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| **USAG Fort Gordon** |
| **2010 Customer Service Assessment** |
| Executive Report |

# Summary

1. The Customer Service Assessment was administered across IMCOM over a three-week period (30 August – 26 September 2010). A total of 575 Fort Gordon individuals participated in the web-based survey which was designed to collect information from a customer perspective concerning the performance and importance of garrison programs and services.

2. The results of the survey will provide information to key decision-makers to aid in identifying service delivery improvements, systemic issues, and trends. The assessment results should be considered for incorporation into the Lean Six Sigma project selection process and development of action plans. Data will be used to support the Installation Management Community Campaign Plan (IMCCP) initiatives and the next ACOE submission process.

3. Point of contact for this report:

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NOTE: This report includes raw (unprocessed) data and unedited customer comments.

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# SECTION 1 – *“Read First”*

## 1. Background

a. The Customer Service Assessment is conducted on an annual basis. The assessment is an opportunity to obtain critical customer service feedback on service provider strengths and areas requiring improvement.

b. Assessment results should be assessed for incorporation into the Lean Six Sigma project selection process.

c. Data will be used to support the Installation Management Community Campaign Plan (IMCCP) initiatives through the Strategic Management System (SMS) database.

d. Demographic data reflects the constituent groups of those who completed the demographics portion of the assessment. Approximately 575 participants provided the survey results (141 Civilians, 138 Corporate Leaders, 28 Retirees, 56 Family Members, 210 Soldiers, 1 Contractor, and 1 Veteran).

## 2. How to Read the Assessment Results

* 1. The assessment reflects Fort Gordon’s Common Levels of Support (CLS) or Service Support Program (SSP) areas rated by the survey participants using a scale of 1-5 (5 being the highest).
  2. Raw Data Quadrant Charts. Using the raw data (i.e., unprocessed data) from the assessment, each rated CLS/SSP was placed on a spreadsheet in sections or quadrants. The quadrants are intersected by an x-axis (horizontal line) and a y-axis (vertical line). The x-axis represents Performance and the y-axis represents Importance. The intersection is defined as the “Customer Expectation” – derived from the IMCOM averages for Performance (3.68) and Importance (4.07). *NOTE: The use of these averages is solely a gross comparison and does not delineate among CLS/SSPs or customer groups.*
  3. The quadrants reflect both positive and negative Service Performance and Importance as outlined below, and as depicted in Figure 1.

1. **Upper-left quadrant (area A).** The services in this area are rated greater than average importance, but less than average performance. They are the best candidates for improvement and should be further analyzed to determine the reasons for above average importance, but below average performance.
2. **Upper-right quadrant (area D).** The services that fall in area D all perform better than average and are considered above average in importance to customers. These services would traditionally be said to be strong drivers of customer satisfaction and are areas of confidence. These services should be reviewed for best practices, maintenance of current policy and procedures, and reviewed for being over resourced.
3. **Lower-left (area B) and lower-right (area C) quadrants.** The services in these areasare of lesser importance and should be considered the low-hanging fruit prime for further evaluation through a Lean Six Sigma project review or a Strategic Communications effort. ***Area B may also be evaluated for service area divestiture.*** Divesture of services may require higher level approval.

**Figure 1.** *Note: The color coding has no significance other than to distinguish each quadrant.*



# SECTION 2 – The Results

## 1. Top Five.

a. Using the raw data results, a chart has been created in a “quadrant” format to display both positive and negative service performance and importance.

b. The CLS/SSPs are ranked in order of importance to the customer. The top five high-performing and low-performing CLS/SSPs across the Garrison are outlined below and are also highlighted in orange on the chart.

(1) Above average importance, below average performance:

**44** Central Heating and Cooling Plants

**50A** Management of Government Owned & Leased Housing

**36A** Service Order and Maintenance for Army Family Housing (Non-

privatized/Non-RCI)

**50C** Privatized Housing Mgmt for Residential Communities Initiative (RCI)

**52A** Unaccompanied Personnel Housing (UPH-Barracks)

(2) Above average importance, above average performance:

**68** Fire and Emergency Service Programs

**8C** Casualty Operations

**81C** Tax Assistance

**79** Administrative and Civil Law

**92** Equal Opportunity Services

(3) Below average performance, below average importance:

**12B** Intramural Sports / Outdoor Facility Maintenance

**12K** Arts and Crafts Program

**10B** Assault Program / Victim Advocate

**12D** Library / Information Services

**13G** Golf

(4) Above average performance, below average importance:

**21B** Security Education, Training and Awareness (SETA)

**64B** Conservation Services (Culture & Natural Resources Stewardship,

Endangered Species Act)

**84** Public Affairs Services (Post Newspaper, Event Publicity, Information

Campaigns)

**9A** Military Bio-Chemical Testing Services (Military Drug Test Screening)

**83** Religious Services

## 2. Raw Data Quadrant Chart.



***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**Raw Data Quadrant Chart *(continued)***



***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

# SECTION 3. Raw Data Quadrant Charts by Customer Groups

The five charts in this Section depict the raw data for the Garrison by customer groups:

* **Leaders:**
  + Military Leaders: Field Grade Officer (O4 and above); O3 who is/has held Company Command; CW3-CW5; Senior NCO (SFC/E7 and above)
  + Civilian Leaders: GS-12 (or equivalent) and above; NAF-4 (or equivalent) and above)
* **Soldiers**: Company Grade Officer (WO1-CW2; 2LT/O1-1LT/02; CPT/O3 who has not held Company Command)
* **Family Members**: Dependent of AD, NG, or Reserve Service Members
* **Civilians**: GS-11 (or equivalent) and below; NAF 3 (or equivalent) and below
* **Key Customers**: Military and Civilian Leaders, Soldiers, and Family members

## RAW DATA QUADRANT CHART: LEADERS

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **A. Higher Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **D. Optimal Goal** | **Perf** | **Impt** |
| 44 | Central Heating and Cooling Plants | 3.6 | 4.12 |  | 8C | Casualty Operations | 4.6 | 4.8 |
|  |  |  |  |  | 68 | Fire & Emergency Services Programs | 4.65 | 4.76 |
|  |  |  |  |  | 77 | Law Enforcement (LE) Operations | 4.49 | 4.71 |
|  |  |  |  |  | 8F | MilPay Services (Personnel pay inquiry & resolution;  not Defense Finance) | 3.92 | 4.54 |
|  |  |  |  |  | 78A | Physical Security Program (incl Installation Access) | 4.33 | 4.53 |
|  |  |  |  |  | 8D | Deployment Cycle Services | 3.98 | 4.51 |
|  |  |  |  |  | 28A | Logistical Deployment/Redeployment Support | 4.27 | 4.46 |
|  |  |  |  |  | 300C | Command & Control/IOC/Emergency Operations | 4.26 | 4.46 |
|  |  |  |  |  | 79 | Administrative and Civil Law | 4.29 | 4.44 |
|  |  |  |  |  | 80 | Criminal Law & Discipline | 4.02 | 4.41 |
|  |  |  |  |  | 9A | Military Bio-chemical Testing Services (Military Drug  Test Screening) | 4.09 | 4.4 |
|  |  |  |  |  | 36A | Service Order and Maintenance for Army Family Housing (Non-privatized/Non-RCI) | 3.74 | 4.38 |
|  |  |  |  |  | 305A | Range Operations | 4.18 | 4.37 |
|  |  |  |  |  | 8G | Pre-Transition Services (e.g., ACAP, SBP, Transition Assistance) | 4.13 | 4.37 |
|  |  |  |  |  | 8E | Personnel Processing Services (e.g., Records, Awards, NCO/Officer Promotions, Reassignments) | 3.96 | 4.37 |
|  |  |  |  |  | 52A | Unaccompanied Personnel Housing (UPH - Barracks) | 3.97 | 4.36 |
|  |  |  |  |  | 301 | Mobilization & Deployment Planning and Opns | 4.19 | 4.35 |
|  |  |  |  |  | 9C | Substance Abuse Prevention and Education (Military Personnel) | 4.14 | 4.33 |
|  |  |  |  |  | 25 | Central Issues Facility (CIF) & OCIE (organizational Clothing and Individual Equipment) | 4.04 | 4.33 |
|  |  |  |  |  | 302 | Airfield Operations | 4.16 | 4.32 |
|  |  |  |  |  | 22 | Anti-Terrorism | 4.08 | 4.32 |
|  |  |  |  |  | 8L | Post-Transition Services (Separation, Retirement) | 4.27 | 4.31 |
|  |  |  |  |  | 29 | Dining Facility Services | 3.97 | 4.31 |
|  |  |  |  |  | 28B | Personal Property Moves | 4.14 | 4.3 |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**LEADERS** (continued)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **A. Higher Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **D. Optimal Goal** | **Perf** | **Impt** |
|  |  |  |  |  | 8 | Individual Personnel Actions and Military Personnel Services to Students/Trainees | 4 | 4.3 |
|  |  |  |  |  | 47 | Electrical Services | 4.15 | 4.29 |
|  |  |  |  |  | 45 | Provide Water for Mission Uses | 4.14 | 4.28 |
|  |  |  |  |  |  | Service Order and Preventative Maintenance | 3.7 | 4.28 |
|  |  |  |  |  |  | IMCOM Civilian Workforce Development | 3.85 | 4.27 |
|  |  |  |  |  | 50B | Provide Housing Services (Off-Post Housing) | 4.08 | 4.26 |
|  |  |  |  |  | 27A | Material Maintenance Support (General Equip., Weapons, Combat Vehicle, Rail, etc.) | 4.06 | 4.25 |
|  |  |  |  |  | 83 | Religious Services | 4.28 | 4.24 |
|  |  |  |  |  | 81A | Legal Assistance (except Tax Assistance) | 4.15 | 4.24 |
|  |  |  |  |  | 23 | Ammunition Supply Services | 3.91 | 4.24 |
|  |  |  |  |  | 21A | Personnel Security | 4.12 | 4.23 |
|  |  |  |  |  | 8B | Personnel Services - ID/CAC | 4.07 | 4.23 |
|  |  |  |  |  | 8A | Personnel Services (e.g., In/Out Processing) | 3.89 | 4.23 |
|  |  |  |  |  | 14A | Education Counseling (Learning Center) | 4.11 | 4.21 |
|  |  |  |  |  | 95 | Safety, Training & Education | 4.28 | 4.18 |
|  |  |  |  |  | 140A | Education Testing (GRE, GMAT, ACT, etc. through  Learning Center) | 4.15 | 4.16 |
|  |  |  |  |  | 304 | Training Land Sustainment | 4.03 | 4.16 |
|  |  |  |  |  | 50A | Management of Government Owned & Leased Housing | 3.71 | 4.14 |
|  |  |  |  |  |  | Post-Secondary Programs and Classes (Learning  Center) | 4.15 | 4.14 |
|  |  |  |  |  | 92 | Equal Opportunity Services | 4.4 | 4.13 |
|  |  |  |  |  | 50C | Privatized Housing Mgmt for Residential communities Initiative (RCI) | 3.89 | 4.13 |
|  |  |  |  |  | 28D | Personnel Movements and Travel Services (ITO) | 4.03 | 4.12 |
|  |  |  |  |  |  | Civilian Personnel System for the US Army | 3.82 | 4.12 |
|  |  |  |  |  | 307 | Battle Command Training Center | 4.39 | 4.11 |
|  |  |  |  |  | 53 | Facilities Engineering Services | 4.07 | 4.11 |
|  |  |  |  |  | 306 | Training Support Services | 4.15 | 4.1 |
|  |  |  |  |  | 82 | Claims Services | 4.12 | 4.09 |
|  |  |  |  |  | 26A | Asset Management (Property Book, Installation Property, Operational Loads, etc.) | 4.02 | 4.09 |
|  |  |  |  |  | 21B | Security Education, Training and Awareness (SETA) | 4.04 | 4.08 |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**LEADERS** (continued)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/**  **SSP SSP** | **B. Lower Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **C. Opportunity to Rebalance** | **Perf** | **Impt** |
| 58 | Indoor Pest Control | 3.82 | 4.02 |  | 9D | Employee Assistance Program (EAP) | 4.09 | 4.07 |
| 43 | Surfaced and Unsurfaced Areas, Railroads and Bridges | 3.4 | 3.94 |  | 84 | Public Affairs Services (Post Newspaper, Event  Publicity, Information Campaigns) | 4.32 | 4.06 |
| 47 | Custodial Services | 3.46 | 3.83 |  | 60 | Refuse Removal Services | 3.9 | 4.06 |
| 61 | Snow, Ice, and Sand Removal | 3.45 | 3.78 |  | 28C | Cargo Movement Services | 4.2 | 4.03 |
| 25C | Clothing to Initial Entry Training Soldiers | 3.67 | 3.69 |  | 9B | Civilian Biochemical Services (Civilian Drug Test  Screening) | 3.91 | 3.98 |
| 40 | Improved Grounds Maintenance | 3.26 | 3.68 |  | 17D | Personal Mail Services | 3.84 | 3.95 |
| 41 | Unimproved Grounds Maintenance | 3.23 | 3.4 |  | 81C | Tax Assistance | 4.31 | 3.94 |
| 13F | Clubs, Food Beverage and Entertainment Programs | 3.06 | 3.12 |  | 9F | Risk Reduction Program (RRP) | 4.02 | 3.93 |
| 10D | Transition Support Services (ACS Financial, AER, Family Member Employment Assistance, and Relocation) | 2.95 | 3.12 |  | 64B | Conservation Services (Cultural & Natural Resources  Stewardship, Endangered Species Act) | 4 | 3.87 |
| 12B | Intramural Sports/Outdoor Facility Maintenance | 2.84 | 3.12 |  | 24 | Retail Stock and Storage Support | 3.82 | 3.87 |
| 12K | Arts and Crafts Program | 2.83 | 3.1 |  | 28F | Non-Tactical Vehicles (manage & provide general use) | 4.03 | 3.78 |
| 10C | Mobilization & Deployment Support (ACS Mob/Dep) | 2.96 | 3.09 |  | 30A | Laundry Services (OCIE items & linens) | 3.91 | 3.76 |
| 12E | Community/Recreation Programs | 3.24 | 3.08 |  | 17A | Official Mail Distribution | 3.97 | 3.75 |
| 51 | Army Lodging Management | 2.92 | 3.05 |  | 59 | Outdoor Pest Control | 3.9 | 3.7 |
| 12H | Automotive Skills Program (POV Auto Repair/Maintenance) | 3.08 | 3.04 |  |  |  |  |  |
| 12A | Physical Fitness Facilities | 3.08 | 3.01 |  |  |  |  |  |
| 10B | Personal & Family Life Readiness (EFMP/FAP/Sexual Assault Program/Victim Advocate | 2.92 | 3.01 |  |  |  |  |  |
|  | Better Opportunities for Single Soldiers (BOSS) | 3.03 | 3 |  |  |  |  |  |
| 12D | Library/Information Services | 2.88 | 3 |  |  |  |  |  |
| 12L | Leisure Ticketing Services | 3.07 | 2.99 |  |  |  |  |  |
| 11A | Youth and School Aged Services Programs | 3.11 | 2.96 |  |  |  |  |  |
| 12C | Aquatic Training Program | 2.97 | 2.96 |  |  |  |  |  |
| 13E | Bowling | 3.02 | 2.94 |  |  |  |  |  |
| 13G | Golf | 2.91 | 2.93 |  |  |  |  |  |
| 12F | Outdoor Recreation Program | 3.12 | 2.9 |  |  |  |  |  |
| 12M | Music and Theater Program | 2.99 | 2.9 |  |  |  |  |  |
| 10F | Volunteer Programs to include AFAP, AFTB & Volunteer Coordinator (ACS) | 2.95 | 2.89 |  |  |  |  |  |
| 10E | Support for Wounded and Fallen Soldiers (SFAC & SOS) | 2.99 | 2.87 |  |  |  |  |  |
| 10A | Community Information Services (ACS CIS) | 3 | 2.77 |  |  |  |  |  |
| 11A | Child Care Centers  ***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\**** | 3.1 | 2.82 |  |  |  |  |  |

## RAW DATA QUADRANT CHART:SOLDIERS



***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**SOLDIERS** *(continued)*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **B. Lower Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **C. Opportunity to Rebalance** | **Perf** | **Impt** |
| 305A | Range Operations | 3.52 | 4.1 |  | 81C | Tax Assistance | 3.9 | 4.1 |
| 23 | Ammunition Supply Services | 3.14 | 4.1 |  | 9C | Substance Abuse Prevention and Education (Military Personnel) | 3.84 | 4.05 |
| 306 | Training Support Services | 3.54 | 4.07 |  | 307 | Battle Command Training Center | 3.83 | 4.04 |
| 8B | Personnel Services - ID/CAC | 3.36 | 4.06 |  | 79 | Administrative and Civil Law | 3.79 | 4.02 |
| 28D | Personnel Movements and Travel Services (ITO) | 3.29 | 4.05 |  | 9A | Military Bio-Chemical Testing Services (Military Drug Test Screening) | 3.84 | 3.82 |
| 29 | Dining Facility Services | 3.49 | 4.03 |  | 83 | Religious Services | 3.89 | 3.75 |
| 302 | Airfield Operations | 3.4 | 4.03 |  | 84 | Public Affairs Services (Post Newspaper, Event Publicity, Information Campaigns) | 4.15 | 3.54 |
| 25C | Clothing to Initial Entry Training Soldiers | 3.13 | 4.02 |  | 95 | Safety, Training & Education | 3.82 | NA |
| 28A | Logistical Deployment/Redeployment Support | 3.36 | 4 |  | 92 | Equal Employment Opportunity Services | 4.09 | NA |
| 9F | Risk Reduction Program (RRP) | 3.43 | 3.98 |  |  |  |  |  |
| 8A | Personnel Services (e.g., In/Out Processing) | 3.35 | 3.93 |  |  |  |  |  |
| 58 | Indoor Pest Control | 3.02 | 3.93 |  |  |  |  |  |
| 60 | Refuse Removal Services | 3.65 | 3.92 |  |  |  |  |  |
| 53 | Facilities Engineering Services | 3.35 | 3.92 |  |  |  |  |  |
| 304 | Training Land Sustainment | 3.24 | 3.92 |  |  |  |  |  |
| 25 | Central Issue Facility (CIF) & OCIE (Organizational Clothing and Individual Equipment) | 3.12 | 3.9 |  |  |  |  |  |
| 59 | Outdoor Pest Control | 3 | 3.84 |  |  |  |  |  |
| 17D | Personal Mail Services | 3.52 | 3.83 |  |  |  |  |  |
| 28F | Non-Tactical Vehicles (manage & provide general use) | 3.14 | 3.83 |  |  |  |  |  |
| 47 | Custodial Services | 3.24 | 3.82 |  |  |  |  |  |
| 24 | Retail Stock and Storage Support | 3.19 | 3.79 |  |  |  |  |  |
| 41 | Unimproved Grounds Maintenance | 2.73 | 3.79 |  |  |  |  |  |
| 28C | Cargo Movement Services | 3.23 | 3.73 |  |  |  |  |  |
| 30A | Laundry Services (OCIE items & linens) | 3.34 | 3.65 |  |  |  |  |  |
| 40 | Improved Grounds Maintenance | 2.96 | 3.62 |  |  |  |  |  |
| 61 | Snow, Ice, and Sand Removal | 3.33 | 3.55 |  |  |  |  |  |
| 13F | Clubs, Food Beverage and Entertainment Programs | 3.06 | 3.12 |  |  |  |  |  |
| 10D | Transition Support Services (ACS Financial, AER, Family Member Employment Assistance, and Relocation | 2.95 | 3.12 |  |  |  |  |  |
| 12B | Intramural Sports/Outdoor Facility Maintenance | 2.84 | 3.12 |  |  |  |  |  |
| 12K | Arts and Crafts Program | 2.83 | 3.1 |  |  |  |  |  |
| 10C | Mobilization & Deployment Support (ACS Mob/Dep) | 2.96 | 3.09 |  |  |  |  |  |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**SOLDIERS** *(continued)*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **B. Lower Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **C. Opportunity to Rebalance** | **Perf** | **Impt** |
| 12E | Community/Recreation Programs | 3.24 | 3.08 |  |  |  |  |  |
| 51 | Army Lodging Management | 2.92 | 3.05 |  |  |  |  |  |
| 12H | Automotive Sills Program (POV Auto Repair/Maintenance | 3.08 | 3.04 |  |  |  |  |  |
| 12A | Physical Fitness Facilities | 3.08 | 3.01 |  |  |  |  |  |
| 10B | Personal & Family Life Readiness (EFMP/FAP/Sexual Assault Program/Victim Advocate) | 2.92 | 3.01 |  |  |  |  |  |
|  | Better Opportunities for Single Soldiers (BOSS) | 3.03 | 3 |  |  |  |  |  |
| 12D | Library/Information Services | 2.88 | 3 |  |  |  |  |  |
| 12L | Leisure Ticketing Services | 3.07 | 2.99 |  |  |  |  |  |
| 12C | Acquatic Training Program | 2.97 | 2.96 |  |  |  |  |  |
| 11A | Youth and School Aged Services Programs | 3.11 | 2.96 |  |  |  |  |  |
| 13E | Bowling | 3.02 | 2.94 |  |  |  |  |  |
| 13G | Golf | 2.91 | 2.93 |  |  |  |  |  |
| 12F | Outdoor Recreation Program | 3.12 | 2.9 |  |  |  |  |  |
| 12M | Music and Theater Program | 2.99 | 2.9 |  |  |  |  |  |
| 10F | Volunteer Programs to include AFAP, AFTB & Volunteer Coordinator (ACS) | 2.95 | 2.89 |  |  |  |  |  |
| 10E | Support for Wounded and Fallen Soldiers (SFAC & SOS) | 2.99 | 2.87 |  |  |  |  |  |
| 11A | Child Care Centers | 3.1 | 2.82 |  |  |  |  |  |
| 10A | Community Information Services (ACS CIS) | 3 | 2.77 |  |  |  |  |  |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

## RAW DATA QUADRANT CHART: FAMILY MEMBERS

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **A. Higher Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **D. Optimal Goal** | **Perf** | **Impt** |
| 78A | Physical Security Program (incl Installation Access) | 3.41 | 4.68 |  | 77 | Law Enforcement (LE) Operations | 3.85 | 4.71 |
| 300C | Command & Control/IOC/Emergency Operations | 3.5 | 4.54 |  | 68 | Fire & Emergency Services Programs | 4.18 | 4.69 |
| 28B | Personal Property Moves | 3.39 | 4.52 |  | 8L | Post-Transition Services (Separation, Retirement) | 4.05 | 4.6 |
| 36A | Service Order and Maintenance for Army Family  Housing (Non-privatized/Non-RCI) | 3.27 | 4.43 |  | 8G | Pre-Transition Services (e.g., ACAP, SBP, Transition Assistance) | 3.75 | 4.48 |
| 8B | Personnel Services - ID/CAC | 3.48 | 4.38 |  | 8C | Casualty Operations | 4.21 | 4.43 |
| 301 | Mobilization & Deployment Planning and Opns | 3.63 | 4.32 |  | 81A | Legal Assistance (except Tax Assistance) | 4.04 | 4.3 |
| 50C | Privatized Housing Mgmt for Residential Communities Initiative (RCI) | 3 | 4.29 |  | 81C | Tax Assistance | 4.26 | 4.28 |
|  | IMCOM Civilian Workforce Development | 3.11 | 4.26 |  | 60 | Refuse Removal Services | 3.7 | 4.17 |
| 82 | Claims Services | 3.61 | 4.25 |  |  |  |  |  |
| 58 | Indoor Pest Control | 3.24 | 4.13 |  |  |  |  |  |
| 50A | Management of Government Owned & Leased Housing | 2.92 | 4.11 |  |  |  |  |  |
| 50B | Provide Housing Services (Off-Post Housing) | 3.22 | 4.09 |  |  |  |  |  |
| 8A | Personnel Services (e.g., In/Out Processing) | 3.59 | 4.08 |  |  |  |  |  |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**FAMILY MEMBERS** *(continued)*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **B. Lower Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **C. Opportunity to Rebalance** | **Perf** | **Impt** |
| 79 | Administrative and Civil Law | 3.54 | 4.05 |  | 29 | Dining Facility Services | 3.69 | 4.04 |
| 14A | Education Counseling (Learning Center) | 3.52 | 4 |  | 84 | Public Affairs Services (Post Newspaper, Event Publicity, Information Campaigns) | 4.52 | 3.92 |
| 140A | Education Testing (GRE, GMAT, ACT, etc. through Learning Center) | 3.32 | 4 |  | 83 | Religious Services | 3.92 | 3.79 |
| 59 | Outdoor Pest Control | 3.26 | 4 |  | 92 | Equal Opportunity Services | 4 | NA |
| 80 | Criminal Law and Disciplines | 3.2 | 4 |  | 95 | Safety, Training & Education | 3.8 | NA |
| 9D | Employee Assistance Program (EAP) | 3.32 | 3.92 |  |  |  |  |  |
| 17D | Personal Mail Services | 3.33 | 3.74 |  |  |  |  |  |
| 40 | Improved Grounds Maintenance | 3.35 | 3.69 |  |  |  |  |  |
| 61 | Snow, Ice, and Sand Removal | 3.4 | 3.58 |  |  |  |  |  |
| 13F | Clubs, Food Beverage and Entertainment Programs | 3.06 | 3.12 |  |  |  |  |  |
| 10D | Transition Support Services (ACS Financial, AER, Family Member Employment Assistance, and Relocation) | 2.95 | 3.12 |  |  |  |  |  |
| 12B | Intramural Sports/Outdoor Facility Maintenance | 2.84 | 3.12 |  |  |  |  |  |
| 12K | Arts and Crafts Program | 2.83 | 3.1 |  |  |  |  |  |
| 10C | Mobilization & Deployment Support (ACS Mob/Dep) | 2.96 | 3.09 |  |  |  |  |  |
| 12E | Community/Recreation Programs | 3.24 | 3.08 |  |  |  |  |  |
| 51 | Army Lodging Management | 2.92 | 3.05 |  |  |  |  |  |
| 12H | Automotive Skills Program (POV Auto Repair/Maintenance) | 3.08 | 3.04 |  |  |  |  |  |
| 12A | Physical Fitness Facilities | 3.08 | 3.01 |  |  |  |  |  |
| 10B | Personal & Family Life Readiness (EFMP/FAP/Sexual Assault Program/Victim Advocate | 2.92 | 3.01 |  |  |  |  |  |
|  | Better Opportunities for Single Soldiers (BOSS) | 3.03 | 3 |  |  |  |  |  |
| 12D | Library/Information Services | 2.88 | 3 |  |  |  |  |  |
| 12L | Leisure Ticketing Services | 3.07 | 2.99 |  |  |  |  |  |
| 12C | Aquatic Training Program | 2.97 | 2.96 |  |  |  |  |  |
| 11A | Youth and School Aged Services Programs | 3.11 | 2.96 |  |  |  |  |  |
| 13E | Bowling | 3.02 | 2.94 |  |  |  |  |  |
| 13G | Golf | 2.91 | 2.93 |  |  |  |  |  |
| 12F | Outdoor Recreation Program | 3.12 | 2.9 |  |  |  |  |  |
| 12M | Music and Theater Program | 2.99 | 2.9 |  |  |  |  |  |
| 10F | Volunteer Programs to include AFAP, AFTB & Volunteer Coordinator (ACS) | 2.95 | 2.89 |  |  |  |  |  |
| 10E | Support for Wounded and Fallen Soldiers (SFAC & SOS) | 2.99 | 2.87 |  |  |  |  |  |
| 11A | Child Care Centers | 3.1 | 2.82 |  |  |  |  |  |
| 10A  ***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\**** | Community Information Services (ACS ) | 3 | 2.77 |  |  |  |  |  |

## RAW DATA QUADRANT CHART: CIVILIANS

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **A. Higher Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **D. Optimal Goal** | **Perf** | **Impt** |
| 44 | Central Heating and Cooling Plants | 2.98 | 4.46 |  | 68 | Fire & Emergency Services Progams | 4.38 | 4.68 |
| 45 | Provide Water for Mission Uses | 3.67 | 4.38 |  | 78A | Physical Security Program (incl Installation Access) | 3.81 | 4.65 |
|  | IMCOM Civilian Workforce Development | 3.32 | 4.41 |  | 77 | Law Enforcement (LE) Operations | 3.99 | 4.59 |
|  | Civilian Personnel System for the US Army | 3.39 | 4.36 |  | 22 | Anti-Terrorism | 4.04 | 4.51 |
| 52A | Unaccompanied Personnel Housing (UPH-Barracks) | 3.23 | 4.36 |  | 21A | Personnel Security | 4.06 | 4.4 |
| 50A | Management of Government Owned & Leased  Housing | 3.53 | 4.32 |  | 300C | Command & Control/IOC/Emergency Operations | 3.95 | 4.44 |
|  | Service Order and Preventative Maintenance | 3.35 | 4.29 |  | 8B | Personnel Services - ID/CAC | 3.75 | 4.35 |
| 47 | Electrical Services | 3.66 | 4.28 |  | 81A | Legal Assistance (except Tax Assistance) | 3.99 | 4.33 |
| 53 | Facilities Engineering Services | 3.48 | 4.24 |  | 305A | Range Operations | 3.93 | 4.33 |
| 58 | Indoor Pest Control | 3.51 | 4.19 |  | 8F | MilPay Services (Personnel pay inquiry & resolution; not Defense Finance) | 3.94 | 4.32 |
| 50B | Provide Housing Services (Off-Post Housing) | 3.66 | 4.14 |  | 50C | Privatized Housing Mgmt for Residential Communities Initiative (RCI) | 3.7 | 4.3 |
| 26A | Asset Management (Property Book, Installation Property, Operational Loads, etc.) | 3.55 | 4.12 |  | 82 | Claims Services | 4 | 4.28 |
| 24 | Retail Stock and Storage Support | 3.66 | 4.07 |  | 306 | Training Support Services | 3.95 | 4.27 |
|  | Post-Secondary Programs and Classes  (Learning Center) | 3.64 | 3.94 |  | 301 | Mobilization & Deployment Planning and Opns | 3.94 | 4.27 |
|  |  |  |  |  | 29 | Dining Facility Services | 3.97 | 4.26 |
|  |  |  |  |  | 80 | Criminal Law & Discipline | 4.02 | 4.25 |
|  |  |  |  |  | 27A | Material Maintenance Support (General Equip., Weapons, Combat Vehicle, Rail, etc.) | 3.69 | 4.22 |
|  |  |  |  |  | 8C | Casualty Operations | 4.22 | 4.21 |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**CIVILIANS** *(continued)*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **A. Higher Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **D. Optimal Goal** | **Perf** | **Impt** |
|  |  |  |  |  | 28D | Personnel Movements and Travel Services (ITO) | 3.83 | 4.21 |
|  |  |  |  |  | 79 | Administrative and Civil Law | 4.17 | 4.19 |
|  |  |  |  |  | 14A | Education Counseling (Learning Center) | 3.79 | 4.19 |
|  |  |  |  |  | 84 | Public Affairs Services (Post Newspaper, Event Publicity, Information Campaigns) | 4.48 | 4.18 |
|  |  |  |  |  | 28B | Personal Property Moves | 3.84 | 4.17 |
|  |  |  |  |  | 8 | Individual Personnel Actions and Military Personnel Services to Students/Trainees | 3.7 | 4.16 |
|  |  |  |  |  | 25 | Central Issue Facility (CIF) & OCIE (Organizational Clothing and Individual Equipment) | 3.71 | 4.15 |
|  |  |  |  |  | 81C | Tax Assistance | 4.12 | 4.14 |
|  |  |  |  |  | 28F | Non-Tactical Vehicles (Manage & Provide General  Use) | 3.75 | 4.13 |
|  |  |  |  |  | 302 | Airfield Operations | 3.88 | 4.12 |
|  |  |  |  |  | 28A | Logistical Deployment/Redeployment Support | 4.17 | 4.1 |
|  |  |  |  |  | 304 | Training Land Sustainment | 3.91 | 4.1 |
|  |  |  |  |  | 23 | Ammunition Supply Services | 3.79 | 4.1 |
|  |  |  |  |  | 92 | Equal Opportunity Services | 4.27 | 4.08 |
|  |  |  |  |  | 83 | Religious Services | 4.2 | 4.08 |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**CIVILIANS** *(continued)*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **B. Lower Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **C. Opportunity to Rebalance** | **Perf** | **Impt** |
| 9D | Employee Assistance Program (EAP) | 3.47 | 4.06 |  | 21B | Security Education, Training and Awareness (SETA) | 4.13 | 4.31 |
| 59 | Outdoor Pest Control | 3.54 | 3.96 |  | 140A | Education Testing (GRE, GMAT, ACT, etc. through Learning Center) | 3.77 | 4.06 |
| 60 | Refuse Removal Services | 3.56 | 3.93 |  | 9A | Military Bio-Chemical Testing Services (Military Drug Test Screening) | 4.17 | 4 |
| 8E | Personnel Processing Services (e.g., Records, Awards, NCO/Officer Promotions, Reassignments) | 3.67 | 3.91 |  | 8D | Deployment Cycle Services | 3.98 | 4 |
| 17A | Official Mail Distribution | 3.48 | 3.88 |  | 8G | Pre-Transition Services (e.g., ACAP, SBP, Transition Assistance) | 3.89 | 3.95 |
| 43 | Surfaced and Unsurfaced Areas, Railroads and Bridges | 3.03 | 3.88 |  | 28C | Cargo Movement Services | 3.88 | 3.91 |
| 47 | Custodial Services | 2.98 | 3.88 |  | 9C | Substance Abuse Prevention and Education (Military Personnel) | 3.95 | 3.86 |
| 36A | Service Order and Maintenance for Army Family Housing (Non-privatized/Non-RCI) | 3.44 | 3.78 |  | 61 | Snow, Ice, and Sand Removal | 3.73 | 3.86 |
| 17D | Personal Mail Services | 3.4 | 3.75 |  | 8A | Personnel Services (e.g., In/Out Processing) | 3.7 | 3.86 |
| 40 | Improved Grounds Maintenance | 3.15 | 3.73 |  | 64B | Conservation Services (Cultural & Natural Resources Stewardship, Endangered Species Act) | 4.11 | 3.84 |
| 12H | Automotive Skills Program (POV Auto Repair/Maintenance) | 3.08 | 3.4 |  | 9B | Civilian Biochemical Services (Civilian Drug Test Screening) | 3.73 | 3.83 |
| 41 | Unimproved Grounds Maintenance | 3.36 | 3.26 |  | 9F | Risk Reduction Program (RRP) | 3.82 | 3.75 |
| 13F | Clubs, Food Beverage and Entertainment Programs | 3.06 | 3.12 |  | 30A | Laundry Services (OCIE Items & Linens) | 3.85 | 3.62 |
| 10D | Transition Support Services (ACS Financial, AER, Family Member Employment Assistance, and Relocation | 2.95 | 3.12 |  | 8L | Post-Transition Services (Separation, Retirement) | 3.95 | 3.5 |
| 12B | Intramural Sports/Outdoor Facility Maintenance | 2.84 | 3.12 |  | 95 | Safety, Training & Education | 3.85 | 3.5 |
| 12K | Arts and Crafts Program | 2.83 | 3.1 |  |  |  |  |  |
| 10C | Mobilization & Deployment Support (ACS Mob/Dep) | 2.96 | 3.09 |  |  |  |  |  |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**CIVILIANS** *(continued)*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **B. Lower Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **C. Opportunity to Rebalance** | **Perf** | **Impt** |
| 12E | Community/Recreation Programs | 3.24 | 3.08 |  |  |  |  |  |
| 51 | Army Lodging Management | 2.92 | 3.05 |  |  |  |  |  |
| 12A | Physical Fitness Facilities | 3.08 | 3.01 |  |  |  |  |  |
| 10B | Personal & Family Life Readiness (EFMP/FAP/Sexual Assault Program/Victim Advocate) | 2.92 | 3.01 |  |  |  |  |  |
|  | Better Opportunities for Single Soldiers (BOSS) | 3.03 | 3 |  |  |  |  |  |
| 12D | Library/Information Services | 2.88 | 3 |  |  |  |  |  |
| 12L | Leisure Ticketing Services | 3.07 | 2.99 |  |  |  |  |  |
| 11A | Youth and School Aged Services Programs | 3.11 | 2.96 |  |  |  |  |  |
| 12C | Acquatic Training Program | 2.97 | 2.96 |  |  |  |  |  |
| 13E | Bowling | 3.02 | 2.94 |  |  |  |  |  |
| 13G | Golf | 2.91 | 2.93 |  |  |  |  |  |
| 12F | Outdoor Recreation Program | 3.12 | 2.9 |  |  |  |  |  |
| 12M | Music and Theater Program | 2.99 | 2.9 |  |  |  |  |  |
| 10F | Volunteer Programs to include AFAP, AFTB & Volunteer Coordinator (ACS) | 2.95 | 2.89 |  |  |  |  |  |
| 10E | Support for Wounded and Fallen Soldiers  (SFAC & SOS) | 2.99 | 2.87 |  |  |  |  |  |
| 11A | Child Care Centers | 3.1 | 2.82 |  |  |  |  |  |
| 10A | Community Information Services (ACS CIS) | 3 | 2.77 |  |  |  |  |  |
| 25C | Clothing to Initial Entry Training Soldiers | NA | NA |  |  |  |  |  |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

## RAW DATA QUADRANT CHART: KEY CUSTOMERS

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **A. Higher Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **D. Optimal Goal** | **Perf** | **Impt** |
| 8F | MilPay Services (Personnel pay inquiry & resolution; not Defense Finance) | 3.45 | 4.57 |  | 68 | Fire & Emergency Services Progams | 4.32 | 4.58 |
| 78A | Physical Security Program (incl Installation Access) | 3.64 | 4.55 |  | 77 | Law Enforcement (LE) Operations | 3.9 | 4.55 |
| 8E | Personnel Processing Services (e.g., Records, Awards, NCO/Officer Promotions, Reassignments) | 3.33 | 4.4 |  | 8C | Casualty Operations | 4 | 4.36 |
| 28B | Personal Property Moves | 3.37 | 4.33 |  | 22 | Anti-Terrorism | 3.73 | 4.34 |
| 45 | Provide Water for Mission Uses | 3.68 | 4.32 |  | 8L | Post-Transition Services (Separation, Retirement) | 3.81 | 4.33 |
| 8 | Individual Personnel Actions and Military Personnel Services to Students/Trainees | 3.32 | 4.3 |  | 21A | Personnel Security | 3.78 | 4.33 |
|  | Service Order and Preventative Maintenance | 3.06 | 4.26 |  | 301 | Mobilization & Deployment Planning and Opns | 3.76 | 4.28 |
| 50A | Management of Government Owned & Leased Housing | 2.89 | 4.24 |  | 8G | Pre-Transition Services (e.g., ACAP, SBP, Transition Assistance) | 3.73 | 4.26 |
| 47 | Electrical Services | 3.59 | 4.23 |  | 81A | Legal Assistance (except Tax Assistance) | 3.97 | 4.23 |
| 36A | Service Order and Maintenance for Army Family Housing (Non-privatized/Non-RCI) | 3.15 | 4.22 |  | 14A | Education Counseling (Learning Center) | 3.75 | 4.2 |
| 50C | Privatized Housing Mgmt for Residential Communities Initiative (RCI) | 2.96 | 4.22 |  | 29 | Dining Facility Services | 3.7 | 4.16 |
| 52A | Unaccompanied Personnel Housing (UPH-Barracks) | 2.73 | 4.22 |  | 306 | Training Support Services | 3.77 | 4.15 |
| 8D | Deployment Cycle Services | 3.56 | 4.21 |  | 28D | Personnel Movements and Travel Services (ITO) | 3.75 | 4.1 |
| 8B | Personnel Services - ID/CAC | 3.38 | 4.2 |  | 82 | Claims Services | 3.68 | 4.1 |
|  | IMCOM Civilian Workforce Development | 3.3 | 4.2 |  | 81C | Tax Assistance | 4.05 | 4.09 |
| 27A | Material Maintenance Support (General Equip., Weapons, Combat Vehicle, Rail, etc.) | 3.42 | 4.19 |  |  |  |  |  |
| 305A | Range Operations | 3.65 | 4.16 |  |  |  |  |  |
| 140A | Education Testing (GRE, GMAT, ACT, etc. through  Learning Center) | 3.65 | 4.15 |  |  |  |  |  |
| 26A | Asset Management (Property Book, Installation Property, Operational Loads, etc.) | 3.52 | 4.13 |  |  |  |  |  |
|  | Civilian Personnel System for the US Army | 3.41 | 4.13 |  |  |  |  |  |
| 28A | Logistical Deployment/Redeployment Support | 3.68 | 4.07 |  |  |  |  |  |
| 50B | Provide Housing Services (Off-Post Housing) | 3.3 | 4.07 |  |  |  |  |  |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**KEY CUSTOMERS** *(continued)*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **B. Lower Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **C. Opportunity to Rebalance** | **Perf** | **Impt** |
| 25C | Clothing to Initial Entry Training Soldiers | 3.24 | 4.05 |  | 44 | Central Heating and Cooling Plants | 2.96 | 4.31 |
| 58 | Indoor Pest Control | 3.14 | 4.02 |  | 300C | Command & Control/IOC/Emergency Operations | 3.85 | 4.29 |
| 304 | Training Land Sustainment | 3.6 | 3.98 |  | 80 | Criminal Law & Discipline | 3.73 | 4.2 |
| 8A | Personnel Services (e.g., In/Out Processing) | 3.47 | 3.98 |  | 9C | Substance Abuse Prevention and Education (Military Personnel) | 3.92 | 4.1 |
| 23 | Ammunition Supply Services | 3.45 | 3.95 |  | 21B | Security Education, Training and Awareness (SETA) | 3.89 | 4.1 |
| 25 | Central Issue Facility (CIF) & OCIE (Organizational Clothing and Individual Equipment) | 3.25 | 3.95 |  | 79 | Administrative and Civil Law | 3.97 | 4.05 |
| 53 | Facilities Engineering Services | 3.4 | 3.94 |  | 92 | Equal Opportunity Services | 4.08 | 3.98 |
| 28F | Non-Tactical Vehicles (Manage & Provide General  Use) | 3.48 | 3.92 |  | 64B | Conservation Services (Cultural & Natural Resources Stewardship, Endangered Species Act) | 4.04 | 3.98 |
| 9F | Risk Reduction Program (RRP) | 3.54 | 3.91 |  | 307 | Battle Command Training Center | 3.88 | 3.95 |
| 60 | Refuse Removal Services | 3.62 | 3.89 |  | 9A | Military Bio-Chemical Testing Services (Military Drug Test Screening) | 3.95 | 3.94 |
| 59 | Outdoor Pest Control | 3.18 | 3.89 |  | 302 | Airfield Operations | 3.71 | 3.93 |
| 47 | Custodial Services | 3.16 | 3.88 |  | 83 | Religious Services | 4.03 | 3.87 |
| 24 | Retail Stock and Storage Support | 3.48 | 3.87 |  | 9B | Civilian Biochemical Services (Civilian Drug Test Screening) | 3.82 | 3.84 |
| 17D | Personal Mail Services | 3.47 | 3.81 |  | 84 | Public Affairs Services (Post Newspaper, Event Publicity, Information Campaigns) | 4.28 | 3.82 |
| 30A | Laundry Services (OCIE Items & Linens) | 3.43 | 3.8 |  | 95 | Safety, Training & Education | 3.81 | 3.7 |
| 9D | Employee Assistance Program (EAP) | 3.46 | 3.77 |  |  |  |  |  |
| 28C | Cargo Movement Services | 3.63 | 3.72 |  |  |  |  |  |
| 43 | Surfaced and Unsurfaced Areas, Railroads and Bridges | 3.09 | 3.7 |  |  |  |  |  |
| 17A | Official Mail Distribution | 3.47 | 3.65 |  |  |  |  |  |
| 40 | Improved Grounds Maintenance | 3.07 | 3.65 |  |  |  |  |  |
| 41 | Unimproved Grounds Maintenance | 3.06 | 3.54 |  |  |  |  |  |
| 61 | Snow, Ice, and Sand Removal | 3.36 | 3.48 |  |  |  |  |  |
| 12H | Automotive Skills Program (POV Auto Repair/Maintenance) | 3.08 | 3.4 |  |  |  |  |  |
| 13F | Clubs, Food Beverage and Entertainment Programs | 3.06 | 3.12 |  |  |  |  |  |
| 10D | Transition Support Services (ACS Financial, AER, Family Member Employment Assistance, and Relocation | 2.95 | 3.12 |  |  |  |  |  |
| 12B | Intramural Sports/Outdoor Facility Maintenance | 2.84 | 3.12 |  |  |  |  |  |
| 12K | Arts and Crafts Program | 2.83 | 3.1 |  |  |  |  |  |
| 10C | Mobilization & Deployment Support (ACS Mob/Dep) | 2.96 | 3.09 |  |  |  |  |  |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

**KEY CUSTOMERS** *(continued)*

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CLS/ SSP** | **B. Lower Priority Issues for Customers** | **Perf** | **Impt** |  | **CLS/ SSP** | **C. Opportunity to Rebalance** | **Perf** | **Impt** |
| 12E | Community/Recreation Programs | 3.24 | 3.08 |  |  |  |  |  |
| 51 | Army Lodging Management | 2.92 | 3.05 |  |  |  |  |  |
| 12A | Physical Fitness Facilities | 3.08 | 3.01 |  |  |  |  |  |
| 10B | Personal & Family Life Readiness (EFMP/FAP/Sexual Assault Program/Victim Advocate) | 2.92 | 3.01 |  |  |  |  |  |
|  | Better Opportunities for Single Soldiers (BOSS) | 3.03 | 3 |  |  |  |  |  |
| 12D | Library/Information Services | 2.88 | 3 |  |  |  |  |  |
| 12L | Leisure Ticketing Services | 3.07 | 2.99 |  |  |  |  |  |
| 11A | Youth and School Aged Services Programs | 3.11 | 2.96 |  |  |  |  |  |
| 12C | Aquatic Training Program | 2.97 | 2.96 |  |  |  |  |  |
| 13E | Bowling | 3.02 | 2.94 |  |  |  |  |  |
| 13G | Golf | 2.91 | 2.93 |  |  |  |  |  |
| 12F | Outdoor Recreation Program | 3.12 | 2.9 |  |  |  |  |  |
| 12M | Music and Theater Program | 2.99 | 2.9 |  |  |  |  |  |
| 10F | Volunteer Programs to include AFAP, AFTB & Volunteer Coordinator (ACS) | 2.95 | 2.89 |  |  |  |  |  |
| 10E | Support for Wounded and Fallen Soldiers (SFAC & SOS) | 2.99 | 2.87 |  |  |  |  |  |
| 11A | Child Care Centers | 3.1 | 2.82 |  |  |  |  |  |
| 10A | Community Information Services (ACS CIS) | 3 | 2.77 |  |  |  |  |  |

***\*\*CLS/SSPs highlighted in orange represent the 5 highest or lowest performers in category\*\****

# SECTION 4 – DIRECTORATE/SUPPORT OFFICES’ RESULTS

***NOTE: Raw data is unprocessed and no comments have been edited.***

1. What is included in each directorate / support office’s results:

a.Bar/Line Charts.

* + The Bar/Line Charts display the same data as the Raw Data Quadrant Charts, but in a view that allows opportunity for unique comparison between CLS/SSP areas. Most directorates/offices will have two charts: one reflecting results at the CLS level and another reflecting results at the SSP level.
  + The IMCOM Overall Performance Average and Importance Average are noted on each chart for comparison purposes.
  + Those CLS/SSPs that have a significant gap between the performance column and the importance line may be worthy of further evaluation.

b.Feedback Comments.Survey participants were encouraged to provide comments. Each directorate/office’s comments are provided below their Bar/Line Chart(s). NOTE: *Comments have not been edited.*

2. Directorate / support offices that have results:

DHR

DFMWR

DPTMS

DOL

DPW

DES

Legal

Other (RSO, PAO, ISO, EEO, IMCOM Workforce Development, Civilian Personnel)

## DIRECTORATE OF HUMAN RESOURCES

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

### FEEDBACK COMMENTS - DHR

Survey participants were encouraged to provide comments. These comments are grouped by individual CLS/SSPs. NOTE: Comments have not been edited.

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| **Response: POST-TRANSITION SERVICES (SEPARATION, RETIREMENT)** | |  | | |  | |  |  |
| Excellent service at my Transition Service Center... | |  | | |  | |  |  |
| Have not dealt with this organization directly | |  | | |  | |  |  |
| planning to retire and prey for a smooth transition | |  | | |  | |  |  |
| website non-functional, limited or no web presence | |  | | |  | |  |  |
| Did not receive Flag or Retirement Certificate after 27+ years....Sorry! | |  | | |  | |  |  |
| There does not seem to be any urgency associated with the personnel working the various issues within the office. | |  | | |  | |  |  |
|  |  |  | | |  | |  |  |
|  | | | | | | | | |
| **Response: INDIVIDUAL PERSONNEL ACTIONS AND MILITARY PERSONNEL SERVICES TO STUDENTS/TRAINEES** | | |  | |  | |  |  |
| Military members need to know that their families are being taken care of properly so that we can focus on the mission. | | |  | |  | |  |  |
| The cadre/staff responsible for inprocessing students behave as though they have never done this before. They have no answers and they get angry when someone ask them questions. | | |  | |  | |  |  |
| In-Processing was very disorganized, not well briefed or explained, and not followed up with for accountability. | | |  | |  | |  |  |
| Customer Service for my student officers when they have issues seems spotty. | | |  | |  | |  |  |
| Need to streamline the process and provide UNit S1 training to ensure Soldiers remain current. | | |  | |  | |  |  |
| Don't feel that the PLT SGT are caring for the students as they should, yet take praise and promotions without remorse. | | |  | |  | |  |  |
| There is a lot of red tape from the unit level on up. From items being lost to processes just not happening. It results in a lot of unnecessary traffic with Soldiers, upset with the system, take it upon themselves to 'walk it through' themselves. | | |  | |  | |  |  |
| Students normally complain about getting the run around from facilities on post. | | |  | |  | |  |  |
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|  | | | | | | |  |  |
| **Response: PRE-TRANSITION SERVICES (E.G., ACAP, SBP, TRANSITION ASSISTANCE)** | | |  | |  | |  |  |
| We need a Department of labor representative full time to take care of veterans after 180 time frame ACAP has to serve Veterans NOT serviced like Navy, Air Force, Marines and regular ETS military. | | |  | |  | |  |  |
| I've had 3 LTCs who work for me use local retirement services and they were quite satisfied. | | |  | |  | |  |  |
| Have not dealt with this organization directly | | |  | |  | |  |  |
| no experience as of yet | | |  | |  | |  |  |
| website non-functional, limited or no web presence | | |  | |  | |  |  |
| Recently attended ACAP and was not impressed. Thought ACAP was geared towards building a resume and found out it was everything but that. It did cover important things to include in a resume however was only briefly talked about. | | |  | |  | |  |  |
| This office is contractor run and there is no effort from the employees to actually provide relevant services for the Service Members. They have no passion about what they do, they just check the box stating they have done the required paperwork. I have seen resumes come out of this office with 15 typos on them. Unacceptable! | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | | | | | | |  |
| **Response: MILPAY SERVICES (PERSONNEL PAY INQUIRY & RESOLUTION; NOT DEFENSE FINANCE)** | | |  | |  | |  |  |
| Support for my student officers with pay issues has been spotty at best. | | |  | |  | |  |  |
| Need more training personnel. So far only bright spot I see at Fort Gordon is Ms. Lisa Holland-Carter. Rest of the financial personnel needs training to be more knowledgeable. | | |  | |  | |  |  |
| In processing soldiers new to Fort Gordon have to make an appointment to settle travel expenses. This was the first PCS move in my 13 year Army career where I had to do this. All other installations I have been assigned to the Finance brief and settlement was taken care of during the first few days. Many Soldiers/Family members depend on this service immediately arriving to a new duty station and having to wait sometimes a month for an appointment then another month for payment. | | |  | |  | |  |  |
| No Financial issues are processed here. They are all sent to another location making all transactions take longer than they should. Also there is no set standard. Submitting a Start BAH for one Soldier will require only 3 forms while doing the same for another Soldier with the exact same circumstance will require 6 or more forms depending on which civilian finance clerk you submit it to. | | |  | |  | |  |  |
| I've never sent anyone to finance who had a REAL issue that didn't get it resolved. From the IET standpoint with AWOLS and RTDs the clerks there are very vigilant and effective for the most part. For something NOT to work is atypical. | | |  | |  | |  |  |
| They Have improved some | | |  | |  | |  |  |
| 6 months of monthly appts. to resolve pay issue went unresolved until without notice they withdrew all over propay payments-in December no less and end of month pay = 5.00 no matter what rank you don’t do that without notification- unprofessional - | | |  | |  | |  |  |
| Very good with getting pay problems resolved since they go through local chains and carry major importance. | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | |  | |  | |  |  |
| **Response: PERSONNEL PROCESSING SERVICES (E.G., RECORDS, AWRDS, NCO/OFFICER PROMOTION, REASSIGNMENTS)** | | |  | |  | |  |  |
| In-Processing was very disorganized, not well briefed or explained, and not followed up with for accountability. | | |  | |  | |  |  |
| I have had my dental records lost twice. | | |  | |  | |  |  |
| I recently had a soldier re-enlist but then was told weeks later he couldn't get the options he re-enlisted for because the retention NCO did not look into all the qualifications/waivers needed. | | |  | |  | |  |  |
| Unit S1 is unable to update ERB. Documents submitted to HRC take several months to appear in records. | | |  | |  | |  |  |
| Many mistakes are made regarding reassignments for students, ie miscoding, confusion on whether a student is active/RC/NG, and whether they are Airborne or not. Also, with the number of married Soldiers going to Korea and due to Korea's very long Command Sponsorship process, many Soldiers sit around awaiting family travel for weeks before finally being told they must do an All Others tour. | | |  | |  | |  |  |
| Same criticism as for Soldier personnel action, above. | | |  | |  | |  |  |
| They have improved | | |  | |  | |  |  |
| Not using MyForms on AKO and instead still sending work with a paper trail and taking over 3 months for NCOERs to be completed. Awards also take over 6 months or better for an AAM on average here. The paperwork is sitting at one location for way to long or you're told to change things one way just to have someone else say to change it back to another. | | |  | |  | |  |  |
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| **Response: DEPLOYMENT CYCLE SERVICES** | | |  | |  | |  |  |
| The deployment orders process here is inadequate at every level. I deployed over 20 of my Soldiers who were unable to receive their orders until 4 days before deployment. This creates an immense hardship upon their families for little purpose. Requiring Soldiers to SRP before they receive their deployment orders is unique in my experience to Ft Gordon. This only makes the stresses our deployed family members feel worse. | | |  | |  | |  |  |
| DCS takes a 'one size fits all' approach- a waste of time, since EVERYTHING must be re-done at Ft. Benning (CRC) | | |  | |  | |  |  |
| Seems well organized for larger units that deploy, but for IAindidifficult/uuncear | | |  | |  | |  |  |
| N/A | | |  | |  | |  |  |
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|  | | |  | |  | |  |  |
| **Response: CASUALTY OPERATIONS** | | |  | |  | |  |  |
| We had a student die during a course and the support was very good. | | |  | |  | |  |  |
| All support comes from work force and military assigned. No direct CLS/SSP that has funds or manpower. Out of hide. | | |  | |  | |  |  |
| I am not a surviving spouse. My husband is occasionally on casualty assistance duty. | | |  | |  | |  |  |
| Need more trained CAOs/CNOs. | | |  | |  | |  |  |
| N/A | | |  | |  | |  |  |
| this should not be farmed out to any old person on active duty. This should be a duty that is more permanent in nature. This is a special and very sensitive duty, and many people are just not cut out for it. It also takes the permanent party Soldiers away from their primary missions. We are already short handed. | | |  | |  | |  |  |
| There were a few times during our tour that CNO's went to a house that was not the family to be informed. | | |  | |  | |  |  |
| All dealings have been very professional and timely. | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | |  | |  | |  |  |
| **Response: PERSONNEL SERVICES – ID/CAC** | | |  | |  | |  |  |
| Misinformation to no information, gladly driving hours away to another installation just to avoid dealing with people who want to collect a paycheck and help no one or give assistance with attitudes. | | |  | |  | |  |  |
| RETIRED CIVIL SERVANTS ARE NOT ALLOWED TO USE THE SERVICES NOR FACILITIES AT FT GORDON BASED ON PERSONAL AND NOT PROFESSIONAL REASONING OF THE DIRECTOR OF PX, COMMISARY AND MWR FACILITIES. | | |  | |  | |  |  |
| It takes too long and the hours could be improve to include appointments on Saturday and extend the hours until about 7 pm a couple of days of the week. | | |  | |  | |  |  |
| ID card section a joke- soldiers wait there much too long- and why do they need appointments? A very ineffecient section. | | |  | |  | |  |  |
| need more personnel | | |  | |  | |  |  |
| Service is responsive but local staff seems overwhelmed by sheer numbers. | | |  | |  | |  |  |
| Lines too long, need to have more stations bigger facility. | | |  | |  | |  |  |
| I recently went to get a new ID card in uniform and had to wait over two hours to get a new ID issued. I think RA should have priority in uniform since many us depend on using our ID card to complete the daily missions involved in our everyday operations. I also had my name skipped on the roster then I was told I would be next but the person in charge at the time didn't let anyone know that and three other customers (civilians) went ahead of me before someone noticed I was supposed to be next and was skipped 3 times. | | |  | |  | |  |  |
| Difficult to get in and get things done at Darling Hall, always a long line. | | |  | |  | |  |  |
| Service is extremely slow. | | |  | |  | |  |  |
| Always a long wait for ID card section. Have to make appointment which is ridiculous. Every time I have gone to ID section, they have minimal people working and take forever to get a new ID card. They need to hire new employees and expand the service. | | |  | |  | |  |  |
| There is always a incredibly long wait for service in the ID Card section. No input on whether that's changed since they've instituted mandatory call in appointments for service. | | |  | |  | |  |  |
| Need to get rid of the appointment system developed in this section. | | |  | |  | |  |  |
| Must make an appointment or risk being hasseled by staff for immediate appointment. Wait time is over 3-4 hours even with an appointment. Staff has SEVERE attitude. Staff is not manned for requirement of this area. Worst in the military. | | |  | |  | |  |  |
| Not friendly, rude to customers and not willing to help | | |  | |  | |  |  |
| appointment system has flaws | | |  | |  | |  |  |
| It took me 2 hours to get an id card. The wait time is too long. The appointment system helps, but if you work it is very difficult to schedule one 3 weeks out. | | |  | |  | |  |  |
| There is no sense of urgency in this office at all. They will get around to you after they have completed their personal conversation. | | |  | |  | |  |  |
| The employees at the CAC office are very polite and helpful, as well as knowledgeable. However they are forced to serve a communtity of 10's of thousands in an office the size of a large closet. One will normally need to budget at least 3 hours for a 10 minute appointment in this office due to wait times. | | |  | |  | |  |  |
| not customer service oriented. | | |  | |  | |  |  |
| No walkins accepted. Even when an appointment is made it takes at least 30min to be seen. | | |  | |  | |  |  |
| Needs a phone system that can put people on hold for scheduling appointments. I had to dial and redial for 30 minutes to get an appointment. | | |  | |  | |  |  |
| Very slow and undermanned. | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | |  | |  | |  |  |
| **Response: PERSONNEL SERVICES (E.G., IN/OUT PROCESSING)** | | |  | |  | |  |  |
| Before arriving here, I emailed and asked for a post map or at least directions to the specified building. I received the reply "no" and that's it. When I arrived at this post, I asked several people for directions...I finaly rode around in circles until I found the correct building. | | |  | |  | |  |  |
| Too much redundancy; too much paperwork- waste of soldier's time | | |  | |  | |  |  |
| In-Processing was very disorganized, not well briefed or explained, and not followed up with for accountability. | | |  | |  | |  |  |
| Installation support for our arriving field grade officer students has been spotty. | | |  | |  | |  |  |
| Need to streamline the process through automation so have less wasted time of Soldiers. Can e-mail about required appts instead of hurry up and wait at clinic or TMC. | | |  | |  | |  |  |
| need more employees or volunteers to assist some office. short staff makes for a long day in a waiting room | | |  | |  | |  |  |
| Very pleased with the process. Much more streamlined. | | |  | |  | |  |  |
| Process flows well but are never told what you need to do first. I kept having to go back to where I came until I signed in at post because I had to have a stamp so I could do anything even though I had signed into my BN. | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | |  | |  | |  |  |
| **Response: PERSONAL MAIL SERVICES** | | |  | |  | |  |  |
| My Soldiers regularly receive poor mail services. They have credit cards canceled due to lack of documentation received in the mail or it arriving weeks too late. This is particularly important for those who hold a Security Clearance. | | |  | |  | |  |  |
| The employees at the USPS on Fort Gordon is very slow. They takes breaks when most customer come to their business (lunch hours) and they should include the automatic mail service at some USPS in Augusta. The actual service is not poor, but the wait time. | | |  | |  | |  |  |
| Local US Post office is worst I've seen; unit mail is inconvenient for students. | | |  | |  | |  |  |
| Difficult to coordinate for mail supplies. | | |  | |  | |  |  |
| N/A | | |  | |  | |  |  |
| Post Office consistently woefully short-staffed with enormous lines | | |  | |  | |  |  |
| Excellent service. | | |  | |  | |  |  |
| I live on post and have been having issues with my mail delivery for the past year. I have made my complaint each and every time. As far as delivery for professional mail at the office I would say it is outstanding. | | |  | |  | |  |  |
| mail sent to post office on post has reputation of losing mail articles and a day or 2 behind off post - post office- well known if you have something important - use the post office OFF POST | | |  | |  | |  |  |
| Post office located on post is very undermanned. This is an installation with deploying personnel. Everytime you go to mail something to an APO address you must wiat in lin edue to the customs form and this always takes at least 30 minutes if not 45 minutes. | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | |  | |  | |  |  |
| **Response: OFFICIAL MAIL DISTRIBUTION** | | |  | |  | |  |  |
| Slow. | | |  | |  | |  |  |
| Too many silly requirement for ow mail has to be folded, what kind of enveloe. | | |  | |  | |  |  |
| Marginally poor. Very long delays with either the consolidated mailroom or USPO | | |  | |  | |  |  |
| Official Mail sent out 45-60 days in advance still doesnt get to most receiver- | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | |  | |  | |  |  |
| **Response: EMPLOYEE ASSISTANCE PROGRAM (EAP)** | | |  | |  | |  |  |
| If we have one on base, it is not well known | | |  | |  | |  |  |
| Very little information is broadcasted about this program, but I feel that it is very important info to have | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | |  | |  | |  |  |
| **Response: RISK REDUCTION PROGRAM (RRP)** | | |  | |  | |  |  |
| The whole time you are down range you wear some type of reflective gear in the hours of darkness, yet we have trainees scampering all over post with no reflective gear whatsoever. | | |  | |  | |  |  |
| Every day we have to park across the street (the main street on this post)and consequently we have to navigate our way through very dangerous busy traffic on foot. Parking lots should be on the same side of the street as the school buildings we are attending. | | |  | |  | |  |  |
| Training and emphasis on this program has improved | | |  | |  | |  |  |
| Students take classes as a joke normally. Safety briefings are seen the same way normally. Soldiers get drunk and walk around late at night. Because they are Phase V+ they can come in anytime they want on the weekend so they'll stay out until 0300 and many are just wandering around outside drunk. Can't do anything because they aren't causing harm to themselves or others but it is still unsafe. | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | | | | | | |  |
| **Response: SUBSTANCE ABUSE PREVENTION AND EDUCATION (MILITAIRY PERSONNEL)** | | |  | |  | |  |  |
| Excellent Program | | |  | |  | |  |  |
| Soldiers still do drugs but the training is well and is talked about. I would like to hear or have case files posted about things that have happened for the soldiers to see that they will get caught. | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | | | | | |  |  |
| **Response: BIOCHEMICAL SERVICES (CIVILIAN DRUG TEST SCREENING)** | | |  | |  | |  |  |
| N/A | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | | | | | | | |
| **Response: MILITARY BIO-CHEMICAL TESTING SERVICES (MILITARY DRUG TEST SCREENING)** | | |  | |  | |  |  |
| Does not seem to deter drug use. | | |  | |  | |  |  |
| Works well | | |  | |  | |  |  |
| I have been chosen for a random drug test 3 weeks in a row now. It is starting to get insane. Most of my office is selected at all of these and makes me question if it is really random or if it is because it is known that my office is going to show up, unlike other sections. | | |  | |  | |  |  |
| Same soliers seem to be tested. The ones that you have probable cause on are never tested it seems. | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | | | | | | |  |
| **Response: EDUCATION TESTING (GRE, GMAT, ACT, ETC. THROUGH LEARNING CENTER)** | | |  | |  | |  |  |
| Before the Air Force had their own representative at the Ed center, the customer service was not very good. Now that we can go straight to her, things are a lot better. | | |  | |  | |  |  |
| N/A | | |  | |  | |  |  |
| When taking CLEPs or DSST at the Education center, it is very tough to take any test that includes math problems/calculations. If a test requires the use of a calculator, you are only required to use the on screen calculator. This calculator is very hard to use, and takes much more effort to use. What I mean is, you have to click every single number, and sometimes it doesn't register. and you can't just delete one number, you have to delete all of them and start over. This is very time consuming, and when I was taking a DSST Business Math test, I ran out of time because of this. I ended up failing my test, by a few points. One other thing is, the test giver did not give me any scratch paper to use on the test until I asked part way into the test. Overall, this was one of the worst testing scenarios I have been through. And I have taken many language tests. | | |  | |  | |  |  |
| More school reps so we can have face to face classes. I'm enrolled in UMUC and would like to take classes face to face but there are no instructors... | | |  | |  | |  |  |
| Need some improvment in the area of customer service. Personel do not provide the right kind of information based on the individual. (Cookie cutter or one size fits all) | | |  | |  | |  |  |
| I know this has been limited because of the staffing problems with the ED center. We need correct staffing levels with knowledgable staff, not just contractors that have no clue about Army/military education and programs. | | |  | |  | |  |  |
| Times rarely vary between weeks so you always know when things are happening. Plus it is easy to get in touch or find out when testing will take place. | | |  | |  | |  |  |
|  |  | |  | |  | |  |  |
|  | | | | | | |  |  |
| **Response: POST-SECONDARY PROGRAMS AND CLASSES (LEARNING CENTER)** | | | |  | |  |  |  |
| N/A | | | |  | |  |  |  |
| When taking CLEPs or DSST at the Education center, it is very tough to take any test that includes math problems/calculations. If a test requires the use of a calculator, you are only required to use the on screen calculator. This calculator is very hard to use, and takes much more effort to use. What I mean is, you have to click every single number, and sometimes it doesn't register. and you can't just delete one number, you have to delete all of them and start over. This is very time consuming, and when I was taking a DSST Business Math test, I ran out of time because of this. I ended up failing my test, by a few points. One other thing is, the test giver did not give me any scratch paper to use on the test until I asked part way into the test. Overall, this was one of the worst testing scenarios I have been through. And I have taken many language tests. | | | |  | |  |  |  |
| Same as above statement. | | | |  | |  |  |  |
| The class room we used at the Ed Center had no air conditioning in July. It made learning difficult. | | | |  | |  |  |  |
|  |  | | |  | |  |  |  |
|  | | | |  | |  |  |  |
| **Response: EDUCATION COUNSELING (LEARNING CENTER)** | | | |  | |  |  |  |
| I have had too many Soldiers given the wrong information from the Edu Office that had a negative impact when dealing with promotion points. The Edu Ctr need to be more in sync with the Enlisted Records Section. | | | |  | |  |  |  |
| Staff was very knowledgeable and helpful. | | | |  | |  |  |  |
| Again, it is a lot better now that we have an Air Force representative. | | | |  | |  |  |  |
| N/A | | | |  | |  |  |  |
| went there, and no help at all. rude staff, no assistance. | | | |  | |  |  |  |
| Same as above statement | | | |  | |  |  |  |
| We need correct staffing levels with knowledgable staff, not just contractors that have no clue about Army/military education and programs. | | | |  | |  |  |  |
| Personell work well with the soldiers and will take as much time as needed. | | | |  | |  |  |  |

## DIRECTORATE OF FAMILY, MORALE, WELFARE AND RECREATION

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

### FEEDBACK COMMENTS – DFMWR

|  |  |  |  |  |  |  |
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| **Response: VOLUNTEER PROGRAMS TO INCLUDE AFAP, AFTB & VOLUNTEER COORIDNATOR (ACS)** | |  |  |  |  |  |
| ACS Needs their own facility on Fort Gordon so they can be a one stop shop for all Soldier needs. | |  |  |  |  |  |
| I don't use, but I have written about the services in The Signal newspaper. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| Ft. Gordon is not facilitating this to the fullest capactiy. There are no volunteer fairs or outreach initiatives. Organizations pretty much have to find and manage their own volunteers. AFAP is trying to get better. AFTB struggles significantly. Not enough manpower is provided to AFAP and AFTB, the same program mgr does both and can't keep up with both of them without good volunteers and the VCC doesn't assist with reaching out to volunteers. | |  |  |  |  |  |
| AFAP is year round program now - yet employee is lacking in many skills. | |  |  |  |  |  |
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| **Response: SUPPORT FOR WOUNDED AND FALLEN SOLDIERS (SFAC & SOS)** | |  |  |  |  |  |
| Our wounded Soldiers need to have timely straight forward care, taking a month to get an appointment and an additional month if the provider cancels is unsatisfactory. | |  |  |  |  |  |
| ACS Needs their own facility on Fort Gordon so they can be a one stop shop for all Soldier needs. | |  |  |  |  |  |
| Fisher House could use some new A/C and updating | |  |  |  |  |  |
| SOS is GREAT! Very dynamic program! SFAC is awful! The SFAC doesn't engage with the WTB. Their hasn't been a director for 7 months! Follow up is poor at best. This office needs to be reaching out to the Families and not just emailing the Soldiers and claiming assistance. | |  |  |  |  |  |
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| **Response: TRANSITION SUPPORT SERVICES (ACS FINANCIAL, AER, FAMILY MEMBER EMPLOYMENT ASSISTANCE, AND RELOCATION READINESS)** | |  |  |  |  |  |
| Most of the time, no one answer the phone and you must make an appointment to see AER for emergency assit. They need more employees to service the installation PERIOD. | |  |  |  |  |  |
| ACS Needs their own facility on Fort Gordon so they can be a one stop shop for all Soldier needs. | |  |  |  |  |  |
| I don't use, but I have written about the services in The Signal newspaper. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| Employment resources could be better. Most job fairs only seem to have hourly, low paying wages, nothing applicable for menagement or Ba, Master degree holders unless it is an IT position. | |  |  |  |  |  |
| i received a computer disc in the mail and when I called for more information before moving here, every person just referred me to the disc. Though it was helpful, I like having someone to talk to and ask questions. I was very disappointed when I moved here. I received no help. | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: PERSONAL & FAMILY LIFE READINESS (EFMP/FAP/SEXUAL ASSAULT PROGRAM/VICTIM ADVOCATE)** | |  |  |  |  |  |
| ACS Needs their own facility on Fort Gordon so they can be a one stop shop for all Soldier needs. | |  |  |  |  |  |
| I don't use, but I have written about the services in The Signal newspaper. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| Very difficult to get these offices to engage in prevention; very little outreach into the community | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: MOBILIZATION & DEPLOYMENT SUPPORT (ACS MOB/DEP)** | |  |  |  |  |  |
| ACS Needs their own facility on Fort Gordon so they can be a one stop shop for all Soldier needs. | |  |  |  |  |  |
| There needs to be a set place for redeploying individuals to reintergrate with the post instead of sending them back and forth across post and over a two week period. | |  |  |  |  |  |
| Lots of talk, little action. Program is only focused on deployment with little attention to overall continuous readiness | |  |  |  |  |  |
| Not on this post. I see this organization as one that could be better used for more actively deployable units - | |  |  |  |  |  |
| Outreach to the Reserve/Guard community could be better. | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: COMMUNITY INFORMATION SERVICES (ACS CIS)** | |  |  |  |  |  |
| There is a need for a Rave & Rant in the Signal News paper or question and Answer so everyone can see responces. Would save time for the Command and inform the community of same concerns. | |  |  |  |  |  |
| Gym 3 is an animal house. The Gordon Fitness Center is overused because it's the only one that is decent. | |  |  |  |  |  |
| ACS Needs their own facility on Fort Gordon so they can be a one stop shop for all Soldier needs. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| never heard of this on our post, so it must be bad if it isn't being implemented | |  |  |  |  |  |
| Outreach to the community could be better. No services available on post ever seem to be advertised in off post venues, therefore not getting to the Reserve and Guard communities. | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: CHILD CARE CENTERS** | |  |  |  |  |  |
| Thanks for the new child care centers | |  |  |  |  |  |
| NEED 24 HOUR CARE!!! | |  |  |  |  |  |
| I don't use it, but I have written about the services in The Signal newspaper. | |  |  |  |  |  |
| not enough child care, if your child has special needs then on base child care persons are (ASSes) when registering!!!! | |  |  |  |  |  |
| The center is wonderful, but they do not have enough capacity for the people who need to use them. Also, they should have a wider range of times for people working shift work. | |  |  |  |  |  |
| When I called the CDC on post here at Ft Gordon, there was a complete lack or care/concern. Simply meaning, the requested information could not be answered. The person on the phone didn't seem to care. The only thing I knew was that the current waitlist was more than 3 months. | |  |  |  |  |  |
| Not enough! Those who need it are denied because there are no rooms but the people who get spots are the ones who know somebody. | |  |  |  |  |  |
| Pulled my children out of the Pre-K program last year, went to another GA funded Pre-K off post. | |  |  |  |  |  |
| I dont think it is right that the prices are raised AGAIN! As a single parent with no help from the other parent it is hard for me. I make it a priority to take care of my child one way or another, but with the prices going up again I am highly considering moving my child to another before/after care. | |  |  |  |  |  |
| Why are there so few hourly care slots? | |  |  |  |  |  |
| Registration process is too long and complicated, yet you must be registered in order to use child care services at ACS sponsored events. | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: YOUTH AND SCHOOL AGED SERVICES PROGRAMS** | |  |  |  |  |  |
| Services for Aged retired personnel & Senior Groups near & on Ft Gordon does not exist. We can not use our CAC. | |  |  |  |  |  |
| I don't use it, but I have written about the services in The Signal newspaper. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| not enough on base | |  |  |  |  |  |
| The school on Ft. Gordon is a Richmond County school and not a DOD school. It, like Richmond County is rated very low as far as education and many families have had problems when coming from another station. | |  |  |  |  |  |
| To many dumb rules that parents cannot enroll the children in. | |  |  |  |  |  |
| Kathleen Duncan is amazing! She really knows how to make things work!! | |  |  |  |  |  |
| I dont think it is right that the prices are raised AGAIN! As a single parent with no help from the other parent it is hard for me. I make it a priority to take care of my child one way or another, but with the prices going up again I am highly considering moving my child to another before/after care. | |  |  |  |  |  |
| Budget is very tight here- Head of MWR (Mr. Green) is not very giving for the Child Youth Service/School aged Services-- its really a shame for the military kids here on post - | |  |  |  |  |  |
| Registration process is too long and complicated, yet you must be registered to use child care services for ACS events. | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: MUSIC AND THEATER PROGRAM** | |  |  |  |  |  |
| Very outdated. AAFES need to step up the appearance or allow outsider to provide a better friendly service. | |  |  |  |  |  |
| In desperate need for a movie theater with the latest movies | |  |  |  |  |  |
| We have the best Dinner Theater! Great plays!!!!!! | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| Theater Program Very Good - for the once a year off post Missoula Childrens Program that goes to military bases- | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: PHYSICAL FITNESS FACILITIES** | |  |  |  |  |  |
| I've never seen a facility on post requiring you to bring a full size towel. That is something that should be provided by the facility and not full size. | |  |  |  |  |  |
| Overcrowded, underequipped facilities with antiquated buildings resulting in no climate control, hot water, leaking roofs, etc. Many service members opt to go out in town and pay for gym usage at facilities that are well equipped and have attendants to ensure equipment is clean and serviceable. | |  |  |  |  |  |
| Retired Civil Servants can not use their CAC. | |  |  |  |  |  |
| For an organization that wants fit soldiers, having local units run the facility is not very efficient. Having to bring your own towel to workout. Indoor pool has been closed more often than open in the last two years. | |  |  |  |  |  |
| Unacceptable amount of civilian influence within the facilities (i.e. military personnel were "bumped" from usage of parts of the gym in favor of civilians who were paying MWR money to use the spaces) | |  |  |  |  |  |
| Physical Fitness is very important to service members. However, being in the military for over 10 years, I truly consider the Fitness service here as very Poor, let me give some examples: 1.The staff is very rude. I was approached about the weights before in a very disrespectful manner, even though, I am very familiar with the gym protocol about putting the weights back. It is not that they asked but the guy was almost yelling. 2. You have all the students (temporary party) show up in groups of 2-4, they take up all the machines for hours and crowd up the gym. While the permanent duty guys who needs to work out and go back to work, do not really have a chance to do that. You have more than one gym, you should restrict the students to one or two particular gyms and leave the main one for the permanent party. 3. No balls, mats, or other yoga or Pilates tools in the Aerobics room. You have to check them out from the front desk. However, when you go to check the weight ball, or rope, or anything else, they tell you why do you bother them all the time, or you should bring your own!!! (this actually happened to me; very rude). 4. No indoor pool on base. Yes it is being renovated, but are you for real, it is going to take a year!! Very unsat. As a result of this, I made a membership to a gym out in town where I pay $45.00 a month. Again I have been on so many bases and posts and in the past 10 years, I would rate the fitness facilities here as the worst I have ever seen. | |  |  |  |  |  |
| GYM6 is currently being renovated in addition to GYM4 which was renovated via Power House a couple years ago. Aside from those 2 changes, FT Gordon has the worst gyms I have ever seen for a military base. Broken volleyball nets, racquet ball courts with unstable walls and floors, broken and nasty unclean machines. Zero space to conduct group sessions when necessary. NO A/C.....this is Georgia, the summers are super hot and always over 90% humid; this is nothing new. | |  |  |  |  |  |
| Overall facilities run-down and not adequate for numbers. | |  |  |  |  |  |
| It should not take nearly a year to repair an indoor swimming pool or a gym. | |  |  |  |  |  |
| Gym Dog fitness center on Ft Gordon is excellent, great equipment, great classes but because its the only efficeint gym on post it is always crowded. Gym 3 is terrible..it's requires new equipment and maintenance. | |  |  |  |  |  |
| Too crowded | |  |  |  |  |  |
| Gym 3 and the former Powerhoues Gym are the only ones I have used. | |  |  |  |  |  |
| Need some modernization, not enough nautilus equipment, need more childcare at fitness centers and personal trainers. | |  |  |  |  |  |
| not enough on base! not properly funded! | |  |  |  |  |  |
| 1 Gym is good, the rest are lacking severely in space and quality. | |  |  |  |  |  |
| Fort Gordon is in the process of updating gym facilities on post. | |  |  |  |  |  |
| Indoor pool closed for excessivly length of time. | |  |  |  |  |  |
| It wouldn't hurt to provide a towel, instead of refusing access with out one. | |  |  |  |  |  |
| Indoor pool closed for years? Gyms in bad condition or closed for year(s) of rehab. | |  |  |  |  |  |
| Other installations allow spouses to use the facility free of charge and at Fort Gordon it costs for spouses to use facility. | |  |  |  |  |  |
| Some times too crowded | |  |  |  |  |  |
| The personnel manning these facilities must be the those awaiting outprocessing from the Army. Surely, not the best. | |  |  |  |  |  |
| Gym on post-- is free to use- however, equipment is not being well kept/maintained - ie- treadmills and eliptical machines- very dirty- users responsible for wiping down but you never see staff cleaning down equipment of vacuuming sand on the machines...which then gets into the equipment. TV's you can see-- over a year now and the audio is still not functioning... looks like it does - but if you try and tune in-- you cannt. | |  |  |  |  |  |
| To little equipment for the demand or vice-versa. There should also be at least one 24hr facility on post for those who work the nonstandard hours. | |  |  |  |  |  |
| need to improve the equipment in gym 5. not enough equipment for amount of soldiers expectec to use that gym | |  |  |  |  |  |
| Not much selection except for what I think is the main one, which is always full. No good choice in variety of sports and workout in one area like Fort Bliss. | |  |  |  |  |  |
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|  | |  |  |  |  |  |
| **Response: INTRAMURAL SPORTS/OUTDOOR FACILITY MAINTENANCE** | |  |  |  |  |  |
| Nothing like doing push-ups in a foot of grass ;). | |  |  |  |  |  |
| More care is given to softball fields, events than other sporting areas/complexes. | |  |  |  |  |  |
| I don't use it, but I have written about the services in The Signal newspaper. | |  |  |  |  |  |
| none for children 13 and over | |  |  |  |  |  |
| Hard for students to take full advantage due to schedules. Maintenance is acceptable but could be better. | |  |  |  |  |  |
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|  | |  |  |  |  |  |
| **Response: LEISURE TICKETING SERVICES** | |  |  |  |  |  |
| I have been at bases (Army, Navy and Air Force) where the MWR supplements local tickets like the cinema. Nothing wrong with a $4 movie! | |  |  |  |  |  |
| Aladdin Travel is an excellent organization to work with during Holiday Block Leave. They ensure the Soldiers have a way to get home to see family and friends. | |  |  |  |  |  |
| We do not have this function on Fort Gordon. | |  |  |  |  |  |
| Not once have they had the disney ti ckets in stock- kind of a joke - we just got some in yesterday and they all sold out-- Really- Person went in yesterday and you told them the same thing. Lots of pamplets... more for the soldiers just trying to take a bus out. | |  |  |  |  |  |
| Some events only marketed toward Active Duty Only, no option for Reserve Component. A Reserve Soldier cannot utilize services while on active duty if he is deployed. You are taking away a benefit during the only time the Reserve Soldier can use it. | |  |  |  |  |  |
| LOVE this groups of ladies! they are always helpful and want to make sure that my family is taken care of- even told me of deals I did not know about! | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: ARTS AND CRAFTS PROGRAM** | |  |  |  |  |  |
| There is nothing for Aged nor retired Civil Servants. | |  |  |  |  |  |
| need ceramics or scrapbooking or more arts/crafts classes | |  |  |  |  |  |
| We don't have any program at Fort Gordon. I was informed because it not cost effective. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| Don't seem to have one, despite a building custom-built for arts and crafts. | |  |  |  |  |  |
| Is there one here? | |  |  |  |  |  |
| We do not have this function on Fort Gordon. | |  |  |  |  |  |
| There isn't one | |  |  |  |  |  |
| wish they had programs like they used too... frame shop and stuff for kids to do... thats a shame too | |  |  |  |  |  |
| non available | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: AQUATIC TRAINING PROGRAM** | |  |  |  |  |  |
| very outdated PERIOD | |  |  |  |  |  |
| need a larger outside/inside pool for the Post | |  |  |  |  |  |
| This base is the size of a small city. I Highly recommend more than 1 indoor and 1 outdoor swimming pool, PLEASE pass that on :). | |  |  |  |  |  |
| Pool has been closed for repairs for 21 months. | |  |  |  |  |  |
| Fix the pool already. | |  |  |  |  |  |
| Our indoor pool is currently closed and is being renovated. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| every pool on base was closed ALL SUMMER due to leaks. BASE Indoor pool needs to be completely replaced! (it has been repaired at least 10 times that i know of) | |  |  |  |  |  |
| The pool has been closed for over a year and a half. What gives? | |  |  |  |  |  |
| How many years does it take to rehab the indoor pool? | |  |  |  |  |  |
| The MWR pool has been inoperable for over two years. | |  |  |  |  |  |
| Pool has been closed for Renovation for almost 2 years ... no work has happened for at least 2 months on the facility; come on people! | |  |  |  |  |  |
| Indoor swimming pool has been down through the summer | |  |  |  |  |  |
| The pools on this post are small and often closed. One outdoor and one indoor. The indoor has been closed for a year and will be for another year. | |  |  |  |  |  |
| What program. Are the pools even functional any longer? | |  |  |  |  |  |
| With the indoor pool STILL closed, I am not sure if there is any aquatic training. | |  |  |  |  |  |
| What program- going on 2 years no indoor pool. On post outdoor pool is for family members only who live on post- no AIT students can use pools on post- going off post in heat of summer to hotels or trying to find lakes that are on post that are not authorized to swim in either... Need to provide something for the students ON POST to cool off in summer with out forcing them to get into cabs go to hotels -- just to use pools which also usually entails underage drinking and sexual abuse/misconduct. | |  |  |  |  |  |
| It would be much better if the renovation of the indoor had been completed on time over a year ago instead of still ongoing. | |  |  |  |  |  |
| pools are closed | |  |  |  |  |  |
| it would be great if the indoor pool was open! | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | | |  |  |  |  |
| **Response: AUTOMOTIVE SKILLS PROGRAM (POV AUTO REPAIR/MAINTENANCE)** | |  |  |  |  |  |
| All that I have encountered is a auto crafts center, and when compared to Fort Benning, all I can say is "Sad". Extrememly limited space and equipment, no paint booth or welding shop, many broken tools. | |  |  |  |  |  |
| AAFES need to bring an update full service station on base. | |  |  |  |  |  |
| Not cost effective | |  |  |  |  |  |
| just opened. had car there for tire purchase and change- excellent job - very good | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: OUTDOOR RECREATION PROGRAM** | |  |  |  |  |  |
| There are very few provisions for individuals desiring to ride bicycles on post. I have only seen two bicycle racks on the entire post - none at the barracks and no bicycle lanes anywhere - you just have to ride in traffic. | |  |  |  |  |  |
| Should provided a bus for soldiers to one of the lakes to fish and or to the sportsmans club to shoot. Hunting and fishing is very therapeutic also helps keep them drug and alcohol free. Noticed hunting and fishing sign-out rule is 3Xs harsher than any installation in GA. the State has no sign-out rule, Benning only is going to another area but none for leaving post. No other sport signs out anywhere. We all signed a Whole Harmless Agreement we are responsible Adults. If someone calls and reports us missing then send a search team out. This would save the Game Wardens time. We are safe and safer than golf, biking, football...Statistically. Also a bow and arrow is not an assault weapon. We should be allowed to store arrows and bow in same case. | |  |  |  |  |  |
| Poor fishing at the lietner lake area. Public lakes not stocked. $15 Fee to fish. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| not a whole lot you can do beside go to the lake. You cant rent boats or jet skies like other installations. too far from post! | |  |  |  |  |  |
| How about a website so we know what is going on. | |  |  |  |  |  |
| This is getting better with the new mgr. This man is really trying to change things for the better. | |  |  |  |  |  |
| they try. | |  |  |  |  |  |
| This MWR is about making money! Not providing reasonably costs services to potential attendees. | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: COMMUNITY/RECREATION PROGRAMS** | |  |  |  |  |  |
| Good, except the indoor pool has been closed for about three years. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| There is NO community building for the Families on the installation. These families need such a place to increase morale. | |  |  |  |  |  |
| seems like they do them to check the block- I dont think they are really into it- how long have these people been here - do they just want a pay check-- always tell you why you cannt do something-- maybe because they are lazy and dont want to do anything more than the BARE MINIMUM | |  |  |  |  |  |
| Huh? We have this? | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: LIBRARY/INFORMATION SERVICES** | |  |  |  |  |  |
| very very outdated | |  |  |  |  |  |
| Should be open on Fridays! | |  |  |  |  |  |
| Great library! Great staff! Fort Gordon has a GREAT DFMWR staff and program!!!!! | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| Nice library, seems to be well run. Better than most CONUS posts I've experienced. | |  |  |  |  |  |
| library staff is good, the facility is terrible. Books are in poor condition, and children section is horrendous. I'm ashamed of Fort Gordon's library. | |  |  |  |  |  |
| Our Library is old and is in great need of building improvements, and ensuring we provide the best to our service members and families | |  |  |  |  |  |
| Hours/days that they are closed are not good for family members or service members who we see sitting outside the doors trying to get an internet connection... no book store on post either for people to read hang out - coffee-- thats just it-- NOTHING HERE IS INVITING OR CLOSE TO ANYTHING FOR MOST SOLDIERS WHO HAVE NO TRANSPORTATION- CAB BUSINESS IS MAKING A KILLING HERE I AM SURE - | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Response: GOLF** | |  |  |  |  |  |
| Great golf course. I don't use it, but I cover golf events for The Signal newspaper. | |  |  |  |  |  |
| The best golf course on an Army installation I have visited. (Ft Drum, Ft Riley, Ft Polk, Germany) | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| Really... of course they would be that is something the senior leaders use and retirees. | |  |  |  |  |  |
| Popular sport here. Golf pro for children is not very patient with them. | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: CLUBS, FOOD BEVERAGE, AND ENTERTAINMENT PROGRAMS** | |  |  |  |  |  |
| No club events at all | |  |  |  |  |  |
| I will give an example with Fort Lewis. There is a big MWR room with computers, internet, video games, lounge to watch movies, where is that here? very Unsat. | |  |  |  |  |  |
| Hours & Prices could be better; service just OK. | |  |  |  |  |  |
| The Gordon Club charges higher prices than most off-post facilities for same or lesser quality food and/or use of rooms. It is not living up to it's full potential. | |  |  |  |  |  |
| As an Air Force member stationed on a Army installation, I find that the services are lacking for other services. I have tried to use many of the facilities on Fort Gordon as sites for awards/promotion/retirement ceremonies and have found that the installation is not always willing to support the needs of other services | |  |  |  |  |  |
| Food at the Gordon Club could use some improvement | |  |  |  |  |  |
| More security and limited to 21 and over only. | |  |  |  |  |  |
| Food prices at the Gordon Club are out of control. Gordon Club needs to readjust the food prices. To reserve a ball room at the Gordon Club you either have to have your group eat lunch or pay extra money to use it. They are providing a service to Soldiers. The use of of the Gordon Club ball rooms should be at no expense to the unit. | |  |  |  |  |  |
| Burger King is worst and should go. | |  |  |  |  |  |
| Very little choice in healthy foods anywhere, but if you like fat, lots of choices. | |  |  |  |  |  |
| Expensive and the quality of serviece does not compete with off post facilities. | |  |  |  |  |  |
| The Gordon Club is over priced for terrible foor and service. They over-charge for military programs and units. I would rather go to the DFAC or off post where the food tastes better and is cheaper. | |  |  |  |  |  |
| Entertainment programs do a good job of taking care of folks | |  |  |  |  |  |
| GROSS GROSS and REALLY GROSS - no competition means they dont care if service is poor - they are still getting paid GORDON CLUB- Cannt believe we try and support this place Courtyard- bring in off post place - food is nothing like how it is at off post restaurant- Burger King on post-- everytime my kids eat there we get sick- customer service HORRIBLE- SHAKE MACHINE BROKEN ALL THE TIME-- CUSTOMER SERVICE - did I already say HORRIBLE- they dont care if you are in drive through for 25 minutes--- ARE YOU SERIOUS PEOPLE-- let us know they say-- WE DO-- and NOTHING IS DONE-- | |  |  |  |  |  |
| Mostly unhealthy facilities but the real issue is the multitude of the same things. Soon to have 3 pizza places. | |  |  |  |  |  |
| The Gordon club is way overpriced for the service they provide. VERY EXPENSIVE to eat there. | |  |  |  |  |  |
| Do not always get national Children's events such as the Sesame St live events for Military Families. | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: BOWLING** | |  |  |  |  |  |
| Need more lanes | |  |  |  |  |  |
| I don't use the service, but I have written about bowling events held there. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| great staff, could use more security. | |  |  |  |  |  |
| I have had instances where someone will pick the phone up and I only have one question and they put me on 'forget'. They will sit and have a sidebar conversation laughing without taking care of the person on the phone. This phone call helped me in my decision to take my child's birthday party somewhere else. | |  |  |  |  |  |
| unless your retired and in the club-- forget about trying to get in there | |  |  |  |  |  |
| Facility is a little out dated but the atmosphere is great. | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: ARMY LODGING MANAGEMENT** | |  |  |  |  |  |
| needs to be renovated | |  |  |  |  |  |
| Facilities need upgrading. Inconsistent customer service. | |  |  |  |  |  |
| N/A | |  |  |  |  |  |
| cost more than off post with less amenities | |  |  |  |  |  |
| this is a training post! 80% of those coming here for school that are not IET are sent out into town for lodging. | |  |  |  |  |  |
| Never availablilty. | |  |  |  |  |  |
| During the Masters Golf Tournament the Army Lodging is filled with retirees and others to watch Golf, Soldiers PCSing in at that time are forced to find lodging off post at very high rates which will not be fully covered by TLA. It is an average of $400 a night for a Motel 8 during the Masters. | |  |  |  |  |  |
| Post lodging is all ways full and very hard to get. More lodging is needed on post or those who are TDY here for a long time should be housed off post for those coming in by PCS. | |  |  |  |  |  |
| Perhaps the worst temp family lodging in the Army. Awful. | |  |  |  |  |  |
| Needs to be renovated | |  |  |  |  |  |
| not pet friendly for incoming soldiers | |  |  |  |  |  |
| Lodging is constantly unavailable | |  |  |  |  |  |
| second time on this base...both time had to get lodging off base at local hotel. terrible | |  |  |  |  |  |
| Always booked. Very hard time getting a room because the number is students filling the rooms. | |  |  |  |  |  |
| there are individuals working there that have no respect for the soldiers. I have seen it! I wish they hired people who cared about their role in these soldier's lives. | |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  | |  |  |  |  |  |
| **Response: BETTER OPPORTUNITIES FOR SINGLE SOLDIERS (BOSS)** | |  |  |  |  |  |
| More incorporation of other servicemembers on post would make this program better. | |  |  |  |  |  |
| The funding for BOSS is never given to BOSS it is used for MWR events because the personnel that is in charge of the BOSS funds works for MWR; its a conflict of interest. The unit commanders don't support the program. On single service member day..there were maybe 20 people who showed up, a lot of money was lost. Many single service members want to go on trips but again the BOSS program gets the end of the stick when it comes to funding big events. The BOSS members are losing interest in the program as well as the single soldiers on Ft Gordon. Needs more funding!!! | |  |  |  |  |  |
| We do not have an active BOSS program for CADRE personell. Also the one program I saw from the post boss program was three years ago and it was for volunteers to support married soldiers | |  |  |  |  |  |

## DIRECTORATE OF PLANS, TRAINING, MOBILIZATIN, AND SECURITY

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

### FEEDBACK COMMENTS - DPTMS

Survey participants were encouraged to provide comments. These comments are grouped by individual CLS/SSPs. NOTE: Comments have not been edited.

|  |  |  |  |
| --- | --- | --- | --- |
|  | | | |
| **Response: SECURITY EDUCATION, TRAINING AND AWARENESS (SETA)** | |  |  |
| The post has a good program. However attendance records keep getting lost at the battalion level. Individuals constantly have to repeat the course. | |  |  |
| Im a spouse - I wouldnt be able to comment on any of these or the below-- spouse TDY so I have no idea what he thinks... | |  |  |
|  |  |  |  |
|  | |  |  |
| **Response: PERSONNEL SECURITY** | |  |  |
| open base, easy to gain access. Not very safe. | |  |  |
| Post security office works fast with the needs of Soldiers. | |  |  |
| Fire the gate guards and put Soldiers back on the gates | |  |  |
| Should be handled at unit level for non-TRADOC units. | |  |  |
| Delays at gate since I ride a motorcycle. Want to see all types of paperwork when I have a decal. Need to buy Car now. | |  |  |
|  |  |  |  |
|  | |  |  |
| **Response: ANTI-TERRORISM** | |  |  |
| open base, easy to gain access. Not very safe. | |  |  |
| Need tighter security at gates and better physical security throughout post. Too many access points through woodland areas by off-road vehicle. | |  |  |
| Fire the gate guards and put Soldiers back on the gates | |  |  |
| Post security has actually told individuals to come into the station and file a report when wanted individuals are actually on the installation two blocks for the security building | |  |  |
| Really? With an open base and rent-a-cops, You expect do to do well in anti-terrorism??? | |  |  |
| Just because someone changes religions doesnt make them a terrorist. It was stated in the last SAEDA briefing. | |  |  |
|  |  |  |  |
|  | |  |  |
| **Response: BATTLE COMMAND TRAINING CENTER** | |  |  |
| Where is this? | |  |  |
| No BCTC support to any deployable unit. Limited BCTC at SIGCOE. | |  |  |
| N/A | |  |  |
| This facility needs to be larger. | |  |  |
|  |  |  |  |
|  | | |  |
| **Response: COMMAND & CONTROL/IOC/EMERGENCY OPERATIONS** | |  |  |
| N/A | |  |  |
| More numbers need to be listed on the website....so you can actually get in touch with someone. | |  |  |
|  |  |  |  |
|  | | |  |
| **Response: MOBILIZATION & DEPLOYMENT PLANNING AND OPNS** | |  |  |
| No CLS/SSP for Installations that are not considered a Mob site. Still have huge Deployment/redeployment/ARFORGEN missions. all done out of hide. | |  |  |
|  |  |  |  |
|  | |  |  |
| **Response: AIRFIELD OPERATIONS** | |  |  |
| Excellent support for deploying units and equipment down at AGS....First Class Operation! | |  |  |
|  |  |  |  |
|  | |  |  |
| **Response: TRAINING LAND SUSTAINMENT** | |  |  |
| N/A | |  |  |
|  |  |  |  |
|  | |  |  |
| **Response: RANGE OPERATIONS** | |  |  |
| The guys are vigilant about who goes on and off their ranges - about regulation enforcement - BUT not the friendliest types or the most helpful when it comes to coordinating access. | |  |  |
| I don't use it, but I cover events at the range for The Signal newspaper. | |  |  |
| N/A | |  |  |
| Never had problem with range control. they are helpful | |  |  |
| More money needs to be invested so that FORSCOM units should not have to travel to FSGA or FJSC in order to complete training. | |  |  |
| These guys know their business and do it very well. | |  |  |
|  |  |  |  |
|  | |  |  |
| **Response: TRAINING SUPPORT SERVICES** | |  |  |
| Need to update and modernize ranges for more realistic training. | |  |  |
| N/A | |  |  |
| They are geared for wooden mock ups only. I wish they had more technical capabilities. | |  |  |
|  |  |  |  |
|  | |  |  |
| **Response: VISUAL INFORMATION** | |  |  |
| I understand the need for uniformity; but all brown signs on a base with bushes and trees.....hard to see. Unless of course, your purpose was to make it difficult for people to find places. | |  |  |
| They have trouble handling fund MIPR'd from our activity. | |  |  |
| The shop is always busy and very friendly but getting requests turned around in a timely manner is sometimes a challenge. | |  |  |
| Great support there for the post. | |  |  |
| They provide a room - we do all the work. It's easier/more professional for us to use personal software at home. | |  |  |
| Seems you have to do to much for service but people will help you and you can do everything there if needed. | |  |  |
| Photographers at many events but never see any outcome. | |  |  |

## DIRECTORATE OF LOGISTICS

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

### FEEDBACK COMMENTS - DOL

Survey participants were encouraged to provide comments. These comments are grouped by individual CLS/SSPs. NOTE: Comments have not been edited.

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|  | |  |  |  |  |  |  |  |
| **Response: AMMUNITION SUPPLY SERVICES** | |  |  |  |  |  |  |  |
| N/A | |  |  |  |  |  |  |  |
| The ASP Mgr (Ms Bennett) is tremendous. Her supervisor, Mr. Everett Smith is one of the most inflexible people I have ever worked with in my 20 years. If the unit is wrong, they are wrong, but they are still customers...they are there to support the units, not the other way around. | |  |  |  |  |  |  |  |
| i'm the spouse - have no idea about this stuff... | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | |  |  |  |  |  |  |  |
| **Response: RETAIL STOCK AND STORAGE SUPPORT** | |  |  |  |  |  |  |  |
| Can not compete with WALMART! | |  |  |  |  |  |  |  |
| N/A | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | |  |  |  |  |  |  |  |
| **Response: CLOTHING TO INITIAL ENTRY TRAINING SOLDIERS** | |  |  |  |  |  |  |  |
| Many clothing items needed seem to be out of stock often. | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | | | | | | | |  |
| **Response: CENTRAL ISSUE FACILITY (CIF) & OCIE (ORGANIZATIONAL CLOTHING AND INDIVIDUAL EQUIPMENT)** | |  |  |  |  |  |  |  |
| A nightmare for any leader to send a subordinate there- rude people, inefficient, no value added to the Army. | |  |  |  |  |  |  |  |
| Customer service is slow and sometimes rude. | |  |  |  |  |  |  |  |
| No standards. Are given crap equipment and depends on the condition you have to return it in based on your status. | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | | | | | | | |  |
| **Response: ASSET MANAGEMENT (PROPERTY BOOK, INSTALLATIN PROPERTY, OPERATIONAL LOADS, ETC.)** | |  |  |  |  |  |  |  |
| It has taken several years and attempts to clear items off of property books. Constantly have to resubmit paperwork | |  |  |  |  |  |  |  |
| Clear examples of procedures need to be provided for Operational Loads...takes to long to get it right. | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | | | | | | | |  |
| **Response: MATERIAL MAINTENANCE SUPPORT (GENERAL EQUIP, WEAPONS, COMBAT VEHICLE, RAIL, ETC)** | |  |  |  |  |  |  |  |
| Akima opening only one work order per system at a time causes interuptions to training. | |  |  |  |  |  |  |  |
| Turn around is ok. Cost to the unit is overkill. Could purchase the item again instead of turning it in for annual service. | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | | |  |  |  |  |  |  |
| **Response: PERSONNEL MOVEMENTS AND TRAVEL SERVICES (ITO)** | |  |  |  |  |  |  |  |
| I cover events for The Signal newspaper. See page 22, Sept. 10, 2010 issue of The Signal newspaper. Online issue at www.gordon.army.mil/pao Go to Signal archive Select Sept. 10, 2010. | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | | | |  |  |  |  |  |
| **Response: NON-TACTICAL VEHICLES (MANAGE AND PROVIDE GENERAL USE)** | |  |  |  |  |  |  |  |
| N/A | |  |  |  |  |  |  |  |
| not enough vehicles on hand to cover demand | |  |  |  |  |  |  |  |
| Need vehicles to make mission | |  |  |  |  |  |  |  |
| Need the use of mil vech for travel to nearby installations. Have to use personal vech adding wear and tear. | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | |  |  |  |  |  |  |  |
| **Response: CARGO MOVEMENT SERVICES** | |  |  |  |  |  |  |  |
| Outstanding support has been provided through our Homeland Defense and Contingency Deployment operations. | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | |  |  |  |  |  |  |  |
| **Response: PERSONAL PROPERTY MOVES** | |  |  |  |  |  |  |  |
| Property was DESTROYED, need I say more. | |  |  |  |  |  |  |  |
| Had a bunch of stuff grow legs and walk away. | |  |  |  |  |  |  |  |
| SOME OF THE COMPANIES PERSONNEL STEAL PROPERTY FROM THE PERSONS WHEN THEY DO THEIR MOVES | |  |  |  |  |  |  |  |
| Did a DITY move and they have failed to correctly send in my paperwork twice. | |  |  |  |  |  |  |  |
| The worst transportation office I've encountered in 26 years of service. Unable to help with even the most simple tasks; I arranged all HHG actions myself directly with the vendors. | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | | |  |  |  |  |  |  |
| **Response: LOGISTICAL DEPLOYMENT/REDEPLOYMENT SUPPORT** | |  |  |  |  |  |  |  |
| There is no standard when redeploying it's left up to individual's unit. | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | |  |  |  |  |  |  |  |
| **Response: DINING FACILITY SERVICES** | |  |  |  |  |  |  |  |
| MTSS penalizes soldiers who choose not to eat in crowded dining facilities and would otherwise receive Per Diem. | |  |  |  |  |  |  |  |
| As a civilian with 30 min lunch break, would like to be able to carryout. | |  |  |  |  |  |  |  |
| Some dining facilities allow civilians to eat 1230-, feel hours should be the same as military | |  |  |  |  |  |  |  |
| I have eaten there. | |  |  |  |  |  |  |  |
| commissary is awful, food court not that good | |  |  |  |  |  |  |  |
| Huge lines. | |  |  |  |  |  |  |  |
| As a civilian would like to be able to use the dining facilities at normal working hours. At the one that I use civilians can only use the facility 1230-1300. | |  |  |  |  |  |  |  |
| I go to the DFAC as a civillian, but as a Family Member, I am disappointed that Family Members can't access these places to eat. It is much more affordable and will actually provide profit, as they all have to make money to stay open | |  |  |  |  |  |  |  |
| Civilian run for the most part but they have no standards. Soldiers go in in dirty and sweaty PTs, shower shoes, and other things without a word said to them. Servers treat you badly if you don't have a ticket for a TO GO plate even though there is no sign stating you need one at the cashier. Plates back up quickly with no one there to wash them. KP seemed to do a better job at keeping things cleaned and stocked compared to the civilians. | |  |  |  |  |  |  |  |
| Not all DFACs are open on the weekends. Some Soliders have to travel far to eat without transportation; sometimes up to a mile away. | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | |  |  |  |  |  |  |  |
| **Response: LAUNDRY SERVICES (OCIE ITEMS & LINENS)** | |  |  |  |  |  |  |  |
| The availability and quality of laundry facilities in post lodging was excellent. | |  |  |  |  |  |  |  |
| Good turnaround times and fair prices. Service isn't 100% for "cleaned" clothing but is expected. | |  |  |  |  |  |  |  |

## DIRECTORATE OF PUBLIC WORKS

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

### FEEDBACK COMMENTS - DPW

Survey participants were encouraged to provide comments. These comments are grouped by individual CLS/SSPs. NOTE: Comments have not been edited.

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| **Response: SERVICE ORDER AND PREVENTATIVE MAINTENANCE** | |  | |  |  |  |  |  |  |  |
| The reaction time to service orders is fairly good, but the overall facilities are just falling apart. | |  | |  |  |  |  |  |  |  |
| On installation for almost a year, multiple work orders submitted for climate control systems in our building. Still inoperative. | |  | |  |  |  |  |  |  |  |
| This post is falling apart | |  | |  |  |  |  |  |  |  |
| OK, but barely enough to keep up. Our latrines ought to be condemned. | |  | |  |  |  |  |  |  |  |
| Never get feedback on when or if a repair is made. | |  | |  |  |  |  |  |  |  |
| Constant issues with HVAC, including poor worker performance, failure to make repairs, failed repairs, shoddy work that caused damage to the facility. | |  | |  |  |  |  |  |  |  |
| Our roof leaks, the warranty is expiring and we can't get it fixed. By the timeit can get fixed the installation will have to pay for it. The building electricity faiiled instpection by Georgia Power. The building AC failed an inspection by DISA last year and DPW has not made any repairs recommended by the survey. Nor have they discussed it with anyone. We canstantly try to get these items fixed and we get nowhere. Considering a fraud waste and abuse complaint. | |  | |  |  |  |  |  |  |  |
| Service oders are not being fulfilled in a timely manner. | |  | |  |  |  |  |  |  |  |
| A joke on Fort Gordon. If they fill like fixing something it happens but not for months. Don't try to get a contract or do it via selfhelp. they will shut you down in a moment but the work will not get done. They only understand bandaides not real fixes. | |  | |  |  |  |  |  |  |  |
| Some infrastructure support in some bulding, HVAC, some challenged. Uncomfortable conditions during warm and cold times of the year. | |  | |  |  |  |  |  |  |  |
| Needs to be on the web. | |  | |  |  |  |  |  |  |  |
| What's said to be fixed or is good is constantly breaking or still broke. | |  | |  |  |  |  |  |  |  |
| No preventive maintence. | |  | |  |  |  |  |  |  |  |
| They require additional staffing to adequately handle work orders in a timely manner. | |  | |  |  |  |  |  |  |  |
|  |  |  | |  |  |  |  |  |  |  |
|  | | | | | | | | |  |  |
| **Response: SERVICE ORDER AND MAINTENANCE FOR ARMY FAMILY HOUSING (NON-PRIVATIZED/NON-RCI)** | |  | |  |  |  |  |  |  |  |
| 3 weeks to fix a water leak!!!! 2 months to DE-Mold a house! | |  | |  |  |  |  |  |  |  |
| the walls in the new housing here is AWFUL!!!! you can here your next door neighbors using the bathroom. The money we are aaying to live here should be subsudized for the living arrangements. New counstruction should be where no house is joined by a wall, maybe the garage | |  | |  |  |  |  |  |  |  |
| We have made multiple phone calls to have things fixed in our home, if the technician shows up, the work is never finished. We are told that they will come back, and they don't. My neighbor has had a hole in her ceiling for over a year due to poor maintenance, and I have a toilet that is falling through the flooring that was replaced just recently. The work being done is not worthy of the money that give for BAH for the homes. | |  | |  |  |  |  |  |  |  |
|  |  |  | |  |  |  |  |  |  |  |
|  | |  | |  |  |  |  |  |  |  |
| **Response: IMPROVED GROUNDS MAINTENANCE** | |  | |  |  |  |  |  |  |  |
| Grass on post getting over a foot tall, area where Soldiers conduct pt is often overgrown and always full of fire ants. | |  | |  |  |  |  |  |  |  |
| Students are tasked to do the jobs that professional contractors should be diong and it shows. | |  | |  |  |  |  |  |  |  |
| Post looks awful. Fallen tree branches may remain for weeks. | |  | |  |  |  |  |  |  |  |
| very little grass in new areas | |  | |  |  |  |  |  |  |  |
| Depends on the location but things seem to get out of control before taken care of. | |  | |  |  |  |  |  |  |  |
| Grounds could be better maintained. | |  | |  |  |  |  |  |  |  |
| The lawn care management for post housing has broken numerous lights I have in my yard and they only mow about once a month. | |  | |  |  |  |  |  |  |  |
|  |  |  | |  |  |  |  |  |  |  |
|  | |  | |  |  |  |  |  |  |  |
| **Response: UNIMPROVED GROUNDS MAINTENANCE** | |  | |  |  |  |  |  |  |  |
| same as above | |  | |  |  |  |  |  |  |  |
| We split the duties | |  | |  |  |  |  |  |  |  |
| Depends on the location but things seem to get out of control before taken care of. | |  | |  |  |  |  |  |  |  |
|  |  |  | |  |  |  |  |  |  |  |
|  | | | | | |  |  |  |  |  |
| **Response: SURFACED AND UNSURFACED AREAS, RAILROADS, AND BRIDGES** | |  |  | |  |  |  |  |  |  |
| Same potholes have been on the roads for years. | |  |  | |  |  |  |  |  |  |
| Roads on post are awful. | |  |  | |  |  |  |  |  |  |
| N/A | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | |  |  | |  |  |  |  |  |  |
| **Response: CENTRAL HEATING AND COOLING PLANTS** | |  |  | |  |  |  |  |  |  |
| A/C fails in the same facilities each year. | |  |  | |  |  |  |  |  |  |
| Aging infrastructure has many problems. | |  |  | |  |  |  |  |  |  |
| Building system is on the verge of breaking down. | |  |  | |  |  |  |  |  |  |
| Need a new Signal Tower Building. | |  |  | |  |  |  |  |  |  |
| Maintaining the air-handler in buildings to maintain constant temperatures throughout the working area. | |  |  | |  |  |  |  |  |  |
| The infrastructure is old, they are barely making it day to day. | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | |  |  | |  |  |  |  |  |  |
| **Response: PROVIDE WATER FOR MISSION USES** | |  |  | |  |  |  |  |  |  |
| N/A | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | |  |  | |  |  |  |  |  |  |
| **Response: ELECTRICAL SERVICES** | |  |  | |  |  |  |  |  |  |
| DPW doesn't take care of work orders in a timely fashion. So, I get to to vagabond around and beg/borrow desk space for the past and next 2 months. | |  |  | |  |  |  |  |  |  |
| Ft. Gordon grid power is terribly unstable. | |  |  | |  |  |  |  |  |  |
| Dangerous conditions at Vincent Hall. | |  |  | |  |  |  |  |  |  |
| No grounding inspection until this year - Failed Nor power inspections until this year - GA Power refused to work on the system - we currently are spending more money on equipment repairs than facilities four times our size | |  |  | |  |  |  |  |  |  |
| Old buildings, old electric. | |  |  | |  |  |  |  |  |  |
| Become better over time but there are still sporadic brown outs. | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | | | | | |  |  |  |  |  |
| **Response: MANAGEMENT OF GOVERNMENT OWENED & LEASED HOUSING** | |  |  | |  |  |  |  |  |  |
| takes 6months to get a work order done on a over price crappy rental | |  |  | |  |  |  |  |  |  |
| N/A | |  |  | |  |  |  |  |  |  |
| Upon PCSing to FT Gordon was told I couldn't get housing for months. TLE only covers 10 days. | |  |  | |  |  |  |  |  |  |
| They don't return your phone call in regards to work orders you put in. | |  |  | |  |  |  |  |  |  |
| totally dissatisfied with housing to the point that we live off post | |  |  | |  |  |  |  |  |  |
| I live in a home that doesn’t have a fence. They have stated that my home is up for renovation. It would not be that hard to move a fence or place it where the new one would go. I was told I can put one in and leave it when I leave. Why would I waste my money by leaving whatever I put up??? I am just saying I am unhappy with the fact that they refuse to put a fence up JUST BECAUSE my house has been up for renovation well before I even got here. My neighbors recently moved out, and it will have a new tenet WAY BEFORE they renovate and put a fence in. | |  |  | |  |  |  |  |  |  |
| i live on post and the old olive terrace is horrid! i live in a "renovated" home, but it just looks they painted and put a new stove in. pests are a constant problem and maintenance takes months to do anything. | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | | | | | | | |  |  |  |
| **Response: PRIVATIZED HOUSING MGMT FOR RESIDENTIAL COMMUNITIES INITIATIVE (RCI)** | |  |  | |  |  |  |  |  |  |
| Upon PCSing to FT Gordon was told I couldn't get housing for months. TLE only covers 10 days. | |  |  | |  |  |  |  |  |  |
| E1-E6 in same housing is not acceptable. There should be a clear difference between the two housing areas | |  |  | |  |  |  |  |  |  |
| reception staff is great, but not a lot of assistance when help is requested. | |  |  | |  |  |  |  |  |  |
| We are authorized a four bedroom due to family size and age of children. We were not offered one, even though they were available. They are amazed when people want to walk through the house before signing a lease. The quality of this housing area, Maglin Terrace, speaks for itself. It is considered O4/O5, but most new residents are company grades here for a course and not long-term tenants. | |  |  | |  |  |  |  |  |  |
| See above. | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | | |  | |  |  |  |  |  |  |
| **Response: PROVIDE HOUSING SERVICES (OFF-POST HOUSING)** | |  |  | |  |  |  |  |  |  |
| The launch of the online housing/rental lists was a wonderful resource during our last PCS. | |  |  | |  |  |  |  |  |  |
| N/A | |  |  | |  |  |  |  |  |  |
| Fortunate this isn't very important in this community, as the housing office was useless in this area. | |  |  | |  |  |  |  |  |  |
| No outreach to incoming families | |  |  | |  |  |  |  |  |  |
| when trying to decide either on post or off- the lady just referred me the website ahrn.com- never even tried to recommend anything or help us personally! i guess the goal was to get us to stay and they did... VERY unhappy with that. | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | | | | |  |  |  |  |  |  |
| **Response: UNACCOMPANIED PERSONNEL HOUSING (UPH – BARRACKS)** | |  |  | |  |  |  |  |  |  |
| Buildings are in need of major repair and renovation. There are leaks everywhere and mold is growing all over the walls and ceiling | |  |  | |  |  |  |  |  |  |
| Not enough; not managed to meet need. Single Soldiers, Airman and Sailors spread out from parent unit around base vice organized closer. | |  |  | |  |  |  |  |  |  |
| Need more barracks space and better design. 1 and 1 concept for all single soldiers. Lack of kitchens really makes the barracks depressing. | |  |  | |  |  |  |  |  |  |
| NON Existant | |  |  | |  |  |  |  |  |  |
| IET Barracks are in extremely poor shape. Upgrades are moving too slow. | |  |  | |  |  |  |  |  |  |
| No Barracks space | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | |  |  | |  |  |  |  |  |  |
| **Response: FACILITIES ENGINEERING SERVICES** | |  |  | |  |  |  |  |  |  |
| see my comment in Service Orders area. | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | |  |  | |  |  |  |  |  |  |
| **Response: CUSTODIAL SERVICES** | |  |  | |  |  |  |  |  |  |
| For a month or two we had to clean our own building. Custodial staff quit. | |  |  | |  |  |  |  |  |  |
| Once a week is not enough in a 24x7 facility. Or even in an 8 hour/day facility. | |  |  | |  |  |  |  |  |  |
| I am a retired Colonel, now GS. Our building bathrooms are cleaned 1x per week; floors are swept/mopped monthly. I now clean the bathroom/showers daily and keep my end of the hallway clean and ensure the trash is out daily. UNSAT! This is a health hazard. | |  |  | |  |  |  |  |  |  |
| Contract recently defaulted. New contactor on board and learning what exactly to do to fulfill the contract. | |  |  | |  |  |  |  |  |  |
| Not enough cleaning | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | |  |  | |  |  |  |  |  |  |
| **Response: INDOOR PEST CONTROL** | |  |  | |  |  |  |  |  |  |
| Pest control limited in what they can accomplish. | |  |  | |  |  |  |  |  |  |
| Ants in building every year. Cockroaches are regular visitors. | |  |  | |  |  |  |  |  |  |
| The man that has visited our building on several occasions to treat for ants is ALWAYS very friendly, knowledgeable and quick to respond to requests – one never considers how important this is until you’ve had a horde of ants swarming all over your keyboard and telephone! | |  |  | |  |  |  |  |  |  |
| bugs everywhere | |  |  | |  |  |  |  |  |  |
| Never stops by | |  |  | |  |  |  |  |  |  |
| Spraying needs to be done more frequently. | |  |  | |  |  |  |  |  |  |
| the chemicals they use do not work we still have spiders and bugs in the house after two days of spraying. | |  |  | |  |  |  |  |  |  |
| Better pest control for public buildings | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | |  |  | |  |  |  |  |  |  |
| **Response: OUTDOOR PEST CONTROL** | |  |  | |  |  |  |  |  |  |
| Can we ever get inside Barton Field treated? | |  |  | |  |  |  |  |  |  |
| Spraying needs to be done more frequently. | |  |  | |  |  |  |  |  |  |
| More fire ant treatments to Barton Field! | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | |  |  | |  |  |  |  |  |  |
| **Response: REFUSE REMOVAL SERVICES** | |  |  | |  |  |  |  |  |  |
| Facilities in motor pool not sufficient. | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | |  |  | |  |  |  |  |  |  |
| **Response: SNOW, ICE, AND SAND REMOVAL** | |  |  | |  |  |  |  |  |  |
| N/A | |  |  | |  |  |  |  |  |  |
| I wish it would snow in this area :( | |  |  | |  |  |  |  |  |  |
| The "SHOPETTE" located near Gate #1 never cleans up the sand/dirt/debris in the gas pumps area. As a result, when it rains, the crap gets soaked and is "tracked" inside of your POV. All it takes is a visual inspection (daily) and if "LITTER" has been used to contain spilled gas/oil. a broom coupled with a dust pan will resolve this complaint ASAP! | |  |  | |  |  |  |  |  |  |
| This base does not seem prepared for ice and snow on the roads! | |  |  | |  |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |  |
|  | | | | | | | | | |  |
| **Response: CONSERVATION SERVICES (CULTURAL & NATURAL RESOURCES STEWARDSHIP, ENDANGERED SPECIES ACT)** | |  |  | |  |  |  |  |  |  |

## DIRECTORATE OF EMERGENCY SERVICES

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

### FEEDBACK COMMENTS - DES

Survey participants were encouraged to provide comments. These comments are grouped by individual CLS/SSPs. NOTE: Comments have not been edited.

|  |  |  |  |
| --- | --- | --- | --- |
|  | |  |  |
| **Response: FIRE & EMERGENCY SERVICES PROGRAMS** | |  |  |
| Fort Gordon has one of the best fire departments and staff in the Army. | |  |  |
| Excellent response time. | |  |  |
| always professional | |  |  |
| Respond extremely fast. | |  |  |
| Great briefing at a family Day about emergency Management | |  |  |
|  |  |  |  |
|  | |  |  |
| **Response: LAW ENFORCEMENT (LE) OPERATIONS** | |  |  |
| 18 year old kids with guns and zero experience does not make me safe. I have yet to see an MP do the job I expect him or her to do. 2 miles per hour over the speed limit, should not be the focus of the MPs. | |  |  |
| Over 50 motorcycles were stolen from post housing areas this year with no arrests. There were two rapes/sexual assaults on Ft Gordon with no arrests. | |  |  |
| Involved in accident on Chamberlain Avenue, took law enforcement 20 to 30 minutes to arrive on the scene. | |  |  |
| Military police have nothing better to do, but give tickets for petty things. Example, giving a ticket to someone going 2 mph over the speed limit. | |  |  |
| Too many people speed and use cell phones on base and I don't believe there are enough tickets given out. I saw 3 soldiers almost get run over because some lady was using her cell phone and speeding through a marked crosswalk. | |  |  |
| Fire the racist incompetent (supervisors and guards) gate guards and put Soldiers on the gates again. Maybe we won't be in peril from another Saxon incident. | |  |  |
| Individuals run red lights in front of police - no tickets given. They constantly tell individuals just to notify their chain of command - to include phone calls about assaults | |  |  |
| Not enough man power to make mission causing military police Soldiers to work long hours and hardly any days off. what’s the point of hiring DAP's when MP's still have to back fill them when they don't come into work. Why check ID's during the day if it's an open post? Check ID's when we do selective enforcement and at night time hours. That will help with man power. | |  |  |
| Too many cops. Speed limits are too low on post. Need to open another gate from 4:30- 5:30 Grovetown has grown. Need to be more lenient on parking in grassy areas if not obstructing anything. | |  |  |
| It seems the speed limit is not obeyed by those entering and exiting the gates | |  |  |
| Was in an accident on Chamberlain Avenue, took law enforcement 20 to 30 minutes to arrive on the scene. | |  |  |
| I don't believe civilians should be enforcing military laws. | |  |  |
| Are good but there seems to be a disconnect between what they can and cannot do with other soldiers on post. | |  |  |
| give out too many traffic tickets | |  |  |
| The only problem with the military police that I have seen on post is the speeding and them talking on their cell phones while driving. In Georgia, it is illegal to talk and drive. However, they have great response on the one time that we have called and were courteous and professional during their stay. | |  |  |
|  |  |  |  |
|  | | | |
| **Response: PHYSICAL SECURITY PROGRAM (INCL INSTALLATION ACCESS)** | |  |  |
| Fort Gordon not utilizing ID verification system as at other posts. | |  |  |
| I have had a few issues with the Wackenhut personnel at the gate. Most behave professionally, however others are rude and have made inappropriate remarks. I have also seen many guards who don't even look at you when they look at the ID or they don't realize there is more than 1 person in the car. I have also seen them wave large numbers of cars through when there is a big back-up in the traffic. Traffic is never an excuse for poor security to our installation. I also rarely see them checking vehicles anymore. These random vehicle checks can make all the difference. I have also reported suspicion persons or vehicles near gate 1 and my comments have been blown off by the gate guards to the point that I felt I had to report to the law enforcement personnel at my facility. | |  |  |
| Having Gate 6 makes no common sense, it is a waste of man hours- Because everyone has to drive 12-15 miles to get to training areas on that side of post- open it and it is only 3-5 miles to those areas. Soldiers in training, hunters and fishermen have to go around while joggers and bikers can travel thru. the Gate is is a waste of time and an embarrassing joke on Fort Gordon. | |  |  |
| Better with the installation of new gates. | |  |  |
| open base, easy to gain access. Not very safe. | |  |  |
| At gate entrances I.D cards/driver licenses are not always checked. FT Gordon is an open post to the public which invites crime of personal property in housing areas and puts personnel on post in danger. If someone wanted to attack Ft Gordon all they would need to get on post is a driver's license. If you do not have a DOD I.D card more security pro-cautions should be made(i.e inspection of vehicle). I understand the public being allowed on post during MWR events but there is no reason anyone without a DOD ID card should have to come on post in the early morning hours. If they are visiting someone then that person should have to vouch for them at the gate like many other installations do. Also there are no security fences surrounding the post, there is other ways to get on post without going through any checkpoint. Security is terrible on Ft Gordon. | |  |  |
| At times when entering the installation the ID card is barely even looked at. | |  |  |
| its an open post.. | |  |  |
| Open Post | |  |  |
| Fire the racist incompetent (supervisors and guards) gate guards and put Soldiers on the gates again. Maybe we won't be in peril from another Saxon incident. | |  |  |
| Open Post Transvestite hookers have been on this post. | |  |  |
| Not sure of the area or local surviellance tools. | |  |  |
| "MSG Saxon" Incident comes to mind, but I am almost 100% sure that all breakdowns and failures concerning security have been or are in the progress of being reviewed and/or corrected. | |  |  |
| Everyone with any form of ID can get on post, the vehicle checks are poorly done! | |  |  |
| Need to be scanning ID's. The gate 1 re-design was not an improvement to the flow of traffic. | |  |  |
| Gate guards let everyone in! There should be a better level of control/access. | |  |  |
| requiring a post sticker is foolish. This provides would be bad guys information on the vehicles owner. This is very point with the "center access" sticker. | |  |  |
| We should really go to the same style that Fort Hood has where you have a certain thing put into your car instead of having to wait at the gate forever and a day during rush hours. | |  |  |
| Anyone can get on. Post stickers mean nothing, you can't read mine anymore and they don't pay attention to the expiration date. Local center access stickers are a joke because it is for a local exercise and anyone can get one for the most part. | |  |  |
| Access at gate can be too easy, some of the guards barely check your Id, then during a terrorism drill go overboard on checking your ID and vehicle even when you come through the gate every day, have a military ID, and an installation sticker. | |  |  |
| I see these people take, flip and ID and not even look at them or the people in the car. Bad training or pure laziness to me. Also, quite often they don't open the lanes when they should and traffic gets backed up pretty far when it's obvious they need to open all lanes. | |  |  |

## LEGAL

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

### FEEDBACK COMMENTS - LEGAL

Survey participants were encouraged to provide comments. These comments are grouped by individual CLS/SSPs. NOTE: Comments have not been edited.

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| **Response: ADMINISTRATIVE AND CIVIL LAW** | |  |  |  |
| When you give a speeding tciket date, the officer needs to write the right location. Not a place that has been closed and then you are going around for an hour trying to find the place. Agian unsat, but who would hold them unaccountable? | |  |  |  |
| I tried going in to get help with a potential legal issue I was having with Richmond county, I was basically brushed under a rug and nobody ever contacted me. | |  |  |  |
| JAG service is great. | |  |  |  |
| they were wonderful! when i had an issue, they took it very serious and took care of me! very happy! | |  |  |  |
|  |  |  |  |  |
|  | |  |  |  |
| **Response: CRIMINAL LAW & DISCIPLINE** | |  |  |  |
| How long can it possibly take to chapter out Soldiers with serious discipline issues. The bad apples are deffinetly beginning to take the rest down with them. | |  |  |  |
| Takes an act of Congress to get trainees chaptered and ucmj brought against them. One individual has five article 15's including field grades and received an honorable distarge. | |  |  |  |
|  |  |  |  |  |
|  | |  |  |  |
| **Response: TAX ASSISTANCE** | |  |  |  |
| Tax assistance is always an assigned individual who may not even be able to work a calculator. It also never includes help with State taxes. Stop the program or get better help for soldiers to include State taxes. | |  |  |  |
| I don't use this service, but I write stories for the tax center during tax season. I work closely with the staff and volunteers during that time. | |  |  |  |
| the tax service is very limited in knowledge and send anyone with minor difficulties to civilian tax help | |  |  |  |
| Pretty well informed but have issues when unusual cases happen. Unsure how to paper file also it seems. | |  |  |  |
|  |  |  |  |  |
|  | | |  |  |
| **Response: LEGAL ASSISTANCE (EXCEPT TAX ASSISTANCE)** | |  |  |  |
| Misinformation, poor customer service, providing ill fated personal scenarios to spouses of deployed Soldiers causing additional stress on family members. Legal assistance is supposed to be there to help Soldiers, not make them go out of their way to seek legal advice elsewhere. | |  |  |  |
| the employees need training on customer service and the actual waiting area is a total mess. | |  |  |  |
| JAG service is great. | |  |  |  |
| Great support | |  |  |  |
| Knowledgeable and take all the time to help soldiers. Odd hours but helps keep congestion down. | |  |  |  |
|  |  |  |  |  |
|  | |  |  |  |
| **Response: CLAIMS SERVICES** | |  |  |  |

## OTHER

### (RSO, PAO, ISO, EEO, Workforce Development, and CPAC)

**IMCOM Performance Average = 3.68**

**IMCOM Importance Average = 4.07**

### FEEDBACK COMMENTS - RELIGIOUS SERVICES OFFICE

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| --- | --- | --- | --- |
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| **Response: RELIGIOUS SERVICES** | |  |  |
| God bless our soldiers and American wherever they are. | |  |  |
| Narrow range of opportunities - would like to see more availability for diverse religions IE Buddhism, Hinduism... spiritual opportunities such as quiet yoga etc. | |  |  |
| Excellent. I cover many of their events in The Signal newspaper. Great staff! | |  |  |
| N/A | |  |  |
| Chaplain was a major help to my personal morale. Chaplain (Major) Schlichter, who has moved on, was a compassionate and caring chaplain. | |  |  |
| Lots available. | |  |  |
| Chaplin services have always been very good. | |  |  |
|  |  |  |  |

### FEEDBACK COMMENTS - PUBLIC AFFAIRS OFFICE

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|  | | | | | | |
| **Response: PUBLIC AFFAIRS SERVICES (POST NEWSPAPER, EVENT PUBLICITY, INFORMATION CAMPAIGNS)** |  |  |  |  |  |  |
| Always there when we need them. |  |  |  |  |  |  |
| Need a Command Question and Answer Colum. |  |  |  |  |  |  |
| No good- no impact on its readers or listeners- get out there and tell our story!!!! |  |  |  |  |  |  |
| More could and should be done to include the hundreds upon hundreds of Airmen and Sailors permanently assigned. |  |  |  |  |  |  |
| PAO is not always aware of what is happening on post. |  |  |  |  |  |  |
| Needs to focus more on the installation and its members, versus providing constant coverage of the Signal Center General in every issue (at least 2 to 3 photos and articles). |  |  |  |  |  |  |
| I am proud of our work on post. We continue to strive to improve our services. |  |  |  |  |  |  |
| Lots of great info and events are posted in the paper |  |  |  |  |  |  |
| Lots of emails. Good web sites. |  |  |  |  |  |  |
| Marque at Gate 2 would be great. |  |  |  |  |  |  |
| PAO has not always posted individually submitted written articles |  |  |  |  |  |  |
| Need better forums to provide event information; online newspaper is often cumbersome to navigate and doesn't include all of the printed newspaper |  |  |  |  |  |  |
| should use facebook more and continue the online signal newspaper |  |  |  |  |  |  |
| Does not reach the outside community and service members, Family Members that live off post. |  |  |  |  |  |  |
| written content very poor journalists. My Soldier and wounded warrior was interview but focus was on senator visit in story. Only point made was he visited. |  |  |  |  |  |  |

### FEEDBACK COMMENTS - EQUAL EMPLOYMENT OPPORTUNITY SERVICES

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| --- | --- | --- |
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| **Response: EEO SERVICES** |  |  |
| I have had some of the EEO Personnel behave rudely to myself and others. EEO, in my mind, is there to support the personnel, so they are the last people that should have an attitude with personnel that they are there to train. |  |  |
| The had one of the best EEO Women's Equality program I had seen yet this year. It was well received. I covered for The Signal newspaper. |  |  |
| Nothing but an impediment in the hiring process |  |  |
| Everything seems to run on religion here. Nothing is open before noon or not open at all on Sundays. |  |  |
| Political office. |  |  |

### FEEDBACK COMMENTS - INSTALLATION SAFETY OFFICE

|  |  |
| --- | --- |
|  |  |
| **Response: SAFETY, TRAINING & EDUCATION** |  |
| I have covered several post safety programs include motorcycle safety. Excellent staff to work with and programs. |  |
| Have lots of post wide training briefings. |  |
| Too much of it |  |
| Too over protective and cocky at times with unit family functions. |  |
| I have worked with the Safety Officer(s) on post doing volunteer work and the staff is great. Very knowledgeable and kind. |  |

### FEEDBACK COMMENTS - CIVILIAN PERSONNEL

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| --- | --- | --- | --- |
|  | | |  |
| **Response: CIVILIAN PERSONNEL SYSTEM FOR THE US ARMY** | |  |  |
| Need Retirement Seminars on a regular basis. | |  |  |
| as a new civilian employee, I don't know and can’t find information about being a civilian employee | |  |  |
| Hiring takes too long. System probably needs major overhaul. | |  |  |
| Great staff and services at Darling Hall! | |  |  |
| CAN NOT GET Rid of BAD!!!! people | |  |  |
| Based on previous civil service employment at Fort Gordon. I would rate the installation office as OK, however enforcement of policy and fair competition at the SIGCOE is broken and border-line unlawful. | |  |  |
| The Army standard is so low that any service is a surprise. | |  |  |
| Get rid of the empire builders. The political environment is killing everyone. | |  |  |
| If this is referring to CPOL, or anything like it then it needs to be revamped. Sad when a retiree working the same job gets out and can't get past the computer for the GS version of the job 2 months later. | |  |  |
| CPAC provides NO guidance regarding gov't employment. No guidelines for annual reviews, etc. You are on your own. A HUGE disappointment. Most are not familiar with HR regulations and provide misinformation. | |  |  |
| The director makes you feel like you are in her way... | |  |  |
| Overall system pushing qualified people and not opening doors to candidates. | |  |  |
|  |  |  |  |
| FEEDBACK COMMENTS - IMCOM CIVILIAN WORKFORCE DEVELOPMENT | | |  |
| **Response: IMCOM CIVILIAN WORKFORCE DEVELOPMENT** | |  |  |
| I personally did to work more with this program. | |  |  |
| BAD Personnel, pushing the good ones out... | |  |  |