Congratulations on your assignment to Joint Base Elmendorf-Richardson (JBER), Alaska! Because the Last Frontier has so much to offer, the Army Community Service (ACS) Relocation Readiness Program (RRP) created an eWelcome packet to help you with your move. The official US Army Alaska (USARAK) web site is https://www.usarar.army.mil/main/default.asp. Visit this site and click on “Newcomers,” then “Request a Sponsor.” Your assigned sponsor is there to ease your transition and will help expedite your ability to become productive at your new command. If you do not have a pinpoint assignment, you may also contact USARAK Enlisted Strength Management, 907-384-3809; USARAK Officer Strength Management, 907-384-2606; or Military Processing Division In-processing, 907-384-0425. If you are calling DSN, use 317 instead of 907 and all other numbers the same as above.

1. **Command Sponsorship.** Alaska is considered an overseas (OCONUS) assignment. All Family members must obtain an Exceptional Family Member Program (EFMP) screening prior to the Soldier’s approval for Family travel to Alaska. Contact the EFMP Manager at your losing installation to initiate the screening process. Click on **EFMP Command Sponsorship** for more information. Soldiers can request the paperwork from the losing installation Levy section of Military Personnel or S1 section. Upon completion, each Family member’s name will be amended to your orders so that travel, transportation, and housing arrangements can be made. To prepare for your outbound move, you should attend a Levy Briefing six months out.

2. **Housing.** Click on **Army Housing**, the official Army web site for information about Military Family Housing (MFH), Unaccompanied Personnel Housing (UPH), and/or Community (off post) Housing. It has both comprehensive and quick-reference information for Army installations worldwide that includes floor plans, photo tours, policies, procedures, programs, services, waiting list information, BAH/OHA, forms, contact information, utilities, schools, maps, etc. To check the status of on-post housing availability, contact the JBER Housing Office at 907-384-3907 or DSN 317-384-3907.

The JBER-Richardson Housing Office is located in the Welcome Center, Building 600, on the corner of Richardson Drive and Fifth Street, across the street from the Post Theater. Please make sure you stop by the Housing Office before signing a lease. When signing documents, ensure there is a military clause in your lease agreement or bring it by the legal office in the Welcome Center. A military clause allows you a legal avenue to break your lease if you need to relocate for a permanent change of station or deployment.

Due to housing privatization, there may be a shortage of on-post housing. The JBER-Richardson Housing Office recommends that you visit the Department of Defense’s Automated Housing Referral Network (AHRN) web site http://www.ahrn.com/. AHRN provides BAH information, rental, and for sale by owner listings. If you are planning on buying, AHRN has a link called Moving Station which will provide free assistance in the home buying process. You may find additional rental properties by visiting **Apartment Finder**.

Aurora Housing is the provider for privatized housing (beginning 1 April 2011), telephone 907-552-4439, 907-753-1023, or www.auroramilitaryhousing.com.

Three primary areas to look for off-post housing are Anchorage (Municipality of Anchorage), Chugiak-Eagle River (Eagle River area), and Matanuska-Susitna (Mat-Su) Valley (Mat-su Valley area).

Cost of Living Allowance (COLA) is based on number of command sponsored dependents you have with you in Alaska or if you live in the barracks. To determine your COLA visit the Defense Travel Per Diem web site http://www.defensetravel.dod.mil/site/colaCalc.cfm.
3. Schools. JBER is within the Municipality of Anchorage and eight miles south of Eagle River. The Military Child Education Program was established to assist military personnel and their Families with information and resources intended to ease the transition of dependent children from one duty station to another. Click School Liaison for a list of JBER School Liaison Officers. Click for more information regarding school districts in Anchorage http://www.asdk12.org and in the Mat-Su Valley http://www.matsuk12.us. Palmer and Wasilla are a one hour commute from JBER.

The five, on-post, kindergarten through sixth grade, elementary schools are part of the Anchorage School District: Aurora, Mount Spurr, and Orion are on JBER-Elmendorf, and Ursa Major and Ursa Minor are on JBER-Richardson. Your residence will determine which school your child attends. Visit Military Youth on the Move www.defenselink.mil/mtom, a helpful tool for youth who are relocating.

4. Travel to Alaska. There are three ways to travel to Alaska: fly, drive or ferry or a combination. Visit Joint Base Elmendorf-Richardson Guide and go to “Getting to Alaska” pages 24-31. Winters in Alaska can start as early as September and last through April. You should fly during this time of year unless you are experienced driving in severe winter conditions (blizzards, extreme cold temperatures to minus 50, black ice, and long, dark days). If you decide to drive The Mile Post magazine is an excellent tool to help you with maps, motels, gas stations, etc. For more information, visit Driving the Alaskan Highway.

Both the Army and Air Force authorize shipping one car. It usually takes three to four weeks for cars to arrive from the East Coast. There are many rental car and taxi services, as well as many new and used car dealerships in Anchorage and the Mat-Su Valley.

JBER Shuttle Service. JBER-Richardson has no military shuttle. However, the Armed Services YMCA, 907-384-3733, provides a limited transportation service for one dollar per ride. The Vehicle Operations Control Center operates a military shuttle service on the JBER-Elmendorf side of the installation; telephone 907-552-4475 for route and times.

Driving to JBER, Alaska. Set your GPS to 600 Richardson Drive, Anchorage, Alaska 99505….or take the Glenn Highway and exit at the Fort Richardson gate. Present your ID at the checkpoint (or stop at the visitor’s center and request a map). You are currently on D Street. Follow D Street until you get to Sixth Street. Turn left at Sixth Street. Continue to the large public parking lot on the right; just before the 4-way intersection. This is the Welcome Center, Building 600; report to Room 103 for in-processing.

Driving the Alaska Highway (formerly known as the ALCAN):
- Though not command restricted, driving the Alaska Highway is not advised during the November to April time frames without in-depth research of the route and associated planning. Gas stations and motels along the highway can be seasonal (closing for the winter) or even temporarily closed due to weather (forcing you to wait). Cell telephones and even in places, satellite phones will not have a signal. See “Winter Driving/Preparation” below for tips.
- You will be driving through Canada unless you reserve passage on the ferry into Whittier. Pets require health certificates, and there are restrictions on certain animals and foodstuffs.
- Notify auto insurance and the lien holder on your vehicle to see if they have any restrictions or specific guidance for your travel through Canada.
- Legal issues (misdemeanors, DUls), step-children, and firearms. Canada has strict stipulations and restrictions on what you can transport and the requirements to cross. Visit http://travel.state.gov/travel/cis_pa_tw/cis/cis_1082.html
- Your Family members and you may need passports. Visit the web sites listed below for details.
See a full list of recommended Canadian Border Crossing web sites below:

Crossing the Border

Canada Border Services Agency

Bureau of Consular Affairs - International Travel

United States Embassy Consular Services Canada (passport requirements)
http://www.consular.canada.usembassy.gov/passport_requirement.asp

U. S. Customs and Border Protection

Passports, border requirements, check for Special Groups in relation to the Western Hemisphere Travel Initiative (WHTI): www.getyouhome.gov  NOTE - Check both U.S. Customs and Canada Customs. Information changes often!


Canada's Customs & Border Services:
http://canadaonline.about.com/od/customs/Canada_Customs_and_Border_Services.htm

US Customs & Border Protection – Special Groups – Active Duty Military:

**Winter Driving/Preparation:**

- Military Police recommend installing studded tires, adding antifreeze to your windshield fluid, installing an engine block heaters with plug-in, and ensuring engine fluids are rated to -70 degrees. Winterizing your car can be done at many northern states car dealerships or other local auto care centers.
- A remote auto start to warm up your car is a luxury in Anchorage, but it is a necessity in Fairbanks.
- Carry an emergency, winter safety car kit for all passengers that includes winter clothes, food, water, blankets and/or sleeping bags, propane stove, road flares, jumper cables, shovel, hand and foot warmers, etc. Dress in layers including gloves and/or mittens, hats, scarves, coats, and boots.

For more information, visit TheMilepost.com (Driving the Alaskan Highway), The Alaska Marine Highway System & Ferry Information.

5. **Reporting / In-processing.** Flying into Anchorage International Airport. When you arrive and get your bags, look for the “Atwood Lounge” (ASYMCA Military Lounge) inside the airport from which you can call In-processing, at 907-384-0425. In-processing personnel will usually be able to pick you up within an hour. While you can hire a taxi at an average cost of $40-$60 and request reimbursement when you do the finance portion of your in-processing, this is not the preferred means for new Soldiers.


7. **Forwarding Mail:**

   Your Name
   General Delivery
   (HOLD)
   724 Postal Service Loop
   JBER, AK 99505-4800
8. **ACS Relocation Readiness Program (RRP)**. The Lending Closet provides small kitchen appliances and kitchen items for temporary loan. Driving maps, community information, and other ACS services and support are also available. Newcomers Orientation is—mandatory for Soldiers—is held from 0900-1700 on the first and third Wednesday of each month in the JBER-Richardson Education Center, Building 7 (behind the Post Theater). **Spouses are highly encouraged to attend. Free child care is available by registering with Child and Youth Services, 907-384-7483 – one week prior to your Newcomers Orientation.**

If you have additional questions or concerns in regards to your move, please contact me, Cathy Spence, at [Catherine.spence@elmendorf.af.mil](mailto:Catherine.spence@elmendorf.af.mil), 907-384-1515/7485, or Susie Baty, [Susie.baty@elmendorf.af.mil](mailto:Susie.baty@elmendorf.af.mil), 907-384-74845. You can also visit us at ACS in the JBER-Richardson Welcome Center, Building 600, Room A142, 0730 to 1630, Monday through Friday. For more information visit our ACS link [Army Community Service](http://www.armycommunityservice.com). We wish you all the best from ACS!

Cathy Spence
Manager, Relocation Readiness Program

P.S. On the next page is “Moving Made Easy” where you will find a list of helpful websites.
**Moving Made Easy – Helpful Websites**

**Preparing for the Move:**

Military Homefront:  [www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil)

Military Installations:
- Plan My Move:
- Moving 101:


Military One Source:  [www.militaryonesource.com](http://www.militaryonesource.com) or call toll free 1-800-342-9647

Moving:  [www.pcsamerica.net](http://www.pcsamerica.net)

**Pay Entitlements**

**Pay & Allowances**


Shipping Your Personally Owned Vehicle (POV):  [https://www.whereismypov.com/](https://www.whereismypov.com/)


Army One Source:  [http://www.myarmyonesource.com/default.aspx](http://www.myarmyonesource.com/default.aspx)

**MAJOR UNITS:**


**Getting to Alaska:**

The MILEPOST Alaska Travel Guide & Trip Planner, an excellent resource to help plan your drive:  [http://www.milepost.com](http://www.milepost.com)

North! To Alaska:  [www.northtoalaska.com](http://www.northtoalaska.com)

Alaska Campground Association:  [www.alaskacampgrounds.net](http://www.alaskacampgrounds.net)

Alaska State and National Parks:  [www.TravelAlaska.com/stateparks](http://www.TravelAlaska.com/stateparks)

Alberta National and Provincial Parks:  [www.TravelAlberta.com](http://www.TravelAlberta.com)

British Columbia (Discover Camping):  [www.discovercamping.ca](http://www.discovercamping.ca)
Yukon (Yukon RV Parks and Campgrounds):  [www.travelyukon.com/yukonaccommodations](http://www.travelyukon.com/yukonaccommodations)

Road/Highway Conditions:  [http://511.alaska.gov](http://511.alaska.gov) or 1-866-282-7577 (toll free)

Alaska Marine Highway System (ferry):  [www.dot.state.ak.us/amhs](http://www.dot.state.ak.us/amhs) or 1-800- 642-0066

Alaska Department of Transportation:  [www.dot.state.ak.us](http://www.dot.state.ak.us)

Pet Travel - US Department of Agriculture:  [Traveling with Pets](http://www.petswelcome.com) and  [www.petswelcome.com](http://www.petswelcome.com)

**Traveling Through Canada - Important Information:**

US/Canadian Border crossing information:  1-204-983-3500

Canadian Import-Export Laws:  1-206-443-1777

US National Passport Info Center:  1-877-4USA-PPT


Canadian Tourism Commission:  [www.canada.travel/splash.en-us.html](http://www.canada.travel/splash.en-us.html)

Driving through Canada (Road/Highway Conditions):  [www.drivebc.ca/](http://www.drivebc.ca/)


Western Hemisphere Travel Initiative at Land and Sea Ports of Entry:  [//www.canadainternational.gc.ca/can-am/bilat_can/rulemaking-reglementation_land-rue.aspx](http://www.canadainternational.gc.ca/can-am/bilat_can/rulemaking-reglementation_land-rue.aspx)

**Housing/Real Estate Information:**

Army Housing Online:  [https://www.housing.army.mil/ah/](https://www.housing.army.mil/ah/)

Privatized Housing:  [www.auroramilitaryhousing.com/](http://www.auroramilitaryhousing.com/)

Automated Housing Referral Network:  [http://www.ahrn.com](http://www.ahrn.com)

Home Information:  [http://www.homefair.com](http://www.homefair.com)


Anchorage/Wasilla - Apartment Homes:  [http://weidner.com](http://weidner.com)

Alaska Multiple Listing Service:  [www.AlaskaRealEstate.com](http://www.AlaskaRealEstate.com)

Apartment Finder:  [www.apartmentfinder.com](http://www.apartmentfinder.com)

South Central Alaska Real Estate:  [www.RealEstateBook.com](http://www.RealEstateBook.com)
**Installation and Anchorage Community Information:**

Joint Base Elmendorf-Richardson (JBER) Homepage: [www.jber.af.mil](http://www.jber.af.mil/)

673rd Force Support Squadron (MWR): [www.elmendorf-richardson.com](http://www.elmendorf-richardson.com)

Alaska State Home Page: [www.state.AK.us/](http://www.state.AK.us/)


Anchorage Visitors Bureau: [www.anchorage.net](http://www.anchorage.net)

Municipality of Anchorage: [www.muni.org](http://www.muni.org)

Alaska: [www.alaska.org](http://www.alaska.org)

Alaska Info: [www.alaskaoutdoorjournal.com](http://www.alaskaoutdoorjournal.com)

**Employment for your Family Members:**

Army Community Service Employment Readiness Program Manager, Mike Spann, 907-384-6716
mike.spann@elmendorf.af.mil

Employment websites:
[http://cpol.army.mil](http://cpol.army.mil)
[http://armycivilianservice.com](http://armycivilianservice.com)
[http://www.usajobs.gov](http://www.usajobs.gov)

**General Information:**


JBER-Richardson Installation Information:

Regardless where you are in your relocation, you can always call Military One Source at 1-800-342-9647, [http://www.militaryonesource.com](http://www.militaryonesource.com), 24 hours per day/7 days a week to get a question answered.