

## Final Chosen Successes: Dec 2012

Regional Contracting Office - Hawaii (Building 209 (Corner of 2nd & "C" Street))

Comment: MCB RCO DOES FINE WORK, LET US KNOW WHEN EARLY ON WHEN TO SUBMIT FUNDING.

Dance Movement Academy (MCCS) (Kaneohe Bay, Bldg 1583)

Comment: Dance Movement Academy did a great job adapting to the mediocre set up of the Christmas Show. The girls performed well and the parents did their best to respect each other's want to take photos and videos while their child was performing. The venue for the Christmas show was terrible, but this was no fault to the program. I commend all of the teachers for making the best out of a very bad situation. My only issue with the Christmas show itself is that the little ones never get the opportunity to enjoy the activities outside. By the time the show is over it is too late for them to play games, make crafts, etc. 5 young dancers (3 and 4 year olds) were told they could not have balloon animals because they were stopping that part of the event. My child already told me she does not want to be in the show next year because she missed all the fun 2 times (this and last year). My suggestion is that Dance Movement Academy and MCCS try to work something out so the dancers can enjoy this event too. It is very sad to see little ones turned away from fun, crafts, and games because they were performing.

Follow-Up Notes: Anonymous, Thank you for your ICE comment regarding Dance Movement Academy's (DMA) participation in our Santa's Village event on 08 Dec 2012. We have always graciously included DMA in our quarterly Special Events, however, we will re-look at this for next year as you brought up some valid points. I would have been glad to discuss your concerns with you in more detail, however, since this is anonymous I am unable to do so. Family Care Branch Director

Relocation Assistance Program (MCCS) (Kaneohe Bay, Bldg 244)

Comment: I am a spouse that attended the New Arrival Orientation on 12/6/2012. I found it to be the most stupendous source of information. In my opinion it should be mandatory FOR EVERY SPOUSE to attend, at every duty station as programs and services vary. If the spouse cannot attend, a provided link with a video version along with a quick test should be in place to verify it was watched. I attended Quantico's orientation it was NOT even close to this MCB Hawaii. The presenter's here were awesome, enthusiastic, to the point, booths were great source of information, it just kicked butt all around. These men and women are savvy, and eager help us succeed and become knowledgeable of all resources provided on base and the island. I loved it!!! Being a SSGT's wife and know more or less what to do or where to go, I strongly believe that at least New Spouses, SHOULD attend this mandatory to at least get their feet wet into what the Corps has to offer to Marines and families. Marines can't possibly relay all this information to their spouses. I believe it would facilitate spouses life's if it were mandatory, even if they complained about it at first. GOOD JOB TO ALL who attended the extraordinary orientation on 12/6/12.

Finance Office (CMPT) (Building 216)

Comment: Extremely satisfied with the assistance provided to me by the Disbursing Office. Primarily Sgt G's detailed attention and assistance on an ongoing Auth/Voucher that took well over 3 months to settle. His assistance truly

embodies the "Customer Service" attitude that is warranted of an NCO. Thank you for all your assistance.

Command Security Branch MARFORPAC Camp Smith (Bldg 1 Basement, Room 1 (Vault))

Comment: I had to renew my vehicle base pass stickers today at Camp Smith. When my wife and I went into the office, we were met with Ms. A. Her professionalism and courtesy was amazing! She was a complete joy work with, especially after some of the experiences I have had with other bases in the center of the island that shall remain nameless. All humor aside, Ms. A made what could have been a painful experience into a quick, easy and painless one. Thank you to her!

NMCI Liaison Office (CISD) (Bldg 505, 2nd Deck)

Comment: This feedback is meant for the NMCI FSR Mr. V... Mr. V epitomizes customer service. He is head and shoulders over EVERY other NMCI (or sub-contractor) I have ever spoken to via phone or has come by my office to address an issue. He is the most persistent, dedicated, and customer-service oriented individual I have met on this base (across the spectrum of services offered). His peers, seniors, and subordinates should emulate him and he is very deserving of recognition and promoted to greater responsibility. Second Battalion, Third Marines knows who to call when we have an NMCI issue.

Distribution Management Office (DMO) Freight (IE&L) (Bldg. 209)

Comment: The DMO Shipping/Freight Section is outstanding! They are always there to support the Individual Issue Facility with our shipment needs. Both the military and civilian personnel are friendly, helpful and efficient. In my two plus years as the site manager at the Individual Issue Facility, I have had no negative experiences dealing with DMO.

Family Member Employment Assistance (MCCS) (Kaneohe Bay, Bldg 219)

Comment: I received extraordinary support and professional guidance from R. He spent almost an hour with me after reviewing my resume and helped me redraft it line for line. Not only did he give me the needed 1x1 attention, he gave me helpful tips on the interviewing process and federal employment evaluations. I have looked for a job on the island for the past 6 months, and thanks to his support and professional insight, I feel confident I will do well on my interview on Thursday. Thank you R! I am grateful to have him on base, as he is an incredible asset! I have several friends I will be sending to him shortly so they can take advantage of his incredible service delivery and knowledge.

K-Bay Lanes & Snack Bar (MCCS) (Kaneohe Bay, Bldg 1666)

Comment: MCCS EMAIL Thank you very much for serving as our Bowling Manager at our 2012 Holiday Classic! Because of you and over 800 Volunteers, 1,000 Athletes, Coaches and Unified Partners from across the State of Hawaii experienced an amazing weekend of sports, fun and friendship! You have given our athletes such wonderful memories and this inspiration will drive them to not only succeed in sports, but in life as well! At this joyful time of year, we all are reflecting on how 2012 was such an awesome year for Special Olympics Hawaii, all thanks to you, our amazing Event Staff! Our program would not be the success it is without you and ALL you do for our Athletes! As we approach the holidays,

Swimming Pool - Camp Smith (MCCS) (Camp Smith, Bldg 125)

Comment: I want to thank Sgt G at the Camp Smith Pool for the great job he is doing with a very challenging facility. Much of the facility is in need of renovation but Sgt Garcia does a very professional job of keeping the place in top order and available for us to swim. My congratulations for a consistent job well done. Of note, the pool could remain open longer to accommodate the non-standard schedule of PACOM, et al.

Base Library (MCCS) (Kaneohe Bay, Bldg 219)

Comment: I had an opportunity to visit the Kaneohe Base Library last Sunday. I was presently surprised the library was even open on Sunday during the holidays. The on duty "Librarian" was extremely helpful, and pleasant. It had been quite a while since I had last visited the library so my card was expired or non-existent. She created a new account for me, and gave me a very detailed briefing on the new capabilities the library now offers. I was very impressed on the new capabilities and the helpfulness of the staff. Great work MCCS.

Combat Camera (COMCAM)(O&T) (Bldg 267, "C" Street)

Comment: Combat Camera staff provided excellent customer service. It started from the moment I walked in their door. Thank you to A, Cpls R & H and LCpls D & J. They greeted me professionally, answered my questions, and assisted in creating a job request with ease. It was a week before Christmas and they were very busy...yet in just a few days I received a phone call and email that the job was ready for pick up. On the day of pick up I was greeted with friendly professionalism and assisted promptly. And without being asked a couple of them carried the boxes to my car. Great job guys! Thank you.

Dairy Queen/Orange Julius (MCCS) (Kaneohe Bay, Mokapu Mall Food Court)

Comment: I'd like to point out that Speed of Service has significantly increased along with their Hospitality which in my belief is his highest priority. I really really like the fact that I no longer have to wait 5, 10 or even 15 minutes to even get served & someone is there to serve my needs immediately. When I place an order, it is completed in mere seconds vs minutes & I'm shocked in belief that my order was completed before I could even make a payment, I said to myself "WOW" now this is what I call service, Quick & Efficient. I have to admit it, I was having a lousy day & I was not in a great mode, I wanted a treat from Dairy Queen in the quickest way possible to calm me down & relax. Behind the register I was greeted by a short young lady in a Santa hat in the most friendliest way ever whom took my order & served with my treat by a young gentleman who assembled it the quickest way ever. I asked that he be identified along with his worker, without hesitation he identified himself as R & he's the new store manager along with his assistant M, I thank thanked them dearly for a job well executed. With that said I persuade them to keep up the great work, great service that they do & I plan to keep on conducting business with them.

Distribution Management Office (DMO) Personal Property(IE&L) (Bldgs 209 & 3AA-305)

Comment: I would like to express my gratitude for the outstanding support Ms. H, Distribution Management Office Camp Smith Hawaii, provided to me during my recent PCS from Camp Smith to Ft. Meade, Maryland. During my 40 plus years of federal service (both in the military and as a civilian) and my 20 plus formal

moves, this was by far the most professionally handled by an experienced and helpful Transportation Office. Ms. H always had the right answers, went out of her way to ensure that I knew what to do and when to do it, and provided that extra support that ultimately made my move painless and error free. Ms H is a consummate professional and extraordinary customer focused individual. Keep her and clone her.

Forest City Residential Management-K-Bay (IE&L) (1571 Lawrence Road)

Comment: I just wanted to say how nice C was. I had to talk to her a couple times today about my new pet and again about the new electricity billing service. Both times she was super patient, helpful and courteous! It was a pleasant experience both times and I feel that there should be some recognition for that. I know not all the ICE comments are nice so I wanted to be sure to thank her for her help today and last week when I talked to her as well!

#### Final Chosen Challenges: Dec 2012

Provost Marshal Office - Services Division Bldg 1095 (Police Records/Traffic Court/Visitors Passes & Vehicle Registration)

Comment: Enforcement of base policy that Retired, Active Duty, Reserve, or dependents only (per the signs posted) can only use the beach, water, surf, etc are not being enforced. Sometimes enforcement is seen at North Beach but the water is packed with people I believe to be getting on base via non Active Duty, Reserve, Retired, Dependent personnel. i.e Civilian contractors especially. This is on North Beach and Pyramid Rock where I don't see any enforcement at all. I believe this is due to outlying location. Either way, I feel that base access is not being enforced at the main entrance gates, nor near the water. People are accessing the water to surf when they should not be per the signs. How is enforcement being conducted? What are PMO and base military police enlisted orders in regards to enforcing the rules/access signs that are posted at the beaches? I am not seeing very much presence except for around lunch or after work when most civilians or contractors are slipping through the gaping hole (in my opinion) of enforcement. Please let me know if there is a plan in place, the current directives in regards to beach access, and any future plans to ramp up enforcement of access

Follow-Up Notes: North beach access was amended by the Base CO where civilian employees and G-S Workers from KBay can use the beach to surf they may not sponsor guests. However, it is also known that we have a lot of other branches of service using North Beach and they are allowed to sponsor three people to surf with them. PMO conducts daily patrols of the beach parking areas and we do cite people for trespassing when we catch them. We have had two this week, when they are caught, a police report is generated which almost always results in a debarment from base. Furthermore, checking the parking of the beach is not the highest priority on the PMO dash board. However, rest assured we do check the beaches daily as calls allow. If you have any further information feel free to contact the Base Inspectors Office at 257-7717.

Provost Sergeant

808 257 6977

Additional note: PMO patrols cover a lot of area... The life guards are responsible for the area from the parking lot to the water and they are required to call PMO when they find or suspect violations.

Child Development Center (MCCS) - KCDC (Kaneohe Bay, Bldg 6111)

Comment: People here at the CDC do not seem satisfied with their job positions and I have never seen such high turn over of staff/facility at a childcare facility before. Staff do not invest themselves in high quality relationships with the child and make parents feel that having a child at the CDC is a privileged and if you are not satisfied with a certain concern you can take them somewhere else, instead of just fixing the problem. Instead of communicating individual children's needs to parents, parents are also required to investigate in underlying concerns they may have. ie. Is my child making friends at daycare? Do you think my child is understanding the room rules? Is my child acting shy around a specific child? Is my child being friendly to other children? Is my child talkative or quite most of the day? These questions do not get answer without careful and intentional prodding. It also feels like caregivers do not pay attention to the children's attitudes and don't have the time to relay information to parents. ie. "How was my child today?" Caregiver response, "Good". "He/she had a bad night last night, how was he/she at nap time?" Caregiver response, "Fine, just a little squirmy" I have talked to other parents about my concerns, is there a way for creating a daily report card for our children from 0 to 4 yrs? Something that would cover; attitude, personality, participation, interaction? Communication between caregivers and parents is greatly lacking.

Follow-Up Notes: We do have daily reports that are given to the parent for children under 3 years (toilet learning or in diapers), and weekly for 3 to 5 year olds per HQMC. This tells about the child's day, what they ate, how long their naps were, how many diaper changes/toilet accidents, any specific issues they may have had etc. Since this is anonymous, I am unable to answer specific concerns. CYTP Director

Forest City Residential Management-K-Bay (IE&L) (1571 Lawrence Road)

Comment: Recently received a citation for our Christmas decorations because they are on the grass immediately in front of our house. We have a small stoop for a porch, unlike our neighbors so no room to put this stuff on our porch. We fail to see why this is a problem and are capable of landscaping the area ourselves while the decorations are up. Our front yard is a hill and hardly needs attention from the landscapers on a regular basis, as it is. The decorations are not in the middle of the sidewalk and pose no hazard to anyone. In fact, people walking by have commented how nicely decorated our house is for the holidays. We have also had people stop in front of our house just to see our decorations and comment on how nice they are. I don't understand why common sense can't be used and the landscapers can't just go around our house for the next few weeks. We are completely capable of cutting the grass and other upkeep of the front yard with the decorations up. Forest City needs to be understanding that people decorate for the holidays to make themselves feel at home while they are thousands of miles away from family. I understand the regulation of not putting lights up on the roof because of the hazard of falling, but do not understand why decorations in the immediate grass are such a problem when residents like us are capable of the upkeep of the lawn during the Christmas season.

Follow-Up Notes: On November 23rd, Forest City sent out a holiday lighting reminder to all residents. We advised residents to not place holiday lights on the exterior second floors and to not place lights and decorations in the common area. Every year residents over dress the common areas with holiday decorations

and it interferes with our landscaper contractors' ability to cut the grass. If our landscapers ride over extension cords and chew up the cables, residents try and make a claim against Forest City for property damage. In this case, the resident was recently cited for placing electrical cords in the common area to light up artificial trees and other decorations in the front of their home.

Semper Fit Center Kaneohe Bay (MCCS) (Kaneohe Bay, Bldg 3037)

Comment: There are signs posted to wipe off equipment after use. I think this is important for hygiene and courteous for Patrons that use the Gym. Thank you for posting it. I was pulled aside by B due to a conflict with another Patron and politely informed that just using a towel to wipe up sweat isn't good enough and spray must also be used, and this applied to all equipment in the gym, even in the weight area. I suggest, in order to prevent any conflicts between Patrons, provide better information than the current posted sign if it means more than what it says. Are there issues if a Patron carries a towel and wipes off the equipment after use and follows the rule as is? I always appreciate the great job, hard work, and professionalism of the staff at the Semper Fit Gym. Thank you

Follow-Up Notes: Thank you for your comments. You are correct in that the current signage does not indicate that use of the spray is required. We discussed the issue at length and will leave the signage as is. The expectation is that customers wipe off the equipment after use. The use of spray is optional and is provided for the customers that are concerned about their hygiene and want to go the extra step for their personal preference or as a courtesy to others.  
Manager, Semper Fit Center

Cash Office (MCCS) (Kaneohe Bay, Bldg 6109)

Comment: The Cash Office no longer offers the check cashing service as of November 1, 2012. The sign on the store indicated to call a number (254-5823). When I called the number, the lady who answered had a poor understanding of the situation. She claimed that I need to go to my personal bank and check it. Since a fair number of US service members use the non-brick-and-mortar bank of USAA, that is not an option. She then directed me to Hickam AFB to cash a check. The Cash Office needs to offer a check cashing to serve the Marine Corps Base, not deferring to the Air Force base and sending Marines/Sailors to drive up to an hour and twenty minutes (back and forth).

Follow-Up Notes: There are several avenues to get cash on MCBH. The store can give up to \$25 cash back on a purchase made with a check. If using a debit card, a customer can get up to \$50 back in addition to the purchase of merchandise. Other options include the Windward Community Credit Union (located next to the Commissary) cash machine. The cash machine does not charge a fee for cash withdrawals. Outside the back gate, at Aikahi Park Chevron (25 Kaneohe Bay Drive) is a no charge ATM.  
Chief Financial Officer

Lodge at Kaneohe Bay (MCCS) (Kaneohe Bay, Bldg 3038)

Comment: My complaint is about the lack of room to store items such as excessive luggage upon arrival to MCBH. The Lodge has a waiting list, that according to the records it's a 4 month wait for a 5x5x5 container. Problem being I could not transport my family along with the luggage when switching from Villas to Cabanas then to lodge rooms due to nonavailability on certain days of our stay at the lodge. Check out is at 10am, yet check in is till 2pm. That created many

problems for our family. Maybe something can be arranged where TLA peeps can store suitcases for a few hours till 2pm check in time.

Follow-Up Notes: Aloha, Thank you for submitting your concerns regarding your stay at The Lodge and Villas. Unfortunately, the majority of Self Storage Lockers are occupied by members on deployment which explains the long waiting list and the length of time. However, we do apologize that luggage storage during the check-in/check-out four hour interim was not offered as we do have secured areas for such transitions. We will remind the clerks to advise relocating guests of this service. This four hour window is needed by the Housekeepers to ensure that rooms are serviced up to standards for new arrivals. We do appreciate your patronage and hope that the rest of your stay was comfortable.

Thank you, Lodge Manager

Area Control Center (G-6)(CISD) (Bldg 505, Basement)

Comment: Myself and two SNCOs had came into the facility to get our SIPR accounts activated, and the initial person we spoke to had told us to fill out a SAAR form and do the cyber awareness classes and then we would be good. We went and completed them and returned again, and were told that the SAAR form was the wrong version and we needed to go fill out the right one. They told us that after we fix that, then everything would be good. Yet again we fixed it and returned with everything they had previously mentioned, and they now told us we needed a NATO letter. So we left again and got the letters and returned for the 4th time to find that the entire shop is gone for a teleconference, and nobody in the shop is capable of supporting our needs. I find it extremely unprofessional when everyone in the shop isn't on the same page when telling customers what they need to get something done, or they don't know. I don't know many shops that can get away with shutting down all support capabilities and not have at least 1 person there to help when people need it. If I had a choice, I would never return to this place again, unfortunately I'm stuck with them and their service.

Follow-Up Notes: This ICE Comment was forwarded to our Cyber Security Manager and his response follows: Aloha, After reading the comment card information and talking with you on the phone this morning; below is what I believe is an accurate description of what happened that caused your submitting a Dissatisfied Comment Card via the ICE system aboard MCBH, K-Bay. Plz read below and let me know if you concur with my understanding/interpretation of what happened. If you disagree and feel I have not understood your situation, please make any required adjustments. Either way, please send me an email showing you agree or one showing important points I may have missed. I have already started to work on solutions to the problems.

Again, here is my understanding of how things have gone so far:

- 3 service members came into the S-6 Communications Help Desk (CHD) to have SIPR accounts created. The 3 Marines had downloaded DD Form 2875 System Access Authorization Request (SAAR) forms from the web (unknown site) and filled them out for the account creation.
- After being told the forms were the incorrect version, the 3 SNCOs were given new, correct SAAR forms to fill out.

- The 3 SNCOs came back with the corrected SAAR forms filled in and were then brought back to the Information Assurance Section (IA) to have the appropriate portion (blocks 22 - 25) signed off by IA.
- The IA Technician told the Marines they would need a NATO Letter to go along with the SAAR form in order to have their SIPR accounts created.
- Once again, the Marines returned after getting their NATO Letters signed.
- With what they hoped was the correct paperwork, the Marines were once again turned away because there was nobody left in the IA spaces to facilitate a review of the paperwork, the section had been left unmanned while all the IA personnel were in a meeting on another floor of building 505.
- In a nutshell, 4 trips have been made by 3 Marines to S-6 to get their SIPR accounts created and the process is still not finished.

On the phone this morning, I said I would call you when it is a good time for you to come over to S-6 and finish the SIPR Account creation. I think we are in a position now to go ahead and finish the process for your account creation and then start the process of ordering your SIPR Tokens. Please feel free to come by tomorrow anytime after 08:30 and we should be able to finish the process without any more speed bumps.

Again, we are working on preventing this situation from happening to any other users aboard the base and I sincerely appreciate your bringing this to light so we can fix a problem we were unaware of. I will appreciate your input if I have missed the ball on what has happened so far.

Cyber Security Manager

Starbucks (MCCS) (Kaneohe Bay, Mokapu Mall)

Comment: 1. It should be advertised that it is NOT a Starbucks. It is MCCS, not Starbucks. 2. If they sell Starbucks, the registers need to accept the Starbucks mobile app to include cashing in Starbucks rewards. 3. Approaching the Holidays, now the registers don't even accept a "hard" physical Starbucks card. Sign on the window doesn't cut it. 4. Stir sticks need to be moved over to the sugar, creamer island just like any other Starbucks. 5. WiFi is advertised with a SSID of Starbucks in the whiteboard, but the only WiFi accessible is MCCS, not private ISP. 6. All mugs, cups, etc are made in China. It might be out of the control of the employees, but is that dissatisfaction being relayed to upper management, or just being blown off? 7. Staff is Excellent. Very friendly, very efficient. The problem is with MCCS for profit attitude regarding every aspect of the daily function of MCCS. It's not coincidental that the only function that doesn't work of the Starbucks reward program is the part that involves getting your free rewards.

Follow-Up Notes: To Whom It May Concern: I am the store manager for the Mokapu Mall Starbucks. Thank you for taking the time to express your frustration and also your praise of the customer service you received at the store. As you have several comments let me address them one by one.

Your first suggestion of advertising the store as MCCS and not Starbucks is something that I will have to research further with Starbucks. As a licensee store they have strict stipulations on the signs that are posted in the store and what might be communicated on them. I will ask our Starbucks contact if and what might be done to communicate the difference in the stores.



The second issue regarding the tendering of the Starbucks rewards is something that we are striving to accomplish. When Starbucks switched over to the strictly on-line/mobile reward system (versus dispensing post cards) they did not take into consideration the many licensee locations that they have. At the present moment none of the licensed locations have the capability to redeem rewards at their locations. Corporate Starbucks just recently made their proprietary register system available to licensee locations. The hope is that sometime late next year, the locations that can afford to purchase entirely new register systems and may be able to access and redeem rewards at their locations.

I am also extremely frustrated with the gift cards not being able to be tendered at the register. Ironically, a new server was installed with the intention of preventing the system from going down and affecting operations in the store. Somehow during the transfer of data from one server to another we lost the capability to tender or sell gift cards at the store. We open every morning since the incident with the hope that the issue would be resolved, but unfortunately, it is still is not. Please believe me when I express my understanding of your frustration and know that if there was anything I could to resolve the issue I would have done it. Our local IT department was contacted immediately and they have been working on the issue in conjunction with the IT department at Quantico Virginia.

The stirrer sticks are located at the pick-up station as a matter of hygiene as when they are out of the baristas sight, children have played with them and then returned them into the container for other guests to use to stir their coffee. We chose to house the stirrer sticks at the pick-up station to prevent this from occurring. I apologize if this location is inconvenient for you, we tried to balance convenience while still maintaining the sticks in a sanitary fashion.

If the Wi-Fi in the store is not working please let one of the baristas know so that we may contact our IT department to fix the issue. Unfortunately, we have no way of knowing whether or not the Starbucks Wi-Fi is working until someone tries to access it and communicates the issue to us.

I will convey your disappointment regarding the manufacturing of the Starbucks merchandise to my district manager. He is very conscience about customer feedback and will communicate your concerns to the proper individuals in Corporate Starbucks.

I apologize for the frustration you are experiencing, and I truly do understand your concerns. I will follow up with the appropriate parties to expedite the solutions as quickly as I can. Thank you for your compliment concerning the customer service at the store, I will also communicate that with the staff.  
Store Manager

BEQ's - Unaccompanied Personnel Housing Div, Permanent Party All E-5 & below (IE&L) (BEQ's)

Comment: Barracks order states that NCOs are to have a room to themselves and this is not happening. Barracks rooms and furniture is damaged and disgusting. There are only two washers and dryers for an entire deck of Marines and they do not work all of the time. Rooms are infested with cockroaches and

mice. Mold is growing in corners of walls and on ceiling. I am currently residing in Barracks 1604 but these conditions also existed in 1654 when I lived there. Follow-Up Notes: Good day, I will try to address each issue you mention in your complaint.

1. Assignment standards: under the assignment standards under which MCB Hawaii BQs are managed, corporals are not entitled to a private room. See CMC message dated 250244Z JUL 96 , SUBJECT: MCO P11000.22 CH 3. MARINE CORPS HOUSING MANAGEMENT MANUAL and the 2006 Commandant's BEQ Campaign Plan.

2. Washers and dryers maintenance. Washers and dryers are inspected each duty day. When they are found inoperative, they are fixed as quickly as possible, given funding constraints.

3. The number of washers and dryers. There are insufficient numbers of washers and dryers in each of the 1600 series buildings. The installation is attempting to correct that problem by building small laundry facilities adjacent to those BQs. Since this is military construction it must compete with all other projects, Marine Corps-wide, and the funds to build them must be authorized and appropriated by Congress.

4. Insect infestation: if there is an insect or rodent infestation in your room, contact your civilian barracks manager. He will submit a work request.

5. Mold: barracks aboard MCB Hawaii have been tested, frequently, and no mold that presents any type of health hazard has been found. Other residents, in bachelor and family quarters, have achieved success at removing mold and mildew by cleaning the area where it is present.

6. The best way to get work (other than housekeeping) done in the barracks is to notify your civilian barracks manager. That includes insect infestations.

Please contact me if you have questions or require additional information.  
Assistant Director, UPH Division

Distribution Management Office (DMO) Personal Property(IE&L) (Bldgs 209 & 3AA-305)

Comment: I am a New PFC to this Island and I reported hear from Tech School on October 13 2012. Thus far It being December 17, 2012 I have YET to receive a pack and ship date on my HHG Located back in Channahon, IL. The DMO Office located at Kaneohe Bay has been a great help at giving all the info I need and Sending my paper work to the "Proper" Offices back in the states. But so far several offices i have had limited contact with has blown me off (Rock Island, IL Arsenal) and told me that they had nothing to do with my move even though that was the contact info i was given. Now some guy from Norfolk, VA named Dave McCoy has sent me two emails so far and i have sent about 5 emails so far following up but he has FAILED to respond back to set the Final Pack and Ship dates. I have sent this guy and HHG\_MA\_SHIPMENT@NAVY.MIL my cell phone and civilian and Mil But so far HHG told me they can't do much and that they have sent up the request. and now yet again this Dave guy has contacted me again but is now OUT OF THE OFFICE till the 19th of December..... PLEASE HELP I have gone in circles with this for months now and i have ALL EMAILS i have sent all the appropriate information they

ask but continue to blow me off and push me aside. I have a 2 1/2 year old son and my wife and we need our things. I can't be spending all my money on things I already have. It has been getting to costly lately so please, please help.

Follow-Up Notes: The DMO has contacted the shipping PPTY Office (CPPSO Norfolk, VA) and has made arrangements to have the members PPTY pick-up on 9 Jan 2013 for movement to MCBH. The member has been contacted and met face-to-face with our office. All attempts/efforts are being made to settle his concerns.

Youth Activities K-Bay (MCCS) (Kaneohe Bay, Bldg 6753)

Comment: I have a 7 yr old who is currently involved in youth sports (basketball) every Tuesday and Thursday his team along with other teams practice at this facility, however, there are no other times available for him to practice on his own despite the fact that there are no accessible basketball courts currently on base for his age group. When I asked the staff the only response was call Semper fit, maybe they can give you other suggestions of where your child can practice. It seems as though the youth activities program/facility is just another CDC and children between the ages of 5-9 are being left out and or forgotten about. Recommendation: Include age group 5-9 in activities and maybe offer open gym time (with adult supervision to offset the possible need for extra staff) or, have youth courts installed outside the facility that are easily accessible. Thanks in advance for your time and attention in this matter.

Follow-Up Notes: Thank you for your Ice Comment concerning the Youth Activities Building.

The Youth Activities Building is part of Children, Youth & Teen Programs (CYTP) that is a mandated program of Headquarters Marine Corps and the Department of Defense. Any activities that happen in this facility are under strict guidelines. Because Youth Sports is part of that mandate they are able to utilize the facility for basketball practice and games. Youth Sports must follow the same regulations as CYTP. Therefore, the Youth Activities gym is not available for open recreation. There are many program that are operated in the Youth Activities building such as our Before/After School Age program for children in Kindergarten through 6th. grade and our Teen Center for 10-17 year olds.

Each housing area has basketball hoops available.

Director, Youth Activities

Forest City Residential Management-K-Bay (IE&L) (1571 Lawrence Road)

Comment: I had reserved the Event Room at the Mololani Community Center for December 22, 2012, 8am-3pm for a birthday party. The room was originally acceptable at best. The purpose for this in regards to the bounce house I placed in the common area on the artificial grass and the condition of the restrooms upon my departure. First, there is nothing in the rental agreement prohibiting the placement of bounce houses in this common area. The party renting the kitchen area of the community center had waited till I moved my bounce house, so they could then place theirs in the same location. As a result, apparently the artificial grass was flattened, NOT DAMAGED. It was expressed by Karen Eubanks of the housing office that it was common sense not to place bounce houses in the common area. I was offended for myself and the other party, that it was implied we did not have common sense. In regards to the restrooms, I personally cleaned them and verified that there was no debris in the restrooms before locking them behind me. I have witnesses for all of the above and they are willing to submit statements on my behalf. I expect that my full \$200 deposit be returned or

shredded as my party caused no damage to the facility. I would also expect for further rental agreements signed by residents clearly state that no bounce houses are to be placed on the artificial grass common area of either Mololani or Waikulu community centers.

Follow-Up Notes: Forest City's General Manager and Community Services Manager spoke with the customer and apologized for the negative communication experienced with their staff. Customer was very appreciative that they had personally followed up with her and also stated she completely understands the protectiveness Forest City has for the centers and respects the work that goes into maintaining the facilities. It was explained that the delivery of the message as to the proper care of the center was not meant to be unpleasant or disrespectful and the matter will be handled internally. Customer received a full refund. The phone call ended positively and the resident was provided with her telephone numbers in case she had any other concerns or questions.

Education Center, formerly Joint Education Center (MCCS) (Kaneohe Bay, Bldg 220)

Comment: I am inquiring about a ceremony graduation for those who take online college courses. When we were stationed on MCRD Parris Island, South Carolina MCCS would hold graduation ceremonies for military personnel and dependents who graduate from online colleges. Do you all offer something like that here on MCBH? I am just inquiring as I am nearing my graduation this coming 2013 year.

Follow-Up Notes: Customer comment was forwarded to Joint Education manager for a response.

This is a great question. In the past, we have not traditionally conducted a general graduation ceremony here at MCB Hawaii. This is due to several reasons, including low number of graduating students, and limited staff and resources. However, it is definitely something that we want to start. We are hoping to conduct our first ceremony sometime this year. What is your expected graduation date?

As another option, many of our graduating Marines and spouses participate in a much larger ceremony conducted over at Pearl Harbor each year. The Navy College Center over there is always very welcoming to our graduates and fully supports us participating in their ceremony. I can get you more info on that option, if you'd like.

I hope this answers your question. If you need additional information or assistance, please do not hesitate to contact me directly.

Respectfully, Lead Education Services Specialist