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Organization Summary for U.S. Army Garrison Yongsan

01 October 2011 to 31 December 2011

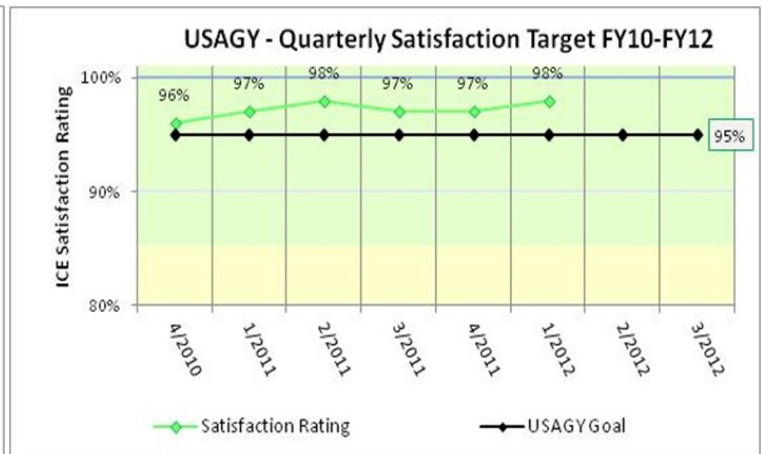
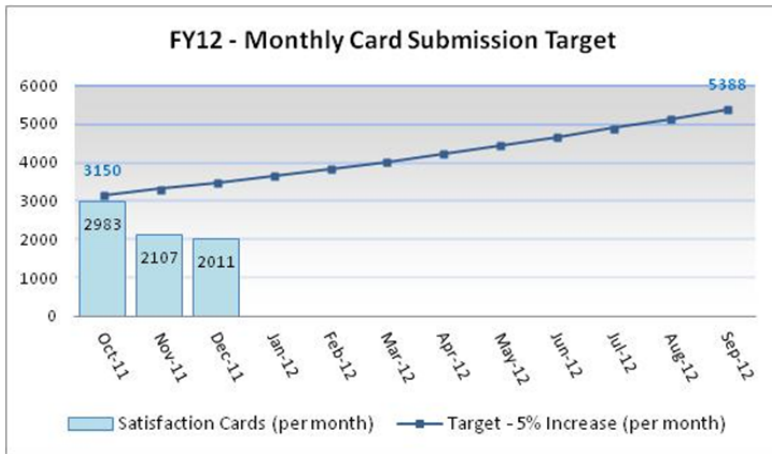
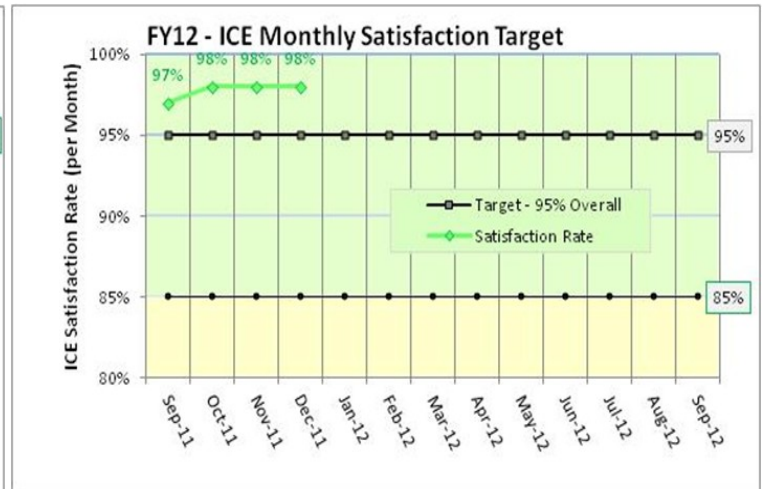
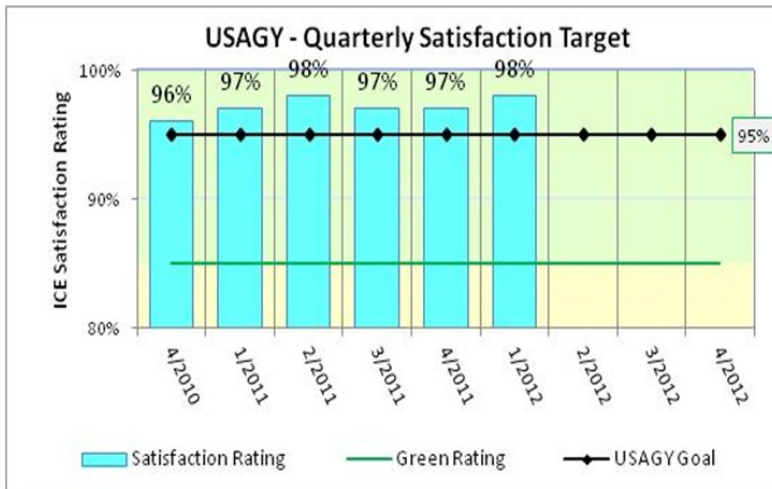
	Card Submissions	Satisfaction Question Responses	% Satisfied
U.S. Army Garrison Yongsan	7101	6538	● 98%
Organizations Below U.S. Army Garrison Yongsan			
	Card Submissions	Satisfaction Question Responses	% Satisfied
USAG Yongsan - Directorate of Logistics	1595	1577	● 99%
USAG Yongsan - Directorate of Emergency Services	335	318	● 97%
USAG Yongsan - Directorate of Public Works	2883	2567	● 99%
USAG Yongsan - Directorate of Human Resources	449	411	● 98%
USAG Yongsan - Directorate of Family and Morale, Welfare and Recreation	789	715	● 97%
USAG Yongsan - Directorate of Army Community Services	811	776	● 99%
USAG Yongsan - Resource Management Office	0	0	Not Rated
USAG Yongsan - Installation Safety Office	2	0	Not Rated
USAG Yongsan - Information Management Office	0	0	Not Rated
USAG Yongsan - Plans, Analysis and Integration Office	11	0	Not Rated
USAG Yongsan - Public Affairs Office	2	1	● 100%
USAG Yongsan - Religious Services Office	12	7	● 43%
USAG Yongsan - Legal Services	4	4	● 50%
USAG Yongsan - Headquarter Company	0	0	Not Rated
USAG Yongsan - Command Group	61	51	● 88%
USAG Yongsan - Directorate of Plans, Training, Mobilization, and Security	35	32	● 97%

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ICE Trend Analysis



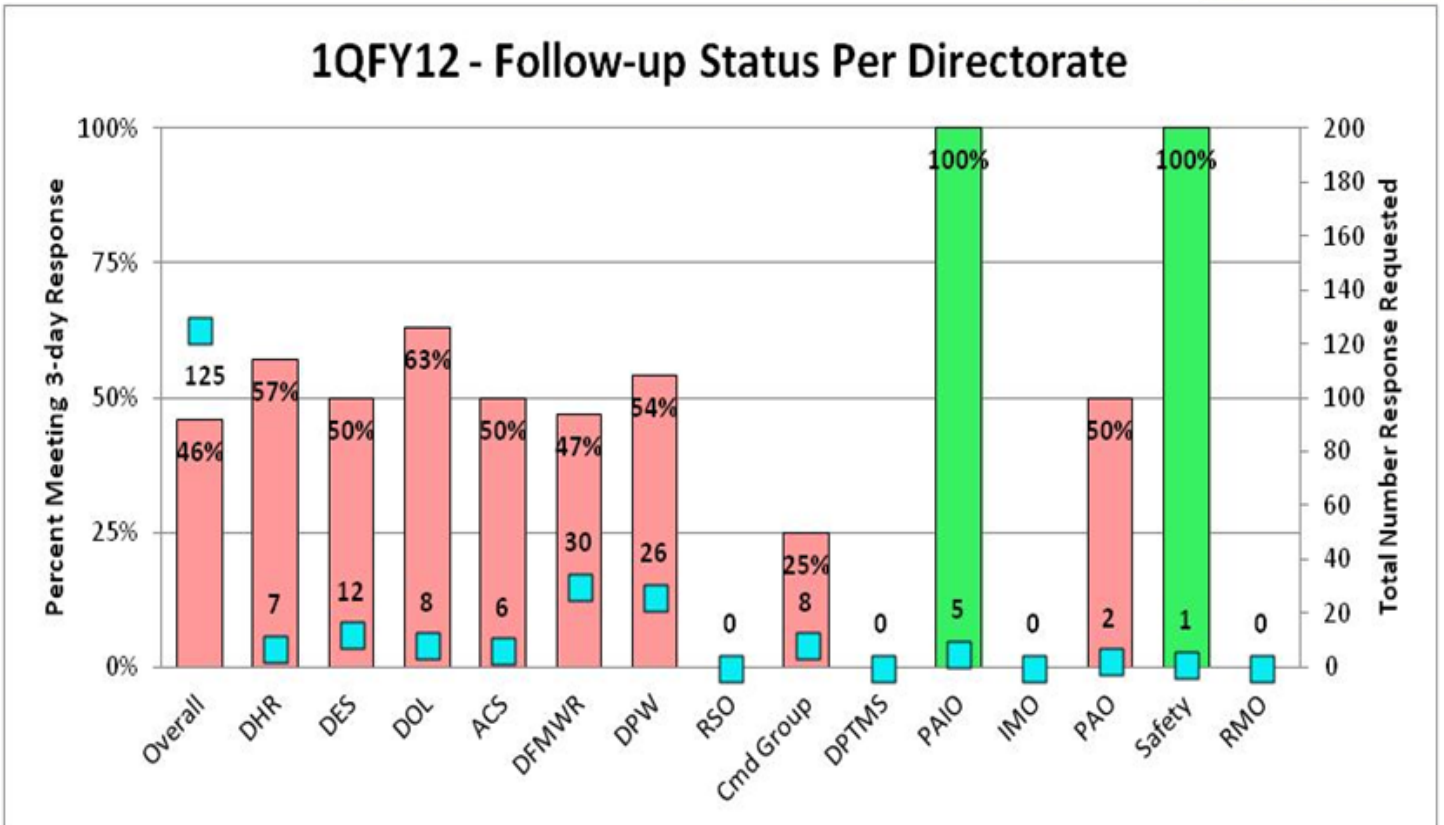
	1Q, FY12								
	Oct-11			Nov-11			Dec-11		
	Submission Targets	Total Submissions (Final)	Directorate Satisfaction Rating	Submission Targets	Total Submissions (Final)	Directorate Satisfaction Rating	Submission Targets	Total Submissions (Final)	Directorate Satisfaction Rating
DHR	225	223	98%	225	139	99%	225	87	95%
DES	225	244	99%	225	80	96%	225	11	*40%
DOL	775	576	99%	775	441	100%	775	578	99%
ACS	200	387	99%	200	354	100%	200	70	100%
DFMWR	550	592	98%	550	89	91%	550	108	94%
DPW	900	866	99%	900	926	99%	900	1091	99%
RSO	125	5	*67%	125	5	*25%	125	2	NR
Cmd Group	25	10	*50%	25	30	93%	25	21	*94%
DPTMS	30	21	*95%	20	5	*100%	20	9	*100%
PAIO	50	5	NR	50	4	NR	50	2	NR
IMO	25	0	NR	25	0	NR	25	0	NR
PAO	25	1	NR	25	1	*100%	25	0	NR
Safety	25	1	NR	25	1	NR	25	0	NR
RMO	25	0	NR	25	0	NR	25	0	NR
Garrison Total	3205	2931	98%	3195	2075	98%	3195	2011	98%

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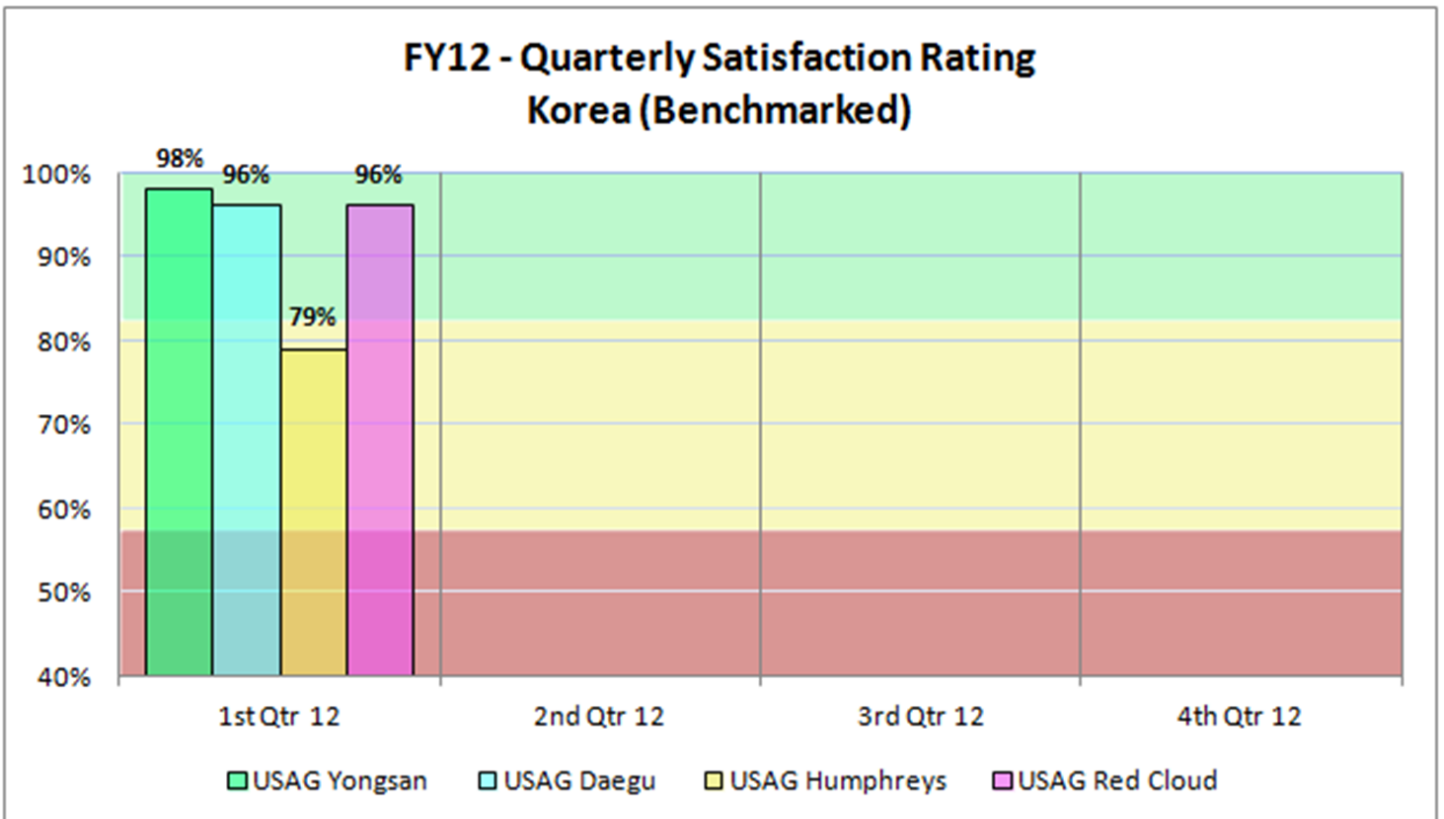
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ICE Customer Response Follow-up Status



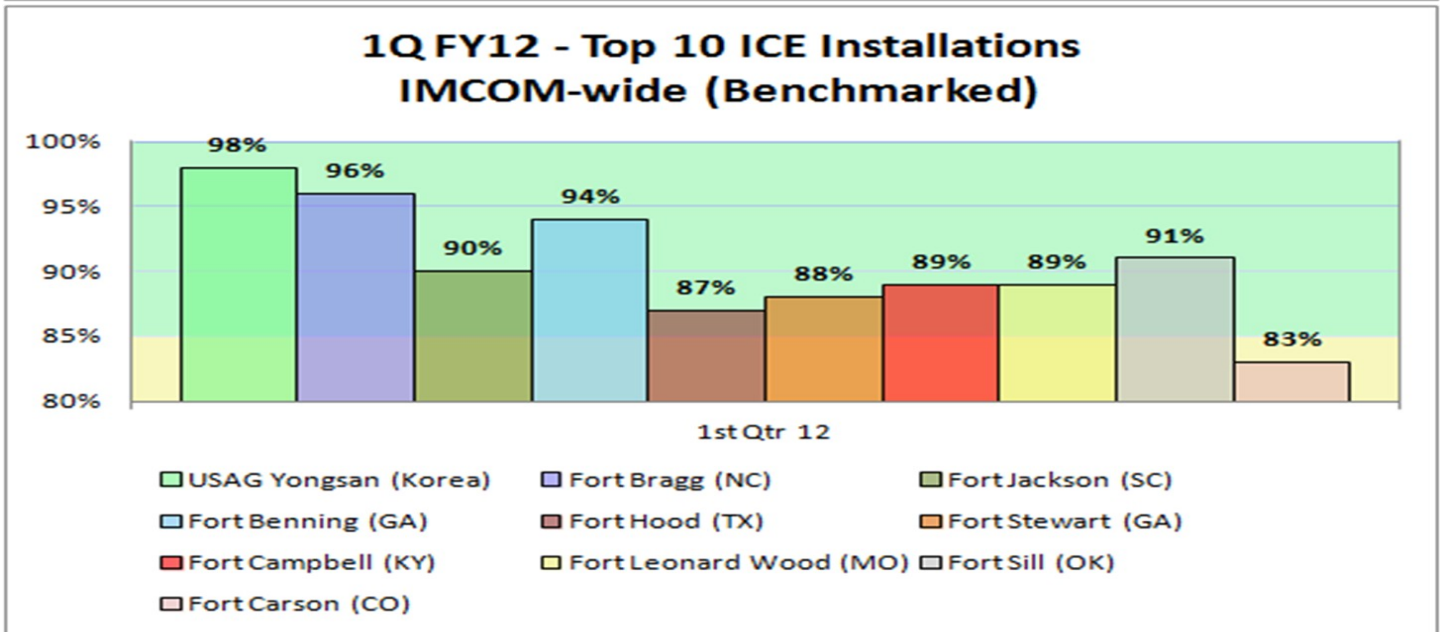
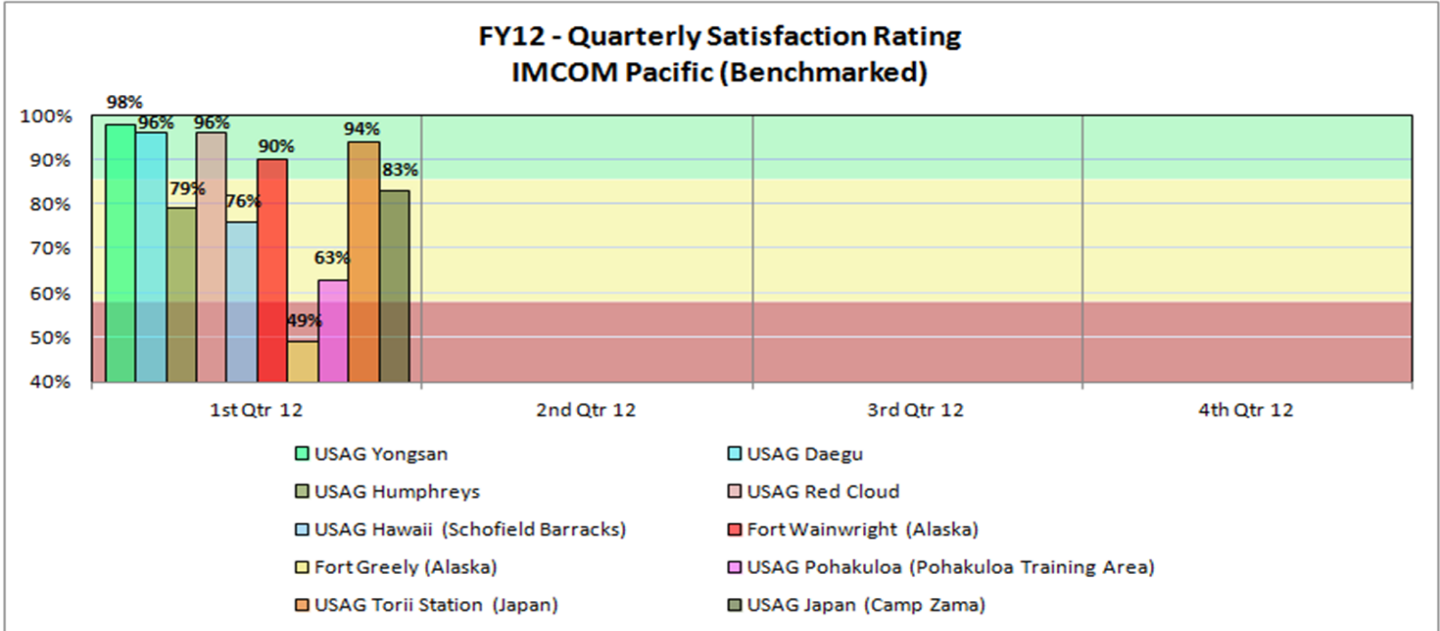
ICE Benchmarking - How did USAG Yongsan rate?



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ICE Benchmarking Cont. - IMCOM-P & "Top 10"



USAG Yongsan leads the IMCOM-Pacific Region in Customer Feedback and Satisfaction!

- We ended the 1st Qtr of FY12 with both the highest number of ICE customer comment submissions in the Korea Region (7,101) AND the highest overall Garrison ICE Satisfaction rate of 98%!!

How about IMCOM-wide?

- At the end of the 1st Qtr of FY12, USAG Yongsan rated #1 in Korea, #1 in the Pacific Region, and 3rd Army-wide in overall satisfaction and number of ICE customer comment submissions for the 1st Qtr. USAG Yongsan remains positioned to be amongst the very best Garrisons in the Army.
- Other Interesting "Top 10" Facts for 1st Qtr FY12:** Ft Stewart: 4,302 card submissions; Ft Bragg: 14,643 cards; Ft Hood: 6,365 cards; Ft. Jackson: 5,326 cards; Ft. Benning: 9,200 cards; Fort Campbell: 6,401; Fort Carson: 4,903 cards; Fort Leonard Wood: 5,433 cards; Fort Sill: 5,266 card submissions (Fort Sill beat out Fort Riley in the 1st Qtr of FY12 for a position in the "Top 10" Army-wide installations!).

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Service Provider Recognition Corner - 1st Qtr FY12



Organization	Submissions	Responses	Satisfaction %
USAG Yongsan - Directorate of Public Works (DPW)	2883	2567	99%
USAG Yongsan - Directorate of Logistics (DOL)	1595	1577	99%
USAG Yongsan - Directorate of Army Community Service (ACS)	811	776	99%
USAG Yongsan - Directorate of Human Resources (DHR)	449	411	98%
USAG Yongsan - Directorate of Family, Morale, Welfare and	789	715	97%
USAG Yongsan - Directorate of Emergency Services (DES)	335	318	97%

Customer Comments:

--“This morning as I was dropping my son off, I noticed that the center was nicely decorated for the AD's Birthday. I love the way the CDC encourages team work and celebrates milestones with one another...I also noticed coffee in the staff lounge and wanted to sneak in (but didn't). This center seems like a cool environment...great working staff! I feel at ease leaving my son here each day!” (DFMWR - CDC)

--“THE STAFF IS VERY HELPFUL, VERY ACCOMMODATING - UNDERSTANDING AND TOOK CARE OF MY SHIPMENT WITH EXCEPTIONAL CUSTOMER SERVICE!” (DOL - PPSO)

--“By far, the best service received in obtaining a ration card after 24 years in Korea. Took only a few mins and we were treated extremely courteously by staff.” (DHR - Ration Control Office)

--“Becoming a Love and Logic Parent Class with Pamela - Love and Logic is a fabulous class! All families and parents should take this training!” (ACS - FAP)

--“Yongsan Lanes provided excellent and organized service for a large group (80+). Excellent customer service. Pizza was awesome!! A great experience. Thank you!!” (DFMWR - Yongsan Lanes)

--“Great work on my pet's grooming!” (DFMWR - Pet Care Center)

--“Great gym to work out. Great equipment!” (DFMWR - Collier Community Fitness Ctr)

Customer Comments:

Satisfaction and Yes/No Questions (Percentage)

100%-85% 84%-65% 64%-0%

--“I love this place! Each time I recommend a purchase, the staff emails me to give me information regarding the purchase. It's so easy request or reserve an item. I love renting DVDs for my children and not spending my extra cash buying them. This is a fantastic facility and I love coming to the Library with my kids!” (DFMWR - Yongsan Library)

--“I've been in the Army for 16 years and I have never before been to a better CIF. The quality and efficiency is excellent. Outstanding service!” (DOL - CIF)

--“I have been extremely satisfied with this service. I think what I love most is the friendliness of the staff. Each morning when I arrive, my children are welcomed into the center by the front desk and the teachers are always excited to see them and know them by name.” (DFMWR - CDC)

--“Excellent Presentation of material. Presenter has apparent subject matter expert level knowledge of material. Very well done!!” (DHR - ACAP)

--“No improvement needed, service provided is above all expectations. Outstanding attitude and customer service. Staff, and management are very understanding, accommodating, and very professional. Thank you so much!” (DOL - Driver's Testing Office)

--“Thank you for staying longer to accommodate us. You guys were awesome and very helpful. Excellent customer service received. Service with a smile. Can't beat that. Great Job!!!” (DES - Pass & ID)

--“THEY DID A GOOD JOB!” (DPW - Service Orders)

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ICE Success Stories - DES Fire Prevention Week



DES Celebrates Fire Prevention Week: On 28 Sep, COL Huber, USAG-Y Garrison CDR, signed the Fire Prevention Week Proclamation. In early Oct, DES Fire & Emergency Services, held various activities aimed to educate the USAG-Y community and Korean counterparts on how to practice fire safety and prevention techniques. The event was extremely successful, as cited in numerous ICE comments. This event supports Line of Effort 4 of the Installation Management Campaign Plan (IMCP), Installation Readiness.

Fire Prevention Week Proclamation Signing

By Pfc. Han Samuel
samuel.han2@korea.army.mil

YONGSAN GARRISON - On Sept. 28, members of the Fire Department met with Col. William Huber, U.S. Army Garrison Yongsan Commander, who signed a proclamation for the observance of Fire Prevention Week. Fire Prevention Week is the longest Public Safety Observance being continually carried out in the United States and Canada. It was started in response to the Great Chicago Fire in 1871 and emphasizes activities that help prevent fires. Every year, it is observed on the week that falls on Oct. 9 and 10, meaning that this year it will kick off on Sunday, Oct. 9 lasting until Saturday, Oct. 15. The theme for

Get more info in Digits:

Scan here, or go to www.flickr.com/usag-yongsan for more.



this year is "Protect your family from fire." Additional materials regarding how to observe preventive measures may be found on the National Fire Protection Association website at <http://www.nfpa.org>



Col. William Huber, commander of USAG Yongsan, and Sparky the fire dog signed a proclamation to launch Fire Prevention Week, Sept. 28. - U.S. Army photo by Pfc. Han Samuel



"Great Fire Prevention Week and cook out by USO and Fire Department staff. Great way to bring attention to an important subject like fire prevention and safety. DES - Fire & Emergency Srvs)

"Fire Prevention week was awesome. Keep up the good work!" (DES - Fire & Emergency Srvs)

"Great Fire Prevention Week program! Thanks for providing great service to our community." (DES - Fire & Emergency Srvs)

"Best Fire Department in Korea." (DES - Fire & Emergency Srvs)

"Fire Department staff is awesome. Very Professional. Top notch training!!" (DES - Fire & Emergency Srvs)

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ICE Success Stories - Fire Prevention Week (Continued)



CLICK ON
Just USAG - Yongsan
IT'S OFFICIAL!

Fire Prevention Week's Open House teaches valuable lessons by USAG - Yongsan on Wednesday, October 12, 2011 at 10:43pm

As seen on
facebook

Ms. Kim Gold, a teacher with Seoul American Elementary School, and her 4th grade class pose for a picture outside the Seoul Fire Department Mobile 'smoke house' trailer during the Yongsan Fire Department's Open House Oct. 12. The open house was just one part of Fire Prevention Week, a week-long event to help teach Soldiers, Families and children the importance of fire safety. (U.S. Army photo by Staff Sgt. Cody Harding)

YONGSAN GARRISON, Republic of Korea – Fire safety, as Yongsan Deputy Fire Chief Brad Bowling said, should be a year-round priority for every Family. However, for one week in October, fire safety comes to the fore as the U.S. Army Garrison Yongsan Fire Department holds Fire Prevention Week.

Yongsan Fire Fighters welcomed the community to their fire station with an open house Oct. 12, to teach Soldiers, civilians and children from Seoul American Elementary School the importance of fire safety.

This year's open house included demonstrations from the Seoul Fire Department, who brought a burning building simulator and fire extinguisher trainers for the students of SAES. Students were given a chance to navigate through the 'burning' structure to the fire escape, where an emergency slide led them to safety. On the other end, students handled training extinguishers used by the Seoul Fire Department for their own firemen.

"This works out perfect for us, because we just learned the lessons yesterday," said SAES 4th Grade Teacher Kim Gold. "So now we get to put it into practice. It's all extra practice, which is never a harmful thing."

On the other side of the fire station, the USO served up a barbecue feast for everyone. AFN set up a table across from the barbecue area to produce a live broadcast, and a bouncy castle was set up for children, with fire safety reminders written on the inside walls.

"This is the one time of year we bring fire safety to the forefront, say 'hey, here it is'. We show it, teach it, and make it fun," Bowling said. "We try to put the word out that it's not just this week, that it's a year-round thing."

The event was the result of months of coordination between the Seoul Fire Department, the Yongsan Fire Department and the USO, working off the comments and requests from previous years' events. Yongsan Fire Chief Alex Temporado said that all of the agencies make sure to mark their calendars for the event every year.

For the community, Temporado believes that Fire Prevention Week gives the community a broader respect for the fire department.

"You have professionals here in the Yongsan community that are willing and ready to put their lives on the line for the lives of the community," Temporado said.



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ICE Success Stories Cont. - Fall Festival Enjoyed by All



USAG-Y Community Enjoys Fall Festival - On 08 Oct, USAG-Y's annual Fall Festival extravaganza was held where hundreds of USAG-Y community members engaged in numerous fun-filled outdoor activities while enjoying the temperate fall weather. This initiative is in support of Line of Effort 2 of the Installation Management Campaign Plan (IMCP), Soldier, Family and Civilian well-being.



Morning Calm

OCTOBER 21, 2011 Published for those serving in the Republic of Korea Volume 10, Issue 3

Yongsan community members enjoy Fall Festival



Cheyenne and Cherish Travis take a photo with samunori, Korean traditional percussion quartet, team during the Fall Festival, Oct. 8. — Courtesy photo by Kiu Travis

See yourself in the Morning Calm when you become a USAG Yongsan Facebook Fan. Just post your travel photos to our page with a quick description covering who, what, when, where and why and we'll see you in the paper. — Your Yongsan PAO team



21 Oct 11 12:34 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Directorate of Family and Morale, Welfare & Recreation, USAG Yongsan	● Yes
FMWR Fall Festival - Great event!!			
21 Oct 11 12:35 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Directorate of Family and Morale, Welfare & Recreation, USAG Yongsan	● Yes
FMWR Fall Festival - Great programs!			
21 Oct 11 12:37 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Directorate of Family and Morale, Welfare & Recreation, USAG Yongsan	● Yes
FMWR Fall Festival - Good information provided and goodies.			
21 Oct 11 12:43 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Directorate of Family and Morale, Welfare & Recreation, USAG Yongsan	● Yes
FMWR Fall Festival - Great event, thank you so much!			
21 Oct 11 12:50 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Directorate of Family and Morale, Welfare & Recreation, USAG Yongsan	● Yes
FMWR Fall Festival - Ms. Kim made took special time to blow up balloons for me before the Fall Festival for my daughter's party. Thanks a bunch!			

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ICE Success Stories Cont. - Fitness Center Renovations



Morning Calm

OCTOBER 7, 2011

Published for those serving in the Republic of Korea

Volume 10, Issue 1

USAG YONGSAN

USAG-Y • PAGE 9
http://yongsan.korea.army.mil

SEPTEMBER 30, 2011



The basketball court at U.S. Army Garrison Yongsan's Trent Fitness Center is undergoing a major transformation into a strength and conditioning facility in the new and improved Trent Warrior Resiliency Fitness Center, Sept. 29. - U.S. Army photo by Pfc. Han Samuel

Major revamp for fitness centers to benefit entire Community

By Pfc. Han Samuel
samuel.han2@korea.army.mil

YONGSAN GARRISON - Come Oct. 11, you'll notice a lot of improvement to your fitness options on post. Trent Fitness Center has been closed since Sept. 29 undergoing major renovations to be unveiled as Trent Warrior Resiliency Fitness Center. Collier Fitness Center underwent a similar reorganization to become Collier Community Fitness Center.

"The main need for the renovations to Collier and Trent was just to bring us up to date with the commercial side as well as the private industry with the Military back in the states in regards to fitness. Another reason was to assist with the overall organization of the facilities, just because there was a lack of organization, lack of space for people to work out in and just a lack of equipment," said Edward Motley, the Area II Fitness Director.

Motley also described that Army regulations under TC 3-21.20, the new Physical Readiness Training manual, shifted the focus of Military fitness centers towards the CrossFit world industry and functional fitness in an effort "to increase the fitness of the community as well as that of the Soldiers."

Motley explained that CrossFit is a program that incorporates not only strength and conditioning, but also sprinting, plyometrics, ballistics, and movements which help improve stamina, speed, and endurance as well as strength. This would make a better fit with the Army's PRT regulations compared to the more traditional workouts that focus on strength training but do not emphasize speed or stamina training.

After the renovations are complete, Trent Fitness Center will become the Trent Warrior Resiliency Fitness Center while Collier Fitness Center is now the

- See FITNESS CENTER, Page 12 -



The new and improved Trent Warrior Resiliency Fitness Center will come with three new combatant rooms complete with padded walls and floors. - U.S. Army photo by Pfc. Han Samuel



(Above) The equipment in Collier Community Fitness Center was reorganized to make space for newer equipment and to utilize the workout area more efficiently. (Below) The running machines were each upgraded and equipped with an individual television, a Universal Serial Bus slot, and an earphone jack. - U.S. Army photo by Pfc. Han Samuel



Get more info in Digita:

Scan here, or go to www.ice.korea.army.mil for more.



Fitness Center Renovations - In Oct, USAG-Y completed a major renovation to the Collier Community Fitness Center (formerly Collier Field House) and the Trent Warrior Resiliency Fitness Center (formerly Trent Fitness Center). The renovations have proven to be a complete success, as shown in ICE comments. This initiative is in support of Line of Effort 2 of the Installation Management Campaign Plan (IMCP), Soldier, Family and Civilian well-being.

FITNESS CENTER

from Page 9

Collier Community Fitness Center:

In following this vision, a major change was transforming Trent's basketball court into a strength and conditioning facility. Community and Servicemembers hoping to play sports would therefore have to seek

other facilities such as outdoor courts and Collier Community Fitness Center. Other changes to Trent included making three combatant rooms and replacing old equipment with new products.

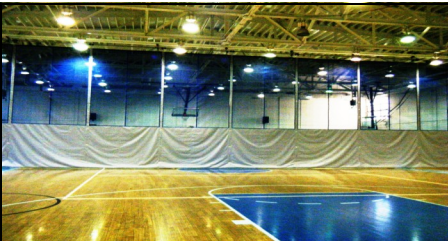
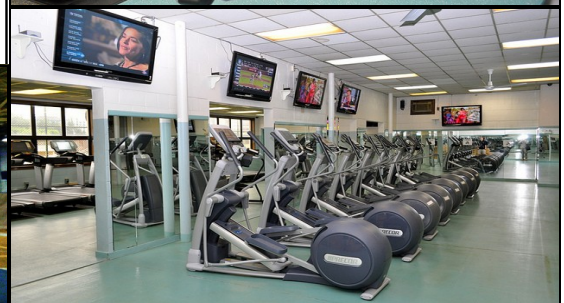
Changes to Collier mainly encompassed revamping the equipment and reorganizing the facility, with the final product being a fitness center geared towards the community.

"It's going to focus on the community in the respect that there's going to be group exercises down here, so we'll have two group exercise studios, a CrossFit and TRX studio, a cardio room, a free weight room, a nautilus circuit training room, we'll still have

a racquetball court. Plus a majority of the sports and intramurals are hosted down here because we have volleyball, we have basketball so it's more focused on the community and the family friendly environment," Motley said.

Motley also stated that three new strength specialists were hired and with their help there would be more sports camps, health and fitness workshops, and educational programs available to the community.

Although Trent Warrior Resiliency Fitness Center is scheduled to reopen on Oct. 11, Motley claimed that a realistic time frame for the arrival of all the equipment would be closer to the beginning of November. Motley reminded that while things may seem a little empty for the moment, "all the equipment will be upgraded so overall it's a big benefit for the community."



21 Oct 11 01:01 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Fitness Center: Collier Community Fitness Center, USAG Yongsan	Yes
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Great gym to work out. Great equipment!

USAG Yongsan "THE Assignment of Choice in Korea"

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ICE Success Stories Cont. - Night of One Act Plays



Night of One Act Plays - On 4 & 5 Nov, DFMWR held an evening of "One Act Plays." The event is part of the Garrison Command's large-scale efforts to improve and expand upon DFMWR's current recreational programs to offer new activities to the Yongsan community throughout the year. The event was a complete success! This initiative is in support of Line of Effort 2 of the Installation Management Campaign Plan (IMCP), Soldier, Family and Civilian well-being.



USAG - Yongsan

Looking for some fun entertainment tonight? Stop by the ACS building, room 118, for the final night of the Yongsan Players, "Evening of One Act Plays." These comedy's start at 1900 and the admission is Free. See you there ~M&T

Like · Comment · Friday at 11:21pm ·

Chas Hoff and Duchesne Tolaram-Crawford like this.



Music & Theatre

Yongsan Players Present



"An Evening of One Act Plays"

4 & 5 November 2011
1900

ACS Building 4106, RM 118
No Admission Fee

American Gothic Summer by James Danek
Chicks by Grace McKeaney

Both of these one acts are designed for understanding by adults and children may not appreciate the full extent of the performances.
For more information, call 723-5721.

06 Nov 11 01:52 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Music and Theatre Branch: John M. Wood Memorial Theatre, USAG Yongsan	Yes
Well Done!! (Evening of One Act Plays)			
06 Nov 11 01:53 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Music and Theatre Branch: John M. Wood Memorial Theatre, USAG Yongsan	N/A
Great Job on the plays. Good job with the actors.			
06 Nov 11 01:55 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Music and Theatre Branch: John M. Wood Memorial Theatre, USAG Yongsan	Yes
Great show tonight! (Evening of One Act Plays)			
06 Nov 11 01:56 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Music and Theatre Branch: John M. Wood Memorial Theatre, USAG Yongsan	Yes
Good Job! (Evening of One Act Plays)			
06 Nov 11 01:56 AM CT	Yongsan Community USAG Yongsan Community Yongsan Army Post	DFMWR - Music and Theatre Branch: John M. Wood Memorial Theatre, USAG Yongsan	Yes
Very good show. Wow, what a momory (Evening of One Act Plays)			



ICE-BERG Customer Engagement Page!

The customer engagement page is intended to give real world examples of how Garrison management is listening, responding, and actively making efforts to improve services using customer feedback submitted through the ICE program. This page is intended to recognize exemplary actions taken by Directors and service providers to engage customers through ICE. This new initiative is in support of Line of Effort (LOE) 3 of the Installation Management Campaign Plan (IMCP), LW2 customer engagement and constant communication.

DFMWR Makes New Rules for Pet Care Center:

Customer Comment: Would it be possible to post rules for using the dog park and include in that list that your dog should be disease free? I would also like to suggest that children under the age of 12 not be allowed inside the fence at the dog park...



Mr. Paul Robinson, DFMWR Director

Garrison Response: Thank you for your valuable comments and we added two more rules. A new sign will be posted soon at dog park. Again, thanks for your comments. (IMCP - LOE 2)

- Dog Playground Area Rules:**
1. No more than 2 dogs allowed per owner/guardian per visit within the Off-Leash Dog Playground Area.
 2. Owner/guardian must be present within the fenced enclosure of the Off-Leash Dog Playground Area and is responsible and liable for behavior of their dog(s) at all times.
 3. Owner/guardian is responsible for cleaning up and properly disposing of dog excrement.
 4. All dogs must display a dog license and Off-Leash Dog Playground Area annual tags while in the Off-Leash Dog Playground Area.
 5. All dogs MUST be current with their vaccinations.
 6. Owner/guardian must have in their possession a leash for each dog(s) and remain within view and voice control of their dog(s) at all times. Dog(s) must be on-leash until you enter the gate and make sure to close the gate behind you.
 7. Aggressive dog(s) and/or dog(s) with known aggressive behavior are prohibited from the Off-Leash Dog Playground Area.
 8. Female dogs in heat are prohibited.
 9. Violation of the Off-Leash Dog Playground Area Rules and Etiquette may result in the cancellation or forfeiture of your permit for any and all dogs under the owner/guardian's care and supervision.
 10. Children under the age of 12 must be supervised by an accompanied adult. If no adult or legal guardian is present, then the child and animal are not allowed in the park.
 11. All animals in the playground MUST be disease and infection free. If animal is infected or diseased, he/she is banned from utilizing the park until the animal is cured.



USAG - Yongsan
Have trouble getting through the automated gates (ESPGs)? Afraid to try? Frustrated? Have questions? Come out to Gate 21 (Jamchee pot gate, old gate 3) today October 24 from 11:30 a.m. - 1 p.m. DES personnel will be out there to personally assist and answer any and all questions. ~Jane



DPW Responds to Frequent Power Outages:

Customer Comment: I would like to make a comment about the frequent and often power outages that are unscheduled... In the last week we have lost power 3 times... it would be appreciated if the problem would get some higher level attention than maybe what has already taken place.



Mr. Charles Markham, DPW Director

Garrison Response: As a result of the customer's comment submission, DPW has begun consistently posting both scheduled and unexpected power outages affecting all Garrison residential and commercial businesses on the USAG-Y official Facebook page (IMCP - LOE 4)



USAG - Yongsan
DPW: We are having similar power problems at Blackhawk Village tonight as we did last weekend. We are back out bypassing the switches. We have had KEPCO helping us this week troubleshoot the system. We apologize for these outages and the disruption to your homes.

Like · Comment · October 20 at 3:46am ·

Papa Juliet, Demirah Thrash and 2 others like this.

View all 8 comments



Amber Wall How long do the power outs last?
October 21 at 12:00am

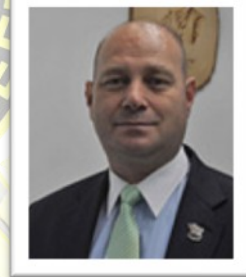


USAG - Yongsan DPW: We isolated the problem today and during the 15 minute outage this afternoon we replaced the defective part. We believe the issue causing the outages is resolved. We apologize for all of the stress this has caused everyone and their families.
October 21 at 2:21am

DES Responds to EPSG Access Issues:

Customer Comment: Numerous ICE customer comments have been recently submitted citing frequent difficulties using the unmanned pedestrian gates.

Garrison Response: In response to ICE comments addressing difficulty accessing Post using the unmanned pedestrian gates, DES implemented frequent EPSG user training to educate the community how to use the unmanned gates. (IMCP - LOE 5)



Mr. Ricky Oxendine, DES Director



Directorate Emergency Services (DES)

The Directorate Emergency Services (DES) invites the community to come out and see the Enhanced Security Pedestrians Gates (ESPG). The DES staff will be on site to answer any questions or concerns relating to the operation of the ESPGs.

Below is the schedule, dates and times for the demonstrations:

- Gate #18 (Camp Coiner Walk-Thru Gate) Friday-25 November - 1130-1300
- Gate #21 (Friendship House Gate) Thursday- 1 December - 1130-1300
- Gate #5 (PX Gas Station Gate) Friday - 9 December - 1130-1300
- Gate #8 (Blackhawk Village Gate) Friday - 16 December - 1130-1300
- Gate #14 (Hospital Gate) Friday - 23 December - 1130-1300
- Hannam Village (Side gate) - Thursday - 29 December - 1130-1300

Just a friendly reminder that you must have your ID Card with you and must be registered in DBIDS to use the ESPG. If you have questions or concerns related to the ESPGs, please give us a call at 738-4409 or 738-4361. If calling from a cell phone use 0605 as a prefix and then the number.

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ICE Comments for Garrison Services (Cont.)



--“This specific comment pertains to the CDC newsletter. It is terrific! Very informative and easy to read. Can we opt-in to get this newsletter emailed to CDC parents? Thanks!” (DFMWR - CDC)

--“VERY NICE AND EXCELLENT SERVICE! EXCELLENT CUSTOMER SERVICE!” (DOL - PCB)

--“The gentleman that was running the computer lab was especially helpful. Way to go!” (DHR - Education Center)

--“The staff made it comfortable + easy to get POV license. Mrs. Yi Chun C. made an extra effort to get us a special appointment.” (DOL - Driver’s Testing Office)

--“Very helpful staff!” (DFMWR - Yongsan Library)

--“Very good service!” (DPW - Service Work Orders)

--“Very excellent presenter and kept audience alert and "into" the in- processing brief.” Intelligent motivated speaker! EXCELLENT BRIEF!” (DFMWR - CYSS)

--“Outstanding Service! Staff well acquainted with a specific medical need by wife (service Dog) and facilitated everything with no issues. Thank you to everyone!!!” (DOL - CTO)

--“None - the staff was courteous and did an excellent job!” (DPW - Housing Div: Inspections Branch)

--“Great customer service. The staff is both courteous and professional. Above all, the experience and attention to detail prevented a mistake that required additional time to correct. I sincerely appreciate the service. No doubt the best I ever had. Thank you.” (DHR - ID Card & DEERS)

--“I have had three CIF related actions in the last month or so with the Yongsan CIF and had a great experience each time. The staff there from top to bottom are professional, friendly and extremely fast. I was in and out with my issues and transactions complete in only a few minutes. A true breath of fresh air to see such a smoothly run organization. One of the best CIF facilities I have dealt with in my 24 yrs of service. Please recognize all CIF Reps. Great Job!” (DOL - CIF)

--“GREAT JOB! THANKS.” (DPW - Service Orders)

--“Enjoyable course instructors. They did a great job keeping everyone engaged and participated.” (DHR - ASAP)

--“Thank you Preschool C and Toddler D caretakers! You're awesome! My kids love you! I want to thank the caretakers working on training day to accommodate working parents :)” (DFMWR - CDC)

--“Very fast & efficient service. (DOL - PPPO)

--“Excellent Presentation & rundown of services provided. Outstanding brief! Very motivated. Well done!” (DFMWR - CYSS)

--“Very nice job. I especially appreciated the visual presentation of what each piece was and nomenclature.” (DOL - CIF)

--“VERY ACCOMODATING, EXECPTIONAL SERVICE!” (DOL - PPSO)

--“This was a great...the fall festivities were fun. Thank you, the kids were very happy!” (DFMWR - CDC)

--“Thanks to the staff that made this experience go fast and pleasant. No recommendations for improvement. Facilities and staff met all of my needs and were very helpful and friendly. Excellent customer service. Thank you!” (DOL - PPPO)

--“Very professional and helpful individual - Knowledgeable and courteous.” (DPW - Housing Div)

--“As always the staff is professional and aware of the client’s needs. Great service every time!!!” (DOL - PCB)

--“Strong Bonds: My daughter seemed to have a good time with this being her first experience with "day care". I found everyone very nice and helpful and good with the children.” (DFMWR - CYSS)

--“Financial Readiness Training with Leona McClain - Great brief! On time and prepared to teach. She was actually early and started before her time period. Overall, outstanding.” (ACS - Financial Readiness Program)

--“Transportation 101 with Marilyn Roseborough and Jiwon: Marilyn and Jiwon did a great job for us. They were able to answer all our questions and teach us quite a lot.” (ACS - Relocation Readiness Program)

--“Christmas Playdate: We loved everything. It made our Christmas. Thank you!” (ACS)

--“EEO Training with Anna Revere and Stephen Brown: Once again, great job!” (EEO)


--“Enjoyable course instructors did a great job!” (ASAP)

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ICE/VOC STRATCOM - ICE QR Code Project **UPDATE!**

DFMWR CYSS – School Age Services (SAS)



Date: _____
 Service Provider's Name (optional): _____



Please Place an "X" in the appropriate block	EXCELLENT	GOOD	OK	POOR	AWFUL	N/A
Facility Appearance						
Employee/Staff Attitude						
Timeliness of Service						
Hours of Service						

Circle YES or NO for the Following Questions:

Did the product or service meet your needs?	YES	NO
Were you satisfied with your experience at this office or facility?	YES	NO

Comments & Recommendations for Improvement (continue on reverse if necessary):

If you would like a response, please circle "YES" and enter your name and contact information (phone number and/or your e-mail) below:

Response Requested (YES/NO): _____


Name: (optional) _____

Phone: (optional) _____


E-mail: (optional) _____

Reference Number: (optional) _____

Privacy Advisory: The information you provide will be used to improve our service. If provided, your contact information will only be used to respond to your request for information. *Thank you for completing this card – your opinion is very important to us.*



US Army Garrison Yongsan
Customer Comment Card



Satisfied?




Central Transportation Office (CTO)

Let us Know Through ICE






UPDATE! We continue to actively work on the new and improved hard-copy ICE comment cards and posters which will feature a QR code linked directly to the respective service provider's electronic comment card in the online ICE system. The intent is to issue these to every service provider in the 2nd Qtr FY12. When received, please begin utilizing the new hard-copy card and poster in your respective service areas as soon as possible. The intent is for all service providers to use the same formatted comment card and poster in customer service areas and eliminate the use of any previous versions.

The intent of this new initiative is to capitalize on the use of cutting-edge technology to provide customers with another means to access the ICE program and submit a comment using their personal smart phones or other devices that have the ability to read and download QR Code content.

The presence of the QR Codes are meant simply to augment the existing hard-copy comment card collection method by providing customers with an alternate means to submit customer feedback using the online ICE system in the hopes it will increase daily customer comment submissions and instant on-site feedback from a greater percentage of the customer population, particularly from customers who typically decline to fill out the paper card but who are willing to submit feedback using the online system.

Of note, this initiative has been deployed at DFMWR's main events and the new comment cards have been distributed to ACS with success. Also, a Best Practice covering this initiative has been posted on the IMCOM Garrison Commander's Net and has received accolades from IMCOM HQ G-5. USAG-Y's QR Code initiative has also been recognized as a good practice at this year's ACOE review. Please support this effort as we continue our efforts to expand our VOC program. This initiative is support of LOE 3 of the IMCP, LW2 customer engagement and constant communication.

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INSTALLATION MANAGEMENT CAMPAIGN PLAN

USAG Yongsan



LINES OF EFFORT

SOLDIER, FAMILY AND CIVILIAN READINESS



SOLDIERS, FAMILIES AND CIVILIANS ARE ABLE TO MEET THE CHALLENGES OF DEPLOYMENT AND THE ARFORGEN PROCESS THROUGH PROPER TRAINING, RESPONSIVE SERVICES, AND COMMUNITIES OF EXCELLENCE.

SOLDIER, FAMILY AND CIVILIAN WELL BEING



SOLDIERS, FAMILIES AND CIVILIANS ARE CONFIDENT THAT THEY ARE BEING CARED FOR, AND THEIR PHYSICAL, EMOTIONAL, AND SPIRITUAL NEEDS ARE ENRICHED BY QUALITY PROGRAMS, INFRASTRUCTURE, AND SUPPORT.

LEADER AND WORKFORCE DEVELOPMENT



A MULTI-SKILLED WORKFORCE COMPRISING MILITARY AND CIVILIAN LEADERS AND PERSONNEL WITH THE KNOWLEDGE, CAPABILITIES, SKILLS, AND OPPORTUNITIES TO SUCCESSFULLY AND INNOVATIVELY ACCOMPLISH THE INSTALLATION MANAGEMENT MISSION.

INSTALLATION READINESS



INSTALLATIONS ARE PLATFORMS OF READINESS SUPPORTING CURRENT AND FUTURE REQUIREMENTS THROUGH REGULAR MODERNIZATION AND NEW CONSTRUCTION OF FACILITIES AND INFRASTRUCTURE TO MAINTAIN EFFICIENT AND SUSTAINABLE OPERATIONS AND TO ENABLE THE PROVISION OF EFFECTIVE SERVICES TO SOLDIERS, FAMILIES AND CIVILIANS.

SAFETY



ALL SOLDIERS, FAMILIES, AND CIVILIANS CONSCIOUSLY EMPLOY RISK REDUCTION MEASURES TO FOSTER A SAFE WORKING AND LIVING ENVIRONMENT, INSTILLING A SENSE OF SAFETY BOTH ON- AND OFF-DUTY WHILE PROMOTING LEADER AND INDIVIDUAL ACCOUNTABILITY.

ENERGY EFFICIENCY AND SECURITY



MAINTAIN ENERGY AND WATER EFFICIENT INSTALLATIONS BY HOLDING USERS ACCOUNTABLE, MODERNIZING FACILITIES, INSTALLING NEW TECHNOLOGIES, AND LEVERAGING PARTNERSHIPS THAT WILL PROVIDE AN INCREASED LEVEL OF ENERGY SECURITY LEADING TO SUSTAINABLE AND RESILIENT INFRASTRUCTURE AND MISSION ASSURANCE.



LTG John D. Johnson
CG, Eighth Army



CSM Rodney D. Harris
CSM, Eighth Army

TO PROVIDE STANDARDIZED, EFFECTIVE AND EFFICIENT SERVICES, FACILITIES, AND INFRASTRUCTURE AND TO ENSURE CONTINUITY OF OPERATIONS IN A TIME OF TRANSITION FOR OUR SERVICE MEMBERS, FAMILIES, AND CIVILIANS COMMENSURATE WITH THEIR SERVICE



COL William P. Huber
CDR, USAG Yongsan



CSM John C. Justice
CSM, USAG Yongsan

ARE WE DOING THE RIGHT THINGS?
ARE WE DOING THINGS RIGHT?
WHAT ARE WE MISSING?



Here for You!

We want your feedback! Go to:
<http://yongsan.korea.army.mil> then
ICE comments or the USAG
Yongsan Face Book page

