

U.S. Department of
Homeland Security

**United States
Coast Guard**



Orientation Guide

2024



***Training Center Petaluma
(TCP)***

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Welcome to Training Center Petaluma!

Training Center Petaluma's hopes this orientation package serves as a guide to help you get settled upon your arrival.

This document provides newly arriving personnel with the following:

- Introductions to members of the command staff
- Review of TCP's organizational structure
- A facilities map of the training center
- Descriptions of services found on base
- Lists of useful phone numbers and key resources

Our hope is that you are arriving here with much enthusiasm and confidence, and that you will be satisfied with your new community. The community at TCP offers a structured, yet supportive environment.

In addition to the communication from your sponsor and supervisor, we feel it is important to dedicate a day to introduce our priorities and available support resources soon after your arrival.

In order to improve this program, we welcome your feedback and ask that you include your comments on the survey provided during your orientation session.

Training Center Petaluma

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TRACEN Petaluma Basics

The Enlisted Center of Excellence

Guiding Principles:

- Provide valid and reliable performance-based training
- Employ all resources efficiently and effectively
- Ensure facilities, operations, and maintenance are environmentally friendly
- Provide superior care and quality of life for the TCP community

Workforce:

TCP employs 325 active duty, 153 civilians (78 Government Servants, 75 Non-Appropriated Fund positions), and approx. 90 full-time contractors.

History:

“Two Rock Ranch” began its association with the military in 1942 as a west coast radio monitoring facility for the Army during WWII. Training has been a function of the base from its beginning when radio operator training was conducted for troops headed to the Pacific and a small corner of the base was transformed into a Vietnamese village to train troops headed for Vietnam. In 1971, the Coast Guard relieved the Army and took possession of the base.

Schools:

Comprised of 8 apprentice “A” Schools and 26 technical “C” Schools, TCP is also the home of the Chief’s Academy. One third of the Coast Guard’s enlisted ratings are trained here, these include:

- Electronics Technician (ET)
- Culinary Specialist (CS)
- Health Services Technician (HS)
- Information Systems Technician (IT)
- Operations Specialist (OS)
- Storekeeper (SK)
- Yeoman (YN)
- Aviation Survival technician (AST)

Students:

TRACEN Petaluma graduates over 3,000 students every year from our resident “A” & “C” Schools, non-resident courses, and exportable training.

Facilities:

Training Center Petaluma is located on 830 acres with 118 buildings and 127 family homes. There is a town center that includes amenities like a gym, movie theater, coffee shop/internet cafe, library, chapel, exchange, clinic, child development center, police and fire departments, post office, barber/salon, and dry cleaner.

The training facilities offer over 250 thousand square feet of classrooms and state-of-the art labs for our students.

Tenant Commands:

- CPO Academy, MCPO Glenn Royes, School Chief
- Electronic Support Detachment (ESD), CWO Jordan Wendell, ESD Supervisor
- Leadership Development Center Detachment, CWO Marco Lopez

Command Staff

Commanding Officer

Captain Matt Chong assumed Command of Training Center Petaluma in June of 2022. His previous tour was a one-year special assignment as Team Leader for the Coast Guard's Personnel Readiness Task Force. This five-person team is charged with helping the Coast Guard retain critical skills and identifying and tackling service issues that disproportionately impact the recruitment and retention of women and underrepresented minorities.

Originally from Aiea, Hawaii, Captain Chong is a 2000 graduate of the U.S. Coast Guard Academy, where he earned a Bachelor of Science Degree in Civil Engineering. He later earned a Masters of Arts degree in Educational Technology from San Diego State University in 2010. Captain Chong became a Certified Performance Technologist through the International Society for Performance Improvement in 2015.



Captain Chong is a career Cutterman with nearly 12 years of service at sea, starting his afloat career as a Deck Watch Officer aboard USCGC ALERT in Astoria, Oregon. His other operational assignments include: Executive Officer of USCGC NAUSHON in Ketchikan, Alaska; Commanding Officer of USCG Patrol Forces Southwest Asia Relief Crew where he commanded USCGCs BARANOF, AQUIDNECK, WRANGELL, MONOMOY, and MAUI in support of Operations Iraqi Freedom and Enduring Freedom; Commanding Officer of USCGC KISKA in Hilo, Hawaii; Executive Officer of USCGC VALIANT in Mayport, Florida; and Commanding Officer of USCGC VENTUROUS in St. Petersburg, Florida.

With a secondary specialty in Human Performance Technology and training, Captain Chong's staff assignments include: Senior Training Liaison and Assistant Coast Guard Liaison Officer at the U.S. Navy's Afloat Training Group Mayport, Florida; Branch Chief in the Training Division at Coast Guard Training Center Petaluma, California; Detachment Supervisor and Lead Operational and Training Advisor for the Maritime Infrastructure Protection Force Training and Advisory Group (MIPF-TAG) in the Kingdom of Saudi Arabia; and Mission Support Branch Chief in the Training Division of Force Readiness Command in Washington, D.C.

Captain Chong's personal awards include the Meritorious Service Medal (four awards), Coast Guard Commendation Medal (three awards), Navy and Marine Corps Commendation Medal, Commandant's Letter of Commendation Ribbon Bar (2 awards), and various other unit and service awards.

Executive Officer

CDR Kathy Cyr assumed the duties as Executive Officer of Training Center Petaluma in July of 2023. Commander Kathy Cyr is a 2006 graduate of the United States Coast Guard Academy, where she earned a Bachelor of Science Degree in Operations Research and Computer Analysis. CDR Cyr is a cutterman with eight years of sea time: Deck Watch officer on USCGC RELIANCE (WMEC-615) based in Kittery, ME; Operations Officer on USCGC DEPENDABLE (WMEC-626) based in Cape May, NJ; Commanding Officer on USCGC ANACAPA (WPB- 1335) based in Petersburg, AK; and Executive Officer on USCGC STEADFAST (WMEC-623) in Astoria, OR. As a LTJG she served as the Intelligence Collection



Manager for the Seventeenth District where she provided Intelligence information in support of operations ranging from High Seas Drift Net and Domestic Fisheries, to US Exclusive Economic Zone/Maritime Boundary Line enforcement. After her tour aboard ANACAPA, she earned her Master's Degree in Coastal and Ocean Policy from the University of North Carolina Wilmington. Following Graduate School, CDR Cyr served as the Enforcement Team Lead in the First District Enforcement Branch where she supervised the Living Marine Resources and General Law Enforcement divisions. Additionally, she was the Coast Guard Representative for the Atlantic States Marine Fisheries Commission Law Enforcement Committee, a group that provides comment on the enforceability of interstate fisheries regulations; and the Northwest Atlantic Fisheries Organization (NAFO), an international/intergovernmental fisheries science and management body.

CDR Kathy Cyr is married to CDR Lee Coyle, a USCG Reservist. They have three children: Gilbert, Benjamin, and Matilda.

Command Master Chief

Master Chief Seth Eury assumed the duties as Command Master Chief in July 2022. His primary responsibility is to advise Captain Matthew Chong on issues and initiative's pertaining to all Coast Guard members and their families within the Training Center. He also advises the enlisted workforce, advocates for military benefits and entitlements, is the senior enlisted mentor, and acts as the sounding board for select enlisted administrative actions. Master Chief Eury previously served as the Command Master Chief, Base Seattle. He advised the Commanding Officer on policies that directly impacted the work-life balance and well-being of the 350 personnel and their families while supporting the mission throughout the Pacific Northwest.



Before reporting to Base Seattle, he served as Command Master Chief and Engineer Petty Officer of Maritime Safety and Security Team New Orleans where he led the transition to new operating platforms, expansion of pursuit capability, development of Coast Guard Catastrophic Incident Search and Rescue procedures and platforms, and support to Southern Border security operations on the Rio Grande River.

He enlisted in the United States Coast Guard in September 1998 and graduated from Machinery Technician "A" School in February of 1999. His previous assignments include the USCGC THETIS in Key West, FL, USCGC WASHINGTON in Honolulu, HI, Station St. Petersburg, FL, Surface Forces Logistics Center in Baltimore, MD and Station Monterey, CA.

He participated in Chief's Call to Initiation in 2008, graduated from the Coast Guard Chief Petty Officer's Academy Class 160 in 2009, attended the Senior Enlisted Leader Course in 2014 and has completed the Boat Forces Command Cadre School twice. His previous qualifications include 110' CB-M Coxswain, 25 RBS Tactical Crewmember, 41UTB Engineer and Crewmember, 47MLB Engineer and Crewmember, Boarding Officer and Cutter Rescue Swimmer. He is currently pursuing his Bachelor of Science in business administration.

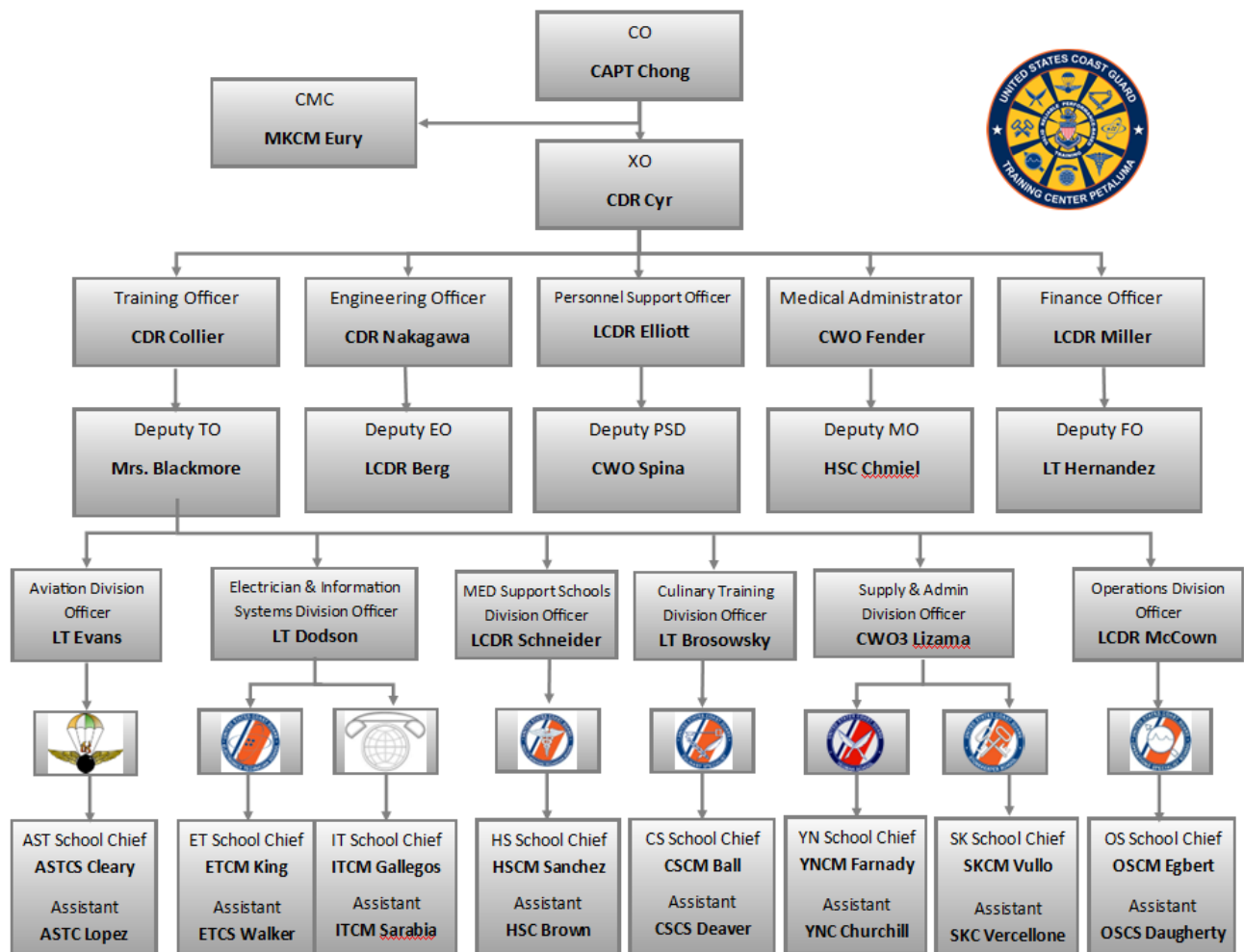
His personal awards include five Coast Guard Commendation Medals, four Coast Guard Achievement Medals, two Coast Guard Commandant's Letter of Commendation Ribbons and the permanent Coast Guard Cutterman Insignia. He received the Federal Executive Bronze Team Award in 2009.

He married his wife Ashley in 2005 and they have three children: Melanie, Madeleine, and Charlotte.

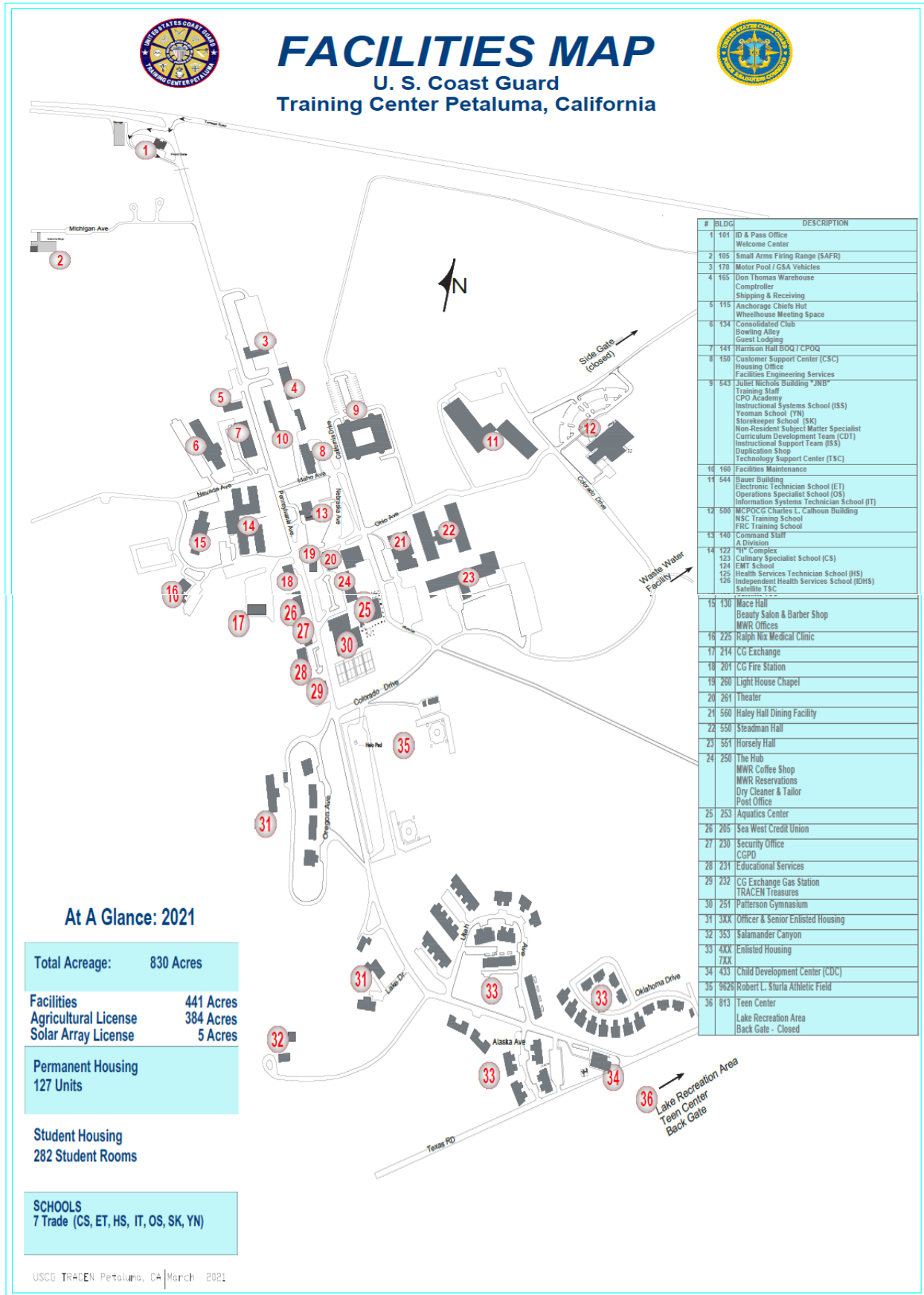
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Administrative Material

Organizational Structure



Facilities Map



Base Resources

TRACEN Petaluma Boards, Councils, and Committees

Board/Committee	Membership	Point of Contact
Leadership and Diversity Advisory Council (LDAC)	Open. XO, Vice-Chair, Secretary, CMC, Officer Representative, senior enlisted representative, junior enlisted representative, civilian representative, Division representatives, and school house representatives.	MSTC Alex Olbert
Morale Committee	Open. Chair, Co-Chair, Secretary, Treasurer, XO, CMC, Division representatives, school house representatives, tenant command representatives, MWR staff, Ombudsman, and Spouses Club.	CWO Mike Peters
Public Affairs	Open. Divisional public affairs petty officers. Photos and media coverage for frequent base events (such as ceremonies, graduations, and cultural observances).	ASTC Chris Moore
Child Development Center (CDC) Parent Advisory Committee	Open. CDC Director, Chair, Co-Chair, Treasurer, Secretary, and all CDC parents.	Mrs. Christina Harmon
Emergency Operations Committee (EOC)	Open. Command Security Officer, CMD, DIVOs, Police Department, Fire Department, MAA Chief, Housing Officer, Clinic Representative, and Command Planning Officer.	Mr. Gerald Smith
Health Promotion Committee	Open. Chair, Unit Health Promotion Coordinators, Medical Officer, Command Drug and Alcohol Representative (CDAR), CMC, FS Rep, HS Rep, Morale Committee Chair, and other interested personnel	TBD
Neighborhood Advisory Board (NAB)	Open. Chair, active duty member for each housing zone, housing office, CMC, MWR Community Services, Engineering Maintenance representative, Police Department, Fire Department, and the Ombudsman.	SKCM Marc Vullo
Clinic Patient Advisory Committee (PAC)	Open. Senior Medical Officer, Senior Dental Officer, Health Services Division Officer, Medical Administration Officer, CMC, School Chiefs, Division representatives, tenant commands, and local unit representatives.	MED2 Travis Fender
Safety and Environmental Health Committee (SEHC)	Open. FE Chair, Safety Officer (XO), Fire Department, Police Department, HSD representative, Preventative Medical Technician, Hazardous Waste/Environmental Coordinator, Environmental Officer, Housing Officer, and Division representatives.	CWO Josh Mathis
Sexual Assault Prevention, Response, and Recovery Program Advisory Committee (SAPRRAC)	Open. Chair, SARC, CMC, VA Duty Coordinator, Division representatives and victim advocates.	SARC: John Schempf

More info is available in TRACENPETINST 5420.1H

Health, Safety & Work-Life (HSWL)

Summary

The staff at the HSWL Office offers family advocacy and employee assistance services. Support is provided in the following areas:

- Marriage
- Parenting
- Relationships
- Financial
- Special Needs
- Education
- Suicide Prevention
- CISM & PTSD
- Sexual Assault Prevention
- Transition Assistance
- PCS Relocation
- Ombudsman
- Health Promotion
- EAP / FoH
- Spouse Employment
- Legal Aid

For further information, please call (707) 765-7045

Work-Life Petaluma

Family Advocacy

Employee Assistance Coordinator

Family Resource Specialist

Transition Relocation Manager

Child Development Services Specialist and Ombudsman Coordinator

Sexual Assault Prevention, Response & Recovery Program

Summary

The Coast Guard's **Sexual Assault Prevention, Response & Recovery (SAPRR) Program** prevents sexual assault by implementing and sustaining comprehensive SAPR strategies that focus on awareness, cultural change, prevention, response, victim support, intimidation-free reporting, fair and impartial investigations, and accountability to protect the safety and well-being of all our active duty, reserve, civilian, auxiliary, and retiree shipmates and their families.

Other Services

USCG Sexual Assault services outside of the Sexual Assault Response Coordinators and Victim Advocates includes:

- **Safe Helpline:** (operated by RAINN); confidential assistance 24/7 for DoD and CG service members - hotline 877-995-5247 - secure instant messaging www.SafeHelpline.org
- **National Sexual Assault Hotline:** (operated by RAINN); confidential assistance for civilians - hotline 800-656-HOPE - secure instant messaging www.rainn.org
- **CG SUPRT:** (Employee Assistance Program - EAP) - 1-855-CGSUPRT (247-8778)
Web (for EAP): www.CGSUPRT.com
- **Coast Guard Office of Work-Life Programs:**
http://www.uscg.mil/worklife/sapr_resources.asp

Training

Coast Guard training that covers Sexual Assault Awareness and Prevention:

- Leadership and Management Training
- Class "C" Schools
- Annual unit stand downs

Where on base can you find a list of Petaluma Victim Advocates?

Additional notes:

Customer Service Center (CSC)

Summary

The Customer Service Center (CSC) consists of 4 Offices:

Administration Office: – provides personnel assigned to TRACEN Petaluma, and in some special cases to other units within the training center's geographical region, with a wide variety of administrative services.

Servicing Personnel Office: – maintains and updates personnel data records as well as investigation and resolution of personnel and pay issues.

Transportation Office: – provides support to military personnel with their government- and self-procured moves, transportation arrangements, and shipment of POV's.

ID Card Office: – provides personnel and their families with ID cards

To contact the information desk, please call (707) 765-7394.

- ID Card Office is located at the Front Gate
 - To make an appointment visit RAPIDS ID Card Office online.
<https://idco.dmdc.osd.mil/idco/#/>
-

Some of the keywords you'll hear from the CSC representative include:

- Admin
- Annual
- CGMA
- Pay
- PDR
- Re-enlistment
- SPO
- Transportation
- Travel
- Verification
- Weight

What services will I need from the CSC in the next:

- 2 months?
- Year?

Ombudsman

Summary

The role of the Ombudsman is to serve as a link between families and the TCP Command, as well as to assist the Command and refer individuals with problems to the proper resources. The Ombudsman also forwards ideas offered by families to the appropriate office.

If you have any questions, concerns, or need help, please call or email at (XXX) XXX-XXXX and petalumaombudsman@gmail.com.

Current Ombudsmans : Julia Young, Vickie Wright-Albers, Kira Boyd

Have I filled out a "Family Check-in Form for the Ombudsmen"? Yes No

What resources will be helpful to me?

Additional notes:

Note: TCP also has a spouses association available for all spouses to participate in.

Staff Judge Advocate (SJA)

Summary

A full-time Staff Judge Advocate (SJA) is available aboard Training Center Petaluma.

Availability

Available Tuesday and Thursday afternoons **by appointment**; the SJA provides the following legal assistance:

- Family Law (Divorce / Child Custody)
- Powers of Attorney
- Wills
- Service Member Civil Rights Act
- Landlord-Tenant Issues
- Consumer Law Issues
- Notaries

For more information, please call (707) 765-7760

Additional notes:

Command Religious Program (CRP)

Summary

The CRP is the primary way our Commanding Officer provides for the spiritual and religious needs of both military and civilian members of TRACEN Petaluma. Assigned US Navy Chaplains and civilian support personnel facilitate the free exercise of religion as they administer the CRP by:

- Providing religious services based on the ecclesiastical endorsement of the chaplains to meet the faith group specific needs of authorized personnel
- Facilitating for the religious ministry and providing support of other faiths to authorized personnel
- Caring for basic human needs; advocating for and promoting the well-being of all personnel
- Advising commanders on matters related to faith and spiritual well-being, morale, morals, and ethics to ensure the free exercise of religion; serving as command liaison to civilian religious leaders, communities, organizations, and agencies

Services

- Protestant Worship Service
- Roman Catholic Mass
- CRP facilitates worship opportunities for all faiths/traditions/expressions.

For more information, please call (707) 765-7330

Please complete and return the religious needs assessment to the Chaplain either by email or hardcopy.

Additional notes:

Education Resource Center

Summary

The mission of the Education Resource Center and the Education Services Officer (ESO) is to facilitate personal and professional growth, and to help Training Center Petaluma's military and civilian employees, "A" School students, and dependents to complete their college educations.

ESO [Chuck Walter](#)

Assistant ESO TBD

Additional notes:

Educational Assessments

1. What test(s) do I need for Professional credentials, certifications, advancement, etc?

2. What college classes do I need or want to take in the next year?

3. Will I be completing a degree program during my tour?

4. How will I pay for them?

For further information, please contact your ESO at (707) 765-7112

Medical and Dental Clinic

Summary

Training Center Petaluma's Medical and Dental Clinic offers health care to eligible military beneficiaries, active duty and reserve personnel, of all branches of service.

Available services:

Medical

- Laboratory/Immunizations
- Pharmacy
- Physical Therapy
- Optometry
- Psychology
- Acute Care Services

Dental

Health Benefits

Hours of Operation

Dental Clinic:

Monday through Friday: 0700 - 1030 & 1200 - 1530

Medical:

Monday through Wednesday: 0700 - 1100 & 1200 - 1530

Thursday & Friday: 0700 – 1100

Pharmacy:

Monday through Wednesday: 0700 - 1030 & 1230 - 1530

Thursday and Friday: 0700 - 1030

Note: Thursday and Friday afternoons are reserved for staff training and admin. The clinic is closed for routine operations but will see emergent patients.

Note: Due to COVID-19, call the clinic before you go to medical.

NO SICK CALL you must call to schedule an appointment.

For further information, please contact (707) 765-7200.

For after-hours care, contact (707) 765-7702.

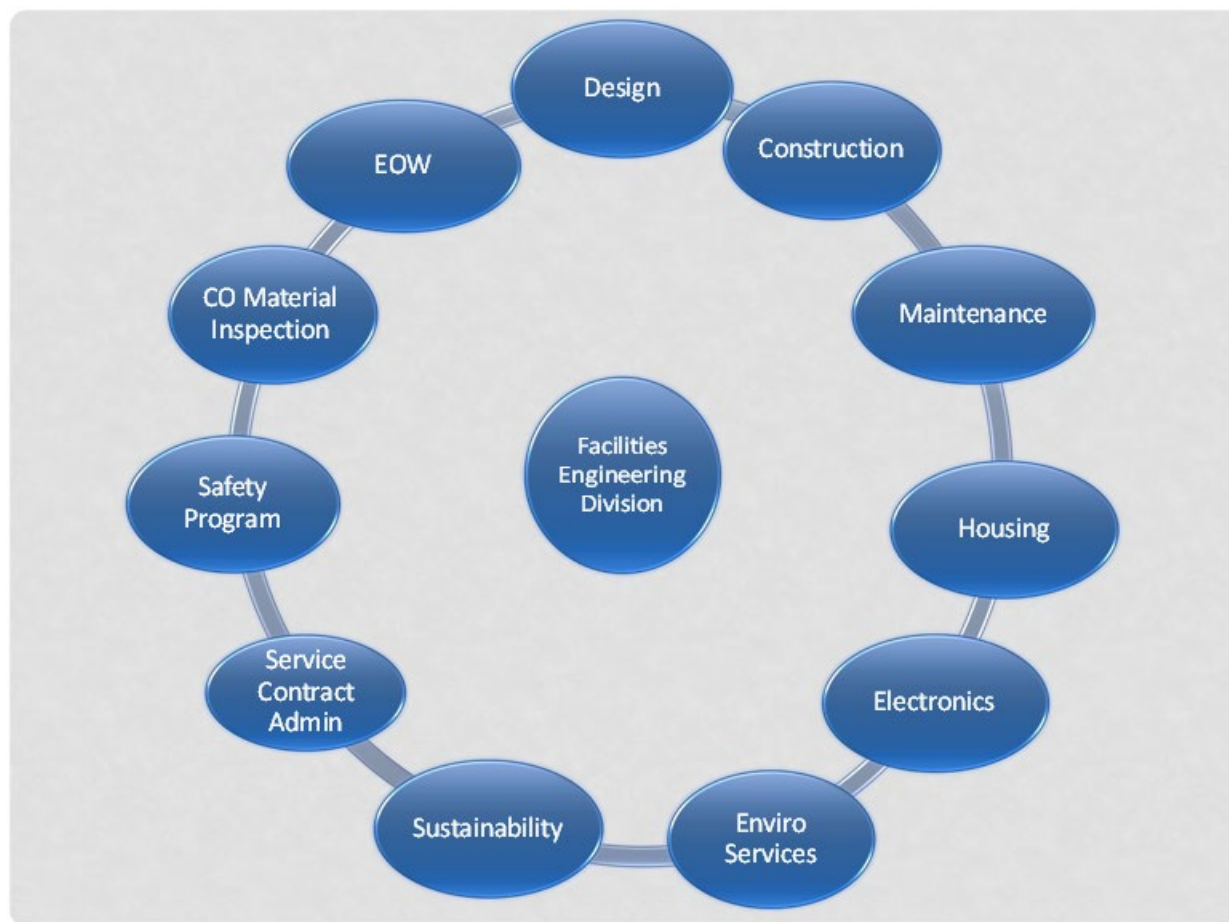
Facilities Engineering

Summary

The Facilities Engineering Division is responsible for upkeep, maintenance, repair, and improvements to all base facilities and grounds.

For Facilities Maintenance Service, contact the Customer Service Desk at (707) 765-7301.

[FACILITIES WORK ORDER REQUEST](#)



What number do I call for any facilities issues? _____

My building manager is? _____ ext. _____

My zone manager is? _____ ext. _____

Additional notes:

Safety & Environmental Health

Summary

The XO and public works officer lead the unit's safety program. It is their goal to provide personnel a safe and healthy workplace. Employees at all levels are responsible and accountable for their own safety, safety of their co-workers, and the general public. The following Safety and Environmental Health programs also fall under the aegis of the Facilities Engineering Division.



Additional notes:

Security

Summary

The TRACEN Police Department serves the Training Center in many roles. They protect life, property, individual rights, and perform law enforcement on the Training Center. The department assists the Sonoma County Sheriff's Department and California Highway Patrol with traffic accidents and other matters in the local area. The department is both a federal and military police department.

The Command Security Officer maintains physical security to the base, manages key control, and approves and coordinates all base visitor requests and operations.

CSO Gerald Smith

For non-emergency Police calls, contact (707) 765-7215

Additional notes:

Galley & Two Rock Pizza

Summary

Haley Hall Dining Facility is open to all students and permanent party only. Haley Hall offers Breakfast, Lunch, and Dinner.

Hours of Operation

Normal meal service

Breakfast TBD

Lunch TBD

Dinner TBD

Weekend and Holiday meal service

Breakfast TBD

Lunch TBD

Dinner TBD

Meal rates

Meal	CG Standard Meal Rate	CG Full Meal Rate
Breakfast	\$2.85	\$4.85
Lunch	\$5.70	\$9.70
Dinner	\$5.70	\$9.70

Dress Code

Uniform of the day is always appropriate. Patrons may wear civilian attire with exceptions found on TRACEN's galley page

[Galley Dress Code](#)

Two Rock Pizza

Located at the Club/Bowling Center, two Rock Pizza offers incredible food prepared by Coast guard Culinary Specialists like burgers, gyros, salads, pizza, and more!

- Online Order <https://www.petalumamwr.com/two-rock-pizza>
- Phone Order (707) 765-7247

Child Development Center (CDC)

Summary

The purpose of Child Development Services programs is to assist Coast Guard personnel - military and civilian - in balancing the competing demands of family life and the accomplishment of the Coast Guard mission, and to improve the economic viability of the family unit (COMDTINST M1754.15).

Location

The CDC is located aboard TRACEN Petaluma, in the housing area on Pennsylvania Ave. In the blue building.

Hours of Operation

The CDC is open from 0645-1630, Monday through Friday, year-round. We observe all Federal Holidays and are closed 4 additional days per year for staff in-service training.

Additional Information

CDC Contact Information:

- Phone: (707) 765-7566
- Fax: (707) 765-7093

CDC website

<https://www.petalumamwr.com/child-development-center>

Contains additional information to include:

- Age Groups & Spaces
- Registration
- Rates
- Meals

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Appendix A – Useful Phone Numbers

Emergencies: 911

Off-base: (707) 765-xxxx

On-base: last 4 digits

Facility	Phone # or Extension <i>(last 4 digits)</i>
Aquatic Sports Center	7176
Barber Shop & Salon	7311
Chapel	7330
Child Development Center (CDC)	7334
Clinic	7200
Command Building	7320
Consolidated Club	7245
Credit Union Sea West	(707) 765-1075
Customer Service Center (aka SPO)	7394
Education Center	7112
Exchange	7256
FE Customer Service	7301
Fire Department (non-emergency)	7355
Front Gate	7058
Gymnasium	7348
Guest Lodging Reservations	7248
Haley Hall Galley	7150
Housing Support	7145
ID Cards	7354
Information Resource Center (IRC)	7778
Library	7580
Movie Theater	7346
MWR Ticket Office	7341
OOD Cell	(707) 775-5863
Ombudsman	(707) 888-7290
Pharmacy	7194
Police Department (non-emergency)	7215
Post Office	(707) 773-3741
Subway	7788
Tailor Shop	(707) 762-1277
Teen Center	(707) 217-2429
Two Rock Bowling	7351
Two Rock Coffee	7340
Two Rock Pizza	7247

Appendix B – Other Key Resources

Websites	Addresses
TCP internet	http://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/TraCen-Petaluma/
TCP MWR	http://www.petalumamwr.com
Social Media	http://www.facebook.com/TRACENPetaluma
FORCECOM on CG Portal	TBD
FORCECOM Training Division	TBD

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USCG Training Center Petaluma

Training Center Petaluma

599 Tomales Rd.

Petaluma, CA 94952

POCs: ITC Joe Carrillo, MSTC Alex Olbert

(707) 765-7270

