



# USAG Wiesbaden

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## 2012 Army Family Action Plan



**Conference Report Out  
December 9, 2011**



## 2012 Army Family Action Plan

**Title:** AAFES Car Care Center Customer Service

**Scope:** It is difficult for customers to obtain efficient, timely and quality customer service. Appointments are not being honored, causing customers to have lengthy delays. Customers must reschedule their appointments or wait for the next available time slot. The Car Care Center lacks time management skills and general customer service, resulting in loss of customers' time, money and loyalty.

**Recommendation:**

- 1) Conduct a management review of internal operations.
- 2) Develop and implement ways to provide efficient, timely and quality customer service.



## 2012 Army Family Action Plan

**Title:** Availability of Children Activities for Incoming Families

**Scope:** Arriving Families are experiencing difficulties in enrolling children in CYSS programs. CYSS programs are full during periods of high rotation. Children are missing out on the opportunity to meet new friends, participate in activities, stay physically fit and integrate into the community.

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### **Recommendation:**

- 1) Strong sponsorship program, including a welcome packet being sent to the service member with CYSS information.
- 2) Slots need to be reserved for incoming Families during periods of high rotation.



## 2012 Army Family Action Plan

**Title:** Mentor Program for Teenagers

**Scope:** High School students need mentors that range in the age group of 19 through 25 years old. Students find it easier to communicate problems, such as peer pressure, drug and alcohol abuse, and college preparation, with people closer to their age. No current high school mentorship programs exist that include this age group.

**Recommendations:**

- 1) Recruit volunteers between the ages of 19 and 25 for a high school student mentor program.
- 2) Establish a high school student committee to assist in the development of the program.



## 2012 Army Family Action Plan

**Title:** *Hired!* Age Restriction

**Scope:** The age restrictions for teenage jobs reduce employment opportunities for high school students under the age of 15. The age restriction of the Child and Youth Services (CYS)-sponsored program, *Hired!*, is 15 years old. Current program guidelines prevent younger teenagers from raising funds for college, gaining life experience, and preparing for financial independence.

**Recommendation:** Implement a lower age restriction to include 14 year old high school students for employment in the program, *Hired!*.



## 2012 Army Family Action Plan

**Title:** Shuttle Bus Service

**Scope:** The limited days (Monday – Friday), hours (0600 to 1800) and frequency of the shuttle service for all community members are a problem. Community members have difficulty with traveling to and from work, commissary shopping, school, community services, essential services, health care and childcare. This causes people to be excessively late/early or spend additional money for transportation.

### Recommendation

- 1) Perform a new needs assessment during peak population to ensure a schedule is meeting the needs of the growing Wiesbaden Community. As part of the needs assessment include variation of route to stop more frequently at highly used facilities.
- 2) Educate the units, agencies and community members immediately about the proper use of all transit systems including shuttle bus and Wiesbaden mass transit.



## 2012 Army Family Action Plan

**Title:** Designated Waiting Areas for PCSing Families

**Scope:** PCSing families do not have appropriate locations to await lodging or travel. PCSing families are displaced due to facility restrictions and lodge check-in at 1400 and check-out at 1100. During this displacement or time of limbo the families are stressed, inconvenienced, irritable, and given a poor impression of the community. Nearby facilities will not allow the animals and may not be appropriate for small children.

**Recommendation:** Similar to transit rooms that are provided to Single Soldiers, designate appropriate areas for PCSing families to wait. The designated areas should provide seating, entertainment, restrooms, comfort, privacy, and safety.

The designated areas should be available as required.



## 2012 Army Family Action Plan

**Title:** Continuation of service in Federal employment

**Scope:** Federal employees moving between AF & NAF positions have their Service Computation Date reset after a three day break in service. The employee then loses credit for any previous Federal service and must start over with regards to time in service and benefits. For example, the spouses who move with their Soldiers or DoD employees lose accumulated Leave, retirement credit, career status, and the ability to utilize the Thrift Savings Plan. The three day break in service restraint, under 5 U.S.C. 5551(a); 5 U.S.C. 6308 (b), and 6312, limits future income for Federal employees.

**Recommendation:** Eliminate the three day break in service restraint when employees transfer between AF & NAF positions.



## 2012 Army Family Action Plan

**Title:** Crosswalks needed on Floridastrasse.

**Scope:** Crosswalks are needed between the soccer fields on the Floridastrasse. A safety hazard has been created due to the change of the location of the youth soccer fields. Five to seven soccer teams per age group ranging from 3 to 10 year olds utilize these fields. No protected crossing exists between the soccer fields. The limited visibility available to drivers coming down the hill, combined with the increased traffic in the area, creates a very unsafe situation for drivers and pedestrians.

**Recommendation:** Install two crosswalks on Floridastrasse in the area of the soccer fields.