), - Place each item or carton in the room you indicate (Have placement planned out before the carrier arrives. Movers are required to place each item only once.) - Remove packing and blocking from appliances. - Remove all packing material resulting from the unpacking.

Look over items carefully and list any noticeable damage. Do not sign for services if they were not performed by the carrier. Do not argue with the carrier. Contact the destination transportation office if problems arise.

<b>Name:</b> Joint Personal Property Shipping Office
<b>Address:</b> 613 Northwest Loop 410, Suite 400
<b>City:</b> San Antonio, TX 78216--5518
<b>Phone:</b> 210-321-4200 DSN 954-4200 Toll Free: 1-800-599-7708
<b>FAX:</b> 210-321-4296 DSN 954-4296
<b>Comments:</b>
Hours of Operation: 0800 - 1700, Mon - Fri

<b>Name:</b> Traffic Management Office
<b>Address:</b> 1561 Stewart Street, Suite 2
<b>City:</b> Lackland AFB, TX 78236--5241
<b>Phone:</b> 210-671-2821/2/3/4 DSN 473-2821/2/3/4
<b>FAX:</b> 210-671-5658 DSN 473-5658
<b>Comments:</b>
Outbound Personal Property and Passenger Services. Hours of Operation: 0730 - 1615, Mon-Thurs 0930- 1615 Fri

<b>Name:</b> Transportation Office
<b>POC:</b> Scheduled Airline Ticket Office (SATO) Travel
<b>Address:</b> Bldg 5616
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-2519 DSN 473-2519
<b>FAX:</b> N/A
<b>Comments:</b>
Hours of Operation: 0730 - 1645, Mon - Fri

### Household Goods Out-Bound Shipments

This information is designed for military personnel and family members who are preparing for shipment of household goods. It is based on entitlements found in Joint Federal Travel Regulation (JFTR) and the IT'S YOUR MOVE booklet by the American Forces Information Service, Department of Defense, 1994. Generally, the Permanent Change of Station (PCS) and arrangement of household goods begins once you receive orders from the Military Personnel Flight, and a destination site has been determined. Specific arrangements for personal shipments normally begin at the local Traffic Management Office. Each pay grade has its own weight allowance (See below), which is the maximum weight that can be moved at government expense under JFTR. The allowance includes the weight of household goods shipped, placed in storage or sent as unaccompanied baggage. Anything exceeding the maximum weight allowance must be paid by the service member. All shipments

can be weighed before destination delivery and can be coordinated with the local Traffic Management Office.

**DOCUMENTS NEEDED:** 7 copies of orders (and amendments, if any) are required per shipment. Service members can appoint someone to conduct their shipment plans for them. This appointment must be in writing, (Power of Attorney).

**SHIPMENT ITEMS** are household furnishings, appliances, equipment, clothing, personal effects, professional books, papers, and equipment.

Be sure to set up a counseling appointment with your local Traffic Management Office, once PCS orders are "in hand" for a smooth coordination of all shipment arrangements.

### Household Goods Claims

When your household goods arrive, you are entitled to have the movers unpack your boxes. If you discover loss or damage, you are required to list the loss or damage on the "Joint Statement of Loss or Damage at Delivery" (DD Form 1840). The carrier or the carrier's representative will provide you with this form at the time of delivery. This form is to be completed jointly by you and the carrier or carrier's representative who is delivering the shipment. DD Form 1840 serves as notice to the carrier of potential loss or damage and a receipt of delivery. If you discover additional loss or damage not annotated on the DD Form 1840, you must use the "Notice of Loss or Damage" (DD Form 1840-R) on the reverse of the DD form 1840. You have up to 70 days to inspect your property and record all loss or damage. In all instances, completed DD Forms 1840/1840R must be delivered to your local claims no later than 70 days from date of delivery. Failure to deliver the form or list all items may result in a reduction of the amount payable on your claim.

You have 2 years from the date your shipment was delivered to file your claim against the government. However, to assure prompt settlement, claims should be filed as soon as possible, keeping in mind that you cannot legally receive double payment for the same damage. Should this happen, you would be responsible for returning any overpayment to the government.

If you sustain property loss or damage, promptly contact the claims office for assistance. You must allow both the government and the carrier to inspect the damage if either requests an inspection. Do not

dispose of damaged items until the damage has been inspected by all proper parties or you have been notified to dispose of it. In the case of mildewed or smoke-damaged items, you may be required to keep the articles until your claim is settled, at which time some items may have to be disposed of through salvage channel. Your claims representative can advise you.

Most claimants have 70 days to notify the Legal Office of any other loss or damage to your property that you discover after the delivery agent leaves. Use the DD Form 1840R (the reverse side of the DD Form 1840). You can turn in the DD Form 1840/1840R to the Legal Office on a walk-in basis during normal duty hours.

<b>Name:</b> Legal Office
<b>POC:</b> Claims Office
<b>Address:</b> Bldg 2484, Room 155
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-3364 DSN 473-3364
<b>FAX:</b> 210-671-5192
<b>Comments:</b>  Hours of Operation: 0730 - 1600.  Claims are processed on an appointment basis only; however, DD Forms 1840 may be turned in anytime between the hours of 0730 and 1600, Mon - Thurs, and must be turned in before a claim can be processed.

### Household Goods Weight Allowances

Your weight allowance is the maximum weight that can be moved at government expense under the Joint Federal Travel Regulations. Related to your pay grade (please contact the Property Management Office for exact weights), this allowance includes the weight of household goods you ship, place in storage or send as unaccompanied baggage.

You, not your transportation officer or carrier, are responsible for staying within this weight allowance. If the weight of items packed, shipped, or stored exceeds that amount, you must pay all charges connected with the excess weight.

For this reason, estimating the weight of your household goods is very important. Estimates should start early, even before you visit your transportation office to set up the move. You should make the first estimate because the counselor at your transportation office will ask you how much weight you will be shipping.

An easy and fairly dependable method for making this estimate is to figure 1,000 pounds per room (not including storage rooms or bathrooms) and then add the estimated weight of large appliances and items in the garage, storage rooms, basement, etc.

As a double check later in the movement process, count the number of items on the inventory form used by the carrier. Then multiply the number by 40 pounds. This is another rule-of-thumb method for estimating the weight of your shipment.

If, while your goods are being packed and loaded, there is evidence that the shipment will exceed your weight allowance, you may want to call your transportation office. Personnel there can estimate the costs associated with your excess weight. This way you will be somewhat prepared for charges you will have to pay. If you are separating from the service and will not remain in a pay status, excess cost must be paid in advance of this shipment.

Civilian weight allowance is limited to 18,000 lbs.

E-4's with less than 2 yrs service, please note: w/dep 7000 lbs and w/o dep 3500 lbs.

### Household Goods Weight Allowances

<i>Grade</i>	<i>Allowance w/Dependents</i>	<i>Allowance wo/Dependents</i>
E1	5,000	1,500
E2	5,000	1,500
E3	5,000	2,000
E4	8,000	7,000
E5	9,000	7,000
E6	11,000	8,000
E7	12,500	10,500
E8	13,500	11,000
E9	14,500	12,000
W-1	12,000	10,000
W-2	13,500	12,500
W-3	14,500	13,000
W-4	17,000	14,000
O-1	12,000	10,000
O-2	13,500	12,500
O-3	14,500	13,000
O-4	17,000	14,000
O-5	17,500	16,000
O-6+	18,000	18,000

#### POV In-Bound Shipments

If you relocate to Lackland from overseas and are shipping your POV, please contact your Property Management Office at your current duty station for entitlements and restrictions. When you arrive, contact the Lackland Property Management Office for information on how to retrieve your vehicle.

Vehicles must be inspected by the Vehicle Processing Center (VPC) personnel at the time of pick-up. You should note all shipment related damage on the back-side of the DD Form 788, "Private Vehicle Shipping Document." A VPC representative will inspect the vehicle with you and either concur or disagree with your damage assessment. You should verify any damage discovered before you drive off the VPC lot. Any damage discovered after that time should be reported to the Legal/Claims Office and inspected by a member of the claims staff within 30 days of pick-up.

<b>Name:</b> Vehicle Processing Center - Dallas, TX
<b>Address:</b> 617 East Main Street
<b>City:</b> Lewisville, TX 75067
<b>Phone:</b> 1-800-438-2046
<b>FAX:</b> 214-436-8662
<b>Comments:</b>
Hours: 0800 - 1630, Mon - Fri
Allow one hour for drop-off (arrive NLT 1530); fifteen minutes for pick-up.
From Dallas-Ft Worth International Airport: Proceed North on Hwy 121, approximately 10 miles, turn left on East Main Street (Farm Route #1171). VPC Dallas is located approximately one half mile from the intersection of Highway 121 and Main Street, on the right-hand side of the street, just prior to the railroad crossing. All other traffic to the VPC should use Highway 121 North exit from Interstate 35E. Main Street is one mile Northeast of the intersection of Highway 121 and IH 35E.

#### POV Out-Bound Shipments

The Traffic Management Office will provide you the name and address of the authorized Vehicle Processing Center (VPC) to ship your privately owned vehicle (POV). They will also brief you on your responsibilities to prepare your POV for shipment, as well as documentation you need when you turn in your vehicle.

The entitlement to ship a POV to and from an overseas area is separate. Vehicles must be in good physical and mechanical condition, clean inside and out including the undercarriage. The radiator must contain anti-freeze to protect the car while in transit, as well as at the embarkation and debarkation points. A complete set of keys must accompany the vehicle.

See the previous sub-category, "POV In-bound Shipments" for additional information.

### POV Claims

Vehicles must be inspected by the Vehicle Processing Center (VPC) personnel at the time of pick-up. You should note all shipment related damage on the back-side of the DD Form 788, "Private Vehicle Shipping Document." A VPC representative will inspect the vehicle with you and either agree or disagree with your damage assessment. You should verify any damage discovered before you drive off the VPC lot. Damage discovered after that time should be reported to the Legal/Claims Office and inspected by a member of the claims staff within 30 days of pick-up.

<b>Name:</b> Legal Office
<b>POC:</b> Claims Office
<b>Address:</b> Bldg 2484 Rm 155
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-3364/3365
<b>FAX:</b> 210-671-5192
<b>DSN Phone:</b> DSN 473-3364/3365
<b>DSN FAX:</b> DSN 473-5192
<b>Comments:</b> Hours: 0800-1600, Mon-Thurs

### Pet Boarding/Kennels

The Record Listings have the names, phone numbers, and a brief description of kennels in the local area. The list is not all inclusive; check in the Yellow Pages of the Greater San Antonio telephone directory for the complete listing. Remember, it is a good idea to make advanced reservations for pet boarding as soon as you know your arrival date. Your sponsor can be of assistance with this. Pets are NOT allowed in on-base temporary lodging facilities.

The facilities listed below are to assist you with your move and do not constitute and endorsement by the USAF or any of its personnel.

<b>Name:</b> Lackland AFB Kennel
<b>POC:</b> Desk Clerk at Billeting
<b>Address:</b> Bldg 2435, Corner of Kenly and Larson.
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-5397/3622 DSN 473-5397/3622
<b>Comments:</b>  Pets are not allowed in VAQ/VOQ or the Temporary Living Facilities. Pet owners may leave their pet in the base kennel for two days while they make arrangements to place the pet in a local kennel. Reservations for the base kennel cannot be made; placement is on a space-available basis at the time the person checks in at Billeting.  NOTE: Pets MUST have current vaccination.

<b>Name:</b> Wiseman Animal Hospital
<b>Address:</b> 2210 NW Loop 410
<b>City:</b> San Antonio, TX 78230
<b>Phone:</b> 210-344-9741
<b>Comments:</b>  Cost per night: Dog \$8; Cat \$7, distance from base: 12 miles.  NOTE: Pets MUST have current vaccination.

<b>Name:</b> Marbach Road Animal Hospital
<b>Address:</b> 7508 Marbach Road
<b>City:</b> San Antonio, TX 78227
<b>Phone:</b> 210-673-8020
<b>Comments:</b>  Distance from base: 4 miles. Cost per night: 35 pounds and under Dog \$8.25 Cat \$8.25.  NOTE: Pets MUST have a current vaccination.

<b>Name:</b> Sharp Care Animal Hospital
<b>Address:</b> 7508 Ingram Road
<b>City:</b> San Antonio, TX 78238
<b>Phone:</b> 210-680-5243
<b>Comments:</b>  Distance from base: 6 miles. Cost per night: Dog \$8 Cat \$8.  NOTE: Pets MUST have a current vaccination.

<b>Name:</b> Great Northwest Animal Hospital
<b>Address:</b> 8843 Grissom
<b>City:</b> San Antonio, TX 78251--2814
<b>Phone:</b> 210-681-4278
<b>Comments:</b>
Distance: 10 miles. Cost per night: Dog-\$12.25, Cat-\$10.50. Will care for other small animals (ferrets, etc.) at \$10.50/day
Birds must be in own cage.
NOTE: Pets MUST have current vaccinations.

### **Pet Licensing**

Lackland's veterinary service is important to pet owners at Lackland, Kelly, and Fort Sam Houston Bases. It's located in Bldg. 3664 at 2460 Ladd St. Lackland's Facility offers immunizations, parasite control, health certificates and zoonotic disease control/limited out-patient treatment. Services are provided for people who are authorized military hospital privileges. Nominal fees are assessed for medical supplies and biologics. There's also a DoD-mandated user-fee of \$2.00 charged for every transaction.

State law and Lackland AFB Regulation 125-3 requires immunization against rabies for all dogs and cats 3 months and older. All pets living on-base must be registered with the base veterinary clinic annually. Proof of rabies immunization within the last year is required of all dogs and cats 3 months and older at the time of registration. Registration and immunization are required on a yearly basis.

Pet owners also need to know that health certificates are available for interstate and overseas travel. Certificates are required for all animals shipped by government or commercial transportation. Certificates are valid for 10 days only. Therefore, appointments for a health examination should not be requested until the definite date of the animal's shipment is known. The animal must be examined during the 10 days prior to its' shipment.

Contact the clinic at least 45 days prior to shipment from foreign countries for vaccination/entry requirements. If possible, call for a health certificate appointment 2 weeks in advance of an anticipated move.

A 3rd area of interest is the permanent change-of-station move. Sometimes, pet owners forget a very

important document--their pet's medical records. If you take your pet to your new duty station, you'll need its' records.

If you should no longer own the pet, you should notify the clinic facility so the records can be destroyed.

Animals are seen only by appointment. Clinic appointments and hours are 0830 and 1530. Phone numbers are 671-3354 or 671-3631.

Clinic appointment days are Monday, Wednesday and Friday.

Health care cannot be provided to animals that are being maintained for profit, sales or any other commercial purpose.

The city of San Antonio requires that all dogs and cats be vaccinated and licensed. Military families can get their pets vaccinated at the Lackland veterinary clinic. Pets are vaccinated on an appointment basis only. Pet owners must pay for any medication. The clinic will provide envelopes which pet owners can mail in for city licensing.

Animals can also be vaccinated, off-base, at reduced rates at the Animal Defense League (655-1373). Once the pet has been vaccinated, the vaccination certification can be taken to the Animal Control Facility at 204 Tuleta (across from the SA Zoo (737-1442), for licensing. A pet license can also be issued by local, private veterinarians at the time of vaccination. Some grocery chains also issue licenses at their courtesy counter. License fees are \$3 for neutered pets and \$15 for pets that are not neutered.

See Record Listing below for Lackland Kennel.

### **Pet Quarantines**

There is no quarantine for pets arriving from overseas locations as long as the owner has a valid veterinarian's certificate that states the pet has no diseases, and the pet has current rabies inoculations.

### **Veterinary Services**

Dogs and cats on base must have rabies immunization and can be registered at the Small Animal Clinic. Valid proof of rabies shot is required to register pets. This can be done from 0730-1600, Mon-Fri; closed last working day of the month. The Veterinary Clinic provides routine immunizations and medical care for pets by appointment only. Clinic hours normally are 0730-1300, Tues/Thur.

Call for days available for appointments. Fees charged are generally lower than off base veterinary fees. Non-prescription medications are available as well as a limited supply of prescription medications.

Please see other information provided under Category RELOCATION SERVICES, Subject Area, PET LICENSING.

<b>Name:</b> Lackland Veterinary Service
<b>Address:</b> Bldg 3664, 2460 Ladd Street
<b>City:</b> San Antonio, TX 78236
<b>Phone:</b> 210-671-3354/3631
<b>Comments:</b> Hours of operation: 0730-1600, Mon-Fri. Animals are seen ONLY by appointment. Clinic appointment days are Tues/Thur from 0730-1300.  NO EMERGENCY CARE is provided by the Lackland Veterinary Service. Please see VETERINARIAN-VETERINARIANS and KENNELS under the YELLOW PAGES of the Greater San Antonio Telephone book.

## Pet Transportation

Once you decide that an animal is going to be your traveling companion, plan for your pet's trip in the same way you plan your own -- well in advance.

**PET HEALTH:** Nothing can waylay a trip faster than an animal with a health problem. Your pet's well-being should be of primary importance to you. Your pet will be subjected to conditions guaranteed to cause stress. A clean bill of health is an important first step in assuring your pet's ability to adjust safely to unfamiliar surroundings. In addition, most states and countries require recent health certificates and disease inoculation documentation before you will be allowed to cross borders, making a trip to the veterinarian mandatory. Even if you are traveling within your own state boundaries, it is a good idea to have your pet examined and innoculated. Your pet will be "out of his own backyard" and subject to contact with unknown animals. His chances of contracting disease or infection greatly increase. Have your pet examined by a licensed veterinarian, preferably one who has cared for the animal on a regular basis. Ask the doctor to prescribe a motion sickness pill or sedative as a preventive measure. Don't tranquilize your animal automatically. Sedated animals are more likely to develop problems. (NOTE: Motion sickness pills are preferable to tranquilizers). NEVER give your pet tranquilizers without your vet's approval and NEVER give an

animal any medication that has been prescribed for human use. Avoid traveling with an animal during extreme weather. Exceptionally cold or hot weather can result in hyper- and hypothermia, heart failure, even death. During summer months, schedule travel for early morning or evening hours.

**IDENTIFICATION:** A disaster in the making is a pet in transit without identification. Dogs break free from leashes and cats dash out of cages left open for just a second. The opportunities for pets being separated from their owners are numerous. Avoid the potential loss of a beloved pet by purchasing a comfortable collar (elastic for cats) bearing complete identification tags. The information should include your pet's name, your name, address, and phone number. A license tag is also necessary and can be obtained from your local humane organization. (If your pet is a cat who has never worn a collar, allow time for the cat to become accustomed to wearing something around his neck). As an additional safeguard, you may want to consider tattooing as a permanent form of identification. Your pet can have a number (your social security number, for example) tattooed on the inside of his ear or flank. Then, if your pet breaks free of both carrier and collar, he can still be positively identified.

## PCS Reporting Procedures

The welcome packet you receive from your sponsor will provide you with instructions about reporting procedures. Your sponsor should have already made billeting arrangements for you. Be sure to keep a detailed accounting of your trip to use when you process your travel voucher. See specific directions on how to get to your installation under Category INSTALLATION, Subject Area, MUST KNOW ITEMS.

<b>Name:</b> INPROCESSING
<b>POC:</b> MPF Employment and Classification
<b>Address:</b> Bldg 5616, Room 106
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-4128 DSN 473-4128
<b>FAX:</b> 210-671-0064 DSN 473-0064
<b>Comments:</b>
Hours of Operation: 0730-1615, Mon-Fri
After checking in with your unit Orderly Room, bring your records to the Military Personnel Flight (MPF) Customer Service, Bldg 5616, Room 131 (phone 671-4177/8). They will take your records and schedule you for an appointment with Employment & Classification and Finance.

### Separation Procedures

Separations from the military are handled by Separations and Retirement Section at the Military Personnel Flight, be sure to Outprocess through your losing base and check out Family Support Center resources, as well.

<b>Name:</b> FSC-Transition Assistance Program
<b>Address:</b> 37 MSS/DPF
<b>City:</b> Lackland AFB
<b>Phone:</b> (210) 671-3722/23 1-800-621-3725
<b>FAX:</b> (210) 671-5206
<b>DSN Phone:</b> 473-3723
<b>DSN FAX:</b> 473-5206
<b>E-Mail:</b> margaret.ozuna@lackland.af.mil
<b>Comments:</b>
All separating/retiring members must attend a pre-separation counseling session as part of the out-processing procedures. The scheduling of this counseling must be at least 180 days prior to your separation at the Transition Office. Public Law 101-510 requires pre-separation counseling (completion of DD Form 2648) to occur no later than 90 days prior to separation or as soon as possible.
The purpose of this counseling is to acquaint all member with the benefits and services available to separatee, retirees, and their families.
Other Transition Services offered, additional one-on-one advisement, 3-Day Department of Labor TAP workshop, (job search, resumes etc.), Resource room capabilities with computers, job search networks, and reference materials.

<b>Name:</b> Military Personnel Flight
<b>POC:</b> Retirements/Separations
<b>Address:</b> Bldg 5616, Room 111
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-671-3957/6 DSN 473 3957/6
<b>Comments:</b>
Disability Retirements
Discharges
Education Separations
Hardship Separations
High Year Tenure
Pregnancy Separations
Miscellaneous Separations

### Billeting

For married members, Lackland has 158 units in its Temporary Lodging Facility (TLF) which is 99.9% occupied year round. Each unit sleeps 5 persons. The daily demand greatly exceeds availability. Therefore, it is necessary to request lodging as early as possible as these quarters are assigned daily on a first come, first served basis. The request line is DSN 473-5397/3622. Permanent Change of Station (PCS) military personnel are authorized to stay in TLF up to 30 days in all months but June through August when the stay is reduced to 15 days. BAQ is adjusted (deducted) for every day in TLF over 30 days.

For single members - Space in permanent party enlisted dorms is critical. Most E-4s (career airmen) and E5s reside off base. If your sponsor or First Sergeant is not able to find you a room in the permanent party dormitories upon arrival, you may be housed in the Visiting Airmen Quarters up to 30 days. Upon assignment to the permanent party dormitories, you will be reimbursed for service fees paid up to a maximum of 30 days, if you are not in a BAQ status.

Lackland's FAMCAMP offers 29-pads for self-contained campers with water, electric (30 amp) and sewer hook-ups for recreational vehicles at a cost of \$12 per day for active duty, retired and family members; and \$16 for sponsored visitors, like parents of basic trainees. Call 210-671-5179 or go by building 2804 for more information. Please note that all spaces are first-come first-served, no reservations are taken.

The Kelly FAMCAMP consists of 32 paved pads with water, electric (30 amp) and sewer hook-ups for recreational vehicles. It has restrooms, showers,

laundromat, playground, TV reception, pay phones, daily newspaper service, barbecue grills and a dump station. Fees are are \$8 a day for RVs and \$3 a day for tent campers. No reservations are accepted: strictly first-come, first-serve. Pets are limited to one per family and must be on leash at all times. Checkout time is 11 a.m. the day of departure. Call (210) 925-5725 for more information.

For information on rentals (including short-term) check out the Online Rental Guide web site. You can search by city.

<p><b>Name:</b> Short-Term Housing List</p> <p><b>Comments:</b></p> <p>The following is a list of area hotels/apts offering short term housing. Prices are seasonal and subject to change without notice.</p> <p>Valley Hi Inn, 100 Valley Hi Drive, 210-675-9550 or 1-800-241-1311 \$27/39</p> <p>Travelers Inn, 6861 Hwy 90W, 210-675-4120 or 800-633-8300, \$35/46</p> <p>La Quinta Motor Inn, 6511 W. Military Dr., 674-3200/800-531-5900, \$49/69</p> <p>Econo Lodge West, 6735 Hwy 90W, 674-5711/800-553-2666, \$32/43</p> <p>Econo Lodge Ingram, 6360 NW Loop 410, 647-800-553-2666, \$45-59</p> <p>Best Western/Lackland Lodge, 6815 Hwy 90W, 675-9690/800-828-4665, \$49/58</p> <p>Holiday Inn Express, 7043 Culebra Rd., 521-1485/800-465-4329, \$79/84</p> <p>Red Roof Inn, NW Loop 410, 509-3434/800-843-7663, \$39</p> <p>Red Roof Inn, US281-Jones Maltsberger, 340-4055/800-843-7663, \$39</p> <p>TraveLodge Suites, 4934 NW Loop 410, 680-3351/800-267-3605, \$40/69</p> <p>Super8 Lackland, 2211 NW Loop 410, 678-0888/800-800-800, \$40/46</p> <p>Suncrest Apartments, 5470 Military Drive W, 673-9225, \$35/45 (1or2Bdrms)</p> <p>Westpoint Inn, 2434 SW Loop 410, 673-7490/800-231-1311, \$30-40</p> <p>Motel 6, 2185 SW Loop 410, 673-9020-800-466-8356, \$32/38</p> <p>Super8 Seaworld, 5336 Wurzbach Rd, 520-0888/800-800-800, \$53/86</p> <p>Best Western Ingram Park, 6855 NW Loop 410, 520-8080/800-528-1234, \$44/54</p> <p>Best Western Oak Hills, 7401 Wurzbach Rd., 614-</p>
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9900/800-528-1234, \$50/65

LaQuinta (Ingram), 7134 NW Loop 410, 680-8883/800-531-5900, \$42/75

LaQuinta Motor Inn, 7202 S. Pan Am Exprwy (281), 922-2111, \$57-75

Comfort Inn, 4 Piano Pl, NW Loop 410@Evers, 684-8606/800-221-2222, \$59/69

Stratford House Inn, 6360 NW Loop 410, 647-8000, \$45/59

Courtyard-Airport, 8615 Broadway, 828-7200/800-321-2211, \$79/99

Courtyard-Marriott, 8585 Marriot Dr., 614-7100/800-321-2211, \$74/79

Family Garden Country, 2383 NE Loop 410, 599-4204/800-314-3424, \$45/75

Sumner Suites (Crossroads), 3636 NW Loop 410, 737-6086/800-747-8483

Casa Manaua Motel, 6500 Old Hwy 90W, 674-1511, \$26/40

El Camino, 6500 Old Hwy 90W, 674-7760, \$24/35

Remember to ask for Military/Government discounts (most will require a Government ID).

Single personnel in grades E-5 and above are automatically authorized off base residency.

Single E-4 personnel and below MUST contact Dormitory Management at 671-2074 or 671-5951 prior to entering into any off-base quarters agreement.

During normal duty hours, Monday thru Friday, please contact Dormitory Management prior to making any billeting/lodging arrangements. See previous sub-category, "Billeting".

## Support Services

### Support Services Overview

Lackland Air Force Base offers a wide range of support services through on and off-base agencies. For information on services not listed in the following sections, contact the Information and Referral Agent or the Relocation Assistance Program manager at the Family Support Center, (210) 671-0037 DSN 473-0037 or 1-800-973-7630.

### Family Centers

The Family Support Center is here to help enhance the quality of life for all DOD members (married or single) and their family members.

Check out the following for more information about the programs and services available:

## Unaccompanied PCS

If you are single and relocating to Lackland, please be sure to request a sponsor. Your sponsor will be able to tell you about your new unit, and give you a telephone number and address where he or she can be reached. You will receive a Welcome Packet from your sponsor with information on housing, base facilities and programs, and the local community. Your sponsor will normally be the person at the airport to meet you and help you get settled in on base.

YOU MUST REPORT FOR INPROCESSING TO THE EMPLOYMENT AND CLASSIFICATION OFFICE, ROOM 106, BLDG 5616, BETWEEN THE HOURS OF 0730-1615, MONDAY-FRIDAY.

Single personnel in grades E-4 and below reside in dormitories which were constructed in 1981. In these dormitories, one bathroom is shared by two rooms.



the Family Support Center (Family Service - Navy or Army Community Service - Army) for assistance.

The American Red Cross can also help in times of emergency, when you are NOT near a military base. Check the local yellow pages or commercial white pages for the number in your area. The local office # is 210-671-1855 FAX 671-2152.

<b>Name:</b> Air Force Aid Society
<b>Address:</b> Bldg 1249
<b>City:</b> Lackland AFB, TX
<b>Phone:</b> 210-671-3722 DSN 473-3722 Toll Free 800-621-3725
<b>FAX:</b> 210-671-5206 DSN 473-5206
<b>Comments:</b>
Hours: 0730-1630, Mon - Fri

### Family Advocacy

Family Advocacy is a DoD initiative for the prevention, education, intervention, and treatment of child abuse, child neglect, child sexual abuse, spousal abuse, and sexual assault.

<b>Name:</b> Family Advocacy
<b>POC:</b> Program Coordinator
<b>Address:</b> Bldg 1354, 1st floor
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-292-5967 or 671-2216
<b>FAX:</b> 210-671-2207
<b>DSN Phone:</b> 554-5967 or 473-2216
<b>DSN FAX:</b> 473-2207
<b>Comments:</b>
Hours: 0730-1615, Mon-Fri
Receives reports of alleged maltreatment, investigates circumstances and determines if maltreatment is suspected, unsubstantiated or substantiated. Services offered are assessment, treatment, referral, case management, and various groups/classes.

### Single Member Services

The key to becoming a part of the community is getting involved. Join a church or synagogue group; sign up for educational courses, recreational program, or take part in a special interest group such as a health club. Make a list of all the activities you participated in before the move: bowling, bridge club, Big Brothers/Sisters, softball, etc. Add some others you would like to try: amateur theater,

International Toastmaster/mistress, computer courses, etc. Then find out how to find these activities through such sources as the Family Support Center (see previous sub-category above "Family Centers", the Recreation Center, or your unit's bulletin board.

<b>Name:</b> Premarital Workshop
<b>POC:</b> Base Chapel
<b>City:</b> Lackland AFB
<b>Comments:</b>
See "Chapel Services & Programs" below.

### Support Groups

Refer to the Record Listing for information on support groups. The Information and Referral Manager at the Lackland Family Support Center can provide you with the names of other support groups in our area. See "Child & Teen Services", sub-category "New Parent Program", also.

<b>Name:</b> Alcoholics Anonymous
<b>Address:</b> 8804 Tradeway
<b>City:</b> San Antonio
<b>Phone:</b> 210-828-6235
<b>Comments:</b>
Hours: 24 hours a day, 7 days a week.

<b>Name:</b> Any Baby Can
<b>Address:</b> 5410 Fredericksburg Rd., Suite 104
<b>City:</b> San Antonio, TX
<b>Phone:</b> 210-377-0222
<b>Comments:</b>
Hours: 0800-1700, Mon-Fri
This service is for children up to 12 years of age. Links therapy, medical and educational programs, financial assistance, and life-support equipment. Provides crisis funding, monitors, car seats, emergency formula, respite care, and speech and hearing screenings. Maintains parent support group information, as well as, Sudden Infant Death Syndrome (SIDS) Support Group.

<b>Name:</b> Family Support Center
<b>POC:</b> Information & Referral Manager
<b>Address:</b> Bldg 1249, 2160 Kenly Avenue
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-3722 DSN 473-3722
<b>FAX:</b> 210-671-5206 DSN 473-5206
<b>Comments:</b> Hours: 0730-1630, Mon-Fri

<b>Name:</b> Steps to Effective Parenting
<b>POC:</b> Family Advocacy Office
<b>Address:</b> Bldg 1355, Room 213
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-2216 DSN 473-2216
<b>FAX:</b> 210-671-2207 DSN 473-2207
<b>Comments:</b> Hours: 0730-1615, Mon-Fri

### Morale, Welfare, and Recreation

A variety of exciting leisure activities are available to military members and families at Lackland. Everyone is encouraged to take advantage of the many activities and crafts offered. Please contact the Services Squadron for information on services available.

<b>Name:</b> 37th Services Squadron
<b>Address:</b> Bldg 1245
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-3395
<b>FAX:</b> 210-671-4992
<b>DSN Phone:</b> 473-3395
<b>DSN FAX:</b> 473-4992
<b>Comments:</b>
Air Express Pizza I 670-1666
Air Express Pizza II 675-9419
Auto Skills Center 671-3549/2772
Arnold Hall Comm. Center 671-2619/2352
Chaparral Fitness Center 671-2401/2361
Chaparral Pool 671-2187
Child Development Center 671-3675/3168
Club Barber Shop 645-7045
Club Catering 645-7034
Commercial Sponsorship 671-2104
FamCamp 671-5179
Family Child Care Office 671-3791/3376
Gateway Club 645-7034
Gateway Fitness Center 671-1348
Gateway Hills Golf Course 671-2517/3466
General Store Gift Shop 671-2192
Golf Club Repair Shop 671-4848
Golf Course Grill 671-2006
Golf Pro Shop 671-3466
Information, Tickets & Tours 671-3133
LAFB Tng Anx Pool 671-4667
Lodging Office 671-2523
Main Library 671-3610/2218
Marketing & Publicity. 671-3906/3920
Medina Fitness Center 671-4525/4477
Mitchell Hall (Reserv.) 645-7034
Outdoor Rec/Equip Issue 671-3106/2185
Saddle Club 671-3198
SATO (Leisure Office) 673-9057
Skills Development Center 671-2515/2269
Skylark Bowling Center 671-2031/2271
Skylark Comm. Center 671-2021/3894
Skylark Indoor Pool 671-3780
Small Animal Care 671-3354/2245
Smokin' Joe's BBQ 671-3784
Teen Center 671-7343
VAQ 671-4270
VOQ/TLF 671-3622
Warhawk Fitness Center 671-2751/2016
Warhawk Pool 671-3445
WHMC Patient Library 292-6198/6199
Youth Program 671-2388
Youth Sports 671-2611/2510

## Chapel Services and Programs

The Lackland Chapel Community is here to provide the very best in spiritual care, worship, religious education, and pastoral counseling.

Pastoral Counseling - Chaplains are available for counseling on a walk-in basis or by appointment. Call the Chapel Center at 671-4208. For emergencies after duty hours or on weekends contact the Duty Chaplain through the Command Post at 671-4225. ALL COUNSELINGS ARE CONFIDENTIAL AND PRIVILEGED PER REQUEST OF THE INDIVIDUAL.

Rites (including marriages, baptisms, dedication, etc.) - An appointment with a chaplain should be made as soon as possible to receive the necessary counseling and preparation in addition to having the chaplain reserve the facility. Religious Education (RE). Each of the faith groups has an active RE program for individuals from preschool through the adult levels. These include Bible studies, couples communication classes, family enrichment programs, and spiritual renewal seminars and retreats.

Fellowship - Diverse social activities, youth groups, men's and women's organizations, choirs, and prayer groups meet on a regular basis. Call the Wing Chapel office for specific information 671-4101.

Pre-marital Counseling is offered by appointment 671-4101.

<b>Name:</b> Gateway Chapel
<b>Address:</b> 1850 Barnes Ave, Bldg 6300
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-2911
<b>DSN Phone:</b> 473-2911
<b>Comments:</b> Offers Roman Catholic, Protestant Non-Denominational & Denominational [Seventh Day Adventist, Church of Christ, Christian Science, Nazarene, The Church of Jesus Christ Latter-Day Saints & United Pentecostal] and Other [Muslim, Baha' 1st, 3rd, 5th; NSA Buddhist, Echantkar 1st, 3rd, 5th; Wicca] services.

<b>Name:</b> Hope Chapel
<b>Address:</b> 1320 Hughes Ave., Bldg 10338
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-2941
<b>Comments:</b> Provides Roman Catholic and Protestant Non-denominational services.

<b>Name:</b> Lackland Chapel
<b>Address:</b> 2200 Truemper St, Bldg 1528
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-4208 DSN 473-4208
<b>Comments:</b> Roman Catholic and Protestant Non-Denominational Services

<b>Name:</b> Medina Chapel
<b>Address:</b> 975 Medina Base Rd
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-4491
<b>DSN Phone:</b> 473-4491
<b>Comments:</b> See Hope Chapel.

<b>Name:</b> Memorial Chapel
<b>Address:</b> 1639 Wurtsmith Rd., Bldg 5432
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-2677 or DSN 473-2677
<b>Comments:</b> Offers Roman Catholic, Eastern Orthodox, Jewish & Protestant Denominational [Assemblies of God, Church of God].

<b>Name:</b> Wing Chaplain's Office
<b>Address:</b> 1800 Carswell Ave., Bldg 9034
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-4101 DSN 473-4101
<b>FAX:</b> 210-671-1834 DSN 473-1834

## Drug and Alcohol

See also previous sub-category above, "Support Groups".

<b>Name:</b> ADAPT (Alcohol Drug Abuse Prevention & Treatment) Program
<b>Address:</b> Wilford Hall Rm 4A41 [4th floor]
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-292-4453
<b>FAX:</b> 210-292-4502
<b>DSN Phone:</b> 554-4453
<b>DSN FAX:</b> 554-4502
<b>Comments:</b> Hours: 0730-1630, Mon-Fri  Services include substance awareness seminars, IOP (Intensive Outpatient Program), family programs, public awareness programs, Group (Drug-Alcohol), Alcoholics Anonymous, Al-Anon. Referral as necessary for family members and/or self.

### Legal Assistance

Legal assistance is provided on a walk-in basis at the legal office. Mon 1400-1530, Tu & Th 0800-0930

Notary service and powers of attorney are available 0730 - 1630, M-F. Military IDs are required.

<b>Name:</b> Legal Assistance
<b>Address:</b> Bldg 2484, Rm 166 [Kenly Ave]
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-3361 DSN 473-3361
<b>FAX:</b> 210-671-3467 DSN 473-3467

## Child And Teen Services

### Child and Teen Services Overview

Services on-base, include a child development center, youth & teen centers, and Family Child Care program. See the following sub-categories below for more information.

### New Parent Program

Addition resources can be found in the "Support Services" section, "Support Groups" sub-category and yellow pages. Family Advocacy provides the following programs on-base.

<b>Name:</b> Department of Community Initiatives
<b>POC:</b> Children's Resource Division
<b>Address:</b> 1222 N. Main, Ste 300
<b>City:</b> San Antonio, TX 78212
<b>Phone:</b> 210-246-5200
<b>FAX:</b> 210-246-5230
<b>Comments:</b>  Provides comprehensive services directed towards caregivers and parents of children ages 0-13 or aged 17 if child has a disability.

<b>Name:</b> New Parent Support Program (NPSP)
<b>POC:</b> Family Advocacy Program
<b>Address:</b> 2279 McChord Ave
<b>City:</b> Lackland AFB, TX 78236--5133
<b>Phone:</b> 210-292-5967 or 671-2216
<b>FAX:</b> 210-671-2207
<b>DSN Phone:</b> 554-5967
<b>DSN FAX:</b> 473-2207
<b>Comments:</b> Hours: 0730-1615, Mon-Fri  NPSP helps expectant and new parents meet the demands of their challenging and changing roles as mother, father and family. The program is designed to provide education, support, and information to high-risk childbearing age families regarding newborn, postpartum, parent/child and family health-related issues.

### Child Care Programs - on Installation

The Lackland Child Development Center provides care for active duty and civilian member's children ages 3-5 years old. Services include full-time and space available drop-in.

Provides the following programs (w/rate)

Full Day Childcare - \$52-\$86/wk Part Day-Preschool (at Boys & Girls Club of Lackland) 2-day \$41-\$68/mo Part Day-Preschool (at Boys & Girls Club of Lackland) 3-day \$53-\$82/mo Before School Care (at Boys & Girls Club of Lackland) \$11-\$17/wk After School Care (at Boys & Girls Club of Lackland) \$20-\$34/wk Before & After School Care (at Boys & Girls Club of Lackland) \$30-\$50/wk Hourly Care - \$2.50/hr Special Needs Care (case by case) - \$2.50/hr

A current immunization record is required. The Varicella (Chicken Pox) and TB Tine are required. Weekly fees are based on total family income.

<b>Name:</b> Boys & Girls Club of Lackland
<b>Address:</b> Bldg8205
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-2388/2510/2611/1245 DSN 473-2388
<b>FAX:</b> 210-671-5960 DSN 473-5960
<b>Comments:</b> Offers:  Preschool (ages 3-5 yo) 2-day (Tu & Th) 0900-1200 3-day (M-W-F) 0900-1200  Before & After School Program: [Includes Breakfast]  Before School Program opens at 0630 and transports child to on-base school. 5-12yo  After School Program picks up child from school, at ends at 1800.

<b>Name:</b> Child Development Center
<b>Address:</b> Bldg 8210
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-3675/3168 DSN 473-3675/3168
<b>FAX:</b> 210-671-4935 DSN 473-4935
<b>Comments:</b> Hours: 0600-1800, Mon-Fri  You may fax a copy of DD Form 2606, "DOD Child Development Program Request for Care Record," to the Lackland Child Development Center, along with a copy of your orders, to be placed on waiting list for Child Development Center and/or child care providers on base. The fax number is: Comm: (210) 671-4935 or DSN: 473-4935.  A full-day care program offers care 10 hours per day, Monday thru Friday on a permanent basis for children ages 3 to 5 years. Hourly care is provided on a space available basis to those wishing occasional care. Reservations should be made in advance, however, walk-ins are accepted, when space is available.

<b>Name:</b> Children's Association for Maximum Potential
<b>Address:</b> Bldg 6369 and 6370
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-2598 DSN 473-2598
<b>FAX:</b> (210) 671-3290 DSN 473-3290
<b>Comments:</b>  Provides a wide range of recreational, rehabilitative, education and respite services for children and young adults to age 22, with developmental disabilities and their families.

<b>Name:</b> Lackland Family Child Care Office
<b>Address:</b> Bldg 2300, Mitchell Hall
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-3376/3396/3791
<b>FAX:</b> 210-671-0276
<b>DSN Phone:</b> 473-3376/3396/3791
<b>DSN FAX:</b> 473-0276
<b>Comments:</b> The Family Home Child Care operates the base housing family day care program. Certified family day care providers provide care for children, infant through 12 years old. Services include day, evening, TDY, shift work, weekend, hourly, and drop-in. A list of certified providers is available at the Family Child Care Office, the Child Development Center and the Family Support Center.

### Child Care Programs - Community

As a large metropolitan city, San Antonio offers many resources and alternatives for your child care needs, check out the local Yellow pages or contact the Information & Referral Manager at the Family Support Center at 671-3722 (bldg 1249).

Individuals who prefer in-home care will find resources in the Yellow Pages under Nanny Services or Sitting Services-Baby, Elderly, Invalid.

**AFTER SCHOOL CARE:** Many day care center provide after-school care. Refer to the Yellow Pages under Child. You may also find services from: YMCA Prime Time School Age Child Care, 246-9622; San Antonio Department of Parks & Recreation, 207-3157.

<b>Name:</b> Child Care Management Services
<b>Phone:</b> 210-245-5200
<b>Comments:</b>  Mon-Fri, 0745-1800  Provides some financial assistance for child care to qualified parents. Any family that qualifies for Food Stamps is eligible.

<b>Name:</b> OFFBASE CHILD CARE RESOURCES
<b>POC:</b> Texas Dept of Protective & Regulatory Svc (TDPRS)
<b>Comments:</b>  Provides information on Texas child care by Zip Code. Offers overview of standards and guidelines, suggestions on choosing day care and more.

### Things To Do - Clubs and Social

See the following for specific information on teens activities.

<b>Name:</b> Girl Scouts of America-S.A. Council
<b>Phone:</b> 210-349-2404
<b>Comments:</b>  Daisy Girl Scouts - Age 5-6 or in kindergarten Brownie Girl Scouts - Ages 6,7,8 or grades 1,2,3 Junior Girl Scouts - Ages 8,9, 10, 11 or grades 3, 4,5,6 Cadette Girl Scouts - Ages 11, 12, 13, 14 or grades 6,7,8,9. Senior Girl Scouts - Ages 14, 15, 16, 17 or grades 9,10, 11, 12.

<b>Name:</b> Boys & Girls Clubs of San Antonio
<b>Phone:</b> 210-821-3200

<b>Name:</b> Boy Scouts of America
<b>Phone:</b> 210-341-8611

### Things To Do - Recreation and Sports

See the Record Listing for a sampling of things to do.

You are encouraged to contact Youth Programs upon arrival for current information about specific programs.

<b>Name:</b> Boys & Girls Club of Lackland
<b>Address:</b> Bldg 8205
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-2388 DSN 473-2388
<b>Comments:</b> Youth Programs provides a monthly calendar of events including a foos-ball tournament, cops-n-teens b-ball, family vs teens softball, NBA jam, play station "best lap time race" and much, much more.

<b>Name:</b> Our Kids - Magazine
<b>Address:</b> 8400 Blanco Rd #201
<b>City:</b> San Antonio
<b>Phone:</b> 210-349-6667
<b>FAX:</b> 210-349-5618
<b>Comments:</b> Published monthly, free to the public. Available at the Lackland FSC Relocation Assistance Program [bldg 5616, Rm 111C], commissary and local supermarkets.  A source of information on resources, support groups and things to do in the area.

<b>Name:</b> S A Kids Magazine
<b>Address:</b> 8407 Bandera Rd, Ste 133-141
<b>City:</b> San Antonio
<b>Phone:</b> 210-680-3291
<b>FAX:</b> 210-680-9730
<b>E-Mail:</b> e-mail: smp1@swbell.net
<b>Comments:</b> A source of information on things to do in San Antonio. Published monthly, free of charge. Available at the FSC Relocation Assistance Program [Bldg 5616, Rm 111C], Commissary and local supermarkets. Check it out.

### Schools

See Education Section for a complete listing of schools located at and around Lackland.

<b>Name:</b> Kidcare Helpline
<b>Phone:</b> 210-246-5276

### School Age Care

See Child Care Programs - On Installation and Community.

### Religious Programs

See Support Services (Chapel Services and Programs).

## Special Events

See Things to Do - Recreation and Sports.

## Sponsorship and Support

Having a Pen Pal from Lackland can help answer your questions before you arrive, like having a sponsor of your own. See Record Listing for more information.

<b>Name:</b> Pen Pal Program
<b>POC:</b> Boys & Girls Club of Lackland
<b>Address:</b> Bldg 8205
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-2399/2388
<b>FAX:</b> 210-671-5960
<b>DSN Phone:</b> 473-2388/2399
<b>DSN FAX:</b> 473-5960
<b>E-Mail:</b> youthdir@txdirect.net
<b>Comments:</b> Contact the Boys & Girls Club of Lackland with the following information to request a Pen Pal, prior to your arrival:  NAME Address (in full) phone # Age Sex Hobbies/Sports What would you like to know?

## Youth Employment

Many teen job fairs are held during the year at local bases in SA. Check your Family Support calendar each month for a listing of events, dates, and times, or call the Family Support Center at (210) 671-3722. Lackland also has a volunteer program both on and off-base. Volunteers assist with obtaining job training and experience which can be used on job applications and resumes for future employment.

Wilford Hall Medical Center has a summer Youth Volunteer program, minimum age is 15 years, for more information contact the Wilford Hall volunteer coordinator at 292-7431.

## Youth Centers

<b>Name:</b> Boys & Girls Club of Lackland
<b>Address:</b> Bldg 8205
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-2388/2399
<b>FAX:</b> 671-5960
<b>DSN Phone:</b> 473-2388
<b>DSN FAX:</b> 473-5960
<b>E-Mail:</b> youthdir@txdirect.net

<b>Name:</b> YMCA of San Antonio
<b>Address:</b> 6530 Wurzbach
<b>City:</b> San Antonio
<b>Phone:</b> 210-681-9770
<b>Comments:</b> Hours: 0830-1800, Mon-Fri; 0900-1300, Sat. Closed Sundays.

## For Teens Only

Lackland has a Teen Center with a teen summer staff. You are encouraged to contact the Youth Center for information on programs and activities. Please review information under Category CHILD AND TEEN SERVICES.

### CURFEWS:

The following curfew laws are in effect for the city of San Antonio, for unaccompanied children 16 years old & under:

Sun-Thur: 10:30pm - 6:00am

Fri-Sat: 12:00-6:00am

School days: 9:00am - 2:30pm

### TEEN CLUBS:

Alamo Area Aquatics Assoc., 494-0727, Mon-Fri, US Swimming affiliated.

San Antonio Ice Hockey Assoc., Inc., 9619 Boonsboro, S.A., TX 78245, 670-0606.

S.A. Figure Skating Club, member of US Figure Skating Assoc., 696-0234 or FAX 696-0006.

Carvel Inline Skating Club, Crystal Ice Palace, 6807 Bandera Rd., S.A., TX 78238, 684-8900.

Volunteer Leadership Program, NW YMCA, 681-9770

Calderon Boys & Girls Club, (swim) 434-4383

Jr Achievement of South Texas, 140 Heimer, S.A., TX 78216, 490-2007.

Boy Scouts of America, 2226 NW Military Hwy, S.A., TX, 341-8611.

Girl Scouts Council, 10443 Gulfdale, S.A., TX, 349-2404.

YMCA Lackland 678-0861.

YWCA of S.A., 405 N.St.Mary's, SA, TX 78205, 228-9922

**VIDEO ARCADES/MALLS:**

Cyber Zone Entertainment: 6301 NW Loop 410, 520-9800

Central Park Mall: On the north side of town at Loop 410 East and San Pedro.

Crossroads of San Antonio: On the north side of town at Loop 410 East and Fredericksburg Road.

Ingram Park Mall: On the northwest side of town at Loop 410 North and Ingram Road.

McCreless Mall: On the southeast side of town at the intersection of New Braunfels Avenue South and Southcross Boulevard.

North Star Mall: On the north side of town at Loop 410 East and San Pedro. Right across San Pedro from Central Park Mall. Easily identified by the cement cowboy boots out in front.

Rivercenter Mall: Downtown at the intersection of IH 37 North and Commerce Street.

Rolling Oaks Mall: On the northeast side of town just west of IH 35 North on Loop 1604.

South Park Mall: On the south side of town at Southwest Military Drive and Zarzamora.

Westlakes Mall: On the west side of town at the intersection of Loop 410 North and Marbach.

Windsor Park Mall: On the northeast side of town the intersection of IH 35 North and Walzem Road.

Factory Outlet Malls: One at New Braunfels, TX. About 35 miles from San Antonio. Another at San Marcos, TX. About 45 miles from San Antonio. Take IH 35 north and watch for the exit signs. Easy to find, but hard to leave.

**DRIVER'S LICENSING:**

You can get a Driver's licenses at age 18 or age 16, if you have a Driver Education certificate and proof of school attendance.

**CLOTHING STYLES:**

Clothing styles vary widely, including western, conservative or the hottest fashions. Keep in mind that some local schools are going to mandatory uniform dress or very strict dress codes. Therefore, it is recommended that you not buy your school wardrobe until you find out the dress code for your school.

GANGS: Yes, we have some. Other than the traditional "colors" affiliated with gangs, you should be aware that clothing items with "Mickey Mouse", as well as, "Calvin Klein" may be targeted by local gangs. The Lackland Teen Center or your school should be able to update you on what not to wear.

<b>Name:</b> Teen Center
<b>Address:</b> Bldg 1508
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-5961/7343
<b>FAX:</b> 210-671-5960
<b>DSN Phone:</b> 473-5961
<b>DSN FAX:</b> 473-5960
<b>E-Mail:</b> teendir@txdirect.net
<b>Comments:</b> Hours: Evenings, 6-9pm  Programs for 13-18 yr olds (school age)  Recreational activities, games and internet access on two computers.  Call for more information on special programs, trips and events.

## Survival Tips For First Termers

### Survival Tips for First Termers Overview

This section is especially designed to help single and married military members and their families successfully relocate to their first duty station. It provides tips and directions to help members understand and benefit from their entitlements, get their personal and financial affairs in order, and get their families prepared for their first Permanent Change of Station (PCS) move.

<b>Name:</b> FSC-Relocation Assistance Program
<b>Address:</b> Bldg 5616, 1st floor, Rm 111C
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-0638, 1-800-973-7630
<b>FAX:</b> 210-671-0640
<b>DSN Phone:</b> 473-0638
<b>DSN FAX:</b> 473-0640
<b>E-Mail:</b> genevieve.normand@lackland.af.mil
<b>Comments:</b>  Hours: 0730-1630 M-F.  Stop by for your FREE AAFES coupons!!!  We have extensive information to help you get settled in, whether you're single or married. We look forward to seeing you.  Spouses are invited to attend "Happy Landings", which is an orientation for spouses and is held the second Friday of each month, 0900-1045 at the Family Support Center, Bldg 1249. FREE childcare is provided, with 5 days notice required. Call 671-3723 for reservations or information.  A newcomer's orientation is held the last Friday of every month, called Right Start. Members will be scheduled for this briefing by MPF Inbound.  E1-E5s Air Force members are eligible for the Air Force Aid sponsored program called "Childcare for PCS". Just bring a copy of your PCS orders by our office and we will provide you with a certificate for 20 hours FREE childcare (per child) and a list of Family Childcare Providers. [This program may also be available at your losing base, contact your local FSC Relocation Assistance Program.)  Welcome packets are mailed to inbound personnel by their gaining squadron.  Check out the "Support Services", sub-category "Family Centers" for information on other Family Support Center programs, especially Family Service's loan closet.

<b>Name:</b> Happy Landings Spouse Orientation
<b>POC:</b> Family Support Center
<b>Address:</b> Bldg 1249, 2160 Kenly Avenue
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-3722 TOLL FREE 1-800-621-3725
<b>FAX:</b> 210-671-5206
<b>DSN Phone:</b> 473-3722
<b>DSN FAX:</b> 473-5206
<b>E-Mail:</b> terryca.fuller@lackland.af.mil
<b>Comments:</b> "Happy Landings" is a seminar for spouses new to the Air Force and/or Lackland. The seminar is held the second Friday of each month (except Nov) from 0900-1045. FREE childcare is provided, with 5 days notice required. Please contact the Family Support Center for reservations or information.

## Before You Move

1. Don't rely on word-of-mouth information to learn what you can expect at your next duty station; you can contact the Relocation Assistance Program at the Family Support Center for detailed and useful information. Information is available on cost-of-living, housing availability and costs, schools and much more. Relocation specialists can also help you with other concerns about moving, whether financial or emotional.
2. If your spouse is interested in finding employment at your new location, the Family Support Center Employment Assistance Program can help.
3. Request a sponsor from your new duty station. Your sponsor will send you specific information on your new duty location and community, can help you make temporary lodging reservations and will assist you when you arrive. Just remember, the sponsor can't read your mind, so if you have questions or need something, ASK.
4. Contact the Transportation Management Office Household Goods section for an appointment with a counselor to schedule your household goods move. During your counseling session your counselor will provide a great deal of information. Pay attention to details, take notes, ask questions and follow instructions. Failure to follow their instructions can be costly for you in time and money.
5. If you are living in government or economy housing, notify your landlord, rental agent or Housing Office of your Permanent Change of Station (PCS) and anticipated date of departure. If there is a

military clause in your lease, you must give the required notification in writing. Submit advanced housing application.

6. Moving disrupts your routine. Try to maintain any part of your routine that you can. It will make you feel more at ease. Start a calendar for your move. Include items to remember such as time for friends and relatives, verify that the on-base and off-base post offices have your change of address cards, utility cut-off dates, update personal address book, school records for your children and immunization records, travel arrangements for your pets, etc.

7. Notify your friends, relatives, credit card companies, and any magazine companies of your upcoming move. Try to sell, give away, or store anything you don't want to take to your new assignment.

8. Contact Lodging for temporary living facilities or have your sponsor make reservations for you.

Please NOTE: This is not everything you need to remember! Check with the Relocation Assistance Program at your losing base's Family Support Center regarding workshops, AutoMap, base brochure and video on Lackland and more.

## After You Arrive

Detailed directions to the installation is included in the "Installation" section, sub-category "Must Know."

Contact the Relocation Assistance Program at the Family Support Center, Bldg 1249, once you arrive at your new duty station. They will provide the help you need in order to get settled in. Housing availability, how to register your children in school, an appointment for your spouse with the Employment Assistance specialist are just some of the areas with which the Relocation Assistance Program counselors at the Family Support Center can help you, phone 671-3722. Contact your sponsor upon arrival, so he/she can help you get acquainted with the area.

Contact loved ones to let them know you've arrived safely.

Contact the Housing Office BEFORE making any housing arrangements off-base. Rental/lease agreements are extremely important documents and are sometimes complicated. If you haven't done so, now is the time to put your name on the waiting list for on-base housing.

Notify the Household Goods Inbound section of your new address and check on the status of your household goods. Have they arrived? Are they in storage? How much storage time are you entitled to? How do you file a claim if there is damage or loss? Once you've found a house or apartment and your possessions have arrived, the job of getting acquainted with your new neighborhood begins. Contact the City Public Service (CPS) to make arrangements for utility connections. See specific instructions under Category HOUSING, Subject Area, UTILITIES. On moving in day, if you have small children, you might want to make arrangements for child care. Older children might want to help by checking off boxes as they come in or unpacking the special box of their belongings. Be at your home before the movers arrive. Have an idea of where you want things placed; the movers will only place your furniture once. Check your belongings carefully and make sure to note on the inventory any damaged or missing items so you can file a claim through the legal office. So many things to remember! You will find that services and procedures vary from base to base. When getting acquainted with your new base, be sure to find out:

- Speed limits
- Location of medical facility and procedures for emergency and walk-in care
- Check cashing limits, procedures and hours of operation of the exchange and commissary
- order new checks with your new address

Most importantly, remember help is just a phone call away. When in doubt - ask. Call your relocation counselor anytime. If they don't know the answer, they will find out the answer for you.

<b>Name:</b> Relocation Assistance Program
<b>Address:</b> 37 MSS/DPF
<b>City:</b> Lackland AFB, TX 78236
<b>Phone:</b> 210-671-0638/0037 800-973-7630
<b>FAX:</b> 210-671-0640
<b>DSN Phone:</b> 473-0638/0037
<b>DSN FAX:</b> 473-0640
<b>E-Mail:</b> genevieve.normand@lackland.af.mil
<b>Comments:</b> The Relocation Assistance Program wants to make your Permanent Change of Station (PCS) move as smooth as possible. Use your losing base's services, for your convenience. They can contact us electronically, regarding any questions our video, base brochure or SITES file does not answer.  When you arrive at Lackland, stop and by and see us, and pick up your FREE AFFES Coupons!

### Reporting Procedures

See specific directions on how to get to the installation from the airport, and if you are driving under Category INSTALLATION, Subject Area, MUST KNOW ITEMS. Your sponsor should make prior arrangements for meeting you upon your arrival.

REMEMBER!!! If you get lost or need assistance, call the Command Post at 671-4225.

### Travel Planning

Learn as much as you can about your new assignment. Videos, base brochures, automap and other information regarding your new base is available through the Family Support Center Relocation Assistance Program. Concurrent travel means family members can travel with the member. Non-concurrent travel means family members must wait til member has located adequate housing. If family members accompany member without approved concurrent travel, travel and living expenses will be at member's expense (ie. no reimbursement).

Once you get your orders, go to the Traffic Management Office passenger section to set up your travel arrangements. Also go to the Housing Office to be placed on the advance housing waiting list at your new base, if that is your desire. Make an appointment with the Traffic Management Office Household Goods section to arrange packing and shipping of your personal belongings. Contact your sponsor. Ask him or her about temporary

housing arrangements and request that he or she make reservations for you and your family. Once you arrive and get to know the area, then you can make a decision about where you want to live. Also ask about getting a drivers license. TRAVEL PAY:

Dislocation Allowance (DLA) is the only travel entitlement paid in advance; it may be paid ten days prior to your departure date. Take 2 copies of your PCS orders to your Travel Pay Office to request DLA advance. Your government credit card should be used for food, lodging and gas expenses related to your PCS move. [Use your government credit card conservatively. Misuse could impact negatively on your military career.]

MILEAGE: If you are driving to your next base, you will receive \$.15 per mile for the official distance. Additional dependents will receive \$.02 per mile for a maximum of \$.20/pm per family. If you use two vehicles to move, you may be entitled to additional allowances.

PER DIEM: Payable to you and your dependents for each authorized travel day you actually used. The current daily per diem rates are: \$50/military member, \$37.50/spouse or child over 12 yrs, \$25/children 11 yrs or younger. If travel is not concurrent (together), then spouse is entitled to the higher per diem.

#### MILITARY PAY

TEMPORARY LODGING EXPENSE (TLE): Partially offsets the added living expenses incurred by you or your dependents when occupying temporary quarters incident to your stateside PCS move. You could be entitled to a maximum of ten days of TLE for the period prior to departing your losing base or signing into Lackland AFB. Your entitlement is based on the currently locality rate, number of dependents, lodging costs and whether you have cooking facilities available.

ADVANCE MILITARY PAY: You may request an advance of your base pay to help offset your PCS moving costs. You may apply for this advance 30 days prior to departing your losing base or up to 60 days after arrival at Lackland AFB. The normal amount is one month of base pay less all taxes and debts to the government. Repayment is made in 12 equal installments. If circumstances warrant it and your commander approves, you may receive up to three months advance pay and a repayment schedule of 24 months. [Remember that taking an advance,

can leave you short later when you may need it most. It will also be treated as a debt by mortgage companies when calculating your debt ration.]

BASIC ALLOWANCE FOR SUBSISTANCE (BAS) If you are enlisted and were receiving BAS at your losing base, you will continue to receive it during your travel time to Lackland AFB. If you have no dependents or they do not accompany you, BAS will automatically upon arrival. Your new commander will determine whether you will receive a meal card or be put on "separate rations". MSGts, SMSgt and CMSgt are automatically entitled to BAS regardless of marital or accompanied status.

Officer's subsistence allowance continues during a PCS move.

Leave & Earning Statements (LES) will not be produced while you are in transit. You will receive all missing LESs at the end of the first full month after arriving at Lackland. If you want to know your net pay or other pay entitlements while enroute call: PAY CALL: 1-800-755-7413 (request pin #) 24 hours a day, 7 days a week. Access your net pay, allotments, tax info, reissue W-2, leave or debt balance, etc.

Find out how to open a new checking/savings account at your new assignment. Check with your current banking facility to see if their bank is located in the new area. Send out change-of-address cards; update your personal address and phone book. Say goodbye to friends and give them your new address.

Keep receipts of your moving expenses, you will need them when you file your travel voucher, after arriving at Lackland.

#### Vehicle Ownership

If you decide to purchase a new or used car, be sure to find out the new cost of insurance. Insurance rates vary from state to state. Security Police will have a military dog check (sniff) out your used car for possible drug traffic by previous owners, if you request it. We suggest you have this done since vehicles are subject to random testing on Lackland. Traffic - Texas state traffic laws apply on Lackland AFB. Seat belts are mandatory. State, local and base officials can stop vehicles when it is suspected that seat belts are not being used. Child seats/restraints are mandatory for children under 40 pounds. Right turn on red is permitted in Texas unless otherwise marked.

Car insurance (liability) is mandatory as is the wearing of motorcycle helmets while riding on motorcycles. Documents you will need when registering a vehicle on base:

-Proof of insurance. -Proof of ownership (Registration or title). -Driver's license and military ID Card.

Transporting minors in the open bed of a pick-up is against the law. Vehicle Checks - All vehicles entering or leaving Lackland are subject to search. Accidents - Vehicle accidents should be reported to the Security Police Desk Sergeant at 671-2018.

<b>Name:</b> Crime Stop
<b>POC:</b> Officer on Duty
<b>Address:</b> Bldg 1030
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-1100 DSN 473-1100
<b>Comments:</b>
Criminal Offenses - Criminal offenses should be reported to the Security Police Desk Sergeant at 671-2018.

<b>Name:</b> Drivers License (State)
<b>POC:</b> Texas Department of Public Safety
<b>Address:</b> 1803 General McMullen Drive
<b>City:</b> San Antonio
<b>Phone:</b> 210-436-6611
<b>Comments:</b>
Hours: 0800-1700, Mon, Tues, Thurs, Fri; 0800-1900, Wed
Personnel arriving at Lackland AFB should be aware that by Texas Law they must have either a driver's license issued by their home state or the state of Texas to legally operate a motor vehicle while assigned to Lackland. For family members, Texas recognizes licenses issued by other states; Texas driver's license may be obtained through any Texas driver's license office. Both active duty and family members must present a valid military ID, current out-of-state driver's license, and proof of insurance.
To obtain a Texas driver's license, it is not necessary to take the driving test, if the present driver's license is current and valid. However, if the driver's license has expired, if only by one day, then the driving test will also have to be taken. If you own a vehicle, to obtain a Texas driver's license, you need to show proof of insurance and Texas registration unless you are active duty military or a family member. With a valid ID card, military members and their family members will be waived from getting Texas plates and only need to show proof of insurance.
A driver's license costs \$16 and is issued for 5 years. The locations to obtain a driver's license are listed in the blue-edged pages of the San Antonio Telephone Directory under Government Offices-State, Texas Department of Public Safety.
Texas is one of the few states in the nation which grants a 10% deduction on collision, liability and personal injury or medical insurance options upon certification that a driver has taken the Defensive Driving Course, an eight-hour course offered throughout the year at various locations in the city. The discount is good for three years and may be renewed by retaking the course.

<b>Name:</b> Security Police (Pass and ID)
<b>POC:</b> Officer on Duty
<b>Address:</b> Bldg 5616
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-3678 DSN 473-3678
<b>Comments:</b>
Hours: 0730 - 1630, Mon-Fri
Apply at Customer Service, Military Personnel Flight, Bldg 5616, for ID Card. To register a vehicle on base, take insurance documents, registration or title to your unit orderly room, driver's license and military ID Card. CIVILIANS must first report to Civilian Personnel Office, Bldg 5211, Phone: 671-3313.
Accidents - Vehicle accidents should be reported to the Security Police Desk Sergeant at 671-2018

<b>Name:</b> Vehicle Registration (State) (Bexar County Residents)
<b>Address:</b> 6812 Bandera Road (Crossway Retail Center on corner of Poss and Bandera)
<b>City:</b> San Antonio
<b>Phone:</b> 210--335-2251
<b>Comments:</b>
Hours: 0800 - 1645, Mon - Fri
For motor vehicles, Texas law requires that the vehicle be either registered and licensed in the member's home state or the state of Texas.
To register a car in Texas, first get the car inspected at an authorized inspection station. Bring the green inspection certificate along with the title or registration (if there is a lienholder) and proof of insurance to one of the Tax Assessor's offices. There are several locations; check the Phone book.
Fees are as follows: One-time fees -- new residency (\$15) and title (\$13); registration -- cars - '89 and older (\$52.30), '90 - '92 (\$62.30), '93 and newer (\$70.30), motorcycles (\$41.80), trucks - depends on tonnage.
Paying taxes on vehicles to be registered in Texas are as follows:
<b>TEXAS RESIDENTS AND NEW RESIDENTS:</b>
A new vehicle never registered, the tax is 6 1/4% of the purchase price. For example: A new car is purchased through the BX or other dealer with delivery to take place at JFK International Airport upon arrival from overseas.
<b>NEW TEXAS RESIDENTS AND NON-RESIDENTS:</b>
A vehicle that was purchased and registered overseas, the fee is \$15.00. For example: A new SAAB is purchased overseas, registered and driven for a while, then shipped to the United States. You must show receipt showing taxes paid when vehicle was registered overseas.
<b>TEXAS RESIDENTS:</b>
A vehicle that was purchased and registered overseas, the fee is 6 1/4% of the purchase price. For example: Home of record is San Antonio. A new SAAB is purchased overseas, registered and driven for a while, then shipped to the United States.

There is no exemption for a military member to pay the sales tax. The member may request his tags, by mail, while overseas. The address is Tax Assessor's Office, P.O. Box 839950, San Antonio, Texas 78283. The military member can keep his temporary overseas plates and license for 30 days. Foreign-born spouses have the same requirements for driving a vehicle in Texas as native-born spouses. They must apply for a drivers license within 30 days unless they have a valid license from another state. They can only use their international drivers license or USAREUR license for 30 days.

## Housing and Billeting

For more information on this subject:  
On-line Rental Guide  
<http://www.rent.net>

Make an advance Housing application through your losing base housing office.

Your sponsor can help you make reservations at Billeting.

Lackland has a total of 720 family housing units on base - 611 Enlisted and 109 Officer. The average waiting time varies by category and rank.

Apply for family housing at the Housing Flight. Bring your PCS Orders. After you apply, it is your responsibility to keep your application/information current. The Family Housing Waiting List is updated twice monthly at the Housing Flight, and posted at the Lodging Office, Bldg 10203 and Gateway Villa, Bldg 2435, Bldg 5616 Finance Section, Room 106 and 282, Wilford Hall Medical Center-Cafeteria area and the Base Commissary.

**\*\*NOTE\*\*** New Family Housing is currently under construction under a privatization initiative with the first units expected to be completed in the summer of '99.

**FOR SINGLE MEMBERS:** Space in permanent party enlisted dormitories is critical. **DO NOT** plan to live off base if you are single and E-1 to E-4. Check with the dormitory manager, regarding approval to live off-base. E-1s and E-4s can apply for BAQ when they arrive. See the dormitory manager in Bldg 1205, Room 120. Call first, the telephone number is (210)671-5951/2074 [FAX 210-671-0515]. The office hours are 0730 - 1630.

For married members, Lackland has 158 units in its Temporary Lodging Facility (TLF) which is 99.9% occupied year round. Each unit sleeps 5 persons. The daily demand greatly exceeds availability. Therefore, it is necessary to request lodging as early as possible as these quarters are assigned daily on a first come, first served basis. The request line is DSN 473-5397/3622. Permanent Change of Station (PCS) military personnel are authorized to stay in TLF up to 30 days in all months but June through August when the stay is reduced to 15 days. BAQ is adjusted (deducted) for every day in TLF over 30 days.

Lackland's FAMCAMP offers 24-pads for self-contained campers at a cost of \$10 per day for active duty, retired and family members; and \$12 for sponsored visitors, like parents of basic trainees. Call 210-671-5179 or go by building 2804 for more information.

The Kelly FAMCAMP consists of 32 paved pads with water, electric (30 amp) and sewer hook-ups for recreational vehicles. It has restrooms, showers, laundromat, playground, TV reception, pay phones, daily newspaper service, barbecue grills and a dump station. No reservations are accepted: strictly first-come, first-serve. Pets are limited to one per family and must be on leash at all times. Checkout time is 11 a.m. the day of departure. Call (210) 925-5725 for more information.

## Money Matters

Budgeting should be a part of your financial plan. If you haven't budgeted for an eventual move, start putting some money away for your upcoming move. Contact your Finance Office travel section representative to discuss advance pay and what travel or per diem funds are authorized for your move. Some considerations when moving should include, but are not limited to the following:

- 1) Pet transport, vet costs, possible boarding fees while in temporary housing, pet deposits if renting.
- 2) Possible income change or interruption, from civilian spouse job loss or temporary loss of second job.
- 3) Changes in child care costs.
- 4) Clothing costs if moving to very different climate area.

5) Costs associated with move that are not reimbursable. 6) Possible increases in overall cost of living.

Just remember, any advances must be paid back, usually at a time when you can least afford to do so. Even with base pay, entitlements, special pay, etc., moving can be expensive.

The Personal Financial Management Program representative at the Family Support Center can help you look at your pre-move and post-move financial needs and establish a budget.

<b>Name:</b> Personal Financial Management Program
<b>Address:</b> Bldg 1249
<b>City:</b> Lackland AFB
<b>Phone:</b> 210-671-3722/3723 1-800-621-3725
<b>FAX:</b> 210-671-5206
<b>DSN Phone:</b> DSN 473-3722
<b>DSN FAX:</b> DSN 473-5206
<b>Comments:</b> Financial guidance is offered to those experiencing money management challenges or for those who wish to gain more control of their finances. The Family Support Center PMFP Manager will work with individuals and families to prepare a personalized budget and spending and savings plan. Information and assistance is also available about financial preparation for moving, checkbook management, credit management, budgeting for baby, financial preparation for the future and much more.  The PFMP Manager works with both base and community agencies including Military Finance, the Army and Air Force Exchange Service, on- and off-base banks and credit unions, the Air Force Aid Society and other consumer organizations to assist with getting clients back on their feet financially as soon as possible.  The AFAS Moving Assistance Program (MAP) helps eligible Air Force members finance their moving costs and establish a residence in the local community. Some of the expenses that may be covered include the cost of travel, advance security deposits, and purchasing essential household furnishings. As a reminder, all assistance from the AFAS is interest-free.

## At A Glance

### Facility/Services Summary

<b>--Officer and Enlisted Population--</b>			
Active Duty Officer	1371	Active Duty Warrant Officer	0
Guard Reserve Officer	0	Guard Reserve Warrant Officer	0
Retired (Officer and Enlisted)	11233	Foreign Service Officers	0
Active Duty Enlisted	4763	Guard Reserve Enlisted	0
Foreign Service Enlisted	0		
<b>--Civilians--</b>			
Civil Service	1977	Wage Grade	593
Non-Appropriated Funds	681	Family Members -on and off Installation-	10286
<b>--Family Services--</b>			
Family Centers	2	Teen Centers	1
Child Day Care	1	Family Child Care Certified Homes	48
Total Child Capacity	96	Total Child Capacity	320
Average Waiting List Time -Months-	4		
<b>--Other Services--</b>			
Commissary	1	Exchanges	4
Shoppettes	1	Gas Stations	1
Movie Theaters	1	Banks and Credit Unions	3
McDonalds/Burger King	1	Other i.e. Exchange concessionaires	15

### Housing Summary

<b>--Officer Housing--</b>			
Senior Officer Waiting	30	Senior Officer 3 Bed Room	27
Senior Officer 4 Bed Room	8	Senior Officer Other	0
Company Grade Officer Waiting	24	Company Grade Officer 2 Bed Room	36
Company Grade Officer 3 Bed Room	32	Company Grade Officer 4 Bed Room	6
Company Grade Officer Other	0	BOQ	374
<b>--Enlisted Housing--</b>			
Senior Enlisted Waiting	36	Senior Enlisted 3 Bed Room	42
Senior Enlisted 4 Bed Room	6	Senior Enlisted Other	3
Enlisted Waiting	36	Enlisted 2 Bed Room	292
Enlisted 3 Bed Room	213	Enlisted Other	19
BEQ	1061	Transient Lodging Facilities	158

### Education Summary

<i>Name</i>	<i>Numbers</i>
Elementary School	1
Jr High/Middle School	1
High School	1

## Local Community Summary

<i>Type of Housing</i>	<i>Avg.</i>	<i>Low</i>	<i>High</i>
Apartment Rent	550	375	600
House Rent	700	550	800
House Price - Single Family	75000	52000	98000
Townhouse/Condominium Price	75000	52000	98000

## Medical and Dental Summary

<i>--Medical Facilities--</i>					
Medical Treatment Facilities	Y	Number of Beds	200	Medical Clinic	41
Alcohol	Y	Allergy	Y	Audiology	Y
Cardiology	Y	Coronary care	Y	Dermatology	Y
Dietary	Y	Emergency room	Y	Endocrinology	Y
Family Practice	Y	General surgery	Y	Gynecology	Y
HIV Unit	Y	Hematology	Y	Immunization	Y
Infect Disease	Y	Intensive Care	Y	Laboratory	Y
Mental Health	Y	Neonatal Intensive Care Unit	Y	Nuclear Medicine	Y
Nephrology	Y	Neurology	Y	Neurosurgery	Y
Obstetrics	Y	Oncology	Y	Ophthalmology	Y
Optometry	Y	Orthopedics	Y	Otolaryngology	Y
Pathology	Y	Pediatrics	Y	Physical Therapy	Y
Podiatry	Y	Primary Care	Y	Radiology	Y
Rheumatology	Y	Urology	Y		
<i>--Dental Facilities--</i>					
Dental Clinics	2	Adolescent	Y	Endodontics	Y
General Dentistry	Y	Oral Surgery	Y	Orthodontics	Y
Pedodontist	Y	Periodontics	Y		

## Relocation and Support Services Summary

<i>--Military Clubs--</i>			
Officers Club	1	Non-Commissioned Officers Club	1
Enlisted Club	0		
<i>--Recreation--</i>			
Arts and Crafts	1	Automobile Hobby Centers	1
Bowling Centers	1	Recreational Centers	3
Libraries	2	Music and Theater Locations	1
<i>--Physical Fitness/Sports--</i>			
9 Hole Golf Courses	0	18 Hole Golf Courses	1
Gyms/Physical Fitness Centers	4	Jogging Paths	3
Tennis Clubs/Courts	3	Tennis Courts - Lighted	1
Swimming Pools - Public	4		
<i>--Nature/Outdoor Activities--</i>			
Outdoor Recreation Centers	1	Campgrounds	1
Fishing Areas	0	Horse Stables	1

## **APPENDIX**

### **Disclaimer**

Presentation of direct or indirect links to products, services or vendors does not constitute endorsement by the Department of Defense. We have provided links to these sites because they have information that may be of interest to our users. These links are presented for informational purposes only. You are encouraged to thoroughly investigate and evaluate items of interest prior to entering into contractual obligations.