



2010 Army Family Action Plan

AFAP 2010 Prioritized Issues

- **Community Multipurpose Youth Complex**
- **Non-Military ID cards for High School Students**
- **Space A Travel for Survivors**
- **Identity Theft Education**
- **Military Community Dog Exercise Area**
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- **Appliances in the Barracks**
- **High School Track Access**
- **School Bus Safety**
- **Access to Current Housing Information**

Community Multipurpose Youth Complex

SCOPE: Though there are facilities already available, the youth need an indoor complex that will provide them with the opportunity to participate in a variety of activities such as roller skating, volleyball, basketball and soccer. While some of these activities are provided outdoors, circumstances including rain, snow, and extreme temperatures force youth indoors. With an indoor multipurpose facility, youth of all ages will benefit from its location in the community and the activities it provides.

RECOMMENDATION: Build a multipurpose facility on Hainerberg accessible by foot from the housing area.

PROGRESS: Multipurpose Youth Center with gym is an approved project within US Army Europe with a project number 68484. This facility is currently scheduled for construction in FY 2017. Recommend the issue be closed.

STATUS: COMPLETED

Non-Military ID Cards for High School Students

SCOPE: The only ID cards teens have are the military affiliated cards. When out on the economy ID cards are required and held for use of rental items such as skates, etc. Military ID cards can jeopardize personal security by revealing individual information such as name, social security number, sponsor information, and military affiliation. Stolen and lost ID cards can cause threats to garrison security as well as identity theft.

RECOMMENDATION: Provide non-military ID cards to be used on the economy.

PROGRESS:

1. Army Regulation 600-8-14 and Department of Defense (DOD) policy does not authorize more than one personnel category ID card. The DEERS/ Rapids ID card system only issues military forms of identification.
2. ID/CAC issued to Soldiers, civilian/contract employee and Family member identification cards issued by (DOD) agencies are sensitive items that directly impact force protection and post security. Everyone has an obligation to safeguard their military identification.
3. DOD policy and US Army Garrison Wiesbaden Command Policy Letter 39 prohibits selling, giving and or offering a DoD ID card as collateral for borrowing or renting items, or for credit (i.e. paying for a taxi ride) and may be viewed as a federal offense.

STATUS: UNATTAINABLE

Space A Travel for Survivors

SCOPE: DoD 4515.13-R does not authorize dependants of deceased service members to occupy DoD aircraft seats that are surplus. Recent changes allow active duty dependants to use Space A Travel without accompanying their soldier. Space A Travel enhances the quality of life of the surviving dependants. The surviving dependants have given the ultimate sacrifice in support of the mission. This benefit needs to encompass surviving dependants to equal current dependant and retiree Space A privileges.

RECOMMENDATION: Amend DoD 4515.13-R to allow Survivors to use Space A Travel.

PROGRESS: DoD 4515.13R is a DoD publication agreed upon by all the branches of service. It was last amended in November 1994. Elevated to HQDA, priority, currently active in the General Officer's Steering Committee (GOSC).

STATUS: ACTIVE

Identity Theft Education

SCOPE: Identity theft impacts the financial and security status of the military community. Federal Trade Commission (www.ftc.gov) states 26% of DoD employees and family members report falling victim to identity theft on a yearly basis. Victims spend on average in excess of 400 hours and \$1,150 to repair damages. Identity theft adversely affects time, money, valuable resources, and mission readiness.

RECOMMENDATION: Establish a comprehensive identity theft and recovery education program.

PROGRESS: ACS will offer educational class about identity theft starting in May 2010.

STATUS: COMPLETED

Military Community Dog Exercise Area

SCOPE: There are currently no exercise areas designated for dogs in military housing. According to the Vet Clinic there are over 4,000 dogs in the Wiesbaden foot print. Daily exercise is recommended for dogs by veterinarians. By having a fenced in area, it would provide a more balanced community environment that is safer and cleaner.

RECOMMENDATION: Build a fenced dog exercise area in military housing areas.

PROGRESS:

- 1.TSMO comments: The provision of fenced dog exercise areas is a goal supported by the TSMO and the DPW. In order to provide the best possible location and administration of the facility TSMO recommend the formation of Dog Park Committees within each Housing area in order to select the location of the facility, develop health and safety rules for the facility and to enforce proper behavior within the facility. This will provide community ownership and oversight to the facility. Information for the development of dog parks and committees can be found at the American Kennel Club website at www.akc.org/canine_legislation/dogpark.cfm.
- 2.Two areas selected – one in Hainerberg, one in Aukamm; awaiting funding

STATUS: COMPLETED

Full Time Casualty Assistance Position

SCOPE: Casualty assistance personnel are not properly evaluated and are often ill-prepared to assist survivors. Two days of training is insufficient, the job is diminished by the fact that it is an additional duty (not an MOS) and without standardization there is no continuity. Survivors must make life changing decisions within the time constraints imposed and are not provided the proper assistance and information needed.

RECOMMENDATIONS:

1. Create a full time position at Battalion level solely dedicated to providing casualty assistance directly to survivors.
2. Implement extensive training, testing, and evaluation to ensure readiness.

PROGRESS:

1. Army regulation authorizes only certain commands to operate a casualty assistance program. Examples of such commands are installations in the US and overseas communities. Moreover, chapter 2 clearly states that only those installations and commands are authorized to implement and operate a casualty program. Department of the Army requires that these authorized commands establish, resource, and operate a casualty program that accomplishes the requirements established in AR 600-8-1.
2. AR 600-8-1 also requires that a casualty assistance office be trained and certified to perform this sensitive duty prior to conducting an actual assignment. Chapter 6 mandates that CAO be a mature soldier with six years of service, in the grade of captain or higher, chief warrant officer two or higher, and SFC or higher. Whenever possible, the CAO should be equal to or higher in grade than the casualty. Current army regulation requires each CAO to complete 12 hours of instruction followed by a knowledge test. Upon completion, the officer will receive a certificate and quality to perform this mission. USAG-W tasks tenant units to perform this duty on a rotational basis monthly to ensure readiness.

3. A request to create a full time position for each battalion must be addressed at Army level. We do not have the authority to establish positions.
4. Closed at IMCOM-E level, emphasis on training correct Soldiers for the job

STATUS: UNATTAINABLE

Inadequate Parking at CDC BLDG 1501

SCOPE: Inadequate parking at WAAF CDC building 1501 causes traffic congestion and safety concerns. There is not enough designated parking, no drop off area, and this is the only street for residents to drive in and out of the housing area. Parents are forced to park on the sidewalks and in the street blocking the entrance to the housing are jeopardizing the safety of CDC patrons and residences.

RECOMMENDATIONS:

1. Provide an alternate entrance for the housing area.
2. Build a parking area across Aumann Strasse from the CDC and install a crosswalk and signs.
3. Make Aumann Strasse a dead end street.

PROGRESS: TSMO comments: Construction of the new housing area and associated changes to the road network preclude adoption of the committee's recommendations. The area encompassing Aumann Strasse will become part of the new traffic circle servicing the housing area and the WAAF ring road. An alternate method of solving the core issue is provided. New traffic routing (one way traffic) has been made. This allows parking spaces to be added in front of building 1501.

STATUS: COMPLETED

Annual Ball Funding

SCOPE: Government funding is not allocated to support traditional annual balls. Current regulations require informal ball fundraising to be done internally by family members and soldiers. Taxpayer dollars are available for state functions and events, DOD funds are provided to Defense Attaché for dinners and events, but government funding is not provided to support all US Forces for their functions.

RECOMMENDATION: Establish a government DOD funding Program to support all US Forces Annual Balls, thereby eliminating fundraising.

PROGRESS: AR 215-1, paragraph 5-14.i prohibits the use of Non-appropriated funds for Non-MWR functions. Authorized usage of Army NAF funds, in chapter 4 section III Department of

Defense Instruction 1015.15, paragraph 6.2.4 also prohibits such use of any service NAF funds for such purposes. Further clarification on use of Army Unit funds is located in CFSC memorandum 16 April 2004, MWR Unit fund support, encl. # 1, Letter of Instruction.

STATUS: UNATTAINABLE

Housing Restrictions on WAAF

SCOPE: Financial and transportation considerations are not being taken into account of the housing of junior enlisted and single parent families. Families and single parent soldiers with the least amount of income are required to live at a distance from the workplace without personal transportation. Lack of junior enlisted family housing on WAAF causes financial hardship, which negatively influences moral, affects unit cohesion. This ultimately affects soldier retention and the quality of the soldiers retained.

RECOMMENDATION: Reallocate family housing on WAAF to include E6 and below with priority given to single parent soldiers.

PROGRESS: Recent Army in Europe command policy letter directs that garrison work to house 100% of families with sponsor of E-6 and below on post. This has begun and will be folded into this FY's housing allocation plan. Actual execution will be more difficult to avoid mixing junior and senior grades in same stairwell. Establishing priority based on single parent status not likely possible since this is not an established criteria for offering housing. Also complicating issue resolution is that junior enlisted Soldiers often only qualify for two-bedroom housing. There are currently very few two-bedroom apartments on WAAF, many of which have been diverted for single Soldier quarters.

STATUS: COMPLETED

Driver License

SCOPE: There is no program in place for soldiers living OCONUS to obtain a stateside license. Recruits are not required to have a driver's license upon enlistment, with exception of certain MOS'. Soldiers who do not have a drivers license negatively impact mission readiness, moral, and safety, putting additional burden on Soldiers who have a driver's license. It places a financial burden on soldiers that must return to the US to acquire a driver's license.

RECOMMENDATION:

1. Establish an overseas driving education program to obtain US drivers license recognized by the states.

2. Give the regional commands the authority to grant a drivers license without a prerequisite stateside license.
3. Establish a requirement that all new recruits must have a valid stateside license upon entering military service.

VALIDATION:

Driver's license in the United States is under the jurisdiction of the Department of Transportation (DOT), and the issuance of licenses is the authority of the individual states. Army in Europe Regulation 190-1, Driver and Vehicle Requirements and the Installation Traffic Code for the U.S. Forces in Germany, and USAG Wiesbaden Standard Operation Procedure prescribe policy and procedures for licensing drivers of POV on U.S. Forces Installations in Germany. Privately Owned Vehicle license and registration operations are conducted according to the Supplementary Agreement to the NATO Status Forces Agreement. USEUCOM Directive 45-7 delegates this authority to the CG, USAREUR/7A.

Under the licensing policy all military, civilian personnel and their Family members must have a valid country license to obtain a U.S. Forces certificate of license to operate vehicles in Europe. This does not include the operation of military vehicles by Soldiers in line of their duty, which can be operated OF 346.

Closed at IMCOM-E level; USAREIR POV license w/o state license not possible, no changes to regulation.

STATUS: UNATTAINABLE

Appliances in the Barracks

SCOPE: The appliances in barracks do not meet the needs of soldiers. Approximately 100-160 soldiers are sharing 10-12 washers and dryers and three kitchens. A load of laundry can take several hours to dry and cooking is made difficult when equipment is often inoperative. Spoiled food and ruined laundry cost soldiers time and money. Soldiers are unable to maintain health, welfare, and uniform standards. Soldiers incur an excessive financial burden when clothing and food must be replaced.

RECOMMENDATIONS:

1. Require that applications have preventative maintenance check and services (PMCS) monthly logged with Barrack Point of Contact (POC).
2. Require a repair verses replace cost comparison be completed to ensure that repair costs do not exceed replacement cost over a 12 month period.
3. Change IMCOM Europe region First Sergeant Barracks Program to state that inoperative stoves, ovens, and/or refrigerators are eligible for an emergency work order.

PROGRESS: Quantity of washers/dryers/kitchen equipment in UPH are specified in Common Table of Allowances based on number of Soldiers that can reside in facility. The quantity of washers and dryers is sufficient as long as they remain operational. We can utilize the Single

Soldiers Barracks Housing Office to conduct more frequent serviceability inspections, but also need assistance from residents to promptly report when machines or other appliances are not serviceable. Our contract for appliances requires timely repair once notified. We need to insure that the contractors' response times are tracked and comply with contract terms and conditions. We will review and made recommendation for stocking small refrigerators where they can be issued temporarily during weekend or holiday periods to those willing to pick up at the Fire Dept.

STATUS: COMPLETED

High School Track Access

SCOPE: The WHS track is closed to authorized ID card holders not involved in a school function. This does not allow ID card holders to utilize track. There is no other outdoor running track available to ID card holders on Wiesbaden Garrison. This will provide a controlled, safe running environment for Wiesbaden Garrison members.

RECOMMENDATION: Open WHS track and install electronic turn-style using ID card access point.

PROGRESS: The track at the high school is not a public track. Currently visitors may fill out a Usage Request Form at the high school if they want to use the track for a function. This must be done around the school day as the track is used at different times by students, sports teams and coaches. The price of an electronic ID card accessed turn style is being looked at.

STATUS: UNATTAINABLE

School Bus Safety

SCOPE: Currently the bus driver is solely responsible for monitoring and reporting the safety incidents while driving the bus. DoDDs does not provide direct adult supervision or cameras to monitor or mitigate safety issues and provide accountability on DoDDs buses. Unmonitored DoDDs buses foster an environment conducive to misbehavior and create safety issues.

RECOMMENDATIONS:

1. Install camera on every bus.
2. Require an adult bus monitor, who is not the bus driver.

PROGRESS:

1. Tests of video surveillance cameras on buses were attempted in two locations within Germany. However, legal issues attendant to Germany privacy laws vis-à-vis video surveillance

on commercial buses could not be resolved by USAREUR's International Law staff. Moreover, other USAREUR staff offices recommended against use of video cameras, citing reasons of too little direct benefit for the amount of resources that would have to be expended. Both tests and the proposals died.

2. The Department of Defense Regulation 4500.36R paragraph C6.3.6.5 prohibits employing or contracting for monitors for buses whose primary duty is to maintain good order on the bus. The concerned paragraph states "...School bus monitors, whose primary function is to maintain good order on the bus, may not be employed by DoDEA...Similarly, school bus monitor services may not be procedure by DoDEA contract."

STATUS: UNATTAINABLE

Access to Current Housing Information

SCOPE: Army families are experiencing communication breakdown and information delays with the on-post housing office. Outdated and inaccurate information has hindered the soldier's integration into the housing community. Lack of current and updated information creates unnecessary confusion and stress to Soldiers and their families.

RECOMMENDATIONS:

1. Provide and maintain updates to Garrison housing policies and examples of housing memorandums on Wiesbaden housing website and "Army One-Stop".
2. Daily updates to housing wait list and map with available and non-available housing (with reason of non-availability) on Wiesbaden housing website and "Army One-Stop".
3. Provide a dedicated housing computer kiosk with access to Wiesbaden housing website at the Army Lodging Facility.

PROGRESS:

1. The Housing website is now being updated; all policies are available, new Residents Hand Book posted. Will continue to make improvements as we review contents to make page more customer friendly and relevant.
2. Waiting list is updated daily and is available through www.onestoparmy.mil that gives each individual status and position. Likely possible to include housing area maps on garrison web-site but may need to control access like TSMO does requiring AKO log-on.
3. In coordination with DFMWR, a computer kiosk should be located at the Lodge before it is opened for service (August/September 2010). Initially provide On Post housing status and look to include Off Post quarters availability.

STATUS: COMPLETED

2010 Army Family Action Plan Non-prioritized Issues

Two Few Library Hours and No Wi-Fi

SCOPE: The library on WAAF needs to be open until 2100. Students that have extracurricular activities or jobs cannot go to the library before it is closed. The library should be open daily. Wi-Fi would also be a nice benefit.

RECOMMENDATIONS:

Keep the library open until 2100. Keep the library open daily. Since it would be open, advertise the fact that meetings could even be held there. Wi-Fi services would also bring people in.

PROGRESS:

Inclusion of libraries will be monitored by the Region Librarians office.

STATUS: COMPLETED

Movie Theater

SCOPE: There are no cupholders at the Wiesbaden (on post) movie theater. This is an issue because you might spill your drink and someone could get hurt.

RECOMMENDATION: Install cup holders

PROGRESS: AAFES plans on replacing the old screen, projector (35 mm), and sound system by the end of this year. The issue will be addressed at the next property planning period on July 19th so it can be planned to be funded for in the next budget.

STATUS: ACTIVE

High School Parking Lot

SCOPE: When you drive into the High school parking lot (H.H. Arnold) all the parking spaces are going the wrong direction.

RECOMMENDATION: Repaint the parking lot

PROGRESS: School construction at the end of the 2009/2010 school year will close the high school parking lot. The school is not considering repainting for the interim period.

STATUS: UNATTAINABLE

Delkenheim Bike Route Blocked

SCOPE: Hard surface path, which has less mud in wet season, is blocked by construction fence. I know of no other reasonable hard surface bike route direct from Delkenheim to the housing entrance.

RECOMMENDATION: Direct German contractor to provide opening for bicycles to pass through. Thank you.

PROGRESS: Complete.

STATUS: COMPLETED

AAFES Selection and Quantity of Clothing

SCOPE: Overall selection and quantity of clothing for the men's, boys and infant boys is beyond BAD. Quantity of comparable women's /girls section is at least 50% larger in selection and style.

RECOMMENDATION: Provide equal space/quantity of men and women clothing for ALL AGES.

PROGRESS: AAFES has stated that the new one-stop shop/mall will fix this issue. More space will equal a larger selection. Currently they are working with an area of 38,000 and will be bumped to 140,000 when the new facility is built. According to AAFES, women followed by boys/girls clothes are in highest demand, with less want for men's clothes right now, mainly due to deployments.

STATUS: COMPLETED

Weight Allowance for PCS Moves

SCOPE: Weight allowance is currently based on rank and whether the service member has dependants or not. There is no consideration given to the number of dependants or time in service. For example, an E-4 with 1 dependant gets the exact same weight allowance as an E-4 with 5 dependants. It is unreasonable to think both families would have the same amount of household goods.

RECOMMENDATION: Allow service members with more than 3 dependants an increase in weight allowance during PCS moves.

PROGRESS: Duplicate to DA Issue 457, deemed unattainable Feb 2011

STATUS: UNATTAINABLE

Soldier Representation during Housing Assignments

SCOPE: Frequently, when arriving in Europe, this is the first time a soldier and their family will live in Government Housing. When dealing with On-Base Housing representatives, since they represent the Government, Soldiers frequently ask questions regarding housing, but are not told the ENTIRE truth about their options. This not only happened to our family, but to many others as well. During our housing selection, we walked in the first day and were given ONE choice of housing. (Major w/ 2 kids - 3 bedrooms) We asked if we had any other options and were told "No". We asked if we could wait one day..."No". Don't we get a second option..."No". I heard we were able to? "No". Can you look again? "Yes". We were given keys to a second possibility; however that was ALREADY OCCUPIED when we arrived. We came back and asked if we had any other options..."No". "You can accept these keys or sign this form (which was on the desk next to the keys) that waives your rights to Government assistance for the next 60 days, after which you may come back in and resubmit for housing and the waiting list."

RECOMMENDATION: The civilian government has for years outlawed Dual Representation in Real Estate transactions for this exact reason. One cannot serve two masters or two clients equally. Because of the demands the government has placed on the housing representatives, they bow to their bidding and do not fully represent the interest of the soldier and their family. This not only causes stress for families, but also added pressures for those who deploy leaving spouses to struggle with this alone.

I believe that there should be a Soldier Housing Liaison that is available for those questions, like those we had asked but were not given full information about.

Since our experience, I have very respectfully gone in to ask why we were not told the whole truth about several items. Such as, that we could have accepted quarters one "lower" than we could receive...A Captain 3 bedroom. We were told, "the Government doesn't want them telling us we can do that because then everyone would want to do that". Additionally, I pointed out that our housing didn't meet the Army guidelines and they said it didn't matter since we had already accepted them even though we were willing to move ourselves. This is not an isolated incident

and falls in the area of the Army Family Covenant. We should have someone we can TRUST to answer our questions fully and honestly.

PROGRESS: Prioritized/incorporated into issue 14

STATUS: COMPLETED

Poor Lighting around Post Housing

SCOPE: About the issue: In Hainerburg and Aukum (Crestview not observed in evening) the street lamps are not consistently placed and door entrance lamps are out or on faulty sensors. These two issues leave many areas of the communities dark and unsafe. I cannot see one foot in front of the other until I reach 6 feet of the main door. That is when the light comes on. Some come on at dark, some are completely out all the time, some are motion sensors, and some are on 24-7. I cannot see ice, debris, or worst case scenario, a person hiding behind the overgrown bushes near the door. A large portion of the numbers are difficult, or impossible, to read at night unless you leave the car. Aside from the inconvenience, it can make it very difficult for first responders to find the building, should there be an emergency. It makes moving around, undetected, easy for anyone wanting to cause harm to our community or residents. If something occurred and I was witness, I would not be able to tell you race, color of clothing etc. The rear of all buildings are pitch black and there are widows at ground level and entrances to the basement that could be breached – totally undetected. This issue affects all residents.

RECOMMENDATION: Having worked as a Crime Prevention Specialist I know there is solid evidence that proves lighting is the number one (over alarms etc.) crime deterrent available. There should be large, very well lit numbers in the front and rear of each building. There should be lighting in the rear and on sides of buildings. (This will also prevent loitering at night and abuse of playground after hours). This will not cause the area to look like a stadium, but it will remove significant dark spots. The entrance lamps to doors should all have the same sensor that causes the light to go on at night vs. a motion sensor. The communities should have lighting inspection monthly to make sure street lamps and building lights are working properly. This more formal method (vs. residents calling which they should but don't always do) could potentially be done on MP regular patrols.

PROGRESS: Duplicate active installation issue WSB-09-100; DPW worked on it, no problem found. Additional lights installed and soon thereafter vandalized; currently working on Hainerberg housing.

STATUS: COMPLETED

Lack of a Swimming Pool in our Area

SCOPE: This really affects our whole community; Soldiers (both injured and healthy), dependants, civilian employees and families, and drastically financially affects those on the Wiesbaden Wahoo's Swim Team. Many members must quit due to the financial requirements.

RECOMMENDATION: Please lobby for a pool to be built in our area

PROGRESS: Duplicate active installation issue WSB-09-002; combines WSB-10-09/035/053.

STATUS: UNATTAINABLE

Children under 14 Years of Age want to Lose Weight

SCOPE: My son is 8 years old and it's important for his health to lose weight.

RECOMMENDATION: The WAAF gym should be utilized for issues such as this.

VALIDATION:

Children are able to access the Wiesbaden Fitness Center with the following criteria:

1. Direct supervision must be maintained at all times.
2. Children/Youth are authorized use of the following areas in the Fitness Center for their respective age groups:
 - a. Children ages 11 and under may use large recreational areas i.e. basketball courts, instructional rooms, with supervision by an adult.
 - b. Youth ages 12-15 may use large recreation areas i.e. basketball courts, racquetball courts, cardiovascular equipment, and weight rooms with supervision by an authorized adult.
 - c. Youth ages 16-18 may have open access to the fitness center and equipment with the exception of the sauna areas.
 - d. Adults will ensure children/youth do not enter the sauna area under any circumstances.
 - e. Locker rooms/shower areas may be used with the line of sight and/or sound oversight from authorized adults.
3. Adults must sign in all children/youth in when using the fitness center. Name and age of children/youth are required.
4. Adults and youth must attend a fitness center orientation which includes proper use of equipment, familiarity with the facility layout and off limit areas, appropriate standards of conduct, and reporting procedures.

STATUS: COMPLETED

DoDDS standards too low. Inflated grading rampant.

SCOPE: DoDDS administrators are spending too little time ensuring that teachers are addressing the curriculum listed on their website. Teachers are left to do what they like in the classrooms. This is resulting in low standardized test scores, and other objective measurements of quality. AP class teachers are giving the whole class "A"s only to have the kids do poorly on the AP exams. TerraNova scores are stagnant or dropping, as are SAT scores.

RECOMMENDATION: Increase observation of teachers in classes, and require them to follow and complete the grade level curriculum. Require all AP course students to take the AP exams, and hold teachers responsible for the accuracy of their grading compared to exam results. Publish by-teacher breakdowns of TerraNova test results so that parents can see which teachers are performing up to standard.

PROGRESS:

1. School Advisory Council is the established forum for school issues regarding academic. This concern should be presented and discussed, addressed and resolved in the appropriate forum.
2. Wiesbaden's DoDDS school is fully accredited through an independent accreditation process.

STATUS: UNATTAINABLE

School Day is too short.

SCOPE: The school day in our schools is too short to meet the education goals. By increasing the day by one hour, we could save families a lot of money in child care fees, and improve the quality of education.

RECOMMENDATION: Increase the length of the school day to end at 1630.

PROGRESS: The length of the school day is established in accordance with national standards and is in compliance with national accreditation standards. A longer school day for the purpose of education is contrary to current research. A longer school day for the purpose of child care is not consistent with the DODDS mission and is not under consideration.

STATUS: UNATTAINABLE

Too many School-Out Days

SCOPE: Every year DoDDS takes unnecessary school-out days. They take a day off just to prepare report cards, when all of their grading is being done electronically anyway. In the month

of November, my child only had 15 days of school. That is ridiculous. Wiesbaden schools standardized test scores have been dropping, and teachers are taking more and more days off every year. We need to get more serious about holding DoDDS feet to the fire for quality. Teachers get prep periods, and have a 6 hour work-day. They should be able to get their grading done in the two hour difference between their work-day and the rest of the civilian workforce, and the free periods that they have during the 6 hour day, let alone all of the other holidays that they get.

RECOMMENDATION: Eliminate the "Teacher work day" at the end of each quarter. Require teachers to get their work done during the normal 8 hour work day for DoD civilians.

PROGRESS:

School Out Days are required in accordance with DODDS agreement with the teachers union. School Out Days are utilized by school and staff to complete DoDDS requirements and mandatory training. The number of days in the school year is also in compliance with national accreditation standards. The number and timing of school out days is negotiated between the school and the teachers union with input from the command regarding scheduled training holidays.

STATUS: UNATTAINABLE

Speaker System in CAC Building

SCOPE: The speaker system in the main room of the CAC does not work well. When someone at the front of the room is talking into the microphone, it is hard to hear them even half way back (where the room dividers are). This is an ongoing problem for several months. When a group cannot hear a speaker, there is more side bar talking and makes it even more difficult to hear the speaker. Also the speaker system is only turned on for the larger half of the room. (I have been told the smaller half is wired, but not turned on for some reason.)

RECOMMENDATION: Put an easily heard speaker system throughout the main ballroom at CAC.

PROGRESS:

1. A CPMC request has been submitted for the purchase of a public address system. Until that request is approved, a microphone and sound system is being acquired from Training Support Division for Special Events with audio requirements. Should the CPMC request not be approved, the Community Activity Center will purchase a new system utilizing GL funding.

STATUS: COMPLETED

Spacing in the barriers in front of the Hainerberg Shopping Center

SCOPE: At the Hainerberg Shopping Center the spacing between the barriers are too small to fit strollers through. So when parking I need to walk to find a spot where my stroller can fit. Very inconvenient for myself and my other daughter who is always with me. This affects everyone with a small child in a stroller still and possible people in wheelchairs if unable to park in the handicap spots.

RECOMMENDATION: Move the barriers so that strollers/wheelchairs can fit through the spacing.

PROGRESS: An assessment of the area showed there was adequate spacing between barriers at numerous locations adjacent to the Hainerberg Shopping Center. There were areas that are identified as Handicap entrances that were obstructed due to construction; however the construction has been completed.

STATUS: COMPLETED

Housing. It's just too small.

SCOPE: When there isn't enough room for all of the family members to live in an apartment we become cranky and irritable. Activate and utilize housing mayors. At the moment, the only ones who take action are the citizens who care to.

RECOMMENDATION: There isn't room for family members to have any hobby equipment and there isn't room for all of the equipment a soldier needs or storage for holiday decorations. Add a room to allowable space for soldier's dwellings. Add a balcony to ALL apartments, so our space will feel bigger and give stairwell housing residents a feeling of being outside.

PROGRESS: The size of quarters is determined by tables provided by ARMY and can only be changed during total renovation. A housing plan to renovate all existing dwelling units is in place and ongoing. Close to 65% already meet new standards and size in the remaining is planned to execute as funds become available. New houses are being built in trying to eliminate stairwell living as much as possible.

STATUS: UNATTAINABLE

The cost of Goods and Services is more on post than off post

SCOPE: Even with a terrible exchange rate. I'm forced to shop off post. I don't understand all of the language, so I'm often guessing at what an item is. If I'm not willing to guess, I'm forced to pay a higher price on post. I do not purchase clothing items with brand names advertized on them. If these companies want me to advertise for them, they should make me a deal. I buy quality food and clothing and stretch my dollars where I can. The commissary and PX aren't offering anything worth buying.

RECOMMENDATION: Regulate the prices to reflect our incomes and offer items that aren't brand name.

PROGRESS: AAFES price challenge at PX; customers given \$10 cash if they win.

STATUS: COMPLETED

Medical services for family members is lacking terribly in quality. Making appointments and getting good care is.

SCOPE: When I have an ailment, I diagnose myself and then go to the clinic. If I'm unable to figure out my problem I'm left to the advice of the professionals at the clinic. I often discover that they have no idea what's wrong either. Getting an appointment is similar to completing a dare. When I am seen, the Dr. doesn't take enough time to know me, doesn't respect me and nearly ALWAYS prescribes medication of some sort. Often meds that I don't need.

RECOMMENDATION: I would like professionals who care to find out what a problem is rather than assume and prescribe-next.

PROGRESS: Community has a medical clinic, not a hospital; leads to referrals on German economy for many family members.

STATUS: COMPLETED

AFN programming is boring and repetitive.

SCOPE: There isn't enough diversity-too many dramas and daytime shows are NOT family friendly.

RECOMMENDATION: Offensive material is shown during the day when young children are awake to witness it. Give some variety. Give us some sci-fi, educational, comedy, horror, news

and drama. R rated shows should be restricted to evening hours. All of the channels seem to have the same shows repeating.

PROGRESS: Focus group planned for Fall 2010.

STATUS: COMPLETED

Playgrounds

SCOPE: Last year in 2009 DPW took down over half of the playgrounds in Hainerberg without replacing them.

RECOMMENDATION: replace the playgrounds so families don't have to travel farther than they were use to before the destruction of the play areas. Make some play areas geared more for small children or other ages. Safe equipment with eco-friendly materials. Covered areas to be blacked from elements fenced in so kids can run and play without making their parents, choose which child to run after.

PROGRESS: Playgrounds were removed due to safety deficiencies, replacement playgrounds were funded as quickly as possible. Total of 12 playgrounds have been funded for replacement – 8 on Hainerberg and 4 on Crestview. These playgrounds have been designed to provide age appropriate facilities for range of youngsters and will meet U.S. and German safety standards. These projects are out for award to contractors who should be given completion dates in September 2010.

STATUS: COMPLETED

Winter road conditions in housing areas.

SCOPE: The road conditions in the housings areas this winter are a problem. We have had a lot of snow fall and freezing temperatures and the roads are not being scraped or salted. The result is slush which gets packed by the traffic and then turns to sheets of ice by the end of the day and into the night. I have seen many cars having problems coming up the hill on Hessen Strasse and I have myself had problems stopping at the bottom of the hill when trying to leave the housing area (one street over - up Hessen, take a right at bus station, first exit from the traffic circle). It seems like the main roads in Wiesbaden are generally in good condition but the roads our family members have to travel on to get out of housing are dangerous.

RECOMMENDATION: Recommend that USAG Wiesbaden is prepared to make the streets in our housing areas safe for travel when these weather conditions occur by either having the

equipment and personally on hand and trained to take care the roads or contracting out to the Germans to take care of it in a timely manner.

PROGRESS:

1. Waiting for decision to take over responsibility for roads in housing areas.
2. Schedule with GRO meeting with city agency responsible for street clearing in winter.

STATUS: COMPLETED

DPW Construction

SCOPE: During the recent construction being performed in Hainerberg housing, DPW originally said they were only replacing the roof. At some point during the 2-3 months the scaffolding was in place the plan apparently changed and residents were not informed. They removed all personal belongings off of everyone's balconies and removed screens from the balcony windows/door. None of these items were replaced (screens or personal belongings). They knocked over one of my flower pots and I had to clean up all of the dirt that was dumped out. The scaffolding was removed about a month ago and they have left our building. They have, however, left their trailer blocking two parking spots where parking is already limited. Throughout the construction, they blocked off half of our parking spots with chain link fencing and never put anything inside of it and would frequently park their trucks behind our vehicles blocking us in all day. With them only speaking German it was very difficult to communicate that we needed to be able to move our vehicle when we needed to go anywhere.

RECOMMENDATION: I think there should be more supervision of the work crews during such projects. I would also recommend the crews be more efficient in their space consumption. I also feel that as residents we should be more informed as to what work is actually being done. Personally, I would have gladly removed all of my personal belongings from my balcony for them to do the work they needed to do if I had known ahead of time. I am still waiting for them to replace my flower pots, screens, and other personal belongings onto my balcony.

PROGRESS:

1 . Implemented in April 2010 new project information procedures to housing residents. Several notifications will be provided prior to project start, periodic updates will occur, single POC will be provided for resident complaint.

STATUS: COMPLETED

Extension of Household Goods Shipment Entitlements for Retirees

SCOPE: Currently, retirees have one year after retirement to have their household goods shipped to the United States. This can be extended at one year increments to a maximum of five years. Family, work, and health issues may not get resolved in this five year timeframe resulting in the retiree being forced to remain in Germany because he/she is unable to afford the cost of moving. (This issue was presented at a Community FIRST Retirees Focus Group.)

RECOMMENDATION: Make shipment of HHG entitlement available for five years with justifiable extensions to ten years.

PROGRESS: Unable to meet recommendation; change has to happen at a higher level; not elevated.

STATUS: UNATTAINABLE

Traffic congestion on the street in front of the child development center on Aumann Strasse on WAAF.

SCOPE: In the mornings and afternoons it is almost impossible to drive by the center because of parents parking everywhere around the entrance and leaving doors open in traffic. This is the only road for the residents of the street to travel in and out of the housing area. Today I had to wait several minutes because 2 parents had parked over the curb and gotten their cars stuck in the grass. This problem is creating a hazardous situation for the children getting in and out of cars directly into the busy street.

RECOMMENDATION: Make the street a no parking zone and have parents park in the parking lot down the street or remove the grassy areas and make a parking lot or drive through drop off area that is separate from the street.

PROGRESS: Designated drop off parking available in front of BLDG (1 June 2010) traffic routed in one way circle as well.

STATUS: COMPLETED

NO plastic recycling containers for families on WAAF

SCOPE: Currently, because of zoning there are no plastic recycling containers on WAAF for families. Plastic is one of the largest post consumer byproducts we have and very simple to recycle. Recycling is customary in all neighborhoods in our host nation. Most families are

already separating it out or would separate it out if we had recycling bins available. We recycle glass and paper, let's add plastic back into the mix.

RECOMMENDATION: Please install yellow recycling bin on WAAF.

RESOLUTION: Recycling on WAAF can be done by using yellow bags from Self Help.

STATUS: COMPLETED

Infant Room in Hainerberg CDC

SCOPE: The issue is that the Infant Room isn't being used at the Hainerberg CDC. This is a problem because it is less convenient for those of us who live in the Hainerberg Housing to have to drive to WAAF to put our infant in CDC and go all the way back to Hainerberg or other part of post for work or other things.

RECOMMENDATION: There is one way to fix this is to open the Infant Room in the Center and those on the waiting list to use that center should be the first ones to get first choice on using that Center or not.

PROGRESS: Infant room opening in August.

STATUS: COMPLETED

Customer Service

SCOPE: If you've had to wait at the deli counter in any Commissary, you know the customer service is terrible. More often than not, when I ask for 1/3 pound of something, I get 3/4 back. The service is slow, and if there's a line for deli produce, the three people lounging in the back room don't notice, or if they do, don't care. Bad customer service is renown throughout the military, but especially here where there are German workers (not that they're bad people, but as a nation they have no concept of customer service). I understand that because the commissary is the only American place around there is no competition, but that doesn't mean service members and their family members need to be served this poorly. This affects anyone who goes to the deli.

RECOMMENDATION: Training! I don't know how Publix or other delis in the states train but bring someone from there over here to whip things in shape. Plus, people feel more valued when they know they're producing a good product, it'll be an upward spiral.

PROGRESS: This is DECA's Strategic **GOAL #2:** Transform the workforce to become more agile, knowledgeable and motivated to provide exceptional customer service. By empowering our people and providing them multi-faceted training and experiences that enhance their skills, they will take better care of our patrons. Our workforce is known for its deep commitment to our patrons and the commissary benefit.

STATUS: COMPLETED

Increased family separation due to denied concurrent travel

SCOPE: Issue: Soldiers with large families are denied concurrent travel.

Background: I was stationed at a CONUS location and received orders for an Iraq assignment. After redeploying, I made a PCS move to Germany. Shortly before redeploying my PCS orders came back with concurrent travel denied. As it was explained to me, the reason for the denial is that the cost of temporary lodging is paid out of the local budget (housing) and they do not want to pay for the additional room required for a large family. So after a 15 month separation, I spent a few weeks at home (to effect the PCS move and take leave), and then was separated again for some time so that a few dollars could be saved in a local budget. After I secured housing my family was able to travel but the results were additional separation time (immediately after a long Iraq deployment), increased family stress due to the uncertainty of when they would come over, school transition difficulties, increased personal costs of temporary lodging and vehicle rental for the family at the previous location, and more. This decision may have saved a few dollars locally but overall cost the Army more money and made things harder for me and my family. Who it affects: I don't know if this issue affects other OCONUS areas but the potential scope is anyone with a large family who makes an accompanied PCS move OCONUS.

RECOMMENDATION: Establish a policy so that concurrent travel decisions are not based on saving a few dollars. This should be denied only if there is a family need that cannot be met.

PROGRESS: Facts cannot be verified; no contact information for issue.

STATUS: UNATTAINABLE

Scale at Fitness Center

SCOPE: There is only one scale open to the public (men.) I have never been to a gym that did not have a correct scale in the locker room.

RECOMMENDATION: Please address this.

PROGRESS: IMCOM-Europe Sports & Fitness purchased scales in 2nd Quarter of FY10. Scales are already in use at the Fitness Center.

STATUS: COMPLETED

Cancelling classes at WAAF for events

SCOPE: I understand cancelling classes during an event however; I do not understand why ALL classes need to be cancelled before an event. These are contractors who solely rely on the income of their classes and lose their pay with no hope of reimbursement.

RECOMMENDATION: Find another venue, i.e. Movie Theater or tony bass or CAC, where programs are not being run that clients pay for.

PROGRESS: The result of this issue has been a reduction in Military and non-athletic events conducted at the fitness center, leading to very few fitness class cancelations.

STATUS: COMPLETED

Self Help Store Hours

SCOPE: The self help store closes too early. By the time soldiers are off work the store is closed.

RECOMMENDATIONS: Extend Hours.

PROGRESS: These positions are covered under local national workforce contract and will need to be renegotiated. Chief O&M will be proposing new schedule with SHIP store personnel to keep store opened to 1800 weekdays and 1400 Saturdays.

STATUS: ACTIVE

Too Few Library Hours and No Wi-Fi.

SCOPE: The library on WAAF needs to be open until 2100. Students that have extracurricular activities or jobs cannot go to the library before it is closed. The library also should be open daily. Wi-Fi would also be a nice benefit.

RECOMMENDATIONS: Keep the library open until 2100. Keep the library open daily. Since it would be open, advertise the fact that meetings could even be held there. Wi-Fi services would also bring people in.

PROGRESS: Inclusion of libraries will be monitored by the Region Librarians Office.

STATUS: COMPLETED

No Bus School Bus Shelter for WAAF School Bus Stop

SCOPE: Children that ride the bus from WAAF do not have protection from the elements. All school children riding from this area are affected.

RECOMMENDATION: Crestview and Aukamm riders have shelters for their bus stops. It would only take a few supplies to make a nice shelter. The children need the protection.

PROGRESS: Funded for FY 11

STATUS: COMPLETED

There are no TVs to borrow from the ACS Relocation Office

SCOPE: There aren't televisions to borrow upon arrival to Germany from the ACS Lending Closet. When newcomers arrive in Germany it would be nice to have TVs to borrow. This would affect anyone new to country.

RECOMMENDATION: TVs to borrow upon arrival in country would help welcome newcomers.

VALIDATION:

1. The availability of TV's for newcomers to borrow from the lending closet is not considered as an immediate requirement for assisting during relocating as stated in AR 608-1 Army Community Service regulation. This regulation provides the minimal requirements and necessities that outline what should be available for in-coming and out-going community personnel for immediate use to aid in the settling process.
2. The cost to purchase and maintain TV's and other such devices is not authorized in the Relocation budget. All other items such as kitchen items, small low voltage electrical appliances, irons and ironing boards are available to help reduce relocation costs associated with permanent change of station moves. Service members can include televisions and other entertainment items as they prepare the initial unaccompanied baggage as part of the transportation allotted move.

STATUS: UNATTAINABLE

Children of Deceased Active Duty Soldiers ID card problem

SCOPE: Survivor children of deceased active duty Soldiers who have an active duty step-parent must choose between being issued an active duty dependant ID card or the survivor ID card. Issuing both forms of ID cards will accurately reflect their status as survivors, as well as dependants and their associated benefits and entitlements.

The ID card of a Survivor of a deceased Service Member authorizes benefits and entitlements such as: VA benefits (educational, DIC), commissary/px privileges, and use of military treatment facility.

The ID card of an Active Duty Dependant authorizes benefits/entitlements such as: Inclusion of dependant on active duty sponsor orders, commissary/px privileges (with incurring customs fees/charges), and use of Tricare Prime and Dental Care.

RECOMMENDATION:

1. Establish policy to reflect that Survivor Children of deceased active duty Soldiers who have a step-parent that is active duty need to maintain both ID cards.
2. Provide clear guidance to ID card sections.

PROGRESS: Duplicate issue at IMCOM-E, elevated to HQDA.

STATUS: COMPLETE

No Waste Cans Inside the Community Mail Room

SCOPE: There are no waste cans inside the community mail room on the Airfield. This causes people to "accidentally" drop their trash on the floors. Everyone that picks up mail at the Airfield location should be able to throw trash away properly.

RECOMMENDATIONS: Place two canisters inside the mailroom. One could be for paper or small boxes and the other for just plain old waste. This will make for a neater area and help with recycling as well.

PROGRESS: Waste cans placed and then removed after a mess was made of the mailroom. Signs then put up directing to the locations of the waste cans outside the mailroom. Potential force protection issue.

STATUS: UNATTAINABLE

Poor Baseball Field Condition on WAAF

SCOPE: The new baseball field at WAAF doesn't have a fence or even good field conditions due to the fact of construction vehicles driving over the field. Anyone who is playing baseball will be affected by these conditions.

RECOMMENDATION: The baseball field should be maintained and a fence included bringing it to Little League standards. Baseball has proven to be a great team sport and little leaguers and Army unit's alike want to use a field that is in good working condition. A fence is needed to determine ground rule doubles for example. This won't be an expensive fix, but one that would possibly make the start of the season coming up a positive or negative one. (Wouldn't it be great to have the All-Star team from Wiesbaden represented at the LLWS this year instead of Ramstein?? We already know their facilities are nice . . . let's make ours nicer, too. Maybe copy Stuttgart or another area, but just make some positive changes.)

PROGRESS: Field for general use, not built using Little League Guidelines.

STATUS: COMPLETED

Identity Theft and how it is hurting us. So many people are talking and have had problems stateside while we here.

SCOPE: Our SS# is everywhere and we see the commercials on AFN and other news about how much it is hurting Americans, our credit and good names. If we have a problem we can lose our security clearance, owe money and have bad credit. Affects all of us, including our kids.

RECOMMENDATION: Talk about it more, share information on what is happening, bring in people to educate us on what is happening and what we can do. Community Bank even encourages us to get insurance for this in their brochure.

PROGRESS: Classes to be monthly or quarterly, CITRMS certified to teach class.

STATUS: COMPLETED

Can we lose Security clearance due to ID theft?

SCOPE: Being in Europe or stateside, if crooks do crimes in our name or credit stuff on our reports, can we lose security clearance or even lose my job? Affects all Army personnel, maybe my spouse too as we travel.

RECOMMENDATION: Education and training

PROGRESS: Classes to be monthly or quarterly, CITRMS certified to teach class.

STATUS: COMPLETED

Welcome videos

SCOPE: A way to increase awareness and accessibility of the Wiesbaden Community is to produce a series of short how-to videos which help people navigate the community. These can be collected in a welcome DVD and also posted to a web page. Examples include registering a vehicle, getting a passport, etc. Some people are more visual and can benefit from seeing the process unfold in a video.

RECOMMENDATION: Create welcome videos to help people ease into the community.

VALIDATION:

1. This community does not currently have a video or CD's that aids in the transition of newly arriving community personnel and their families. There have been new changes to include videos to help newcomers learning needs such as obtaining a driver's license and commercial implementations that discuss the vehicle registration process. There are several web sites that offer an enormous amount of information that can assist any new community member as to what resources are available and how use it to obtain needed services. Welcome videos are not available in this community because of the constant changes being made to facilitate the current movements of different unit elements and personnel realignments. With these on-going changes, organizations and services vary due to the complexity and availability to the degree of growth that this community is experiencing. This community is in a force structure realignment to facilitate other needed assets that will be gained from other closing installations. Until this community has become fully developed, the costs that are associated with providing "Welcome Videos" is not within the current budget and time constraints.

2. The use of the local Wiesbaden Garrison and the MilitaryHomeFront web pages can assist new comers with current locations and information on how to utilize certain available services that they feel will enhance their permanent change of station move. For further assistance to help with transitions, the unit sponsor is the best source to explain and help ease their new comer in to the community.

STATUS: UNATTAINABLE

Mud, grass replacement due to construction on Hainerberg

SCOPE: All the construction around building 7 on Floridastrasse (and surrounding buildings) have left us in nothing but mud. We are unable to let our kids out to play because there is not a clean area with grass left for them to play in. We just found out that they are going to do more construction directly around our building that will dig up what is left of the small amount of grass we had.

RECOMMENDATION: Please replace the grass that has been removed expediently so that we may have a decent spring/summer outside. Notify us of when the construction will occur, should be finished and the grass should be in place so that we aren't sitting here wondering how long this will go on. Posting notifications around the building will suffice.

PROGRESS: As projects complete, grass will be reseeded

STATUS: COMPLETED

ID Checks at Commissary

SCOPE: It does not make sense why we are to show ID cards in order to get into the Commissary. If the issues is force protection then I ask the question do you ask for ID when entering church on Sunday mornings? ID checks at the Commissary should only be conducted at check out to validate purchase, not required to enter

RECOMMENDATION: Do not ask for ID when entering Commissary

PROGRESS: Base Policy to verify who is purchasing within Commissary. Now ID card holder can have 1 guest with them.

STATUS: UNATTAINABLE

Need for hourly child care on Hainerberg Housing

SCOPE: Hourly care is offered at the WAAF. The CDC on Hainerberg does not currently offer hourly care. I asked 2 weeks ago about hourly care in Family Child Care homes and was told all the current slots are taken by children in full time care. I have met mothers who do not drive, or either have only one car in the family (which frequently their spouse has at work), who would

like to have occasional hourly care for either appointments, shopping, or just some respite from child care for stress relief.

RECOMMENDATION: Please consider offering hourly care at the CDC on Hainerberg.

PROGRESS: FCC providers on Hainerberg able to take hourly care.

STATUS: COMPLETE

Fast Cars on Skinny Street

SCOPE: Hargis Street on Wiesbaden Army Airfield has too many fast drivers on it. It is a very skinny street and people with children live there. It is dangerous to anyone driving on the street or standing in the yards or even chapel grounds.

RECOMMENDATION: Hargis Street needs to become a one way street. A speed bump would also slow drivers down. (If this can't be done, maybe one of the blinky signs that gives your speed would allow drivers to know that they're speeding.)

PROGRESS: traffic analysis to be done to see if change in traffic pattern is needed.

STATUS: COMPLETED

Wheelchair and stroller friendly sidewalks on WAAF

SCOPE: The majority of new people that are assigned to Wiesbaden are without a car for the duration of their in-processing. We take the shuttle to WAAF and walk around to various buildings (CYS, CDC, Health Clinic, Shopette, Post Office, Clothing & Sales, etc.). Approximately 10% of the sidewalks on WAAF are wheelchair/stroller friendly; forcing many of us to walk on the edge of the street rather than "jumping" the curb every 15-20 feet. For those of us who live on WAAF, it is a daily problem.

RECOMMENDATION: Make the sidewalks wheelchair/stroller friendly.

PROGRESS: Duplicates an active installation issue (WSB-09-84&86 became Prioritized Issue 6 for 2009)

STATUS: ACTIVE

Library parking lot

SCOPE: The library parking lot on WAAF has a deep dip and tall curb all along the parking spots. I drive a sedan and scrape every time I pull into a parking spot.

RECOMMENDATION: Level the road to the parking area. The drainage canal does not need to be so deep.

PROGRESS: On 25 JUN, asphalt wedge to be installed into drainage canal.

STATUS: COMPLETED

CDC parking

SCOPE: The small CDC near the back gate on WAAF needs to have a designated parking area. Twice a day (usually around 0800 and 1600) the road to housing is completely unmanageable. Parents park along the road blocking one whole lane of traffic and you can not see if anything is coming from the other direction of traffic. The vehicles also frequently pull out in front of through traffic or open their car doors without looking. I drive slowly through the area, but it is still dangerous for the children, parents and our local housing vehicles. It is also extremely dangerous on trash and recycle pickup mornings.

RECOMMENDATION: Designate CDC parking and do not allow parking on the road. Parking is available near the craft shop and on the other side of the island. Maybe transform the island into a small parking lot.

PROGRESS: Prioritized to OP7

STATUS: COMPLETED

Weekend bus services canceled

SCOPE: spouses of deployed or training service members without licenses or cars (or just got here) cannot get to commissary for necessities to take care of family, especially in the case of medications for illness, running out of basic needs: milk, diapers etc.

RECOMMENDATION establish an abbreviated bus schedule for weekend, i.e. only to commissary. Weekend need may not have been as strong before the deployment but there is an emerging need.

PROGRESS: Garrison conducted a 90-day test w/ extended evening hours & wkend routes on the community shuttle buses. Due to the extremely low utilization this service has to be discontinued effective June 14, 2010.

STATUS: UNATTAINABLE

Housing floors

SCOPE: The old, extremely low-ply carpet in housing needs to go. Several neighbors and myself have swapped vacuum cleaners to see which one works best; to no avail. We have to literally sweep the carpet before we vacuum to get any accumulation of dirt or debris off the carpet; who knows what is being left behind for our children to play on. Especially during the winter months; it is hard to get any of the black salt out of our carpet.

RECOMMENDATION: Please remove all old low-ply carpet from housing units.

PROGRESS: replaced by attrition (when apt is empty) to be done FY 10 - FY13

STATUS: COMPLETE

Large bump in road

SCOPE: There is a large bump in the road that spans across both lanes on the road going into Hainerburg near the px/commissary. The bump is located right after the bus stop and just before the lower commissary parking lot on the left and the guard shack on the right.

RECOMMENDATION: Please level the bump

PROGRESS: Area currently blocked until repair is made.

STATUS: COMPLETED

Traffic in front of the schools at pick up time

SCOPE: Because of the increase in construction around the schools, because there are numerous buses that pull in and out of the area (sometimes without warning), and because children walking across the crosswalk keep traffic from passing for long amounts of time, pick up at the schools

has become tedious at best, dangerous at worst. There seems to be no effort to come up with a traffic plan, so people just go wherever and whenever they want. Cars dash across the crosswalk whenever a break in pedestrian traffic occurs, but I have seen children try to do the same. Because the crosswalk bottlenecks the traffic flow, I was caught in front of it when the buses decided to pull out. I could not go forward or backward, and had to pull up to the right side peninsula, almost on the sidewalk, to get out of their way. The MP who is usually around the area contributes to the problem by parking his car in front of the crosswalk, blocking one lane of traffic while the buses block the other, leaving only room for one car to pass, but no other room to maneuver. Meanwhile, he does little or nothing to direct traffic. Someone is going to get hit, hopefully not a student.

RECOMMENDATION: I propose the street between the commissary and the middle school (where the buses park) be closed between 2:30-2:50 (or whenever the buses leave). Only buses would be allowed in. A block could be put up and the MP could allow access in. Meanwhile, that would free him up from guarding the crosswalk, as no one would be going thru the crosswalk in a vehicle. The remaining traffic (parents, etc) should enter Hainerburg at the HS entrance, continue straight thru past the middle and elementary school, and exit out the Washingtonstrasse(?) gate or circle around to the right. If this traffic pattern were published to all parents, I believe that traffic would flow much better and most of all, protect our students.

PROGRESS: traffic analysis to be done to see if change in traffic pattern is needed.

STATUS: UNATTAINABLE

European bottle return

SCOPE: I would like to see a european bottle (pop, juice and water bottles) return machine on post. The convenience to our soldiers, civilians and family members would be greatly appreciated. The return machine would provide convenience to discard the bottles and give our refunds promptly.

RECOMMENDATION: Put a european bottle return machine on post.

RESOLUTION: Commissary doesn't sell any local items that have a deposit, wouldn't make sense to have bottle returns specific for items not sold on base.

STATUS: UNATTAINABLE

Baby changing stations

SCOPE: Every baby changing station I have seen in the Wiesbaden Mainz-Kastel area are broken and in need of repair.

RECOMMENDATION: Fix the stations before a child is injured by falling from station.

PROGRESS: New stations have been purchased, all but one have been installed

STATUS: COMPLETED