



USAG Yongsan

"THE Assignment of Choice in Korea"



Scroll down to find out how your feedback in ICE has been used to improve Yongsan Garrison!

U.S. ARMY GARRISON YONGSAN



THE Assignment of Choice in Korea - Here for you!

Congratulations!

U.S. Army Garrison Yongsan
2012 Army Communities
of Excellence (ACOE)
Bronze Award



Here
for
You!



THE Assignment of Choice in Korea - Here for you!

THE ICE-BERG

Building upon Employee Recognition and Growth

Service Provider Recognition Corner - 2nd Qtr FY12



Organization	Submissions	Responses	Satisfaction %
USAG Yongsan - Directorate of Public Works (DPW)	2394	2189	99%
USAG Yongsan - Directorate of Logistics (DOL)	1387	1348	99%
USAG Yongsan - Directorate of Human Resources (DHR)	1240	1148	98%
USAG Yongsan - Directorate of Emergency Services (DES)	569	550	97%
USAG Yongsan - Directorate of Army Community Service (ACS)	196	185	97%
USAG Yongsan - Directorate of Family, Morale, Welfare & Recreation (DFMWR)	475	449	94%

Customer Comments:

--"All over post it is wonderful to see people working hard to clear sidewalks and remove snow and ice to make the installation a safe place for community members. Kudos to Col Huber for ensuring the community is well taken care of during inclement weather. :) We appreciate the support. (Safety Office)

--"Just wanted to take a moment to thank you all for your wonderful service!" (DFMWR - Auto Skills Center)

--"Smoothest issue in 22 years!" (DOL - CIF)

--"Can't thank you enough for your hard work and job well done - snow removal. Timely and efficient." (DPW)

Customer Comments:

Satisfaction and Yes/No Questions (Percentage)

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

--"Outstanding consistent support in planning, coordinating, executing renovation bldg 3707 for ASAP. Very patient with end-users. (DPW - Facility Engineering Work Requests)

--"The guys at the wood hobby shop are great! They were very helpful with a project I needed help with and very friendly. I was pleasantly surprised! (DFMWR - Arts & Crafts)

--"I would like to thank the MPs who took the time to talk to my kid at Hannam Village. My son looks up to the MPs and hopes to be one when he grows up. Thank you for the great job. You made my son's day." (DES - PMO/MP Services)

--"I was swept up by the staff upon entering and saw a counselor within 5 minutes of arrival. Ed Center and U. Maryland staff were very helpful and courteous. I was provided information on the language classes offered by U. Maryland and the start date. Experience exceeded my expectations. If this is indicative of all staff interactions; then all are to be commended." (DHR - Education Center)

--"I wanted to comment on my experience at SPC this weekend for Faithlift. The Fellowship Hall and Sanctuary are beautiful! The sound and slides used during praise and worship added to the experience. We used the overhead projectors for our breakout sessions and it was wonderful! Thank you for allowing us to use your amazing facility for worship, prayer and study. I believe many women were blessed through Faithlift!" (RSO - Garrison Chapel's Office)

--"The food today was good. I love the staff! They are awesome! (DOL - Honor's Café)

--"Great Town Hall!" (PAIO - Yongsan Community Update Brief)

--"Great presentation for Portal Shield TTX. Good SME Participation & good to see host nation support." (DPTMS)

--"I am so happy that RCP was open during lunch hour 11:30 - 13:00, wow! We were able to wait for the cards awesome service." (DHR - Ration Control Office)

--"VERY happy with the services my children and I receive from the staff at the MP Library." (DFMWR - Yongsan Library)

--"FANTASTIC SERVICE!!! VERY Professional!" (DOL - CTO)

--"THANK YOU VERY MUCH!" (DPW - Service Orders)

--"This was the fastest PMO background check to date. Thanks for the service." (DES)

THE ICE-BERG

Building upon Employee Recognition and Growth

ICE Success Stories - Yongsan Wins ACOE Bronze Award!



YONGSAN GARRISON, South Korea -- U.S. Army Garrison Yongsan was recently selected as a Bronze winner of the 2012 Army Communities of Excellence by the Army chief of staff.

The ACOE award recognizes USAG Yongsan's performance excellence in installation management and its direct efforts to improve and sustain the quality of support to Service members, Families, Civilians, Local Nationals and contractors who work, live and train on the Area II installation.

"This is an extreme honor and a great privilege for us to be named a winner," said Col. William P. Huber, garrison commander for USAG Yongsan. "I can never say enough on how hard the garrison team works, so receiving this recognition shows how well the garrison staff is doing for our Yongsan Community."

Each year, an ACOE panel of judges convenes to identify the winning installations based on the installations' written applications.

"Our garrison team's effort and dedication allowed them to put together an award winning packet that truly reflects the great commitment to our Community we have here in Yongsan," Huber said.

The ACOE allows installations to focus on cost-conscious and performance-based activities that contribute directly to a resilient and mission-ready Army.

Yongsan has a proud history of receiving ACOE honors: 2008 ACOE Bronze Award; 2009 ACOE Finalist; 2010 ACOE Bronze Award; 2011 Secretary of the Army Superior Quality of Life Award Medium Installation; and 2012 ACOE Bronze Award.

USAG Yongsan staff will be recognized at the Pentagon in Washington, D.C., in May 2012 to receive its honors.

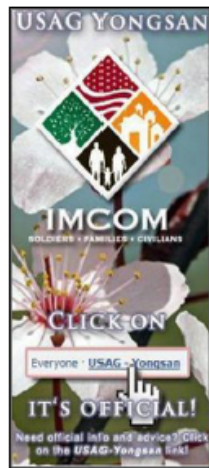
This story is part one in a special report highlighting U.S. Army Garrison Yongsan's win of the Army Communities of Excellence - Bronze Award. Mark Abueg is the USAG Yongsan chief of public affairs.

<http://www.army.mil/article/75236/>

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ICE Success Stories - Part Day Toddler Program at CDC



Pilot Part Day Toddler Program takes off at CYSS
by USAG - Yongsan on Sunday, February 12, 2012 at 10:15pm



As seen on
facebook

Sarah Chang gives her son Liam a farewell kiss on the cheek at the Part Day Toddler Program at the Yongsan Garrison Child Development Center Feb. 1. The program allows children two to three-years-old time to interact with other children on a consistent basis, while allowing parents some time to themselves. (U.S. Army photo by Staff Sgt. Cody Hardina)



YONGSAN GARRISON, Republic of Korea – Responding to Community demand, the Yongsan Child Development Center launched a Pilot Part Day Toddler Program Feb. 1.

The program was designed to give parents an option for their children under three years old, offering them a chance to play with children their age. It also gives the parents more time for themselves, so they can take care of business.

Claudette Mohn, the Child Youth and School Services coordinator for Yongsan Garrison, said that this program offers more stability than their current hourly program, giving the children a chance to have more interaction with the same group.

"This program is a bit more structured than what hourly care can offer," Mohn said. "The teacher is able to develop a curriculum and implement it with the children, as compared with hourly where the children are in and out."

The program will help the Community by helping develop young children and prepare them for preschool in social and cognitive aspects, according to Mohn. She also said that the program helps CYSS outreach to the Community, allowing them to speak with parents and children in the Yongsan family.

The program is set to run for four months, which is then followed by an assessment of how well the program works. If it's acceptable, CYSS will continue to offer the service to the Community. Spaces are still available. For more information, call Parent Outreach Services at 738-5036 or 738-3001.

	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
The part-day toddler program is most exceptional because I'm a mother of 3 in a foreign country and day care is hard to find. Having just given birth it is essential to me to have someone to watch my children while I go on errands. The part-day program providers are the nicest people I've ever met in terms of caring for my children. They are super friendly and always smiling. The best part is that I can drop off my kids and know that they are well taken care of. Thank you.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
The part-day toddler program was excellent and my children loved it.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
I love being able to bring my baby here and trust everyone very much!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
I really appreciate the part-day care. The providers are great with my kids and have a friendly attitude.		

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ICE Success Stories Cont. - FMWR Chuncheon & Hwacheon Sancheoneo Ice Festival Trip



	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Jan 2012: Chuncheon and Hwacheon Sancheoneo Ice Festival Trip -Good fun tour - also very good guide and service!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Jan 2012: Chuncheon and Hwacheon Sancheoneo Ice Festival Trip - Excellent trip! :)		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Jan 2012: Chuncheon and Hwacheon Sancheoneo Ice Festival Trip -Ice fishing is FUN! FUN! FUN!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Jan 2012: Chuncheon and Hwacheon Sancheoneo Ice Festival Trip - The Hwacheon ice fishing experience was awesome.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Jan 2012: Chuncheon and Hwacheon Sancheoneo Ice Festival Trip - A really great trip. Well planned and organized. A lot of fun for all and accomodations were great. We had a great time, thanks!!		
		● Yes
Jan 2012: Chuncheon and Hwacheon Sancheoneo Ice Festival Trip - Had a great time at the festival. Miyoung was a very professional driver - great ability with bus.		



Chuncheon and Hwacheon Sancheoneo ICE Festival Trip

15 & 16 January 2012

Patrons can sign up at Moyer or K-16 CAC. Deadline to sign up is 9 January at 1400 and they are only taking 40 passengers so sign up today! No refund after deadline. Price will range from \$79.00~\$110.00 and the bus will depart Moyer CAC at 0700 and K-16 CAC at 0745. For more information, call 723-3291, 741-6030 or go to the USAG Yongsan, FMWR Facebook page.

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ICE Success Stories Cont. - FMWR & Boss Sponsors Oak Valley Ski Trip



Facebook.com/fmwrongsan

A GLANCE at YONGSAN

27 January ~ 2 February 2012

Volume 2, Issue 70



FMWR WEEKLY INFORMATION NEWS LETTER FOR THE USAG YONGSAN COMMUNITY



14 January Oak Valley Ski Tour

Bus will depart Moyer CAC at 0700 and K-16 CAC at 0745
Cost: Ski Fees + Bus Fee (\$10.00)



	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
28 Jan 2012: Oak Valley Ski Trip - Great job!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
28 Jan 2012: Oak Valley Ski Trip - Loved it! Tour guide did an excellent job - Thank you!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
28 Jan 2012: Oak Valley Ski Trip - Outstanding, will recommend to other Soldiers.		
		● Yes
28 Jan 2012: Oak Valley Ski Trip - Awesome!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Jan 2012: Phoenix Ski Resort Trip - Great ski trip, good location and great service!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Jan 2012: Phoenix Ski Resort Trip - Great trip! Cost was acceptable for services provided. Great tour guide!! :)		



4 February Ski Tour

Bus will depart Moyer CAC at 0700 and K-16 CAC at 0745
Cost: Ski Fees + Bus Fee (\$10.00)

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ICE Success Stories Cont. - FMWR & BOSS Sponsors Phoenix Ski Resort Trip




**28 January
Phoenix Park
Ski Tour**

Bus will depart Moyer CAC at 0700 and K-16 CAC at 0745
Cost: Ski Fees + Bus Fee (\$10.00)



	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Phoenix Ski Resort Trip – Please continue this service!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Phoenix Ski Resort Trip - Great time!!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Phoenix Ski Resort Trip - Enjoyed the trip.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Phoenix Ski Resort Trip - Great ski trip, good location and great service!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Phoenix Ski Resort Trip - Great event!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Phoenix Ski Resort Trip - No need for improvement! Very professional.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Phoenix Ski Resort Trip - Excellent service!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
Phoenix Ski Resort Trip - Great trip! Cost was acceptable for services provided. Great tour guide!! :)		

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ICE Success Stories Cont. - CYSS Holds Parent's Day Out and Parent's Night Out Events



Child, Youth & School Services Present

Community-Wide
Parents' Day Out

Saturday, 18 February
1200-1700

Child Development Center

Cost: \$12.00/Child
For more information, call 738-3001/5036.

Child, Youth & School Services Present

Community-Wide
Parents' Night Out

Friday, 10 February
1900-2200

Child Development Center

Cost: \$12.00/Child
For more information, call 738-3001/5036.

	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Parent's Day out was excellent!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Parents Night Out was very good!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
The POS Parent Day & Nights Out is great. They allow for my wife and I to enjoy a little quiet time which we normally don't get with two little ones.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Parent and Outreach Services	Parent's Day Out: Please continue to offer the Parent's Day Out Event!	
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Parent and Outreach Services	Long Parent's Day Out: Excellent Services!	
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Parent and Outreach Services	Long parent's Day Out: Love this program! Thank you!	
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
Parents Night Out was great so that I could have time with my husband.		



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.

DES Responds to Reports of Vandalism in Burke Towers:

Customer Comment: I would like to make a comment or address an issue in the Burke Towers housing area. There is graffiti on the stairways in the visitor parking garage. Also, there are numerous areas that aren't well lit, have broken lights or fixtures, and areas often left with trash or have other signs of vandalism. Additionally, there are security cameras in place but were never completely set up. If these were set up and used then we could possibly identify the vandals/delinquents and prevent further damage or destruction to the building...



Mr. Ricky Oxendine, DES Director

Garrison Response: As a result of continued feedback from the community citing frequent amounts of indecent activity and vandalism being conducted by unsupervised teens in the Burke Towers housing area, DES increased MP patrols of the area in attempts to decrease these activities, catch those responsible for these activities and ultimately deter these activities from occurring again. In attempts to deter and ultimately prevent these activities from occurring in the future, DPW has increased usage and viewage of the CCTVs installed around the perimeter and has educated the Burke Towers community of the presence and operational status of the CCTV's where incidents of vandalism have been most prominent. Additionally, DPW has posted warning signs around the perimeter of Burke Towers to warn the community that CCTVs are in operation. Also, DPW has fixed all broken light fixtures and stairwells and installed additional light fixtures in the areas that were not well lit. (IMCP - LOE 4).



DPW and Safety Respond to Pedestrian Safety Concerns:

Customer Comment: I recommend that the Garrison paint a crosswalk and post STOP signs at both ends of the T-intersection at the Blackhawk ESPG. This ESPG is situated at a bend in the road and when I cross the street onto South Post, it is around a blind spot. Because there are no stop signs, cars are not slowing down near the ESPG and it may only be a matter of time before a Soldier, Civilian or a Dependent gets hit entering the base from the ESPG...

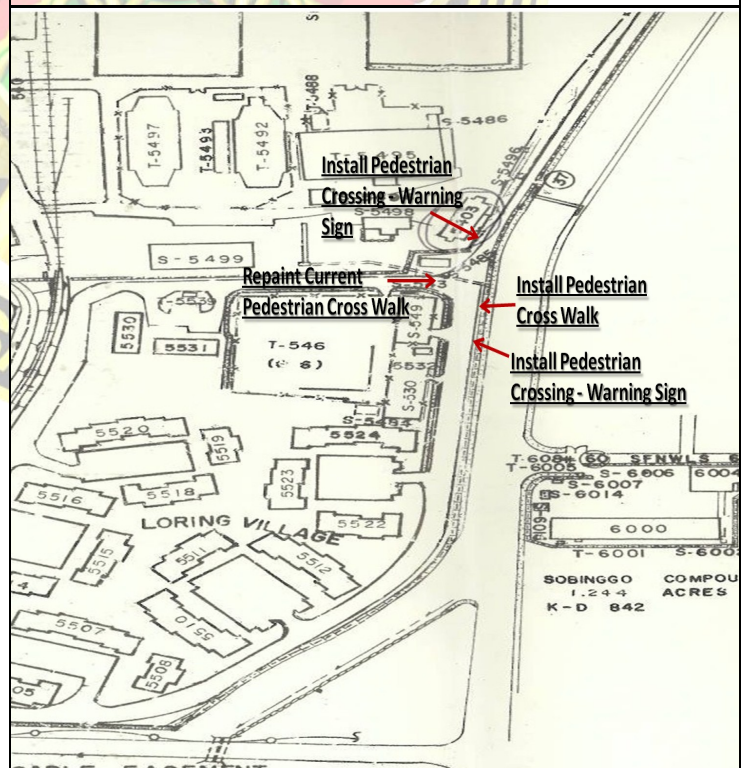


Mr. Rolen Johns, Garrison Safety Manager

Garrison Response: The Garrison Safety Manager inspected the site and determined a pedestrian safety issue did exist that required a crosswalk with pedestrian warning signs. DPW and DES Directors both concurred. DPW further plans to relocate the bus stop cover to the location as well. In response, the Safety Manager immediately submitted a work order to DPW for requesting placement of the crosswalk and warning signs. DPW acknowledged receipt of the work order request and is currently scheduling the project. (IMCP - LOE 4)



Mr. Charles Markham, DPW Director



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ICE Comments for Garrison Services (Cont.)



--“I wanted to say a big thank you to CYS and the SKIES program for today’s Piano Recital at the High School. I have 3 children and all of them got to play a piece of music. They don't have to put on this big show, but I am glad they did and my kids LOVED it. Keep up the good work!” (DFMWR - CYSS: SKIES)

--“Awesome class on fire safety. Thank you for taking the time to make the community aware of fire hazards.” (DES - Fire & Emergency Services)

--“Excellent! Professional customer service!” (DOL - Driver’s Testing Office)

--“Excellent service, Outstanding, 100% satisfied!” (DHR - ID Card & DEERS)

--“Very professional, helpful, and courteous service. The photographers did a superb job!” (DPTMS - VISC)

--“I called DPW on Wednesday afternoon (1/18) to come sweep up the excessive sand in our parking lot at Burke Towers. I was pleasantly surprised to come home from work on Thursday and all the sand was completely cleaned up. Thank you DPW for your quick response and excellent clean up.” (DPW - Service Work Orders)

--“STAFF WAS EXTREMELY HELPFUL- EASIEST CAR SHIPPING EXPERIENCE EVER!” (DOL - PPSO)

--“I want to personally commend the Transition team for the great service they provide. The speed in which they process ETS/retirement orders and DD-214's helps to greatly ease the stress of transition.” (DHR - Transition Services)

--“Jan 2012: Chuncheon and Hwacheon Sancheoneo Ice Festival Trip - A really great trip. Well planned and organized. A lot of fun for all and accommodations were great. We had a great time, thanks!!” (DFMWR - Moyer CAC)

--“Great job - efficient and friendly!” (DOL - Driver’s Testing Office)

--“I have been attending the Zumba class for about a year and it has helped me a lot with my life, health, attitude and with my job and co-workers. I thank MWR who provides such wonderful Zumba classes.” (DFMWR - Collier Community Fitness Center)

--“My office received excellent service from DPW on the renovation of our new building. Between the KSC support, custodial, and Master Planning, S-4099 was turned into a very professional office space. Thank you!” (DPW)

--“Very educational program, I really enjoyed it and the instructor!” (DHR - ASAP)

--“Very fast and customer friendly service. Job well done!” (DES - Pass & ID/Vehicle Registration Office)

--“Yongsan Post Run Shuttle. Thank you for assigning the Priority Seat assignment to the front left and right seats for the elderly, disabled, and women with children. The bus drivers do a good job enforcing the Priority Seating. Keep up the good work. Thank you.” (DOL - Bus Services)

--“In November we used this facility and it was beyond all expectations. Our pet was happy and returned to us in a happy healthy state. Our pet actually lost weight that he needed to lose. This service is not available on the economy anywhere.” (DFMWR - Pet Care Center)

--“Just want to say that we love the porch additions that were added in Itaewon Acres. It's a nice improvement to the homes. Also really appreciate the Christmas gift that Kohom gave to us. Now can they do some upgrades to our flooring?! ;)” (DPW - Housing Div)

--“Creating requests through the Portal using the calendar is an outstanding service.” (DPTMS)

--“Best customer service I have ever received!” (CIF)

--“The staff was very helpful in getting my photo done. Although I did not have an appointment at the time I arrived, they worked with me to get the photo done. Thank you for being a great group of workers!” (DPTMS - VISC)

--“USAG Yongsan Today was the first time I have been in Trent Gym since the renovation. USAG Yongsan should be very proud of this facility and what it provides to its Soldiers, I am glad that I can use the factory as a retiree. Thanks again for those folks that put this facility together.” (DFMWR - TWRFC)

--“STAFF WAS EXTREMELY HELPFUL- EASIEST CAR SHIPPING EXPERIENCE EVER!” (DOL - PPSO)

--“GOOD JOB! THANKS A LOT FOR SUPPORTING!” (DPW - Service Work Orders)

--“I wanted to comment on the EXCELLENT services I have received by the staff at the MP Post office (near the library). They are courteous, they are friendly, and -most importantly- they are helpful. I appreciate the help and services! “ (DHR - Main Post Office)

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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
C8M, 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
C8M, 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

