



US Army Garrison Grafenwoehr



COMMUNITY ACTION COUNCIL

24 MARCH 2010

1400-1600

CHAIR: GENERAL SALAZAR

Vice-CHAIR: COL NILS C. SORENSON

MODERATOR: MRS. LISA LALIBERTE

FACILITATOR: MS. ANDREA MUELLER





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AGENDA

Call to Order – Meeting Conduct Explanation (*5 minutes*)

Report of ICE Trends (*5 minutes*)

Report of Customer Service Assessment (*5 minutes*)

Report & Vote on 6 Active Issues (*10 minutes each 1 Hr. total*)

Present & Vote 3 New Issues (*5 minutes each, 15 minutes total*)

Report of Army Family Action Plan (AFAP) (*30 minutes*)





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Community Action Council

Purpose

To improve our community by providing a forum for community leaders to solve community issues.

Meeting Conduct:

Presentation of Issue

Discussion: Time limit per item

Restatement of the motion

Vote

Move on to next item





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ICE Satisfaction Ratings and Follow Up (28 Dec – 21 Mar 10)

Service Provider	Received	Satisfied	Response Requested	Completed	% Completed	Not Completed	Remarks
USAG Grafenwoehr	1416	84%	181	181	100%		
CMD Group	22	33%	8	8	100%		
DES	27	64%	10	10	100%		
DHR	30	88%	5	5	100%		
DOL	563	94%	46	46	100%		
DFMWR	475	82%	39	39	100%		
DPW	187	66%	47	47	100%		
DPTMS	2	0%	1	1	100%		
PAO	4	0%	4	4	100%		
Legal Service	8	50%	4	4	100%		
PAIO	15	88%	5	5	100%		

Follow Up Standard within 3 Days





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2009 Customer Service Assessment

Background Numbers

- 35,041 Organization Leaders, Soldiers, Family Members, Civilians, Retirees, Veterans, and Contractors (Constituents) participated in the Customer Service Assessment (CSA).
- 2,103 responses in Europe of the 35,041 total.
- 657 total constituents participated from the USAG Grafenwoehr Installation.

Background of Survey

- Conducted during a four week period from 21 August to 21 September 2009.
- CSA is a web-based tool that allows IMCOM individuals to rate Garrison services in performance and importance.
- Constituent feedback will help answer whether our efforts to deliver quality services are making a difference and meeting our constituents' expectations.

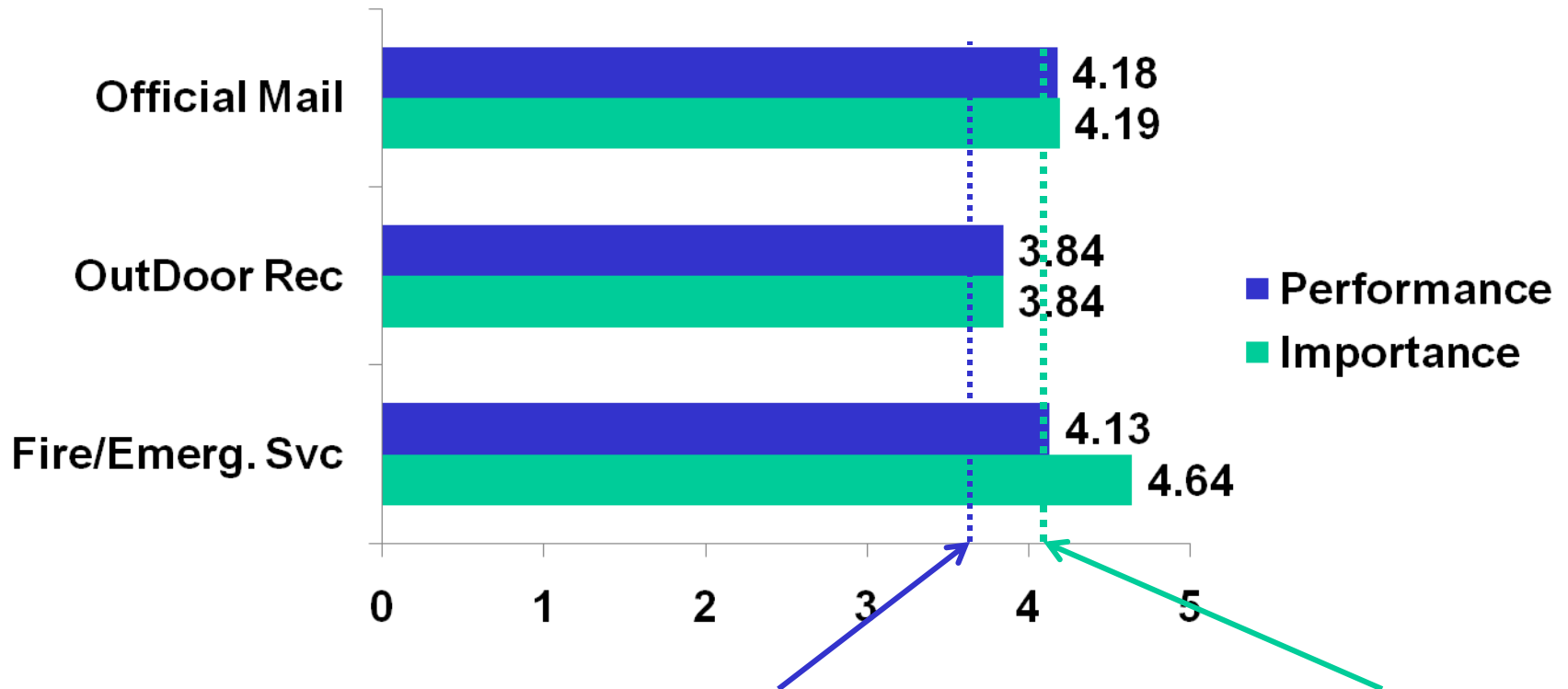


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Best Practices:

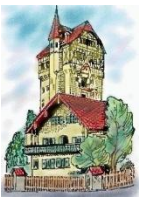
Services that are exceeding IMCOM averages of performance and importance



IMCOM overall Performance is 3.64/ IMCOM Overall Importance is 4.04



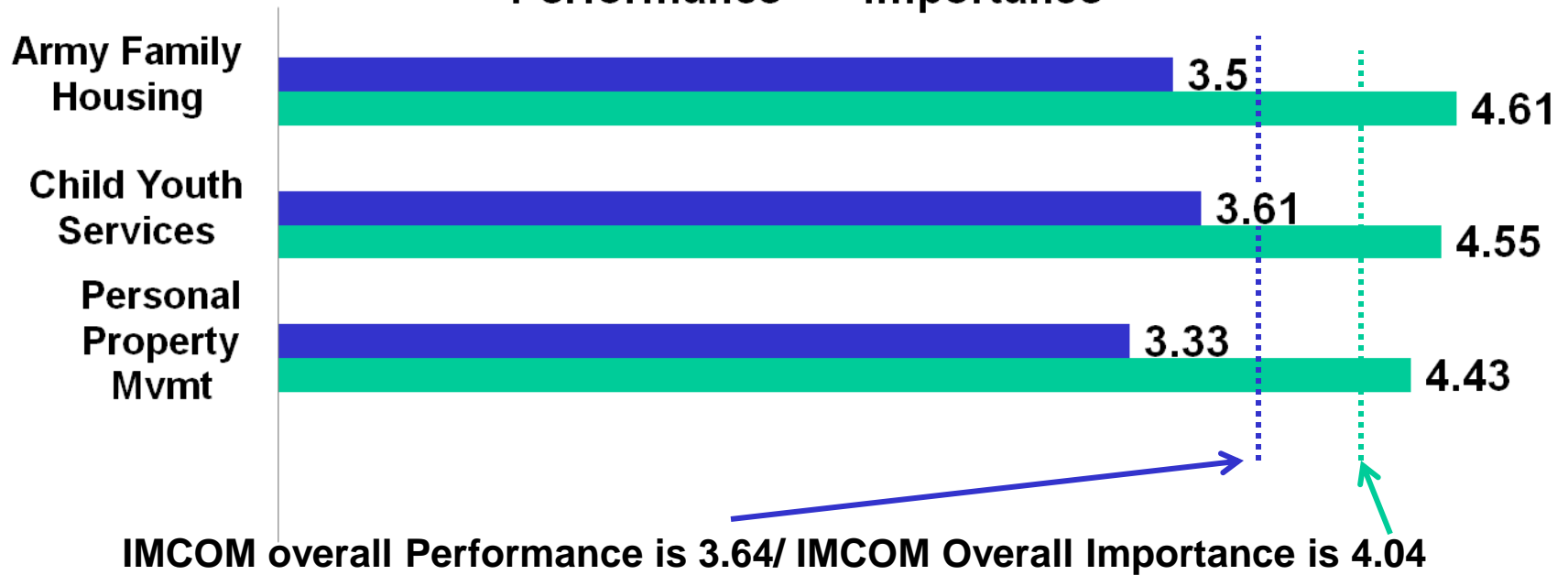
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**Need for Improvement:
Services performing below IMCOM average and above IMCOM importance**

High Importance/ Low Performance

■ Performance ■ Importance

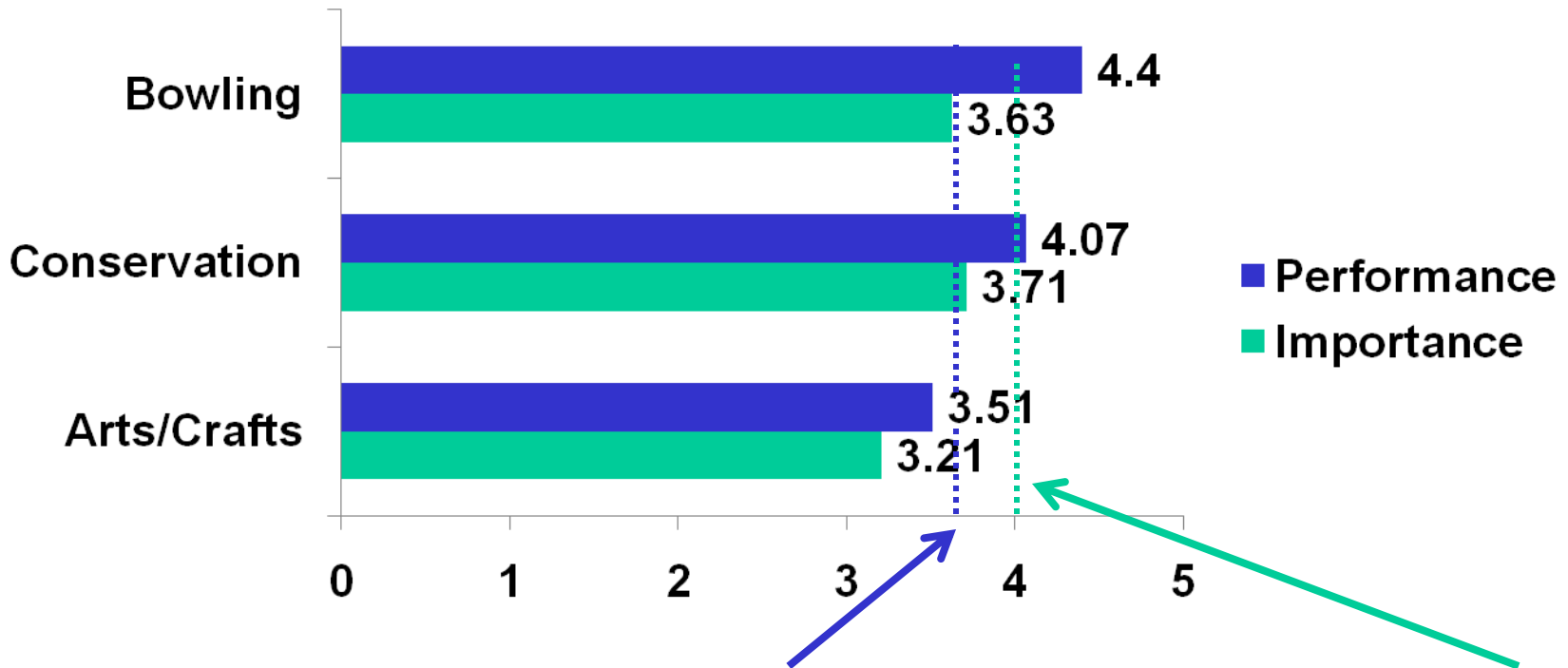




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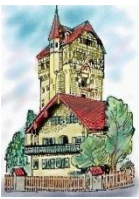
**Need for Re-balancing:
Services that are performing well but below IMCOM importance**



IMCOM overall Performance is 3.64/ IMCOM Overall Importance is 4.04



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Open Issue:

Issue Collection Point: 2009 May CAC

Title: Toddler Playground

Scope: (2009 CAC-MAY) USAG Grafenwoehr does not have playground facilities with equipment age appropriate for toddlers. The study proposed locations in Grafenwoehr and Vilseck for the playgrounds, expense for the installation, and advised if current facilities can be retrofitted to meet the intent. Facilities in Netzaberg will be recommended to the Developer for consideration but is not a decision the Installation Command can require

Recommendation: The designs for F&MWR funded boundless playgrounds are targeted for 3 to 12 year-old children but will include some equipment appropriate for 12 to 24 month-old children

UPDATE (1): USAG Grafenwoehr is receiving \$500,000 for new playgrounds through an F&MWR higher headquarters initiative

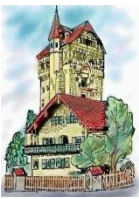
UPDATE (2): The target ages are 3 – 12 years of age. The equipment is to be special needs friendly to include access for wheelchair bound children. Does not exactly address toddler children but provides FCC solution with children of special needs

Cost: \$500,000, F&MWR higher headquarters initiative

Response: Open Unattainable Completed



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Open Issue:

Issue Collection Point: 2009 DEC CAC

Title: Limits on the sale of products containing DXM to be worked

Scope: Addict will find a way to get the product regardless of limitation on sale; our community must get involved with this concern

UPDATE (1): AAFES has had a DXM program. Current process, coding and verifying ID, also requires periodic retraining and disciplinary action for any violators. Commissary/DECA currently working on getting ID's checked at the register.

USAG Commander issued directive to DECA to implement ID checking at Commissary/DECA

Recommendation:

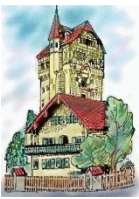
- A. Restrict the number of DXM products an individual can purchase at one time**
- B. Have both the AAFES and Commissary "lock up" the product and at point of purchase unlock, check ID**
- C. Maintain the current ID checking process at AAFES and Commissary/ DECA**

Cost: 40+ Labor hours collecting data

Response: Open Unattainable Completed



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Open Issue:

Issue Collection Point: 2010 25 FEB Community Huddle

Title: Children Play Area on Grass/Netzaberg Elementary & Middle School

Scope: Children have no grassy area to play on. The area was cleared but it is now currently a muddy area. Children need a grassy area to play on

Recommendation: Get the area completed with grass so children can play there

UPDATE:

- Gain funding to extend the grassy area to the North of the school.
- Provide a fence around that extension to keep kids from "disappearing" down the hill, as kids cannot be out of sight of the playground monitors.
- Chapel has been added to the FY12 MCA construction program. Grass the area temporarily for 2010

Cost: Total \$5,000 for 2 inch Topsoil, Seeding 1500 sq meter area (estimate)

Response: Open Unattainable Completed



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Open Issue:

Issue Collection Point: 2 DEC CAC

Title: Trash Cans at Netzaberg Bus Stops

Scope: There are no trash cans at the Netzaberg housing bus stops. Bus riders' must dispose of any 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

Recommendation: Add trash cans to the Netzaberg housing community bus stops.

UPDATE: Partial mitigation USAG Grafenwoehr mass transit vehicles and School busses both have trash cans on board for passenger use

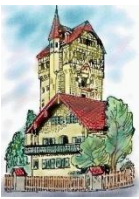
Cost: Total \$810 for 3 bus stops

\$270.00 for 1- 40 centimeter in diameter trash can installed with using "in house" labor (estimate)

Response: Open Unattainable Completed



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Open Issue:

Issue Collection Point: CAC 2 DEC 2009

Title: Increased Safety at Netzaberg Elementary

Scope: Family Members have voiced concern about speeding and the inability for two way traffic to flow safely when the parking lot is full. Explained that the drop off zone is only utilized by buses as per the school administration

Recommendation: Install signs, speed bumps

UPDATE:

Speed bumps are going to go in, Spring 2010 date TBD

Signs are currently up

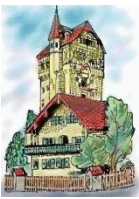
PMO performing focused enforcement

Cost: Speed bumps \$ 1,062.00 each

Response: Open Unattainable Completed



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Open Issue:

Issue Collection Point: 2009 AFAP

Title: Parking for Expectant Mothers – “Stork Parking”:

Scope: A need for special parking options for pregnant women was identified; the council determined the parking should be extended to mothers with young children and possibly referred to as ‘stork parking’

Recommendation: Designate 2 “stork parking” signs for a total of 12, displaying “ New and Expectant Mother” next to Handicap parking at the PX/Commissary, CMR and high traffic areas

UPDATE(1):

Wiesbaden: Medical Clinic issues “Stork Parking” tags upon woman’s pregnancy confirmation; parking available at PX and Food Courts

Fort Drum: Honor system; 3 each at Commissary, PX, and In-Processing Center

Fort Knox: Honor system; 2 each at Commissary and PX

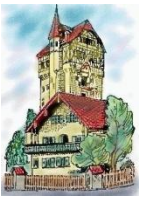
UPDATE(2): Garrison Commander can approve parking

**UPDATE (3): \$200 per sign (estimated) price decreases depending on quantity
12 Signs estimated at \$2,400**

Response: Open Unattainable Completed



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Stork Parking Sign



Recommended Signage

For New and Expectant Mother



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New Issue:

Issue Collection Point: 2010 FEBRUARY Community Huddle (NEW)

Title: Speed bumps at the Commissaries

Scope: People are driving too fast when they are at the PX/Commissaries, Vilseck or Grafenwoehr and not paying attention

Recommendation: Install speed bumps to slow down traffic

UPDATE:

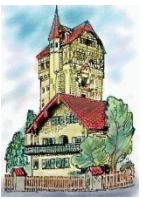
- Obtained estimate based on other work orders for speed bumps
- There would need to be speed bumps at both Grafenwoehr and Vilseck Commissaries

Cost: The estimated cost is \$1062.50 per speed bump

Response: Open Unattainable Completed



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New Issue:

Issue Collection Point: 2010 Community Huddle (NEW)

Title: Shuttle Bus for After School Vilseck/ Netzaberg Middle School

Scope: Students are not able to attend after school activities from Vilseck because there is no bus service available

Recommendation: Having a bus leave later so that students can utilize the bus and be able to attend/participate in afterschool activities

UPDATE(1): It is Doable. District Superintendent, DoDEA - Bavaria District

UPDATE(2): No funding available

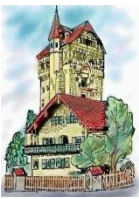
UPDATE(3): District Superintendent, DoDEA .The school doesn't seem to have enough students to actually warrant an activity bus

Cost: TBD

Response: Open Unattainable Completed



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New Issue:

Issue Collection Point: USAG DOL

**Title: Eliminate the AAFES/DECA Quarterly Council Meeting from the JMTC
Battle Rhythm**

Scope: Current USAREUR Regulation Mandates a Quarterly AAFES/DECA Council Meeting at each installation to discuss community and customer issues with those activities. Attendance at these Council meetings is minimal, normally less than five (5) participants, other than designated staff representatives from the respective agencies

(USAG DOL, AAFES MANAGER, DECA MANAGERS, CUSTOMS REP, PAO REP)

No value added to the Community as a result of this meeting/forum

Recommendation: The AAFES/DECA Quarterly Council meeting should be discontinued. AAFES and DECA Managers concur with this recommendation

Cost: *Labor Savings* 10 people= 40 hours

Response: Open Unattainable Completed



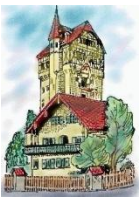
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2010 AFAP REPORT OUT



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- Held 9-10 March, in the Multi-Purpose Center (RB134)
- Started conference with 50 Delegates in three Work Groups

Workgroup I

Included issues regarding Family Support, CYS/Childcare, Education, Youth

Workgroup II

Included issues regarding Force Support, Medical, Entitlements

Workgroup III

Included issues regarding Consumer Services, Housing, Leadership, Employment

- 69 Issues were submitted for consideration, with the following outcome:

Prioritized	8
Dropped	1
Deemed Local	2
Forwarded	5
Passed to CAC	63



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ISSUE STATUS

• Submitted	69
• Prioritized	8
• Dropped	1
• Deemed Local	2
• Forwarded	5
• Passed to CAC	63



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TITLE: Munich and/or Nurnberg airport as additional point of entry for reception operations.

SCOPE: Seventy-five percent of United States Army Europe (USAREUR) soldiers are now stationed in Bavaria. Having one airport servicing personnel is impractical and cost prohibitive. Driving to and from Frankfurt is logistically inefficient when closer international airports exist. There is undue strain on the gaining unit, the Soldier and the Family. This impacts soldier readiness for mission requirements.

RECOMMENDATION: Establish Munich and/or Nurnberg airports as additional points of entry for reception operations for all military personnel assigned to US Garrisons in Bavaria.

DISPOSITION: Forward



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TITLE: Continued Payment of State-Mandated Child Support after Non-Paternal Determination

SCOPE: Many times child support rulings are finalized without the presence of the service member and without DNA evidence to prove/disprove paternity. Some states require service members to continue paying child support even after DNA testing disproves paternity.

RECOMMENDATION: Exempt service members from state-mandated financial responsibility after paternity has been disproved. Postpone rulings until legal representation is provided.

DISPOSITION: Forward



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TITLE: TRICARE Coverage of Parental Accompaniment for a Hospitalized Minor in Non-Military Treatment Facilities

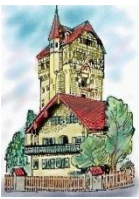
SCOPE: Parents are incurring out of pocket expenses associated with minor's hospitalization in non-military treatment facilities. With the lack of TRICARE benefit coverage, families experience unexpected financial hardship which causes undue emotional stress.

RECOMMENDATION: Implement a TRICARE benefit covering the cost of parental accompaniment of a minor staying in a non-military treatment facility.

DISPOSITION: Forward



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TITLE: Life Saving Glucagon Shots for Diabetic Children in Child Youth School Services (CYSS) Facilities

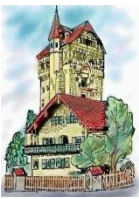
SCOPE: Currently, US Army Family, Morale, Welfare, and Recreation (FMWR) policy states that CYSS Staff are not allowed to administer emergency Glucagon to diabetic children with severely low blood sugar. This policy could be hazardous to the health of the child because of the response time of emergency services. Failure to promptly administer Glucagon treatment to a diabetic child with severely low blood sugar can lead to irreparable brain damage and death.

RECOMMENDATION: Change existing FMWR policy to allow trained CYS staff members to administer a Glucagon shot to diabetic children.

DISPOSITION: Passed to BMEDDAC



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TITLE: Child Youth School Services (CYSS) Fee Structure by Rank/Status

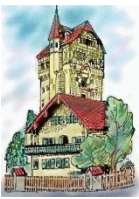
SCOPE: Currently full-time CYSS rates are determined by using combined household income. The use of combined income creates a disproportionate fee structure. Dual income families are paying higher prices for the same services.

RECOMMENDATION: Establish a fee structure that does not significantly increase cost due to dual income. Pay categories should be removed with the establishment of a payment scale based solely on a percentage of the sponsor's base pay. The percentage should be the same for all pay grades. This will allow spouses to work without increasing child-care costs to the household.

DISPOSITION: Forward



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TITLE: Department of Defense Education Activity (DoDEA) Bus Safety

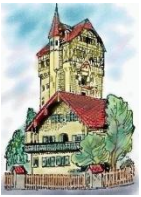
SCOPE: Children are not being properly supervised on the bus. Lack of supervision compromises the safety of the children. The bus driver and monitor are responsible for security not safety. The bus driver and monitor are responsible for operation and security of the bus and not maintaining order and discipline of the students. The overall well-being of the children is compromised and movement to and from school is hindered.

RECOMMENDATION: Place an English-speaking position/safety monitor on each bus. This position would serve as intermediary between the school and the bus and be responsible for enforcing the school bus safety policy, reporting infractions to the school, and ensuring the well-being of the students. Have cameras installed on all buses.

DISPOSITION: Forward



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TITLE: Shipping Pets Overseas

SCOPE: The military does not consider a pet to be a possession or Family member and will not pay for shipping. This policy contributes to pet abandonment. It also adds to out of pocket moving expenses, creating a financial hardship.

RECOMMENDATION: Include up to two pets on orders; authorize reimburse for out of pocket expenses, not to include veterinary costs. Incorporate the pet(s) into the in/out processing procedure.

DISPOSITION: Dropped



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TITLE: Improve Customer Service within the USAG Grafenwoehr Housing offices.

SCOPE: Customer service at the USAG Grafenwoehr Housing Offices is substandard and unprofessional. Information is disseminated inconsistently. This practice affects quality of life, propagates low morale and impacts readiness. This issue has been and continues to be an ongoing concern. Senior command has been informed repeatedly, and the ICE system reflects a 100% increase of dissatisfied customer comments in 2009.

RECOMMENDATIONS:

- **Implement an automated database and information retrieval system.**
- **Provide a clear, precise, and condensed version of the housing procurement process.**
- **Install an on-site kiosk for customer comments, provide each customer with an ICE evaluation form, and sample quarterly evaluation of incoming personnel for overall customer satisfaction.**
- **DISPOSITION: Local – passed to Garrison DPW**



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QUESTIONS





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COMMUNITY ACTION COUNCIL

23 JUNE 2010

1300-1500

LOCATION: JMTC Conference Rm

Subject to calendar changes

