

INSTALLATION ACTION COUNCIL
ISSUE LOG as of 5/15/2012
CLOSED ISSUES

STATUS DEFINITIONS							
Open – Active: Issue remains open and active. The issue requires additional time for review, study, or action.							
Open – Unattainable: Issue is open but unattainable at this level. The IAC has requested that the issue be raised to a higher command authority for resolution and/or sent through the AFAP.							
Closed – Attained/Completed: Issue is closed/completed. The IAC is satisfied with the response and recommendation of the action office.							
Closed – Unattainable: Issue is unattainable.							
Null Issue: The issue, as raised, cannot be addressed because of erroneous assumptions or incomplete or faulty information.							
ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS	
IAC 12-02-01	DES/OGC	CHANGE IN GATE HOURS FOR AMR BACK GATE	<p>I am concerned for the children walking home after 3:30 from the after school activities and sports (Radford and Makalapa). If this gate is locked, are they to either wait at a closed school, or sit by the closed gate until a parent can go all the way around after work in traffic to pick them up?</p> <p>**What if a child is sick at school between the hours of 8:30--11:30, and they need to be picked up immediately. What used to be less than a 5 minute trip, now becomes 30 minutes or more?</p> <p>**This is the main access road that leads from the housing to Pearl Harbor and Hickam which is where many soccer, baseball, music, etc classes are for the children. If this gate is closed, we will have to end their participation in these wonderful programs because driving all the way around and back in thick traffic is very difficult. *There are a lot of children that walk to and from school activities: sports, academic and music programs on the weekends. With the gates locked, they will no longer be able to participate in these programs and classes. This will also make it difficult to get to the NEX, Target and Hickam Commissary</p> <p>(CONT'D)</p>	<p>Revert it to the old hours of operation</p> <p style="text-align: center;">OR</p> <p>open the back gate 7 days a week from 5am--10pm either guarded or unguarded</p>	<p>As of 3/8: Gate hours will remain the same and unmanned. The AMR Front 24/7 and AMR rear Mon-Sun 0530-2200.</p> <p>(CONTINUED)</p>	CONTINUED	

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IAC-12-02-01	DES/OGC	CHANGE IN GATE HOURS FOR AMR BACK GATE (CONT'D)	Since it "only will be open and manned 5-9 a.m. and 11:30 a.m.-3:30 p.m., Monday-Friday. It will be closed on weekends" there is no provision for students (high school and college) who walk or take the bus and have to come in through the rear gate of AMR. Furthermore, if there is traffic on H1, especially during rush hour, there are no other alternative routes into AMR, thus adding to the congestion on H1. If emergency vehicles are coming from joint base Pearl Harbor/Hickam and the back gate is closed during rush hour, the added time can mean life or death. And lastly, is it really supportive towards families to drive all the way around H1 to go down to the NEX/Commissary when it is just down the road and the price of gas is high?	Revert it to the old hours of operation OR open the back gate 7 days a week from 5am--10pm either guarded or unguarded	As of 3/8: Gate hours will remain the same and unmanned. The AMR Front 24/7 and AMR rear Mon-Sun 0530-2200. RECOMMEND: CLOSE	CLOSED-ATTAINED
IAC 12-02-03	DPW	OVERGROWN GRASS; GATHERING AREA FOR FERAL CATS	In the same area – the hill and stream in front of Shafter Elementary School along Walker Drive, the hills along Ponciano Drive, and in and along the stream along Ponciano Drive – the grass and weeds are heavily overgrown and is a gathering area for feral cats. This area is an eye sore and an embarrassment to our community. It seems this area of Fort Shafter has been overlooked and neglected for some time. Please visit this area and witness the neglect for yourself.	Monitor and cut grass	As of 3/12/12: Grasscutting is scheduled twice a year. RECOMMEND: CLOSE	CLOSED

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IAC-12-03-01	DPW	Inconsistent double yellow line markings for left turns from Trimble into Commissary, SGT Smith Theater, Bowling Alley while heading South past Cadet Sheridan toward Kolekole and Humphries.	Members complained of MPs ticketing those who make left turn across double yellow lines into Commissary entrance from Trimble. No left turn prior is posted for Clothing Sales entrance, not Commissary. No left turn departing Commissary is clearly marked and discouraged by design, yet sometimes violated by drivers. Approx 50 meters south, solid yellow lines are painted at left turn clearly marked as a left turn lane to go toward PCR and SGT Smith Theater. Also, solid yellow lines at Bowling Alley entrance. Options for drivers are to add to traffic congestion driving through PX P;Lot entrance enroute to Commissary parking lot, or swing behind pool and 25ID HQs to light at Humphries that won't have left turn light installed for months and often backs up traffic past SB Inn snack bar. Trimble from Cadet Sheridan to Kolekole and Humphries is perhaps as busy as Kolekole Ave from Post Office to Humphries. On the later route, Dashed lines/double line breaks, turn lanes are made so that personnel heading	<p>QUICK FIX: Remove/redo double yellow lines at Commissary Entrance, and/or PCR/SST entrance where there is already a turn lane, and/or Bowling Alley entrance from Trimble/Humphries to provide consistent traffic markings and allow for left turns where permitted by law such as ones all along Kolekole between Humphries and Foote Gate.</p> <p>If allowed at Commissary, paint left turn and straight ahead arrows in both lanes to caution and remind drivers of their options, such as those painted on Foote Ave near F QUAD and at Flaggler. This is a quick way to address concerns from the community and provide more consistent traffic markings.</p> <p>LONG TERM: Consider traffic study for all SB to revamp/improve flow.</p>	<p>As of 3/20/12: DPW agrees that there are inconsistencies and they will be working on them. There should be no turning at a double yellow line. This is consistent thru-out every state in the US.</p> <p>(CONTINUED)</p>	Cont'd

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IAC-12-03-01	DPW	Inconsistent double yellow line markings for left turns from Trimble into Commissary, SGT Smith Theater, Bowling Alley while heading South past Cadet Sheridan toward Kolekole and Humphries.	<p>What may make Trimble different is some reduced visibility at turn near Commissary. If left turns across the lanes would be allowed by law at the three suggested intersections, doing so would clear up inconsistent markings across SB.</p> <p>What may have happend, after last year's repaving, is that the solid double lines painted across all intersections may be erroneous. If not deconflicted, in may remain unnecessarily confusing to drivers, appear as if SB traffic markings are inconsistent, and possibly provide to those who are ticketed a viable arguement to fight a ticket issued by MPs.</p>	(CONTINUED)	As of 3/22: RECOMMEND: CLOSE	CLOSED
IAC-10-11-07	IPC	Community Center Reservation Process	Inconsistent information and processes are being given at different community centers.	Ensure consisten processes throughout IPC communities.	<p>UPDATE 3-28-11: Changes to existing policy on use of community centers are being developed. Recommended and voted Open-Active. As of 6/21/11: IPC is staffing a draft SOP on the reservation process to establish uniform procedures in all community centers.</p> <p>RECOMMEND: Open-Active. As of: 9/9/11: Final SOP on reservation process with DPM for signature prior to obtaining RCI signature. Once it is signed, Recommendation is to: CLOSE.</p> <p>12/7: SOP has been signed and procedures are in place.</p> <p>RECOMMEND: CLOSE-COMplete</p>	CLOSED-COMplete

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IAC 11-09-02	DPW	Repair or Replace Playground at the top of Funston Road above the CDC on Fort Shafter	The kids in the neighborhood need somewhere to play but the playground that is situated above the CDC on Fort Shafter is a safety hazard and cannot be used.	Replace or remove playground, if not feasible to replace, what is the possibility of installing a basketball court and providing public access to the bathrooms located adjacent to that area. I hope we can get something done for the children in this particular neighborhood for they don't have a place to play.	As of 9/27: Per DPW, this playground was run down and the equipment was replaced approximately 5 years ago, more information is needed because originally, there was concern about the playground equipment that was there but now there is actually a new playground about a 3 minutes walk from this location. More information is needed to determine whether or not this issue has to do with the equipmenet or the residents would like more play area, i.e., green space, basketball court, etc.; although this area is not in IPCs footprint, it serves the housing area. Per IPC, when this playground equipment was installed originally, there was no playground for children at all on FS, this was the only playground (cont'd)	CLOSED- ATTAINED (CONT'D)

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IAC 11-09-02 (cont'd)	DPW	Repair or Replace Playground at the top of Funston Road above the CDC on Fort Shafter	(CONTINUED)		<p>on FS; so this was a compromise and since then we have done several playgrounds and one will be opening up in the Hau'oli Heights South.</p> <p>DPWs short term recommendation is to remove the playground equipment because there is another playground not too far from there. Work with IPC to determine what it is the residents would like to see happen. a/o 10/24: with teh new playground in place; customer who originally submitted this to the IAC said this is no longer an issue.</p> <p>UPDATE: 12/01/2011 - DPW will remove the unsafe playground (FEWR RW000062J) NLT end of December.</p> <p>RECOMMEND: CLOSE-ATTAINED</p>	CLOSED-ATTAINED

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AFAP-11-023	IPC	Community Center Activities for those who work full-time	<p>The current hours of all community centers do not accommodate those residents who work full time, especially those who have both parents that work full time. The Community Centers do not open until 9am which is after when most people have to be at work and they close at 5pm, which by the time I get off work and get to the Community Center, it is already closed. Also, all Community Center Activities are held during these daytime hours. Therefore, all residents who have both parents that work cannot attend. I have complained to the community center Manager about this many times and have little success getting them to make a change. At first I was told that they did a survey and found that most residents can attend day events. I had lived in housing for over a year at this point and never saw any such survey. Then when I asked when they would do another survey, I was told that they cannot hold events after normal duty hours because they are not allowed to work overtime. I believe that this is just an excuse because there are other ways to accomplish this, such as flextime. Anytime I need to go to the community center for something I need to take time off work which I don't feel is fair. I was told to join the Resident Advisory Panel to express my concerns on the subject, and I did. However, they only hold their meetings during the daytime so I have been unable to attend.</p>	Keep the Community Center open later to accommodate working Families.	<p>as of 4/28/11: Community center hours are 8-5 on weekdays and Saturdays by appointment. While many events are scheduled during working hours, there are also many others that will allow families with working parents to participate such as in the Earth Day celebration from 1-4 pm on Wednesday, April 20 and the Eggstravaganza on Friday, April 22 from 10am – 1 pm. IPC is considering sending out a survey to residents to find out what the best hours of operations can be. Maybe a staggered schedule can be in place for IPC employees that will allow us to accommodate additional hours needed. As of 6/20/11: A survey was opened on the IPC website to determine resident preferences. One of the specific questions dealt with operating hours. Survey results are due back in early August. (cont'd)</p>	CLOSED-COMplete (CONT'D)

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AFAP-11-023	IPC	Community Center Activities for those Who Work Full Time	(CONTINUED)		<p>As of: 9/9/11: IPC is looking into productivity impact if a staggered work schedule is implemented. IPC is not budgeted to additional workforce and would have to use existing staff. As of 9/15, survey was extended so results are not ready. Recommend: Open until results are in.</p> <p>As of 9/27: Results of the survey are not completed. However, adjustments to accommodate the needs of their residents will be made based on the feedback they receive.</p> <p>UPDATE: 11/29/11 - Currently IPC hours of operations is from 8AM - 5PM. IPC will be doing a test run on flex hours to allow one community in each region to be open until 7PM one day a week effective January 2012.</p> <p>RECOMMEND: CLOSE-COMplete</p>	CLOSED-COMplete
AFAP12-003	IPC	Housing and Maintenance Services	Lack of services on housing office and maintenance. Take time to answer the calls and prioritize the issue this affects service members living on post and using 100% BAH. Pest control on housing should be a #1 priority.	Follow up work orders and health issue priorities. Service member always is #1.	<p>11/23/11: IPC has an established system in place for prioritizing maintenance issues as the Service calls come in. This is available to all residents in the resident guide and on the website. Pest control issues are addressed as they arise and IPC works closely with Animal Control as needed to resolve.</p> <p>RECOMMEND: CLOSE</p>	CLOSED-ATTAINED

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AFAP 12-004	AAFES	Clothing and Sales Operations Hours	Clothing and Sales only opens Monday – Friday from 0900- 1800 when most of the soldiers are working. Soldiers can only go during lunch hour and always is full and limited time after work hours this affects all soldiers.	Open by 0730 and close by 1900. Sundays open for half day. Have personnel with knowledge of dress blues and more personnel in the floor.	a/o 11/15: The MCSS hours of operation were recently revisited in October. During discussion with concerned service members, the MCSS expanded their hours of operation to now be open on Sunday from 9am to 4pm. The current changed hours of operation are Monday-Friday 9am to 6pm / Saturday and Sunday 9am to 4pm. An additional day was added for service member shopping convenience. We shall still address this in the Command Community forum to find what the community desires. However, the likelihood of keeping both the additional day on Sunday and increasing the weekday hours an additional hours is very unlikely. Your Exchange is committed at supporting our service members and can go either way with this concern. Stay open another hour during the weekdays or remain open on Sundays...just tell us what is more convenient and we shall address in our Command Community forum to make appropriate changes. (cont'd)	CONT'D

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AFAP 12-004 (cont'd)	AAFES	Clothing and Sales Operations Hours	CONTINUED		<p>Personal note: Service member should be 100% battle ready at all times to include uniforms and should be allowed to go to the MCSS during business hours when necessary during the week days. Not sure if this is a written rule or understanding at Schofield but was a topic of discussion from my experience at other installations when MCSS hours of operation were discussed. However, in this case the Schofield MCSS has already made themselves a seven day operation to better serve the service member. As of: 12/8/11: MCSS Sunday Hours: The response has been solid from the soldiers use of the additional hours. We would like to monitor for another 60 days with the troop movement that is happening to see if the trend continues. Recommendation is to keep this issue open for an additional 60 days. RECOMMEND: OPEN - ACTIVE</p> <p>(CONT'D)</p>	CONT'D

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AFAP 12-004 (cont'd)	AAFES	Clothing and Sales Operations Hours	CONTINUED		<p>AS OF 3/8: Sales and customer feedback continues to be positive in regards to the extended Sunday hours of operation here at the MCSS. We are still monitoring sales during these extended hours to gauge if further changes are needed.</p> <p>Other than inquiries made through this particular forum, there have been no further concerns that would lead us to deviate from our current hours of operation. With that being said, I would be more than happy to receive additional feedback to how we can better service our soldiers.</p> <p>RECOMMEND: CLOSED</p>	CLOSED- ATTAINED

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AFAP 12-007	AAFES	Poor Quality in Fuel	The fuel on post is a very low grade and is damaging to vehicles.	Another bid for better fuel.	<p>a/o 11/15: On Hawaii, there are only two distributors from which petroleum is purchased. The two refineries are Tesoro and Chevron, the Exchange is contracted to receive the one with the best cost and with the best value, quality for our customers. The quality of gas is to be maintained at State regulated levels and the states also requires these fuels to have ethanol mixed in the product. Ethanol is and has been an issue for some vehicles. At this time, Aloha Petroleum is the distributor for all the facilities here in Hawaii. They provide the same gas to the NEX and Costco Service Stations. With limited distributors on Island, this would have to be an issue for the whole Island for this generic product. However, we shall elevate this concern to the distributor. The Exchange believes in providing quality products at valued prices for our patrons. RECOMMEND: CLOSE</p>	CLOSED-COMplete

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AFAP 12-008	DHR	Drug and Alcohol Problems with Wounded Warriors	Many wounded warriors are having a great deal of trouble with drugs and alcohol.	Require every wounded warrior to be seen by ASAP even if it is just for an intake interview. Allow professionals to assess if the soldier is at risk or not before it is too late.	<p>10/21/2011 - There are providers (case managers and social workers) at the WTB that do assessments and refer to the ASAP as appropriate, per Dr. Jim Slobodzien, ASAP Clinical Manager. If they are assessing for alcohol and drug problems, I do not think that all Wounded Warriors should be seen by ASAP for an intake. The providers should know when to appropriately refer. Perhaps what is needed is that the providers should routinely inquire/monitor whether there has been any increase/change in the use of alcohol, prescription medication, or illegal substances. That would result in an ASAP referral, or if the Soldier is already enrolled in ASAP, consultation with the counselor alerting them of the increase/change in use.</p> <p>RECOMMEND: CLOSE</p>	CLOSED-ATTAINED

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AFAP 12-010	DFMWR	Hale Kula Elementary Does Not Have a Circle Drive For Parents to Drop off and Pick up Small Children.	Every day when I go to pick up my children I see mothers get their babies and multiple siblings out of the car to pick up their school age siblings. This can be a strain on a mother whose husband is deployed or at training. So often I have heard them say they had to wake them up from their nap to go into the school. The situation can even be worse when it rains. Most schools have a circle drive for pick up and drop off of young children. If any school should have a circle drive it should be on a military installation.	I know with land issues and hale Kula being an old school creating a circle drive would be difficult but that does not mean crating one should not be an option explored.	11/23/2011 - Response from Principal Jan lwase: We do have a procedure in the morning for parents who want to drop off their kids and not park their cards. We have educational assistants opening car doorg as Families pull up in their cards. At the end of the day, we close the parking lot until 2:20 pm when the buses leave. At that time, parents can drive in and pick their students up. We don't have any way of doing that until after the buses leave. For more information regarding this response, Hale Kula Elementary can be contacted at 622-6380. As on 12/26: The School Liaison Officer has asked Principal Jan lwase to market the times and days that the circle drive can be accessed by parents for drop off and pick up. She will put the information in the schools' parent bulletin. RECOMMEND: CLOSE-COMPLETED	CLOSED-COMplete

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AFAP 12-012	IPC/DFMWR	Start a Post Wide Garage Sale		Post Wide "garage sale" i.e., Welcome center parking lot booths for rent, twice a year spring and fall. All communities involved, able to sell at your house also.	<p>11/28/2011 - MWR Response: A post-wide garage sale would be at the discretion of IPC, as it is with communities managed by associations off-post. There are post wide dates in which garage sales are authorized. If families choose to utilize these dates, they must have the sale in their front yard or garage. Currently, there is no garrison space or parking availability to designate to such an undertaking.</p> <p>12/9/11 - IPC Response - IPC advertises community-wide quarterly yard sales in which residents can sell their unwanted items.</p> <p>RECOMMEND: CLOSE</p>	CLOSED

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AFAP 12-013	DFMWR	Classes For Employment	I would like to have ACS add computer classes to the employment readiness program. This program would benefit by allowing spouses to refresh their computer skills who are returning to work.	Add basic computer classes for Microsoft office, Quicken, etc.	11/28/2011 - ACS/ERP does not currently have funds to support this action. Eligible Military spouses can use the MYCAA for school to support computer training. The Employment Readiness Program assists clients in resume writing services, interviewing techniques, and job hunting skills. ERP will also assist clients in determining what marketable skills need to be acquired or enhanced to improve chances of gaining employment, and how the client can obtain those skills. RECOMMEND: CLOSE	CLOSED

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AFAP 12-019	IPC	Housing forces families to purchase cable in order to get vital news.	Former President Bush signed Digital Transition and Public Safety Act of 2005 to ensure citizens were able to receive necessary news, free of charge. However, in order to receive the basic channels, you must have a small (barely visible) antenna. These antenna's are only 12 x 19 x 4 inches (H x W x D), and weigh only 2.8 lbs. With this antenna, families are able to get ABC, NBC, CBS without charge. With many people loosing their jobs, the cost of cable is an undue luxury. However, one needs to have access to important inclement weather and other serious warnings. Housing is preventing military families from getting their mandated television stations free of charge. Their rules are forcing undue hardship on families.	Housing should change it's rule to allow specific antenna's to be professionally mounted so families are not forced to pay for cable just to receive the basic channels.	11/29/11: IPC allows for antennas to be installed on a pole in the back yard. IPC does not allow roof penetration by residents or outside vendors as this may result in moisture intruion into the homes causing further damage. Important Official Safety announcements are broadcast via radio. RECOMMEND: CLOSE	CLOSED

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AFAP12-020	IPC	Senior enlisted quarters availability	There is not enough Senior enlisted quarters available on Schofield, Wheeler or Fort Shafter. Wheeler had houses set for senior enlisted, but housing changed it to field grade officers. Fort Shafter does not have any enlisted quarters, and the Flats have one small neighborhood of junior enlisted. Field grade officers have a larger amount of BAH than enlisted and therefore can better afford to rent without coming out of pocket. Also, senior NCO's are required to attend to more issues in the middle of the night than field grade officers.	Assess the percentage of houses allotted for the different ranks and compare it to the percentage of various ranks assigned to Hawaii. Once the assessment is complete, adjust the housing divisions to meet the need of Soldiers and Families.	11/29/2011 - IPC/Lend Lease development continues thru 2020. Selected homes in selected areas have been temporarily reallocated to SNCO/CGO/FGO/SO in order to lessen the impact of non-availability of homes to these pay grades while development continues. Adjustments are made to allocations each year. At the end of the IDP/MSP in 2020 it is expected that housing/rank mix will be at or near the appropriate percentages. RECOMMEND CLOSE.	CLOSED

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AFAP 12-022	DFMWR	Extend the "Happy Hour" for Kolekole Bar & Grill	The club system (Kolekole Bar and Grill) should extend their "happy hour" past 1830. Their current "happy hour" time from 1630-1830 works well for most civilian workers who finish work by 1630 but not for Soldiers. Most Soldiers are not done with work before 1800. We need to focus on catering to Soldiers and not the civilian workforce on post. Soldiers are unable to easily take advantage of specials such as "happy hour" at places like the Kolekole Bar and Grill because they are still at work during the current "happy hour" times. This encourages Soldiers to go off post to relax after work which can increase occurrences of DUIs and other issues. Affects all Soldiers on Schofield and WAAF.	Extend the "happy hour" times until at least 1930 to allow Soldiers to enjoy it.	<p>11/29/2011 - Based on the review of the Happy Hour times in the community, we are consistent with the times offered outside the gate. Additionally our regular prices are less expensive than the competitor's "Happy Hour" prices. The times where we currently offer reduced pricing during Pau Hana were a result of Soldier feedback. The AR 215-1 limits reduced pricing options on alcoholic beverages to two hours a day, 5 days a week. However, we are exploring additional food and beverage specials to offer every day.</p> <p>RECOMMEND: OPEN/ACTIVE As of: 12/28/11: Effective 9 January, 2012 Pau Hana hours at Kole Kole Grill & Mulligan's will be adjusted to the following: Monday, 1700 - 1900 Tuesday, 1700 - 1900 Wednesday, 1700 - 1900 Thursday, 1600 - 1800 Friday, 1700 - 1900 As of 3/F3412/12: RECOMMEND CLOSE</p>	CLOSED-ATTAINED

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AFAP 12-026	DFMWR	Outside Companies that Sponsor the Garrison Newcomer's Brief	<p>Profit Companies are allowed to sponsor the Garrison Newcomer's Brief. Soldiers and Family Members think that these companies are "military friendly" and will offer them the best deals on their products and services. It gives the impression that these companies are "endorsed" by the Garrison. Most other Garrisons do not allow any for profit organizations at their Newcomer's Brief to prevent this misconception from happening and to protect new Soldiers and Family Members from costly financial mistakes.</p> <p>Concerns all new Soldiers and Family Members in HI. Multiple Soldiers have gotten car loans or purchased products from these companies because they believe that they are "endorsed" by the Army. These purchases can be high interest (18%) car loans which are extremely costly to Soldiers.</p>	<p>Only allow non-profit organizations to be at the Newcomer's Hoike. I believe that the Family Members would rather not be provided a free lunch to keep from making a costly mistake.</p>	<p>11/28/2011 - For Profit Companies – Directorate of Family and MWR's Commercial Sponsorship (CS) office coordinates the solicitation for all MWR events and program receiving commercial sponsorship. The mission of the Army MWR CS program is to support and enhance vital military MWR events and programs by obtaining private sector funding, services or supplies in exchange for advertising and promotional opportunities within the military community. The CS office is responsible for composing the written contracts that outline the responsibilities for MWR as well as the sponsoring business responsibilities to the commercial sponsorship program. All commercial sponsorship contracts have legal review and concurrence through the Staff Judge Advocate (SJA) office. Printed materials provided by the commercial sponsor have the disclaimer that state "Commercial Sponsorship does not constitute DoD, Army or Family and MWR endorsement". (Cont'd)</p>	<p>CLOSED-COMplete (CONT'D)</p>

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AFAP 12-026	DFMWR	Outside Companies that Sponsor the Garrison Newcomer's Brief	(CONTINUED)		Further, all sponsors are advised and are aware that business transactions do not occur during a sponsorship program. Specific to the weekly recurring Newcomer event, the sponsor provided funding provides for the use of the Nehelani ballroom, prizes awarded during the Family and MWR portion of the event, as well as a buffet meal. Participation in the Family and MWR portion of the Newcomer+F20ers event is briefed weekly by the speaker as voluntary for the Soldier and Family member attendees. Throughout the Family and MWR slide show, all slides presenting a commercial sponsor contains the disclaimer of "Commercial Sponsorship does not constitute DoD, Army or Family and MWR endorsement". RECOMMEND: CLOSE	CLOSED-COMplete

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AFAP 12-029	CPAC	Hiring military spouses for DoD positions	<p>The Military Spouse Preference Program, like the Military Spouse Preference (MSP from Public Law 99-145) before it, is nothing but an empty idea here in Hawaii. Ultra-qualified military spouses are not being hired in any greater percentage than before the preference program existed. Army positions for civilian hires continue to be limited to only those candidates who are already employed as Army Civilians. The job market in HI is tough, and so competition with long-time residents makes the MSP program more important than ever, but Army positions are rarely opened to more than just those already in the system. In the meantime, there is widespread unemployment and underemployment of military spouses who come to Hawaii and find it impossible to compete for a government job. This is made worse by the obvious pattern in hiring for commercial non-government jobs to take local candidates over those from the Mainland. Army jobs are not being made available to military spouses who are more qualified to fill them than those to whom the positions are offered.</p>	<p>Open up Army Civilian jobs to applicants not already in the Army system (that is, those who already have had, or currently have an Army Civilian position), so that military spouses can compete.</p>	<p>12/2/2011 - The recent hiring pause and freezes that were implemented by DA have had a significant effect on filling vacant positions. In addition, the area of consideration (AOC) on vacancy announcements is a management decision. To include spouse's eligible under the EO in the AOC requires that the organization solicit applications from individuals outside the agency; agency being defined as DoD. Currently there are 118 EO eligible spouses registered in Program "S" of the Priority Placement Program for Army positions in Hawaii, and since October 2010, 41 EO spouses have been placed in permanent career-conditional positions. Information on the EO Spouse Preference program will be posted to the CPAC website and periodic articles will be published in the Hawaii Army Weekly. RECOMMEND: CLOSE</p>	CLOSED

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CLOSED ISSUES

ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP 12-030	IPC	Utilities Billing is inaccurate	<p>The formula to determine the "baseline" (average consumption rate) for the utilities billing program for on-post housing is neither standardized across the board, nor is it accurate. If an accurate baseline cannot be determined, then billing of overuse, or refunding for underuse of utilities cannot be a fair process. Families can be penalized and charged for utilities based on an inaccurate baseline, when in fact they have not been consuming excessive amounts of electricity, water or gas. This hurts families who will be forced to pay, and it will cost the government when rebates are issued, when in fact they should not be.</p>	<p>Since housing is privatized, the only fair solution for dealing with paying for energy consumption is to treat the housing program like any off-post rental agency. Set a "rent" price on each housing area, based on like homes in the off-post community. Give the soldier his entire BAH. Charge the soldier rent on his home. Charge the soldier for the utilities that he consumes. Any soldier/family living off post must do this. It would be no different for on-post housing. With this process, families will have the opportunity to save money if they conserve energy.</p>	<p>11/29/11: Utilities baseline is recalculated each month based on like home average consumption. That average is applied to each like home in their monthly rent payment. Overage of average consumption results in a debt owed by the resident, under average consumption results in a credit to the resident. A 5% DOD buffer and a 5% IPC buffer is factored in to account for any anomalies encountered during the month. This is a DOD mandated program, not IPC. If residents have concerns or questions regarding their utility usage they can contact their respective community manager and IPC Utilities manager. RECOMMEND: CLOSE</p>	CLOSED

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CLOSED ISSUES

ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AGC12-11-001	IPC	Dog Park on Fort Shafter	I live on Fort Shafter in the new housing on Radar Hill. I am not sure you are aware that the houses in our development have no fenced yards. Currently, by my unofficial count, we have 9 dogs in just our small area of 16 houses. There are many more dogs in similar circumstances in the adjoining apartment style housing development. In short, there is a real need for a dog park on Fort Shafter.	Create a dog park on Fort Shafter	11/29/11 - Dog Parks were not in the initial IDP. Initially the plan was for Swimming Pools, Spray Parks, and Playgrounds. There is some additional funds allocated for amenities in the out year development plan that will identify additional needs. RECOMMEND: CLOSE	CLOSED+G28

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CLOSED ISSUES

ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-09-06-04	IPC	Self Help	<p>Small household maintenance issues. We need to call maintenance for everything (including very minor things such as light bulbs, recycling bins, minor household repairs, etc.) Timeliness and control are my major issues. If I need a light bulb replaced in my bathroom, I would rather pick up a new bulb and install it myself rather than waiting a week for an appointment then waiting four hours until the maintenance person shows up. This is also a money issue, it would be much cheaper for you all if I picked up the \$2 bulb and installed it myself rather than paying someone to install it for me.</p>	Bring back self-help	<p>Looking at Self-help. Change your own light bulbs, etc. instead of having to submit a work order. Includes checking out/using vacuum cleaners, lawn mowers, etc. UPDATE 9-21-09: AHFH is working on situation with front lawns which are supposed to be done by contract; until contract in place, hoses, sprinklers, timers, etc. will be offered. UPDATE 8-23-10: Modifications to landscape services contract include limited weed control in new construction homes. Hoses and sprinklers are on order and will be distributed with new move ins. Small (limited) self help items specific to each community are being identified and will be placed in CC for resident issuance. UPDATE 10-27-10: Continuing to address. Recommend remain Open-Active. UPDATE 11-15-10: Vote Open-Active. UPDATE 3-28-11: Will be instituted in each community. Funds are being allocated for the budget beginning in July 11 to enhance the self help programs. (Cont'd)</p>	CLOSED- ATTAINED (cont'd)

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 CLOSED ISSUES

ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-09-06-04	IPC	Self Help	(CONTINUED)		<p>As of 6/21/11: IPC is stocking self-help items with an emphasis on yard care and curb appeal items. Recommendation: Hold open for 90 days and then close as each community's program is fully implemented. As of 9/9/11: All community centers now have a small stock of self-help items which will grow as needs dictate. As of 9/27: we have made a self help available in each community center so whatever the residents are assigned to that community center, they all have the same amount of self help products there, the list of items are on our website, lets you know which items are available, this includes electric lawnmowers, electric weedeaters, grass seed, lightbulbs, all kinds of small type self help products. Residents can also submit to their RAP group if there are other items or if that listing needs to be changed. Recommend: CLOSE</p>	CLOSED- ATTAINED (cont'd)

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-10-08-02	PAO	TV2 on the Web	I don't live in military housing but would like access to the information provided on TV2.	Can TV2 be streamed on-line so that it's available to all military members and not just those that live on post.	<p>UPDATE 10-27-10: PAO is working with 30TH NEC to allow for this. Current bandwidth does not allow for live streaming. Short videos can be placed on the website but not longer programs. Recommend continue Open-Active. UPDATE 3-7-11: Due to funding constraints, TV2 cannot be streamed 24/7 online. However, every local video aired on TV2 is available online at www.livestream.com/usaghawaii, www.vimeo.com/usaghi and www.youtube.com/usaghawaii. Special events, such as the live town halls, will continue to be streamed online at www.livestream.com/usaghawaii. so off-post residents can watch on their home computers or on a mobile phone. alternate means of streaming are being looked into. Recommendation: Close-Complete. UPDATE 3/28/11: We do have funding now and we are waiting for a bid from the vendor. Live TV townhalls are streamed on the web.</p> <p>Recommended and voted Open-Active. (cont'd)</p>	CLOSED-UNATTAINABLE (Cont'd)

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-08-02 (cont'd)	PAO	TV2 on the Web	(CONTINUED)		<p>UPDATE 6-27-11: Determine viewership of TV2 to see if annual cost is justified in FY12 budget. Annual cost is \$1642.80, after initial installation fee of \$531.94, to subscribe to Oceanic Cable. Subscription is needed to stream TV2 on the Garrison website. Per research, Oceanic Cable does not track viewership of local, military channels. Viewership studies are conducted by companies like Nielson. However, PAO inquired whether Oceanic's marketing department could do a viewership study. Awaiting response. Recommend continue Open-Active. As of: 9/14/11:"Per Matt Mishina of Oceanic Cable, viewership studies cannot be provided of the installation's HACN TV2 because the cable network is not a digital feed or digital channel." (cont'd)</p>	CLOSED-UNATTAINABLE (Cont'd)

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-10-08-04	RCI/DPW	Higher priority status for 45th SUS BDE soldiers living at Hickam AFB	45th SUS BDE soldiers living at Hickam AFB do not receive housing priority		<p>UPDATE 8-23-10: RCI will work directly with 45TH SUS BDE commander to resolve UPDATE 10-27-10: USAG-HI Resource Management Office is working on completing the MOU to allow prioritized housing for 45th SUS BDE soldiers. Recommend remain Open-Active. UPDATE 11-15-10: MOU to allow priority for 45th SUS BDE soldiers is currently with the Navy POC. GC will contact Navy directly to move issue forward. UPDATE 3-17-11: Issue is being worked at the General/Flag Officer level between the Senior Mission Commander and Commander, Joint Base Pearl Harbor and Hickam Hawaii. Recommended and voted Open-Active.</p> <p>As of 6/22/11: no change in status. As of 9/12/11: Navy regulations do not allow for same priority status for other service members. Action was elevated to the general/flag officer level but no official determination has been made. As of 9/27: Recommend: CLOSE</p>	CLOSED-UNATTAINABLE (Cont'd) G38

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-10-11-06	DFMWR	Restrooms are closed at the AMR Community Center and Gym	Friday afternoons, both the AMR gym and community center bathrooms are closed. Children participating in organized activities or sports have no facilities to use.	Allow the AMR restrooms to remain open during planned activities, maybe allowing to have a key checked out.	UPDATE 3-28-11: IPC has experienced vandalism in unattended bathrooms and therefore is reluctant to leave the area unlocked for the weekend. This issue should be sent to MWR for alternative solutions. Recommendation: Close - Completed for IPC. Issue will be transferred to DFMWR and will be Open-Active. As of 6/21/11: The bathrooms at the AMR Gym are now open and available during all Youth Sports Activities. At the request of a family member, this issue is to remain open until the start of the fall football season to confirm corrective action is in place and working. RECOMMEND: Open-Active. (CONT'D)	CLOSED-ATTAINED (Cont'd)
IAC-10-11-06 (CONT'D)	DFMWR	Restrooms are closed at the AMR Community Center and Gym	(CONTINUED)		As of 9/7/11: The Youth Sports participants and their parents will have access to AMR Physical Fitness Center restrooms all year round. Coordination was made to ensure the restrooms are available for all Youth Sports Activities. Youth Sports Football Season: 9/27 to 10/20 (practice season) and 10/22 to 12/17 (season begins). As of: 9/27: RECOMMENDATION: CLOSE	CLOSED-ATTAINED (Cont'd)

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CLOSED ISSUES

ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-036	DPW (for signage only)	No Designated and Secure RV and Boat Parking on SB & WAAF	This issue affects all personnel living on Schofield Barracks and Wheeler Army Airfield that own boats and RV's. Currently there is no designated and secure RV and boat parking on Schofield Barracks or on Wheeler Army Airfield. The closest designated and secure parking area for boats and RV's is at Hickam Air Force Base. It very inconvenient for a boat or RV owner that lives on Schofield Barracks or Wheeler Army Airfield to drive to Hickam Air Force Base for boat and RV storage/usage. Due to this situation, boat and RV owners have resorted to parking their boats and RV's in various parking lots on Schofield Barracks and Wheeler Army Airfield that are not secure and are not designated for this type of parking/storage. Besides being unsecure, this current situation is unsightly for the neighborhoods in the areas where these boat and RV's are currently being parked (for example, on Wheeler Army Airfield near Curtis Loop/Sperry Loop).	Designate a secure parking/storage lot for boats and RV's on either Schofield Barracks, and/or on Wheeler Army Airfield, for personnel living on Schofield or Wheeler Army Airfield that own boats and RV's.	as of 4/28/11: IPC is not responsible for storage of recreational vehicles. This comment should be referred to FMWR for action. However we are aware, there is a Garrison approved RV/boat lot located directly across from the Wheeler bowling alley and there is a FMWR facility for RV storage next to the PX on Ft. Shafter. As of: 6/20/11: DFMWR does not have control over the lot in question, people are parking their RVs at their own risk. DPW has been asked to look into possible signage for posting. RECOMMENDATION: Open-Active. As of: 9/12/11: DPW will install two signs at the WAAF RV/Boat Parking Lot. (FEWR RW000261J) Est completion date: 16 Sep 11. As of 9/27: Signs are in place, and it is with the understanding that residents (from both the North and South) that utilize it will be parking at their own risk. The garrison does not have the resources to erect a fence and monitor the usage. RECOMMENDATION: CLOSE	CLOSED-ATTAINED

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-045	DFMWR/CYSS	CYS & Blue Star Card Cooperation	It's a pain to have to produce orders at one more place, and make one more stop	Why not make it easier? Just put an expiration date on the Blue Star Card and accept that at all CYS facilities for the already established discounts.	as of 4/29/11: Although showing orders is required on two occasions for all the Army Family Covenant benefits, we have made every effort to prepare and let patrons know that they will need to provide a copy to the CYSS facility or Registration Office. CYSS guidance requires that we have a copy of deployment orders on file to verify the start and end date of the deployment. This exact date must be input into the CYSS data system in order to calculate the length of benefits (30 days prior and 90 days after deployment ends). Also many CYSS patrons do not get a Blue Star Card and only request the CYSS benefits of the 20% fee discount and the 16 free hours/month. As of 6/21/11, GC requested that the issue of family members having to produce their deployment orders more than once at CYSS be looked into. RECOMMEND: OPEN-ACTIVE (CONT'D)	CLOSED-ATTAINED (cont'd)
AFAP-11-045 (cont'd)		CYS & Blue Star Card Cooperation	(CONTINUED)		As of 9/15/11: CYSS Clerks have been trained and are not asking for documents more than one time. The process has been in place and working well for several months. As of 9/27: Recommend: CLOSE	CLOSED-ATTAINED (cont'd)

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-65	DES	Parks Neighborhood on FS overrun by Feral Pigs	The pigs not only destroy lawns and vegetation, they are becoming increasingly aggressive toward people and dogs. They breed often and the population is an ever increasing problem. They are very good at avoiding the live traps that are set up.	Allow hunting in the area, or increase the amount of traps. As a resident of this neighborhood, I would gladly spend a night in a hotel to allow for safe hunting in the area.	as of 4/28/11: DES has an aggressive Animal control program and are working towards the removal of feral pigs. This is a long term project. As of: 6/20/11 the Animal Control # is 655-7114/4007. Recommend: Close	CLOSED-ON-GOING
AFAP-11-081 and IAC 11-09-01 (cont'd)	DES/DPW/OGC	Traffic Congestion on Post during Physical Training Hours	Traffic on Post during the hours of 0630-0900 remains a safety concern for Soldiers conducting PT and military children going to school. The population at Schofield Barracks and WAAF nearly doubled in recent years with little improvements to assist in traffic flow on or off the installations. Many Installation Support Agencies, teachers and contractors begin the work day around 0700, when Soldiers are conducting PT and children are navigating the streets to school or bus stops. DOE elementary schools begin class at 0750, and WAAF Middle School begins at 0820. Many Soldiers live off post and must commute to PT, take showers, and have breakfast (few dining facilities open) before work call at 0900. If the Soldiers are conducting PT recovery from the hours of 0745-0900, it will be more effective to shift installation supporting agency work call from 0700hrs to 0830hrs to avoid conflict with Soldiers conducting PT and children traveling to school. This will also provide better access to installation services later in the duty day when Soldiers are at work. Impacted Population: Schofield Barracks and Wheeler Army Airfield Soldiers, Family Members, DoD employees, DOE employees, and contractors	a. Shift arrival time for Installation Support Agencies from 0700 to 0830. b. Consider pedestrian/bicycle bridge construction somewhere between Schofield Barracks and WAAF to provide a safe passage for those Soldiers and students biking and walking to school or PT or work. c. Improve old golf cart paths left over from Kalakaua Golf Course so that cyclists and runners will use them more; add more running paths and/or bike lanes with every new road or road repaved. d. Reinforce and enforce Garrison Policy Memorandum on how and where different sized formations are to run. e. During future contract negotiations for MILCON, stipulate a 0830 start time for contractors.	as of 4/13/11: The OGC response to items a, d, and e: Traffic congestion throughout each of our installations is an ongoing problem but one we are continually striving to improve. As you note, the flow of traffic is it typically heavier in the morning for various reasons, including personnel reporting for work and parents dropping their children off at school. In many cases, the fact that Soldiers are also conducting PT during this same timeframe only serves to exacerbate the problem. While little can be done to adjust approved PT running routes due to the limited amount of open space and the availability of lightly traveled streets, we have limited the timeframe during which PT can be conducted and we directed that DoD civilian employees and contract workers not begin work prior to 0700 which reduces completion for access to the installation. In addition, my CSM regularly briefs Commanders, CSMs, and 1SGs to ensure only designated running routes are used (con't)	CLOSED-ON-GOING (cont'd)

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-081 and AFAP 11-09-01 (cont'd)	DES/DPW/OGC	Traffic Congestion on Post during Physical Training Hours	(CONTINUED)		and various other PT-related matters including the size of running formations, the requirement to run only to the right of the center line of the road, use of single file formations for elements of less than platoon size, and use of sidewalks whenever possible. We have investigated your recommendation to adjust the start time of our civilian and contract workforce to 0830. Our recently completed traffic study revealed that the 0800-0900 hour is the busiest hour of the day for the gates at Schofield Barracks and Wheeler Army Airfield. Shifting work hours to better serve our customers may have merit but it won't reduce the congestion on the roadways. as of 4/28: DPW response to items "b" & "c": "b" – DPW is considering building a vehicular overpass connecting Schofield Barracks and Wheeler and have included pedestrian/bike access for safe pedestrian/bike passage between these two installations. As of 5/6/11: DES concurs with comments listed above. As of 6/20/11: RECOMMEND: OPEN.	CLOSED ON-GOING (cont'd)

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-081 and IAC -11-09-01 (cont'd)	DES/DPW/OGC	Traffic Congestion on Post during Physical Training Hours	(CONTINUED)		<p>As of: 9/9/11: DPW has no additional cmts. As of 9/27: COL Douglas Mulbury, Commander, U.S. Army Garrison Hawaii updated the council on the garrison's efforts in implementing a very aggressive information campaign to inform and remind units on post of the PT Policy while working towards a long-term solution. In addition, the Garrison CSM routinely meets with his CSM counterparts of the Division and other supported tenant units on post to ensure that PT policies are also regularly addressed.</p> <p>COL Matthew S. Kelley, Rear Detachment Commander, 25th Infantry Division (ID) reiterated the importance of engaging leadership in taking a community approach to addressing this issue and as a reminder, Junior leaders needed to be sensitive to the community around them when conducting PT. F24</p>	CLOSED ON-GOING (cont'd)

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 CLOSED ISSUES

ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP 11-081 and IAC-11-09-01 (cont'd)	OGC	Traffic Congestion on Post during Physical Training Hours	(CONTINUED)		<p>He added that the 25th ID's Commanding General's policy letter about PT on post is still in effect and unless prior approval from the CG is obtained, there should be no PT conducted prior to 0630. Any unit in violation of this policy may be reported directly to his office or on-the-spot corrections should be made. On a lighter note, a resident thanked the council because of the noticeable improvement in her particular housing area and the measures that leaders have actively taken to address this issue (Issue#AFAP-11-081, Title: Traffic congestion on Post during Physical Training Hours). A similar issue #IAC-11-09-01, Title: Cadence in Housing areas was also discussed; due to the similarity of these issues and the satisfaction with response received, both issues were voted CLOSED unanimously by the council.</p>	CLOSED ON-GOING

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC 11-09-01 and Issue # AFAP 11-081	OGC	Cadence in Housing Areas	Concern about the increasing number of Soldiers conducting Physical training in a noisy and disruptive fashion in the early morning hours		This issue is one which the Garrison continually works to resolve on a case-by-case basis while we seek to achieve a long-term solution. Although construction and other issues have significantly impacted the ability of our Soldiers to conduct PT at designated sites and along approved run routes throughout the installation, that does not excuse them from their responsibility for conducting their training in a quiet and respectful manner, particularly when doing so in close proximity to our housing areas and schools. In our ongoing effort to resolve this problem, the Command has implemented a very aggressive information campaign. In addition to one-on-one meetings with his CSM counterparts where PT-related issues and complaints are discussed, the Garrison Command Sergeant Major (cont'd)	CLOSED ON-GOING (cont'd)

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC 11-09-01 and Issue # A18AFAP 11- 081 (cont'd)	OGC	Cadence in Housing Areas	(CONTINUATION)		<p>routinely meets with CSMs of the Division and other supported tenant units to clarify PT policies and procedures. PT policies are also regularly addressed during orientation training conducted for new commanders and CSMs, included in articles published in the Hawaii Army Weekly, covered in COL Mulbury's Ask the Garrison Commander column, and various other venues. RECOMMEND: CLOSE - As of 9/27 see remarks in AFAP 11-081</p>	CLOSED ON-GOING

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
09-002	AHFH	Communication to and from housing	<p>The Hawaii Army Family Housing Office does a poor job communicating with residents. Newsletters arrive announcing events that have already taken place...a month prior. A letter came to me announcing metering to my address when it is not going to be metered. The community manager could not tell me I was not being metered when I called the office. We are not able to communicate with housing via e-mail for routine maintenance and general questions. This constant late information and misinformation is worthless. It causes my Family and I undue stress.</p>	Provide factual, timely, relevant, information to residents.	<p>AHFH undertaking measures to improve customer service as well as communication between residents and AHFH: Chrisylis project, AHFH website, e-mail distribution, etc. UPDATE 9-21-09: Survey completed by AHFH; Hawaii is the only installation where quality, customer service, and communication is going up; AHFH beginning to understand Army culture; two consecutive years with increases in this area. UPDATE 8-23-10: Residents who receive our e-mail blats have a direct e-mail address to community center staff personnel; Messages are checked three times daily. Additional programs such as Resident Advisory Panels and Meet Your Neighbor are geared toward better communications between residents and Island Palm staff. UPDATE 10-27-10: IPC has also implemented a new Facebook page. Recommend Close-Completed.</p>	CLOSED COMPLETED

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
09-003	DFMWR/CRD	Hand weights at Ft. Shafter Physical Fitness Center	The smaller size hand weights at Ft Shafter (PFC) are rusted and mismatched. The rust stains the skin and clothes. Some people prefer the smaller size weights than the sets with the large plates on the end, even though the number of pounds may be the same. The smaller size weights are easier for some to manage especially when combining with squats, lunges, and other exercises. This poor quality equipment discourages Family members from reaching their goals and from utilizing their PFC benefit.	Buy a new set of padded, ergonomic hand weights and padded body bars.	The weight plates as well as other "free" weight equipment that were showing signs of wear and rust at the Ft. Shafter Physical Fitness Center were replaced in December 2008.	CLOSED-COMPLETED

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
09-008	IPC	Poor Customer Service at AHFH Community Centers	Customer Service at AHFH community centers and Housing Office is poor at best. It seems AHFH employees don't care about the Soldiers and Families they serve. They are often rude and unsupportive. Telephone calls are not returned when a message is left which leaves unresolved issues. The employees are often unprofessional and do not consider the needs of the community.	1) Make all AHFH attend customer service training. 2) Create a desk reference book on customer service standards to assist AHFH employees. 3) Ensure employees who receive complaints are properly reprimanded and receive additional training.	Tied to 09-002 UPDATE 10-27-10: Customer service training occurs within new hire program and then quarterly; there is additional semi-annual required training that occurs and the implementation of ICE boxes. Recommend Close-Completed. UPDATE 11-15-10: Vote Open-Active UPDATE 3-28-11: Wait list procedures are being communicated to residents and inbound personnel through a variety of methods. Refresher training for all IPC leasing personnel and administrative personnel who work with the list is being conducted. A Resident Journey program has been implemented to cover all aspects of living with IPC. Poor customer service is episodic instead of systemic and we will continue to monitor and apply corrective actions as necessary. Recommend and voted Close-Completed	CLOSED-COMPLETED
09-009	AAFES	Smoking area at the Schofield Main Exchange	There are currently 3 expectant mother parking spots located right next to a designated smoking area. It is especially bad if you have other children to get in and out of the car, the longer it takes, the longer you are sucking polluted smoky air. It is known that second hand smoke is harmful to your health especially for pregnant women.	1) Move the designated smoking area and cigarette receptacles away from Expectant Mother parking. 2) Post "No Smoking" signs at this location.		Closed-Attained

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
09-011	DPW	B Quad Barracks living conditions	The living conditions in the B Quad barracks are unhealthy, unsanitary and a safety hazard. Some rooms have no electricity, ceiling tiles missing, molded furniture, and an insect infestation. In addition, the rooms are too small to accommodate two soldiers and have limited space for storage. This affects the morale of all the single soldiers living in these conditions.	<ol style="list-style-type: none"> 1) Renovate B Quad Barracks. 2) Assign only one single to a room. 3) Routine inspections required for insect infestation. 4) Replace all furniture. 5) Ensure electricity is available in each room. 	Quad B is in the FY13 project currently in FYDP for renovation. Currently, DPW continues to try to maintain barracks until complete renovation occurs, to include professional cleaning.	CLOSED-ATTAINED
09-012	USAG-O	Information flow to PACOM families	Army Soldiers assigned to PACOM do not have an FRG and as such do not receive official information through the unit about road closures, MWR activities, chapel activities, policy and regulation changes and other community information. This causes the soldiers and Families to have to seek out information on their own from multiple sources while units with an FRG receive a weekly information binder of this information. Soldiers who do not receive his information do not feel a part of the Army community in Hawaii, are not able to participate in activities and incur hardship when offices, roads or gates are closed and they didn't know about it.	Email a weekly information binder to all PACOM Army Soldiers and Families.	PACOM rep is invited to the South SIM and normally attends. All south residents are invited to the Town Halls. Note, there is a service member who is in charge of the Army element at PACOM who should be disseminating information. UPDATE 8-23-10: PACOM Army Element Commander has been added to the IOC Community Bulletin distro to facilitate improving information flow to PACOM Army personnel and their families. Additionally, PACOM will be invited to attend town hall meetings as well as the IAC forum.	CLOSED-ATTAINED

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09-013	DFMWR/ACS	Recording hours for volunteer coaching	There are no volunteer positions in the Volunteer Management Information System to use for recording volunteer coaching hours. This does not allow official reporting of hours which would enable Soldiers and Family members to receive volunteer awards. Because coaching hours are not reported the actual worth of volunteering in Hawaii is underestimated for funding purposes.	Add coaching hours to the VMIS so that volunteer hours may be reported.	Point of interest and facts: a. Currently, the Child Youth School Services (CYSS) Youth Sports (YS) program tracks volunteer hours manually. They are not reported to the AVCC. Coaches requesting a record of their coaching hours are provided a letter from the Chief, Youth Sports, b. The CYSS YS program will be fully operational with VMIS on 9 July 2009. Staff Position: VMIS is the Army standard for reporting volunteers hours that are performed on Army installations. The AVCC continues to work with organizations to appoint OPOCs so that all organizations who work with volunteers are in compliance with AR 608-1. The AVCC is working with the CYSS YS to get them trained and fully functional in VMIS by 9 July 2009. UDPATE 9/21/09: Issue is turning in background checks for volunteers.	CLOSED-COMPLETED
09-016	DFMWR/ACS	Volunteers CAC cards	Volunteers are inhibited from performing duties to the fullest extent due to lack of CAC card authorization. Volunteers are viable employees working along side paid staff and need on line access to be able to complete tasks. In many cases, paid staff are logging volunteers on the computer terminal which is against regulation.	Authorize volunteers to have CAC cards or remove CAC card readers off computer terminals where necessary.	This is a systemic issue in Department of Army. FMWRC has worked the issue and in Jan 09 launched a 3 year pilot. FMWRC has implemented a 3 year pilot program to test the use of the VAC card. The following information is provided about the VAC card: can only be issued to US citizens, cannot be used for installation	CLOSED-UNATTAINABLE

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
09-018	AHFH	Multiple Grades Sharing Housing Areas	Why Schofield has company grade and field grade officers mixed in the same housing area as JR NCOs'? This is a major problem first of all it encourages fraternization and we rate a whole lot more room than JR NCOs'. Where is the benefit if we have the same housing as an E-1? I pay a whole lot more in BAH rate than a JR NCO house! I along with many friends are thinking about just renting and getting more for our BAH. I see a lot of Company grade officers in Porter living in duplex's when NCO (senior or not) live in single dwelling homes, what a mix up!	Address this matter and require AHFH to follow Army Regulation when assigning personnel to housing.	Goal of Army Family Housing; same grade neighborhood. Nine (9) communities; when housing is being brought up to standard residents will be displaced. E7 with 5 kids will need 5 bedrooms, but housing might not be in the same neighborhood. In the end, Demographics will be aligned to rank. Senior NCO should get a 3-bedroom. Additionally, number and size is looked at. Currently, there is a 1,500 shortage of 4/5 bedrooms homes in the North and South. Special needs homes will get the same consideration.	Closed-Unattainable
09-019	DFMWR/CYS	Availability of hourly childcare	Hourly childcare is not available for school age children. The only hourly care available is at youth centers during after school hours from 1400-1600. Not all children/schools in Hawaii are on the same school year schedule. Often times, children have days off that do not coincide with the days off of schools on post. If a parent works or that is the only day they can schedule a doctor's appointment, they are unable to get care for their children. Or if a child is homeschooled the homeschooling parent has no place to watch their child when they have appointments scheduled that are not appropriate to take children to.	One center should offer school aged children hourly care slots or be certified to accept school age children. Slots do not need to be kept open specifically for that age group, but there should be availability for this group of children and parents.	Bennett Youth Center offers hourly care for school age children from 0800-1200 when school is in session. This provides hourly care for doctors appointments and intermittent care needs. CYSS is not able to provide care for school out days for the large number of private schools that each have different days off. This would require parents to arrange for babysitting on these days.	Closed-Unattainable

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
09-021	IPC	Resident parking In New Housing Areas	Residents in new housing areas who have a garage or a driveway are not using them and are parking on the street in front or on the side of their home for the convenience of being able to jump in their car and go. This creates a parking problem on the street where cars have to park on both sides which impedes traffic. This also limits the amount of parking for guests. For those homes that do not face a street, it is often hard for guests to find parking due to the large amount of cars already parked on the street, most of which are needlessly parked.	Require residents to register their vehicles with their Housing Community Center and have housing share this information with the post MPs. Restrict residents from parking on the street overnight if they have access to a garage and/or driveway, ticket and tow residents who violate this rule. Issue parking passes to residents for their guests to park along the street during pre-determined parking hours.	UPDATE 8-23-10: Additional curb painting has been completed in areas where needed. No further curb painting is planned.UPDATE 10-27-10: Additional curb painting has been completed and additional parking signs are being installed. Issue is a joint responsibility between IPC and the residents. Recommend Close-Completed. UPDATE 11-15-10: Vote Open-Active UPDATE 3-28-11: Down South, based on recommendations from residents, we moved striping to the other side of the street and we have received positive feedback. IPC will weight the requests for future painting of curbs to prohibit parking in new construction areas and restrict parking only in those areas required for emergency vehicle access. We will continuously be looking for better parking. Recommend and voted Close-Complete	Close-Complete
09-022	IPC	Garbage disposal only once a week.	This is a problem because, for one, when I moved I realized I had a lot more junk than I thought, so I trashed it. This left a large amount of trash to be collected. When I moved in on a Monday I had to wait for Friday for pickup. Second, since moving, I continue to find more trash that again, piles up through the week waiting to be picked up. I have noticed my neighbors who have also recently moved with the same issues I have.	I recommend for the near term that trash in a new neighborhood be picked up twice a week for a set time period giving new residents a chance to get rid of unwanted trash they have due to moving. If practical continue twice a week removal in neighborhoods containing 3 and 4 bedroom apartments.	Recommended additional pick-ups or extra or larger trash cans. UPDATE 8-23-10: Once per week trash pick-up is consistend with city and county pick-ups. New residents who often have excess trash will be cleared with next schedule pick-up. UPDATE 10-27-10: Additional large dumpsters have been added; residents can request & receive extra cans if available; more emphasis is being placed on recycling. Recommend Close	Close-Complete

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09-023	DPW/DES	Access onto Tripler through one gate.	It is worse than inadequate, it poses more of a security target than a threat by having practically	Fan out lanes at the entrance for ID card to 6 or 7 wide and staff with	Looking into left hand lane as an extra lane/ adding a 3rd lane (if	Closed-Completed

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09-030	DPW	ACS Parking Lot	One way on both sides.	Create an in-out, better flow of traffic.	There are 2 entrances into the parking area on Kolekole Avenue. The outlet or exit from the parking area is on Ulrich Street which is on the other side of the ACS facing the housing area. The ingress is on Kolekole Avenue and the egress is on Ulrich Street. The intersection at Kolekole Avenue and Ulrich Street, which is in close proximity to both entrances, tends to get pretty busy at times during the day. If there is an ingress and egress type of flow pattern from the parking lot, there is a tendency for people to turn left onto Kolekole Avenue which could cause an uneventful accident. To further complicate the vehicle flow in the area next to the ACS is a housing complex which has a street that also ingress and egress onto Kolekole Avenue, however the street is not as close to the intersection. UPDATE 8-23-10: After further discussion with DPW, the recommendation could not be implemented without further negative impact to the surrounding traffic flow.	Closed- Unattainable
09-036	AHFH	ACTUS construction safety on AMR	ACTUS construction workers on AMR do not act safely. Construction workers directing traffic on Bouganville do not use proper signs.	Develop and adhere to safety procedures. Train ACTUS construction workers on those safety procedures.	UPDATE 10-27-10: There is a Safety Team currently in place to address these issues. Recommend Close-Completed.	Closed- Completed

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09-038	AHFH	Road maintenance in housing areas	In driving in many of the housing areas, especially the older ones, road maintenance hasn't been done for quite some time. Potholes get worse with every rain. When asked housing is unable to give a timeline as to when it will be fixed.	Audit the roads on post and develop a timeline as to when they will be repaired and by whom.	UPDATE 10-27-10: Road damage can and does occur during construction projects. A repair and replacement plan is currently in place to repair roads as construction is completed. Recommend Close-Completed.	Closed-Completed
09-040	AHFH	Solar panels on historic houses	I applaud the DOD's initiative to decrease energy use. One way to do that is to add solar panels to the older houses to help with energy costs.	Add solar panels too older homes. Initial costs would be high, but the long term benefits would be great.	Solar panels are a concern when dealing with historical homes/quarters. Will need approval from the State Historic Preservation; even if it only includes changing the light fixture, installing a fence, added an A/C, etc. End result; we must maintain the historical look. Home metering will not go into affect until all meters are in place; anticipate some time next year. UPDATE 8-23-10: Metering of homes is complete and mock billing commenced 1 July 10. UPDATE 10-27-10: The State Historic Preservation Office has disallowed any changes/additions. Recommend Close-Unattainable.	Closed-Unattainable
09-043	DFMWR/CYS	Special needs classroom in CDC	Hawaii is one of the top 5 installations with exceptional Family members. Children who do not do well in the typical CDC environment have limited placement options. This affects mission readiness when soldiers do not have appropriate placement options for children w/behavior disorders.	Resource CYS to maintain special needs classroom w/more structured environment and lower staff/child ratio.	UPDATE 8-23-2010: Special Needs Assesments have been performed and all children have been placed in appropraite classrooms. No specific classroom has been or can be created to aocomodate special needs children but the program, as it is currently, is able to accomodate their needs.	Closed-Completed

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09-046	RSO	Religious youth services advertised	Trying to find an on-post or military related religious based youth ministry or service for my teenage children. Why? To maintain a spiritual balance in their young lives outside of home. Who? Effects the young generation, our future generation.	More religious based youth programs or services offered and ensure the public is aware of these programs.	Have contracted Protestant/Catholic minister for Youth Program.	Closed-Attained
09-050	AHFH	Use of Aloha Furniture	Service members who return from deployment and other geographic batchelors are often forced to move off-post. These service members are not allowed to borrow "Aloha Furniture" and have to either purchase furniture or live in an empty apartment.	Allow all geographic batchelors an opportunity to borrow Aloha Furniture	Funding is supported by Army Family Housing only as an extra service.	Closed-Unattainable
IAC-09-06-01	DES	Stickers at Ft. Shafter	Soldiers and families who live on Ft. Shafter have to show ID cards every single time they enter and leave post. This is tedious for family members who must drive off and on post three or four times a day taking and picking up children from school and running errands. Waiting in lines of traffic and having to prove our identity and right to enter is frustrating when this is our home.	Issue a resident sticker to residents of Ft. Shafter for expedited entrance to post (wave through without ID check).	Fort Shafter - positive ID checks for everyone coming on post because of force protection.	Closed-Unattainable

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-09-06-02	USAG-O/DES	PT in the streets	I live in the Canby Community and work on Schofield (soon will be working on Wheeler). My report time to work is 0730, I have two children that need to be dropped off at both Bennett Youth Center and an FCC Provider home before I go to work. This is a trip that when mapped out in the evening should only take about 20 minutes barring traffic but I have to leave my house a full hour prior (and on Mondays earlier) in order to make it on time because of the Soldiers running all over the post. There is no rhyme or reason to the formations, they run everywhere and seem to have no regard for the traffic trying to navigate in and around Hale Kula Elementary and Bennett Youth in particular.	There are already streets that get blocked off in the morning that provide adequate space for runners. I understand that variety is in order when running, perhaps their are areas with less traffic that could provide hills for sprinting. I moved here from Fort Bragg where streets in the 82nd area are blocked off for running. If you are not on one of these streets, a track, or a trail, then you must run on the sidewalk so as not to impede traffic. The solution is already there, the Garrison Commander just has to make it a policy that is enforced. We as family members are sharing a relatively small space with the Soldiers who inhabit this post, there must be a compromise that we can all live with.	UPDATE 9-21-09:An updated PT policy has been created and agreed upon by all unit CSMs and is published on the garrison website. Enforcement of the policy continues. UPDATE 8-23-10: The PT policy is in place and continuously enforced through DES and the unit leadership.	Closed-Attained

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IAC-09-06-03	IPC	BAH Collection	My issue is with the company that handles housing for on base. I have had 2 of my Soldiers get screwed over because the Housing Dept. has failed to notify them that they where not taking the amount required for the monthly rent. Soldier where notified when the amount exceeded over \$3,000. These types of situations place Soldier in real unnecceary debt, because of a company who says that they will allot out your monthly payment and wont say anything until an extreme amount of debt as incurred. This becomes a burden on Soldiers and make them look irresponsible.	There should be some type of Notification ASAP via email and letter when there is a problem with allotting the Soldiers BAH. Some method needs to be implemented so notifications are also sent to the unit commander, so that it can be caught before the Soldier has to pay an extreme amount.	UPDATE 8-23-10 - AHFH does not have access to DFAS or MyPay records. If allotment for rent is not recieved service members are notified and are responsible for payment and correcting allotments. UPDATE 10-27-10: Issue, as stated, is primarily a soldier/chain of command conern. Recommend Null Issue. UPDATE 11-15-10: IPC to update in-processing to include sample of BAH and housing payment; will provide council with process to ensure proper notification to soldiers; then responsibilty becomes soldier's and command. UPDATE 3-28-11: It was recommended that we go through the process better with the residents and to have an example of a pay voucher/leave statement and right now they have an example when they go through inprocessing. Recommend and voted Close-Completed	Clos-Complete
IAC-09-09-02	DECA	Congestion at Schofield Commissary	The congestion in the Schofield Commissary and children pushing carts into patrons is out of control. I feel that we should allow only authorized patrons and have someone check ID cards, this way they can monitor the Uniform Policy that they are trying to enforce. The Navy Commissary makes several announcements on the PA system that children must be in carts and not running around.			Closed-Attained

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IAC-09-09-04	DPW	Ft. Shafter Parking	Can DPW re-align the road network around Chapel field, Bldg 525, and the TSC trailers up the hill. We could dig up the road behind Chapel Field and make more grass space, or make it into a parking lot. We could also expand the parking lot next to the TSC trailers to encompass the unnecessary, 15 foot long road that forms the triangle next to Chapel Field. While all these measures probably wouldn't amount to more than maybe 30 parking spots, that would nearly double the public parking for the trailers.			Closed- Unattainable
IAC-09-09-05	AHFH	Cleanliness of community centers	Community centers are consistently not clean for use by community members.	Suggest one day per week or month for mandatory cleaning of community centers. Also suggest check-in and check-out process to ensure center is clean and in order.	UPDATE 8-23-10: CC activities rooms are cleaned once per quarter. Residents using activities rooms are responsible for returning rooms clean and ready for use by next residents. \$250 cleaning charge may be applied if not cleaned. UPDATE 10-27-10: Community centers are inspected every weekday morning. \$100 cleaning deposit is being assessed to rent centers. Recommend Close-Completed.	Closed- Completed
IAC-09-09-06	AHFH	Community fitness centers	Remote controls are often missing in the community center gyms so patrons have to use a broom other means to change channels, volume, etc.		Resubmitted directly to AHFH through ICE. UPDATE 8-23-10: Completed. Recommend Close-Completed.	Closed- Completed
IAC-09-09-07	DPW	Cross-walk	Crossing the street near the 25thID/pool/and Kalakaua community entrance is very dangerous.	Suggest a blinking light cross walk similar to the one on Trimble Road	UPDATE 10-27-10: Crosswalk installed. Recommend Close-Completed.	Closed- Completed
IAC-09-09-08	USAG-O	Stopping for retreat at 1700	Too many people do not stop and render the proper honors at 1700 during retreat.	Education to the community.		Closed-Attained
IAC-09-09-09	DFMWR	Hours at AMR gym	AMR gym doesn't open until 1000 which is late for many people.	Reassess hours now that more people are living in the community since new housing has been built.		Closed- Unattainable

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IAC-09-09-10	DES/USAG-O	Trimble Rd PT	Trimble Rd is supposed to be closed off from 0630 to 0745 for PT; hours are inconsistent. Traffic is opened before 0745 while units are still on the street.		DES does not have this particular tasking. 130TH EN BD is responsible for placing the cones; 728th MPs provide traffic direction. Both units have been contacted to ensure that prescribed PT times are being adhered to.	Closed-Attained
IAC-09-09-11	DFMWR	Stoneman Field Lights	The lights at Stoneman Field are not on early enough for TAMC, C Company to conduct PT at 0500.	Would like lights at Stoneman Field to be turned on at 0500 for TAMC, Charlie Company on Mon, Wed, Fri	COL Margotta made the decision not to turn the lights on that early for the following reasons: 1) Starting PT that early violates the USARPAC CG policy that units are not supposed to start PT until 0630. By turning the lights on earlier, we are supporting the violation of this policy. 2) Because of the proximity of this field to family housing, turning lights on this early is disruptive to the QOL for families who live in the areas. We constantly receive and respond to complaints by the residents re: noise (cadence), lighting. Turning the lights on will likely render similar complaints.	Closed-Unattainable

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IAC-09-09-14	DES	Patrols at AMR	Police officers on patrol at AMR are difficult to see at night because of their uniform. This can potentially be a safety issue.	Recommended patrols wear reflective vests to be seen easily.	The only time reflective vests are used are during DART missions or large scale missions (DUI checkpoints). Conducting walking patrols are to deter crime activity, maintain an MP presence, and to meet people in the community. Additionally, the patrols are there to catch those committing crimes. DES does not want to warn potential criminals that they are in the area. Recommend continue doing business with no reflective gear.	Closed- Unattainable
IAC-09-09-15	AHFH	On-line sign-up for community centers	It is difficult for community members who live in the south but work in the north to get to the AMR community center before 1700 to reserve the center.	Recommend implementing a on-line system to help facilitate.	UPDATE 8-23-10: AHFH residents can make telephone reservations but must sign usage agreement before scheduled usages date. Recommend Closed-Unattainable.	Closed- Unattainable
IAC-09-09-16	AHFH/USAG-HI	Military liaison for housing areas.	The state of policing some of our housing areas is substandard. For example residents don't bring their trash cans from the curb after pick up. Or the streets and yards are littered with trash or the grass is not being watered. These issues have been brought up in the IAC. The community offices will hand out citations to the offenders but it has been ineffective. Additionally, there is no pride in our communities. Many times you can drive by and see vehicles parked on the grass and dog feces in the common areas, trash blowing in the streets, and it seems no one cares. The landscaping company seems to do a poor job.	There should be a military liaison (E-7 or above) for each community. That way if the SM chain of command needs to be notified the liaison can do that. Also, if everyone was responsible for their own areas the those of us who have teenagers would put them to work.	AHFH/USAG-HI has tried to implement a "community mayor" program or a "unit sponsored" program with little success. Continue to seek ways to accomplish this or similar initiative.UPDATE 10-27-10: SGM Almeida at DPW functions as a military liaison in housing. May be able to accomplish this in other forum. Remove from IAC and forward to Installation Command and Staff. Recommend Closed-Unattainable.	Closed- Unattainable

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IAC-10-05-01	DOL	Military School Bus Program	School buses for military children attending schools off post.	Garrison should organize a military school bus program. Buses can be utilized thru DOL or CYSS; a fee could be charged; funded through the Army Family Covenant, section 2.5 of education, careers, and libraries.	DOL buses are not equipped for this responsibility. Additional funding would be required, likely from families. GC would like further review.UPDATE 10-27-10: Funding & liability issues prevent the use of buses as described. Only CYSS activities are currently allowed. Recommend Closed-Unattainable.	Closed-Unattainable
IAC-10-05-02	DPW	Blocked access to Heard Ave from McComb Gate	From McComb gate, right onto Waianae Ave and left onto Heard Ave. the road comes to an intersection where a left or right turn does not allow for traffic to continue forward to pass the Soldiers' Chapel, leading to the bowling alley.	Remove the painted lines that currently blocks continued access onto Heard Ave. Repaint direction arrow from right turn only to straight ahead or right turn.	UPDATE 8-23-10: DPW's initial assessment was that changing the traffic pattern would cause it to be a five-way intersection and cause undue safety hazards and impede traffic flow. DPW revisited issue at the request of the former GC and maintained assessment.	Closed-Unattainable

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IAC-10-05-03	DFMWR	Group PT at Martinez Gym	Group PT is being held at Martinez Gym hindering those doing individual PT.	Prohibit group PT at Martinez Gym	Gyms will continue to be used for unit PT. Fitness and Recreation Council may be able to address this issue.	Closed- Unattainable
IAC-10-05-04	DPW	Crosswalk on Menoher	Crossing Menoher Street from building 891 is dangerous because of the traffic.	Install a crosswalk in front of building 891.	UPDATE 8-23-10: DPW's initial assessment was that adding crosswalks in front of each COF would slow and impede traffic flow. Suggest adding another speed limit sign instead.	Closed- Unattainable
IAC-10-05-05	DOL	Quality of dinner meal at K Quad DFAC	There is a noticeable difference between lunch and dinner at the K Quad DFAC. In addition, there is a lack of variety during dinner.	Offer better quality of the food being served	UPDATE 10-27-10: K Quad DFAC is least attended facility and is funded accordingly. However, a new DFAC manager is aware of the situation and is working to improve. Recommend Closed-Completed.	Closed- Completed

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IAC-10-05-06	DFMWR	Pool Hours	The pool closes shortly after the normal duty day (1600) which makes it difficult to swim for fitness.	Close sections of the pool to accommodate longer hours; shift hours to have the pool open later and close later.	Resources won't allow for changes in pool operating hours.	Closed- Unattainable
IAC-10-05-07	DFMWR/CYS	Unavailability of Child Care	Child care is a requirement for all soldiers with dependents. Before and after school care waiting list is 3 months or more. Single soldiers don't have stay at home spouses to care for a child so child care is a must.	More in-home child care providers; more facilities on post; implement a before-school program for school age children.	Additional CDCs and are scheduled to be built from now through FY11 for both Schofield and Fort Shafter. UPDATE 8-23-10 from CYS: Brand new school age center opened in June and includes a before-and - after school program. New CDC which for ages 0 to 5 will also open in January 11; school age/teen center at Fort Shafter will open 1QFY11.	Closed- Completed
IAC-10-05-08	AHFH	No Housing Community Mayors program	The mayors program gives a voice to on post residents. Whenever there is an issue with housing, the community concerns are not being addressed with no one to turn to.	Appoint a Community Housing Mayor for every subdivision to give residents a voice and a person to turn to whenever they have questions or concerns. This can help alleviate stress on community centers and residents.	Tied with IAC-09-09-16 UPDATE 10-27-10: Tied to issue 09-002; additional forums and programs are now in place to help facilitate communication. Recommend Closed-Completed.	Closed- Completed

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IAC-10-05-09	USAG-O	Rank Specific Parking at the Commissary and the PX	There are too many rank specific parking spaces at the PX and Commissary. Often times the parking lot is full and those spaces are left vacant while people drive around the parking lot looking for a place to park. Everyone should have an equal opportunity to park anywhere in the lot.	Remove all rank specific parking in places of general use such as the PX and Commissary. The only reserved parking should be for those with Handicap tags.	UPDATE 8-23-10: The total number of rank specific parking stalls at the PX and Commissary have been reduced. Currently, the Army has the least amount of rank specific parking in comparison with the other services; less than 6% at the Commissary and 4% at the PX (Hickam AFB and Pearl Harbor Naval Base range from 8 - 12% per facility). Subject to Garrison leadership directing the further reduction or elimination of rank specific parking at these locations, recommend leaving rank specific allocations at current levels and closing out this issue.	Closed-Completed
IAC-10-05-10	DFMWR/CYS	Bennett Youth Center Hourly Care	Hourly care is needed during school breaks regardless if the full-time kids are going on field trip or not.	Establish a regular hourly care program at Bennett Youth Center	UPDATE 8-23-10: Bennet YC is currently vacant and will be renovated for use as a teen center. The Bennet cannot offer hourly care from 0 to 4 year olds because of the required safety requirements.	Closed-Unattainable
IAC-10-05-11	DFMWR	Things for Kids to do While Spouses Work Out	Not having child care at Installation Physical Fitness Centers creates a problem. Family members are not able to work out and maintain a healthy lifestyle. This also creates more health problems and more money being spent for healthcare.	Provide on-site child care at Installation Physical Fitness Centers	UPDATE 8-23-10: The "Kids on Site" program is already operational from 0800 to 1100, M thru F. DFMWR will advertise this service so that family members will be aware of its availability.	Closed-Completed

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IAC-10-05-12	DFMWR	Increase in Locker Fees	Raising it to \$6 from \$4 a month is understandable but how is raising it to \$6 more helping the Soldiers?	Reconsider increase.	UPDATE 8-23-10: Locker fees had not been raised at Schofield Barracks for 19 years. Locker fee increase allows for the purchase of additional items and some equipment. Will remain open until Fort Shafter fees can be investigated.UPDATE 10-27-10: Locker fee increase helps to defray cost of free groups classes and other activities. Recommend Closed-Unattainable.	Closed-Unattainable
IAC-10-05-13	DES	Police Liaison Officer.	Currently there is a Hawaii armed Services Patrol (HASP) Team which serves to link the Army installations with Honolulu Police Department. Their role is limited to assisting Honolulu PD in the event that a Soldier commits a crime off post. There is no support or assistance for a Soldier who is the victim of a crime. Soldiers must navigate the investigation and police system without any support. This leaves many Soldiers frustrated that they must learn the civil system on their one in addition to all of their regular duties. It makes Soldiers less likely to press charges if they are the victim of a crime as they don't know what their resources are or who to contact if there is an issue.	There is currently a School Liaison Officer at each installation that assists Families with navigating the local school system. I would recommend that we create a similar position on each installation that can help Families navigate the civil system. This would allow Soldiers and Families a resource to explain the civil process, answer questions, and build relationships with local contacts to assist Soldiers and Families who might encounter difficulties.	UPDATE 10-27-10: The SJA has a victim advocate program that can help members of the military community navigate the HPD and local law enforcement issues. Recommend Closed-Completed.	Closed-Completed
IAC-10-05-14	AHFH	Army Housing Only Allows Two Pets per Residence	Privatized Army housing only allows two pets per residence. Many Families have three pets without causing damages, disturbances, or compromising cleanliness. Army Families should not be forced to choose between their pets and ability to live on-post.	Allow up to three pets per residence in Army housing. Continue to require residents to pay out-of-pocket for any damages caused by pets.	UPDATE 8-23-10: AHFH policy is maximum two pets per household. This is consistent with all other military privatized housing projects. Recommend Closed-Unattainable.	Closed-Unattainable
IAC-10-05-15	DES	Children not Wearing Helmets at On-Post Skate Parks	Children, including teenagers, who skate at the on-post skate parks rarely wear helmets while skating unless the MPs are nearby. They are largely unsupervised and could be seriously injured.	Have MPs routinely check skate parks. If a child is not wearing a helmet while skating, require the parents to be notified and issue citations.	Parents and community members will need to be involved with this.	Closed-Unattainable

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-10-05-16	DFMWR/ACS	FRG Treasurer Training	MOB/DEP conducts FRG training for FRG leads, POC's, Fundraising & FRSA training. They do not offer training for FRG Treasurer's. They send treasurers to a fundraising class which does not include basics like monthly reports or audits. This is a serious oversight for a volunteer position that if done incorrectly could land a volunteer in jail.	Develop and offer a FRG Treasurer Training. Include treasurer training as a part of the FRG Boot Camp.	UPDATE 8-23-10: The FRG Bootcamp will include training for fundraising and treasurer duties. Will ensure that FRG policies are consistent in accordance to SJA guidance.	Closed-Completed
IAC-10-05-18	USAG-O	Post Wide Fundraising	The process to receive approval to conduct on-post fundraising is not adhered to. The north community US Army Garrison-Oahu Office does not verify if information provided is accurate. This leads to certain parties illegally conducting fundraisers.	Enforce the current policy and ensure all information if verified.	Concur with recommendation. Issue has been shared with both Community Directors' Offices. Assuming units or FRGs adhere to the published fundraising approval process, the Community Directors' Offices typically grant approval without issue. In doing so they verify that the fundraising activity meets with applicable Army and installation policies and regulations, that the unit or FRG has their own CoC approval, and that there is a legitimate unit or FRG fund account into which the raised funds will be deposited. The fundraising approval memo issued by the Community Directors' Offices provides detailed guidance to ensure that the unit or FRG is informed on the proper conduct of their fundraising activity. At this point, it is incumbent on the unit or FRG and their CoC to ensure the fundraising activity is conducted according to the specific guidelines outlined in the approval memo.	Closed-Completed

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IAC-10-05-20	DPW	Parking at Hale Kula Elementary	Need to make more parking spaces available at Hale Kula Elementary School.	Suggest making the dirt area part of the parking lot.	<p>UPDATE: 8/23/10: Further coordination is necessary With USAG-O to identify properly, issue to be revisited. USAG: 10/27/10: Programmed for FY11; gravel lot paved and striped. Vote Open-Active. UPDATE: 3/28/11: Programmed for FY11; gravel lot paved and striped. Recommended and voted Open-Active. Update 5/24/11: in an effort to minimize the project's impact to the schools operations, the paving project was put on hold until the school's summer break. Window given to the work is from 30 May - 27 Jul 11. Finalized schedule is currently being coordinated with our Paving Contractor and school.</p> <p>As of: 6/20/11: Parking lot construction started 13 Jun and will be completed by 7/8/11.</p> <p>RECOMMEND: CLOSE - ATTAINED</p>	Closed-Attained

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-10-05-22	AHFH	AMR Housing Relocation Replacement Policy of Damaged Items	At the October community meeting, the question was asked to the housing director (South Region) what the reimbursement rate was for damage to household goods as a result of the demo relocation process. It was stated that the replacement value was at \$.30 per pound not the full replacement value. Why was the housing contractor allowed to make this agreement with the moving companies? They should have to comply with PCS/moving relocation guidelines and policies.	The residents being forced to relocate as part of the demo plan should be given the same rights to replace damaged items as if they were conducting a PCS move.	UPDATE 8-23-10: AHFH often hires transportation companies to provide service for residents being moved because of demolition . This move is provided as a courtesy for our residents and is not a part of the Army's contract for PCS moves. The reimbursement rates conform to PUC requirements. Residents are advised in advance that the amount they may receive for damages will not always cover replacement cost and are urged to supplement the carrier's liability with their own insurance. Recommend Closed-Unattainable.	Closed-Unattainable
IAC-10-05-23	AHFH	Housing Relocation Timeline	Many residents in the Hibiscus Community were offered houses and told they had to move within a very strict timeline. Several service members were willing to accept a house as part of the relocation process but the housing office was unwilling to work with service members that were TDY to training/exercises. Family members should not have to move household goods without the service member, if, within a reasonable amount of time, the service member can return and be present for the move.	There needs to be some flexibility on the housing office's part to relocate residents.	UPDATE 8-23-10: AHFH is willing to work with residents whenever possible. Often the resident would like AHFH to hold a specific house vacant until it was convenient to move. In these cases, AHFH will by pass the offer, put another family into the home and re-offer a different house which would be available at a time more convenient for the resident. AHFH also stresses that residents should notify us of TDY's or vacations in advance so that accommodations can be planned into the sequence of offers. Recommend Closed-Completed.	Closed-Completed

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-10-05-24	DHR	COT Benefits	The problem affects those individuals that PCS to another OCONUS station and are entitled to COT benefits. Currently the free tickets home must be taken while the Soldier is en route to the new duty station. The point of offering this incentive is so when a Soldier is serving an extended time overseas he can travel home without exorbitant airline prices. This benefit should be used at the discretion of the individual of the Soldier.	Allow Soldier to choose the time that they want the COT benefits.	UPDATE 10-27-10: COT benefits are regulated by AR 600-8-10. The issue, as stated, is outside the scope of the IAC. Recommend Closed-Unattainable or Open-Unattainable. UPDATE: Will forward to AFAP.	Closed-Unattainable
IAC-10-05-26	DFMWR	Lane Condition at the Fort Shafter Bowling Center	Lanes at the Fort Shafter Bowling Center have too much oil.	Remove excess oil or change maintenance practices to solve the problem.	UPDATE 8-23-10: Corrections have been made.	Closed-Completed
IAC-10-05-27	USAG-O	Gift Wrapping FRG Fundraisers	FRGs are allowed to do gift wrapping during the holidays to raise funds to support their FRGs. However, FRGs who get the first couple of days do not make as much money as FRGs that get days closer to Christmas. This does not appear fair.	Have all monies raised go into one pot and split equally at the end of the holiday season.	UPDATE 8-23-10: Non-Concur with recommendation. Recommend closing out this issue. FRGs are assigned dates for gift wrapping fundraisers by a random drawing to ensure the date assignment process is completely fair and does not favor one FRG over another. The installation recognizes that there is an increase in shopping activity over the course of the holiday season and that it may be advantageous to secure a fundraising date closer to Christmas. It is for this very reason that the fundraising date assignment process should remain as is because this is the only way the installation can ensure that all participating FRGs have an equal chance to compete for these "preferred" dates.	Closed-Completed

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IAC-10-05-29	USAG-O	Dog Park Needed	There are extensive play areas for children but no designated areas for dogs. Responsible dog owners would appreciate a designated area or a fenced area where dogs can play and exercise off leash. The closest dog park is in Mililani.	Designate a park area on post that is seldom used. Construct a chain link fence around the area. Request input from responsible dog owners.	UPDATE 7-2010 from USAG-O: USAG-HI has two established "Bark Parks". One is located on Wheeler Army Airfield in the "gulch" just off of Denny Road and there is one on Helemano Military Reservation at the retention basin off of Paalaa Uka Pupukea Road.	Closed-Completed
IAC-10-05-30	DPW	Road Conditions	There is an excessive amount of potholes on post.	Effectively repair potholes.	UPDATE 7-28-10 from DPW via TV Townhall: An extensive plan over the next year will address street repair issues throughout the garrison. UPDATE 10-27-10: Lyman Road will remain in poor condition until construction projects complete. Other repairs are actively being conducted. Recommend Closed-Completed.	Closed-Completed
IAC-10-05-31	DPW	Street Lights Near Solomon Elementary	The street lights near Solomon Elementary School are not working.	Repair the street lights.	UPDATE 10-27-10: Repairs completed. Recommend Closed-Completed.	Closed-Completed
IAC-10-05-32	DFMWR/CYS	6th Graders (11-12 year olds) No Longer Go to Youth Services but Teen Center Instead	11 year olds, especially 11 year old girls, should not have to be with 13-18 year olds. They are not at the same maturity level and are impressionable and should be separated. If the parents are concerned about sending them to the teen center the only other option for these children is to stay at home after school. This becomes a burden on everyone in that the children do not get to socialize like the others and parents are worried about finding a sitter or leaving their children at home alone.	Allow them to stay at the youth center until they are 13 or provide some other option for parents besides the teen center or keeping them at home after school.	UPDATE 8-23-10: Parents of 11 and 12 year children in the 5th and 6th grades are able to choose to have their children in the School Age Program. There is no cost for the afternoon session only the before school care because the teen centers are not typically open in the morning.	Closed-Completed
IAC-10-05-33	AHFH	Early Morning Construction in Residential Areas	Early morning construction starting at 0700 in housing wakes others in adjoining units with banging and excessive noise with no notification.	Notify residents of pending construction. Move start time to 0800 or 0900 when working in an occupied building.	UPDATE 8-23-10: AUG 2010 - noisy renovation work has been pushed back to start after 8:00am. If noisy work is needed, renovation teams make every effort to notify adjacent residents. Recommend closed-completed.	Closed-Unattainable

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-10-05-35	DFMWR/CYS	Computers at the Teen Centers	The computers at the teen centers are old.	Please help them get better computers, they need them.	UPDATE 8-23-10: Teen center at Schofield will be moving to the Bennet Youth Center; when the move occurs, all brand-new computers will be available. UPDATE 10-27-10: New computers have been installed. Recommend Closed-Completed.	Closed-Completed
IAC-10-05-36	DFMWR	Library	Books at the post library aren't good quality, not up to date nor have enough copies.	Get more books and make sections more legible.	UPDATE 8-23-10: 6100 books have been purchased for SGT Yano library including best-seller listings. New signage has been installed as well to help individuals navigate the library.	Closed-Completed
IAC-10-05-37	AHFH	Lighting at Skate Park	There are no lights at the skate parks on post. It is too dark.	Put up more lighting.	UPDATE 8-23-10: This skate park is scheduled to be replaced by a sports complex; however, GC requests issue be reviewed to include lighting at all recreational areas, basketball courts, and other skateparks. UPDATE 10-27-10: Skate parks and other recreational areas were surveyed. Current policy is to close all rec areas at 1900 daily. Clear signage is being added at the facilities and enforcement will occur. Recommend Closed-Completed.	Closed-Unattainable

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-10-05-38	AHFH	Army Hawaii Family Housing Landscaping	When we moved into our home in Porter Community and we signed our contract with housing, we were told that we were only responsible for yard maintenance inside the area of the back yard fencing and that anything outside of that would be maintained by housing. After a few months of living in our home we noticed that the flower bed and the bushes in front our home were not being maintained. I called the Community Center and spoke with the Manager, Rama about the situation. She told me that although our contract reflects that we are not responsible for yard maintenance in the front area of our home, that this wasn't currently true. She went on to explain that the current landscaping company they have a contract with would not meet all of their needs when they negotiated the contract with them. The current company does not weed flower beds and only trims bushes and trees at certain times of the year. She said that we would be responsible for completing this maintenance. I argued the point citing that residents in Kalakaua do not have this problem, that all of their maintenance is getting done for them. She explained that each Community negotiates landscaping contracts separately and the company Kalakaua contracted with was willing to agree to the terms of the contract. I pointed out that this was	Negotiate all landscaping contracts for Schofield Communities centrally with matching contract terms for all communities or end the practice of contracting out landscaping and create a landscaping division within Housing that provides services for all communities within Army Hawaii Family Housing	UPDATE 7-28-10 from AHFH via TV Townhall: There are two contractors performing landscaping but there should be no difference in services between communities. Contractors will cut the grass in the front and side yards and in the back yards if there is no fence and if there are no personal objects or pet droppings during scheduled cuttings. Residents with fenced back yards are responsible for mowing their own grass inside the fence. Residents must water their own grass and perform de-weeding of grass areas, although there are some limited dew-weeding services in newer housing areas. Recommend Closed Completed.	Closed-Completed

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IAC-10-05-39	DPW	McCornack Road Paving	The conditions of the paving on McCornack between Cadet Sheridan and Waianae Avenue are deplorable. We have been stationed at Schofield for quite some time and this road has not been repaved in the entire time we have been here. The pavement on the roadway is literally falling apart. I attempted to count all of the potholes on this stretch of the road and lost count at around 100. There are so many potholes that in some places multiple potholes have come together to form large gaps. These potholes cause hazards for drivers who use this road to travel on a daily basis.	Repave the entire McCornack roadway from Cadet Sheridan to Waianae Avenue.	Tied with IAC10-05-30; UPDATE 7-28-10 from DPW via TV Townhall: An extensive plan over the next year will address street repair issues throughout the garrison.	Closed-Completed
IAC-10-05-40	AHFH	Park & Playground Lighting in Housing Areas	The lighting in the new park and playground areas throughout housing is not sufficient to prevent and/or deter crime and vandalism in these areas. The current lighting fixtures do not throw enough light to completely illuminate certain areas of the Community Center playgrounds and basketball court areas. Because of this, when it gets dark, teens congregate in these areas because they know that they cannot be easily seen from a distance. This allows them to hang out after curfew and vandalize these areas.	Install better lighting in park and playground areas so that there are no dark areas for teens to hide.	UPDATE 10-27-10: Linked to IAC-10-05-37. Recommend Closed-Completed.	Closed-Completed

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IAC-10-05-41	AAFES	AAFES Schofield PX Smoking Areas	AAFES recently decided to make it even easier for smokers near expectant mother parking by installing benches for smokers to sit and smoke. Common sense should tell you that pregnant Spouses should not have to breathe in the second-hand smoke from smokers as they try to get themselves out of the car and walk across the street to the PX. There are plenty of other places to establish smoking areas that are NOT next to the expectant mother parking	Remove the benches and cigarette receptacles from the smoking area near the expectant mother parking spots and move the smoking area to a new location. Post No-Smoking signs in this location to prevent smokers from congregating there.	UPDATE 3-28-11: Smoke area located near expectant mother's parking stalls have been cleared, and bench moved. Recommended and voted Close-Completed.	Close-Completed
IAC-10-08-01	IPC	IPC Work Order Tracking System	When requests are submitted by a resident to AHFH for work to be done on a home, there is no current way to easily find out the status of the request.	Having some sort of online tracking system to show that the issue is pending, approved, denied, fixed, or whatever the case might be...might help customer service on the housing side.	UPDATE 8-23-10: AHFH is working on updating the system to better address/track work orders. Additionally, AHFH is implementing a "Get to Know Your Residents" program whereby community managers meet face-to-face with each resident and review list of outstanding issues. UPDATE 10-27-10: Recommend remain Open-Active until system is fully functional. UPDATE 3-28-11: If a resident requests a work order number when they call the problem into the service desk, it will be	Close-Completed

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IAC-10-08-03	DES	Vehicle Access	Temporary vehicle registration passes are not honored by all gate guards throughout the garrison	Implement a standard pass for all gates.	UPDATE 8-23-10: DES will ensure that all gate guards are familiar with vehicle registration passes; will inform public of proper access procedures in upcoming HAW articles. UPDATE 10-27-10: Twenty-four hour temporary installation passes are recognized on all Army Hawaii posts, regardless of the issuing post. DA gate guards have been reminded of this policy. Recommend Closed-Completed.	Clost-Completed
IAC-10-08-05	SJA	FRG Treasurer	Command interpretations about FRG treasurer guidelines are inconsistent.	SJA provide one consistent interpretation of FRG treasurer functions for all units/commands to use.	UPDATED: 3-16-11: 1) Commands may interpret the structures of the FRG rule pursuant to their own judgements provided they don't violate regulation. 2) Commands with assigned legal counsel obtain	Open-Active

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IAC-10-08-05 (con't)	SJA	FRG Treasurer (con't)			Our ACS designs the training based on USARPAC guidance. 8th TSC JAG will work with USARPAC JAG for the recommended corrections are required. Voted Open-Active. AS of: 6/20/11, no change in status, working to locate POC who submitted issue to clarify concern. Recommend: Closed	Closed

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IAC-10-11-01	USAG-HI	Standards of Dress for Garrison Employees	Standards of Dress Code for Garrison Employees (Military/Civilian/Contractor) is not being uniformly enforced. Complaints (specifically in ACAP Department in DHR) have been received stating that contractors are not dressing appropriately for work. Some of the types of dress: very casual and unprofessional (sloppy/wrinkled clothes); flip flops, low cut (cleavage showing), sleeveless sun dresses, tops with spaghetti strap which shows tattoos on the back; sweatshirt zip-up jackets. This issue has been brought up by several civilian employees to the Contractor and her supervisors. So far, nothing has changed. All employees who work on the installation must adhere to the dress code contained in Policy Memo USAG-HI-31, Standards of Dress and Prohibited Attire for Army Installations. These contract counselors provide briefings, classes and training on how to prepare for the civilian world and should be setting an example for the Soldiers who are transitioning out of the Army.	Request the GC send out a reminder to all Directorates and contractors who work on the Installation to follow the dress-code in USAG-HI-31 Policy Memo. Encourage employees who work directly with someone to put in an ICE comment so that the issue is elevated for visibility. This will also require Directors/Managers/Supervisors to be accountable for their employees and any corrections that need to be made. Suggest they send employee home to change their clothes (???) and return dresses appropriately (verbal warning). The next time they dress like that, they will get a written reprimand.	UPDATE 10-27-10: Issue to be removed from IAC and handled internally to the garrison through updated policy and enforcement.	Close-Completed

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IAC-10-11-02	DES	Feral Cats	There is a feral cat problem throughout the garrison, primarily in AO south and especially in AMR.	Implement a policy to address feral cats.	Update 3-28-11: Feral cats have been addressed in the current Animal Policy (no more than 2 pets per family). DES is enforcing that policy and picking up stray cats as required. Recommend and voted Close-Complete (continued enforcement required)	Close Complete

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IAC-10-11-03	DPW	Traffic Mirror	On the street in front of Hamilton Field, on the corner nearest the 8th MP HQ, there is a brown box or building that obstructs the view of on-coming traffic.	Install a traffic mirror on the box to assist traffic at that corner	UPDATE: 3/28/11 - Mirror was mounted at the intersection. Recommended and voted Closed - Attained	Close Complete

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IAC-10-11-04	DPW	Unit Sponsorship Signs	Several signs indicating unit sponsorship of areas are outdated or not aligned with current units.	Update or remove signage.	UPDATE: 3/28/11 - DPW takes down what we find. People can call service order desk with location of signs and we will remove them. Recommended and voted Close-Comple	Closed-Complete
AFAP 11-002	DES	Porter Community (Housings) Street Parking Problems	The majority of vehicles parked along the sides of the streets are not only on the wrong side and facing the wrong direction, they are so far parked from the curb that is makes it hard for us to drive our vehicles through several areas within Porter Community. Also, there are several vehicles that are parked in alleys under NO PARKING sighs, making it a problem for POVs to turn around, not to mention emergency vehicles. Although Porter Community housing office has been advised of this problem, they say they can't do anything and that it is up to the MPs. However, even though we've called the MPs on several occasions they don't seem to be addressing the problem either.	MPs issuing citations for illegally parked vehicles through Porter Community housing.	UPDATED 3-28-11: Law Enforcement Officers have issued over 30 citations in the area and continue to make parking a on-emergency priority. Recommended and voted Close - Completed (with continued enforcement required)	Close-Completed
AFAP 11-005	DES	Military Personnel in PT/Training on Neighborhood Roads	I understand that the military needs areas for PT Training. But why must they use our neighborhood streets in our community areas; such as Hewitt. There are 3 ways to exit Kalakaua to get to Hale Kula in the morning and	Come on, they should use their motor pool area or Lyman Road for PT runs, road marches and other training. It's a big inconvenience for parents and DOD employees trying		closed - 8/23/10

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP 11-008	DES	Children Playing in the Street and Neighborhood Without Parent Supervision	I will not leave my house after the kids get out of school because I cannot get down McCornack Road. The kids are playing in the street riding bikes, power wheels, mopeds, skateboards and scooters without helmets mind you all in the street and they will not move, they act like I am doing something wrong and have a attitude with you when you honk your horn or ask them to move. And again all the while NOT wearing a HELMET. They do not look for cars while riding out of side streets, I have almost had several accidents casue someone came flying out of a street. And the parents are nowhere to be found. Some of the kids are 2-4 years old all by	There should be a class for patents to go to where they have to sign in so you know they were at the class and teach what can happen to their kids from being left outside alone and unattended. That way when the MP's are called on them you can see on a list that they have been to the class and they should know better and they should get a ticker, that way they will think twice on letting kids run amuck in the neighborhood and bother and annoy everyone. The kids should have to	UPDATE 3/28/11: DES enforces any case that we are notified dealing with child endangerment. Law Enforcement branch does not maintain or refer to when citing someone for child endangerment. If the acts itself could result in losing on-post housing (determined by the garrison commander) then the training might become a factor. The training or lack of does not determine the actions of Law Enforcement. Newcomers are made aware of installation policy on	Close-Completed
AFAP 11-009	DES	Abandoned Vehicles on Post	We have a major issue with abandoned vehicles in Hale Nani Township area. For instance the same vehicle (everything expired) has been sitting on Floyd Street for over 4 months. The MPs and housing have been notified by several people. We were told that due to the fact that the tow lot is full they can't do anything about it. This is becoming a safety hazard on our street. Parking is already limited and when people park temporarily in red area it's dangerous for kids playing outside.		UPDATE 3-28-11: DES has towed over 385 vehicles during the course of FY10. We continue to tage and tow vehicles as they are identified. Recommended and voted Close-Completed (with continued enforcement required)	Close - Completed

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AFAP-11-012	DES	Annoying Sirens After 12 am.	<p>The fire trucks and ambulances turn their sirens on way late at night, I hear them for at least 5 minutes since I am not the lucky person on post who has a central a/c unit in my house. I live by Solomon School and the ambulances are always driving their trucks with their sirens on behind my house to get to the newer housing community by my house rather than just keep on going on Hewitt Road and then turning on Carpenter Street to get to the housing area. I don't think it's necessary to turn on the sirens past 12 am and can be just fine with the lights on and if someone is in their way honk to where it lets the person to get out of the way because there is not that many people on the road on post this late at night; and I hear the sirens every night at least. They wake up people when they need to sleep and wake us up in the morning; kids can't sleep through it. It's just plain annoying when it doesn't need to be.</p>	<p>Do not have the sirens on late at night just lights to get peoples attention, if someone is in the way honk the horn that does the little siren to inform them to get out of the way. That's exactly how my town in Florida did it when it was late at night so it doesn't wake people up in the middle of the night.</p>	<p>as of 5/6/11: Fire and Police Emergency occur at all hours. Any emergency response requires the use of lights and sirens when clearing interesections, regardless of the traffic flow. As of 6/20/11: RECOMMEND: CLOSED-UNATTAINABLE</p>	Close - Completed

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP 11-013	DFMWR	Yano Library (Lack of Best Sellers)	I am not sure if this is the correct place to voice this issue but, I have a huge issue with the state of the library on Schofield. Education should be top 5 when it comes to Army families. The libraries are in such poor condition, the books are dirty, old, and torn. They never have new best sellers, and if they do, they only get one copy. This affects all of the military community. Putting on elaborate shows and holding 4th of July events should not come before our library! We need to give our future leaders the opportunity to delve into reading and use their imagination!	Appoint a person to be in charge of all of the Army libraries, give them resources! The librarians would work closely with that person and the community making sure our military families have the convenience of using the library on post as opposed to having to go to the local town library. Our lives are already busy, this support would help greatly.	Linked to issue #IAC-10-05-36	Close - Completed

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP 11-015	CYSS	AMR High School Students Walking to Radford High School	Today, I discovered there are 952 houses on AMR. I can only guess how many have teenagers walking to school every day and home. I truly feel this is a daily unnecessary risk for our children . Forty - fifty (40-50) High School students on AMR walk to Radford High School every day and return home along a dangerous route to include 2 crosswalks and lanes of traffic. This is due to the lack of public bus transportation within one mile radius of the school. This seems an unnecessary risk for our students. The surrounding neighborhood in zip code 96818 has a higher than average crime rate and 33 registered sex offenders as of April 2010 according to City Data.com. Also, please know that I have made a personal effort to contact the following personnel/agencies: Ask the Commander Live TV Hall, Radford High School Principal and PCNC, AMR Youth Services, AMR CYS, AMR Teen Director, and Military Police neighborhood survey 3 times Wendy and Byron from Army School Liaison.	I would love to coordinate a carpool system but being new to the area, do not have a good network of contacts yet. I always ask folks in charge if they can envision walking 1.3 miles to and from work today? Then, imagine being a teenager who is texting or talking on the phone while walking this far?	AMR MST is providing bus transportation after school for Radford High School students. The CYSS bus picks up the students in the back parking lot and transport the student to the AMR Teen Center. Students are required to register for the program/bus transportation before being allowed to ride the CYSS bus. Registration and transportation is free for the students. Linked to issue: IAC-10-05-01 & AFAP 11-018	Close-Completed
AFAP 11-018	CYSS	After School Transportation at Middle School (Wheeler)	Kids that do after school activities cannot get to the Teen Center. This is especially hard on families where both parents work. Kids must be picked up by 4:20 p.m. so your work schedule must allow you to leave early	Have a Teen Center send a bus at 4:20 p.m. for kids that participate in afterschool activities	For Wheeler Middle School the SB Teen Center continues to provide CYSS bus transportation after school to the WMS students and transport them to the SB Teen Center. Students are required to register for the program/bus transportation before being allowed to ride the CYSS bus. Registration and transportation is free for the students. Linked to issue: IAC-10-	Close-Completed

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-024	DECA	No "Farmers Market" On Post	No "Farmer's Market" on post causes a shortage of locally grown organic food availability on post, which is a problem for Soldiers and Families interested in optimal health. Locally grown organic food is the healthiest food available in Hawaii. Currently Soldiers and Families have to travel to other cities to go to Farmer's Markets. It affects everyone on post, because not eating locally grown organic food hinders the health and resiliency of Soldiers and Families. Having Farmer's Markets on base would increase the likelihood that Soldiers and Families will consume this wonderful food, be optimally healthy, and thus more resilient.	Allow a monthly "Farmer's Market" on post, to be located in a parking lot that is not used on Sunday's. For a list of all Farmer's Markets on Oahu, see this web site: http://hawaii.gov/hdoa/add/farmers-market-in-hawaii/Oahu.pdf	as of 4/28/11: All Produce procured in the commissary is done on a sole source contract with Armstrong Produce on the island. This is to insure we meet and maintain the USDA inspection standards required to maintain food safety and quality. 30% of the produce we receive and sale in the commissary is local grown produce. We will order labels which will identify the items that are locally grown. The commissary can offer Monthly/Quarterly Farmers Markets on local items and will get with Armstrong Produce to set this up. Meeting has been held with Armstrong Produce and a local farmers market with USDA approved sources will be part of our May Case Lot program. The commissary currently carries organic produce but in a very limited supply. This is due to the high cost and the fact that the organic produce has such a short shelf life. Organic items have a sticker on them which identifies them as organic. Better signage identifying the organic items will be ordered. Farmers Market will be held on May 27-29 in conjunction with the Family Fitness Fun Fest.	Close-Completed
AFAP-11-024 (con't)		No "Farmers Market" On Post			As of: 21 Jun 11: July, 12, & 3 will be meet the grower where patron will have an opportunity to meet the local and mainland growers we do business with. RECOMMEND: CLOSED	Closed-Completed

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP 11-029	IPC	IPC Maintenance Request System	Island Palm Communities maintenance request system is broke. The system is always overloaded and customers have to wait unreasonable amounts of time to make a request for maintenance. Wait time to have routine repairs is over two weeks though the standard is 3 business days. If the maintenance request requires follow-up visits Island Palms does not follow up unless the resident calls to find out the status. I personally waited four months to have simple repairs completed and was fed one line of bull after another. Island Palm offers a survey to tell them how your maintenance request was handled. I filled it out seven weeks in a row to let them know I was still unsatisfied and waiting to hear from them. I	Hold Island Palm Communities accountable. Review the maintenance procedures by developing a committee to monitor the progress.	Linked to issue #IAC-10-08-01; IPC Work Order Tracking System	Close - Completed

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-032	DFMWR	No Network for Direct Sales/Home-Based Business for Military Spouses	There isn't a venue or collective area for the military spouse to network their direct sales /in home based business on post. "As an insider to the world of military wives and stay-at-home moms I've seen a growing epidemic. Fueled by the economic state of the country, the increased deployment of troops, and the meager salary of the enlisted and lower level soldiers, families are struggling to get by. Avoiding debt is near impossible. This is putting increased pressure on spouses with children, who would otherwise stay at home with the kids, to find work outside the home." Many military spouses here at Schofield Barracks have the entrepreneurial spirit! The military has made an option for many to have portability in their business. Direct selling allows many military women to establish a successful business around their own schedule and the demands of military life. Many also use their business as a way to meet new friends and integrate into their new communities. The possibilities in direct selling are virtually endless. Oddly there isn't a place to allow the military spouses of Schofield Barracks to grow or connect. I feel it's very important to not only recognize the "silent ranks" during the month of the military spouse but to extend and give a voice to the challenges MilSpousepreneurs. (con't)	ACS had a fantastic idea called the dad's den, maybe this "network" concept can be used for a "MilSpousepreneurs Network" supporting our local spouse businesses.	as of: 4/29: The Employment Readiness Program has always supported the entrepreneurial spirit in Military Spouses. Classes are offered and "spotlights" for Home based business throughout the year. Home Based Business participates in the Career fairs for adults and teens. Sales are limited in specific areas but there are events that are sponsored on the Schofield installation for Military Spouses to display their home based business on the installation (i.e., Spouses Buzz). ERP has partnered with Scentsy, Beachcomers SCORE, Mary Kay Hogan International and others to ensure that clients know that these businesses are in the community. September 2011 theme is "Building a Future From Home", each week a home based business will be spotlighted and a special class will have guests from SCORE to discuss the pros and cons of starting a business, and this organization offers free assistance to those who are interested in starting a business. (con't)	Closed-Completed

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CLOSED ISSUES

ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-032 (con't)	DFMWR	No Network for Direct Sales/Home-Based Business for Military Spouses (con't)	Many have no luck trying to gain vendor space at the PX and MOST sign up with the "All spouse group" on post but never receive a call back to participate as a vendor the their event or the MilSpousepreneur is a male so that really wouldn't be a place to network for him. All have tried the community centers but not allowed to sale from there as well... I personally took the matter into consideration. I have received The Commander's Award for Public Service is the fourth highest honor the United States Department of the Army twice! I truly understand self-less sacrifice and when an issue needs a little attention. The wives and husbands of Schofield Barracks should have more of an opportunity to take advantage of their career portability- and the ability to make challenges a chance to change and be proactive in your career endeavors. !Network! Is the key	Ms. Gavnik who is the Business and Non-Profit Liaison attends ERP classes as a "spotlight guest" to give information on the regulatory per AR 210-7 and the installation. ERPM works closely with Ms. Gavnik by providing information to the families throughout the year to ensure that new Soldiers and families understand the regulatory guidance in advance. As of: 6/20/11 - RECOMMEND: CLOSE		Closed-Complete

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CLOSED ISSUES

ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-033	DECA	Inadequate Information as to Organic Food Availability at the Commissary	This issue affects everyone that shops at the commissary that is interested in optimizing their health and resiliency by eating organic, wild, free range, and locally grown foods. Currently there is no information available to shoppers as to what organic, wild, free range, or locally grown food is available at the commissary, or where this healthy food is located. By having this information available in a place where all shoppers can see it or have access to it, the likelihood of more shoppers buying this healthy food would increase, resulting in an overall increase in health and resiliency of shoppers.): Post flyers on the bulletin boards at the entrances of the commissary, add the flyer to any advertising that is published, and also post the information on a commissary web site. The flyer/information should contain a list of all organic, wild, free range, and locally grown food that is available at the commissary, and the location of the items (e.g. which aisle and shelf).	as of 4/8/11: The commissary currently carries organic items in every commodity of the store. In the past we tried to provide an additional section to highlight our organic items. This area was not successful and it has proven that the product sales are better when placed in the proper commodity. In order for patrons who are looking at just organic items to identify them as organic, we will order the shelf markers. The Commissary just added an 8' Gluten Free section over by the Local Hawaiian items and we have expanded 8' in our General Health Food section which is now located by the Gluten Free section. The commissary has a list available of 864 items which are identified organic, wild, and free range. Copies of the list will be placed at the ID door for our patron's. As of 6/21/11: RECOMMEND: CLOSED	Closed-Complete

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CLOSED ISSUES

ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-038	IPC	Storage Units are not Assigned by the Housing Office	This issue is a problem that affects everyone that lives on post in houses that are located near storage units. Currently, of the houses that are located near storage units, some of these houses are assigned storage units and some are not. This is inconsistent. In the situation where houses that are located near storage units and the nearby storage units are not assigned, there is not a fair system for deciding who gets to use the storage units and who does not. In some cases "squatter's rights" is the current system. This system is not fair to new-comers to the houses in this area.	For houses on post that are located near storage units, one storage unit should be assigned and labeled for each house. If there are fewer storage units than houses, the storage units should be assigned on a lottery basis to the houses. If there are more storage units than houses, the extra storage units can be allocated by lottery also.	as of 4/28/11: This recommendation refers to a limited number of homes on Wheeler. The Director of Property Management is developing an equitable way of assigning the limited storage areas. As of 6/21/11: IPC is assigning storage units at the change of occupancy. RECOMMEND: CLOSED	Closed-Completed
AFAP-11-042	IPC	Dead Electrical Wires in Canby Neighborhood	Old electrical wires that are no longer "live" still drape from house to house. Some wires hang low and are appealing to children. Although there is no danger of electrocution from the "dead" wires, their presence suggests to children that it is ok to touch an electrical wire (NEVER a good idea). As well, these wires serve as a route for rats to run from house to house. My son videotaped a rat traveling along a dead wire from house to house.	When homes in the neighborhood are renovated, remove old wire that are no longer in use. It would be better to remove wires sooner, but if they are removed during renovation, the cost of removal might be lower.	as of 4/28/11: Dead wires will be removed as suggested. As of 6/20/11: IPC has completed the removal of all excess wiring. RECOMMEND: CLOSED-COMPLETED	Closed-Complete
AFAP-11-046	DPW	Yield sign in front of Hale Kula Elementary	Usually when drivers are making a left hand they have to yield to oncoming traffic. At this intersection it is the opposite and most drivers are unaware despite the sign.	Maybe we should consider changing the yield sign.	as of 4/28/11: Project was completed on 20 April 2011. Recommend: CLOSED - ATTAINED/ COMPLETED.	Closed-Attained
AFAP 11-051	DES	Parents bringing animals on school property. People bringing dogs to shops on post.		It should be a post law that animals are not allowed on school property or any other place of business unless they are a leader dog. People should not be allowed to bring any animal into public places i.e. Food, commissary, PX, thrift store, pool area, anything where they know an animal should not be	UPDATE 3-28-11: Law Enforcement will respond to all animal calls to determine if a Post policy has been violated. If violated subject will be cited. Recommendation: Close-Completed (with continued enforcement required)	Closed-Completed

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
11-057	SBHC	Priority Care For ID Survivor Family Members	Priority Care for ID Survivor Family Members at the SB Clinic or at the Hospital. Families are not given the respect they deserve. They are questioned unnecessarily about their eligibility and what Unit their sponsor is with and all round ignorance.	Special notation or ID card be issued and training of all personnel to be respectful and compassionate when caring for a Survivor. Signs and education for Priority of Services just as with Wounded Warriors, should be in place	Update: 3-22 11: If a survivor does not elect <u>TRICARE PRIME</u> during their transition, then the default in our system for survivors is TRICARE Standard. Then when he/she presents for care in a MTF the system would not show a PCM, which would lead to questions from the clerk. Survivors and other beneficiaries in TRICARE Standard are seen by civilian providers on the TRICARE Network. Recommend Open-Active. UPDATE 3/28/11: The issue is how the family member (survivor) is treated when seeking service. Perhaps some kind of identification can be applied to ID card or for example, have something like the Blue Star Card issued to the family member for quick identification. Either way, it will entail training for the front desk staff. Recommended and voted Open-Active. (con't)	Closed-Complete

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 CLOSED ISSUES

ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-11-057 (co	SHBC	Priority Care For ID Survivor Family Members (Cont'd)			<p>As of 2 Jun 11: Our front desk staff are routinely trained in customer service, following procedural guidelines, and are required to ask standard questions to resolve conflicts in DEERS or CHCS. None of our staff would intentionally disrespect a survivor. To suggest that they would do so "with all around ignorance" is a disservice to the entire organization. If there are specific examples of when this occurred then I am more than happy to investigate and take action with an employee as needed; otherwise, the issue is closed as far as I'm concerned. Our ICE and APLSS survey results overwhelmingly suggest that we provide excellent customer service, in fact we are among the highest rated in the Pacific Region.</p> <p>(cont'd)</p>	Closed-Complete

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC-11-057	SHBC	Priority Care For Survivor Family Members (Cont'd)			<p>While I absolutely empathize with our survivors, and respect and honor their sacrifice, a blue star card or sticker on their ID card should make no difference in the way the individual is treated by staff, as all patients are to be treated with the utmost dignity and respect, regardless. The bottom line is that our databases have to reflect that an individual is eligible for care in order for us to legally provide that care. When the system indicates a conflict, we have to ask the right questions to clarify and update our records. Our clerks understand that this must be done in a sensitive and respectful manner. The site Customer Relations POC is Mr. Philip Snell, Phone: 433-8504 and the Health Benefits Advisor is Ms. Cheryl Keopuhiwa, 433-8485. Either is available to assist should this ever become an issue again for any patient. As of 2 Jun 11 - Recommendation: TO CLOSE ISSUE</p>	Closed-Complete

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
IAC 11-058	DFMWR	SOS Support	Families of Soldiers with Hawaii ties but living outside of Hawaii should be offered continuous support and contact if they desire. Though the SOS closest to a Family is responsible to provide that support, many Families have a desire to keep ties with the Units and Garrisons their Soldier was attached to.	Brigades/Units maintain close contact with SOS to ensure updated information on the Families remains current, and that the Unit provides contact at least annually, and with the approval of the Family allow SOS to send the Newsletters and any local Hawaii or Garrison updates they may be interested in. Also offer the Family the opportunity to hang the portraits of their Soldier in the SOS center at a time they are visiting or by Command.	Update: 22 Mar 11 Continuing to work with Commands/ Brigades/Units to update continuity list with information on the families and ensure that they are contacted at least annually. SOS is sending out bi-monthly Newsletters along with local Hawaii and/or Garrison updates to families via mail and e-mail. Families are offered opportunity to hang portraits of their Soldier in the SAS center. Currently working on providing more Outreach services to SOS families on Outer Islands and in America Samoa. Recommendation: Close-Complete. UPDATE 3/28/2011: 8th TSC newest command that started working with SOS to develop these continuity books, with photos and contacts. SOS is that support system to commands so that families can maintain long term contact. Recommended and voted Open-Active. As of: 6/20/11 RECOMMEND: CLOSED	Closed-Complete
AFAP-11-073	DES	Open Gate on Wheeler in Wili Wili Community	Traffic is horrible across the airfield in the morning. Would be used by Camp Stover and Wili Wili residents.	Open Gate	as of 5/6/11 DES has been assessing the traffic flow and believes that opening up Willi Willi Gate would require a signal light. DES is looking at other ways to reduce the traffic flow. As of : 6/20/11 - RECOMMEND: CLOSED - UNATTAINABLE	Closed-Unattainable

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP 11-077	DES	The gates a Aliamanu Military Reserve are not guarded 24/7	<p>The gates at AMR are guarded at what seems to be random times instead of 24/7 like Ft. Shafter, Schofield, and Tripler. This makes it easy for anyone to just drive (or walk) onto the property. There were numerous occasions when we moved into our house before we got our vehicle registered that I would leave my house for 5 minutes to take my daughter to school and there were not guards and come back and they would pull me over for a pass. Well what is the point of issuing someone a pass if in 10 more minutes you're going to leave the gate unattended? There is also the matter of family safety and security. My husband is deployed and I have 4 kids at home. So what's to stop someone from just driving on and breaking into houses or something. Nothing! Because there is hardly anyone at either gate.</p>	<p>The gates should be guarded 24/7. One gate does close at like 11 or so, but the other gate should have someone at it all the time. Either that or don't guard it at all. I'd prefer the guards there because I feel safer, but when they are there for only 30 minutes 3 times a day, it seems kind of pointless</p>	<p>UPDATE 2-15-11: DES is currently completing a traffic study that we hope will help in increasing the guard manpower and allow DES to man the gates of the housing areas 24/7. Recommendation: Open-Active. UPDATE 3/28/11: Recently completed the traffic study, which resulted in a net going of personnel. Request is going through the Garrison Commander for MG Terry's signature to OPMG to request for additional manpower. We are also looking at other options. Recommended and voted Open-Active.</p>	Closed-Completed

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ISSUE NO.	LEAD AGENCY	TITLE	ISSUE	RECOMMENDATION	COMMENTS	STATUS
AFAP-11-088	AAFES	More Choices for Dining on Post	The overwhelming majority of food vendors on Schofield Barracks are fast foods- offering low-quality, nutrient deficient meal choices for our Soldiers and Families. Wheeler Army Airfield even fewer options for meals. As we work to build the complete Soldier-Athlete, it would be wise to insist that food vendors on our installations serve only fresh, nutrient-dense meals. Population Effected: Schofield Barracks Community	a. Bring additional food vendors to both Schofield Barracks and Wheeler AAF. Develop high standards for nutrient-dense meal choices as an alternative to high-calorie, nutrient poor fast foods. b. Develop plan to bring local vendor "lunch trucks" to both Schofield and Wheeler. Insist that meals offered are nutrient-dense meal choices as an alternative to high-calorie, nutrient poor fast foods. c. Establish weekly Farmer's Market on post. This benefit will bring greater interaction with the local community and offer families more choice when deciding on locally produced meal choices. The Farmer's Market could be established Saturday mornings on Sills Field, bringing families together, and building a stronger sense of communit	Current listing of fresh and healthy servings we offer at our food locations on Schofield. - Burger King (Salads, Broiled Chicken Sandwiches / salads) - Charley's (Grilled meat salads, Low-carb wraps) - Manchu Wok (Garden Plate, Steam Rice) - Anthony's Pizza (Garden, Chicken, or Ham Salad) - Starbucks (Fruit Cups, Yogurt parfaits, Protein plates) -Subway (Salad,Tuna sandwiches) - Planet Smoothie (Wraps, Salads, Smoothie drinks are made with protein blast) - Lunch Wagon (Salads) We will work with our local food truck operations and ask that a variety of healthy offerings be made to include salads and fruit.	Closed-Attained
IAC-11-089	IPC/DES	Lost Key Procedures	The spouse of a deployed Soldier lost her keys after hours and could not get in her home. She called after hours emergency maintenance. They informed her that they needed a police report in order to let her in. She called the MPs and they told her that they did not do reports for lost keys anymore. After some back and forth between both maintenance and the MPs she was unable to convince maintenance to let her in. Maintenance and the MPS are not on the same page.	Both need to be informed of current requiremetns when these types of incidents occur in order to avoid unnecessary burden on the Spouse/Soldier	Issue received via e-mail 303d OD Bn (EOD) FRSA ; sent to IPC/DES 6/13. As of 6/20/11: RECOMMEND CLOSED	Closed-Complete