

2011 Army Family Action Plan



Prioritized Issues

Space A category upgrade for High School students

Scope: DoDDS Overseas High School students have a financial disadvantage when wanting to visit potential college campuses. College bound students are not able to visit a college campus prior to enrollment because of expensive transatlantic travel. High School students have to make big decisions without the benefit of visiting a college first.

Recommendation: Upgrade Space A category for High School students wanting to visit campuses.

Status: Unattainable

Progress: This issue has already been addressed in DA issue 592, Post Secondary Visitation for OCONUS Students, and was rejected as too limiting. DA issue 592 is still currently active.

High School entertainment action plan

Scope: Wiesbaden High School students lack age appropriate entertainment options. Weekend options are limited to bowling alley and movie theater which sometimes has rated R movies. The more activities available, the less chance that kids will engage in harmful activities.

Recommendation:

- 1) Implement a bi-weekly teen night on the weekend at the Entertainment Center (upstairs) with high age restriction, non-alcoholic drinks and appropriate entertainment.
- 2) More PG-13, first run movies or alternative solution.
- 3) Reorganize the "Edge Program" as it is targeted to high school students only. For example, rename it to "Over the Edge".

Status: Complete

Progress: Family Entertainment Center establishes exact date by July 2011. Continue coordination through the high school during the first week of school year 2012.

Amount of leave days to be cashed in

Scope: Currently, service members can only sell back sixty days of leave at reenlistment,

retirement or expiration of term of service (ETS). The recent change to DoD policy now allows 75 days to be carried over annually. Service members lose money if they don't have options to sell back up to 75 days earned.
Recommendation: Increase amount of cash-in leave days, to match the maximum amount of allowable leave days.
Status: Unattainable
Progress: This is already being addressed at the Department of the Army level through another avenue.

Breakfast DFAC hours
Scope: Currently, the DFAC hours of operation are not accommodating to all service members during breakfast hours. Breakfast hours of operation are currently 0700-0900, Monday through Friday. There are service members that work rotating shifts, requiring they be at work before 0700, not allowing them to utilize their meal card.
Recommendation: Extend breakfast hours to 0630 - 0900
Status: Unattainable
Progress: In the past and currently we have the highest Soldier headcount at the DFAC between 0800 and 0900 after they had PT. Army Regulation AR 30-22 and DA PAM 30-22 mandates dining facilities meal service time to be 90 minutes per serving period. The Wiesbaden dining facility breakfast service time is 120 minutes, therefore already exceeds the mandated regulatory requirement by 30 minutes in order to accommodate all military members that are working on rotating shifts, consequently allowing them the additional 30 minutes time to eat breakfast. Organizations that have service members (Soldiers) working rotating shifts should adjust the rotation of shifts IAW the dining facility breakfast time, as a result allowing the service member to take advantage of a good breakfast and utilize their meal card.

Unequal off post living regulations between Army and Air Force
Scope: In accordance with Army Regulation 420-1, Army Service Members E-6 and below are not allowed to reside off post. Air Force Instruction 32-6005, section 5.1.3, states that single Airmen, E-4 and above with at least three years time in service, are authorized to reside off base. Modifying AR 420-1 to align with AFI 32-6005 will create greater equity among these different branches of service, and will positively affect morale, unit readiness and Soldier retention.
Recommendation: Change Army Single Soldiers' off post living regulations to reflect the current Air Force Single Airman off post living instructions.
Status: Elevated
Progress: N/A

Pet Boarding Services on Post

Scope: Currently there is no affordable pet boarding facility on post but other installations offer this service. While boarding is available off post, it is relatively expensive, and also presents language barriers which deter usage. Pets are part of our family and we would like to have peace of mind while we are away that they are properly cared for.

Recommendation: Establish an affordable on base pet boarding facility.

Status: Unattainable

Progress: After research was conducted and this project deemed not cost effective, progress was halted.

Central enrollment for all Youth Agencies and Department of Defense Schools

Scope: Currently there is a redundancy in application and registration paperwork among various Youth Agencies and Department of Defense Schools on USAG Wiesbaden. Existing regulation [DoDDS regulation 5400.11R per SME Peter Witmer] prohibit the sharing of Department of Defense school information with outside agencies. The development of a universal form for all Youth Agencies and the Department of Defense Schools will reduce stress by being more cost effective and less time consuming for families and agencies.

Recommendation: Establish a universal form used for all Youth Agencies and Department of Defense Schools.

Status: Unattainable

Progress: DoDDS will have launched online registration by the end of 2012.

Facilities at Rheinblick Outdoor Recreational Complex

Scope: Currently there is a lack of outdoor facilities available in the Wiesbaden Community. Rheinblick is currently underutilized and not maintained due to lack of funding and operational support. Redevelopment of the facility (to include camp grounds, archery, paint ball, shooting range, pond, nature trails, ropes course, Rod and Gun Club with restaurant/bar, cabins) will help promote improved quality of life and meet the needs of our expanding community.

Recommendation: Prioritize a Rheinblick outdoor Recreation Complex recapitalization project plan to the Wiesbaden Base Plan.

Status: Active

Progress: Many projects (NAFMC, CPMC, 5 work orders, SRM) have been submitted

already. There needs to be an increase in communication to the community.

Emergency exit in military housing and barracks

Scope: There is no safe and immediate secondary emergency exit for military housing and barracks. The current policy mandates that affected personnel must wait until the emergency response team arrives. This can cause the soldiers and/or family members to become trapped in an unsafe environment.

Recommendation: Issue portable escape ladder(s) to each military housing/barracks unit.

Status: Completed

Progress: Housing will increase information to residence about safety features within housing units such as: sprinklers, fire doors, etc.

DoD Retirees/Spouses being taxed at Military Thrift Stores in Germany

Scope: Retirees/spouses are required to pay taxes on used merchandise in the military thrift stores in Germany. DoD retirees/spouses are required to pay taxes on all used goods purchased and are not allowed to consign used goods at the military thrift stores because they do not fall under the SOFA. The financial burden of paying taxes on used goods affects the quality of life for the DoD retirees/spouses.

Recommendation: Amend the SOFA to allow retirees/spouses to buy and sell used goods at the military thrift shop tax free.

Status: Unattainable

Progress: In order to change this, the SOFA agreement would have to be renegotiated. This would be open up potential changes for everything under the SOFA, which at this time will not be done.

CYSS policy for continuous childcare enrollment and military leave authorization

Scope: The current CYSS policy for continuous childcare enrollment of 10 days per registration year does not accommodate the 30-day military leave authorization. The families prepay for their current 10 leave days throughout the year whether the family uses the days or not. The current CYSS policy affects the military family financially for any additional days taken with their children over the current 10 days authorized.

Recommendation: Change the current CYSS leave policy of 10 days to a 20 day allowance

Status: Complete

Progress: This issue is being worked on outside of AFAP at the Department of Army level to extend the number of days available in the CYSS leave policy. This issue will be resolved with the implementation of the new fee policy for school year 2011/2012.

Thrift Savings Plan (TSP) Matching Contribution for Service Members

Scope: Service Members do not have the same TSP matching contribution benefit as their civilian counterparts. The TSP policy does not provide any matching contributions for Service Members while federal civilian employees receive up to 5% matching contributions for TSP. Matching contributions for Service Members promotes savings and enables future financial security.

Recommendation: Provide matching contributions to Service Member's TSP.

Status: Unattainable

Progress: This issue was not prioritized at mid-level and is found to be unattainable at local level.

Defense Enrollment Eligibility Reporting System (DEERS) automatic Family Servicemembers' Group Life Insurance (FSGLI) enrollment opt-out for Dual Military couples

Scope: When initially enrolling in DEERS, Dual Military couples are required to register each other as their spouse and are not given the option to opt out of FSGLI. This registration automatically generates a SGLI and FSGLI payment deduction from each of the Dual Military couples' Leave and Earnings Statement (LES) resulting in a double deduction. Once the automatic enrollment begins and is identified, the Service Members must personally go to a separate organization (S1) to correct the error or change the election. Service Members lose time and money rectifying the situation.

Recommendation: Establish a procedure by which Dual Military couples are given the option to opt out of FSGLI enrollment when registering in DEERS.

Status: Unattainable

Progress: This issue was not prioritized at mid-level and is found to be unattainable at local level.

Non-Prioritized Issues

Creditable service for spouses who are US gov't civilian workers

Scope: Current Federal policies regarding transferral of creditable service between NAF (no appropriated fund) and AF (appropriated fund) jobs allow for no carryover of service if there is a break in service of more than three days. Three days doesn't allow for spouses to PCS with their sponsors, or accommodate career progression via contractors or other civilian employment possibilities. Spouses often don't have the opportunity to continue in a traditional career 'track' and must change between NAF/AF, or maximize other opportunities due to PCS moves. Agencies and directorates who hire these spouses after a break are still getting the benefit of their previous experience(s), although the spouse doesn't get any creditable service for it.

Recommendation: Re-look this policy. Give spouses credit for the experience they bring to the job, without a penalty. Perhaps a sliding scale could be developed; the employee could get credit for their service on a percentage basis for older experience - i.e. 50% if service is within 3 yrs, 20% within 5 yrs, 10% within 10 yrs.

Status: Unattainable

Progress: This would require a definition of NAF employment change to 5 USC, which is we are unable to change at the local level.

DA Five Year Rule

Scope: It affects civilians that desire to live and work overseas. It seems now that BRAC is a main issue in the US and they already have a shortage of jobs in the US, it would benefit the employee and the government if they allowed people to stay as long as they want, based on performance and not time alone. There are civilians that come overseas and don't like living in the overseas environment and return back to the US, but again those that desire to stay should be afforded the opportunity. Some jobs are very hard to fill and when the five year rule is enforced, it brings a hardship to both the employee and employer. There are people in the US that never change jobs, so the theory of bringing in new and fresh ideas and giving other people the opportunity should apply stateside as well. There seems to be less job opportunities in the US because people homestead, so what is the difference.

Recommendation: Allow rotation to be performance driven, the need of the organization and not solely on years overseas alone.

Status: Unattainable

Progress: This would require a change to Title 10, section 1586 which would be needed at DOD level, and we are unable to change this at the local level.

Pets not on leashes/unsupervised by children not adults

<p>Scope: Kids are walking pets instead of adults; therefore pets are not being cleaned up after. Pets are being brought to playgrounds and being let off leashes. Pets are also being walked by adults off leashes at early hours of the morning which causes problems to people who are walking pets with leashes, trying to control their own pet or fearing dogs not on leashes.</p>
<p>Recommendation: Put forward regulation and follow a consequence if not followed.</p>
<p>Status: Completed</p>
<p>Progress: Policy completed and implemented. Contains the following text related to subject: Pets will be on a leash when outside of government quarters. All pets, when outside of quarters, will be accompanied by the owner or his or her responsible representative capable of controlling the pet. Young children under the age of 12 without adult supervision may be considered incapable of controlling the pet. Any dog that has the tendency to attack persons or other animals will be muzzled and kept on a short leash when out of quarters. Owners and victims of Pets involved in biting incidents must report them to the Military Police. Incidents where pet policy is not being followed should be reported with specific details of incident to MP Desk.</p>

<p style="text-align: center;">Option to live in a stairwell where there are no pets.</p>
<p>Scope: For families who do not have pets living in a stairwell with pets and having to listen to either the barking or clean up after all the pet hair in the stairwell is convenient if we could have a choice to live in a stairwell without pets. There is also pet smells that linger in a building.</p>
<p>Recommendation: Put forward regulation to give families a choice or have a few buildings that are pet free. This would also be convenient to families that have high pet allergies.</p>
<p>Status: Unattainable</p>
<p>Progress: Commander's Policy #43 addresses restrictions and responsibilities. Documented medical issues are accommodated via exception to policy.</p>

<p style="text-align: center;">VAT exemption for TKS for Wiesbaden</p>
<p>Scope: I received the VAT exemption info for TKS (saying that we can use VAT form to pay for TKS telecom bill) from my husband who currently in Iraq. When I stopped by TKS at Hainerberg yesterday (10/21), they said it's applicable to K-Town only, which doesn't make sense.</p> <p>Do you know anything about why it applies only to K-town? This doesn't sound fair policy; while K-town customers can save money on their bill, those in Wiesbaden can't.</p>
<p>Recommendation: Please have the VAT exemption be effective for Wiesbaden customers as well. Appreciate your response ASAP. Thanks.</p>

Status: Complete

Progress: A pilot program has been conducted in K-town only and it has been extended through July 2011.

Access to Support Services for Civilian Personnel with Financial Emergencies

Scope: Civilian personnel that encounter sudden financial emergencies, such as money stolen in the case of identity theft or needing assistance in the case of the death of a family member, are not eligible to use resources from Army Emergency Relief. In the US, there are a number of other resources available to civilians that do not exist or are not easily accessible in overseas locations due to language barriers. Access to relief measures similar to what the service members have, would relieve stress for civilians in such situations, allowing them to pay the rent and keep food on the table, while straightening out an identity theft situation or a similar problem.

Recommendation: Create a program similar to Army Emergency Relief that is accessible to civilians serving overseas.

Status: Unattainable

Progress: AER currently assists active duty, retirees and their dependants. This would need to be changed at the DoD level. We are unable to alter this at the local level.

Sponsorship for Civilian Newcomers

Scope: The current sponsorship program in the Army is not effective. When there is a sponsor, the sponsors roles and responsibilities are not always understood and correctly acted upon. In some cases, personnel arriving at the airport have no one there to meet them and arrangement for hotel accommodations have not been made, creating unnecessary stress for everyone involved.

Recommendation: Implement an efficient and effective sponsorship program in Army Installations with locally trained sponsors and with central oversight.

Status: Complete

Progress: Garrison level SOP for Civilian Sponsorship has been developed and implemented.

Childcare during survivor outreach service conferences

Scope: With the increased focus on survivors and the SOS program, many conferences, trainings and focus groups are being offered. Surviving spouses would like to attend and

are willing to do so but there are no arrangements or consideration for childcare. Contact with other survivors, and Army leadership, is essential for improvement in programs offered for all. Surviving spouses have become single parents, and surviving children often have issues with separation. The absence of childcare arrangements often precludes attendance by the very people the conferences are designed to assist.

Recommendation:

- 1) Include funding for onsite childcare arrangements at SOS conferences and events.
- 2) Ensure conference planning includes childcare arrangements, and that information is included with all conference registration documents that describe child care options available.

Status: Unattainable

Progress: At the local level, CDCs and FCC providers are available to be used. If a conference is near a military base, the parent can check to see if their child(ren) can be enrolled there for the time of the conference. The parent would need to make other arrangements if local military childcare is not available. This issue is not able to be changed at the local level.

Vehicle Registration License Replacement

Scope: This problem affects everyone registering a vehicle in Wiesbaden. No instruction is given nor are the correct tools available.

Recommendation: More assistance is required with the placement of USAREUR tags in Wiesbaden

Status: Completed

Progress: This issue has been taken care of through the ICE system.

I need IVF to get pregnant and it is all out of pocket

Scope: Tricare will cover the exact same medications if you can have a chance to get pregnant naturally. This makes no sense at all. It is so much more helpful to cover it for both.

Recommendation: Please help those of us that can never get pregnant with some kind of help, at least with the medication like they do for others.

Status: Completed

Progress: This issue is already being addressed both within AFAP and outside of AFAP.

Military Spousal Hiring Preference

<p>Scope: Spousal preference hiring is not well understood by manager and selecting officials. Many believe that there is no option to hiring a candidate who has claimed spousal preference, although methods exist to obtain exceptions to the policy, and spousal preference was intended to be a means of choosing between two equally qualified candidates. This can lead to problems with high turnover and potential problems for an organization that has to hire a minimally qualified candidate who claims spousal preference, rather than hiring the most qualified candidate.</p>
<p>Recommendation: Train managers and selecting officials on correct procedures for spousal preference in hiring.</p>
<p>Status: Complete</p>
<p>Progress: As referral list and selections are made by selecting officials any questions concerning the hiring requirements of source candidates are explained to managers by the Civilian Personnel Advisory Center Human Resources Specialist as required.</p>

Trash condos not being used

<p>Scope: Residents not following the policy regarding trash condos; and leaving the trash containers out in the streets. The trash containers take up space in the street and at times it is difficult to maneuver around. When trying to enforce this policy within our building, residents give resistance (and don't follow policy) and want to know why other buildings are not putting their containers away. According to the policy, there are consequences for those who do not follow. Who is suppose to enforce these? It does not look like this policy has been enforced by many and seems to just be a piece of documentation that is not followed.</p>
<p>Recommendation: Give building coordinators clear direction and resources for handling this issue. If residents continue not to follow policy, do they contact housing to resolve this issue? Who is responsible for issuing the letter, community service, etc?</p>
<p>Status: Completed</p>
<p>Progress: A community response is recommended to tackle this problem. DPW owns part of solution through refuse services provided. The gaps in this service require tenant unit and installation coordinator efforts to resolve the problem.</p>

Lack of school crossing guards in Aukamm

<p>Scope: The children that live in the Aukamm housing area must walk to school, and many must cross a major road (Rheinland Strasse) that is a major thoroughfare for the Germans. Even when using the crosswalks, cars to NOT slow down, posing a hazard to our children.</p>
<p>Recommendation: We need to have a crossing guard at 3 major areas in Aukamm, who</p>

has the authority to “stop” traffic, to allow the children to cross
Status: Unattainable
Progress: AER 190-62 prohibits use of MPs as crossing guards. Alternate solution: DoDDs has implanted a volunteer program with parents and students to be crossing guards.

Soldiers not being allowed to use iPods during workout in the gym, when in PT uniform
Scope: Not being able to use music during workouts is bad for morale, and unnecessary. Soldiers are frustrated with workouts, therefore not maintaining as vigorous of a workout schedule.
Recommendation: When in the gym, soldiers should be able to use their iPods and headphones. They are allowed to during workouts on the treadmill, but not when lifting weights, doing sit-ups, push-ups or walking the track. By allowing the iPods to be used, we will increase the physical fitness of our soldiers
Status: Unattainable
Progress: AR 385-55 prohibits use of head/ear phones while walking, jogging, skating, or bicycling.

Lack of spouse (with higher education) job referral/help
Scope: Soldier’s spouses with higher education have to leave their careers and found it hard to find jobs (equal level) since they are always moving.
Recommendation: Spouse referral program
Status: Completed
Progress: The Employment Readiness Program, part of Army Community Service, gathers information on available vacancies within the local area. Classes are also offered for assistance with federal resumes, interview prep, etc.

Spouses and their dependent children left without financial support during mandatory or optional separation from their military spouse
Scope: If couples separate and the Soldier is moved into the barracks, there is no regulation to require the Soldier to provide any financial support to the spouse and children who remain in government housing. Their housing needs are met, but their day to day needs are not (ex. food, clothing, diapers, hygiene necessities etc). This is especially troubling in the case of a non-working spouse who is completely financially dependent on

the Soldier. To quote the regulation, AR608-99 Chapter 2-6 d. (2) "While the soldier's family members are residing in Government family housing, the soldier is not required to provide additional financial support." One would think that the Soldier would continue to financially support the spouse & children out of love and obligation. Sadly, they often do not. If the spouse turns to help from the military units. The units, upon consulting JAG and the regulation, aren't able to compel the Soldiers to support the family financially. This period of nonsupport could go on for some time. For example, if the spouse and children stay in housing pending an EROD back to the States, they could go without financial support for several weeks or months. In a case of domestic abuse, the victim spouse will stay in housing potentially for months while charges are pursued against the Soldier. Often a victim would opt to go back to the Soldier and would quit cooperating with the prosecution out of sheer financial need!

Recommendation: When the spouse and children are left in government housing and the Soldier moves out (either by option or because he/she is compelled to do so), they should be obligated to provide financial support BY REGULATION to their dependants. There could be a standard scale based on pay/income and the number of dependants which determines how much the Soldier should contribute. It would be best if the amount is garnished directly from his/her wages and goes directly to the dependant family members. This would remain in place until a Court Order or Separation Agreement is entered into.

Status: Active

Progress: Dependants are able to get assistance from AER. AR608-99, chp 2-6 would have to be changed at the DOD level, currently unable to do so at local level.

AAFES Tire Store

Scope: The tire store has terrible customer service and communication. It is really discouraging due to military members feel they are being cheated / robbed.

Recommendation: Please hire someone friendly or knowledgeable. I had to make the worker look up road hazard details. He was so sure he was right. He wasn't!

Status: Completed

Progress: All associates will receive training on all aspects of customer service.

Terminology used for childcare during the summer

Scope: Childcare during the summer is called "summer camp" and therefore cannot be claimed during the tax year. This affects military families who claim taxes on childcare. Military families will be able to claim childcare expenses on their taxes if it is just called childcare.

Recommendation: Do not use the term "summer camp" for school aged services childcare.

Status: Completed

Progress: The cost of a day camp may qualify for the I.R.C paragraph 21 child and dependent care credit. Parents who work (or are looking for work) and must arrange for care of their children under 13 years of age should keep in mind the cost of day camp can count as an expense towards the child and dependent care credit. However, expenses for overnight camps don't qualify. I.R.C paragraph 21(b)(2)(A). It is the nature of the camp, not its nomenclature that is determinative.

No trash cans or recycle bins available in the postal mailroom

Scope: Effects everyone receiving mail at the mail room. Location of a trash can or paper recycle bin will reduce trash outside the post office. It will be easier for the community to dispose of junk mail or unwanted catalogs in the proper place rather than haul it home to throw away or leave it outside in the parking lot.

Recommendation: Place a paper recycle bin and trash can (and in an ideal world, a shredding bin) in the lobby of the mailroom.

Status: Completed

Progress: This was an issue from the 2010 local conference. Trash cans and recycle bins are located outside the CMR building.

Base access is granted on a case-by-case basis and not uniformly granted according to policy. Or at least the perception is that it is arbitrary

Scope: Base access is granted to visiting family members or friends with a return plane ticket (showing length of visit and having proper sponsor, etc.) Base access is refused to fiancé with the same parameters (i.e. plane ticket) because she/he is not a family member yet. The problem is that the sponsor has to sign the visitor in and out daily. Why would such a distinction be made? How is a friend allowed a base access card and a fiancé denied? Especially when a friend and fiancé are visiting the Soldier together?

Recommendation: Review the garrison policy regarding who is allowed base access cards. Post the eligibility and requirements for base access. A good posting location may be outside the access card office.

Status: Completed

Progress: AER 190-16 section III, para 26-27 states who is eligible to obtain an installation pass.

Revision of the FRG Program

Scope: Company Commanders are having problems recruiting FRG Leaders for their

Companies. The problem is that Company Commanders goes several months without a leader, therefore the FRG is not functioning and this is causing undue stress to Company commanders who are in this situation

Recommendation:

1. Change regulation of Company commander's requirement to have a FRG Leader in place except during time of deployment and leave it up to them to have one during time of stabilization.
2. Utilize the FRSA to provide resources and information during times of Stabilization.
3. Only require that Company Commanders have key personnel: FRG Leader, Treasurer, Key Caller only when unit is deployed.
4. Allow FRSAs to be the point of contact for Family Members during times of stabilization or when there is not an FRG Leader in place.
5. Allow Company Commanders to conduct their meetings/events when there is not a FRG Leader in place.

Status: Unattainable

Progress: AR 600-20, Army Command Policy at paragraph 5-10. The Total Army Family Program, at subparagraph (a)(7)(g) provides Unit commanders at all levels will provide an environment that encourages an effective Family program and at minimum will maintain, as appropriate to the needs of their units, a unit Family Readiness Group (FRG) to encourage self-sufficiency among its members by providing information, referral assistance and mutual support. The concerns expressed in the Scope statement above do not appear to exist in regulation making the recommendations provided unnecessary. The Commander has great latitude in structuring FRG as appropriate to the needs of his unit.

Revision of FRG/Company Informal Funds

Scope: Company FRGs are not functioning because they are having problems recruiting FRG Leaders. FRG Informal Funds cannot be used if there is not an FRG Leader in place, therefore the Company is not able to utilize FRG Funds to support FRG Meetings/Events

Recommendation:

1. Allow Company Commander to use FRG Funds when there is not an FRG Leader in place, by a majority vote of Family Member and Soldiers for all events that support Family Members and Soldiers at the Company level.
2. Allow Companies to have an FRG/Company informal fund to support Family Member and Soldier events through fundraising

Status: Unattainable

Progress: AR 608-1, Appendix J-7. Family Readiness Group informal funds, at paragraph b., only requires the unit commander to sign a letter designating a fund custodian (treasurer) and an alternate. The fund custodian and alternate must not be the unit commander, a deployable Soldier, or the FRG leader. I can find no requirement that an

FRG Leader exists for the FRG to operate an informal fund. However, the FRG is a commander's program and recruiting an FRG Leader is encouraged and is the responsibility of the Commander. AR 608-1, Appendix J-1.f

Rental car prices and rental car insurance

Scope: The rental car rates for automatic is too high. I paid approximately \$70 a day, I think, when I came in March 2010. At the time, they did not have a cheaper automatic vehicle. Also, the insurance deductible is over \$500; I think I was quoted \$800

Recommendation: can you get another rental car service on base so the prices will decrease with competition. If not, can you provide info about nearby rental car services that have lower rates for automatic cars. Most of the rental car services off base do not have automatic cars. As far as the insurance, can you get enterprise to lower their deductible rate or offer better rates. Thanks

Status: Unattainable

Progress: In Europe an automatic vehicle is considered an upgrade, so it will cost more than a standard. Prices are based upon local economy wages as per the SOFA agreement and Host Nation laws.

Visitor ID

Scope: is it true that the only way you can get a visitor ID if you have an airline ticket? So people with train tickets from Europe or other parts of Germany cannot get ID? In Hanau, I would get a visitor id for any visitor who was usually visiting more than 5 days. Is it a different policy here in Wiesbaden? If so, why? Was there a problem, that we the public, are unaware of?

Recommendation: all visitors should be afforded the visitor id for up to 3 months.

Status: Unattainable

Progress: AER 190-16 section III, para 26-27 states who is eligible to obtain an installation pass.

VAT for TKS telephone service

Scope: why is the telephone service not tax exempt? I have asked this for many years. I read that some type of test in process in Ramstein area where they can use a VAT form.

Recommendation: I recommend that the US gov't work hard to get us the tax exemption for all telephone services (landline, mobile, internet, etc.). If approved, we should be able to get reimbursed for the last year or 2. This will make up for that we just acquired the service to have a set fee for calling to the US. When I was in Hanau, we had to pay for

every call
Status: Complete
Progress: A pilot program has been conducted in K-town only and it has been extended through July 2011.

Family Separation Pay is too low for families separates between CONUS and OCONUS
Scope: It costs more for families separates between CONUS and OCONUS in airfare and long distance communication. Entitlements are the same for those separated CONUS
Recommendation: Adjust family separation according to locations since families separated overseas since it costs those families more to travel and communicate
Status: Unattainable
Progress: USARERUR is considered an unrestricted area. Families are only separated due to unique circumstances. Those separated receive the following: BAQ (for Soldiers), BAH (for family), and Family Separation Allowance (single set amount).

Wearing of berets on a daily basis
Scope: Affects all Soldiers that work outside in the sun. The beret does not shield eyes, it's wool, very hot, annoying
Recommendation: Change wear of berets to formal occasions, during wear of Class A/ASO or ceremonies, but not on a daily basis.
Status: Completed
Progress: New policy has been set in place on 14 June 2011. Berets are for service uniforms, while caps are worn with ACUs.

Survivors categorized as Retirees three years after death of Soldier
Scope: All of the Survivors who had lost their heroes on active duty are put in the retiree category after the three year time line. Retirees are people who have stop working from a complete career, traditionally having raised their families. Widows are not retirees. Widows are still spouses who have to take care of their children beyond their spouse's death and getting the financial benefits for it. But widows also want the medical benefits to still keep existing after the three years' time line after a Soldier's death. Losing dental benefits, because of being categorized the same as a Retiree, within a short time span increases the out of pocket expenses for survivors. Benefits for Survivors should not be put under the same criteria as a Retiree.
Recommendation: Survivors and Retirees should be treated as two separate categories

Status: Completed

Progress: This issue was resolved at the Department of the Army level in Spring 2011. The issue is being worked on at the DA level, but has left the local AFAP arena.

Video/TV in workout rooms (DVD players)

Scope: When working out, people would like the option to use a video

Recommendation: Put a TV/DVD in the workout rooms

Status: Complete

Progress: Sports & Fitness will begin requesting USAG Wiesbaden Safety Office to perform a safety review of a project to install 60 inch televisions in the weight rooms of the fitness center. Please note this review needs to be performed because as a common practice only, the norm is not to install TV's in weight rooms due to potential safety hazard to weight lifters. An official review is needed to ensure patrons are not at risk of injury. There are currently TV's in very close proximity to the weight rooms. Once the safety review is complete a decision to submit a Capitol Purchase Minor Construct request to purchase the TV's utilizing non-appropriated funds will be made. If review comes unfavorable to install the TV's, the project becomes unattainable. Need to incorporate into purchases as machines wear down and need to be replaced.

Survivors automatically changed to Retiree status three years after Soldier's death

Scope: Retiree benefits are much less in many areas, e.g. clinic access, no dental care for spouses or children. Tricare reverts to standard prime, etc.

Recommendation: Survivors should maintain "active duty" status privileges at least until the surviving children have reached the age of adulthood.

Status: Completed

Progress: This issue was resolved at the Department of the Army level in Spring 2011. The issue is being worked on at the DA level, but has left the local AFAP arena.

Request a Community Bank ATM machine near the Commissary

Scope: Currently only an Andrews Credit Union ATM is available and you must pay a service charge to use the ATM. I don't know the percentage but I bet the number of people belonging to the Community Bank versus the Andrews Credit Union is quite lopsided in favor of the Community Bank. 2nd issue with ATM machine is that if you do two transactions you get charged a 2nd service charge for the additional transaction. The Community Bank allows you to complete one transaction the choose the 2nd transaction

and to just re-key your pin to complete the transaction
Recommendation: Add a Community Bank ATM at the Commissary or remove the Service Charges on the Andrews Credit Union ATM machine
Status: Complete
Progress: The Wiesbaden Commissary submitted a formal, written request to the Wiesbaden Garrison on 27 August 2010. A new ATM was installed in the Commissary in Jan 2012.

Could AAFES supply a DVD selection on Hainerberg
Scope: The bookstore before rugs and that concession were added DVDs were available at Hainerberg. Now very limited selections are available as an impulse buy only in the main store
Recommendation: Expand the DVD selections at Hainerberg possibly the Shoppette could expand.
Status: Completed
Progress: The Power Zone is currently only receives shippers and major releases. Long term, the Power Zone will be consolidated with the Main Store with the new shopping complex. Short term, AAFES tries to have an adequate supply on hand, as well as offer rentals at the Shoppette on Hainerberg.

The Wiesbaden community is plagued with trash issues
Scope: As I walk around post I see trash everywhere (outside in front of the WAAF food court, overflowing trash bins at the bus stops, inside of the Mainz food court, trash on the sidewalks at Hainerberg, etc.) It appears that if we want present ourselves as a superior military community, then this issue needs to be addressed
Recommendation: Tenant units and garrison staff need to set down and develop a plan (perhaps areas of responsibility-clean up for each section of post) to address the problem.
Status: Completed
Progress: A community response is recommended to tackle this problem. DPW owns part of solution through refuse services provided. The gaps in this service require tenant unit and installation coordinator effort to resolve the issue.

Frequency of retirees having to register with US Customs for the purpose of having the German Customs Tax Card
Scope: Retirees living in Germany are required to present a German Customs card what they make purchases in the Commissary or Post Exchange. In order to obtain a customs

card, retirees are required to go to a garrison's customs office every year and validate their ID card, that they are still driving the same vehicle and give the license number, and that their passports are still valid. Should documents of the retiree or spouse change during the year, the US Customs restricts the period and requires the retiree and spouse to return to Wiesbaden and update information. With the elimination of many military communities in Germany, retirees have to travel significant distances to get to Wiesbaden and other Garrisons. Traveling in the winter is a safety hazard for people. Retirees must also buy fuel on the economy and the cost is significantly higher than the fuel from AAFES.

Recommendation: Change the requirement of annual updates to three years or when one of the documents expires or changes.

Status: Unattainable

Progress: It is a German customs requirement to have annual verification in order to have the customs cards. This is outside purview of the US Customs Office. US Customs office is accommodating to those with extenuating needs.

Library hours are not visible from road (WAAF)

Scope: Library hours are not visible as drivers past. You have to walk to a DARK door to try to see the hours.

Recommendation: Post the hours on a sign closer to the roadside.

Status: Completed

Progress: Library hours are posted on the door, available on line and in MWR publications.

Support of Family members of Deployed Soldiers as Augmentees

Scope: Family members do not have support or communication channels when military members deploy as augmentees. Families fall through the cracks, which makes coping with deployment more difficult. Websites and literature do not replace human contact

Recommendation: The end result is to identify and contact families prior to military member deploying as a augmentee. Inform them of available resources and contact personnel and get contact information, trying to reduce the feeling of isolation

Status: Completed

Progress: AER 608-2 states that it is the responsibility of the losing unit during an out-of-sector deployment to ensure connections are made between the attached unit FRG and the family. The gaining unit maintains a roster of augmentees, which is given to the FRL and FRG. Official communication channels are maintained with the Soldier's losing unit.

Shuttle bus – the tardiness and schedule

Scope: Soldiers and families, when not on time, miss or are late to appointments. More runs means less tardiness, all need buses used with room for strollers – not school buses.

Recommendation: Buses should run on time and more often with school buses not being used.

Status: Completed

Progress: Completed issue from the 2010 local conference.

Shots delivered to bowlers during early hours

Scope: Many families are here and you have drunkenness displayed

Recommendation: Save deliveries until after 9pm

Status: Completed

Progress: On open bowling nights we will only serve beer to customers downstairs at the lanes and the Entertainment Center will not serve shots to the lanes.

Time cards are required to be completed and returned before the end of the pay period

Scope: When time cards are due before the end of the pay period, people are forced to estimate their hours worked. When incorrect, employees are either shorted hours actually worked or overpaid for time not worked. There are serious issues from supervisors or HR to adjust hours or comp time. I have been told this is a European system requirement, so it affects all civilian personnel in Europe. For some offices, Fridays or Saturdays can be very busy and unpredictable days. Why is this a system that sets employees up for failure?

Recommendation: Change the reporting time for returning time cards. Even if this means an additional back up of a pay period to correct the reporting time and alter the time period, certainly it is best to report what actually happened. Or at least explain to the employees why this system exists.

Status: Completed

Progress: The time card system already allows for modification of a past pay period. More specific information is needed for further details.

Unrestricted access to housing areas

Scope: Anyone can gain access to Hainerberg, Aukamm and Crestview housing areas. It's a problem because we are Americans and we are constantly being told to keep a low profile and blend into our surroundings. What is the use of that when our houses are

marked as American (sign on road by Aukamm has a US flag on it) and anyone could attack us where we live? A lot of people do not feel safe in their own homes. I would not feel safe leaving my son at the CDC on Hainerberg. The schools have security officers at the entrances to the schools' grounds but how effective would that be if more than one person, or perhaps a person with a vehicle chose to attack the school?

Recommendation: Restrict access to housing areas.

Status: Unattainable

Progress: Only Hainerberg is schedule for enclosure. This was decided by IMCOM-E and USAREUR.

Window Coverings in Housing

Scope: Housing provides no window coverings whatsoever for the housing units in Wiesbaden. In the real estate world and in any other Army housing facility I am familiar with, window coverings are considered part of the home and are provided by housing, landlords, or the previous owners. In fact, window coverings are typically covered in all real estate sale, lease or rental agreements. Housing units must be readily available for families to move into once they sign into housing and leave the American Arms hotel. Currently, there are no window coverings, causing families to immediately spend hundreds of dollars out of pocket as soon as they are assigned to a unit. Window coverings are expensive. They require European hardware to hang which is an unnecessary expense for families who will only be living in these units for a few years, making this large monetary investment a hardship on military families. This issue affects all military personnel and their families who live in housing here.

Recommendation: Housing should be responsible to provide window coverings in housing units. These coverings need not be expensive or fancy. I would expect either mini blinds, pull down shades, or shutters to be provided for families. These window coverings would be part of housing and "tenants" would be responsible for their upkeep. At the very least, temporary shades should be made available at self help to cover windows while families are moving in and gathering supplies for their new home.

Status: Unattainable

Progress: Window coverings are not part of standard issue for housing. Dislocation allowance is provided for moving expenses.

Vegetable Garden in Housing

Scope: Currently residents in housing do not have vegetable gardens. Homegrown food is beneficial to families for healthy eating and they will spend less money on groceries.

Recommendation: Allow residents of the housing areas to have vegetable gardens, either individually or as a communal garden.

Status: Unattainable

Progress: This is not feasible for DPW to initiate such a program. An alternative is to seek out gardening clubs within local communities.

Full time childcare is not transferable to different centers on military installations

Scope: Full time child care is not transferable to different centers on military installations forcing TDY single soldiers to pay extra for childcare when they are unable to make other arrangements for their children. This also makes traveling families have to pay double when visiting other installations. The two weeks a year when you can withdraw your child without paying or losing your slot does not allow for TDY assignments or other travel among various military posts.

Recommendation: Full time childcare should be transferable to other installations, based on availability. A regulation should be put in place for the amount of notice needed by the CDC to transfer information and to open up your slot temporarily for hourly care.

Status: Unattainable

Progress: DoD regulation would have to be changed. This cannot be altered at the local level.