



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE
PSC BOX 20005
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 5000.5A

H&S Bn
JUN 16 2017

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE
ORDER 5000.5A

From: Commander
To: Distribution List

Subj: STANDING OPERATING PROCEDURES (SOP) FOR THE JOSEPH RANDY
REICHLER RECEPTION CENTER (JRRRC) (SHORT TITLE:
SOP FOR THE JRRRC)

Ref: (a) BO 5500.3C
(b) MCIEAST-MCB CAMLEJO 3440.6C

Encl: (1) SOP for the JRRRC

1. Situation. The Commandant of the Marine Corps directed the establishment of a "one-stop" reception center for all Service Members and their families assigned to Marine Corps Base, Camp Lejeune (MCB CAMLEJ).

2. Cancellation. MCIEAST-MCB CAMLEJO 5000.5.

3. Mission

a. To promulgate the administration and operational procedures of the JRRRC in order to ensure the smooth and expedient check-in/out processing for all military Service Members and their families aboard MCB CAMLEJ, as well as delineate the roles and responsibilities of the occupants of the JRRRC.

b. The Commanding Officer (CO), Headquarters and Support Battalion (H&S Bn), has overall responsibility for the JRRRC facility, to include the occupants' room assignments, parking assignments, key distribution, and is the point of contact for any building and grounds maintenance issues. Any agency requesting occupancy in or vacating the JRRRC must contact the CO, H&S Bn via the Director, JRRRC, for consideration.

c. The JRRRC is located in Buildings 59 and 60, and the main hours of operation are 0730-1630; however various agencies within the JRRRC may operate beyond those established times.

DISTRIBUTION STATEMENT A: Approved for public release;
distribution is unlimited.

4. Execution

a. Commander's Intent. Review of this Order is recommended for all commanders and their staffs. The CO, H&S Bn is responsible for the oversight and daily operation of the JRRRC. Adherence to this Order will assist commanders in understanding the new join process associated with the JRRRC. The end-state is to provide commanders, Service Members, and their family members effective personnel administrative support and other personal services being rendered within the JRRRC.

b. Concept of Operations. The JRRRC is the main facility for all active duty Service Members checking in and checking out of MCB CAMLEJ and its tenant commands. Due to the overwhelming amount of personnel reporting, not all new joins complete the join process during normal working hours. To ensure proper reporting and completion of all join processes (New Join, TRICARE, Safety and DEERS/Identification (ID) Card Briefs, Personnel Readiness Seminar Briefs (accession pipeline Marines only), the JRRRC troop handlers are available both during and after working hours. This Order provides guidance to troop handlers assigned to the JRRRC. The CO, H&S Bn via the Director, JRRRC, and supervisors within the JRRRC are authorized to deviate from this Order as the situation requires. The enclosure is the SOP for the JRRRC.

5. Administration and Logistics. Recommendations concerning the contents of this Order will be submitted to the CO, H&S Bn via the appropriate chain of command.

6. Command and Signal

a. Command. This Order is applicable to the operations of the JRRRC and tenant commands aboard MCB CAMLEJ.

b. Signal. This Order is effective the date signed.



M. L. SCALISE

DISTRIBUTION: A/B

RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporated Change

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Chapter 1

Troop Handler Procedures

1. General. This chapter covers the services, administrative, and duty responsibilities of the JRRRC troop handlers. The troop handlers' mission is to track and supervise new joins (Service Members) for MCB CAMLEJ until the Service Members have reported to their parent command(s).
2. Accountability. All accession pipeline Marines are required to report directly to the reception desk in room 120 of building 59 (JRRRC) during normal work hours and to the duty troop handler in room 212 after normal work hours, on weekends and holidays. These Marines will be assigned a rack and a wall locker in the JRRRC designated barracks and must remain there until the completion of the new join welcome aboard process. A formation of all personnel in the ranks of E-5 and below will be held each morning at 0730 for accountability purposes. Weekend and holiday formations will not include personnel residing off base. The welcome aboard process generally takes 24 to 72 hours. Command representatives will be contacted for pick-up when this process is completed as the Marines will have been officially joined to their respective gaining command and First Permanent Duty Station.
3. Orders. Endorse all Orders with a stamped date and time the member reported to the JRRRC. Input the member's information into the join logbook (in case the electronic system is down) or database for tracking purposes. If applicable, collect the Service Members' service record book/officer qualification record with the Orders and maintain it. A representative from the Joins Branch within the MCB CAMLEJ Installation Personnel Administration Center (IPAC) will collect all records the morning of the following workday.
4. E-5 and Below. All members in the ranks of E-5 and below who do not have dependents (geographical bachelors are included), and do not complete check in with the JRRRC during normal working hours will be provided billeting.
5. E-6 and Above. All staff non-commissioned officers and commissioned officers who require a room will be directed to the Bachelor Officer Quarters for billeting assignment. Ensure their Orders and records are stamped and collected as well.

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6. New Join Logbook. Every new join will be logged into either a logbook or database for tracking purposes. This will be available to the Joins Branch within the MCB CAMLEJ IPAC.

7. Uniform. This is an official Marine Corps duty so the duty troop handler will be in the uniform of the day (UOD). After working hours, if the UOD is not the Marine Corps Combat Utility Uniform (MCCUU), the troop handler may change into the MCCUU.

8. Transportation. All Service Members who do not have transportation and have completed their check in with the JRRRC will have a representative from their unit transport the Service Member from the JRRRC to the parent unit.

9. Liberty. The duty troop handler may grant liberty for all new join personnel at the end of the normal workday. Prior to dismissal, a safety brief will be given, along with the phone number, (910) 451-2123, that they may contact if they require assistance.

a. The new join logbook or database will be the official source document for tracking any personnel while in a liberty status.

b. A brief will be provided to all personnel prior to being released for liberty that covers rules and regulations while on liberty.

(1) New joins will check out with the duty troop handler prior to leaving Building 59. The troop handler will log the member into the logbook as being on liberty.

(2) When returning from liberty, the new join will check in with the duty troop handler. The troop handler will log the member into the logbook as returned from liberty.

(3) Liberty expires for all new joins billeted in the JRRRC at 2000 on workdays. Weekends and holiday liberty ends at 2230 each night. A formation will be held each night at the expiration of liberty for accountability purposes.

(4) All newly joined married Service Members residing off base (E-3 and below) will call the duty troop handler at 2030 each night and check in with the duty for accountability. Liberty ends the following workday at 0730.

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(5) After reporting to MCB CAMLEJ, no personnel, regardless of rank, are authorized to depart the Jacksonville area while under the cognizance of the JRRRC. Once their join process has been fully completed and the member has reported to his/her unit, normal leave and liberty policies take effect.

10. Billeting. All new joins that require billeting will be assigned a rack and wall locker. If two personnel report at the same time, due to the lack of wall locker availability, the new joins will share one wall locker until such time as another wall locker becomes available.

11. Linen. All personnel sleeping in the JRRRC will be issued clean linen.

a. All racks will be made daily.

b. The duty troop handler will issue clean linen to all personnel checking in on weekends or holidays.

c. All dirty linen will be turned in to the base laundry facility every Monday (or the first working day after a holiday) by the troop handlers. The Building Manager will be the point of contact for a vehicle.

d. Upon releasing new join personnel from the control of the troop handlers to the parent command, all linen and blankets issued will be turned in. The wall locker, rack, and sleeping area will be inspected for cleanliness and to ensure any personal property is not left unclaimed.

12. Roving Patrol. The duty troop handler will conduct roving patrols in and around Buildings 59 and 60 every two hours. The roving patrol will include, but is not limited to:

a. Verifying all doors and windows are locked and the buildings are secured after hours. If a door is found unlocked, make a logbook entry and notify the Marine Corps Installations East-MCB CAMLEJ (MCIEAST-MCB CAMLEJ) Command Duty Officer (CDO) at (910) 451-2414/3031.

b. Conducting a police call around Buildings 59 and 60 to ensure everything is in good order.

c. Ensuring the linen closet has enough clean linen for the next day. This includes verifying all linen is folded and placed neatly within the closet.

13. Chow. Troop handlers will post a phone watch to answer the phone during chow breaks. The phone watch will be provided with a time the troop handler will return to inform others as required. Chow time will last no longer than 60 minutes.

14. Logbook. A logbook will be used and maintained by the duty troop handler. It will include all information pertinent during the troop handler's duty. The building manager will review the duty logbook daily and report any reportable incidents to the CO, H&S Bn.

15. Hours. Troop handler shifts will consist of a day and night shift.

a. Day shift begins at 0700 and ends at 1900. Day shift is not a sleeping post.

b. Night shift begins at 1900 and ends at 0700. Night shift is a sleeping post from 2200 to 0600; however, the troop handler is still required to rove their post every two hours. Information will be posted for new joins to locate the troop handler if needed.

16. Morning Clean-up. Morning clean-up will consist of all racks being made, chairs in room 212 will be covered and aligned, police call around Buildings 59 and 60, restrooms will be cleaned and stair wells will be swept. Service Members will not be secured from morning clean-up until the troop handler has inspected and verifies it is complete.

17. Field Day. Field day will be conducted every Thursday after working hours. It will consist of all tasks associated with morning clean-up along with cleaning heads, and police calling the hallways in Building 59. Service Members will not be secured from field day until the troop handler has inspected and verifies it is complete.

18. Luggage. Any lost luggage for a new join from the airport, bus station, cab company (if the member cannot be found) will be delivered to the JRRRC. The troop handler will try to locate the member. If the member cannot be contacted, the troop handler will sign for the luggage until the member can be

notified to retrieve the luggage. A logbook entry will be made and the luggage will be placed in a secure location. Once the new join retrieves his/her luggage, another entry will be made in the logbook for accountability purposes.

19. Red Cross. The troop handler will complete a Red Cross message worksheet, figure 1-1, when a call is received. If the message is for a Service Member who is already joined to MCB CAMLEJ, then the unit (i.e., Officer of the Day (OOD), duty non-commissioned officer) will be notified immediately. If the message is for a new join that has not yet reported to MCB CAMLEJ and is still in a leave status or has reported to the JRRRC, but has not completed the join process, the CO, H&S Bn will be notified immediately for further instruction. OOD numbers are:

<u>Unit</u>	<u>Phone Number</u>
II Marine Expeditionary Force	(910) 451-8138
2d Marine Division	(910) 451-8658
2d Marine Logistics Group	(910) 451-2826
MCIEAST-MCB CAMLEJ	(910) 451-2414
Marine Corps Air Station, New River	(910) 449-5411
U.S. Marine Corps Forces, Special Operations Command	(910) 451-7913

20. Leave Extensions. After normal working hours, the troop handler is authorized to grant a leave extension of up to five days, after approval from the Director, JRRRC via the CO, H&S Bn, if the request meets specific conditions. The Service Members requesting the leave extension must fill out a Leave Extension Authorization Form, figure 1-2.

a. If the new join has not yet reported to MCB CAMLEJ and requires a leave extension for emergency reasons.

b. If the new join has reported to the JRRRC and checked in with the troop handler, but has not completed the join process, and requires a leave extension for emergency reasons.

c. If a new join reports late to the JRRRC without a previously authorized leave extension.

21. Deserters. When a chaser team delivers a deserter to the JRRRC, the troop handler will make a logbook entry in the logbook and sign all paperwork requiring a signature. The troop

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handler will then complete the Desertion Form, figure 1-3, with all pertinent information, make two copies of all paperwork (one for the deserter and one for the Joins Branch), and contact the unit (179 days or less contact previous command; 180 days or more contact MCB CAMLEJ) for transport to their parent command. The unit/command representative will pick up the deserter and sign accepting custody of the deserter.

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Sample Red Cross Message Worksheet

Date/Time Received: _____ Case Number: _____

Callback Number: _____ Case Worker: _____

Service Member's Name: _____

Rank: _____

EDIPI: _____

Service Member's Unit and Location (if deployed):

Message Received By:

Message (provide as much detail as possible):

Date/Time Message Delivered to Service Member: _____

Action Taken/Response Given: _____

Date/Time Call Returned to Red Cross: _____

Who Delivered to: _____

Figure 1-1.--Sample Red Cross Message Worksheet

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Sample Leave Extension Authorization Form

Date/Time

NAME: _____ GRADE: _____
(Last/First/MI)

EDIPI: _____ MOS: _____

PRESENT LEAVE ADDRESS: _____

VALID PHONE NUMBER: (____) _____-_____

LAST DUTY STATION: _____

PREVIOUS EXTENSION(S): YES: _____ No: _____
(Number of days): _____

ORIGINAL REPORT DATE: _____ MCC REPORTING TO: _____

NEW REPORT DATE: _____

OF DAYS GRANTED BY THIS COMMAND: ____ (can only authorize five days)

REASON FOR EXTENSION: _____

CALL RECEIVED BY: _____
(PRINTED Rank and Name)

(SIGNATURE)

EXTENSION APPROVED BY: _____
(PRINTED Rank and Name)

(SIGNATURE)

Figure 1-2.--Sample Leave Extension Authorization Form

Sample Desertion Form

1. The below named service members:

() Surrendered to this command;

() Reported as directed by Straggler Orders;

() Surrendered to Parent Unit;

() Delivered under Guard to this Command (JRRRC) at _____
on _____ time
Date

2. Name _____ EDIPI _____ Grade _____ MOS _____
Unit Assigned _____ Prev Unit _____

Initial for the receipt of the following:

SRB ____ HR ____ DR ____ ADMIN ASG ____ STRAGO ____

3. Commandant of the Marine Corps (MHC-1) certified that
unauthorized absence commenced on _____. Returned to
military control _____.

4. I certify that the above information is correct to the best
of my knowledge and belief.

(Signature and rank of person accepting custody)

1. The above named Marine was delivered to the assigned unit
at: _____ (Time) on _____ (Date)

2. Initial for the receipt of the following: HR ____ DR ____
ADMIN ASG ____ STRAGO ____ SRB ____

(Signature and rank of person accepting custody)

Figure 1-3.--Sample Desertion Form

Chapter 2

Emergency Action Plan

1. General. This chapter provides guidance in the event of a bomb threat, building fire, power outage, or natural or manmade disaster for the troop handlers assigned to the JRRRC aboard MCB CAMLEJ.

2. Bomb Threat. In accordance with reference (a), if a bomb threat is received by telephone, complete a bomb threat checklist, figure 2-1, and immediately contact the CO, H&S Bn at (910) 451-5403. If a suspicious package is observed or received, do not attempt to open the package. Notify the Provost Marshal's Office (PMO), by calling 911 immediately, then notify the CO, H&S Bn and the MCIEAST-MCB CAMLEJ CDO at (910) 451-2414/3031 (after normal working hours). If a written bomb threat is received, avoid touching it. Notify PMO and contact the CO, H&S Bn immediately for further instruction. The CO, H&S Bn or Director, JRRRC are the only authorized personnel to order an evacuation of the threatened building.

a. If the building is evacuated, ensure personnel are at least 500 feet away from the threatened structure and away from glass windows. The preferred muster point should be a location that is least likely to contain a secondary device (i.e., dumpster, parking spaces, or other buildings).

b. Accountability of all personnel will be conducted to inform the CO, H&S Bn of any missing personnel.

c. PMO will be provided with a recall number to the CO, H&S Bn and the completed bomb threat checklist.

d. Once the threat has been eliminated, all personnel may return to the building.

3. Fire/Smoke in the Work Area or Building. In the case of fire or smoke, the troop handler will:

a. Pull the nearest fire alarm and attempt to put out the fire using a hand-held fire extinguisher.

b. If the situation permits (i.e., no casualties will result):

(1) Remove all logbooks and maintain them for the CO, H&S Bn.

(2) Evacuate all personnel to a designated location. Emergency exit instructions are located in each building. Ensure that all personnel are present and accounted for.

(3) Close all secondary control point doors, but do not lock them and close all windows. Do not block entrances.

c. Once in a safe area contact the CO, H&S Bn and notify him/her of the situation.

d. After the fire is extinguished and the area is declared safe, all personnel may re-enter the building.

4. Power Outage. In the event of a power outage, the troop handler will:

a. Contact Public Works at (910) 451-3001/8997/3319 to report the power outage. The system should automatically revert to an alternate source of power. Ensure the CO, H&S Bn is notified of the situation.

b. Power down all unnecessary equipment.

c. If the situation permits:

(1) Remove all logbooks and maintain them for the CO, H&S Bn.

(2) Close and lock all windows and doors. Do not block entrances.

(3) Evacuate all personnel to a designated location to prevent injury. If necessary, obtain a flashlight in order to facilitate the evacuation of personnel. Ensure all personnel are present and accounted for.

d. Once power has returned and the area is declared safe, all personnel may re-enter the building.

5. Severe Weather Conditions. Severe Weather Conditions/Natural Disaster include events such as destructive winds, earthquake, flooding, and hurricanes. The troop handler will

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be notified by the CO, H&S Bn when the Base is under a Destructive Weather Condition (DWC).

a. Per reference (c), there are eight DWCs. They are listed below.

(1) Destructive Weather Condition V (DWC V). The potential for the occurrence of destructive weather is elevated, but no specific system threatens the area. DWC V indicates a seasonal destructive weather readiness level, i.e., Atlantic Hurricane Season (1 June to 30 November) is in progress.

(2) Destructive Weather Condition IV (DWC IV, 72 Hours). A specific destructive weather system with sustained winds of 50 knots or greater is forecast to affect the area within 72 hours.

(3) Destructive Weather Condition III (DWC III, 48 Hours). A specific destructive weather system with sustained winds of 50 knots is forecast to affect the area within 48 hours.

(4) Destructive Weather Condition II (DWC II, 24 Hours). A specific destructive weather condition with sustained winds of 50 knots is forecast to affect the area within 24 hours.

(5) Destructive Weather Condition I (DWC I, 12 Hours). A specific destructive weather condition with sustained winds of 50 knots is forecast to affect the area within 12 hours.

(6) Destructive Weather Condition I Caution (DWC IC, six Hours). A specific destructive weather condition with sustained winds of 50 knots is forecast to affect the area within six hours.

(7) Destructive Weather Condition I Emergency (DWC IE). The area is currently experiencing a specific destructive weather system with sustained winds of 50 knots.

(8) Destructive Weather Condition I, Recovery (DWC IR). The destructive weather system has passed the area, but safety and storm hazards remain. All orders, restrictions, and guidance established in previous DWCs remain in effect. The emergency management structure is affecting the speedy return to normal

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operations by eliminating safety concerns, re-establishing services, utilities, the transportation system, clearing debris, and performing essential repairs.

b. In the event of DWC V and DWC IV, the troop handler will conduct normal operations. During DWC IV the troop handler will prepare for DWC III.

c. In the event of DWC III, the troop handler will:

(1) Conduct accountability for all new join personnel assigned to the JRRRC and provide the information to the CO, H&S Bn, MCIEAST-MCB.

1. The accountability must include the Service Members' last name, EDIPI, rank, contact phone number, and parent command to which the new join personnel are waiting to report.

(2) Ensure all personnel in a new join status are informed that current information relating to local weather conditions, advisories, and hurricane information is available on the CAMLEJ Automated Information System (AIS) by calling (910) 451-1717.

(3) Prepare for DWC II.

d. In the event of DWC II, the troop handler will:

(1) Ensure all new join personnel who have not completed the join process within the JRRRC and have reported to MCB CAMLEJ report to their parent command. Once the DWC has been reduced to level III, the new join personnel will return and report to the JRRRC to complete the join process.

(2) If it is after hours, then the troop handler will ensure all windows and doors are locked in Buildings 59 and 60.

(3) Ensure all personnel in a new join status are informed that current information relating to local weather conditions, advisories and hurricane information is available on the CAMLEJ AIS by calling (910) 451-1717.

(4) Prepare for DWC I.

e. In the event of DWC I, the troop handler will:

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(1) Be restricted to their appointed place of duty, quarters, barracks, or shelter. **Note: Liberty is authorized on Base only.**

(2) If authorized, evacuate the area until it is determined safe to return. Advisories and hurricane information are available on the CAMLEJ AIS by calling (910) 451-1717.

(3) Prepare for DWC IC and DWC IE.

f. In the event of DWC IC and DWC IE, the troop handler will:

(1) Be restricted to their appointed place of duty, quarters, barracks, or shelter. **Note: All liberty is secured.**

(2) If authorized, evacuate the area until it is determined safe to return. Advisories and hurricane information are available on the CAMLEJ AIS by calling (910) 451-1717.

g. DWC IR is a temporary condition pending transition to DWC V. During this period, the troop handler must follow guidelines provided via the AIS or the CO, H&S Bn. Once the DWC has been set at DWC V, follow the procedures contained in paragraph 5b above.

Sample Bomb Threat Checklist

Duplicate and Place By Each Phone

Exact time of call_____ Phone number call received
at_____ Date_____

Exact words of
caller_____

Questions to Ask

1. When is bomb going to explode?

2. Where is the bomb?

3. What does it look like?

4. What kind of bomb is it?

5. What will cause it to explode?

6. Did you place the bomb?

7. Where are you calling from?

8. What is your address?

9. What is your name?

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Caller's Voice (circle as many that apply)

Age _____	Normal	Nasal	Angry	Excited
Sex _____	Calm	Stutter	Lisp	Disguised(How)
Race _____	Deep	Crying	Squeaky	Other (Specify)
Stressed	Accent	Loud	Slurred	

If the voice is familiar, whom did it sound like?

Were there any background noises? (Circle as needed)

Street Noises	Music	Machinery	Television	Subway
Voices	Long Distance	Crying	House Noises	Train
Animal Noises	Motor	Clear	Office Machinery	Other(Specify
PA System	Phone Booth	Static	Airport/Jet	

Person receiving call:

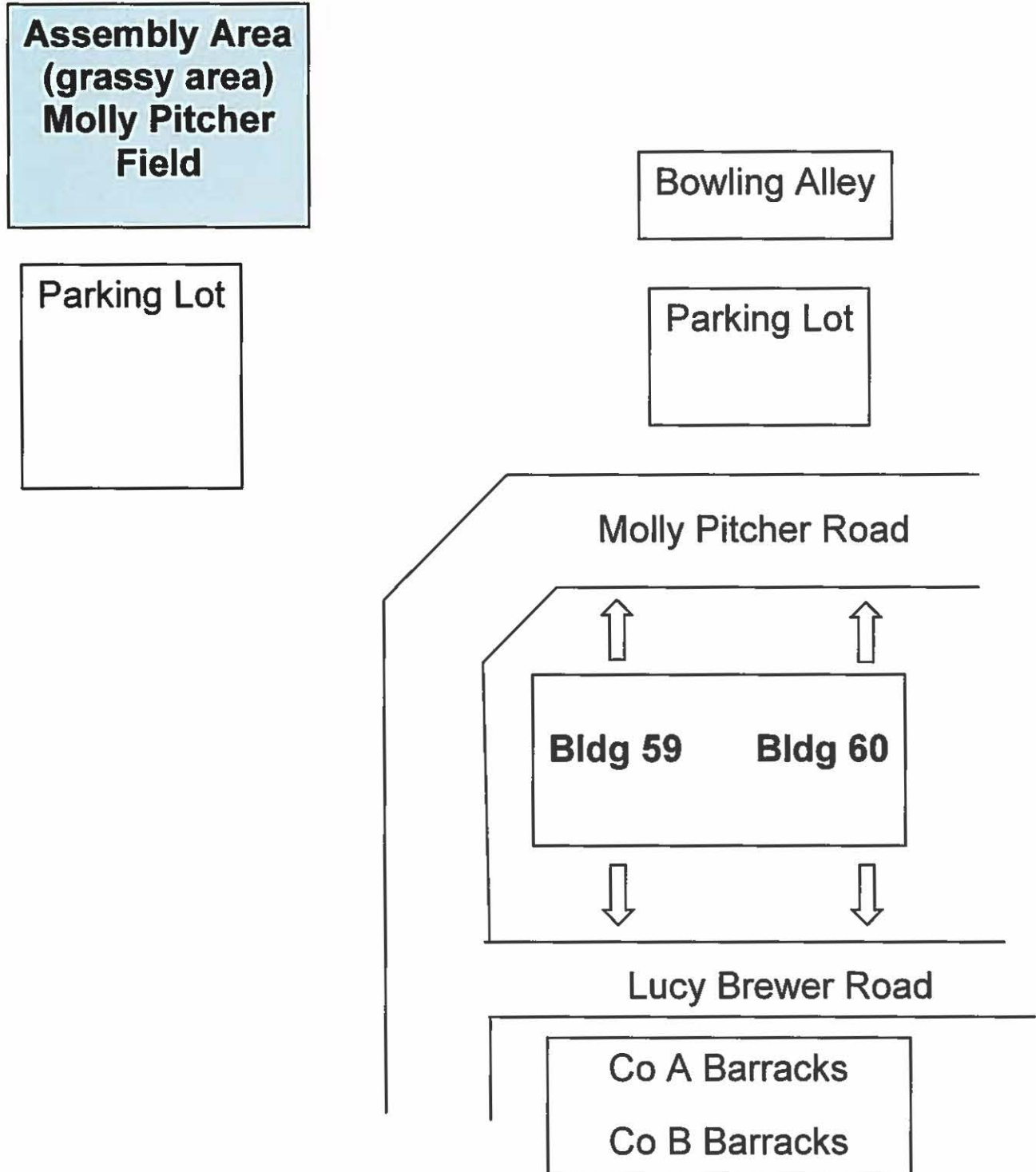
Reporting Procedures: TRY TO KEEP THE CALLER ON THE PHONE. If possible, notify fellow workers to call 911 on another line to report the incident so Dispatch can call Telephone Repair to initiate a phone trace on the Bomb Threat line. If the caller hangs up, initiate CALL TRACE PROCEDURES.

Call Trace Procedures:

1. Keep the caller on the line if possible.
2. When the caller hangs up, "HOOK FLASH" your phone and dial *57 to activate trace.
3. Do not use that phone line again. Use another line and call 911 and ask for the PMO Desk Sergeant to ensure call trace was activated and to report the Bomb Threat call.

Figure 2-1.--Bomb Threat Checklist-Continued

Evacuation Route from Buildings



❖ Walk to assembly area (Molly Pitcher Field)

Figure 2-2.--Evacuation Route from Buildings

Rm# 101 ID Card Center
Phone 451-4223

Rm# 110 Sr IDCC Supervisor
Phone 451-1068

Rm# 112 JRRRC Director
Phone 451-2712

Rm# 118 2dMarDiv PC&AO
Phone 451-8870

Rm# 120 JRRRC Reception Area
Phone 451-8609/8628

Rm# 129 IPAC New Join
Phone 451-4466

Rm# 125 STORAGE

Rm# 132 TRICARE
Phone 1-877-874-2273

Rm# 124 PERSO
Phone 451-8426

Rm# 123 PERSO
Phone 451-3020

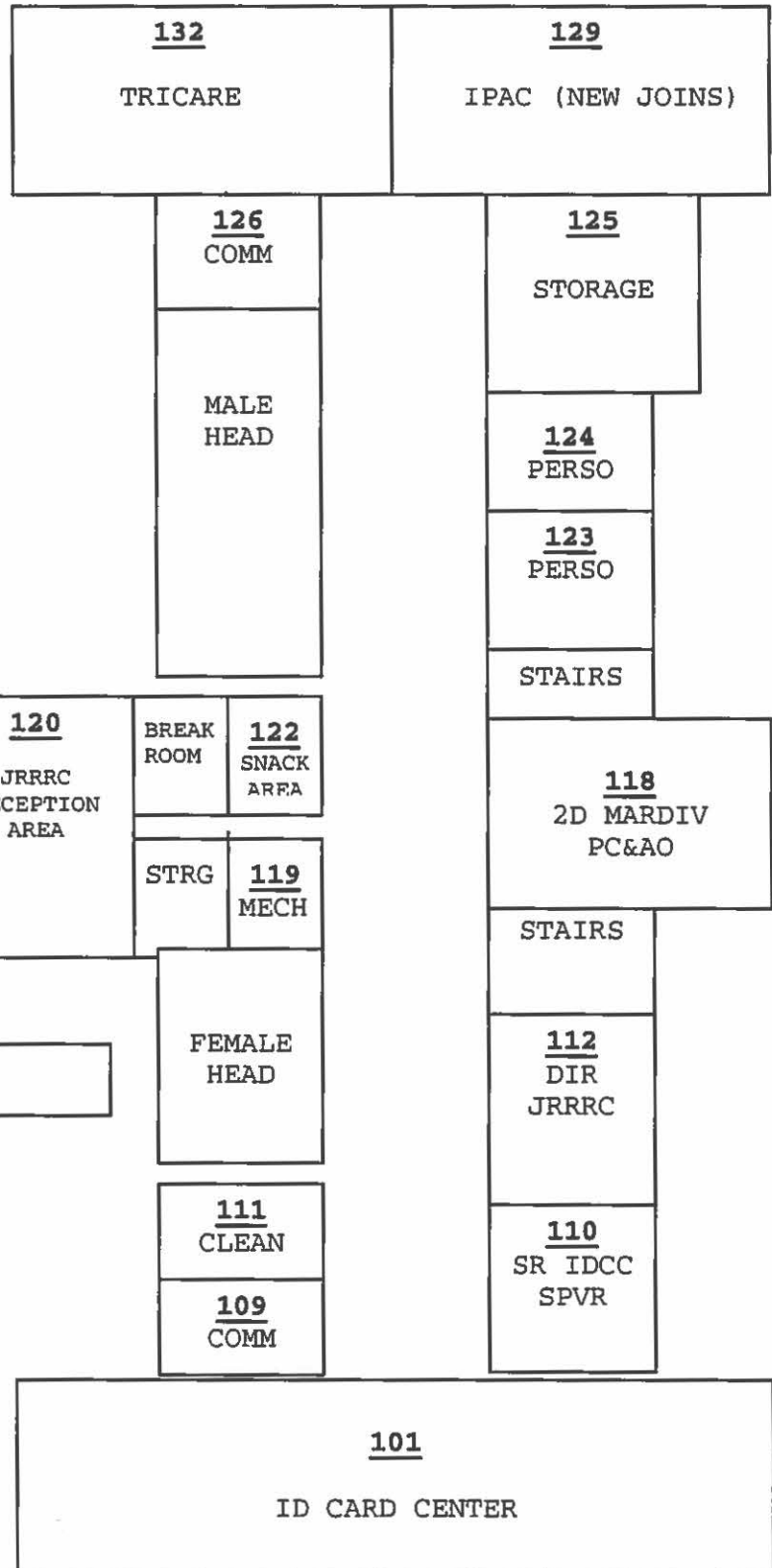


Figure 2-3.--Building 59 Layout
2-9

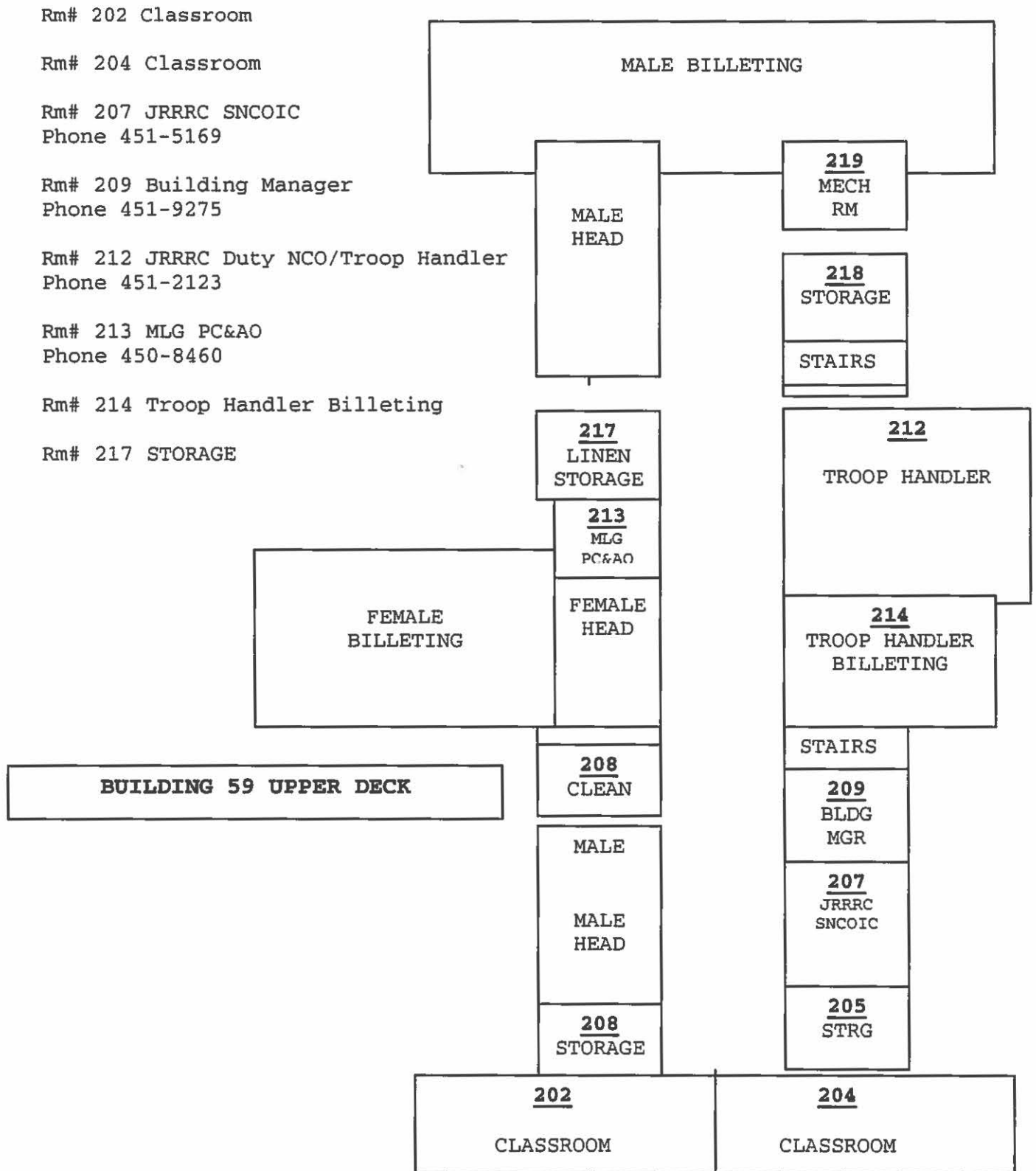


Figure 2-3.--Building 59 Layout--Continued

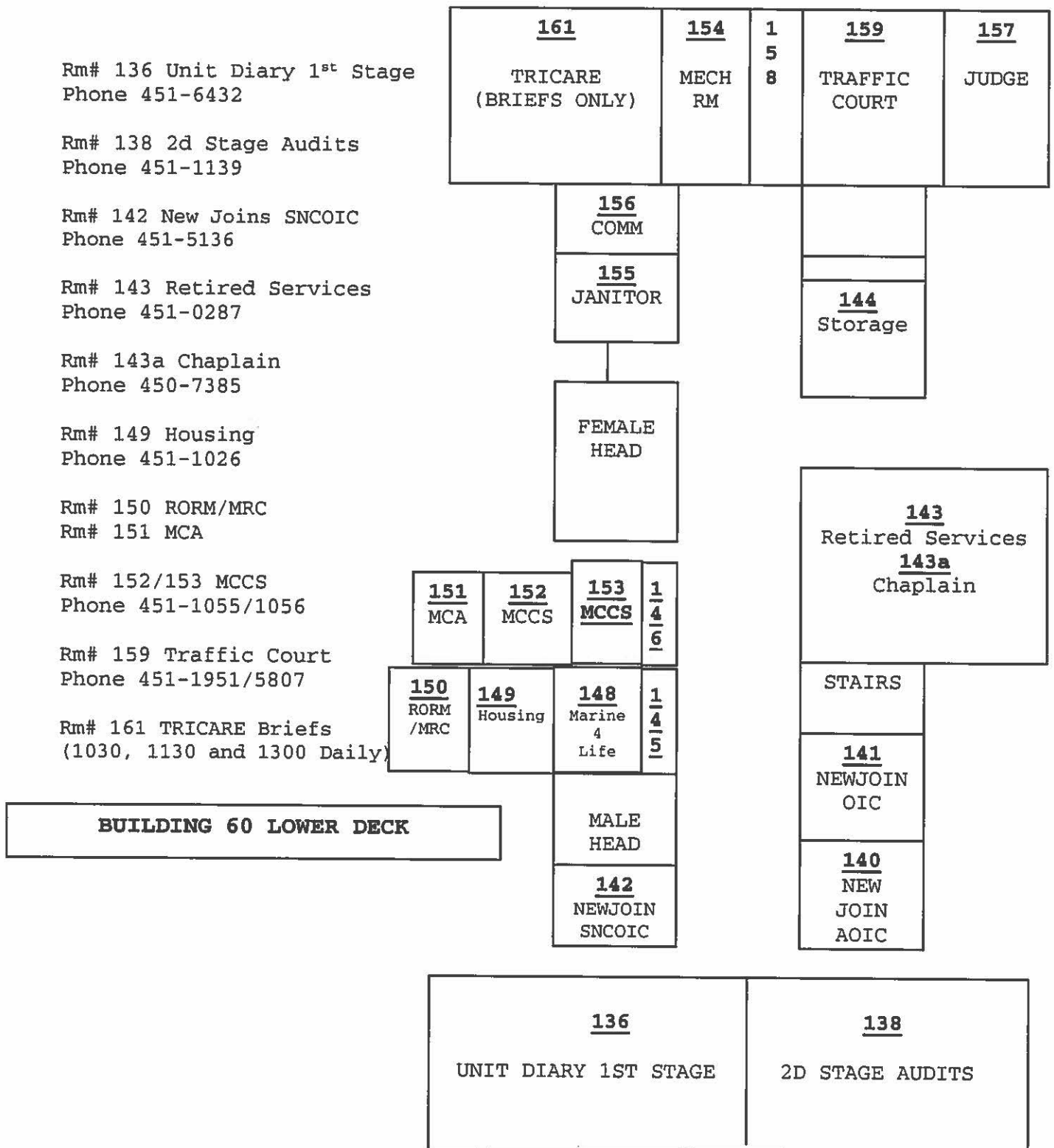


Figure 2-4.--Building 60 Layout
2-11

Rm# 249 IPAC Orders
Phone 450-9553

Rm# 226 IPAC Separations
Phone 451-0632

Rm# 242 Prior Service Recruiters
Phone 451-3892

Rm# 236 Outbound Headquarters
Phone 450-9603

BUILDING 60 UPPER DECK

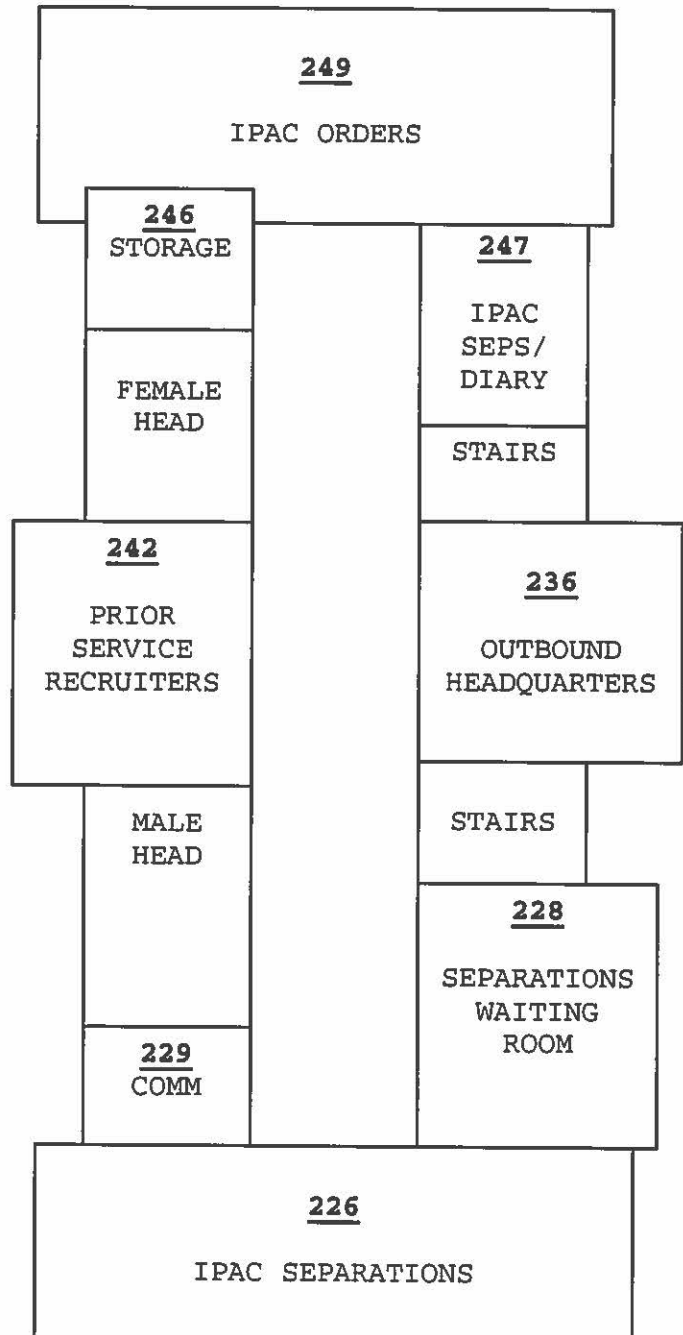


Figure 2-4.--Building 60 Layout--Continued