



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 - 4th Qtr FY12



Organization	Submissions	Responses	Satisfaction %
USAG Yongsan - Directorate of Plans, Training, Mobilization, and Security (DPTMS)	101	97	99%
USAG Yongsan - Directorate of Public Works (DPW)	2916	2677	98%
USAG Yongsan - Directorate of Emergency Services (DES)	768	735	98%
USAG Yongsan - Directorate of Human Resources (DHR)	339	317	96%
USAG Yongsan - Directorate of Army Community Services (ACS)	280	276	93%
USAG Yongsan - Directorate of Family, Morale, Welfare and Recreation (DFMWR)	348	333	91%

Customer Comments:

--“Thank you for the service you provide to the Yongsan Community.” (DES - Fire & Emergency Services)

--“No wait, very efficient process and courteous staff. No doubt a reflection of their awesome DOL Director. Thank you.” (DOL - Driver’s Testing Office)

--“The counselors did a great job discussing all of the relevant programs that are available for use! I opine ACAP Centers would be more beneficial than online assistance, although, online assistance can be used to supplement and complement the ACAP program. It is best that this program be done in a classroom setting. The classroom provides an opportunity for cross talk and shared experiences between those in similar situations, direct face-to-face with facilitators and adds a personal and human touch which is indicative that the military really cares about us and wants to help me make the transition.” (DHR - ACAP)

--“Strong Bonds Childcare 17 Aug. AMAZING!” (DFMWR - CYSS)

--“Very helpful and friendly. They did a great job at helping me. Keep up the outstanding work!” (DOL - PCB)

--“Top notch service. A+. Very accommodating and very efficient. Great customer service!” (DPW - Housing Div: Inspection Branch)

--“Outstanding service! Very professional and efficient!” (DHR - ID Card & DEERS)

Customer Comments:

Satisfaction and Yes/No Questions (Percentage)

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

--“Learn to Swim Session I: My daughter had a great time! The swim instructors were very pleasant and very knowledgeable. I felt very confident that they were giving my daughter a great skill.” (DFMWR - CYSS: SKIES)

--“Kudos to the lady at the front desk. She was very quick and helpful in filling out a partial DITY paperwork that I had. Very pleasant personality and extremely industrious!! Great work!” (DOL - PPSO)

--“THANK YOU VERY much for the help from the lady in cubicle 8 who helped me today finish up with my final paperwork that will allow me to move into on-post quarters next week. Also, the loaner furniture man in cubicle 11 was also particularly helpful, especially in explaining the different types of furniture and making sure we were satisfied before we left. Thank you again--TOP NOTCH service!” (DPW - Housing Div)

--“Religious Services- The service and support that I receive from the Chapel Staff is always outstanding!”

--“They did great! Excellent job in fulfilling our demand.” (DPW - Service Orders)

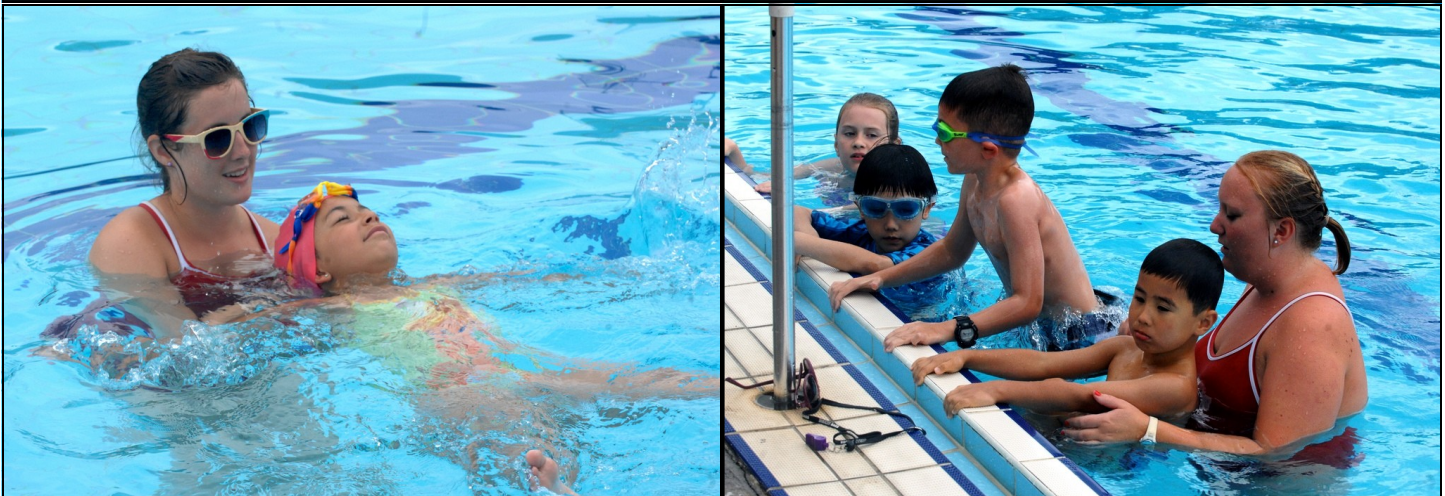
--“I visited the Yongsan Education Center on numerous occasions for personal and professional reasons including VA education benefits, DLPT and out-processing. During each visit, I have to say that staff members working at the education center were very courteous, professional, and efficient performing their jobs. I was stationed at many different Army bases during my 20 years of service, and the staff members working at Yongsan Education Center were so far the best I've worked with.” (DHR - Education Center)

--“CPP: Good experience!” (DPTMS)

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ICE Success Stories - CYSS SKIES Learn to Swim Program



	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
CYSS Learn to Swim Session III: Melody Francis and Alex Tuuao have been great in assisting us. Alex has been especially helpful. We had some special requests that they accommodated and have provided great service. Thanks!!!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
CYSS Learn to Swim III: Andrew and Sophia (Instructors) My daughters have taken three sessions of swim lessons and both of them have made DRASTIC improvements in their abilities! Thank you!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
CYSS Learn to Swim III: Andrew was incredible with my children. I loved the introduction dance and song. This really got the kids going.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
CYSS Learn to Swim III: The swim instructors were very kid-friendly and made it fun for the kids. I will sign them up again next year. It was a great experience.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
CYSS Learn to Swim III: Ms Kayla (Instructor) The pool staff keeps the pool so clean- thank you. Miss Kayla really made an attempt to be flexible with lesson plans and ability level, and there was a real feeling of teamwork w/ Kayla, Andrew, Kristine and Sophia. By the end of the two weeks I saw a huge difference in my little swimmer. Thank you!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	<input checked="" type="radio"/> Yes
CYSS Learn to Swim Session III: AWESOME PROGRAM!!! Camp Adventure staff is the best!! Wonderful opportunity for our children. The swim lessons were awesome. My children learned SO MUCH! Don't ever get rid of this program. Alex (CYS) did a wonderful job organizing and keeping parents informed!!!!		

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ICE Success Stories Cont. - CYSS SKIES Program Holds Broadway Bound Summer Dance Camp!



CYSS SKIES DANCE CAMP

Broadway Bound

Ages: 7 and Up (0-1 year of previous dance training)

9-12 July, 1230-1400 @ SKIES Center

*The class on 12 July will be extended until 1430 for an in-studio performance!

Price: 65.00

Students will learn basic ballet/jazz technique and become familiar with musical theatre through stories, video clips, and handouts. At the end we will feature a showcase performance!

For more information, call 736-5116.

Sign Up Today!



	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
SKIES Broadway Bound Dance Camp: SKIES Broadway Bound Dance Camp: Lindsay is very creative, interactive and positive with the kids. She cares enough to expect excellence from herself and the kids. The idea of Broadway Camp was fantastic. Going beyond the typical of general dance Ballet/Jazz and understanding of history was inspiring to the kids and parents. Ms. Swoboda's passion is contagious. Thank you!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
SKIES Broadway Bound Dance Camp: Love Lindsay! The class was very educational and gave the kids a big picture of dance. Thank you.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
SKIES Broadway Bound Dance Camp: Great Broadway Class! Please make it longer- maybe 5 days!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
SKIES Broadway Bound Dance Camp: Lindsay taught a fantastic class that our daughter really enjoyed. Lindsay is enthusiastic and positive and makes the learning fun for the kids.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
SKIES Broadway Bound Dance Camp: Loved the variety in ages in this camp.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
SKIES Broadway Bound Dance Camp: We loved the Broadway camp. It has inspired the girls to keep dancing.		

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ICE Success Stories Cont. - CYSS Day for Kids 2012!



2012 CYSS DAY FOR KIDS COMMUNITY CELEBRATION

15 Sept, 1100-1400 CDC Parking Lot

- ✓ Free Putt-Putt Golf & Battering Cages for children accompanied by parents during the event.
- ✓ Food for sale
- ✓ Inflatable Bouncers
- ✓ Games and Activities
- ✓ AFN Live Broadcast
- ✓ Prizes and much more...

FREE TO THE PUBLIC!

U.S. Army Child, Youth & School Services For more information, call 736-8122 or go to the USAG Yongsan, FMWR facebook page.

	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
CYSS Day for Kids 2012: Mrs Francis and entire CYSS Staff. I really enjoy the events CYS provides for the Yongsan community. These events make you feel at home in a foreign land. CYS provide parent services, sports, daycare and everything that anyone would need. I appreciate the hard work the staff do with a smile the entire time. my family and I participated in LTS, TKD, Soccer, CDC and Sac, Parents Night Out and Family fun day to name a few. We really enjoy these events and hope they continue.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
CYSS Day for Kids 2012: Events like this are a great opportunity for families to spend time with kids.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
CYSS Day for Kids 2012: Had a GREAT time!!!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
CYSS Day for Kids 2012: Very good event for the children		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
CYSS Day for Kids 2012: The experience is always pleasurable.		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
CYSS Day for Kids 2012: Great event, so much fun!		
	Yongsan Community USAG Yongsan Community Yongsan Army Post	● Yes
CYSS Day for Kids 2012: Great job!		

Other ICE-related News - HQ IMCOM Indicates ICE Feedback is Vital to Ensuring Proper Levels of Service



STAND-TO!

Stand-To: n. Procedures prior to first light to enhance unit security

A daily compendium of news, information, and context for Army leaders.

STAND-TO! Edition: Friday, July 6 2012



TODAYS FOCUS



Interactive Customer Evaluation

What is it?

Interactive Customer Evaluation (ICE) is a web-based customer feedback system used by Department of Defense organizations. ICE is a powerful tool used to enhance feedback between Soldiers, family members, civilian employees, retirees, and their garrison support agencies. Customer feedback results in better understanding of customer wants and needs. In short, ICE helps Army Garrisons provide better customer service.

ICE allows customers to give immediate feedback on their experience with installation services. Service providers typically respond to customer comments within three business days and most respond faster. The system automatically calculates the customer satisfaction rating once a comment is submitted. Customers can also see how others have rated the service during the last 90 days. The combination of these factors provides a feedback loop between customers and service providers in real time.

Why is this important to the Army?

Feedback collected through ICE is used to improve customer service. Customer input is vital to ensuring proper levels of service.

ICE comments and ratings also provide leaders, from the installation level to the **Assistant Chief of Staff for Installation Management**, with the voice of the customer, enabling them to resolve issues both locally and across the enterprise.

What has the Army done?

Army leaders at all levels value the opinions of their customers. Promotional posters have been developed to raise customer awareness of the ICE program and Quick Response (QR) code technology is being implemented on the posters and other media to allow people to make ICE comments via their smart phones. Quick Response is the trademark for a square barcode, made popular because its quickly readable and can store a large amount of information. The code is scanned with a QR code reading smart phone app and brings up the ICE web interface so customers can easily respond to the ICE survey. Installations provide numerous opportunities for customers to voice their opinions and suggestions that could potentially lead to major changes and improvements in customer service.

Resources:

Interactive Customer Evaluation

U.S. Army Installation Management Command

Related article: **IMCOM promise: World-class customer service**

AKO log in required: **Say it on ICE (Poster with QR code)**

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 Responds To Customer Comment Concerning Excessive Music Levels at CCFC During Group Fitness Classes

Customer Comment: I am concerned about the loudness of the music being played in the gymnasium during group fitness classes. The acoustical properties of the basketball court are not conducive to loud music. Also, the music is being played too loud for those trying to communicate on the basketball court. It is also a hearing hazard for everyone, especially the youth who are in and around the basketball court area. Nobody should have to endure the pain and suffering caused by others playing music above 85 decibels.

Garrison Response: Mr. Robinson, DFMWR Director, Mr. Timothy Higgs, Chief of FMWR CRD, and Mr. Ed Motley, FMWR Heath/Fitness Program Manager, coordinated to address the customer's comment. In response, the garrison had Occupational Health conduct a survey several months ago regarding the levels of music being played in the CCFC basketball court during group fitness classes. The finding of the survey was that the music levels were not operating within a safe range per Army Regulations. In response to the findings, FMWR and Occupational Health personnel advised fitness instructors of the findings and were further directed to ensure that music levels were kept within Army Regulations (below 85 dB). Since the release of the survey's findings and



Mr. Paul Robinson, DFMWR Director



corresponding directions to fitness staff, no further ICE comments have been received concerning excessive noise levels in the CCFC during group fitness classes. (IMCP - LOE 2).

PAO Responds to Customer Comment Concerning Pedestrian Behavior in Sidewalks

Customer Comment: Please educate the Yongsan community not to step into oncoming traffic at the crosswalks. While I believe in the pedestrian having the right of way, I do not believe this gives pedestrians the right to step into oncoming traffic. I've had to slam on my brakes numerous times just because the pedestrian steps right out into traffic. I have seen where the pedestrian will not bother to even look before stepping into oncoming traffic. I was taught to look both ways before crossing the street.



Mr. Mark Abueg, PAO Chief



Garrison Response: In response to the customer's concerns regarding dangerous behavior by pedestrians in the crosswalks, Mr. Paul Stewart, Deputy to the Garrison Commander, coordinated with Mr. Abueg, Public Affairs Office (PAO) Chief for the garrison, and immediately released a notice to the community on the garrison's official Facebook page referencing this behavior and re-emphasizing the importance of adhering to established rules and regulations concerning pedestrian use of crosswalks on the installation. The notice also provided community members with pedestrian safety tips on using crosswalks properly and also how to cross busy streets during periods of high vehicular traffic volume, both on and off the installation. (IMCP - LOE 5)



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ICE Comments for Garrison Services (Cont.)



--"I would like to thank the bowling operation management staff, lane employees, and snack bar/food service staff for the excellent service for my son Nathaniel Moore's birthday party. The setup, catering to our needs with food service, and asking if we needed assistance or anything else was superb customer service. Nathaniel was truly happy with the party and will remember it well. Thank you assisting us with making this a wonderful birthday party."

(DFMWR - Yongsan Bowling Lanes)

--"Instructors were Outstanding." AT/TARP Trng at Sungnam Golf Course" (DPTMS)

--"CPL Hwang is very professional and helpful. I would not be able to fulfill my congregation's needs without his help and everyone else at the South Post Chapel."

(Religious Services - South Post Chapel)

--"Very fast & extremely friendly. Knowledgeable & helpful to all questions. After 14 yrs in the Air Force, This is the first positive experience we've had with on-base housing. Keep up the great work!!! (DPW - Housing Div)

--"Greatly helpful Thank you for your Service; Very precise attentive to detail very kind; Outstanding Service.

(DOL: Property Control Branch)

--"Awesome customer service, I'm impressed!" (DOL - Driver's Testing Office)

--"I just wanted to let everyone know what a great job the Yongsan CTO did for me. They cheerfully worked around my Gov't credit card problem and my last minute itinerary changes. The CTO was able to get my wife and I the last two seats on a flight that we had to be on. And they did this all on a Saturday! Wow! Just amazing service! Thank you. :)" (DOL - CTO)

--"Learn to Swim Session I: The lifeguards were amazing! They were patient and knowledgeable. My 3 kids went from scared to take the lifejacket off to independent swim, jumping in. Please continue this program!" (DFMWR - CYSS: SKIES)

--"The URI survey went smoothly/painlessly. Thanks for fitting into our schedule and workplace!" (DHR - ASAP)

--"Superb! Outstanding customer service, made us feel warm and welcome to our new home!! (DPW - Housing Div: Inspection Branch)

--"Community wide Parent's Day Out: Amazing/so thankful that you are available to help parents." (DFMWR - CYSS)

--"Regarding ISSA, MOA, and MOU, the POC has all knowledge, background information, and necessary files whenever requested. Especially, sensitive matters related with budget, the POC advises me clearly with the regulations." (RM)

--"The staff went out of their way to provide service in a timely manner. Thank you. Keep up the good work! (DOL - Driver's Testing Office)

--"I just love the displays and the collections. Great job Library staff!" (DFMWR - Yongsan Library)

--"The difference in meals each day is appreciated / soul food / Hispanic heritage / Korean meals, etc." (DOL - Honor's Caf )

--"Being selected to go to UPL class wasn't something on my to-do list, but since I became qualified and have worked with the various members of the DTP staff, I have really enjoyed the interaction." (DHR - ASAP)

--"You can't find too many customer service desks that will help you during their lunch hour. Thank you for the fast service and for what you do for the community." (DES)

--"Overall Excellent Service. I feel confident about my kids' care and safety." (DFMWR - CYSS: SAS)

--"LOVE THIS PLACE!" (DOL - Honor's Caf )

--"DFMWR (CYSS: SLO) - IRC Brief: Awesome Presentation! Very Informative and briefer was willing to help people on an individual basis." (DFMWR - CYSS: SLO)

--"Excellent job! The easiest, friendliest, and most helpful out-processing point I've experienced in 20+ years career." (DHR - MPD)

--"Ms. Pak was very expedient and very helpful. She is very knowledgeable of her duties and is of great credit to the Housing Office." (DPW - Housing Div)

--"Mr. Yun was very professional and assisted me in a timely manner. Thank you very much. Very professional and knowledgeable staff! (DOL - PPSO)

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

--"Great job, thanks!" (DOL - CIF)

--"The summer activities offered has been wonderful for my children! It is appreciated." (DFMWR - CYSS)