



Grafenwoehr Military Community Issue Tracker

Wednesday, January 23, 2013

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
13-004	AAFES	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	Open	AAFES	Community Huddle	Issue has been presented to the Exchange Manager and is pending resolution update.	
13-003	CYSS	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	Open	CYS	Community Huddle	Issue has been presented to the DFMWR and is pending resolution update.	
13-002	HOUSING	Translation Support	Provide translation support for private rental residents with Non-English speaking landlords. NOTE: GRAF-FY13-079	22-Jan-13	Closed	Housing	Community Huddle	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 Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
13-001	HOUSING	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	Open	Housing	Community Huddle	Issue has been presented to the Housing Manager and is pending resolution update.	
12-109	DHR	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	Open	(1) Category	Community Huddle	Issue has been presented to DHR and is pending resolution update.	
12-116	BMEDDAC	EFMP Report	Is there a way to verify what families are reporting on EFMP paperwork with what their children actually have been diagnosed with? Special Education teacher reported that there are students that come to the community and their needs are more than what services they can provide.	13-Nov-12	Closed	Medical	Teacher Townhall	Teachers should directly speak to the EFMP case coordinators. They handle the medical portion of EFMP and should know the diagnosis. Ms. Jaime Armstrong 475-8589 Grafenwoehr Ms. Jerri Smith 476-2553 Rose Barracks	11/16/2012
12-115	BMEDDAC	Get filled prescriptions from clinic	What is the process to get filled prescriptions from the clinic, as they are not able to receive mail order prescriptions?	13-Nov-12	Closed	Medical	Teacher Townhall	see attachments	12/18/2012
12-114	DHR	Mail Drop Box	Is it possible to put a mail drop box at the Netzaberg Shoppette?	13-Nov-12	Closed	(1) Category	Teacher Townhall	In response to the USPS drop box request targeted for the Netzaberg Shoppette. We are coordinating with the AAFES management to have one installed, a work order is being drawn up and we should see results soon. Any questions or concerns can be submitted to myself (Jaye Bakalars) and I will be happy to respond.	11/16/2012
12-113	CYSS	Activity Buses for Middle School Students	Is it possible to help provide activity buses for middle school students so they can participate in after school activities then be transported back to Rose Barracks?	13-Nov-12	Closed	FMWR	Teacher Townhall	CYSS provides transportation for students who are enrolled in CYSS activities, but cannot provide transportation for students who only participate in DoDDS-sanctioned activities.	11/16/2012

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-112	DPW	No Bio Bins	Why do our communities not have a "BIO" bin? Would that help cut down on costs for refuse & recycling?	13-Nov-12	Closed	(1) Category	Teacher Townhall	Waste disposal falls under the jurisdiction of the county of independent City. Out of the above listed Counties/Cities only two Cities implemented the "Bio-degradable bin" (City of Amberg and City of Weiden)	11/16/2012

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-111	DPW	Guidelines on Recycling	Are there guidelines for the various off post communities/towns about recycling requirements?	13-Nov-12	Closed	DPW	Teacher Townhall	<p>Yes, there are different guidelines on recycling requirements! Waste disposal falls under the jurisdiction of the County or Independent City. Within the boundaries of the Management and Waste Disposal Law (Kreislaufwirtschaftsgesetz) each County or independent City has to develop their own recycling requirements/rules.</p> <p>Geographically USAG Grafenwoehr and various off post leased housing areas/communities/towns belong to different Counties or independent cities. Therefore we have different rules (and Pick Up Schedules) in below listed different Counties and independent Cities: County Neustadt/WN (i.e. Main Post Grafenwoehr, City of Grafenwoehr, Eschenbach, Netzaberg, Pressath, Schwarzenbach and more) County Tirschenreuth (i.e. Kemnath, Kastl, Kulmain, Erbenndorf, Thumsenreuth and more) County Bayreuth (Speichersdorf) Independent City (Weiden) Independent City (Amberg) County Amberg-Sulzbach (i.e. Rose Barracks Vilseck, City Vilseck, Schlicht, Sorghof, Freihung, Auerbach & Hahnbach and more)</p> <p>To make it easier for customers the Garrison created a "What goes where? - Trash Separation Table" for almost each area where we have Americans living at and posted them at http://www.grafenwoehr.army.mil/usag_dpw/o&m/util_sort.asp. Just pick the individual location in the section scroll down to What goes where? - Quick Separation Tables or see sample attached. Individual Pick up schedules are posted as well. You also can take a snapshot of the QR code in</p>	11/16/2012

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12-111	DPW	Guidelines on Recycling		13-Nov-12	Closed	DPW	Teacher Townhall	my signature block. Just change to HTML and access the info you need. Or follow us in facebook (first link in my signature block).	11/16/2012
12-110	DPW	Ground Breaking of New Elementary School	When and will ground be broken for the new Grafenwoehr Elementary School?	13-Nov-12	Closed	Facilities	Teacher Townhall	From the Grafenwoehr ES 1391 Final. The Contract Award Date - Feb 2015, Construction Start Date - Mar 2015, Construction Completion date - Feb 2017 (24 Months). Depending on move dates, they could be using the building in Mar 2017. From the Garmisch ES/MS 1391 Final. The Contract Award date - Feb 2015, Construction start date - Mar 2015, Construction completion date - Feb 2018 (36 Months). This is additions to the existing school facility.	11/16/2012
12-108	FMWR	Lodging Rates	How are Lodging prices set and can discounts be provided to group lodging requests?	13-Nov-12	Closed	Lodging	Community Huddle	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

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-106	DFMWR/D PW	Expanded DFMWR Services Hours	Community members requested that DFMWR provide or expand recreational services and programs on weekends and evenings?	27-Sep-12	Closed	Garrison Services	Community Huddle	Framing: The Heart & Home Arts and Crafts Center offers framing classes the fourth Wednesday of every month 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

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-105	BMEDDAC	Medical Services Survey	Is it possible to receive medical service surveys immediately after customers receive medical care/services?	27-Sep-12	Closed	Medical	Community Huddle	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 Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-107	SLO	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	Closed	Schools	Community Huddle	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

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-100	DES	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	Closed	(1) Category	Community Huddle	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. 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.	
12-104	BMEDDAC	Build Hospital On Grafenwoehr	Any plans to build a hospital on Grafenwoehr?	26-Jul-12	Closed	Medical	Community Huddle	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.	

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-103	HOUSING	Update Housing SOPs	Any plans to update the housing SOP?	26-Jul-12	Closed	Housing	Community Huddle	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.	
12-102	James Federline	Intermittent Internet in Erbendorf	Internet in Erbendorf is intermittent	26-Jul-12	Closed	Housing	Community Huddle	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 Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-101	RSO	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	Closed	Religion	Community Huddle	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.	

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-99	Garrison Business Manager	Pets Left Behind	I'm concerned about the amount of pets who are being left behind by SM and their families; and/or the amount of pets who are removed over and over again. Is it possible to educate personnel on the cost and responsibility of saying YES to a pet? What can be done? Thank you for your time!	26-Jul-12	Open	(1) Category		<p>Attached USAG Pet Ownership Responsibilities, Policy Letter # 28 . As a Garrison as are also concerned about Pet Owner Responsibilities, we are in a continuous Education mode of Promoting "Pet Awareness" throughout the Community.</p> <p>Below are a list of venues we have created for all pet owners:</p> <ol style="list-style-type: none"> 1. Pet policy available to everyone in government control quarters and private rental. 2. New Pet flyer (Tri-fold) Pet Care Brochure, available at the Veterinary Clinic on Rose Barracks and USAG Home page under the Pet tab. 3. We insert the pet policy into all New comers welcome packets at Rose Barracks Center Processing Facility. 4. We have schedule some public spots on AFN promoting Pet Ownership Responsibilities and will run a article in the next Bavarian News to increase awareness to this policy. 5. We have established a Sponsorship/Outreach services – Both Tierheims (Weiden/Amberg). 6. When pets are found they are Quarantine until we can find the owners. 	

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12-99	Garrison Business Manager	Pets Left Behind		26-Jul-12	Open	(1) Category		<p>Tierschutzverein in Amberg – Tierhemstr 1, 92289 Ursensollen – Phone 09621-82600</p> <p>Tierheim Weiden – Schustermooslohe 28, 92637 – Phone 0961-25780</p> <p>7. All pet bite incidents are reported to the Rose Barracks Veterinary Clinic within 24 hrs of bite and we are in consist communication with the Health Clinic and the MP Station.</p> <p>8. We have distributed over 200 copies of the pet policy with the intent to bring information regarding Pets to every corner of the Garrison, i.e. Libray, PX pet-food aisle, Commissary, USO, Vets, ACS, ect.</p> <p>9. We have issued Microchips / scanner for U.S. pets to both local Tierheims to assist with ownership identification.</p> <p>10. We request proof of pet status when Soldiers/Family members are clearing quarters/PCSing.</p> <p>There is a social network group of Pet Owners who have established a site called "Dog Community" and "Graf</p>	

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12-99	Garrison Business Manager	Pets Left Behind		26-Jul-12	Open	(1) Category		<p>Underground", this group is also reaching out to other Pet Owners to promote awareness from within the Pet World of Pet Owners.</p> <p>We will work to reinforce this policy throughout the community. If you have more details regarding identifying pet owners who may be in violation of our policy, please feel free to contact the undersigned.</p> <p>Thanks Tony Frazier USAG Grafenwoehr Garrison Business Manager (GBM) Logistics Coordinator</p> <p>http://www.grafenwoehr.army.mil/policies/2012policy28.pdf</p>	
12-98	DPTMS	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	Closed	Community	Community Huddle	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.	

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-97	DOL	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	Closed	Transportation	Community Huddle	<p>Erbendorf Bus Route Erbendorf Recommendation: Extend schedule "1 or 2 days a week to accommodate doctors' appointments etc" Current schedule only allows 3 hours on post Mon thru Sat (11:15 to 14:15) This bus route also includes: Kastl, Kulmain, Kemnath, Pressath, Schwarzenbach</p> <p>Implementation Plan Mon/Wed/Thur/Sat: No change (Bus arrives at Graf PX at 11:15 and departs Graf PX at 14:15) Tue/Fri: pm departure at 17:00 (vice 14:15) Implement on 1 Nov 2012 in order to publicize the change</p>	
12-96	BMEDDAC	Dependent Care at Clinics	What are the rules and procedures regarding dependent parent care at the clinics?	23-Mar-12	Closed	(1) Category	Community Huddle	<p>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.</p>	5/18/2012

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-95	PAIO	ICE Kiosks	Is it possible to obtain electronic ICE kiosks?	22-Mar-12	Closed	(1) Category	Community Huddle	<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

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-95	PAIO	ICE Kiosks		22-Mar-12	Closed	(1) Category	Community Huddle		3/22/2012
12-94	DOL	Wash Racks Broken	When will the wash racks be fixed at the TMP car wash?	22-Mar-12	Closed	(1) Category	Community Huddle	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.	5/21/2012
12-93	DPW	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	Closed	(1) Category	Community Huddle	- 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. - As of 24 Jul 12: Two 10-minute parking signs were installed on 18 Jul.	5/21/2012

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-92	FMWR	Rod and Gun club	When will the Rod and Gun club reopen? What are some alternative organizations and their contact information?	22-Mar-12	Closed	(1) Category	Community Huddle	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. 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.	5/21/2012
12-91		Electronic ration cards	Are electronic ration cards an option in Germany?	22-Mar-12	Closed	(1) Category	Community Huddle	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.	3/29/2012

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-A002	ACS	Training Requirements for DODDS Teachers	<p>GRAF-2012-03: Training Requirements for DODDS Teachers</p> <p>Scope: Currently there are no requirements for DoDEA teachers to be familiar with unique challenges of the ARFORGEN cycle. Students are subjected to multiple deployments, separation, and constant transitions throughout their educational years. As a result, children may experience emotional and behavioral issues that teachers are not adequately trained to respond to or identify.</p> <p>Recommendations: Create a mandatory training program for DoDEA teachers and faculty regarding the relationship of the student and the ARFORGEN cycle.</p>	09-Feb-12	Open	Education-AFAP	AFAP		

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-A001	ACS	Meal Card Management System	<p>Scope: According to AR 600-38, The Meal Card Management System, current meal deductions do not accurately reflect its use. This affects meal card holders that would prefer to manage their own diet choices by utilizing the options offered within the surrounding community (i.e. commissary), and Soldiers that are unable to meet Dining Facilities (DFAC) hours of operation due to mission requirements. The current regulation was established in 1982 and has not been revised since April 1988. This policy does not take into account the current Army size and demographic that was designed to work with the Army Force Generation (ARFORGEN) cycle. Revising current policy can give Soldiers more options for their nutritional choices and meal plans.</p> <p>Recommendation:</p> <ol style="list-style-type: none"> 1. Establish pay as you go system to be implemented within the dining facilities. 2. Revise current policy to incorporate the option for choice of meal card. 	09-Feb-12	Open	Food-AFAP	AFAP		
12-89	PAIO	ICE Access	Is there a resolution for accessing ICE comments now that it requires a CAC?	26-Jan-12	Closed	(1) Category	Community Huddle	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.	

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-88	FMWR	Locations for archery and bow hunting	What locations are available for target practice for archery and bow hunting?	26-Jan-12	Closed	(1) Category	Community Huddle	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	DES	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	Closed	(1) Category	Community Huddle	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	HOUSING	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	Closed	(1) Category	Community Huddle	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	BMEDDAC	Post Chiropractor for family member use	Can family members visit the chiropractor on post?	26-Jan-12	Closed	(1) Category	Community Huddle	BMEDDAC stated that this service is not available because there is no chiropractor on board yet.	1/26/2012

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12-83	AAFES/DE CA	Commissary Shopping Carts Corrals	Why is there no shopping cart corrals in the commissary parking lot?	26-Jan-12	Closed	(1) Category	Community Huddle	Additional shopping cart corrals have been ordered and a plan is being develop for installation of corrals.	1/26/2012
12-90	FMWR	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	Closed	Childcare	Community Huddle	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.	2/5/2012

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
12-85	DHR	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	Closed	(1) Category	Community Huddle	<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. 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

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-82	DES	Busses speeding in the Netzaberg 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	Closed	Safety	Community Huddle	<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 Netzaberg 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) Netzaberg 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	DPW	Netzaberg 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	Closed	Safety	Community Huddle	Netzaberg 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.	12/2/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-81	DPW	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	Closed	Housing	Community Huddle	<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>	

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-79	BMEDDAC	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	Closed	(1) Category	Community Huddle	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 ERM Behavioral Health conference and will take this request into consideration of the overall training requirements for clinicians in Europe.	12/27/2011
11-78	COMMAN D GROUP	Inappropriate Language	What can be done to stop the use of inappropriate language in common areas frequented and used by community Family Members and youths?	03-Oct-11	Closed	(1) Category		The USAG CSM will communicate with tenant unit CSMs to educate their Soldiers across the enterprise to begin recognizing their surroundings and to use respectable language while in public areas. Those in Leadership positions will be asked to help diminish offensive language in public areas; make on the spot corrections when encountering / hearing offensive language used by anyone Military or Civilian.	
11-77	DFMWR/D PW	Electronic Marquee	Electronic marquee signs have been up for a long time, when will they be operating.	03-Oct-11	Closed	(1) Category	Community Huddle	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.	
11-76	PAO	Hohenfels website	Information on the Hohenfels website for InProcessing is incorrect, need update and new information on the site.	03-Oct-11	Closed	(1) Category	Community Huddle	Currently seeking to identify incorrect information and will immediately update once correct information is available.	

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-75	DPW	Painting a Government Leased House	Are family members allowed to paint a Government Leased House?	22-Sep-11	Closed	Housing	Community Huddle	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

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-74	ISO/Command Group	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	Closed	Safety	Community Huddle	<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. EXCEPTION: Motorcycle helmet intercom system between operator and passenger is permitted.</p>	9/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-73	BMEDDAC	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	Closed	Medical	Community Huddle	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

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-72	CDC	Childcare restructuring -- hourly care	Childcare restructuring -- hourly care in only 1 location can be problematic, inconvenient	04-Aug-11	Closed	Childcare	Community Huddle	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. 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.	8/25/2011
11-71	HOUSING	Request to live Off-post	Can a Family that speaks German request to be housed off-post	04-Aug-11	Closed	Community	Community Huddle	May require an exception to policy depending on the pay grade and the availability of Government-controlled quarters	8/25/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-70	COMMAN D GROUP	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	Closed	Community	Community Huddle	A Town Hall will be conducted, date TBD	8/25/2011
11-69	HOUSING	Official Housing Policy	What is the official Housing policy on who can or can not live on Post.	02-Aug-11	Closed	Community	Community Huddle	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
11-68	HOUSING	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	Closed	Community	Community Huddle	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-A027	BMEDDAC	Lengthy Army Central Registry for Abuse Cases Placement	Punishment does not seem to fit the crime. Seems punitive, compared to the act which placed individual in the registry.	08-Jul-11	Closed	Medical Command-AFAP	AFAP	Unattainable locally; This issue concerns a service-wide policy and must be forwarded for further review and resolution at the (DA) Department of Army or (DoD) Department of Defense level.	7/8/2011
11-A027		Lengthy Army Central Registry for Abuse Case Placement	Punishment does not equal the crime. Seems punitive, compared to the act which placed individual in the registry	08-Jul-11	Closed	Medical Command-AFAP		Completed; This issue concerns a service-wide policy and must be forwarded for further review and resolution at the (DA) Department of Army or (DoD) Department of Defense level.	7/8/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A008	AAFES	News tabloids at the PX checkout	News tabloids at the PX checkout line located at children's eye height. There are many "news" items that are inappropriate for our younger readers. These headlines/topics are certainly within a first or second graders reading ability but not within their maturity to deal with.	02-Jun-11	Closed	Consumer Services-AFAP	AFAP	Completed; Magazines are paid for space and that there are registers that do not have magazines. AAFES did supply each facility that sell magazines, new small signs that can be placed in front of a magazine when someone has a issue, but these are only temporary	4/25/2010
11-A005	DES/DPW/DPTMS	Personal Safety on Military Installations	There are many agencies on post that are high traffic and sometimes have the propensity for violence if a situation is heated or emotions are elevated. What is being done to protect these areas?	02-Jun-11	Closed	Force Support-AFAP	AFAP	Completed; Under review by DES and DPW currently unattainable due to funding. Several activities and agencies have panic buttons. All effected areas have been identified by DES/ DPTMS / DPW and most customer service providers have been trained under OPEX (operation excellence) and active shooter.	
11-A004	ACS/ DRM	Units in Germany are not all being given the same amount of money for Appropriated Funds for FRGs	USAREUR gives a certain dollar amount to all of its units. Each year the units that fall under MEDCOM (but still geographically in USAREUR) do not receive any of this money.	02-Jun-11	Closed	Force Support-AFAP	AFAP	Unattainable; Each unit with a FRSA assigned and/or with deployed Soldiers should be given \$5,000 each fiscal year by USAREUR, in the USAREUR footprint, regardless of unit type or affiliation.	6/22/2011
11-A047	DHR/UNIT S	Combining authorized paternity leave with authorized R&R or block leave.	Soldiers are authorized paternity leave of ten (10) days. They must take the 10 days within 60 days of redeployment. This is not enough time after a deployment and childbirth	02-Jun-11	Closed	Leadership-AFAP	AFAP	Completed; Units control Soldiers leave	6/22/2011
11-A043	DHR	Medal Recognition on ID Cards	Whether the I.D. card belongs to an active duty soldier or a retiree, there should be something indicating special achievements on the ID Card	02-Jun-11	Closed	Force Support-AFAP	AFAP	Unattainable locally; Elevated to IMCOM/USAREUR by DHR	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A042	BMEDDAC	Upfront payment to Medical Providers in Germany	Local dental clinics cannot do anything about the non payment for Civilians and Soldiers, once they depart. Local Doctors and Dentists are out thousands of Euros for services provided. This leads to care providers demanding that Americans pay up front or not taking any more American patients	02-Jun-11	Closed	Medical-AFAP	AFAP	Unattainable locally; It is very difficult to recoup payment from Civilians who are not TRICARE Prime or TRICARE Standard. Advantages of having a managed care support contract is the managed care support contractor has oversight of claims processing and host nation network development. The contractor conducts on-going education with network host nation providers on claims processing, and is proving to be quickly responsive to host nation provider issues, particularly claims. This issue should continue to improve as we grow into managed care	6/22/2011
11-A039	SLO/FMW R/ACS	Enrollment for Special needs Summer School, children age 3-5	In order to be enrolled in the summer school program, special needs children need to show a sign of regression and has to be observed and submitted by the child's teacher. What programs are available for the child if they do not show regression	02-Jun-11	Open	Education-AFAP	AFAP		
11-A038	DPW	Authorization of TLA (temporary lodging allowance) for pet owners	Current regulation governing temporary lodging allowance(TLA), AER 37-4, states that service members are not eligible for TLA if "The SM refuses private rental housing because the landlord does not allow pets." This policy can force families without the financial means to pay for temporary lodging to give up their pets or possibly abandon them	02-Jun-11	Closed	Housing-AFAP	AFAP	Unattainable locally; A pet is a personal choice and not a requirement	6/22/2011
11-A036	DOL	Shipping pets overseas	Currently the Army does not pay to ship pets overseas. This can result in abandonment of animals. Pets are Family Members and should be shipped at military expense	02-Jun-11	Closed	Relocation-AFAP	AFAP	Unattainable locally; Shipping a pet is a personal choice and not a requirement	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A110	DHR	Casualty Assistance Officers are mandated to do the position based on rank	Casualty Assistance Officers are assigned to the duty based on rank of the Soldier deceased. This makes the process difficult to accomplish when someone is unwilling to do their job, causing surviving Spouses and Family to mistrust CAOs	01-Jun-11	Closed	Entitlements-AFAP	AFAP	Completed; The stress and time commitment that is required per case would not be feasible for this to be solely one person's responsibility nor a specific MOS. A case can go for weeks to months with some cases taking over a year to close. There is no way possible for one, two, or even five Soldiers or personnel to accomplish this mission of supporting the families during notification and assistance and conduct the other casualty related missions while performing unit/Soldier duties. Every Soldier that is trained and performing the duties within this command is willing to perform them and when assigned this is their priority duty. If there were ever any doubt about the quality or lack of professionalism by the Soldier, they will not perform the duty	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A109	DHR	Casualty Assistance Officers stateside are not receiving adequate 40-hour casualty assistance training.	When a Spouse or Family Member loses their Soldier, they rely on their CAO to be a pillar of strength and knowledge. When they do not receive proper training, they are a detriment to everyone	01-Jun-11	Closed	Entitlements-AFAP	AFAP	Completed; The DA, CMAOC, has set standards for properly training the CNO and CAO in order to perform their duties. As a requirement in order to perform the duties, all Soldiers, prior to performing the duty, will attend the mandatory 16 hour (2 day) training. This training was developed and approved by DA CMAOC. The Army has found the training to be more than sufficient in preparing the CNO/CAO for their duties. CAO's are required to re-certify on an annual basis. Every CAC has a certified trainer that is responsible for providing the training. The USAG Grafenwoehr Casualty Operations Center provide the training on a monthly basis. All trainers are certified and trained by the DA CMAOC trainer. This ensures standardization throughout the CAC's. All CAC's follow the strict procedures as outlined by AR 600-8-1 and the guidance by CMAOC	6/22/2011
11-A108	DHR	No representation for Families & Spouses when CAOs are shared	A shared CAO has the potential to create undue misrepresentation and misinformation to both parties. In addition the CAO is not aware if both parties are agreeable	01-Jun-11	Closed	Entitlements-AFAP	AFAP	Completed; IAW regulatory guidance, Family Members are authorized a CAO. If all of the authorized Family Members reside in the same house they are provided the same CAO. Without knowing the details of this particular case or situation all we can comment on is what the standard is. The Army as a whole does automatically assign a separate CAO to each Family Member that is authorized one	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A107	DHR	Surviving Spouses and dependents stationed abroad who travel stateside have notification issues by the Army	When spouses and dependents travel stateside it is difficult to receive proper notifications. This occurs because of human error and numerous paper trails	01-Jun-11	Closed	Entitlement s-AFAP	AFAP	Completed; AARs, and the timeliness of all notifications are made, and made on time. Because there are strict timelines and procedures that must be met and followed, there is constant monitoring of this process between the Soldier, the CAC, and CMAOC. There are regulatory requirements that required Next of Kin notification within a 4 hour window. There are times when this doesn't occur due to extenuating circumstances i.e. NOK are on a cruise and unavailable. These cases are closely monitored to ensure notification is done as quickly as possible and all applicable resources are utilized. Spouses of Deployed Soldiers should provide location information to Rear-D	6/22/2011
11-A106	DHR	Classification of spouses and children on ID cards when they lost the Soldier	Surviving Spouses and Family Members have no privacy on ID cards. Instead of using 'DB' on ID cards, utilize 'SS' for Surviving Spouses and 'SC' for surviving children. This ensures that Spouses and Family Members have some type of privacy	01-Jun-11	Closed	Entitlement s-AFAP	AFAP	Completed; DB doesn't mean Death Beneficiary, it means DOD Beneficiary. This code covers more than Surviving Spouses; it also covers other areas as an example for retirees. More education needs to be done when the card is issued to ensure the Family Member fully understands what it means. This can be handled locally when issuing cards. The system purposely doesn't identify Surviving Spouses and Family Members in order to protect their privacy	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A105	FMWR	Sensitivity training needed towards casualties and injuries during out processing	Several times when completing the out processing in a civilian and military environment, inappropriate comments are made such as, 'you're young, you can remarry'	01-Jun-11	Closed	Entitlement s-AFAP	AFAP	Completed; As part of our commitment to customer service, we have several methods to ensure we are providing the best service possible. Our employees receive customer service training, there is the ICE comment system in place, and during the Casualty Notification Officer and Casualty Assistance Officer training, the Soldiers are briefed, shown videos and given examples of how to treat survivors. In addition to this, they are all personnel that are not new to the Army and meet a certain rank requirement. This is done on purpose to ensure that the Soldier assisting the Family is a seasoned Soldier that has knowledge and experience, and can empathize and be sympathetic to the Family. All service providers are currently obtaining OPEX customer service training	6/22/2011
11-A104	DHR	Soldiers changing DD93 forms downrange and not informing spouses	Allowing Soldiers to change forms downrange without properly being advised in a combat area can cause hardships on spouses. Counsel Soldiers on changing paperwork downrange and suggest notifying the spouse.	01-Jun-11	Closed	Entitlement s-AFAP	AFAP	Completed; This is a unit leadership matter. Soldiers are briefed by the leadership on the DD93. Soldiers are not required to tell their spouses of a change IAW the privacy act. The unit is not allowed to notify a spouse of specific changes but they are "required" to officially inform the spouse in writing that a "change" has been made and they are not sole beneficiary of the benefits. The letter is automatically generated through e-MILPO if the Soldier elects anyone other than the spouse	6/3/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A103	DHR	Spouses who travel and are notified of a casualty stateside pay for flight back to OCONUS	This affects the surviving spouses and children. Some may not have the financial capabilities to fly back OCONUS to clear from everything if they choose to do so.	01-Jun-11	Closed	Entitlement s-AFAP	AFAP	Completed; Most personnel that travel from OCONUS to CONUS do so with a round trip ticket. If this is not the case there are other options possibly available to assist with funding a flight back to OCONUS. Although it is not standard procedure, on a case by case basis, the Casualty and Mortuary Affairs Operation Center (CMAOC) may approve travel for Family members in the case of an active duty death. Prior to making the flight, the Casualty Assistance Center (CAC) will coordinate with CMAOC to get approval to fund the flight. There are also AER loans/grants that are available as well as Space A flights to help to offset the associated costs.	6/3/2011
11-A102	ACS	Gold Spouses becoming Military Family Life Consultants (MFLC)	There are Gold Star spouses out there that want to help families. Perhaps help can be provided two ways - they can help other Families cope and perhaps this helps their healing process	01-Jun-11	Closed	Family Support-AFAP	AFAP	Unattainable; ACS is only the government POC for the consultants, DoD holds the contract and conducts hiring of MFLCs. MFLCs have experienced most things as other people have; moving, death, separations, divorce, and some have military to include combat experience	6/22/2011
11-A101	DHR	Dual Military Assignments	My husband and I have a child and are a dual Military Family. "BIG Army" stationed one Family Member to HOH and another at Rose Barracks. This has caused numerous problems and unnecessary difficulties which effects childcare, travel and the feeling of being a single parent. There is a hardships on gas, money, and time spent together. Some sort of compensation should be provided to accommodate this type of situation	01-Jun-11	Closed	Force Support-AFAP	AFAP	Completed; IAW AR 614-200, Section IV, Paragraphs 5-21 & 22, enrollment in the Married Army Couples Program only guarantees Joint Domicile (JD) consideration; however it does not guarantee that the couple will be assigned together at the same location and/or at the same time. The guideline for a JD is assignments close enough together for Soldiers to establish a common household (50-mile radius or one hour driving time of each other)	6/3/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A100	FMWR/DPW	Limited storage facilities available	Storage of items is a problem. Specifically, Rose Barracks housing has a small area adjacent to the house. There are no other areas currently available	01-Jun-11	Closed	Housing-AFAP	AFAP	Completed; No return on investment, insufficient demand, costly Host Nation project pursued not enough interest	6/22/2011
11-A099	SJA	Reservists not covered by the USERRA (Uniformed Services Employment & Re-employment Rights	Reservists who hold employment in a foreign country are not protected when they are called to duty. They can lose their job and have no protection. It is a severe hardship on Families and Soldiers	01-Jun-11	Closed	Force Support-AFAP	AFAP	Completed; The foreign USERRAs are country to country. This is an EU/NATO issue	6/22/2011
11-A098	ACS/FMWR	Need programs directly for Reservists in the community	Reservists often cannot take advantage of resources that their active duty counterparts receive. Hours that conflict, distances, logistic support of Family Members and status issues prevent them from receiving assistance in almost all categories	01-Jun-11	Closed	Leadership-AFAP	AFAP	Completed; As in the US, it is an Individual decision to serve as a Reservist. US based Reservist also do not get entitlements and privileges afforded to Active Duty Soldiers. It is also an individual, Family decision to reside in Germany and serve as a Reservist	6/22/2011
11-A093	ACS	Occurrence of AFAP Conferences	In many instances, AFAP issues are gathered at the last minute. Most issues can be vetted through ICE or community events; let the community have 2 years to put together strong AFAP issues	01-Jun-11	Closed	Family Support-AFAP	AFAP	Completed; IAW AR 608-47, Army Family Action Plan, installation conferences must be held annually	6/3/2011
11-A092	DPW	Consistent fences in Housing, specifically Rose Barracks	Rose Barracks has multiple types of fences metal and wood with different heights. Some falling down and some have no gate. Need consistency like in Netzaberg for fences	01-Jun-11	Closed	Housing-AFAP	AFAP	Completed; There is a fencing policy that allows the occupant to professionally install fence at individual expense. The policy limits the resident to two types of fencing; the policy also prescribes a height requirement. To get a copy of this policy please see the facilities branch at your local housing office	6/22/2011
11-A091	DPW	Fair rent practices of Soldiers in off- post housing	There is a perception that landlords in the area take advantage of the Army and inflating the prices of rent. It appears that some Soldiers living in housing units where non-US live are charged double the rent that non-US citizens are charged	01-Jun-11	Open	Housing-AFAP	AFAP	Currently under review	

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A087	DHR	Pay Grade of FRSA, needs to be moved from GS 06 to GS 09 level	FRSAs are ineffective because their employment level is a GS 06, which is not respected because they become personal secretaries to the commander and work for the commanders spouse. A higher pay grade like GS 09 would accommodate working for two individuals	01-Jun-11	Closed	Leadership-AFAP	AFAP	Completed; The Army has a standard FRSA support model of one (1) Department of the Army Civilian (DAC) to support the Army's active Operational Forces at deployable Battalion levels. The GS06 grade level of the FRSA is standard across the Army and was determined by an official classification system as reflected in the below: Recommend ACS address the issue on how to get Cdrs educated on the FRSA proper roles/responsibilities	6/3/2011
11-A086	BMEDDAC	Tri-Care Overseas 72 hour referral turn around time is too long	Under the new system, if you are sick you are advised to go to the emergency room. The 72 hour turn around is too long. This system will end up costing tax payers more money	01-Jun-11	Closed	Medical-AFAP	AFAP	Completed; ISOS started managed care contract around 1 Sept. Standards of the contract are essentially the same as CONUS. ISOS is meeting all contractual obligations as written. BMEDDAC is working with the managed care support contractor to insure a smoother referral process for pediatric therapies. It should be noted that BMEDDAC has voiced dissatisfaction with the contract since September 2010 and will continue to bring comments forward to potentially change the standards of the current contract	6/22/2011

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11-A085	BMEDDAC	Problems getting referrals approved, ISOS, TriCare referral system	Many families area having continuous problems getting referrals approved through ISOS. For special needs kids this poses a HUGE problem. Early intervention is the key, without it, regression can occur	01-Jun-11	Closed	Medical-AFAP	AFAP	Completed; ISOS started managed care contract around 1 Sept. Standards of the contract are essentially the same as CONUS. ISOS is meeting all contractual obligations as written. BMEDDAC is working with the managed care support contractor to insure a smoother referral process for pediatric therapies. It should be noted that BMEDDAC has voiced dissatisfaction with the contract since September 2010 and will continue to bring comments forward to potentially change the standards of the current contract	6/22/2011
11-A084	BMEDDAC	Lack of local developmental Pediatricians leads to hardship	There is ONE developmental Pediatrician for the entire community. Use to travel to Vilseck once a month, discontinued till Sep 2011. Currently, Families are experiencing hardship getting to Landstul to get their children assessed and diagnosed thus, affecting a special needs child's quality of life	01-Jun-11	Closed	Medical-AFAP	AFAP	Completed; The Bavaria MEDDAC has researched using economy developmental pediatrics services and has found that there are not viable options. Transportation services are being evaluated within BMEDDAC as well as at the (IMCOM) Installation Management Agency level	6/22/2011
11-A083	ACS	FRG Training needs to be adjusted to accommodate Family Member participation	FRG leaders need to learn or be trained on how to adjust programs to accommodate the Family Members needs. This could increase the participation in the FRG	01-Jun-11	Closed	Family Support-AFAP	AFAP	Completed; ACS has created FRG F.U.N. (Facilitate, Unite, Network) Workshops. These workshops focus on different aspects of the FRG. Workshops include Portfolios, Team Building/Ice Breakers, Getting Organized, Marketing, Esprit de Corps/Volunteer Incentives, Deployment & Children. Designed to provide creative ideas to FRG leaders to entice participation at FRG meetings. New workshops could be added or current ones changed or deleted to meet the needs of the community. Workshop topics are always welcomed and considered	7/8/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A082	ACS/FMW R	Army Family support programs need to better accommodate male spouses	Male Family Members tend to feel left out of a lot of support programs because they are designed to support young females/ wife rather than male spouses	01-Jun-11	Closed	Family Support- AFAP	AFAP	Completed; Current classes offered by ACS for FRG training are for volunteer positions within the FRG. The FRG positions or the FRG trainings are not gender specific. The training is for the position whether the volunteer is male or female. FRGs are what Soldiers, spouses and units make of them. Spouses whether male or female should volunteer within the FRG, become an events coordinator or planner; suggest activities that both genders would like. Keeping in mind that FRGs must benefit the entire unit	6/22/2011
11-A081	IMO (S6)	Dept. of the Army should have all administrative printers print 'duplex'	Department of the Army should follow the US Coast Guard and implement a policy that requires all administrative printers be set to duplexing WITHOUT users being able to change this option. This would reduce money spent on paper and make an impact on the environment	01-Jun-11	Closed	Force Support- AFAP	AFAP	Completed; This is an issue where the ONCONUS is on the individual organization/garrison. They may opt to put this policy in their local Standard Operating Procedure. The exception is that some forms may not be printed two-sided	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A080	DHR	Logo Changes in Department of the Army	Each year the Army spends exorbitant amounts of money designing and changing logos. Each design change comes with expenses which are unnecessary and wasteful	01-Jun-11	Closed	Leadership-AFAP	AFAP	Unattainable; This request is unattainable as this issue is very vague. More information is needed on what specific logos are being changed to able to determine if changes were required and were properly approved. The Army has regulatory guidance in place that "controls" the development of Army insignias and the sale manufacture, sale, reproduction of them in AR 672-8. Additionally the Institute of Heraldry is the approving authority for changes and it has guidance on a wide range of heraldic services to include decorations, flags, streamers, agency seals, coats of arms, badges, and other forms of official emblems and insignia. See http://www.tioh.hqda.pentagon.mil/default.aspx	6/3/2011
11-A079	BMEDDAC	Lack of Mental Health/Behavioral Health Services in small installations	There are installations that do not have sustained, full-time, on-site Mental Health/Behavioral Health services. This creates hardships and quality of life issues for Soldiers and Families	01-Jun-11	Closed	Medical Command-AFAP	AFAP	Completed; We have at least one mental health provider located at all 7 BMEDDAC supported installations and Garmisch which is a TRICARE remote site. In many communities we have many behavioral health specialists to include psychiatrists, social workers, psychologists and marriage counselors. BMEDDAC will continue to evaluate the available BH appointments, the high no-show rates and the overall communication strategy for ensuring access to these services	6/22/2011
11-A078	DOL	Shipment of 2nd POV OCONUS to CONUS	Soldiers have to pay out of pocket for a 2nd vehicle	01-Jun-11	Closed	Relocation-AFAP	AFAP	Unattainable; This has been presented several times to AFAP. Unfortunately it is not an Army requirement to ship two vehicles	6/3/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A077	DHR	Family Members, who need extensive social services, receive command sponsorship to the Garrison	Once they arrive and they no longer are receiving the services from stateside agencies, incidents of domestic violence and child neglect erupt. The family requires multiple assessments and services. Our agencies are over committed and resources exhausted. The garrison has the expense of ERODing the family back to their home of record. The couple/Families likelihood for success has diminished. Lack of spousal support during time of separations due to marital discord. Army Regulation 608-00 states that the Service Member is not required to financially support a spouse who is living in government housing. When these separations occur the spouse and children must seek limited services for support until the Service Member agrees to provide for their needs	01-Jun-11	Closed	Family Support-AFAP	AFAP	Completed; The Army enlists Families. Family Members that have legal or domestic issues are screened during the passport process, Family Members that have special needs are screened during the EFMP process	6/3/2011
11-A076	DHR	Availability of knowledge dissemination regarding marriage legal information in the Army	There is a general lack of understanding, misinformation, and hearsay among soldiers regarding this issue. Many soldiers were married to foreign nationals shortly before the deployment and during R&R. IAW AR 600-8-14 foreign born spouses who do not possess a US social security number (SSN) or Individual Taxpayer Identification Number (ITIN) are issued a temporary identification number (TIN) solely for DEERS purposes	01-Jun-11	Closed	Family Support-AFAP	AFAP	Completed; Services are provide to individuals upon request at ACS, DHR, and SJA, to assist these individual circumstances. Under current conditions, the Garrison cannot establish specific programs to cover all situations	7/27/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A075	AAFES	AAFES items made from a country that supports terrorism	Several products being sold by AAFES are made in Pakistan. The media portrays Pakistan as a country that supports Al-Qaida specifically and terrorism. It's almost as if we're helping to train the enemy to kill our Service members.	01-Jun-11	Closed	Consumer Services-AFAP	AFAP	Completed; Per AAFES, Although we truly understand the sensitivity toward products from Pakistan, AAFES cannot arbitrarily remove products if sales do not dictate it, unless the United States puts an embargo or trade control on the products. Our mission is to provide items of merchandise and services that our customers want, and customer acceptance (sales) determines whether we retain or delete an item from our stock assortment. Generally, we are able to do this without much controversy. While the military mission is unique, its members represent a cross section of society and they generally parallel those of their civilian counterparts. Our customers expect to be able to purchase the same products found in the US economy and our product assortment is reflective of what you would find in the US civilian stores	6/21/2011
11-A074	BMEDDAC	Quality Control of Health Care in Germany	I was referred to see a Dermatologist on January 25. The Dr who saw me really wanted me to see the Dermatologist that same day, but could not reach anyone in the Grafenwoehr Health Clinic. I made the appointment through Behavioral Health (as the telephone line rolled over to Behavioral Health). The next available appointment was February 25th. I called again and was told there is ONE Dermatologist for the entire Bavarian Region, that totals to 7 other clinics	01-Jun-11	Closed	Medical-AFAP	AFAP	Completed; The GMC Health Clinics are looking into increasing the number of appointments in order to increase availability/access to care	6/22/2011
11-A070	JMTC	Noise from artillery training	Extremely loud explosions not only create noise pollution but they literally shake homes on Rose Barracks, often late at night.	01-Jun-11	Closed	Force Support-AFAP	AFAP	Completed; This is based on unit requirement and mission readiness.	7/8/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A068	DPW	SSGs have to live in the barracks, while PVTs get command sponsorship and get housing	This is affecting Soldiers living in overcrowded barracks (198% capacity). NCOs that are held to, and expected to perform at a higher standard, but are treated as privates or worse. Family Members, for those that can't visit due to their parent being in the barracks	01-Jun-11	Closed	Force Support-AFAP	AFAP	Unattainable; Army regulation requires single staff sergeants and below to reside in the Barracks OCONUS. The Garrison under FSBI is working towards increasing BEQs on both sides of the installation and also looking at providing separate barracks for NCOs	7/25/2011
11-A067	ACS	MFLC program should be revised	The MFLC program have very low numbers and Soldiers who are going or returning downrange seem not to relate to them. Most MFLCs have no downrange experience, military experience or military life experience	01-Jun-11	Closed	Family Support-AFAP	AFAP	Unattainable; This is a DoD contract and is unattainable at the local level	6/3/2011
11-A063	FMWR	Challenges reaching airports in Germany	Transportation from posts to airports is sometimes nonexistent to area airports. If it is existent, it is often inconvenient, particularly for Families	01-Jun-11	Closed	Relocation-AFAP	AFAP	Completed; FMWR and SATO both offer shuttle services to the airports	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A061	DHR	Length of time it takes to receive command sponsorship	Being issued command sponsorship can often take up to three months. The process needs to be streamlined to make this easier for Families to be welcomed and ready to use all of the facilities on Rose Barracks	01-Jun-11	Closed	Leadership-AFAP	AFAP	Completed; Have developed a process locally This action has been completed at the local level and IMCOM-E is also working this action. There are changes in place that have streamlined the process for command sponsorship to include a very easy to use checklist and template. The Military Personnel Division processes the action within 3-5 working days. They have also taken extra steps to identify those individuals needing command sponsorship help during their in-processing into the community to further assist them in getting their paperwork prepared. Unit leadership is the key to facilitating and ensuring the request is being processed and complete. The fact remains that the delay in the process is once the Soldier has submitted the request to the unit. The process can/has taken weeks for the request to go through the appropriate channels to get approval before reaching the MPD	6/22/2011
11-A059	2 SCR	Length of soldier work days when not deployed	Prior to the 2SCR deployment, numerous soldiers were kept working well past the 5PM end of work day	01-Jun-11	Closed	Force Support-AFAP	AFAP	Completed; Unit Responsibility	6/3/2011
11-A058	AAFES	Costly, poor wireless connections downrange (ex. Spin Boldak)	Wi-Fi situation very frustrating. Pay \$130 to start up the wireless and then \$80 each month afterwards, internet service proved to be TERRIBLE and spotty. Soldiers were moved after four months, thus using this service for less than a year. Fee seem excessive and taking advantage of the situation	01-Jun-11	Closed	Leadership-AFAP	AFAP	Unattainable locally; Theater responsibility	7/25/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A057	BMEDDAC	Quality of the Tri-Care referral system	Vilseck Health Clinic has a terrible system in referral. There is not a proper system to take care of Families and causes more stress. Because the system does not work, more people go to the ER / German hospitals	01-Jun-11	Closed	Medical-AFAP	AFAP	Completed; ISOS started managed care contract around 1 Sept. Standards of the contract are essentially the same as CONUS. ISOS is meeting all contractual obligations as written. BMEDDAC is working with the managed care support contractor to insure a smoother referral process for pediatric therapies. It should be noted that BMEDDAC has voiced dissatisfaction with the contract since September 2010 and will continue to bring comments forward to potentially change the standards of the current contract.	6/22/2011
11-A055	BMEDDAC	Lack of TriCare Infertility Coverage in Germany	Since moving to Germany, becoming pregnant has been difficult. There is not a lot of help or support. One option is to fly stateside or wait to PCS. Tricare does not cover much fertility coverage	01-Jun-11	Closed	Medical-AFAP	AFAP	Unattainable locally; This issue must be forwarded to TRICARE Management Activity. This is the agency that establishes TRICARE policy based upon the code of Federal Regulation as well as reviewing from a clinical perspective. The current policy on (IVF) In-vitro fertilization is universal across Department of Defense regardless of location	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A054	DHR/DOL	Soldier's Meal Card Deductions	If we live in the barracks we more than likely have a meal card and receive meal deductions, currently at \$286.75. We also get rate 9 COLA because of it. Rate 9 COLA is the cheapest rate available to soldiers, currently at \$5.194/day. However, if we are not on a meal card, we would not get the meal deductions, plus we would receive a rate 0 COLA (currently at \$ 9.800/day), which is almost double the amount of rate 9. So in summary- people with a meal card are paying - \$286.75+138.18 (the difference of \$9.800-\$5.194 for an entire 30 day period) which equals a total amount of \$424.93 per month just for being on a meal card. I do not like paying more than \$200 just on food for myself per month. Anything above that is an outrageous amount and should be stopped being a mandatory charge against us. It affects most single or geographical Soldiers who live in the barracks- E6 and below	01-Jun-11	Closed	Entitlement s-AFAP	AFAP	Completed; Unit S-1 personnel are responsible for issuing and maintaining the meal card. IAW AR 600-38 (latest), Chp 2, para 2-3, b., Unit and organization commanders will ensure that all Soldiers (both active and reserve component,(RC when required by the Active Army commander)) assigned (except BCT or AIT students) or attached and entitled to Substance-in-kind (SIK), are issued a valid meal card. IAW with Chp 3, para 3-2,b., unless exempted by this regulation, meal cards will be issued to all permanently assigned enlisted Soldiers. Enlisted Soldiers accompanied by Family Members or unaccompanied Soldiers in grades E-7 through E-9 when reporting to a new installation are authorized BAS by AR 210-10-1. Therefore, they will not be issued a meal card for garrison use. The purpose of the meal card issuance is to identify permanently assigned or attached Soldiers, and Enlisted personnel from other Services authorized to subsist without reimbursing the Government	7/8/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A053	DHR	Availability of scholarships for Private Military Schools	There appears to be no scholarships for private military schools, only college bound scholarships. This is very frustrating . These private schools in many cases cost as much if not more per year than a regular community college.	01-Jun-11	Closed	Entitlements-AFAP	AFAP	Unattainable locally; Parents who elect to allow their child to attend a stateside grade school (grades 1-12; private or public) school when the sponsor is stationed in Germany are doing so as a personal choice so funding is currently not covered. We can forward this part of the issue to IMCOM-E for determination. The GI Bill issue is unattainable. The GI Bill can't be used by a child under age 18 for less than post-secondary level program of instruction IAW current public law governing Post 9-11 GI Bill. Assuming active Army sponsor is eligible for Post 9-11 GI Bill and further eligible to transfer benefit to Family Members IAW law and DoD/Army policy (generally to transfer to child, must be still be serving, have served at least 10 years, and meet an additional service obligation), to actually use the benefit, child must have attained a secondary school (high school) diploma (or equivalency certificate), or reached 18 years of age. Also, by law, as far as programs of instruction, GI Bill will only pay for tuition & fees for approved programs at an Institution of Higher Learning (IHL's). IHL = college, university, technical, or business school offering postsecondary-level academic instruction that leads to an associate degree or higher	7/25/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A052	DHR	Oversee cost of visitation for Non-Custodial Parents	To have stepdaughter visit in Germany, there is a large expense for plane tickets. Since there is an allowance for college children to visit parents, why cannot the program be expanded to assist divorced parents with visitation?	01-Jun-11	Closed	Entitlements-AFAP	AFAP	Unattainable locally; College students are recognized as command sponsored dependents and as such are authorized this entitlement as their place of residence is Germany. Step-children or children that the sponsor doesn't have custody of are not recognized as dependents and they don't receive the same entitlements. In order for anyone to receive entitlements within the overseas command, they must be a recognized dependent and command sponsored	6/3/2011
11-A051	DHR	Soldier-to-Soldier Leave Transfer	When 2 married soldiers do not have the same amount of leave days makes it difficult to take leave. However if there was a policy in place to transfer leave days from Soldier to Soldier it could relieve the burden	01-Jun-11	Closed	Entitlements-AFAP	AFAP	Unattainable locally; This is completed - best solution obtained. Soldiers accrue 30 days of leave a year and are required to manage their leave. IAW 600-8-10 if there are extenuating circumstances beyond the 30 days of leave Soldiers have other means in which they can obtain additional leave. Chapter 5 explains the rules for processing a request for excess leave. Soldiers are also authorized to request advance leave. Chapter 4 explains the rules to request for advance leave. All leave requests will be submitted to the unit commander for approval	6/3/2011
11-A050	DHR	Compassionate reassignment for divorced families who can't get authorization for all children to leave the country	We have 3 children, but my eldest is his step-daughter. Command sponsorship demands a court document regarding custody for step children to even be considered; notarized statements aren't acceptable. Ex husband refuses to sign a temporary custody order. Our family has been separated over a year	01-Jun-11	Closed	Relocation-AFAP	AFAP	Unattainable locally; Personal court issue. Command sponsorship process requires proper documentation for approval process	6/3/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A046	DOL	Obtaining a USAREUR driver's license while still CONUS	There are several Air Force installations that offer pre-testing for a USAREUR driver's license. Duplicate this process for the Army	01-Jun-11	Closed	Force Support-AFAP	AFAP	Unattainable locally; In accordance with AER 190-1, paragraph 2-2.a. (3) customers must attend a classroom drivers orientation at the Drivers Training and Testing Station and pass the 100 question written test prior to being issue a U.S Forces Certificate of license. Only waivers are for customers with German licenses. If customers would like take a practical test prior to the orientation and testing, the USAG Grafenwoehr web site offers training material and a pre-test. The web site is as follow http://www.imcom-europe.army.mil/webs/sites/staff_org/safety/driver_training/index.html	6/3/2011
11-67	DPW	Pedestrian walkway to the Shoppette in Netzaberg	There is no walkway to the shoppette in Netzaberg	29-Apr-11	Closed	DPW	Community Huddle	A joint review was conducted by USAG DPW and USAG Safety Offices. Pedestrian Cross walks are pending final layout and funding	
11-66	HOUSING	When clearing Housing, Service members/Cleaning teams are not recycling properly and leaving trash cans	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	Closed	Community Huddle	Community Huddle	Looking into marking trash receptacles, making it easier for residents to identify which receptacles belong to which residence	7/28/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-65	AAFES	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	Closed	Community Huddle	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	DOL	Lack of Bus Shuttle Service for community-	Not enough bus shuttle services available for community, can there be a way to get more service	29-Apr-11	Closed	Community Huddle	Community Huddle	New route schedules have been published and will be effective beginning 1 July 2011.	6/16/2011
11-63	DPW	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	Closed	DPW	Community Huddle	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
11-62	HOUSING	Landlords' are taking advantage of the American presences by raising housing rents beyond the supply and	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	Closed	Housing	Community Huddle	Housing is working to provide a response.	

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-61	HOUSING	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	Closed	Housing	Community Huddle	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	HOUSING	Garbage cans are lost, stolen, or blown away and often not accountable to specific	Garbage cans need to be labeled allowing for easy accountability for each house	29-Apr-11	Closed	Housing	Community Huddle	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	DPW	Schwarzenbach Housing Area	Condition of playground was unacceptable, graffiti is all over within the park	29-Apr-11	Closed	DPW	Community Huddle	The area has been cleaned up same day as the CH	4/29/2011
11-A030	DHR	Ability to retrieve lost or stolen passports	There is no agency to include the passport office that has the ability to retrieve passport information or maintain a copy of the passport. There are delays and situations which causes a large drain on the Unit's mission due to the complication of dealing the loss or refusal to provide this information.	01-Mar-11	Closed	Force Support-AFAP	AFAP	Completed; The DEERS/RAPIDs database is a Department of Defense system that is solely designed for determining Uniformed Services' ID card benefits and privileges. Currently, legal documents such as birth certificates, marriage licenses and passports are scanned and maintained in DEERS as they are used as primary and secondary forms of ID. However, the DEERS system does not allow for the random scanning of documents if they are not being used in the issuance of ID cards or registration in DEERS nor does it allow Verifying Officials to release this information due to Privacy Act requirements.	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A029	DHR	Personable Identifiable Information on the Army Center for Substance Abuse (ACSAP) Employee Assistance Database	The ACSAP is requiring that Employee Assistance Program Coordinators (EAPC) obtain Personal Identifiable Information (SSN and birth date) on all individuals before they can be seen. Individuals that do not provide this information are to be denied.	01-Mar-11	Closed	Force Support-AFAP	AFAP	Unattainable locally; and elevated to IMCOM/ USAREUR by DHR for response. As of now DOD Instruction 1000.3, Chapter 15, 1.10.1 reads: Nothing is to be placed on the identification (ID) card.1.10.2. ID cards must not have holes punched in them.1.10.3. No stickers or other adhesive materials are to be placed on either side of the identification card. 1.10.4. Insertion of materials between the card stock and the laminate is prohibited. The recommended changes are being prepared and will be reviewed for final recommendation.	7/25/2011
11-A028	ACS/SLO/F MWR	Special needs children affected during deployments	The Army is doing a wonderful job getting the families ready for all stages of the deployment with the exception of special needs children	01-Mar-11	Open	Family Support-AFAP	AFAP		
11-A026	DHR	Special pay for troops increase	When US military members are deployed to combat areas, they receive several financial considerations. These considerations should be commensurate with the duties they perform, and should therefore, be greater due to increased hazards/imminent danger	01-Mar-11	Closed	Entitlements-AFAP	AFAP	Unattainable locally; This cannot be resolved at a local level; if prioritized, it would need to be elevated to DA	7/25/2011
11-A024	ACS/BME DDAC	EFMP/EDIS not offered to Civilians	Why isn't EFMP or EDIS offered to Civilians (or a program like it)? They are still on orders. People that aren't military with special needs are affected	01-Mar-11	Closed	Medical Command-AFAP	AFAP	Unattainable locally; Condition of employment. This issue should be forwarded to higher levels of resolution since it is an Army wide issue and not just the Grafenwoehr Military Community (GMC)	6/3/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A023	DRM	Transfer/Travel pay for DoD employees on orders	When Department of Defense employees are transferred (changed orders) don't charge them for housing while they are searching for a permanent house. You are expected to pay for it and then be reimbursed after you pay. It takes weeks to get reimbursed	01-Mar-11	Closed	Entitlements-AFAP	AFAP	Completed; Employees have the option to request an advance of TQSA (Term Quarters Subsistence Allowance). This is the current policy in effect and is successful	6/3/2011
11-A022	BMEDDAC	Non-military access to medical clinics	The issue is not being able to be seen at the medical clinics, buy your American medications at the pharmacy or see a dentist without being a soldier. It is very costly to have to pay providers (German) up front for care in Euros (bad exchange rate) and then wait MONTHS to be reimbursed by insurance companies	01-Mar-11	Closed	Medical-AFAP	AFAP	Unattainable locally; Currently non-military, non-Department of Defense are seen in BMEDDAC clinics on a space available basis. BMEDDAC is evaluating to expand space A access. . TriCare policy changes must be addressed at congressional levels as TRICARE is an entitlement program governed by the Code of Federal Regulation. Patients seen under space available care will be billed according to DoD policy	6/3/2011
11-A021	CPAC	Job vacancies	Whenever someone leaves a job by PCSing the job always sits vacant for months before someone is hired to fill the slot. Meanwhile those in that department are burdened to fill the void and can't do their own work. If someone is PCSing, people have plenty of time to fill the slot. This affects everyone in that department and their customers. When you know someone is leaving, post the job and hire before they leave so the new employee has time to in process and learn the job from the person who is leaving	01-Mar-11	Closed	Employment-AFAP	AFAP	Completed; It is management responsibility to timely submit a request for vacancy. Recruitment may start as soon as supervisor is aware that the position will be vacant. Once the managers part is complete, the CPAC begins the hiring process	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A020	DPW	Single Parents living in the Barracks	Soldiers and Family members are affected when Soldier does not qualify for housing due to not having 6 months and 1 day custody on divorce custody papers. Family members, children, can not visit due to their parent living in the barracks	01-Mar-11	Closed	Housing-AFAP	AFAP	Completed; AR 420-1 is very specific when it pertains to custody issue of children; in cases where courts award joint custody and the single Soldier has no other Family Members, assignment to Family Housing is authorized only if the Soldier has physical custody of the children for more than 6 consecutive months per year. Family Housing applicants must submit copies of court documents which provide for physical custody of the children for more than 6 months per year	6/22/2011
11-A019	SJA	Payment of State- Dictated Child Support after non-paternal determination	During deployments, many spouses return to CONUS; usually back to home for record. It is assumed by the Soldier that when children are born, paternity is established as them being the father. If a divorce occurs, in many instances, the state of the record of divorce will mandate child support payments. After the fact, and after continued child support payments, it is established through DNA tests , that said Soldier is not the father. Because this was not contested at the time of the divorce, the state mandates that 'father' continue payments, regardless of the paternity. These instances occur quite often while the Soldier is deployed or while stationed overseas; both situations out of the Soldier's control.	01-Mar-11	Closed	Entitlements-AFAP	AFAP	Unattainable locally; SJA needs to review	7/25/2011
11-A018	DES/DOL/DHR	USAREUR Drivers License to personnel with no stateside license	Severe problem with spouses coming overseas without proper documents, such as valid US drivers license. As they do not have a valid US drivers license, they are not able to get a USAREUR license.	01-Mar-11	Closed	Force Support-AFAP	AFAP	Unattainable locally; SOFA agreement, German law and Army regulation require a state side license and a test or German driving school with a test to obtain a license. Driving is a privilege in Europe	6/3/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A017	ACS/BME DDAC	EFMP Process, Adults vs. Children	For adults the EFMP process works the same as for children. To go through pediatricians which can be VERY embarrassing. Have the EFMP offices located in a more neutral area to avoid embarrassment.	01-Mar-11	Closed	Medical-AFAP	AFAP	Completed; BMEDDAC is looking into the overall EFMP process to improve. Predominance of cases are pediatric based therefore, pediatricians are the best subject matter experts to run this program. Patients have the right to be seen by a different provider if requested	6/3/2011
11-A016	BMEDDAC	EFMP Disenrollment	When I married my husband I was told to have command sponsorship and had to go through EFMP. I was enrolled in the EFMP. Disenrollment has been a hassle and have been trying to get out of the system for the past 6 months without any success	01-Mar-11	Closed	Medical-AFAP	AFAP	Unattainable locally; This issue concerns a service-wide policy and must be forwarded for further review and resolution at the (DA) Department of Army or (DoD) Department of Defense level	6/22/2011
11-A015	DHR	ID card of Survivor children of deceased active duty Soldiers who have an Active Duty step-parent	The ID card of a Survivor of a deceased service member ID card authorizes benefits/entitlements. The active duty dependent ID card authorizes benefits/entitlements. Survivor children risk losing authorized benefits and entitlements when forced to choose between the two ID cards.	01-Mar-11	Closed	Entitlements-AFAP	AFAP	Elevated to Region; Survivor children of deceased Soldiers do not lose any benefits based on the choice of ID Card. They receive and get these entitlements based on them being a survivor, not by the ID card they have/chosen. Currently, the system will not allow the issuing of the two cards. Recommend forwarding this to the IMCOM-E POC for further processing with the Defense Manpower Data System (DMDC) to request DMDC to combine the authorized entitlements on one card	6/3/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A014	DHR/HOU SING	Travel & Living Allowance (TLA) not being paid out in a timely manner	Soldiers get reimbursed for their TLA almost 45 days after they come into country. As a result, Soldiers are paying out of pocket for food and transportation to and from their place of duty and their hotels	01-Mar-11	Closed	Entitlements-AFAP	AFAP	Unattainable; TLA does not take 45 days to process. If a Soldier desires an advance on their TLA it can be paid to their account within 72 hours. The process is: The Soldier would come in on the 5th day of their 10 day TLA period. Process 5 days of lodging (if any) plus meals & incidentals. Once those 5 days are processed/updated (next day) then the casual pay EFT to the Soldier's account. The Soldier would need to come back after the 10 day period with a paid lodging receipt. We can do this continuously until the Soldier acquires enough funds to sustain him/herself or until no longer in TLA status. An advance of one month base pay paid back over 12 months is another option. Some Soldiers PCSing from the states are given an advance pay and advance DLA (dislocation allowance) but are not using the funds for PCS related expenses	6/3/2011
11-A012	DHR	OCONUS Travel for Child Dependents from Previous Marriages	While the Army has a policy that pays for dependent children travel for visits OCONUS, there is no policy to pay for travel for children from previous marriages	01-Mar-11	Closed	Entitlements-AFAP	AFAP	Unattainable; OCONUS travel is only for authorized command sponsored dependents	6/3/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A011	DoDDS/SLO	Transitioning High School Students	High school students have a hard time transitioning out of the military lifestyle when they graduate into the 'Civilian' life. Students go to the States for work or college & struggle. Many come back home because they couldn't handle the transition. There needs to be a program to help students transition to the Civilian culture.	01-Mar-11	Closed	Education-AFAP	AFAP	Completed; SLO, VHS, CYSS and ACS are working to incorporate a Real World program for High School Seniors starting with the graduating class of 2012. The program will include but not be limited to:- College Academic Prep -College Life Prep - Financial responsibility-Career Decision Making-Study Skills The program will be offered throughout the school year during school time with minimal after school or weekend activities	8/3/2011
11-A010	DHR	Warrior Alpha Program	The Warrior Alpha program is not currently recognized as a DA mandated program. Soldiers go to this school for their 2-3 months, they get TDY, but the school is not reflected on their Enlisted Record Brief (ERB) as having a Warrior Alpha identifier	01-Mar-11	Closed	Force Support-AFAP	AFAP	Completed; It is not an authorized entry on the ERB	6/22/2011
11-A009	SJA	Threatening Violence Against Military Members &/or Their Families	Military members & their Families should be able to serve their country without the threat of harm to them or their Families. The military members & their Families should have an extra degree of protection when it comes to threatening violence.	01-Mar-11	Closed	Force Support-AFAP	AFAP	Unattainable; Not a local issue State Dept issue under SOFA	6/22/2011
11-A006	ACS	Military Family Life Consultants (MFLC) Can't Personally Relate to the Military or Military Life	MFLCs at Army installations are underutilized because they haven't been in the military, deployed or part of a military Family. The MFLCs are generally much older than the target audience. Therefore, Family members/ Soldiers don't utilize them as the Army intended because they cannot relate to their situation	01-Mar-11	Closed	Family Support-AFAP	AFAP	Completed; Under current DOD and DA contract, does not specify that trainers are required to have a military background	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A002	FMWR	CYS Hourly Childcare	Hourly childcare can only be 25 hours a week or less; only available from 0800-1700 during the week. During holidays, spring break, summer break, etc. CYS is on a space available basis. If space is available & the customer is willing to pay, why only limit it to this?	01-Mar-11	Closed	Childcare-AFAP	AFAP	Completed; A system is in place for Families to use hourly care more than 25 hours a week. Parent may reserve the hours by calling the CDC directly. Lead to the establishment of hourly care at Grafenwoehr CDC	6/2/2011
11-A001	FMWR	CYS Fee Structure by Rank/Status	Hourly rates are based upon the Soldier's rank and the household income. My husband has 2 kids from a previous marriage and he is paying child support. But both incomes, mine and his are in the hourly rate child care structure to pay for child care, he's double-tapped - he pays child support to his ex-wife and his salary is considered for my children's childcare fee. Can a new fee structure be made that does not take the household income into consideration when special situations arise, such as child support being paid to other children.	01-Mar-11	Closed	Childcare-AFAP	AFAP	Completed; A system is in place for Families to request fee reductions under special circumstances	7/8/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A097	BDENTAC/ SJA	Translation Services, Medical Liaison Office	Soldiers and Family members cannot resolve many issues that come up living in a foreign country because they do not know the language. Apartment leases, medical situations, bills and many other items cannot be read causing a conflict in the ability to pay debts, going to the hospital, talking with a doctor when they cannot speak the language. A translator would be welcome and helpful	01-Mar-11	Closed	Consumer Services- AFAP	AFAP	Completed; A majority of service providers have German speaking employees on their staff(s), however, the USAG Grafenwoehr is not staffed to provide translation services. Translation services, however, are available through "Army One Source." There is a "Guide to Host Nation Health Care" located on the Garrison Grafenwoehr Health Clinic Home Page: (http://ermc.amedd.army.mil/grafenwoehr/HNGuide/20100526GrafenwoehrHNGuide.pdf), and the Health Clinics also have German-language capable "Patient Liaison" personnel on their staffs to assist patients, specifically when they are in-patients in a local hospital. The local office of the "Staff Judge Advocate" has German-speaking personnel on their staff that may provide legal assistance. The "Housing Referral Office" has German employees that are employed to assist Soldiers, civilian and family members with rental agreements	6/22/2011
11-A096	CPAC	5 Year Rule for Civilian Federal Workers Overseas creates hardship and is unnecessary.	The 5 year rule causes hardship, separation, undue stress, and fear for employees as well as their Families. Employees who are near retirement are asked to move their entire life and Families back to a place where they know no one; Families are broken up, costs are sometimes more than if the employee stayed in the position and many workplace issues are acerbated by it	01-Mar-11	Closed	Employment- AFAP	AFAP	Completed; Individual tour lengths and overseas extensions are Command decisions and reviewed on a case by case basis	6/2/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A095	BDENTAC	Dental Issue for Reserve Soldiers	Reserve Soldiers are no longer just a strategic asset and now perform a greater role as part of the operational force. They need and should receive the same level of dental care as active duty Soldiers if they are expected to perform at the same level. Change the law and regulation to allow any Soldier in a duty station to receive dental care when in any duty status. This would have a positive impact on Soldier readiness	01-Mar-11	Closed	Dental Care-AFAP	AFAP	Completed; Reserve Component Soldiers cannot be overstated in the current operating environment. Reserve Component Soldiers and their Family Members are seen in our clinics for emergency situations; otherwise, the expectation is that you present to your temporary duty station 'dentally fit'. CONUS-based reserve units deploying to Europe have full access to Tricare approved dental providers at home station. As a practical point, Reserve Component assets do get the same level of care as Active Component assets provided that they are on an active duty status for 30 days or more. We routinely provide annual examinations to Reserve COMPO Soldiers	7/27/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A094	AAFES	Sanitation & Cleanliness of AAFES Concessions & on Post Facilities	Witnessed a small child coming out of the Burger King play area with a big piece of hard poop in his hand. The play area is filthy. Also, there are several public places where nothing is done in regards to sanitation - these places include the waiting areas in TriCare Health/Dental clinics; CMR / Post Office, candy machines in the px malls and area eating facilities	01-Mar-11	Closed	Consumer Services- AFAP	AFAP	Completed; AAFES Concessions are under the same regulations as AAFES direct operations. In reference to BK play area, the weekly sanitation requirement is strictly monitored, in addition to daily checks, which may require a sanitation if needed due to noted accidents and mishaps by young children as described (ex. poop falling from diapers during play). In reference to food facilities, AAFES fast food is noted for some of the cleanest, most efficient restaurants in the NBFF (Name Brand Fast Food) industry. Their unannounced inspections by the relative corporations and scores are reflective of their success. Ex. Popeye's (Graf) was recently awarded the Gold Plate, which is the highest award given by the Popeye's Corporation for the best of every category, including cleanliness, efficiency, operations, etc, eliminating over 4,000 locations. AAFES conducts regular health and sanitation checks in all food locations. Concession food is subject to the same scrutiny. Local vets also conduct routine checks. Any violations with concessions result in contractual disciplinary action immediately upon discovery	6/29/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A090	DoDDS	Lack of ABA (Applied Behavioral Analysis) qualified support personnel at DODEA schools	Only two Autism Specialists in 4 schools responsible for training school staff, providing support to parents and educational staff. Lack of full-time ABA trained staff available to provide and instruct staff in classroom	01-Mar-11	Closed	Education-AFAP	AFAP	Unattainable; The educational services for students with disabilities are designed based upon individual student needs. While ABA is one source of intervention, there are several other means and methods available to provide services to students. DoDEA HQ is in the process of evaluating the service delivery models in support of students with ASD, to include the hiring of an ABA certified educator for the NC District this past SY. DoDEA continues to provide individualized support for students with ASD based upon the "local decisions" made by the SPED CSC. ABA is a task analysis process to collected data regarding a student's ability to make progress for a specific task. Our educators, while not formally trained in ABA, are using this process. SY 2011/12, DoDEA will procure education resources (most likely an online system) for educators in the support of students with ASD; to include ABA training component	6/2/2011
11-A089	DECA	Shopping carts left scattered all around the parking lots, PX & Commissary	Shopping carts being left around the parking lot at the PX and Commissary especially after large snowfalls, it makes it more difficult to get into parking spots	01-Mar-11	Closed	Consumer Services-AFAP	AFAP	Completed; Shopping carts in the parking lots belong primarily to the Commissary. AAFES has instituted the coin release carts as of early 2011 with the approval of the Garrison office, which has resulted in minimal lingering carts, decreased personnel, and more presentable entrances. The commissary has agreed to institute the same program to eliminate the shopping cart issue	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A088	SLO	Lack of nutritional food in the Commissary, Schools and CDCs	Our population is increasingly becoming more aware of the need for better choices of foods, but is having a difficult time getting it: many have food allergies. There is a need to see more "whole" foods, less processed "items" on the shelves at the Schools , Commissary and DFAC	01-Mar-11	Closed	Consumer Services-AFAP	AFAP	Completed; School Liaison Officer: The Youth Well-being working group has addressed with AAFES the need for nutritious school lunches. AAFES no longer fries any foods, they use whole grain products and there are several healthy options for students to choose from CYSS: CYSS programs worldwide follow USDA guidelines for nutritional content/portion sizes and Army CDCs in Europe have standardized menus that do not include processed foods. Baked goods are prepared minimal sugar and fat. Children with special dietary needs (allergies and intolerances) are accommodated. AAFES: AAFES no longer fries any foods; they use whole grain products and there are several healthy options for students to choose from	6/21/2011
11-A073	SLO	School aged children being taught deployment coping skills	Create a program to teach school aged children deployment coping skills. What are we as an Army doing to teach them about stress management, the emotional cycle of deployment, the deployment cycle, R & R do's and don'ts, just to name a few? We have all these classes for Spouses and Soldiers, now let us take care of our children and offer them the same tools for coping with multiple deployments	01-Mar-11	Closed	Education-AFAP	AFAP	Elevated; Local SLO elevated to Regional SLO, awaiting response	7/8/2011
11-A072	CPAC	Representation for Department of the Army Civilians	There should be some type of representation or assistance if there are issues with a worker's place of employment. The supervisor has representation from MER, JAG, and EEO that employees don't	01-Mar-11	Closed	Employment-AFAP	AFAP	Completed; All US employees are afforded the same representation as Supervisors. SOFA does not allow the establishment of US Unions in Europe. Employees decide to serve overseas with the understanding that additional representation is not available	6/2/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A071	DoDDS	Transition issues from pre-K stateside to kindergarten on post in Germany	Gaps/differences in qualifications between Army pre-K programs compared to kindergarten requirements in DODS Vilseck create problems for Families. Investigate what Army/military pre-K programs are Stateside - ages served, lessons offered, what children qualify (for example just E-5 and below) - and make sure that these line up with pre-K and kindergarten in the Grafenwoehr Garrison schools	01-Mar-11	Closed	Education-AFAP	AFAP	Completed; All states have different educational requirements, to include pre-K standards or requirements for programs. DoDEA pre-K Sure Start program is modeled after the stateside based Head Start program. In addition, Child, Youth & School Services offers a pre-K academic program called Strong Beginnings that provides students with some of the tools they need to be successful in Kindergarten	6/2/2011
11-A069	BMEDDAC	Challenges scheduling medical appointments with certain doctors/specialists at Rose Barracks	It is very difficult to schedule appointments with pediatricians and female physicians due to a perceived shortage of these doctors. For example, a pap smear required SIX WEEKS prior to schedule the appointment because of the one available doctor's full schedule. The process the caller was told was to "call back in a week" over and over. The problem is two-fold: 1) not enough doctors to handle the demand and 2) a schedule that cannot be created more than a month out.	01-Mar-11	Closed	Medical-AFAP	AFAP	Completed; The GMC Health Clinics are looking into increasing the number of appointments in order to increase availability/access to care.	7/8/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A066	FMWR	Availability and standard of care through the CDC	It is VERY difficult to get into hourly care. Not enough slots exist. Also, workers need to be better trained to handle allergies and diseases	01-Mar-11	Closed	Childcare-AFAP	AFAP	Completed; CYSS accommodates hourly care demand at our CDCs, SACs, FCC homes, Kids on Site locations and through referrals to CYS Sitters. Parents may reserve care up to 30 days in advance. A 40% no-show rate often makes it possible to reserve hourly care on the day care is needed. All CYSS employees complete annual training on communicable diseases and staff are trained to manage the special needs of individual children though the Special Needs Accommodation Team Process (SNAP). Monthly unannounced health, fire and safety inspections ensure that CYSS high standards are maintained	6/22/2011
11-A065	DoDDS	Improved therapy services for kids in the Garrison	We have a Family whose daughter has a speech impediment. She is struggling mightily to get her speech therapy through the school. Make therapy available to ALL students regardless of pay grade	01-Mar-11	Closed	Education-AFAP	AFAP	Complete; All students that are accessed and qualify for special education services are given adequate therapy. The process for assessment can take up to 45 school days, but all students are provided with the services they require	6/2/2011
11-A064	CPAC	Lack of employment opportunities within the Garrison for spouses	Give job preference to Americans when hiring, or at least do not preference Germans, particularly in posts unrelated to the German economy	01-Mar-11	Closed	Employment-AFAP	AFAP	Completed; There are US positions routinely that allow spouse to apply under spouses preference, if they qualify for the position. Typically we must maintain a 70% German employee and 30% US within the Garrison	6/2/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A062	BDENTAC	Availability of dental care for families/spouses	Family Members, Spouses, in particular, cannot receive dental care at the clinic on Rose Barracks, Vilseck except when 2SCR soldiers are deployed, and German dental care to some is not an option. It can be quite difficult for young mothers with several kids to travel off-post to find acceptable local dental providers. Would like to have dental providers available to Family Members on post all the time	01-Mar-11	Closed	Dental Care-AFAP	AFAP	Combined with AFAP issue 11-A056	7/8/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A060	AAFES/DE CA	Prices and selection at Commissary and PX	Item selection is very limited at on post stores. In addition, PX prices are higher than US store equivalents like Wal-Mart and Target	01-Mar-11	Closed	Consumer Services- AFAP	AFAP	Completed; Regarding Wal-Mart and Target: AAFES "generally" provides their customers the best prices in town, especially when you are comparing identical brand-name items. This doesn't mean they have the lowest price on everything in stores, everyday of the year, although they try hard to do so. According to AAFES, outside retailing has changed dramatically over the last several years. Today, AAFES faces increasingly stiff competition and there are many ways outside retailers can undersell us on items. For example: outside retailers will often feature "loss leaders" to draw customers into their stores, hoping to make up the loss on other higher-priced items. For this reason, we implemented a "We'll Match It" price matching program. In case you are not familiar with this program, here is a brief overview: AAFES retail stores will match a local competitor's current price on any identical stock assortment item for the customer who makes the price challenge. "Identical" is defined as: same brand, same manufacturer, and same model number. For soft lines, an identical item has to be the same size, color, brand and style. Though advertised most heavily in main stores, it is important to remember that our We Match Prices! program applies to all AAFES retail stores, to include Shoppettes, Class Six, Car Care, and troop stores. This applies to all normally carried items whether they are in stock or not. An example of this would be tires that are line priced on the contract; we realize space is an issue and that most tires are ordered. These types of orders would	6/2/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A060	AAFES/DE CA	Prices and selection at Commissary and PX		01-Mar-11	Closed	Consumer Services- AFAP	AFAP	not be considered special orders. AAFES retail stores worldwide will accept oral price challenges (based on the customer's word) on identical stock assortment items from local competitors. Price differences up to \$10 will be honored on the spot. A local competitor is defined as a retailer doing business in the community where the exchange is located to include warehouse clubs. This includes Navy and Marine exchanges. AAFES retail stores worldwide have a 14-Day Price Guarantee on any item originally purchased from AAFES and subsequently sold at a lower price by AAFES, or any local competitor. AAFES retail stores worldwide will not accept price match challenges from any outside retail catalog or outside internet site	6/2/2011
11-A056	BDENTAC	Dental Coverage	The Vilseck dental clinic currently sees Family Members while the unit is deployed. They state that they understaffed and overworked both while the unit is in garrison and deployed. But the clinic does not bill Tricare dental/Concordia for those services even though dependents have dental insurance	01-Mar-11	Closed	Dental Care-AFAP	AFAP	Unattainable locally; The Dental Clinics are staffed on active duty supported population. Tricare identified Host Nation preferred providers are available for Family Member routine care. The difference is that in Europe, we provide a limited amount (approximately 30%) of Family Member Care as space available care. This care is made increasingly available during Unit deployments and the concomitant reductions in co-located troop strength. There is no charge for this care and there never will be. The DTFs are not authorized to bill Tricare for reimbursement - as is the case with all space available care	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A049	BDENTAC	Dental Care for Children	Good dental health and Tricare say get teeth checked every 6 months for children The clinic will only see Family Members once a year. Denied when a request is made to see dentist earlier	01-Mar-11	Closed	Dental Care-AFAP	AFAP	Completed; BDENTAC Commander concurs with this assessment; high-caries-risk pediatric populations should be seen more frequently than once a year. The issue is staffing. The BDENTAC wants to maximize this benefit for the pediatric population and ensure that the majority are seen annually in our clinics. The second appointment should be coordinated with a Tricare designated pediatric preferred provider in our vicinity. Tricare maintains listings of preferred providers. This strategy maximizes the available benefit on post and provides an alternative to those who require more frequent examinations	6/22/2011
11-A048	FMWR	Part Day Pre-School Fees	Part day pre-school (PDPS) is held from 0830 - 1130. Anytime there is no school, PDPS kids are not allowed to attend. However a child enrolled in full-time preschool can be dropped off as early as 0600 and picked up as late as 1800. These students also attend classes whether the school is in session or not. PDPS families must pay for the two week break at Christmas as well as the week of spring break (or use their CYS vacation time) but are not allowed to attend preschool. Adjust fees to reflect a more accurate account of the days missed due to school breaks, parent-teacher conferences and or any school holidays	01-Mar-11	Closed	Childcare-AFAP	AFAP	Completed; CYSS fees determined by IMCOM for consistence across all Army programs.	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A045	SLO/FMW R	DoDDS Preschool Services for Children with Disabilities (PSCD)	The 2 hours and 15 minutes that children with disabilities receive at DoDDS PSCD programs may be appropriate for the schools, but not clearly for the children who need to receive the services as stated above in the excerpt form IDEA 2004. When parents elect to not use the service or pay for CDC services, it absolves responsibility for DoDDS to provide for free appropriate public education for which they are funded	01-Mar-11	Closed	Education- AFAP	AFAP	Completed; Department of Defense Education Activity gives the guidelines for the Preschool for Children with Disabilities program and it is designed to be a half day program for children 3 to 5 years old. There are several criteria that children have to meet to be accepted into the program per DoD Instruction 1342.12	7/29/2011
11-A044	FMWR	Child Development Centers should give priority to children with special needs	Children with special needs do not have a priority to utilize the CDC centers. Current priorities are for dual military, single parents, etc. Special needs children should be prioritized to receive services ahead of peers without any disabilities. Special needs children need the peer-to-peer interaction to model behavior in a much higher need than children without special needs	01-Mar-11	Closed	Childcare- AFAP	AFAP	Completed; IMCOM determines waiting list priorities in the annual Fee Policy	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A041	FMWR/SL O	Sure Start	The Sure Start program only accepts E5 and below, with the additional criteria that the child was born to the mother in her teens. They also only accept one child with special needs according to the criteria that was shown to me. My child only gets 2 hours and 10 minutes in her PSCD classroom daily. I don't understand these criteria, or why my child is denied this program or the extra time	01-Mar-11	Closed	Education- AFAP	AFAP	Completed; Sure Start is a program for command sponsored dependents. It is primarily a program for qualified four year olds. (The child must turn four years old by September 1 of the current school year.) Children qualify for Sure Start based on family dynamics which may put the child "at risk" <ul style="list-style-type: none"> • based on rank of sponsor (E-1-E-4 or civilian rank equivalent, first priority) • single parent household • parent(s) not a high school graduate • parent a teenager when first child was born • one or both parents speak a language other than English as their primary language; • low birth weight • parent is on remote assignment (TDY) three months or more • four or more children close in age, living in the home • child has older sibling with a severe disability 	7/29/2011
11-A040	SLO/FMW R	Pre-School for Children with Disabilities (PSCD)	My daughter Ashlyn is enrolled in the PSCD program located at Vilseck Elementary. This is a great program and very beneficial to her. This class is for special needs kids and it is only two hours and ten minutes long. In the course of that time Occupational Therapists, Speech Therapists and other professionals come to work with my child. She attends five days a week for a total of 10 hours and 50 minutes a week. That is not enough time for her to get the full benefit that these professionals can offer	01-Mar-11	Closed	Education- AFAP	AFAP	Completed; Department of Defense Education Activity gives the guidelines for the Preschool for Children with Disabilities program and it is designed to be a half day program for children 3 to 5 years old. There are several criteria that children have to meet to be accepted into the program per DoD Instruction 1342.12	7/25/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A037	DHR	Getting Command Sponsorship	I have seen too many young spouses new to the Army who have no idea what to expect from Army life and what their responsibilities are to the Army and their Soldier. Prior to receiving a dependent's ID card, spouses should be required to attend/complete AFTB Level 1 Training. At the very least, a spouse should not be able to receive command sponsorship overseas without completing this requirement	01-Mar-11	Closed	Leadership-AFAP	AFAP	Unattainable locally; AFTB is provided locally and online. IAW Army Regulations, DMDC regulations and the SOFA agreement, this is not a requirement to be command sponsored or receive an ID card. This request of having spouses complete the training prior to receiving an ID card is unattainable. Strongly recommend units and Family Readiness Groups take responsibility and educate new Family members through a strong sponsorship program and ensure they attend AFTB Level 1 Training	7/8/2011
11-A034	DHR	DEROS (Date Eligible to Return from Overseas), ETS (End Time in Service)	A Soldier should be able to ETS during a window time frame that is best suited for them. A Soldier should not have to wait until August to ETS if their children get out of school in June. This holds the Soldier and his or her family up from moving forward	01-Mar-11	Closed	Relocation-AFAP	AFAP	Completed; Soldier has ability to request extensions or curtailments to their overseas assignment and the Army announces windows for ETSing Soldiers	6/22/2011
11-A033	FMWR	Jobs for high school students who are 16 and older; also Army dependents	Dependent youth of Soldiers are deprived of work skills and money which High Schoolers usually have those opportunities in the States. This results in hardships on the Family because they have to fund clothing, pocket money, money for school needs, entertainment, travel, and etc	01-Mar-11	Closed	Youth-AFAP	AFAP	Completed; Several opportunities do exist for High Schoolers to include the Commissary/DECA, AAFES, local organizations, Summer Hire and the CYSS HIRED program	6/22/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-A032	DHR	PCSing solely to attend the SGM Academy creates a hardship on the Family	Currently, the Sergeants Major Academy is located in Fort Bliss, Texas, the classes are scheduled for 9 months. The Army considers this a PCS, not a TDY. Not only does this cause hardship on the Family; but it thereby puts hardship on that Soldier & costs the Army literally tens of thousands of dollars per PCS. The Army is rewarding the Soldier with the school, however it is penalizing the Army Family with this disruptive protocol	01-Mar-11	Closed	Force Support-AFAP	AFAP	Unattainable locally; IAW AE Reg 600-700, Section II, Table 11-1 and Paragraph 11-5, a Family member is eligible for continued Individual Logistical Support (ILS) for 90 days after their sponsor's departure from Germany. An exception to policy may be requested for Family members to retain ILS (and housing) for 90 or more days; however, this request must be sent through the garrison commander to the Forward Functional Support Team for Public Works, Unit 29353, Box 200, APO AE 09014-0200	6/22/2011
11-58	Safety	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	Closed	Safety	Community Huddle	Under analysis till traffic circle is completed. 172 is providing 2 soldiers to control traffic starting 2 May	4/28/2011
11-57	Customs Office	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	Closed	Customs Office	Community Huddle	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	HOUSING	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	Closed	Housing	Community Huddle	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 Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
11-55	DHR	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	Closed	Pets	Community Huddle	It is German law and contract rules that all pets ride below.	1/24/2011
11-54	DPW	Barracks 1+1	Wanting to enforce 1+1 standards in the Barracks.	20-Jan-11	Closed	Housing	BOSS SUMMIT	Currently working on 6 Barracks that are programmed for construction, the breakdown is 3 barracks in Rose Barracks/Vilseck and 3 Main Post/ Grafenwoehr.	
11-A29	VET OFFICE	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	Closed	Pets	Community Huddle	Can not be handled at the local level it requires a discussion and funding by MEDCOM.	3/24/2011
10-022	COMMUNITY	Community Members cursing in Public	Soldiers and family members are cursing in public.	23-Sep-10	Closed	Garrison Services	Community Huddle	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	FMWR	Closing times of the Child Development Centers (CDC)	Concerns with both parents working and getting there in time.	23-Sep-10	Closed	Community Huddle	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	DPW	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	Closed	Garrison Services	Community Huddle	The lights are part of the town of Eschenbach and it was suggested to shut off every other one.	1/4/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
10-019	DPW	Doggie Bags	Available at Rose Barracks/Vilseck on main walk area- NEED at Main Post/Grafenwoehr and Netzaberg walk areas.	26-Aug-10	Closed	Pets	Community Huddle	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	AAFES	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	Closed	CYS	Community Huddle	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	Vet office-Appointments	Not able to set up appointments with the on-post Vet Office, Rose Barracks/Vilseck.	26-Aug-10	Closed	Pets	Community Huddle	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
10-016	FMWR	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	Closed	CYS	Community Huddle	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

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10-015	BMEDDAC	On call contact process-Hospital Liaisons'	24 Hour Liaisons for the Hospital, where is the number located.	26-Aug-10	Closed	Medical	Community Huddle	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	DPW	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	Closed	Garrison Services	Community Huddle	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	DPW	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	Closed	Garrison Services	Community Huddle	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	FMWR	Change Machine at the Ca	The coin machine is not working properly.	22-Jul-10	Closed	Garrison Services	Community Huddle	MWR fixed the coin machine.	8/26/2010
10-011	DPW	Traffic light Rose Barracks/Vilseck Theater	Light out at the theater traffic intersection and has not been working for a long time. When will it be fixed?	24-Jun-10	Closed	DPW	Community Huddle	The light got fixed and is working correctly.	8/3/2010
10-010	FMWR	Employee Concern- Auto Craft Shop	Having concerns with employee(s), need customer service training	24-Jun-10	Closed	Garrison Services	Community Huddle	Employees are trained on an ongoing basis through Operation Excellence (OPEX) training.	6/24/2010
10-009	WIC	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	Closed	Garrison Services	Community Huddle	Looking at changing office location. Main Post/Grafenwoehr is an annex office; full service on Rose Barracks/Vilseck.	1/4/2011

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10-008	DHR	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	Closed	Garrison Services	Community Huddle	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	FMWR	Attitude of employees at CYS	Need to work on the attitude of employees	24-Jun-10	Closed	Childcare	Community Huddle	Employees are trained on an ongoing basis through Operation Excellence (OPEX) training.	7/29/2010
10-006	DOL	Relay of Shuttle message	The Military Police (MP) desk does not have a way to contact shuttle service	24-Jun-10	Closed	Garrison Services	Community Huddle	MP desk contacts the dispatch who then contacts the bus drivers. Bus drivers all have cell phones now.	7/29/2010
10-005	FMWR	Commander's Cup	Would like to have the Commander's Cup back	24-Jun-10	Closed	Garrison Services	Community Huddle	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	COMMUNITY	Loud Music from Vehicles	Loud Music coming from vehicles, needs to be turned down	24-Jun-10	Closed	Garrison Services	Community Huddle	JMTC Commander directed the Community at the Community Huddle (CH) to turn down the music.	6/24/2010
10-003	HOUSING	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	Closed	Single Soldiers (BOSS)	Community Huddle	There will be someone at the SSHO to assist so there will be access to the rooms.	8/11/2010
10-002	ALL DIR.	Mid(Nz([OpenArgs]),InStr(Nz([OpenArgs]),"")+1)	Need to train employees for better Customer Service	24-Jun-10	Closed	Garrison Services	Community Huddle	New training program has been implemented throughout the Garrison for Service Providers to assist them in providing better customer service.	1/4/2011
10-027	DoDDS	Shuttle bus for after school activities Rose Barracks/ Vilseck and	Needing an after school activities bus for Vilseck/ Netzaberg Middle School so students can participate in events after school.	23-Mar-10	Closed	Schools	CAC-Community Action		
10-053	WIC	WIC office not large enough	WIC office in Grafenwoehr not always available for walk in clients. Need to be relocated to a larger office.	08-Mar-10	Closed	WIC Office	AFAP	Main Post/Grafenwoehr is an annex office; full service on Rose Barracks/Vilseck.	1/25/2011
10-052	DoDDS	lasses, time allotment m	Pre school Child Development need longer classes.	08-Mar-10	Closed	Garrison Servic	AFAP	Part Day program will remain in place.	1/4/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
10-051	GRO	Telekom issue with cancelling service when PCSing or ETSing	Customers get charged after leaving- make sure customers are aware of charges and how to cancel them properly- need a representative on post to explain.	08-Mar-10	Closed	Garrison Services	AFAP	For assistance one can contact the Toll Free Hotline 08003301000.	1/25/2011
10-050	DPW	Smoking in Government housing	Have smoking and non-smoking housing.	08-Mar-10	Open	Garrison Services	AFAP	There is no Army Policy for Housing addressing smoking in Government Housing. The Housing office is taking the suggestion under consideration.	
10-049	AAFES	No nursing stations for nursing Moms	Create a nursing station in main areas- PX/Food Court & Medical Treatment Facility Area.	08-Mar-10	Closed	AAFES	AFAP	Being considered in new Clinic; Use Handicap stalls in AAFES or Medical Facilities.	1/27/2011
10-048	DES	Gates on Post- 1 and 3	Should remain open until 1200 or at least till 2100-2200 Required to go out gate 6 which is not the best gate due to location.	08-Mar-10	Closed	Garrison Services	AFAP	Gate is currently opened to the later times.	1/4/2011
10-047	FMWR	European Swim League	Growing interest in swim league- would like a pool.	08-Mar-10	Closed	Garrison Services	AFAP	There are enough swimming areas surrounding the communities that a pool is not needed.	1/4/2011
10-046	DPW	Parking at CATC Bldg 355 Rose	Not enough spaces to park, need to have more parking available.	08-Mar-10	Closed	Garrison Services	AFAP	Use the main parking area for parking by bldg 355 Rose Barracks / Vilseck.	1/4/2011
10-045	FMWR	Hourly care for families within Main Post/Grafenwoehr	High demand for emergency slots or hourly care.	08-Mar-10	Closed	Childcare	AFAP	There are slots available for emergency care for children. Contact the Child Care Development Center (CDC) for details.	1/27/2011
10-044	FMWR	Transportation for children to CYSS	Need to have transportation for activities.	08-Mar-10	Closed	Garrison Services	AFAP	Transportation is being provided for the CYSS activities.	1/25/2011
10-043	COMMAN D GROUP	Train Access on Main Post/ Grafenwoehr	There needs to be train service available outside Gate 3.	08-Mar-10	Closed	Garrison Services	AFAP	It has been determined that there will not be train access at this time.	1/4/2011
10-042	DPW	Need a dog park Rose Barracks/Vilseck and Main Post/Grafenwoehr	There is a need for dog parks on each side of community, Rose Barracks/Vilseck and Main Post/Grafenwoehr.	08-Mar-10	Closed	Pets	AFAP	Both Rose Barracks/Vilseck and Main Post/Grafenwoehr are getting a dog park which will be completed in Spring 2011, depending on weather conditions.	1/4/2011

Issue Number	Assigned To	Title	Description	Opened Date	Status	Category	Issue Source	Issue Resolution	Date Issue Closed
10-041	DPW	Military Loan Furniture	Need to be able to borrow furniture for longer than 90 days. Sometimes household goods get lost in transit- help those in special circumstances.	08-Mar-10	Closed	Garrison Services	AFAP	Borrowing furniture can be arranged by a case by case basis and exceptions to policy can be done.	1/27/2011
10-040	FMWR	Lack of entertainment in rural Germany	Need a dedicated book and video store, a real American restaurant, movie theater that would offer movies and more kid friendly movies during the day.	08-Mar-10	Closed	Garrison Services	AFAP	The Tumbleweed restaurant offers southwestern cuisine and the Java Café Bar & Grill is now open for customers thus giving more variety to the community.	1/4/2011
10-039	FMWR	CYS slots during "Welcome to Bavaria" class	Need to have space available for those wanting to attend the class.	08-Mar-10	Closed	Garrison Services	AFAP	Seats are available. All CDCs and SACs have hourly openings available. FCC providers and CYSS Sitters are also available to provide care for WTB class.	1/4/2011
10-038	HOUSING	Career Soldiers living in barracks	Career Soldiers have a 3 year tour and have to live in the barracks-while PVTs get command sponsorship-Family members are unable to visit due to parent living in /residing in barracks- due to visitation rights. Need to open stairwell housing to SSG, provide them with BAQ/OSHA to free up barracks space; therefore, allowing family members (children) to visit.	08-Mar-10	Closed	Garrison Services	AFAP	Considered for Army Family Action Program (AFAP) Conference for 1-3 March 2011 this can not be solved locally.	1/27/2011
10-037	FMWR	FMWR events and activities do not have enough exposure	Need a marquee sign.	08-Mar-10	Closed	Garrison Services	AFAP	FMWR has a web-page, face book presence and produces both a hard-copy & electronic version of the Bavarian American Magazine; distributes a bi-weekly newsletter and offers MWR on-line services which allows for remote registration and payment.	1/4/2011
10-036	DPW	Lawn Work in Housing during deployment	Need to develop a program to assist spouses for lawn care when Soldiers' are deployed.	08-Mar-10	Closed	Garrison Services	AFAP	Spouses or family member need to contact Rear Detachment for lawn care needs; DPW can assist if specific needs arise and if Rear Detachment can not assist.	1/27/2011
10-035	FMWR	CARE Teams need last minute Child Care Availability	Last minute child care availability is needed in order to perform duties for Rear Detachment.	08-Mar-10	Closed	Garrison Services	AFAP	CARE Teams are a unit specific entity that CYSS is not resourced to support; CYSS does provide child care, ISO memorial services.	1/4/2011

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10-034	DPW	Utility Bills /Private Rentals	Utility Bills popping up at private rentals upon Soldiers clearance- When Soldiers try to clear their private rental; they are asked to pay utility bills that run into the thousands of Euros. The bills seem very arbitrary and only come up when the Soldier vacates the private rental. Soldiers' have no way of verifying if the bill is legitimate.	08-Mar-10	Closed	Garrison Services	AFAP	Housing Staff and VAT Office consult Soldiers & Families on Host Nation billing practices.	1/27/2011
10-033	DPW	Limited access for handicapped persons to enter buildings	Currently limited access for handicapped persons to enter building ACS Bldg 221, Health /Dental clinic do not have automatic doors; one side is locked. If you are on crutches you need assistance. Despite being overseas and occupying older buildings, retrofit to comply with ADA, relocate services, install ramps and or elevators.	08-Mar-10	Closed	Garrison Services	AFAP	In design for Clinics; ACS is in Bldg 322 which has ADA entrance; Bldg 221 is occupied by Thrift Shop and AFTB, not ADA compliant; All buildings have been surveyed for ADA SAF.	1/4/2011
10-032	BMEDDAC	Healthcare is referred out to the economy	Need transportation for healthcare appointments which are largely being done on the economy.	08-Mar-10	Closed	Medical	AFAP	Soldiers have priority use of TRICARE.	1/27/2011
10-031	PAO	Information distribution within the Garrison	Want electronic marquee sign to communicate events on the Garrison.	08-Mar-10	Closed	Garrison Services	AFAP	Marquee sign is being installed on Rose Barracks/Vilseck and Main Post/ Grafenwoehr to communicate events on the Garrison.	1/25/2011
10-030	PAO	Garrison Web pages need to be standardized	Garrison WebPages need to be standardized.	08-Mar-10	Closed	Garrison Services	AFAP	The New Web master on board and has begun the process of changing the look of the website and is working on improving the overall communication of the website daily.	1/4/2011
10-028	HOUSING	Improve Customer Service within USAG Housing	Need to improve Customer Service within USAG Housing.	08-Mar-10	Closed	Housing	AFAP	Employees are trained on an ongoing basis through Operation Excellence (OPEX) training .	1/4/2011
10-026	DPW	Children Play area on Grass/ Netzaberg	Children have no grassy area to play on. The area was cleared but it is now currently a muddy area.	25-Feb-10	Closed	Schools	CAC-Community Action Council	Play area is postponed until funds can be used the best way, adopting a plan to see how it can be accomplished and the cost associated with developing the children play area.	1/20/2011

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09-025	AAFES	Limit sale of DXM products	Limit the sale of products with DXM.	02-Dec-09	Closed	AAFES	CAC-Community Action Council	AAFES and Commissaries currently electronically scan and card anyone who purchases the product to ensure the person is 18 or older.	3/24/2010
09-023	DOL	No trash cans at the Netzaberg housing bus stops.	There are no trash cans at the Netzaberg housing bus stops. Bus riders' must dispose of food or beverages before riding the bus, without trash cans they are forced to litter at the bus stops which attracts bugs and is unsightly.	02-Dec-09	Closed	Housing	CAC-Community Action Council	Allowed to use trash cans on bus.	1/4/2011
09-001	DPW	Speed Bumps at the Commissary	People are driving too fast and not paying attention to pedestrians walking in front of Commissary and PX at Main Post / Grafenwoehr and Rose Barracks/Rose Barracks.	25-Feb-09	Closed	Safety	CAC-Community Action Council	Speed bumps installed at Main Post/Grafenwoehr Commissary/PX, In review on Rose Barracks/Vilseck.	1/4/2011
12-A003	AFAP CONFERE NCE FY12	Sergeant's Time Training	<p>Without a mandated day, Non-Commissioned Officers (NCOs) do not have adequate time to prepare and execute proper training to their junior Soldiers. Currently, training is focused on combat effectiveness and operations delegated from higher headquarters concentrated at a larger audience and are not individual based. Historically, SGT's Time Training (STT) was devoted to one specific day within the week to focus on individual tasks and drills, at platoon and squad level. Drawdown within combat operations, focus of training can now change from Mission Essential Task List (METL) training to Warrior Task Training (WTT).</p> <p>Recommendation: Mandate SGT's time training across the entire Army.</p>		Open	Force Support-AFAP			