



2009 Army Family Action Plan

AFAP 2009 Prioritized Issues

- Increase efficiency of Wiesbaden Community Shuttle Bus System
- Quality sports camps to assist college-bound high school seniors
- Increase DoDDs high school vocational programs
- Garrison shuttle bus stops
- Use of headphones and music media devices while in PT uniform inside of gym
- Access to essential facilities *
- Female Soldiers deploying 6 months after child birth *
- EFMP Program not mission ready
- Insufficient health care providers overseas at military installations *
- Family Readiness Center *
- Housing area playgrounds maintenance and upkeep
- Community tool rental center
- Shuttle service between domicile and duty locations
- Single storage in USAG Wiesbaden

Issues with a * were combined from more than one original submitted issue

Increase Efficiency of Wiesbaden Community Shuttle Bus System

Scope: The Community Shuttle Bus system lacks efficiency in providing service to all community members. The Community Shuttle Bus excludes Mainz-Finthen and does not run after 6 p.m. or consistently throughout the day. The current Community Shuttle Bus system restricts accessibility of available activities for the High School student body and community at large.

Recommendation: Develop and provide an effective Community Shuttle Bus schedule dedicated to the High School students and community that runs consistently from 6:45 a.m. to 9 p.m. and includes the Mainz-Finthen housing area.

Resolution: Currently there are no authorized requirements to transport single unaccompanied Soldiers to and from Mainz Finthen/Wackernheim area. Under new shuttle bus schedule and services, additional routes have been added. Soldiers are priority for services; all other patrons including high school students are authorize to ride the shuttle bus on a space available basis.

Status: **Completed**

Quality Sports Camps to Assist College-bound High School Students

<p>Scope: OCONUS High School athletes lack the opportunity to participate in high quality Sports Camps throughout the year. There are no high quality Sports Camps available to OCONUS High School athletes who wish to develop and improve their skills. The lack of quality Sports Camps leaves DODDS OCONUS High School athletes with numerous disadvantages such as limited college scouting, skill development, and scholarship opportunities that result in decreased competitiveness.</p>
<p>Recommendation: Establish Europe-wide summer Sports Camps that focus on developing skills and availability and provide an opportunity for all High School athletes.</p>
<p>Resolution: CYSS Sports & Fitness are offering Summer Sports Camps for children ages 6-18. The 2009 Summer Camps include the following sports: Soccer, Roller Hockey, Tennis, Flag Football, Golf, Volleyball, and Basketball. History dictates many of these programs have been offered in the past, but have lacked the participation of Teenagers ages 15-18 years old.</p>
<p>Status: Completed</p>

<p>Increase DoDDS High School Vocational Programs</p>
<p>Scope: Currently, DoDDS schools offer little or no vocational programs and some schools are reducing the size of the vocational opportunities. The necessity for vocational skills grows each day and effective vocational programs provide students with skills useful to careers and/or everyday life endeavors. Students throughout DODDS Europe are at a disadvantage because no vocational classes are provided to them.</p>
<p>Recommendation: Establish vocational programs throughout Europe that are dedicated to students with interests in such fields. Create a curriculum that accommodates woodshop, welding, independent living, cosmetology and other technical fields.</p>
<p>Resolution: Vocational education funding along with funding for all DoDDS curricular programs is reviewed each year. There has not been broad based request for support of additional funding in this area. Wiesbaden High school currently offers 37 different vocational programs. Elevated to IMCOM. Deemed unattainable due to DODEA offering a Professional Technical Studies (PTS) program providing students with real life skills.</p>
<p>Status: : Unattainable</p>

<p>Garrison Shuttle Bus Stops</p>
<p>Scope: Inadequate facilities are provided for soldiers and family members waiting in adverse weather conditions for the garrison shuttle service. Currently several shuttle bus stops, including the Wiesbaden Army Airfield fitness center, are without all weather shelter, benches, trash cans and lights. This makes a lasting negative impression to transitioning soldiers and army families utilizing the service, impacting mission readiness and morale.</p>
<p>Recommendation: Recycle/reuse old, existing garrison bus stop shelters from closing community Dexheim. Install all-weather shelters with benches, security lights and trash cans at all garrison shuttle bus stops.</p>
<p>Resolution: Currently a work-order has been submitted to DPW for the installation of a new bus shelter for the shuttle bus stop located in front of the new fitness center, building 01631.</p>
<p>Status: Unattainable</p>

<p>Use of headphones and music devices while in PT uniform inside the gym</p>
<p>Scope: Currently there is a discrepancy between garrison and unit policies and standards regarding the wearing of headphones and music media devices while wearing PT uniforms in the gym. AR 670-1 Chapter 14-3, Wear and Appearance of Army Uniforms and Insignia AR 350-1, Army Training and Leader Development, and AR 385-10, paragraph 6 section 5, Army Safety Program do not address the wearing of headphones or music media</p>

devices in the gym while wearing PT uniforms. FM 21-20, chapters 2-16 and 1-1, Army Physical Fitness Program, advocates exercise to music and describes music as “a motivational tool” to increase the intensity of activity which has a “direct impact on combat readiness.”

Recommendation: Amend Army Regulation 670-1 to authorize the use of headphones and music media devices while wearing PT uniform in the gym. Establish a policy to incorporate the use of headphones and music media devices while wearing PT uniform in the gym, which will maintain the integrity of the uniform.

Resolution: Local policy authorizes Soldiers in IPFU to wear headphones or earphones while utilizing treadmills, elliptical machines, stair climbers or stationary bikes in the fitness center throughout USAG Wiesbaden (Re: Memorandum, HQ, USAG Wiesbaden, 10 March 2009, subject: US Army Garrison Wiesbaden Command Policy Letter 17, Wearing of headphones in US Army Garrison Wiesbaden Physical Fitness Centers. AR 385-10 prohibits the wearing of headphones or earphone while walking, jogging, skating and bicycling (to include pocket bikes, motorcycles, and mopeds) on Army installation roads and streets. AR 670-1 has not been changed nor will this command recommend to US Army Installation Management Command, Europe Region, that the regulation should be changed.

Status: **Completed**

Access to essential facilities

Scope: Members of Army Family with limited mobility i.e.: WTU, retirees, pregnancy have difficulty accessing services located on 2nd and 3rd floor. Many of these services such as: legal assistance, banking, and customs are located on 2nd and 3rd floor on WAAF and can be reached via stairs. The location of these services prevents individuals with limited mobility from utilizing essential services.

Recommendation: Install elevators/lifts in all buildings with 2 or more floors Develop a program similar to a Soldier Readiness Program (SRP) on monthly/quarterly basis at a location in which personnel with limited mobility could access these services.

Resolution: Transformation, Stationing & Management Office (TSMO) has a program in place to relocate front door services to accessible locations or to equip buildings with handicap ramps and elevators, to grant access for persons with limited mobility. A project is being scoped to renovate the credit union facility on WAAF, which has identified need for lift. Several other projects are in progress to install handicap ramps (e.g. there will be a handicap ramp installed in front of Bldg 01023N which provides access to the food court). As transformation plans to locate support agencies under Base Plan are finalized, access issues will be individually addressed in respective renovation projects.

Status: **Active**

Female Soldiers deploying 6 months after childbirth

Scope: According to AR 40-501 female soldiers are considered deployable six months after childbirth. Service member require additional time to fully recover physically and mentally to be mission ready. Medical studies show there are numerous health benefits for both mother and child bonding for the first 12 months. Inadequate time with family increases attrition of female soldiers, negatively impacting retention.

Recommendation: Extend the current non-deployability status from 6 months to 12 months

Resolution: Per AR 40-501 paragraphs 7-9 and 7-10, DOD Directive 1308.1 , 4.3.2, FM 20-21, and AR 600-8-10 the policies state a Soldier with normal pregnancy and delivery course will be back to full APFT standards and deployability at 6 months post partum. This can be re-evaluated by the PCM or OB provider if it needs to be extended. Research shows 16% to 30% of support units Soldiers can be affected by pregnancy and nondeployability of Soldiers pregnant or postpartum. It is an issue that all services have looked at for several years. There currently has been no policy change on this issue to date. Elevated to IMCOM. Deemed Unattainable as regulation was changes this past spring (2009) AR 614-30 3-8a (5): Adoption, childbirth, and

Non-deployment. The military mother of a newborn is non-deployable for 6 months from the date of the child's birth. Commander may further extend deferment period if deemed operationally feasible.

Status: **Unattainable**

EFMP Program not mission ready

Scope: Wiesbaden EFMP Program is a funded yet inactive program. According to the EFMP Program Manager, event requirements are not being met. Current program is unable to meet the needs of its diverse population. Screening to determine if an installation can provide for EFMP needs is not being completed consistently.

Recommendation: Revise screening of program and incoming personnel to determine if Wiesbaden EFMP is capable of supporting its member's individual needs. Establish a position on the Garrison EFMP Board for EFMP family member representation. Implement biannual evaluation by EFMP members of the program.

Resolutions: The program is mandated and currently accredited. Monthly forums and support groups are planned. See Wiesbaden.army.mil website or army.germany.com for more details and links to other EFMP sites.

Status: **Completed**

Insufficient Health Care Providers Overseas at Military Installations

Scope: The Army Stationing Installation Program (ASIP) does not properly reflect the amount of physicians needed in the clinics overseas. According to the Clinic Commander, the current formula states each active duty soldier has 1.5 dependents. The US Census Bureau states the American family has an average of 3 children. Shortage of military medical support cause undue stress, unnecessary time loss and financial burden on Army families.

Recommendation: Change the Army Station Installation Program formula to meet the needs of the military community at the Medical Treatment Facility (Ratio of Patients to Physicians).

Resolution: MEDCOM doesn't use ASIP, they use Automated Staffing Assessment Module (ASAM). It is a complex process that requires about a year to develop requirements that will be built into the TDA over three years. Additionally, MEDCOM business plans for FY09 are for each primary care provider to have 1,000 patients empanelled, so our populations should have 9 doctors, plus one in SMRC. We had this and more in 2008 and beginning of 2009. The USAHC Wiesbaden will return to an adequate number of providers after the summer rotation. The military also provides care in the local community at no cost to TRICARE Prime enrolled patients. There is enough access for our current population according to DOD standards; we meet or exceed access standards for acute, routine, wellness and specialty care. There are a vocal few that do not want care off post even though it is a viable option in the DODs overall provision of healthcare. Recommend to forward the ERMC deputy commander Col Jordan. Also this can forward up to DOD MEDCOM.

Status: **Unattainable**

Family Readiness Center

Scope: There is not a dedicated facility available to all Family Readiness Group (FRGs) within the Wiesbaden community. Currently there are 6 Battalions, 32 Company sized elements, and 13 Department of Defense (DOD) supported agencies that must coordinate meeting facilities for any FRG related events. Meeting spaces are limited, not consistently available to all groups, and often lack Family support facilities. The absence of such a facility greatly limits the ability of FRGs to provide adequate support to Soldiers, Family members and DOD personnel in the Wiesbaden community.

Recommendation: Provide a dedicated multi-functional facility to include a large conference room that can convert to several meeting rooms, a child play area that meets Short-term Alternative Child Care (STACC) standards, kitchen, lounge area and fully equipped office. Provide staff to manage the facility to include information dissemination, site scheduling and basic facility upkeep. Provide free wireless internet, TV/DVD, audio-visual equipment for presentations and training, and information boards.

Resolution: The location for FRG's to meet should be provided by the unit. Providing a central, permanent location for FRG's within the Wiesbaden garrison footprint is just not available due to the current and future transformation actions taking place. Deemed unattainable by the garrison. Funds are be provided by units, not garrison.

Status: **Unattainable**

Housing area playground maintenance and upkeep

Scope: Housing area playgrounds lack routine maintenance and upkeep. Community Playgrounds are inspected on an annual basis for damaged equipment and safety hazards. Most playgrounds lack sufficient refuse containers and clean up responsibilities are not clearly defined. Unsafe and unsightly conditions are detrimental to family members' well-being

Recommendations: Establish a monthly playgroup safety and maintenance inspection schedule in order to identify and fix deficiencies in a timely manner. Install trash receptacles at all housing area playgrounds and establish a mechanism for trash collection. Post Points of Contact for maintenance or safety issues at each playground.

Resolution: DPW O&M Division, Carpenter Shop is performing a monthly inspection and minor repairs on all playgrounds. In FY'08 all defective playground equipment has been replaced / renewed by a contractor. A contract is in place to empty all trash bins on the playgrounds and gazebos, twice a week in the timeframe from 1 April – 30 September. In the winter season the refuse containers are emptied once a week. This contract applies to Aukamm, Crestview and Hainerberg FH. If residents discover any deficiencies on playgrounds, they should report them to the DPW Service Center, DSN 337-9999. Mon-Fri 7.15-16.00.

Status: **Completed**

Community tool rental center

Scope: Service members and DoD civilians residing off-post are denied use of self help stores and tools. Self help stores access is currently limited to customers residing in government quarters per AR 420-1. Service members and DoD civilians residing off-post are forced to buy non-US specification tools often for temporary use, causing undue financial stress.

Recommendation: Establish a low-cost tool rental program for DoD civilians and service members living off-post. Create a donation center at each installation for serviceable tools to be used as rentals for this program. Post Points of Contact for maintenance or safety issues at each playground

Resolution: The DPW has a tool rental program at the Home Improvement Store in Hainerberg FH area, which applies only to US Army Family Housing residents. This program can be extended for Soldiers and DoD civilians residing off-post. Material to perform repairs can only be issued to those residing in government quarters. Donations of tools can be turned in at the Home Improvement Store for reuse in the community as required.

Status: **Completed**

Shuttle service between domicile and duty locations

Scope: The shuttle bus service and the core hours of service from 0600-1800 listed in IMCOM Europe Memorandum dated 18 January 2008 does not meet the transportation needs of the soldier between domicile and duty and vice versa. With the first shuttle bus departing at 0630 and the last shuttle bus departing at 1702, soldiers are not allocated enough time to arrive at their duty location on time or utilize the DFAC and return to their domicile after duty. The shuttle bus does not meet the needs of the actual duty day of 0545 for physical training to 1730 for final formation

Recommendation: Extend the shuttle bus hours from 0500 to 1930 to coincide with USAG Wiesbaden soldiers actual duty day and final meal as required in AER 58-1 4-5a (2)(b) and IMCOM Europe Policy Guidance on Community Bus Service dated 18 January 2008. Change core hours of shuttle bus service listed in IMCOM Europe Policy Guidance on Community Bus Service dated 18 January 2008 to 0500 to 1930

Validation: As listed in first issue, effective 13 Apr 09 the approved shuttle bus service will replace the current bus service and coincide with AR 58-1, AER 58-1 and DOD regulation. which stated “ Scheduled shuttle bus services is limited to official-business travel between offices and worksites only during normal duty hours, and to transport enlisted personnel residing in troop billets to and from their place of duty” Authorized family member may ride the shuttle bus on a space available basis. Under exception to policy, additional transportation has been provided to accommodate single Soldiers required to leave off-post. Current funding in CLS 28, SSP J for shuttle busses is at capability AMBER (75% funded). The requested and approved modification is required to remain within the IMCOM capability level

Status: **Completed**

Single Soldier Storage in USAG Wiesbaden

Scope: USAG Wiesbaden barracks rooms are not large enough to store personal effects and military equipment. A barracks room accommodates two Soldiers, with two to four wall lockers, two three-drawer night stands, and one desk and chair per room. USAG Wiesbaden transformation is expected to continue to grow the population within the garrison and increase the problem. Lack of secure storage space for personal effects has a negative impact on Soldier quality of life.

Recommendation: Provide external secure storage space for Soldiers in the USAG Wiesbaden within walking distance of the Soldiers’ barracks. Ensure availability throughout the transition to new barracks.

Resolution: Storage facilities for Single Soldiers are recognized to be a valid issue throughout the Community. Master Planning Section is reviewing and validating the requirements for such space. Proper storage space is not available at present time. No short term answer. Possible to add in official orders “no temporary storage available” to all Soldiers. Permanent solution will be two new barracks built by the end of 2013. Interim plan is to space out Soldiers in barracks as 1AD moves to the States.

Status: **Completed**

Other locally submitted AFAP issues

- **Entering post with gate times is inaccurate**
- **No pool on Wiesbaden Army Airfield ***
- **Parking on Westfallen Strasse ***
- **Use of FRG Funds**
- **The children at Hainerberg ES and how they assemble in the mornings**
- **Transition orders for WTU Soldiers**
- **Painting and cleaning of the stairwells**
- **People not cleaning up after their dogs ***

- Outdoor Recreation is not open on the weekend and rarely runs trips on weekends *
- The USAG Wiesbaden community does not have a Rod and Gun Club *
- The 5 year rule
- Trash cans being left out of their storage throughout housing areas *
- Single Soldiers have more opportunities than married Soldiers (mainly through BOSS)
- Cost of Child Care *
- No permanent gym lockers
- AAFES not paying people what is equal to their qualifications
- Implement a Car Pool System
- Unsafe floors at WMS/ Tony Bass and HS annex
- Lack of family recreation facility
- AFN Radio should play highlight sport of the season
- Publish a TV sports guide supplement
- Library drop box
- Variety and quality of MWR services
- Army food stamps
- MWR Outdoor Recreation checkout process
- AAFES does not adhere to their own policies
- Parking spots and basements for 2 Colorado in Hainerberg
- Single Soldiers living in family housing
- Shift workers in the barracks
- Would like a club on base
- Child Care with FCC
- Main doors at clinic not working
- PX/Commissary not keeping things stocked
- High School Track
- False Advertising
- Affordable family dining
- Difficult process for Early Return of Dependents when the Soldier is the one with medical problems
- The old gym
- Places on post not being wheelchair/stroller accessible
- Volunteer of the month and expectant mothers parking spaces
- Telephone calling from the American Arms
- Amend banking contract of purchase of foreign currency *
- Place a green arrow allowing right turn on red light on corner of NY and WA Strasse
- Non-matching Thrift Savings Plan
- Advertise better for the intramural sports
- The military should give veterans down payment money for a home as a part of their retirement package
- Off post Housing Customer Service – A service organization that needs to understand how to provide service
- Postal hours at WAAF/ mailroom and post office and parking
- Entering the base at certain times during the week
- WAAF Shoppette hours
- Movie theater not up to standards
- Towels in locker room & more abdominal Nautilus machines
- Offering at food court limited

- CYS offering daycare
- The new back gate by the high school
- Drop off are in housing for unwanted furniture, etc.
- Immunization hours are not acceptable at Health Clinic
- Community Town Hall Meeting
- Family Readiness Group documentation
- Childcare for conferences, etc.
- Erosion of AAFES benefits
- Disparity between on-post family housing and off-post housing
- Parking at Mainz-Kastel during CYS soccer season
- Hours at the Hainerberg Main Exchange and food court
- Financial entitlements for OCONUS Soldiers/Officers
- Handicapped parking
- Mississippi Strasse one way street and the gates
- CYS hourly care for Type 1 Diabetic children
- Cleanliness of the fitness facility
- Family Housing Standards across service
- Safety on roads and management for vehicles
- Safety for our neighborhood
- Insufficient hourly care available for non-traditional kids
- Broken Sponsorship Program for green suitors
- Family fitness room with two TVs
- NSPS
- Parking on WAAF
- Gym childcare and payment options and cost
- AAFES has poor selection of items
- Cost of children's activities

Issues with a * were combined from more than one original submitted issue

Entering post with gate times is inaccurate
Scope: When entering post prior to 2200 one evening I found that the gate by CDC actually closed at 2130.
Recommendation: Change the sign so that it reads the accurate time which is 2130.
Resolution: The sign to South Gate presently reads that it closes at 2130 hrs.
Status: Completed

No pool on Wiesbaden Army Airfield
Scope: They should've put in a pool with the new gym on the airfield. If you want to swim (which many military and family members do) we have to go off post to a German facility. This is pretty expensive, 300 Euro every six months to be able to swim laps each morning.
Recommendation: Put in an indoor pool.
Resolution: An indoor pool is not possible on the airfield because of the spacing requirements needed to build and construct a pool. However a possible site and location may be possible once the outdoor sports complex planning phase begins. DA form 1391 has been submitted for construction of a pool in conjunction with DFMWR Wiesbaden Construction. This was not listed on the new 5 year MILCOM list for FY10 – FY14;

funds not available.

Status: Unattainable

Parking on Westfalen Strasse

Scope: Our buildings are starting to fill up and this is causing problems with parking. The average family has 2 cars. I checked with the builders and the apts on the left hand side has you drive up the street (even numbers) have all been allocated 2 parking spots. I live in 23 Westfalen which is also 21, 19, and 17. We all have to compete for parking when it gets to 5 o'clock because there is really only parking for 1 building not 2 on this part of the road. Also the building behind us they keep parking there also as well as the German construction crews. This is stressful when you have a baby and groceries to find a spot to park. All of us in these 2 buildings are frustrated with the parking. There is not enough parking on Westfalen Strasse. The parking that exists does not accommodate residents. Currently, parking is unassigned and we share our limited parking with those that are not assigned to our building and host nation workers.

Recommendation: What you could do to fix it is where the construction huts are when they move, make that area into a recessed parking lot for our buildings like you do at Hainerberg. Add supplemental parking. Build additional parking closer to the building like in Hainerberg

Resolution: The parking situation needs to be validated given recent implementation of Garrison Commander suspending reserved parking policy for housing residents in Hainerberg, Crestview and Aukamm. After recent completion of projects in Aukamm this problem seems to not be as great as previous. Parking along Westfalen Strasse is owned by the City of Wiesbaden and open parking. Several drive-thrus of area do not confirm that all parking places are filled. Without more specificity of condition and location unable to validate issue.

1. Paint over curb markings in Aukamm 30 June 2009
2. Coordinate contractor trailer location and parking 30 June 2009
(Via TSMO and Corps of Engineers)

Status: Completed

Use of FRG Funds

Scope: FRGS raise funds, but are limited on what they can use their funds for. It is stated that the expenditure of funds should benefit all FRG members. The problem is that all members do not support the fund raisers and FRG should be able to use funds in support of their volunteers.

Recommendation: Recommend that FRG funds be used to support FRG volunteers in a capacity that is agreed upon by the FRG Steering committee, as well as events to support family members.

Resolution: Unit commanders are the approval authority for expenditure of informal funds and must ensure that they are used in a manner consistent with AR 608-1, AR 600-20 and DoD 5500.7R (Joint Ethics Regulation).

Status: Completed

The children at Hainerberg E.S and how they assemble in the mornings

Scope: I believe that this is the first school that we have attended where children are expected to line up in the morning until right before the bell rings. To me (as well as other parents that I have spoken with) this makes no sense. It also allows children to stand in the weather (they are allowed to line up in the halls if it is raining or very cold) as well as become riled up before the beginning of the day. I stand with my child and see children pushing, fighting, throwing objects and jostling each other.

Recommendation: I believe that the children should be permitted to walk into their class and sit down after 0800. I understand that there is a problem with children walking to school too early or parents dropping their

children off prior to this time. A simple fix would be to have the gates closed to children until 0800. At this time, the children could walk to their respective classes, sit down, and begin their work for the day. The school that we left in the states had "assignments" that children could come in and do in the morning. I don't understand why; if the teachers are suppose to be in their classrooms at this time, why the children cannot also be there as well.

Resolution: Parent Handbook states child should arrive at 0810, not before; leaving as soon as school is over as well.

Status: Unattainable

Transition orders for WTU Soldiers

Scope: When WTU Soldiers are definitely transitioning out of the ARMY and wish to send their families back to the states to set up house & home, Soldiers are not able to get orders to send their families and ship their household goods home to the states. Soldiers are not unable to get orders to ship household goods nor are they able to get orders for holding/storing household goods. This obstacle significantly hinders the transition process.

Recommendation: Review this issue on a case by case basis

Resolution: Separation is first approved by Disability Branch as per MILPER Msg 09-067. Then Medical Separations issued by transition office. Soldiers may apply for EROD, but authorization is for compelling personal reasons only.

Status: Unattainable

Painting and cleaning of the stairwells

Scope: Our stairwell hasn't been painted in over 3 years and it is very dirty looking. Some buildings that shouldn't even have people living in due to other conditions have better updated and painted stairwells then we do. Also, cleaning of the stairwells, I understand it is everyone's job that lives in the stairwell, but in ours, my husband and I are the only ones that clean them and that isn't fair to us. The other neighbor did until she PCS'd.

Recommendation: I would recommend going through and checking all the stairwells and painting those that haven't been painted in a while. Also I would enforce housing to have every stairwell coordinator make a list of who cleans and when they clean their stairwells, this would help prevent any unwanted animals or other things in our housing.

Resolution: The schedule for painting stairwells is on 5-7 year cycle. Stairwell and building coordinators are to maintain schedule for who cleans common areas when. All stairwells are to be cleared by DPW as families leave housing. Project lists have been developed, funded and awarded. Vigorous follow-up of Families moving in/out of quarters.

Status: Completed

People not cleaning up after their dogs

Scope: People not cleaning up after their dogs are a big issue in housing areas. Children enjoy playing outside and really don't need the dogs duties in that area they are playing to track back inside. It is all over the grassy area where I live and paths that we walk.

Recommendation: We recommend enforcing it more. Maybe place an advertisement on the community page on AFN and also place doggie bags and a trash bin in certain areas of housing so the bags are available to those with dogs. Make the community aware of the dangers of disease to small children who play in the grass because of the poo and their owners not picking it up. Also the regulations by the German authorities and the Military housing for picking up after your animal should be shown on AFN as a commercial or a snip-it to teach

and educate the community. Nearly everyone as a dog where I live and yet I see no body picking up and I have addressed this with some but I can only say so much.

Resolution: DPW agrees that there have been several reports for residents not picking up after their dogs. Review garrison policy for pets in Army housing (include registration/use of leash/signage/enforcement) Review installing dog bag dispensers in housing areas. Improve community awareness and compliance with installing signs and multimedia information.

Status: Completed

Outdoor recreation is not open on weekends and rarely runs trips on weekends

Scope: It is difficult to access the services of Outdoor Recreation

Recommendation: Adjust hours to be open some on weekends and run more trips on weekends

Resolution: The USAG Wiesbaden Outdoor Recreation is open Monday through Friday with regular workers, and open Saturday and Sunday with volunteers. More changes are to come when the new facility opens in 2011.

Status: Completed

The USAG Wiesbaden Community does not have a Rod and Gun Club

Scope: The USAG Wiesbaden does not have a place where Soldiers, civilians or family members can go to shoot shotguns or rifles at US Rod and Gun Club rates. It is too expensive to use the German facilities at the current Euro rate, because you have to actually be a member of the German club or facility. This is supposed to be an enduring community. Every other "enduring" community has a Rod and Gun Club. This problem affects the entire community. Many Soldiers want to go to the range to brush up on their shooting and marksmanship skills. It further affects Soldiers, civilians and family members who want to hunt or participate in a shooting sports program. The hunting class offered in Wiesbaden this fall had to go to Darmstadt to use their range for practice and test purposes. Hunting and shooting are critical skills for a Soldier and are a critical element of MWR for many people. They have been overlooked in the USAG Wiesbaden community.

Recommendation: You should build a Rod and Gun Club with rifle, pistol, and shotgun ranges, and staff the Rod and Gun Club with a full time, professional staff. You should also hire someone to coordinate hunting and shooting sports activities for this community, with the intent to coordinate partnerships with German ranges so members of the US Community can use the German facilities at US rates.

Resolution: A recreational shooting range will be implemented into the new Outdoor Recreation facility. A program manager has been hired for this already.

Status: Completed

The 5 Year rule

Scope: The "5 year rule" was implemented to remove non-performing civilian employees from Germany after 5 years of service. "Management" can select and retain individuals who perform well - and can extend them for further service. This issue affects the entire community. It takes the "normal" employee about 6 months to a year to understand the rules associated with living and working in Germany, and about a full year to understand all the nuances in their job. They can then work for 2-3 years, but the last year is filled with anxiety and significant effort trying to determine where they will go next and what they will do. We lose about a year of productivity every 5 years. No other organization in the world clears its base of knowledge, replaces its subject matter experts, and eliminates its continuity every 5 years. It is a tremendous expense financially to relocate the entire workforce every 5 years. It is a tremendous emotional expense for a family to uproot and relocate every 5 years. No other Command (NORTHCOM, PACOM, or SOUTHCOM) forces their civilian workforce to

leave their positions just after they determine how to be successful. This is specific to Germany. If the "5 year rule" was abolished, it would save the Army money, it would strengthen the civilian workforce, it would reduce the workload on the Civilian personnel system, it would benefit families who would otherwise be required to re-locate, and it would strengthen the community by retaining the subject matter experts.

Recommendation: Raise this issue to the highest levels in EUCOM and abolish the "5 year rule." Use NSPS to remove the non-performers from the system.

Resolution: This office does not concur with the recommendation. The DoD Rotation Policy has been in place since 1966 and is a totally separate policy unrelated to the newly established National Security Personnel System (NSPS) or the previous General Schedule System (GS) and their respective application of performance management. It has been Department of Defense (DoD) policy to limit the time appropriated fund civilian employees in the competitive service spend in foreign areas to 5 years. This typically equates to one foreign area tour (three years) and one renewal agreement tour of duty (24 months). The policy was established to provide management the necessary flexibility to regulate the ever-changing foreign area workforce requirements and allows for the continuous assessment of civilian workforce requirements while promoting the efficiency of worldwide operations. In addition, the policy provides DoD a tool to allow its more capable employees in the continental United States the opportunity to accept positions in foreign areas as part of their career development. The policy also ensures continuing employment opportunities to newly assigned civilian and military family members as current employees and family members rotate out of the area. Experience gained during a foreign-area assignment is invaluable to DoD since it provides an employee the "big picture" perspective of the Department and its operations. At the request of management, extensions of the 5-year limitation of up to an additional tour of duty for the area may be granted by the DoD Component concerned on an individual-case basis for employees who are rated fully successful or better; are current in the knowledge, skills and abilities required in their jobs; and have successfully adapted to the overseas work and cultural environment. Since there is no correlation between the performance management system(s) in place and the DoD Five Year Rotation Policy, the issue raised is not valid.

Status: Unattainable

Trash cans being left out of their storage throughout housing areas

Scope: The issue is that people are leaving their trash bins out of the storage areas and it makes the housing areas look bad. The other problem besides making it look bad is that it is giving the Germans a place to come and place their trash so the cans are overflowing well before trash pick-up day. It affects everyone in the housing areas.

Recommendation: I would recommend that it be enforced that the trash bins be placed back into their storage areas.

Resolution: A new garrison policy has been put into place. It states that it is the resident's responsibility to separate refuse and maintain condition of containers.

Status: Completed

Single soldiers have more opportunities than married soldiers (mainly through BOSS)

Scope: I am a married soldier and would love to take trips and stuff to tour Europe. Outdoor Recreation schedules trips but seem to never have enough people to sign up to go on them so they cancel. That is not fair that single soldiers get to go on trips for almost no cost at all while the married people have to pay expensive bus fares and most tours are cancelled anyway.

Recommendation: All service members should be allowed to use BOSS facilities, the ones already in place and the new ones to come. Married service members should be able to go on the trips as well if there is extra seating available

Resolution: The USAG Wiesbaden Outdoor Recreation and Education Program provides a full range of educational and recreational programs to meet a wide spectrum of age and interest groups. This program works closely with SATO and USO to create a community wide awareness of recreational opportunities being provided throughout the Garrison.

Status: Completed

Cost of Child care

Scope: I know of many people who would love to volunteer in the community but cannot afford child care. I also know people who pay for child care while they volunteer.

Recommendation: Pay for childcare or give a reduced rate to people who volunteer and who want to volunteer. We always talk about the garrison had so many volunteer hours last year and we saved \$1000000 because of this. Give back to the people who do this by helping them. You will find you will save more because more people will volunteer.

Resolution: With over 600 volunteers within the community, there is not enough funding to cover child care for every volunteer for every hour. Many of the organizations also have limited budgets devoted to child care. Some agencies provide some child care coverage, like ACS and American Red Cross. Others provide occasional child care for volunteers during meetings or events they are hosting (i.e. FRGs, some schools, WCSC to name a few.) Check with the particular organization you are interested in volunteering with for more information.

Status: Unattainable

No Permanent Gym Lockers

Scope: I had a permanent gym locker at WAAF for a couple of years, and it was taken away. I would like to have a permanent gym locker.

Recommendation: Please issue permanent gym lockers. If there are not enough lockers available; plan, fund and build a small extension to the locker room and provide another 100+ lockers.

Resolution: Space is too limited to allow permanent lockers. Also deployed personnel must be taken into consideration as well.

Status: Unattainable

AAFES not paying their workers what is equal to their qualifications

Scope: I am a Licensed Optician and I was working for the AAFES Optometry in Mainz. I was making 3-4 times less than what anyone would make in the States for being licensed. I was hired as part-time, but was expected to work well over 35 hours to almost 40 hours (full-time hours) and wasn't given anymore than roughly a little over 8 bucks an hour and NO benefits, plus working through my lunch break. With a license I was doing more than just the basic stuff as the other ones in the office was doing as they had no experience with Optometry and still making the same amount of money. When I asked about becoming full-time I was basically told there was no way I was going to become full-time and why did I need full-time if my husband holds all the benefits through the Army anyhow. It was a slap in the face from the guy in charge.

Recommendation: To fix this issue, I would recommend paying the people with more qualifications such as licenses a more reasonable pay than just what someone just out of high school would make.

Resolution: Pay is based on the job description (not what license or degree a person may or may not have.) The optometry clinic here in Wiesbaden does not make glasses, so the pay is lower than a clinic that does make glasses. Full time employment can be offered if it is available and necessary for the clinic.

Status: Unattainable

Implement a car pool system

Scope: You & I are both daily commuters from our Gelnhausen-Buedingen area to the Wiesbaden-Mainz area. I can think of a couple dozen more right off the top of my head. AND, I think we both see bunches of American traveling to/from the USAG-WI daily. I also know that there are loads of folks coming in from the Darmstadt, Heidelberg and Giessen areas too. There are apparently lots of LNs now commuting too. Almost all commuters do so individually. All this individual commuting is expensive (and will get even more expensive in the future), places folks at risk, adds to the traffic and parking problems in your USAG, and adds stress to commuters who bring it to the workplace. This situation will continue for many years to come with the further Transformation-driven downsizing and relocation initiatives and associated HR actions.

Recommendation: Various means exist to assist in this endeavor: a central coordination office; electric and physical “ride boards;” a central database of commuters, etc. All can help folks get in contact with one another and share rides and expenses. Incentives can include flexible work hours, designated parking in a central location, special recognition, and other forms of support. With the establishment and operation of a well’ known and easily accessible central coordination point, car pools can be created

Resolution: USAG Wiesbaden Directorate of Logistics is currently designing signs to be posted advertising car pooling. PAO to draft article about car pooling.

Status: Completed

Unsafe floors at WMS/Tony Bass and HS annex

Scope: Dangerous kids falling and playing cautiously

Recommendation: Repair floors and /or allow our military dependents to use the new gym!!!

Resolution: Unable to see what is unsafe about floor. More information is requested, for example what part of the floor is unsafe, what is causing it to be unsafe.

Status: Unattainable

Lack of family recreation facility

Scope: No area for parents to take children to get them out of the house during periods of adverse weather. This is a problem because children get contempt with sitting around the house and this could affect all dependent children.

Recommendation: I would recommend an indoor play area similar to what was available at Hanau and is available at Patrick Henry Village. This would help to get children active and to lead a healthy life style even during the dreary winter months in Germany. Possibly building an indoor climbing wall and or indoor skate park.

Resolution: Facility is being built on Mississippi Strasse, to be opened in spring 2010. This includes a bowling alley, lounge, coffee bar, and restaurant.

Status: Completed

AFN radio should play the highlight sport of the season

Scope: At present there is not any coverage of any of the playoff of the current game except on AFN TV and a lot of the listeners do not get AFN TV for one reason or another. Please make this available for the Americans

in Germany or other countries in the area and see what happens. It could be replayed anytime as long as it was set at the same time daily/weekly. There is no radio coverage of the super bowl, World Series, etc played on the radio and I am sure some local radio station could make a play by play tape available to the AFN station if requested.

Recommendation: I suggest that AFN Radio sometime during the day play the current sport that is the highlight of the season. This could be a play-by-play announcement of the game, or a rerun later in the day as over here in Germany it play by play would be at approximately 2 AM and not too many people would be up to hear it. If it was a rerun say sometime in the AM or PM or about 6 PM in the evening it would have more listeners.

Resolution: Low economic feasibility of resolving this issue. The cost of providing this service is high, and survey results done in the past few years show over 95% of the AFN audience does not want or need this service. All of the big sports games are on AFN TV, which can be obtained by any U.S. military ID card holder.

Status: Unattainable

Publish a TV sports guide supplement

Scope: None

Recommendation: It is suggest that that AFN start publishing a weekly/biweekly/monthly program like the stateside TV stations publishes. This could be done either by an insert to the Sunday paper thru Stars and Stripes or sold as a booklet at the PX/commissary/shoppette. The cost of publishing the booklet could be added to the price of printing and assembling the schedule as it is published daily in the newspaper but that does not give enough advance planning as sometimes the paper is gotten too late to schedule something you have to do so you could watch something you wanted to see. The programs put in the R&R magazine are good but not in enough detail. It does not give the highlights of the program. i.e. AFN Sport list that you “log on to rrmagazine.com for sports schedule.” If a person does not have a computer, how can he/she get the schedule? I am sure most personnel would subscribe to this publication if it was detailed sufficiently. I know the cost would not be too extreme. If R&R can publish it with the advertisement so could AFN put out something the same. Maybe work with TKS and maybe add this more detail in their information.

Resolution: Low economic feasibility of resolving this issue. The cost would be very high. AFN worldwide survey of 2009 shows the vast majority of customers do not want or need this service. Also if someone doesn't have a computer, any active duty ID card holder has access to the internet at the library.

Status: Unattainable

Library drop box

Scope: people with poor transport library users

Recommendation: Place drop box in front of commissary. Pick up once a week and backdate. Pick up as “amnesty” (perhaps one week earlier.)

Resolution: Currently the library program is not set to have the time, money and manpower to drive over and back frequently. This would have to be done several times a week as some items are fragile and could be damaged by weather conditions and other items (like trash) tossed into a book bin. Movies are very popular and rotate on a weekly basis, so they need to be back on the shelves as quickly as possible. Transportation to the library should not be an issue. If a POV is unavailable, there is the shuttle system that runs almost every hour.

Status: Unattainable

Variety and Quality of MWR services

Scope: The variety and quality of MWR services in the USAG Wiesbaden community is lacking, and it has been on a downward spiral since MWR and the services they offer became a "for profit" organization. The full spectrum of Army MWR services should be available to Soldiers and Family Members regardless of where they are stationed - and the community should not be penalized because MWR or AAFES is not making a profit. For example, the Rod and Gun Club in Wiesbaden was closed many years ago and both the range and the club facility remain in a dormant status. Soldiers and Family members who want to use this type of service must travel to Heidelberg or Kaiserslautern. These MWR services and opportunities are supposed to be part of the benefit plan of services available to Soldiers and their Families. MWR activities are supposed to be subsidized, not for profit. This issue affects all Soldiers and Family members throughout the Army - and especially Soldiers and Family members stationed in Europe. In CONUS, MWR facilities must compete against the civilian market and they generally have to provide a very high quality of service to retain customers. MWR facilities OCONUS, however, are frequently the only place Soldiers and Family members can receive certain MWR opportunities. Unfortunately, many such facilities have a take it or leave it attitude towards customer service. Look at the USAG Wiesbaden Outdoor Recreation office for example. They boast to have a hunting and shooting sports program, but in reality, their program consists of charging Soldiers or Family members to go to Heidelberg to use their services once a month. Many of the MWR facilities are understaffed and those who work there have multiple responsibilities. It takes time and focus to provide quality and well organized MWR services and it takes an adequate staff. Additionally, if the facility does not make a profit, it is sure to be closed. The MWR staff should be adequate to facilitate ALL services requested by the community - and the community should not lose the service if the activity does not make a profit.

Recommendation: The solution to this problem is to robustly fund MWR programs and provide additional staff to improve access to these programs throughout OCONUS installations. That's easy to say - but from where does the money come? If it costs the Government about \$20,000 to relocate a family from CONUS to OCONUS, imagine the money that would be saved if USAREUR abolished the 5 year rule. Currently, the Army spends a lot of money to "completely shuffle" the civilian staff in Europe every 5 years. This causes disruption to the civilian workforce, disruption to the Families of the civilians, and it costs the Government a lot of money. If this program were abolished, the proceeds from shipping just one family back to CONUS would fund the salary for a part time laborer for a full year. Imagine the money that would be available if the entire OCONUS civilian workforce could stay in place longer than the 3 to 5 years that they currently remain on station.

Resolution: Working with the DFMWR Marketing Office. Work closely with SATO and USO to create a community wide awareness of recreational opportunities being provided throughout the Garrison.

Status: Completed

Army Food stamps

Scope: If we were in the states we would qualify for food stamps because we would be considered below poverty level with our pay even with cola. This affects ALL of the military not just my family I have three children and it would be nice to have the financial help.

Recommendation: Do a survey to see who it would help. Look at poverty levels and lower the standards.

Resolution: The food stamp programs in the States are run by each individual State; it is not a federal program. There is a program within the Army to help households overseas, the Family Subsistence Supplemental Allowance (FSSA) Program. Specifics of this program are available on line.

Status: Unattainable

MWR Outdoor Recreation Check out Process

Scope: As USAREUR communities consolidate, their customers are traveling farther and farther for support. Current Outdoor Rec policy requires patrons to pay an extra day's rental if they need to travel prior to 0930 the next day. We are assigned and live in Darmstadt (yes, it is still there) and have to travel an additional 50-mile roundtrip before our vacation. The current inflexible policy requires an additional day's rental fee which strikes me as a money grab and not in line with the spirit of MWR. MWR can't rent out the items to anyone else anyway; they should provide expanded opportunities vice restricting service.

Recommendation: Outdoor Rec should release rentals during the last business hour prior to that effective day's rental (e.g. release equipment on Thursday 1730-1830 for a Friday rental). This would save many families cash, stress and hassle.

Resolution: At the current time USAG Wiesbaden Outdoor Recreation and Education Program equipment check-out program does not charge for the day of Pick-Up nor the day of Return as long as the equipment is returned before 1400 HRS (thus a weekend check-out from Friday through Monday would only consist of a two day usage fee, for four days of equipment possession). Equipment issued early (at no cost) would reduce overall program income, and possibly take equipment away from potential customers. Current policy reflects a four day usage, while only charging two days (truly customer service oriented).

Work with IMCOM-Europe to create a standardized pricing schedule amongst all Outdoor Recreations to reflect current and future commuting customer base. Increase hours of operation, to allow either an earlier pick-up (prior to 0930) or a later pick-up (after 1800) to meet customer needs. Work with Commanders in Darmstadt to possibly release their Soldiers earlier to allow them the opportunity to pick-up reserved equipment prior to 1800. . This will be one of the topics of discussion at the upcoming IMCOM-Europe IPAC Meeting, which is to be held in Heidelberg amongst all CRD Chiefs, ODR and S&F Directors. We are still waiting for the Unit stationed at the Dagger Compound to respond with an MWR Representative to discuss this and other issues.

Status: Completed

AAFES does not adhere to their own policies

Scope: AAFES has a policy of matching prices in the states; they even have advertisements of it here. However they say that they will not match an online ad and only match "local" competition. This makes no sense to me. We are over here, not by choice; with only one option for certain supplies and they are a monopoly. I am disappointed with AAFES lack of customer service, basically because they do not have to; we have to shop there if we want American products.

Recommendation: AAFES should allow us to print ads from American competitors so that we can get the most value for our money. They should do a better job of taking care of their customers, especially during these hard economic times.

Resolution: AAFES retail stores worldwide will not accept price match challenges from an outside retail catalog or an outside internet site. When price challenging and matching, the industry compares apples to apples. For example, AAFES retail stores will price match local "brick and mortar" competitors. The exchange catalog and aafes.com will match a lower price on an identical item from a local retail store's online site, to include amazon.com (including shipping and handling). Details for our price match policy are available at www.aafes.com.

Status: Unattainable

Parking spots and basements for 2 Colorado in Hainerberg

Scope: There are only 5 parking spots and 5 small basement storage areas for 6 apartments available. In addition since housing doesn't let occupants use the attic anymore storage space is NOT sufficient.

Recommendation: Give permission to occupants to use the attic again and move the trash bin containers further away from the parking lot. One parking spot cannot be used because occupants wouldn't be able to move

their trash bins anymore.

Resolution: One stairwell has been identified where only 5 storage areas created for 6 apartments. No one will be assigned to the sixth apartment until storage area resolved. Use of attic space was discontinued due to unmanageability of space and fire safety issues. Assigned parking for housing residents in Hainerberg has been eliminated and sufficient parking does exist.

Status: Completed

Single Soldiers Living in Family Housing

Scope: Because of cramped conditions in the single soldiers' barracks on WAAF, housing has been moving single NCOs into family housing. This has the potential to create tension between these soldiers and the families living near them. Single soldiers have a tendency to be rowdier and louder than their married counterparts; families (with children) are subjected to this behavior. Underage girls in the barracks have always been an issue on military bases; with single soldiers living in family housing, it makes it even easier for the two groups to mix.

Recommendation: Separate the families and single soldiers. Move the families living on WAAF, into Hainerberg, Aukamm, and Crestview; and, move the single soldiers into the housing on WAAF.

Resolution: Current focus is to drawdown single Soldiers living in diverted AFH in Aukamm and Crestview and concentrate this population on WAAF. Situation caused first by 1AD returning with large number of single Soldiers that when they deployed and then most recently 212th MP Company returning before completion of barracks renovation. Temporary diversion of underutilized family housing was necessary to avoid having these Soldiers housed in local hotels. Since a peak during winter the number of those remaining in diverted units has been reduced by 40% in Aukamm and Crestview, while those remaining in WAAF diverted units have only been reduced by 10%. Units selected for housing single Soldiers were away from normal AFH as much as possible and stairwell units were not mixed with both families and single Soldiers. Units have been advised to monitor and police single Soldier behavior in diverted AFH units, and no notable increase of MP blotter incidents has been experienced. Continue effort to not assign single Soldiers to Aukamm and Crestview.

Status: Completed

Shift Workers in the Barracks

Scope: There are several (junior enlisted) shift workers in the single soldiers barracks who share rooms with non-shift workers; the conflicting schedules create disharmony in the soldiers' schedules. (Sleep becomes a precious commodity.)

Recommendation: Work with the units to create a policy about shift workers who live in the barracks, and continue to communicate with the units to track these soldiers.

Resolution: This issue does exist, and informal coordination with affected units has occurred. Identify number of personnel per billet, per unit. Work with units to develop section to FSBI SOP to insure shift workers are allowed peaceful rest.

Status: Completed

Would like a club on base

Scope: Soldiers would save a lot of money and arrive alive if we could walk to our dorms...

Recommendation: Budget for club, so we would not have to go down town so much.

Resolution: The Army no longer builds clubs due to their declining popularity and poor financial history. The Army's focus has changed to multi program facilities such as the Wiesbaden Entertainment Center in

Hainerberg Housing.
Status: Unattainable

Child Care with FCC
Scope: I am a single parent MP that works in Darmstadt at the Dagger complex. I report to work at 0545 and am relieved at 1745 hrs. There is not enough FCC Providers in the area who can take on a certain amount of children. It doesn't help, when providers are not fully functional either. The provider can decide, with any action taken against them, to drop a kid with-in a 2 week period if they want to. I have had to take emergency leave and send my son home to meet the needs of my job.
Recommendation: AR-608-10 and USAREUR FEE POLICY dictates the regulation of two weeks' notice for termination of care from either patron or CYS program. Our program is continuing to work with ACS Employment Readiness Program to obtain qualified applicants to become FCC Providers for USAG Wiesbaden.
Resolution: On-going recruitment for FCC providers. There are now 20 FCC providers in the Wiesbaden area.
Status: Unattainable

Main doors at the clinic are not working
Scope: Last year, automatic doors were installed at clinic and for the longest they weren't working. I went to the clinic today and in the past and they don't always seem to be working and when carrying a baby/child trying to open those heavy doors just isn't easy.
Recommendation: These doors need to be fixed to work all the time or put lighter doors on them in case they are broken down or what have it.
Resolution: The work order for the doors was completed. There are no other lighter doors that can be installed. During reintegration of 1 st AD the doors were shut off temporarily for practical reasons as several hundred Soldiers were going in and out through the front door. The doors are working properly. Recommend to continue to communicate to our patients when large groups of Soldiers are re-integrating. This can impact patient flow and our normal business operations. Make sure the doors are turned back on after the Soldiers enter the building.
Status: Completed

PX/ Commissary not keeping things stocked
Scope: I went to get my daughter children's toothpaste at the PX and they did not have any and then I wasted a trip to the Commissary to get it and guess what they did not have it either... Why can't either place keep things stocked especially for children, people like me like to get more then 1 thing at a time to keep on hand...
Recommendation: As things get low, stock the shelves.
Resolution: Five additional positions in the Hainerberg PX have been added to expedite the merchandise from the trailers to the sales floor.
Status: Completed

High School Track
Scope: Why isn't the community allowed to use the high schools track? Anyone should be able to use it especially in the summertime for walking or running as long as they keep it neat and clean... I understand there is a track at the gym, but it is more convenient for those in housing to use the track at the school especially if

they have little ones in strollers and just want to walk with them around it a few times for exercise.
Recommendation: I would recommend opening it to the community
Resolution: Additional physical fitness options would be a significant benefit to the Wiesbaden Community. The housing area needs to be restricted for the schools areas to be opened up. This is to take place around 2013-2014. Additional funding needed for cleaning contract as well.
Status: Unattainable

False Advertising
Scope: When an agency such as MWR conducts community programs advertises activities – they need to carry through. For instance, during the “12 Days of Christmas,” activities – free bowling and fries – were advertised from 10 to 7 pm when in fact there were only free fries at lunch with purchase of a lunch! Also hours should reflect actual times of service!
Recommendation: They should be specific in their ads. This affects the whole community. They should do what they say they are going to.
Resolution: It is our goal to ensure that customer satisfaction is reached at all times. We have implemented into our marketing and advertising efforts new measures of information disbursement. This will help to clearly state what type of free services or goods our customers can expect to receive at FMWR events. We value your feedback and will continue to improve our advertising and marketing efforts to clearly state our efforts.
Status: Completed

Affordable family dining
Scope: Wiesbaden has never had any affordable family dining places. Many improvements are being made but MWR only helps Kaiserslautern and Heidelberg for restaurants.
Recommendation: Ask/Tell MWR to provide family affordable dining in Wiesbaden.
Resolution: New entertainment complex in Hainerberg Housing on Mississippi Strasse to open in spring of 2010.
Status: Completed

Difficult process for Early Return of Dependents when the Soldier is the one with medical problems
Scope: Currently ERD allows for dependents with medical problems, but when service members with children have medical problems that make them temporarily unable to care for children (including severe PTSD) it is difficult to ERD dependents and get BAH for them in the states.
Recommendation: Allow ERDs when service member has complex medical issues, with a lower approval authority or allow initiation of BAH for returning dependents in non-deployment situations.
Resolution: AR 600-30. Paragraph 5-5 (Family Care Plan) covers single Soldiers / dual military requirements in detail. In addition, the Soldier and their Commander must review the Soldier’s Family Care Plan (DA Form 5305-R) and Family Care Counseling Checklist (DA Form 5304-R) together and sign both copies. The Army cares about its Soldiers and their families, but the Army and the other services are very clear the single Soldiers and dual military couples are themselves responsible for ensuring they have a plan in place should they become deployed or otherwise not be able to care for their children.
Status: Completed

The Old Gym
Scope: Once you had a skating rink for a day and it was so fun. My children loved it. It would be great during winter – so cold outside.
Recommendation: Please have this at least one weekend per month.
Resolution: This building is part of the transition plan for Wiesbaden. It is used for many garrison functions including change of commands. It is not able to be used as a skating rink.
Status: Unattainable

Places on post not being wheelchair/stroller accessible
Scope: I have recently been to the DFAC and CAC with my newborn in a stroller and had a tough time getting the stroller in alone as there is no ramp. These places need to be wheelchair/stroller accessible as there are many people in the community that attend these places for events.
Recommendation: I would recommend placing ramps at any place on post that is needed, such as the DFAC and CAC. Also I would recommend surveying other places on post that might need them as well.
Resolution: Continue to review and prioritize facility access requirements. Program the inclusion of UFAS standards into all renovation projects. Review for end of year funding to improve access for community facilities not currently scheduled for renovation. This issue has been combined with prioritized issue #6 Access to essential facilities.
Status: Completed

Volunteer of the month and expectant mothers parking spaces
Scope: These parking places are there for a reason and that is exactly for what they say. Not for those who are too lazy to walk or park a further distance. Too many people are mistreating them. I know when I was pregnant I did talk to a few people at the Post Office in regards to parking in the Expectant mothers space as they were 3 male soldiers and obviously not pregnant and did not have a pass at all. I was 8-9 months pregnant and I had to park a distance away and had to carry a package to my vehicle and after saying something to them, none of them even offered to help me out. Now if there was a pass in the window and the car belonged to another pregnant woman, then I would not have an issue with it, but when it is soldiers then come on that isn't right. You see it a lot at the Commissary as well, people in a rush and that is always open so they park there. Also the older people seem to take advance of it as well.
Recommendation: This needs to be enforced and something needs to be done to those who are mistreating those spaces and no eligible to park there. Also, being that there are many volunteer of the month and pregnant ladies, maybe provide a few more spaces for both. Something needs to be done.
Resolution: There has been an increased focus on enforcement for designated and reserved parking since USAG Wiesbaden Command Policy 15 took effect, unfortunately with a limited number of MP patrols available at any time we cannot catch everything. During the last few CIBs, the DES has encouraged community members to call the MPs when they witness any type of infraction so that we may respond appropriately. The MP patrols cannot be everywhere and the additional sets of eye are an invaluable asset to law enforcement operations.
Status: Completed

Telephone calling from the American Arms
Scope: Guests at the American Arms can make military (DSN) calls at no charge, but are charged for local calls (civilian.) This presents a very unwelcome atmosphere for newcomers, who must pay for calls to their sponsors,

AAFES, TKS, etc. Even some military service providers (bank, TKS) have only civilian numbers rather than DSN. In the hospitality industry, free local calling is the norm and is an expected cost of doing business. The income from this service must be minimal; it creates the appearance of 'nickel and diming' the service member and their family at a stressful time, and contributes to the hassle of moving rather than helping to ensure a good first impression.

Recommendation: Re-look the phone system/phone plan at the American Arms and ensure that local calls are free. Provide a bank of phones in the lobby to allow free calling if it is not feasible for the entire phone system.

Resolution: When the new Wiesbaden Army Lodging opens, it will have complimentary local phone calls. Due to the age, infrastructure and associated costs, the American Arms Lodge will not be able to change their current status.

Status: Unattainable

Amend the Military Banking Contract to reduce excessive cost charged members of the Department of Defense (DOD) during the purchase of foreign currency.

Scope: The Military Banking Contractor utilizes the Frankfurt Exchange 1300 hour "inter-bank" rate to determine the following day's accommodation rate for DOD personnel. The accommodation rate is established 250 basis points below the "inter-bank" rate. The "inter-bank" rate is also the acquisition rate for the Military Banking Contractor to obtain foreign currency. DOD personnel can now get a more favorable exchange rate at Host Nation banks automated teller machines (ATMs). With direct deposit to a Host Nation Bank by electronic fund transfer (EFT), one will get the "inter-bank" rate on the currency conversion. History of Foreign Currency Sales by the Military Banking Contractor: Until the mid 1980s, the contract stipulated a revenue earning factor of 100 basis points on the sale of foreign currency. The contract was not self-sustainable and DOD was supplementing the contract with tax payer's funds. DOD also required the Contractor to establish on line operations (real time) using a single Datum Base for Teller & ATM transactions. This was very costly at the time for Host Nation telephone lines were expensive and in some cases, only available after long waiting periods. Computer banking equipment was also very expensive thus, the justifications for the increasing the revenue earning factor from 100 basis points to 250. The overall goal was to have "real time" operations and also a contract that was paying for itself.

Due to changes in Host Nation(s) policies concerning data lines coupled with the development of associated high speed equipment, the cost of banking operations now is a very small fraction when compared to the mid 80's and 90's. Banking related computer equipment is now less costly and more efficient which enables employees to serve customers better. There is no logical reason for continuing to charge DOD personnel 250 basis points on the sale of foreign currency. Interest rates are also in a global downward compression spiral. All Banks and Credit Unions have been forced into vastly reducing operational spreads. The same should hold true for the DOD Banking Contractor.

Other Comments; Should the Banking Contractor start to show a loss after going to 100 basis points, the following areas should be addressed prior to the increasing the foreign currency sales revenue for contract balancing: Non Sufficient Fund Checks (NSF) Fees, Electronic Fund Transfer (EFT) Fees, Check Float Time Policies, Collection Fees for foreign Check Collection (Non US/Host Nation Bank Checks), Collected/Uncollected Funds/ Interest Rates paid/Charged
ATM Fees for Foreign Cards, Loan/Investment Portfolio (Net Income/loss), Fees for cashing Non-Account Holder Checks, Management of Human Resources

Recommendation: The Military Banking Contract should be amended to reduce the revenue earning factor on the sale of foreign currency from 250 basis points (2.5%) to 100 basis points (1%). This could be accomplished in 50 basis points intervals each 6 months starting 01 July 2009. This would increase the purchasing power of DOD personnel when converting US dollars to foreign currency.

Resolution: The exchange rate is based upon the operating contract that covers the operation of the Community Bank. The rate was determined by all four Departmental Services. Beyond that, there are specific

reasons why the exchange rate is set where it is.

1. Most importantly, the exchange rate used by the bank is what is used by the per diem committee to help establish COLA rates. A change in the exchange rate would dramatically affect our COLA in negative way.
 2. The exchange rate used helps offset costs that most Soldiers, family members, and DOD Civilians take for granted. You are never charged an upfront ATM fee regardless of what your home bank is. You can use a USAA debit card to withdraw money from the Community Bank without paying an ATM fee charged by the Community bank. If we were to change the exchange rate, we would most likely have to charge ATM fees.
 3. The exchange rate used helps us place ATMs out of convenience for our military communities. Very few of our ATMs meet commercial banking requirements for ATM usage to justify their existence. Few of our ATMs actually generate enough transactions to justify their cost or placement. We place ATMs at the request of the military communities to support and improve the quality of life over here.
 4. The exchange rate is set for a 24 hour period beginning roughly 4:30pm every day. Exchange rates are very volatile and continuously fluctuate. We set a fixed exchange rate to simplify operations for everyone stationed in Europe.
 5. Other options do exist. ATMs exist off military installations that will provide a slightly better exchange rate. Consumers are free to use those ATMs if they would like to.
- Any change in the exchange rate will result in a much larger decrease in COLA, which may negatively impact Soldiers.

Status: Unattainable

Place a green arrow allowing right turn on a red light on New York and Washington Strasse

Scope: German law allows vehicle to turn right on red lights when a green arrow is placed at the intersection, after a full stop. The intersection at New York and Washington Strasse does not have such an arrow and all traffic must wait for a green light. This causes long lines of backed up traffic on Berliner Strasse during times of soldiers returning to the Hainerberg housing area or going to the Post Exchange and Commissary.

Recommendation: Place a green right turn arrow at the intersection of New York and Washington Strasse. Within the next couple of years many new families and soldiers will be moving to Wiesbaden Garrison and they will be using the Hainerberg complex. Without this green arrow to allow right turn on red traffic lights, there will be significant backed-up traffic on Berliner Strasse, causing delays for both the U.S. Forces but also the German nationals. There has frequently been traffic back-up on the Berliner Strasse as far back as the turn off to route B 455. When this sign is installed, the Garrison should request PAO to emphasize the requirement that drivers must yield to oncoming traffic.

Resolution: If this intersection was on US Army property, it could be changed, but this intersection is not on US Army property. New York Strasse borders the Hainerberg housing area and even though Washington Strasse runs through the housing area, it belongs to the city of Wiesbaden. The city of Wiesbaden has rejected past requests to place a green turn arrow at that intersection. There are three entrances to the Hainerberg housing area; any anticipated traffic issues can be mitigated by using one of the other entrances

Status: Unattainable

Non-matching Thrift Savings Plan

Scope: The Dept of Defense should match contributions to the Thrift Savings Plan. Nearly every company matches employee contributions to their retirement-401k, 403b...even schools. The military should match up to 6% of the military member's salary/contribution. This seems to be the average civilian company match. So a military member invests 6% of his salary, the army would match that 6%, totaling a 12% retirement contribution invested. This is at least what most people should be investing and saving for retirement. This matching contribution would help with retention goals, which is always a problem. This also helps increase the

participation in TSP and helps military members responsibly save and invest for their future retirement.
Recommendation: Match the soldier/officer Thrift Savings Plan contribution up to a certain percent- I'd recommend 6% of income or at least base salary.
Resolution: This would be a huge benefits package. Considering the budget, it is not possible at this time.
Status: Unattainable

Advertise better for the Intramural sports
Scope: Many people miss the sign-ups for sports team because they don't hear about it.
Recommendation: Send out mass emails thru each BN, send emails to spouses through the FRG's, advertise on AFN radio. Send out more information through more channels
Resolution: The CYSS sports program is a very high participated program in place. The promotion channels for this program include all the mentioned avenues via email, CIC, Marquees, Radio, website, and on site facility information. For more information and specific program details, please utilize the FMWR information at www.Armygermany.com .
Status: Completed

The military should give veterans down payment money for a home as a part of their retirement package.
Scope: Constantly moving around every few years makes it very difficult to own a home when you retire. Essentially when one retires from the army we're buying our home to retire in for life. This leaves us well behind civilian counterparts at 42-43 years old. Most civilians at this age have been living in their homes for 10-15 years. This would also be a great retention tool. If you retire from the military with 20 years of service, you get \$20,000 for the down payment of a home. Overall the value of keeping a soldier until retirement and paying this amount for a home (which also helps the economy) is well under the cost of retraining another soldier to take his place.
Recommendation: As part of the military retirement package, pay military retirees a \$1,000 for every year of service to go along with their VA home loan benefit; typical benefit 20 years=\$20,000 or 25 years=\$25,000. This money should be tax free.
Resolution: This issue would entail a huge benefits package and considering the current Department of Defense budget, this would not be possible at this time. For interested Soldiers, a better avenue for the issue would be through AUSA where they are able to lobby Congress for issues pertaining to Soldiers.
Status: Unattainable

Off Post Housing Customer Service – A service organization that needs to understand how to provide service.
Scope: Initial Customer Service provided by personnel is insufficient. The processes being used are outdated and lacking. In a normal interaction a soldier has to sign in and sit and wait and wait until someone decides to talk to them. The problem is that they never know when or if they will be waited on. For example: the person who handles the sign in book is at times rude and degrading to soldiers and rarely at her desk, so a soldier signs in and waits. Rarely in my experience has the wait been less than one hour. In fact on one occasion I waited for over 3 hours because all the workers left one by one without saying a word to those of us waiting. No expectation was set as to what our service time would be. On several occasions the book was not updated with any listings because as I overheard someone who was waiting state "the person who does that is on vacation for two months". While some staff members attempt to be helpful and somewhat courteous, it is not the norm. Instead of making the soldier their first priority, they make themselves their first priority. An attitude shift is

desperately needed. Knowledge and time flow are important in the in/out processing process.

Recommendation: First, the personnel must understand the soldier has many burdens; housing should not be one of them. The personnel and processes must help the soldier to feel that weight has been taken off them as much as possible. Automation of the checking, listing review, appointments, and other administrative jobs would allow much better use of the soldier's time.

1. There should be a person who greets each person as they enter, gather information in a positive way and direct the person to where they need to go. A clock-in mechanism with expected queue times would be helpful. (When you get your ID there is a machine you type your information into- last 4 social security numbers are how you are entered into the cue-automated cueing).
2. The greeter should be pleasant at all times and available
3. Workers must be available from the opening hours until closing hours. The hours of operation must be clearly and visibly stated. Not everyone should just "disappear" during lunch unless notification is provided via posting ahead of time. Private telephone conversations and personal conversations should be kept to a minimum or eliminated.
4. Cross training of workers must occur so that when one person is out for 2 months vacation, the available listings book is still kept current.
5. Appointments must be available, agreed upon, and kept. A notification of expected wait times and availability of appointments must be included in communication. For example, what times are available for contract prep, housing inspections, move out inspections, and so on.
6. A computerized web site with self-help pages could alleviate most of the miscommunication and delays in processing. A current online book of listings with pictures is a must.
7. Work flow and processing should be examined. Computerized records would alleviate the running from room-to-room searching for files. Stacks of files on "someone's" desk would also be eliminated.

Resolution: This issue outlines many of basic housing referral office services required in new Housing Support Office Contract awarded in March and *started* in May. At the end of May 2009, the contractor is required to be providing services requested above. Continue to monitor contract start up insuring services described above are provided consistently

Status: Completed

Postal hours at WAAF/mailroom and post office & parking

Scope: WAAF mail room pick up hours start at 0900, accountable mail pick up at 1000, I have noticed many times, people arrive, have slips for acct mail and have to wait for another hr for pick up, or leave without it. Some people drove a long distance and had to be at work, this made it extremely diff to get their mail. Also, post office hours, start at 1000, is there a possibility to open up on certain days at 0900 or 0930, again, for some people it is hard to keep those hours if you live far away, and work somewhere else. Parking in front of post office and mailroom is most of the time taken, even when post office is not open and the mailroom just opened and nobody is in line.

Recommendation: If possible, adjust hours, maybe on certain days only, to accommodate a 0900/0930 pickup of accountable mail at WAAF. Also, postal hours to mail packages, maybe a two day 0900/0930 opening. Parking should be for postal patrons only, not for people who work there and in the area, and the contractors working in the building.

Resolution: The entire front of the building is used for Postal Service Center (PSC) parking, with a 30 minutes parking limit for PSC customers from 0700-1700. The hours have changed as of 28 Sept 2009:

Post Office	Mon – Fri 1000-1800	1 st and 3 rd Sat 1000-1400.
Package Pick up	Mon - Fri 1000-1800	1 st and 3 rd Sat 1000-1400.
In/Out Processing	Mon - Fri 1000-1600	
Official Mail	Mon - Fri 1000-1600	

The Community Mail Room (CMR), Army Post Office (APO), Post Office (PO) and Official Mail (OMDC)

now have just one name- "Postal Service Center (PSC)" – your one stop shop for any mail related function you require.

Status: Completed

Entering the base during certain times during the week

Scope: To enter the base on a regular workday, approx 0835-0900, takes sometimes close to ½ hr in line, which is extremely long, on both gates. On 6 Feb, Fri, it took from 0845 to 0904 to reach the gate guard at back gate, ONE person was checking ID.

Recommendation: As it is known and expected, soldiers and workers enter the base at the same time ever day, on both entry gates, additional personnel checking IS should be available during that timeframe.

Resolution: This is a known issue and has been addressed. There are more guards at each gate based on the daily time cycle of people entering the gates. When a person has to be signed in, a guard must escort them to the desk. There may be a time or two when it looks like there is not enough guards, but they may be in the midst of escorting people.

Status: Completed

WAAF Shoppette hours

Scope: Currently the WAAF Shoppette closes at 2000hrs. This is a problem for single soldiers who work shift work. If soldiers are working shift work, the DFAC is not open for midnight meals and the Shoppette closes at 2000hrs. If the soldiers do not have vehicles, the 24hr Shoppette is not a viable option.

Recommendation: Keep the WAAF Shoppette open until 2200hrs or later. Provide an additional option for late night snacks or food for soldiers working shift work.

Resolution: The Wiesbaden community currently has a 24 hour shoppette located at Hainerberg. Unfortunately, the Wiesbaden demographics do not support a second 24 hour shoppette. AAFES is currently looking at building a new shoppette/mini mall concept on WAAF in 2012/2013 in conjunction with the restructuring of WAAF. At that time, the hours of operation will be changed to meet the community needs.

Status: Completed

Movie Theater not up to standards

Scope: AAFES has repeatedly redecorated the Taunus theater concession area but the Army has done nothing recently to update the outdated screen, projector and interior.

Recommendation: The Army should follow the lead of Vogellweh and Ramstein and offer the updated projectors and screens and the seats that offer cup holders and a place to put your snacks on. At Taunus, the theater interior is out of date.

Resolution: We are aware for the need of the interior update. AAFES has redecorated the Taunus Theater concessions area with updated equipment in the snack stand area. The theater remodeling issue is being addressed with the local command and is currently being looked into. Flyer Theater on WAAF renovation is to be completed in late 2009 or early 2010.

Status: Active

Towels in locker rooms & more abdominal Nautilus machines

Scope: Towels are not currently available in the locker rooms. This is an inconvenience to those who shower

and have to go to the front. There is always a backlog of people waiting to use to only ab machine. Adding two more will reduce the wait time.
Recommendation: Add a small shelf to lock rooms (or simply stock one large locker) with towels daily. Buy at least two more abdominal Nautilus machines (for extra points buy a few more).
Resolution: Placing towels in the locker room is not possible because of the requirement for all patrons to sign out towels using their valid identification card; an additional abdominal machine has been added to the fitness room upstairs. One abdominal machine was added upstairs plus additional sit-up mats. An additional ab machine may be purchased or transferred to Sports and fitness based upon equipment availability.
Status: Towels – Unattainable; Ab Machine – Completed

Offering at food court limited
Scope: the offering or lack of offering at the Hainerberg food court affects the whole community. We need a better and wider variety that offers more updated fast food restaurant.
Recommendation: AAFES should offer a Captain D's to replace Popeye's – that will offer fish and chicken. Pizza Hut should replace Anthony's pizza and Baskin-Robbins should be phased out and replaced with and Italian Eis café and cappuccino place like AAFES has done in other European communities.
Resolution: There is a new shopping center planned for the Wiesbaden community in 2012/2013. AAFES will evaluate the current facilities and explore opportunities in the new shopping complex.
Status: Completed

CYS offering Daycare
Scope: I'm a dual military family with kids. CYS is offering day care during the duty day at the gym on Tuesdays. Is there any way this program could be extended at night after the duty day or for service members? I used to be 284 PT score and would love to get that back and increase score. This affects active duty parents. PT is hard to recover after having a baby. I work 830 to 6. PT is 6 am but it's very easy to be tasked out for a duty. I would pt more at night but there is no one to watch the baby. This also affects single mothers.
Recommendation: Offer free daycare for a few hours after the duty day at the gym a couple times a week or month. Exercise helps reduce stress and anxiety.
Resolution: CYSS is not funded to offer free child care, all fees are set by the Department of the Army
Status: Unattainable

The new back gate by the High School
Scope: I am not totally sure on why this gate was installed but why is it closed on the weekends and other days throughout the week. It makes it harder for residents who live on elsewhere in housing to get around after leaving ACS, Pizza Hut or SAS. People have to either drive out that gate, turn right and go down to Washington Strasse the back way or turn left and go down towards the PX.
Recommendation: I would recommend making Mississippi Strasse a 2 way or keep the gate by the High School open
Resolution: This gate is now open 24 hours a day, 7 days a week.
Status: Completed

Drop off areas in housing for unwanted furniture, etc.
Scope: All through housing there are designated areas to place unwanted stuff to be picked up. These areas are starting to get out of control and are making the areas look gross and nasty. You see Germans and even Americans digging through other people stuff. I heard that there is now a recycling place on the Airfield to recycle furniture.
Recommendation: My recommendation is to place a bin in those places or stop allowing people to place things in these areas and advertise the recycling center on the Airfield and enforce them to use that.
Resolution: Bulk refuse pickup is provided and authorized in housing areas. There is published time and frequency for placing bulk items near recycling areas or curbs. Disposal of large recyclable items on WAAF is limited to tenant units. Off post residents are required to use their local disposal managers to address their bulk items. Review alternatives to improve bulk refuse management in housing areas. Decide and implement recommended alternative, insuring compliance via DPW, building and stairwell coordinator program
Status: Completed

Immunizations hours are not acceptable at the Health Clinic
Scope: The issue is that the hours are not consistent with the doctors' hours. I went in for my daughters 2 month well child visit and she needed shots. The reason it is an issue is that when we got out of the appointment at 3:30pm the staff downstairs told us that they had already closed and also it was a slow day so she decided to leave early. I would rather stay extra on the day that I am already there for an appointment then to come back at a later time and hope to have my daughter seen.
Recommendation: The recommendation would be to keep the immunization office open until the doctors are completely done or only schedule well child visits up to a certain time in the day so that one doesn't have to bring their child back another day.
Resolution: The immunization clinic hours are Monday through Friday 0830-1130 closed for lunch and then opened 1300 through 1530. The hours are posted on the door. Walks in are for children 6 years and older. An ICE comment card was placed for this issue and has been resolved. Recommend to continue to communicate to our patients the hours of operation of the immunization clinic using the electronic screen at the front of the building, by staff at check-in and by provider.
Status: Complete

Community Town Hall Meeting
Scope: Although we currently have the monthly Community Information Brief (CIB), this was not designed as an open forum that allows for the exchange of information between community leaders and the military community at large. Continual interruptions by community members, who view this briefing as their only opportunity to get their grievances heard by the Command, disrupt the CIB. This leads to frustration amongst the other audience members who are there to attend the briefing, while these individuals are pandered to. This also makes the CIB drag out, which has an impact on all staff members required to attend this meeting and the audience as a whole.
Recommendation: Introduce quarterly Garrison Town Hall meetings. Require every unit to send a representative. Make the Town Hall meeting open to all members of the military community.
Resolution: Town hall meetings are currently being conducted within portions of the community. The community of Wiesbaden is too large to hold just one large town hall meeting. The meetings are held based on demographics, i.e. Aukamm residents, 1 AD families, people affected by the new Exchange location. CIBs will continue to be run as they are now. There are also two other ways to connect with the garrison leadership: ICE comment cards (http://ice.disa.mil) and a 24 hour installation operations center hotline (DSN 337-1490 CIV 0611-705-5162 email Wiesbaden Hotline@eur.army.mil)

Status: Completed

Family Readiness Group documentation

Scope: AR 608-1 requires the documentation by Family Readiness Groups (FRGs) in areas such as financial record keeping, family rosters, phone trees etc. but currently there is no standardized documentation for use FRGs. This has means that each unit in the Army is using whatever paperwork was devised by a former or the current FRG Leader. FRGs are an official part of the Army, but this lack of official paperwork leads to disparity between units and a perception amongst Soldiers, Family members and Civilians that the FRG is somehow less than official. This negative impression is detrimental to the success of the Family Readiness program and impacts upon Mission readiness.

Recommendation: 1. Create DA level standardized forms/formats for all FRG documentation.

Resolution: AR 608-1 does not require documentation by FRGs as described above. The closest reference to documented requirements is AR 608-1 paragraph J-2.d and it does not support this issue.
“d. Certain FRG mission activities are essential and common to all FRGs. They include FRG member meetings, FRG staff and committee meetings. Publication and distribution of FRG newsletters, maintenance of updated family rosters and family readiness information, establishment of FRG member telephone trees and email distribution lists, and scheduling briefings for FRG members. FRG activity level can vary depending on unit mission and on whether the unit is in pre or post deployment, deployed, or in a training/ sustainment period at the home station.” The lack of standardized Army-wide FRG paperwork does not impact on mission readiness. Any perception that the FRG is less than official could be derived from a number of other reasons. The FRG is rarely inspected and that may be the reason for the writer’s perception. Perhaps if the FRG’s documents were inspected more frequently, they might receive more command emphasis – which would make the FRG seem “more official” to the person who submitted this issue.

Status: Unattainable

Childcare for conferences, etc

Scope: Volunteers needed for AFAP conference, but volunteers responsible to make their own childcare arrangements. There is no childcare for children 6 yrs and older that are not in the public school. It is advertised that "childcare and lunch provided for volunteers" for the AFAP conference. There is no hourly childcare. There is only full time and if not at capacity, rooms are filled in with hourly slots. There is NO childcare during school hours for children 6 yrs. and older. This affects the homeschooled community or those in a different school system with different holidays and/or school days off.

Recommendation: Start an hourly child care program separate of the full time childcare.
Open hours for childcare during the day and not only after school hrs for children 6 yrs old and older.

Resolution: School aged child facilities are funded for before and after school hours (not during the school day.) FCC providers should be used for this. There are currently (in Oct 2009) 20 FCC providers working out of their homes.

Status: Completed

Erosion of AAFES benefits

Scope: Military members and their families can only purchase fuel and other items in the country in which they are stationed. This prevents military members and their families from traveling. If families choose to travel outside of their host country it can cause financial hardships.

Recommendation: Portions of the SOFA that deal with taxes should be negotiated with the European Union to

allow for military members and their families to buy gas at AAFEES gas stations EU wide.

Resolution: Purchasing fuel in Europe is a privilege and is regulated by strict host nation agreements. Each country has their own regulations regarding the purchase of tax-free fuel for authorized ID card holders. Authorized ID card holders on leave, with the proper documentation, can purchase limited quantities of fuel in Germany, Italy, and the Netherlands. Please visit www.aafes.com for the details.

Status: Unattainable

Disparity between on-post family housing and off-post housing

Scope: Families are currently forced to live in on-post family housing. Single military members and large families are able to live off-post in housing that is, generally speaking, considerably better than the housing available to families. The difference between the qualities of on post verses off post housing is unfair.

Recommendation: 1. set the OHA to an amount that allows military members living off post to rent on on-post equivalent house on the economy. (The amount of OHA received should be enough money to rent a stairwell apartment that is equal to what is available on-post) 2. Rebate back to the service member some portion of the OHA given up while living in on-post housing that does not meet the current Army Standard.

Resolution: 1. Setting OHA rates are beyond authority of Garrison and Army. DOD Joint Federal Travel Regulation, Volume 1, Chapter 10 describes purpose and use of OHA to partially offset lease or purchase cost of service member housing expenses. The OHA ceilings are established based on data fed to DOD data centers and reviewed periodically and adjusted for currency exchange fluctuations. 2. There is no entitlement in JTFR for OHA being paid to service members living in government controlled quarters. There is no provision in Army Regulation 420-1 to refund OHA to Soldiers living in substandard housing. All government controlled housing provided in USAG Wiesbaden meets Army adequacy standards.

Status: Unattainable

Parking at Mainz-Kastel during CYS soccer season

Scope: During soccer season, cars park haphazardly. Often they park two deep down the center of the roadway as well as along the road edges. Cars also park too close to corners, blocking access to resident roads. Cars often travel at speeds that are not reasonable considering the number of children present. These problems present a hazard to children as they head to their soccer practice or games. The situation also presents a hazard to the residence of Mainz-Kastel and their children as cars often travel at excessive speeds through the housing area

Recommendation: 1. Enforce speed limits and parking regulations, to include parking legal parking spots only, during soccer season 2. Prevent non-residents from entering and parking in the house area of Mainz-Kastel. 3. Use an area of the grass parking lots - where cars are auctioned or stored - as temporary parking during soccer season.

Resolution: Currently waiting for construction to be completed, then new parking lines will be painted.

Status: Completed

Hours at the Hainerberg Main Exchange and food court

Scope: The hours affect pretty much everyone in the community. People that live busy lives don't always have the time to make it to the PX by 8, so why not extend it to 9? The food court use to be open late but now everything closes at 7 which gives no one anytime to make it there to purchase food. The only one that is open is Taco bell. They changed it because 1AD was down range but they are home now. So give back the later hours. Also the single soldiers who live at the Airfield should have either a 24 hour shoppette or a shuttle that

runs throughout the night to take them if needed.

Recommendation: There are other communities that have later hours. Such as 1000 to 2100 I think that it would be a great solution for people in this community he lead busy lives. Why not extend out the hours to what Taco bell has to all of them i.e.: Burger King, Popeye's, Anthony's and Baskin Robbins. Everything closes so early and I know other people would like the PX and Food Court to remain open later. That would be an awesome solution. Seeing that we are not in the states we can't just run to 24 hour Wal-Mart and shop. Thank you.

Resolution: All food concepts in the Hainerberg Food Court do not close at 1900. Burger King closes at 2100 on Friday and Saturday, while Popeye's closes at 2000 on Friday and Saturday. Taco Bell and Subway close at 2100 every day. The decision to close individual food concepts at certain times is based on customer utilization and local demographics. The shopping hours at the WAAF Shoppette were extended to 2000 in March 2009 with the return of the 1AD soldiers. The 24 hour shoppette for the Wiesbaden community is located at the Hainerberg Shopping Center.

Status: Completed

Financial entitlements for OCONUS Soldiers/Officers

Scope: The Joint Federal Travel Regulation and other Finance Regulations do not address the financial hardships incurred by OCONUS Soldiers/Officers (single and dual military) who are forced to enact a CONUS family care plan due to deployment/extended training events. Early Return of Dependents is not authorized for SMs enacting a family care plan, therefore travel and housing expenses are not authorized for the SM for the duration of a deployment or extended training event. The increase in care expenses (i.e. daycare/childcare/medical/travel expenses /lack of AAFES facilities) for the dependent child/children living outside the service members home greatly impacts the SMs financial stability and ability to meet other financial obligations.

Recommendation: DoD should develop and authorize financial entitlements to help defray travel expenses for the OCONUS Service Member and dependent child/children who are forced to enact a CONUS family care plan due to deployment or an extended training event. DoD should authorize BAH for the location of the dependent or develop a relocation and location allowance (for the duration of the deployment or extended training event) to help defray the added expenses incurred by the child/children living outside of the SM's home

Resolution: This issue was sent to Army G1 for determination of support at the MAP level.

Status: Unattainable

Handicapped parking

Scope: The size of the handicap parking does not accommodate those who need to open their doors fully, for example; those on crutches or the elderly. The handicap parking width is not to the German standards. In addition, at the Hainerberg PX there is only H/C at one end of the parking lot making it difficult for those who need to use the services at the other end of the PX facility.

Recommendation: Enlarge the handicapped parking.

Resolution: The issue is currently under review by DPW and DES.

Status: Completed

Mississippi Strasse one way street and the gates

Scope: Mississippi Strasse is a one-way street with the new hotel going up at the end of the street. The problem

is; on weekends and holidays the gate at the end of the street is closed and residents and visitors of Mississippi Strasse must cross a busy road (New York Strasse) just to go to the commissary or PX. Often the street exit is muddy from hotel construction or icy from the weather and can create a hazard when trying to cross. The original gate allowed residents to safely get to the PX and commissary.

Another issue with the street is when large trucks or heavy equipment is being parked on the street for construction and blocks the street. Some residents have no choice but to go the wrong way and the MPs are waiting at the other end to hand out a ticket to those who violate the one-way street rules, thus creating further delays to the residents

Recommendation: Mississippi Strasse should be made into a two-way street

Resolution: The gate in question is now open 24 hours a day, 7 days a week. It is not feasible to make Mississippi Strasse a two-way street; the road is not wide enough. If construction vehicles block the road, residents should call the Military Police.

Status: Completed (gate) Unattainable (street)

CYS hourly care for Type 1 diabetic children

Scope: CYS does not have trained personnel for hourly care for diabetic children. CYS has also informed me that Washington has considered disallowing all Type 1 Diabetics from the CYS program. This is a direct violation of these children's civil rights. There are many diabetic children in the Wiesbaden footprint and many others within the European footprint.

Recommendation: When CYS is informed of a child with Type 1 diabetes and they are registered with CYS. They should have a basic training to assist the families with Type 1 diabetic children

Resolution: CYSS is obligated to provide "reasonable service" to children with special needs. This service cannot affect the ration groups set forth by the Department of the Army. In special needs cases, a special needs accommodation committee meets to determine the best placement for the child. Sometimes services are beyond the capabilities of CYSS staff.

Status: Completed

Cleanliness of the fitness facility

Scope: The fitness facility is not clean. There is mold and mildew growing in the showers. The bathrooms smell. This problem affects anyone that uses the fitness facility

Recommendation: Showers and locker rooms should be cleaned at least twice a day. Fresh air should be brought into locker rooms, shower rooms and bath rooms to prevent the growth of mold and mildew. All mildew and mold stained tiles and grout should be removed and replaced.

Resolution: To stop the flow of mildew we are adding air cleaning units to the bathrooms plus we upgraded the cleaning crew with additional personnel. Adding cleaning crew checklist, as well as additional contractors, and appoint dedicated staff to oversee contractors. Inspections have been coordinated with DPW and the parent contractors. Locker room floors are being altered to increase the slope of the floor for better water drainage and anti-mold grout is being used/installed.

Status: Completed

Family Housing Standards across Services

Scope: Family housing standards vary across the services. Housing that the Army says meets the standard may be deemed substandard by another service, such as the Air Force. This affects anyone that lives in post housing

Recommendation: Implement the Air Force housing standard as the one housing standard for all services. Rebate back to service members a portion of their housing allowance if they are forced to live in housing that does not meet the housing standard for all services.
Resolution: 1. Newly constructed Army Family Housing will comply with DOD established Unified Facilities Criteria (UFC) 4-711-01, 13 July 2006. The Air Force, Navy, and Army agree to meet this DOD standard. Army projects to provide major renovations to existing housing are also required to meet this standard. 2. The Joint Federal Travel Regulation, Volume 1 and Army Regulation 420-1 provide no allowance to pay any portion of OHA or BAH for Service members being assigned to Government controlled housing that does not meet UFC standards.
Status: Unattainable

Safety on the road and management for vehicles
Scope: The roads are in horrible condition. There are not a lot of places to repair vehicles here unless you want to pay in Euros, order parts which take time, or pay the outrageous fees from AAFES. The massive pot holes are becoming more and more out of control. In the Hainerberg housing area AND the road leading to WAAF AND on WAAF, doing minor patch work isn't cutting it!!!
Recommendation: Use contractors or whatever needs to happen to fix the roads!!!!
Resolution: This road will be upgraded as part of project to install new WAAF ACP. In house repairs have been made and will continue to be made to sections of WAAF roads until ring road completed as part of base plan. Roads in Hainerberg, Crestview and Aukamm are the responsibility of the City of Wiesbaden. Should US Army assume control of these roads, then this maintenance and repair responsibility will shift to US Army.
Status: Completed

Safety for our neighborhood
Scope: I believe lighting in the parks or walkways in between the buildings is a good idea. It is frightening to walk outside in the evening and not being able to see.
Recommendation: Add light poles in the park areas and assess the other areas that are not well lit.
Resolution: Surveys, that have funding, need to be completed to identify specific areas within WAAF and Hainerberg that has low lighting.
Status: Completed

Insufficient hourly care available for non-traditional kids
Scope: Not enough hourly care opportunities for parents who home school or have other non-traditional situations with their school aged children. This impedes participation in newcomer events and various other appointments and meetings.
Recommendation: Could some of the unutilized resources for traditional school aged kids be shifted to help the nontraditional would be clients? Market research needed to determine need. Publish results.
Resolution: Non-traditional school age children have child care available through Family Child Care. FCC provides care for children 6 weeks – 12 years.
Status: Completed

Broken Sponsorship Program for green-suitors

Scope: Program is in place but is highly ineffective. Appears to be loosely managed and causes undue grief on Soldiers and family members when arriving in a 'foreign land'. Hugely impacts Soldier and family readiness
Recommendation: Green belt project - Lean Six Sigma Accountability from someone with a lot of rank Too critical to remain broken
Resolution: Issue is already at DA level.
Status: Completed

Family fitness room with two TVs
Scope: TV plays children's shows which are great and all the children can hear it. #2 TV plays adult shows but we can't hear it. This is a problem because it sometimes gets boring working out listening to kids shows.
Recommendation: My proposal is this – leave the kids' TV as is because all of the children can hear the shows and this makes them happy. Keep the volume turned off on the adult TV but turn on the closed caption so we can at least read the show.
Resolution: Several customers have expressed their concerns about having the volume turned down on family fitness room adult TV's. To use this process as a general rule is not prudent at this time. The issue concerning the TV's in the family room is based upon each patron as they may adjust the volume to accommodate their specific requirements.
Status: Completed

National Security Personnel System (NSPS)
Scope: This affects any federal employee that falls under NSPS. The issue is that NSPS does not allow for adequate pay increases for employees who are reclassified. If an employee is reclassified from non-supervisory to supervisory, yet remains in the same pay band, this is considered a "reassignment" not a "promotion", and the employee is only authorized a maximum of 5% pay increase. The system does not take into consideration years of experience, number of employees being supervised, comparable salaries of others in similar types of jobs, scope of responsibilities associated with the "reassignment", historical salaries/rank, or any other circumstances. In other words, an employee might have been responsible for only one program, and supervised no employees. The employee was then selected to become a supervisor, and now has oversight for 30 employees, and 15 programs, yet is only given a 5% pay raise.
Recommendation: NSPS needs to be re-examined, and clear cut situations where employees are being reclassified from "non-supervisory" to "supervisory" should be considered promotions and not reassignments. If such reclassifications are considered "promotions", at a minimum, they will then be authorized a pay increase between 5 and 20 percent. However, ultimately, there really should be no arbitrary number associated with a promotion, and the salary increase should be based on job responsibilities, years of experience, comparable salaries of others in similar types of jobs, etc.
Scope: This affects any federal employee that falls under NSPS. The issue is that NSPS does not allow for adequate pay increases for employees who are reclassified. If an employee is reclassified from non-supervisory to supervisory, yet remains in the same pay band, this is considered a "reassignment" not a "promotion", and the employee is only authorized a maximum of 5% pay increase. The system does not take into consideration years of experience, number of employees being supervised, comparable salaries of others in similar types of jobs, scope of responsibilities associated with the "reassignment", historical salaries/rank, or any other circumstances. In other words, an employee might have been responsible for only one program, and supervised no employees. The employee was then selected to become a supervisor, and now has oversight for 30 employees, and 15 programs, yet is only given a 5% pay raise.
Resolution: This office does not concur with the recommendation. NSPS pay setting is outlined in DoD 1400.25-M, Sub Chapter 1930.10.4 and for reassignments within a pay band, the authorized management

official may only increase the employee's current base salary by up to five percent (not to exceed the rate range maximum). This increase is discretionary, and appropriate use and approval levels are defined by each Component. There are no limits to the number of times an employee may reassign; however, an employee may only receive up to a total of a five percent cumulative increase to base salary as the result of a voluntary non-competitive action (excluding promotions) in a 12-month period, unless an exception to the 12-month limitation is approved by an authorized management official. This issue is beyond the scope of the Wiesbaden Civilian Personnel Advisory Center.

Status: Unattainable

Parking on WAAF

Scope: Parking tight everywhere, but especially clinic and library. Problem will increase with building of new facility (THOC) and move from Darmstadt to WAAF.

Recommendation: Create parking.

Resolution: A new parking policy was issued in March 2009 that reduced the number of reserved parking spaces to very minimum. Accompanying this policy was the implementation of signage to create customer time limited parking areas near garrison front door services. While longer term parking spaces may not be as convenient as previous they do exist and satisfaction has been the trend for newly created customer parking areas. There has been some effort to re-survey many of other restricted parking areas and those areas are being reduced to create more parking slots. This effort will continue, but some inconvenience is likely to continue until new garages open in 2013/2014.

Status: Completed

Gym childcare and payment options and cost

Scope: Childcare at the gym has limited hours and space. Payment has to be made in advance at separate location. This affects all mothers; especially those with young children (have to get to, in/out vehicle, cross street, just to pay with uncertainty space available at gym childcare when you arrive.) The cost is too high for regular use.

Recommendation: Lower cost, expand hours and allow payment for coupons made available at Gym childcare facility.

Resolution: The childcare at the gym is no longer available. The Center was closed due to a 14% fill rate with a \$7,000 loss during the 3 month trial period.

Status: Unattainable

AAFES has poor selection of items

Scope: When forced to live in accommodation that does NOT include window coverings a person expects to find quality blackout and noise reduction selection of coverings/curtains at AAFES. There is rarely a boys' coat for sale (in Germany!) let alone a selection of coats, hats, and mittens; also no long underwear for children.

Recommendation: Offer for sale what customers in a particular location is in need of (a selection of items would be good.)

Resolution: AAFES recently brought in a new assortment of window coverings that are currently in stock at the Mainz Kastel Linens store. We have also deleted the American style drapery hardware and added a European assortment. The Hainerberg PX carries a wide assortment of children's coats, gloves, hats, and scarves. The quantities were increased for the fall and winter to match the current demographics.

Status: Completed

Cost of children's' activities

Scope: The cost for most activities (SKIES, CYS, etc) is astronomically higher than the cost to provide activity. Example: \$70 for 4-5 yr old to play soccer one season. Volunteer coaches (that don't show ½ the time) poor communication regarding practice cancellations, no make-up days due to rain, and uniforms that have to be returned. \$70 for little, if any instruction to the game and a simple little trophy.

Recommendation: Lower prices for activities

Resolution: SKIES fees are set by contractor/ teacher for the course. Sports fees are set by Department of the Army. CYSS will work with the instructors to be more informative to parents. The uniforms are purchased with government funds and cannot be given away as they are considered accountable operation property for CYSS.

Status: Completed

~ The End ~