

Community Huddle Issues Report

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
Community Huddle									
	13-004	School Supplies at PX	School items not stocked to appropriate levels in the PX at the beginning of the school year. NOTE: GRAF-FY13-068	22-Jan-13	AAFES	Open	AAFES	Issue has been presented to the Exchange Manager and is pending resolution update.	
	13-003	Youth Sports	A better process needs to be developed to obtain, distribute, and turn-in CYS sports uniforms. Recommend youth sports directors receive training in Recreational Sports Management. In addition sports field management and scheduling needs to be improved so parents don't have to drive long distances to games. Better utilize garrison fields when available. NOTE: GRAF-FY13-055	22-Jan-13	CYSS	Open	CYS	Issue has been presented to the DFMWR and is pending resolution update.	
	13-001	Housing Options	Allow new community members to interchange between possible off post housing options at Graf and Vilseck. Note: GRAF-FY13-005	22-Jan-13	HOUSING	Open	Housing	Issue has been presented to the Housing Manager and is pending resolution update.	
	12-109	Use of SSN	How can the Garrison develop a procedure to eliminate the use of full SSN input on various forms and documents (i.e. Vehicle Registration, Fuel Card Agency, etc.)?	21-Nov-12	DHR	Open	(1) Category	Issue has been presented to DHR and is pending resolution update.	
	13-002	Translation Support	Provide translation support for private rental residents with Non-English speaking landlords. NOTE: GRAF-FY13-079	22-Jan-13	HOUSING	Closed	Housing	It is common practice for our Housing Service Office staff members to provide verbal translations during conversation between tenants and non-English speaking landlords. Verbal translations of conversations between tenant and landlord is provided through-out the life of a contract. Additionally, customers are provided courtesy translations of utility bills during reconciliation periods when requested. Keep in mind that translations of documents are provided as a courtesy. When official translations of documents are required this service must be requested through the legal office or provided by a professional translator.	1/23/2013

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	12-108	Lodging Rates	How are Lodging prices set and can discounts be provided to group lodging requests?	13-Nov-12	FMWR	Closed	Lodging	Lodging prices are centrally managed and at this time cannot be altered by the Garrison FMWR. However Wiesbaden is conducting a pilot study to see about offering reduced rates during reduced occupancy times. Both East Camp and Rose Barrack Lodging Facilities are considered TDY support facilities and it would be very hard to support large groups due to our high TDY occupancy rates.	11/13/2012
	12-106	Expanded DFMWR Services Hours	Community members requested that DFMWR provide or expand recreational services and programs on weekends and evenings?	27-Sep-12	DFMWR/DP W	Closed	Garrison Services	Framing: The Heart & Home Arts and Crafts Center offers framing classes the fourth Wednesday of every monthly 1800-2100 and the fourth Saturday of every month 0900-1200. Trained framers can coordinate for use of the framing shop during those times, as well as 1100-1800 on Wednesdays and Thursdays , and by appointment on Tuesdays and Saturdays. Racquetball Courts: East Camp has two courts available in building 547 which are available Monday-Friday 1100-2100. Groups can coordinate for use outside of these hours with the Post Fitness Center staff. Rose barracks (South Camp) has two courts available in the Memorial Fitness Center (building 616) and one in the Rose Barracks Fitness Center (building 323) Monday-Friday 0530-2100 and 1000-1800 on Saturday and Sunday.	10/11/2012
	12-105	Medical Services Survey	Is it possible to receive medical service surveys immediately after customers receive medical care/services?	27-Sep-12	BMEDDAC	Closed	Medical	The standard feedback mechanism for medical clinics in the BMC is the completion and submission of Army Provider Level Satisfaction Survey (APLSS) which is centrally managed at Kaiserslautern and cannot be immediately provide to the patient following care. If patients want to provide immediate feedback it is recommend that ICE is used to provide suggestions and comments. However, it is still important that all patients complete and submit APLSS when they receive them in the mail. For every APLSS submitted your BMC health clinics can receive \$900.00 in needed funding that can be used in resourcing manpower and equipment needs for your health clinics. Every APLSS submitted translates into improved medical care for our community.	11/13/2012

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	12-107	Trash Discipline	Request that DODDS develop and initiate an info campaign to address trash discipline in the community, starting with our youth.	27-Sep-12	SLO	Closed	Schools	Schools are working closely with the Garrison DPW to develop better processes, messaging, and marketing to educate our students and children on the proper means to dispose of waste and recycling materials. The Garrison expends considerable resource and funds to clean up waste and recycling areas that are not properly used. The schools, units, Garrison, and JMTC leadership ask that everyone exercise personnel responsibility in ensuring we teach our youth responsibility in their actions when it comes to disposing of trash and recycling. The Garrison expends considerable resource and funds to clean up waste and recycling areas that are not properly used.	11/13/2012
	12-100	Speeding Taxis On-Post	What can we do about taxis and delivery people speeding on post? Especially around the front gate of vilseck?	26-Jul-12	DES	Closed	(1) Category	<p>The DES is fully aware of the issues at the Main Gate, and are working to try and have personnel available during high density times to help our community to slow down in these zones. Obviously it is no excuse, but many times our patrols are actively engaged with other calls during these times, so we cannot always have them available. We have definitely heard numerous complaints about the Taxis and delivery vehicles, and we are looking for them.</p> <p>These individuals are not exempt from the regulations on post. If we conduct enough stops on an individual, we can bar them from post for failure to obey our traffic regulations. Again, we are working to provide a safe environment for our Soldiers, Civilians, and Family Members.</p>	

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	12-97	Erbendorf shuttle bus schedule	Can the Erbendorf shuttle bus schedule be extended on 1 or 2 days a week to accommodate doctors' appointments etc? It currently picks up people in Erbendorf at 10:37 and arrives at Graf PX at 11:14. It departs Graf PX at 14:15 and arrives back in Erbendorf at 15:07. This only allows 3 hours on post from 1115 to 1415 which makes it hard to schedule appointments because a lot of places close during lunch time.	26-Jul-12	DOL	Closed	Transportation	<p>Erbendorf Bus Route</p> <p>Erbendorf Recommendation: Extend schedule "1 or 2 days a week to accommodate doctors' appointments etc"</p> <p>Current schedule only allows 3 hours on post Mon thru Sat (11:15 to 14:15)</p> <p>This bus route also includes: Kastl, Kulmain, Kemnath, Pressath, Schwarzenbach</p> <p>Implementation Plan</p> <p>Mon/Wed/Thur/Sat: No change (Bus arrives at Graf PX at 11:15 and departs Graf PX at 14:15)</p> <p>Tue/Fri: pm departure at 17:00 (vice 14:15)</p> <p>Implement on 1 Nov 2012 in order to publicize the change</p>	
	12-98	Alternate Times for Community Huddle	Why are the community huddles only during lunch time? Why cant we have them in the evenings when those that work could come. I understand the lunch thing but I am not always able to get away during lunch to come to these	26-Jul-12	DPTMS	Closed	Community	The Garrison will conduct an evening Community Huddle on 25 Oct at 1800 in the Netzaberg MPR. We will consider conducting other Community Huddles in the evening at other locations within Grafenwoehr if we have strong support and attendance from the community.	
	12-101	Availability of Children Religious Education	Religious education for children is not readily available. Concerned about budget constraints doing away with the paid religious education services.	26-Jul-12	RSO	Closed	Religion	We do have on-going children's religious education for Protestants and Catholics. Members of the Jewish Faith conduct a home school based religious education. We have contracts for FY13 for Catholic Parish Coordinators, as well as Religious Education Coordinators (REC) to oversee all faith groups. We have budgeted for REC contracted positions at both Graf and Hohenfels. We have spoken with the IMCOM-E Regional Director of Religious Education and she is prepared to assist us as required.	
	12-102	Intermittent Internet in Erbendorf	Internet in Erbendorf is intermittent	26-Jul-12	James Federline	Closed	Housing	We experience some problems with internet throughout our communities. We are fortunate to have these housing communities, however they are on German private property and while we can bring our economic power to bear in some aspects, when it comes to the actual infrastructure, that is based on an economic basis by that company. if we fail to convince them that we can provide them better economic flow, we can't force them to provide that service.	

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	12-104	Build Hospital On Grafenwoehr	Any plans to build a hospital on Grafenwoehr?	26-Jul-12	BMEDDAC	Closed	Medical	There are only plans to finish the current construction projects. No new construction projects will be authorized, however, we will be building a Super Clinic here on Rose Barracks. It will be a bigger facility, but services availability depends on demand and available resources. We are gradually improving our services and availability, which should translate into better access.	
	12-103	Update Housing SOPs	Any plans to update the housing SOP?	26-Jul-12	HOUSING	Closed	Housing	We look at all SOPs on a regular basis and if you bring us specifics we can look at it, but we have 44 housing areas we support so we need to keep the policies more generic to cover all of the areas. We are currently reviewing the BMC Housing SOP and making required adjustments that better support the needs of the community.	
	12-96	Dependent Care at Clinics	What are the rules and procedures regarding dependent parent care at the clinics?	23-Mar-12	BMEDDAC	Closed	(1) Category	TriCare is an entitlement program with those entitlements specified in the Code of Federal Regulation 32. Currently, dependent in-laws/parents may be seen on a space available basis at a military treatment facility.	5/18/2012

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	12-95	ICE Kiosks	Is it possible to obtain electronic ICE kiosks?	22-Mar-12	PAIO	Closed	(1) Category	<p>Installation of ICE Kiosks is cost prohibitive at this time due to IT requirements needed to support the Kiosk. However, ICE can be accessed via any computer plus there are QR codes on the ICE posters posted around the garrison and anyone with a Smartphone can scan the QR code and it will take you directly to the ICE link. The Garrison will continue to explore means and methods of allowing customer to provide feedback either through ICE or other customer feedback forums.</p> <p>- As of 24 Jul 12: The Garrison is looking at a potential solution for obtaining ICE Kiosks and placing them in high traffic areas throughout the installation. An updated status will be presented at the next Community Huddle and GMC Tracker on the USAG Grafenwoehr Webpage.</p> <p>- As of 12 Sep 2012: The Garrison is currently in the process of purchasing 10 Army One Stop/ICE KIOSKS that will be placed at strategic locations at East Camp and Rose Barrack. We should see these systems in place within the next 3-4 months. These systems will provide community members an on-line tool to obtain information about Garrison Service, access AKO and other DOD websites (i.e. MyPay), as well as submit ICE comments.</p>	3/22/2012
	12-94	Wash Racks Broken	When will the wash racks be fixed at the TMP car wash?	22-Mar-12	DOL	Closed	(1) Category	<p>The Graf and Rose Barracks TMP Car Wash are both operational. The Graf TMP car wash is open Mon/Wed/Fri from 1300-1600 hours. The Rose Barracks car wash is open Mon to Fri from 0730-1600 hours. They were closed when the temperature was below freezing (0 Celsius). It was also down for some minor repairs that have been completed.</p>	5/21/2012

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	12-93	Netzaberg School create 10 min parking only spots	At the Netzaberg School, there are only four handicap spots. Is it possible for the Netzaberg School to create two 10-minute only parking spots?	22-Mar-12	DPW	Closed	(1) Category	<p>- This request/action has been coordinated with DES and the applicable regs have been looked at. DPW will replace two of the handicap spots with "10 minute" signs. At this time there is no timeline established when this will be accomplished.</p> <p>- As of 24 Jul 12: Two 10-minute parking signs were installed on 18 Jul.</p>	5/21/2012
	12-92	Rod and Gun club	When will the Rod and Gun club reopen? What are some alternative organizations and their contact information?	22-Mar-12	FMWR	Closed	(1) Category	<p>Currently, there are no plans to reopen a Rod and Gun Club. The new Outdoor Recreation Complex will open in May 2013 and will be a focus point for some Rod and Gun activities under the Hunting Shooting and Fishing program. F&MWR provides fishing and hunting classes, hunting opportunities on and off post as well as 10 ponds and two streams on the installation for fishing. Further a concessionaire ensures the availability of recreational shooting ranges on USAG Grafenwoehr.</p> <p>Also, there is a group of outdoor enthusiasts active in the community, who meet as a "Stammtisch" on a regular basis. They also administer the "Bavarian Rod and Gun" Facebook page and provide a lot of information to those interested.</p>	5/21/2012
	12-91	Electronic ration cards	Are electronic ration cards an option in Germany?	22-Mar-12		Closed	(1) Category	<p>The United States Army in Europe (USAREUR) completed a cost benefit analysis of electronic ration cards in 2008. USAREUR did review Korea's electronic ration card system but realized its system could not be replicated without significant cost and resources. It was determined that Europe would keep current paper system with automation enhancements.</p>	3/29/2012
	12-89	ICE Access	Is there a resolution for accessing ICE comments now that it requires a CAC?	26-Jan-12	PAIO	Closed	(1) Category	<p>We are currently working with the IMCOM-E ICE program manager to develop an enterprise solution to this issue. As soon as we have a solution or further information we will provide that directly to the Service Provider Managers unable to access ICE due to non-CAC access.</p>	

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	12-88	Locations for archery and bow hunting	What locations are available for target practice for archery and bow hunting?	26-Jan-12	FMWR	Closed	(1) Category	The approved archery range is Range 116; although it is scheduled for renovation. The range can still be used with advance coordination with Outdoor Recreation (ODR) at DSN 475-7402 or CIV 09641-837402 or the Hunting, Fishing and Shooting (HFS) program coordinator at 474-4212 or CIV 09641-834212. Also, people can schedule use of the Range with the German-American Shooting Club, which is located at the Trap & Skeet Range.	2/6/2012
	12-87	Safety and traffic violations	There are many traffic and safety violations occurring on One Community Road and in the parking lots of the PX and Commissary.	26-Jan-12	DES	Closed	(1) Category	The Military Police enforce the rules and make on spot corrections. To address safety on the range, the units are responsible for manning pedestrian crosswalks and enforcing safety standards when they take possession of the range.	1/26/2012
	12-86	Government Leased Housing Area repairs and standards	Steinsfel residents are concerned about housing maintenance and the cleanliness of their neighborhood. They would like to know who to address their housing concerns too.	26-Jan-12	HOUSING	Closed	(1) Category	The USAG Grafenwoehr Housing Division reports that there was a damage assessment report completed on the house in Steinfels. The current owner and his insurance company are in court proceedings to settle payment for the estimated repairs. The Housing division will monitor this situation and will make regular visits to the Steinfels area. Any housing questions are issues, contact SFC Trenton Brockington 09641-83-7091.	1/30/2012
	12-84	Post Chiropractor for family member use	Can family members visit the chiropractor on post?	26-Jan-12	BMEDDAC	Closed	(1) Category	BMEDDAC stated that this service is not available because there is no chiropractor on board yet.	1/26/2012
	12-83	Commissary Shopping Carts Corrals	Why is there no shopping cart corrals in the commissary parking lot?	26-Jan-12	AAFES/DEC A	Closed	(1) Category	Additional shopping cart corrals have been ordered and a plan is being develop for installation of corrals.	1/26/2012

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	12-85	Patriot Express (pets)	What are the restrictions for pet travel on the Patriot Express (i.e. Weight limit, type of pets allowed, number of pets per family)?	26-Jan-12	DHR	Closed	(1) Category	<p>Dogs and cats can travel on the Patriot Express and there is a two pet limit. The flight can hold up to a total of ten pets. The maximum weight for each kennel including the pet is 150 pounds. Notify SATO of your pet requirements when you make your travel arrangements.</p> <p>People traveling with pets should notice a significant savings; although cost for pet travel from the current duty station to final destination will vary based on airline and origin of travel, the cost for the international leg of the flight is expected to average approximately \$110 per pet. A veterinarian at the Reception Operations at Ramstein Air Base will review documents to clear pets to enter Germany.</p> <p>For more information, contact the Ramstein AB Passenger Terminal about pet travel on the Patriot Express at DSN: (314) 479-4440, Comm. from Germany: 06371-46-4440, Comm. from USA: 011-49-6371-46-4440, or email address: spacea@ramstein.af.mil. The Patriot Express Web Site is: http://www.eur.army.mil/PatriotExpress/</p>	2/8/2012
	12-90	FRG Childcare Tuesday Afternoons	The FRGs lost CYSS funding for childcare during their meetings. Are there different sites/options available for childcare during the FRG meetings?	26-Jan-12	FMWR	Closed	Childcare	<p>FRG Childcare is no longer funded by ACS, but is funded by CYSS. Parents will continue to receive free childcare for FRG meetings. FRGs have the option of using Volunteer Childcare in a Unit Setting (VCCUS) for other FRG events. CYSS trains unit volunteers to provide childcare on-site at no cost to the FRG.</p>	2/5/2012

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	11-82	Busses speeding in the Netزابerg Housing Area	It appears that school busses are speeding in the housing area during peak hours that children are walking to and from school.	27-Oct-11	DES	Closed	Safety	<p>The PMO has issued standing guidance to patrols in the Grafenwoehr Military Community to provide a visible presence at the schools in our community during morning drop off times. Because of the dispersion of the schools across the Rose Barracks, Main Post, and Netزابerg areas of the community our patrols become spread thin. Because of this, and the need to respond to emergency calls for service, it is not possible to guaranty that a patrol will be there in the morning. Based on data we have collected we have set the priority for patrol coverage in the morning as (1) Vilseck Elementary School, (2) Netزابerg Elementary & Middle School, (3) Grafenwoehr Elementary School, and (4) Vilseck High School.</p> <p>We recommend that the DoDDS school bus manager also be contacted as part of the solution to this problem. It should start with the buses slowing down.</p>	12/1/2011
	11-80	Netزابerg Housing Area Street Lights	From Henry Kissinger to Presley, every other light is out. Additionally, the cross road has the light out and is a safety hazard when crossing.	27-Oct-11	DPW	Closed	Safety	<p>Netزابerg Housing is part of the city of Eschenbach. DPW reported the defective street lights and the city promised to repair them ASAP. DPW will continue to follow up on this issue.</p>	12/2/2011

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	11-81	Erbendorf housing area has internet outages	Internet outages hinders the ability for children to do school work. Children must have access to computer services as most homework is now done online. Community Huddle on 26 Jan 2012: Erbendorf housing area residents want know if they can continue using the same internet provider? Do residents have a choice in choosing internet providers? Residents are still having problems getting the internet to work.	27-Oct-11	DPW	Closed	Housing	<p>A letter from the City of Erbendorf, signed by Lord Mayor Donko on 26 Jan 09 stated that the city would neither influence the residents' choice on which provider to take nor reject any request from other providers to use the city-owned net.</p> <p>Update: Herr Donko, Mayor of Erbendorf, confirmed that at this time it is technically not possible for residents to have another service provider. Mayor Donko has appointment with TKS management on Feb 15, 2012 to discuss the possibility of TKS taking control of the telecommunications in the BTL housing complex in Erbendorf. More information will be provided at a later date.</p> <p>Update Feb 16: TKS management is interested in possibly taking control of the telecommunication at the Feb 15 meeting with Herr Donko, Mayor of Erbendorf. TKS must verify the technical requisites for compatibility, which will take 4 to 6 weeks. More information will be provided as it comes available.</p> <p>Update 28 Mar 2012: Herr Böhm is still looking for options for Internet service providers.</p>	
	11-79	Behavioral Health Clinic Referral Issues	Certain addictions seem to be referred rather than seen at the Behavioral Health clinic. Family Members are often informed that it is not a specialty of those that work in the Behavioral Clinic. From the time of the referral to the actual appointment can be over a month for appointments. Is there any one specialize in this addition so Family Members can be seen without a referral.	27-Oct-11	BMEDDAC	Closed	(1) Category	BMEDDAC is looking to pursue the training opportunities that will enhance our providers' abilities to provide effective, evidence-based treatment to the high priority problems experienced by our constituents. This topic will be considered for presentation at the ERMCM Behavioral Health conference and will take this request into consideration of the overall training requirements for clinicians in Europe.	12/27/2011
	11-77	Electronic Marquee	Electronic marquee signs have been up for a long time, when will they be operating.	03-Oct-11	DFMWR/DPW	Closed	(1) Category	We have the back bone prepared and are working through the connectivity issue. Can't give an exact date but are hopeful that the contractor will give us a timeline soon.	

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	11-76	Hohenfels website	Information on the Hohenfels website for InProcessing is incorrect, need update and new information on the site.	03-Oct-11	PAO	Closed	(1) Category	Currently seeking to identify incorrect information and will immediately update once correct information is available.	
	11-75	Painting a Government Leased House	Are family members allowed to paint a Government Leased House?	22-Sep-11	DPW	Closed	Housing	Family members on post housing may paint their interior walls with any of the Government approved colors at the self help store without having to restore the original color. Leased housing can sometimes use the self help paint without restoring to white and sometimes may not; check with the Housing office. In all cases, if a non-authorized paint is used, the occupant must re-paint to the approved color; exceptions may apply; contact the Housing Office for further details.	10/3/2011
	11-74	Air Force Airman wearing earphones	Are Air Force Airman allowed to wear earphones while in uniform running or walking around the Garrison	31-Aug-11	ISO/Command Group	Closed	Safety	<p>Army in Europe; Regulation 385-55*; 13 February 2006:Applicability. This regulation applies to military and civilian personnel and their family members in the European theater. Headphones and Earphones. Wearing headphones or earphones (except for earphones that are part of a "hands-free" system for a cell phone (h below) is prohibited when operating a motorcycle, a POV, a U.S. Government vehicle, or selfpropelled vehicles and sports equipment (for example, bicycles, scooters, skateboards, skates), and while jogging or walking. Hearing-protection devices may be worn when conditions or good judgment dictate their use or when prescribed by safety regulations.</p> <p>Air Force Instruction AFI91-207 22 MAY 2007: 3.2.3. Wearing portable headphones, earphones, or other listening devices while operating a motor vehicle, running, jogging, walking, bicycling, or skating (e.g. roller skates, roller blades, skateboards, etc.) on AF installation roadways is prohibited, with the exception of a hands-free telephone headset or single-bud earpiece. This does not include the use of hearing aids, nor does it negate the requirement for wearing hearing protective equipment where conditions dictate their use.</p> <p>EXCEPTION: Motorcycle helmet intercom system between operator and passenger is permitted.</p>	9/22/2011

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	11-73	EFMP Physicals and Sport Physicals	EFMF Physical and Sports Physical- Why do they have to be different appts etc, can the process be combined together, both require similar needs	31-Aug-11	BMEDDAC	Closed	Medical	The scope of the EFMP screening might be very specific which would not meet the definition of a CYSS physical. However, if the child had a need for CYSS enrollment, the nurse or family member could request to add a CYSS physical to the enrollment appt.	9/22/2011
	11-72	Childcare restructuring -- hourly care	Childcare restructuring -- hourly care in only 1 location can be problematic, inconvenient	04-Aug-11	CDC	Closed	Childcare	<p>CYSS currently offers hourly childcare in all three child development centers, two school age services centers, family childcare homes on and off post, and two Kids on Site locations. Parent Central Services also has a list of trained adult CYSSitters, professionals who are available to provide care in the family's home. The transition to converting Grafenwoehr CDC to the Garrison's primary Hourly Childcare Facility will move families who use full day care at the Grafenwoehr CDC to Rose Barracks and Netzaberg CDCs, filling some of the empty spaces and former hourly spaces in those facilities. Although Rose Barracks and Netzaberg CDC will have fewer hourly spaces, they will continue to provide hourly care as space is available. Parents may reserve hourly care at the Grafenwoehr CDC online at https://webtrac.mwr.army.mil/webtrac/Grafenwoehrcyms.html up to 30 days in advance.</p> <p>To reserve an hourly space at the Rose Barracks or Netzaberg CDCs, call those facilities directly. All three CDCs will offer toddler and preschool part-day (3 hours) and part-time (5 hours) for those parents who have previously used hourly care on a regular basis.</p>	8/25/2011
	11-71	Request to live Off-post	Can a Family that speaks German request to be housed off-post	04-Aug-11	HOUSING	Closed	Community	May require an exception to policy depending on the pay grade and the availability of Government-controlled quarters	8/25/2011
	11-70	Request for Town hall	The community would like to have a "Town Hall" to discuss upcoming Service Provider changes/consolidations and how it will affect their families	02-Aug-11	COMMAND GROUP	Closed	Community	A Town Hall will be conducted, date TBD	8/25/2011
	11-69	Official Housing Policy	What is the official Housing policy on who can or can not live on Post.	02-Aug-11	HOUSING	Closed	Community	All ranks are allowed to reside in Government-controlled quarters on and off post. Reference housing policy letter dated 14 Jun 11	8/25/2011

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	11-68	Mayor in Housing area	Housing areas in the US have a mayor, to assist in issues, etc., is there something similar that we can do here?	02-Aug-11	HOUSING	Closed	Community	Area Coordinators currently take care of all issues in the Housing areas. The Area Coordinators are supposed to resolve minor disciplinary and Family misconduct problems. If the area coordinator is unable to provide a solution, with-in two weeks the Sponsors with the "Endorsement" of their Unit Commanders, may submit their full written, documented complaint to the Garrison thru the housing office	8/25/2011
	11-67	Pedestrian walkway to the Shoppette in	There is no walkway to the shoppette in Netzaberg	29-Apr-11	DPW	Closed	DPW	A joint review was conducted by USAG DPW and USAG Safety Offices. Pedestrian Cross walks are pending final layout and funding	
	11-66	When clearing Housing, Service members/Cleaning teams are not recycling properly and leaving trash cans curbside	When service members are moving out of military housing they are generally not utilizing proper recycling, the garbage is mixed and trash cans are left curbside causing them to be knocked over exposing garbage or when emptied, blown down the street not to be returned to the proper home.	29-Apr-11	HOUSING	Closed	Community Huddle	Looking into marking trash receptacles, making it easier for residents to identify which receptacles belong to which residence	7/28/2011
	11-65	Why was the AAFES mid grade gas option taken away	The mid grade gas has been eliminated causing users to use new gas or purchase higher price gas, the mid grade price and option is no longer available. We should be able to decide what gas to use and not be forced into purchasing more expensive E10 gasoline	29-Apr-11	AAFES	Closed	Community Huddle	The is an official Exchange news release. Super E10 is 12 cent cheaper than Super (Mid-grade). Fuel prices are posted weekly at each fuel station, customer service counter with ESSO card issue and is found on AFN web site as well as being sent out weekly on the buddy list. Super (Mid-grade) can still be found at some ESSO stations throughout Germany, however, the one outside Gate 3 in Graf, no longer carries Super (Mid-grade) they only have Super E10 and Super Plus, but it has a new name, but the octane is 98, which is Super Plus	4/29/2011
	11-64	Lack of Bus Shuttle Service for community-Weiherhammer	Not enough bus shuttle services available for community, can there be a way to get more service	29-Apr-11	DOL	Closed	Community Huddle	New route schedules have been published and will be effective beginning 1 July 2011.	6/16/2011
	11-63	Pedestrian routes between Netzaberg and Milcon Island	On the East side of the school on Netzaberg Strasse, there are no speed limit signs, cross walk or school signs to ensure safety when children are walking to school, some traffic does not stop for pedestrians during pre-school hour causing children to be concerned for safety when crossing the street	29-Apr-11	DPW	Closed	DPW	City of Eschenbach approved the installation of 4 signs, will be installed immediately Update: City of Eschenbach approved the installation of 4 signs, pending work order	5/26/2011

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	11-62	Landlords' are taking advantage of the American presences by raising housing rents beyond the supply and demand	Folks without LOA are overwhelmed with the housing prices that are presented to Americans, which appears to be highly inflated due to potential LQA renter. This impacts both American's and the German rental community	29-Apr-11	HOUSING	Closed	Housing	Housing is working to provide a response.	
	11-61	Gmünd Leased Housing Area Fence	Housing has a sharp and rusty fence with holes cut through it from past tenants. People have been injured by the fence and it is a hazard. The fence needs to be replaced	29-Apr-11	HOUSING	Closed	Housing	Currently under review - Leased housing specialist is working with the real estate office and the owner of the fence. Inquiring about replacement of the fence and upgrading to a more sturdy type of fence Update: Under review with USAG leased housing real estate. Pending response from owner.	
	11-60	Garbage cans are lost, stolen, or blown away and often not	Garbage cans need to be labeled allowing for easy accountability for each house	29-Apr-11	HOUSING	Closed	Housing	Currently under review. Looking into marking cans to identify with address Update: Corrections are being made, labels are being made now	6/23/2011
	11-59	Schwarzenbach Housing Area	Condition of playground was unacceptable, graffiti is all over within the park	29-Apr-11	DPW	Closed	DPW	The area has been cleaned up same day as the CH	4/29/2011
	11-58	Dangerous crossing of Shiloh Ave for children at predawn hours	The area between JMTC Headquarters and the Forest House, when it is darker in the morning, the children cannot be seen crossing the street.	24-Feb-11	Safety	Closed	Safety	Under analysis till traffic circle is completed. 172 is providing 2 soldiers to control traffic starting 2 May	4/28/2011
	11-57	Consistency of Ration cards acceptance at AAFES/DECA	When using, on the same day, why cannot the card be used at PX and Shoppette and what is the difference between Yellow cards and Blue Ration cards.	24-Feb-11	Customs Office	Closed	Customs Office	Rations cards:Old version is the blue ration card they can be hand written on in black ink New version is the yellow ration which needs to be printed on by a printer, The units can replace the old ration card for the new ration. Both cards are being accepted at AAFES/DECA	3/21/2011
	11-56	Coverage for Housing Area Coordinators when primary is unavailable	Is there a backup plan when Area Coordinators say they do not have enough time for Housing/ Community concerns?	24-Feb-11	HOUSING	Closed	Housing	Do receive notification when a Soldier is not available to perform duties based on deployments. BN/SQD CDRs/CSMs, Chaplains, Lawyers etc are not assigned as Area Coordinators. No cases where a designated coordinator states that they don't have enough time for Housing/Community concerns.	3/23/2011

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	11-55	Shipment of pets when PCSing	When people PCS here with pets the "policy" in place requires these pets to be placed into luggage compartments of the busses. Their ride to Grafenwoehr is not humane. Needs to be changed so that pets can be received humanly and families can arrive without being bullied into putting pets into freezing or exhaust filled luggage compartments.	20-Jan-11	DHR	Closed	Pets	It is German law and contract rules that all pets ride below.	1/24/2011
	11-A29	Have to go to Vet Office to In-Process pet-files	No link between Army Vet offices and Vet office. Have to go to Vet Office to In-process pet files, do not transfer over-no link between Army Vet offices and Local office. If files or records are lost or misplaced no back up- need sharing of files via network.	28-Dec-10	VET OFFICE	Closed	Pets	Can not be handled at the local level it requires a discussion and funding by MEDCOM.	3/24/2011
	10-022	Community Members cursing in Public	Soldiers and family members are cursing in public.	23-Sep-10	COMMUNITY	Closed	Garrison Services	JMTC Commander stated that it is everyone's responsibility to work with each other to ensure that foul language is not over heard.	9/23/2010
	10-021	Closing times of the Child Development	Concerns with both parents working and getting there in time.	23-Sep-10	FMWR	Closed	Community Huddle	Worked with CDC at Community Huddle to ensure they stay open long enough to give parents the time to pick up their children.	9/23/2010
	10-020	Lights being left on in Netzaberg	Overhead lights for the street are left on in Netzaberg. Is it possible to shut off, every other one to conserve energy.	23-Sep-10	DPW	Closed	Garrison Services	The lights are part of the town of Eschenbach and it was suggested to shut off every other one.	1/4/2011
	10-019	Doggie Bags	Available at Rose Barracks/Vilseck on main walk area- NEED at Main Post/Grafenwoehr and Netzaberg walk areas.	26-Aug-10	DPW	Closed	Pets	In the process of getting the doggie bags on Main Post/Grafenwoehr. Part of pet working group that is currently addressing all Grafenwoehr Military Community (GMC) pet issues.	9/23/2010
	10-018	Children 4-5 years old waiting outside movie theater too long	Rose Barracks/Vilseck CDC children waited over two hours for AAFES staff to open the theatre for a pre-arranged movie.	26-Aug-10	AAFES	Closed	CYS	Worked with the theater and CDC to better coordinate waiting time. Met with the parent who raised the issue. Public member was volunteering at the CDC when the incident occurred and stayed with the children while they had to wait for the movie. She was reassured that the incident would not re-occur, because taking the children to the movies is not an approved activity for preschoolers.	9/23/2010
	10-017	Vet office-Appointments	Not able to set up appointments with the on-post Vet Office, Rose Barracks/Vilseck.	26-Aug-10	VET OFFICE	Closed	Pets	Worked on ensuring enough appointments were available. Part of pet working group that is currently addressing all Grafenwoehr Military Community (GMC) pet issues.	1/4/2011

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	10-016	Children meal portions at Child Development Centers (CDC) and School Age Centers (SAC)	Main Post/Grafenwoehr Children Development Center (CDC) and Netzaberg School Age Centers (SAC) are not serving sufficient food portions and serving white crackers for snacks.	26-Aug-10	FMWR	Closed	CYS	Had nutrition specialist available to answer concern and concluded that the meals were sufficient enough. CYSS Food & Nutrition Specialist observed in both kitchens, met with food service employees and staff, reviewed food production documents and established that both facilities are following IMCOM Europe CYSS's USDA, Dietician approved menus. Cooks prepare 25% extra portions so children can have extras and there is still waste recorded daily. In the SAC and CDC, a bowl of fresh fruit and granola bars are always available in addition to the meals and snacks.	9/23/2010
	10-015	On call contact process- Hospital Liaisons'	24 Hour Liaisons for the Hospital, where is the number located.	26-Aug-10	BMEDDAC	Closed	Medical	People unfamiliar with the medical website can link to it through the USAG Grafenwoehr web page. The contact information is listed in several places on the web page https://ermc.amedd.army.mil/grafenwoehr/index.cfmVilseck Clinic: https://ermc.amedd.army.mil/vilseck/index.cfmHealth .	1/20/2011
	10-014	Hot Water for Showers- 2d ASOS Bldg 721	There is no hot water for showers in 2d ASOS Bldg 721. Soldiers are taking cold showers and would like hot showers in the building instead of going to the gym.	26-Aug-10	DPW	Closed	Garrison Services	Hot water was restored. The interruption was caused by the district heat damage mentioned at Community Huddle. Installed a temporary heating furnace. No longer have the discomfort of going to a gym for a shower.	8/27/2010
	10-013	Coordinating Traffic Lights- Rose Barracks/Vilseck	Having all the main road traffic lights be green when coming onto Rose Barracks/Vilseck. Many drivers speed up or run the light. This driving behavior can cause accidents.	26-Aug-10	DPW	Closed	Garrison Services	Lights are older and can be set but after a period of time lights sequences back to out of order status.	8/27/2010
	10-012	Coin Change Machine at the Car Wash	The coin machine is not working properly.	22-Jul-10	FMWR	Closed	Garrison Services	MWR fixed the coin machine.	8/26/2010
	10-011	Traffic light Rose Barracks/Vilseck	Light out at the theater traffic intersection and has not been working for a long time. When will it be fixed?	24-Jun-10	DPW	Closed	DPW	The light got fixed and is working correctly.	8/3/2010
	10-010	Employee Concern- Auto Craft Shop	Having concerns with employee(s), need customer service training	24-Jun-10	FMWR	Closed	Garrison Services	Employees are trained on an ongoing basis through Operation Excellence (OPEX) training.	6/24/2010
	10-009	WIC Office Size	Office on Main Post/Grafenwoehr is not the same size as office on Rose Barracks/Vilseck , the office on Main Post/ Grafenwoehr is not always available for walk in clients. Need to be relocated to a larger office to accommodate more customers	24-Jun-10	WIC	Closed	Garrison Services	Looking at changing office location. Main Post/Grafenwoehr is an annex office; full service on Rose Barracks/Vilseck.	1/4/2011

Issue Source	Issue Number	Title	Description	Opened Date	Assigned To	Status	Category	Issue Resolution	Date Issue Closed
	10-008	ID Center Closed during lunch	Both employees take lunch at the same time and need to alternate lunch hour to remain open for customers	24-Jun-10	DHR	Closed	Garrison Services	Alternated the lunch hour to accommodate customers. When one of the employees is sick or on leave the office is not able to stay open for lunch.	8/10/2010
	10-007	Attitude of employees at CYS	Need to work on the attitude of employees	24-Jun-10	FMWR	Closed	Childcare	Employees are trained on an ongoing basis through Operation Excellence (OPEX) training.	7/29/2010
	10-006	Relay of Shuttle message	The Military Police (MP) desk does not have a way to contact shuttle service	24-Jun-10	DOL	Closed	Garrison Services	MP desk contacts the dispatch who then contacts the bus drivers. Bus drivers all have cell phones now.	7/29/2010
	10-005	Commander's Cup	Would like to have the Commander's Cup back	24-Jun-10	FMWR	Closed	Garrison Services	JMTC Commander directed that this would be an annual event and be a Warrior Challenge event. The time frame for this event will be Veteran's Day.	1/4/2011
	10-004	Loud Music from Vehicles	Loud Music coming from vehicles, needs to be turned down	24-Jun-10	COMMUNITY	Closed	Garrison Services	JMTC Commander directed the Community at the Community Huddle (CH) to turn down the music.	6/24/2010
	10-003	Single Soldiers/ Weekend arrival	Soldiers PCSing here on weekends. When they arrive Single Soldier Housing Office (SSHO) unable to place Soldiers in rooms because they are closed on weekends.	24-Jun-10	HOUSING	Closed	Single Soldiers (BOSS)	There will be someone at the SSHO to assist so there will be access to the rooms.	8/11/2010
	10-002	Mid(Nz([OpenArgs]),InStr(Nz([OpenArgs]),"")+1)	Need to train employees for better Customer Service	24-Jun-10	ALL DIR.	Closed	Garrison Services	New training program has been implemented throughout the Garrison for Service Providers to assist them in providing better customer service.	1/4/2011