



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON GRAFENWOEHR
UNIT 28130
APO AE 09114-8130

IMEU-GFW-ZA

18 June 2009

MEMORANDUM FOR Community Action Council Members

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

1. The CAC meeting on 11 May 2009 started at 14:00 hours. Members attending were:

Chairman – Garrison Commander – COL Nils C. Sorenson
Vice Chairman – Deputy Garrison Commander – Mr. Randall D. Corbin
Members – BG David Hogg (JMTC Senior CDR)
Mrs. Martina Hogg (JMTC Senior Spouse)
LTC Daniel Barnett (2 SCR, DCO)
Mrs. Carla Blackburn (2 SCR, Senior Spouse)
COL James Blackburn (2 SCR, CDR)
Ms. Ann Bruennig (SLO)
Mr. Dick Cooper (DPTMS)
Ms. Mary Cooper (DHR)
Ms. Ruth Cowart (AFAP)
LTC Shawn Driscoll (DES)
Mr. Jim Federline (Retiree Representative)
Mr. Greg Fobell (PAIO)
Mr. Scott Harmon (Vilseck Commissary, Store Manager)
Mr. Tom Hays (DPW)
LTC Elizabeth Hersch (Vilseck Health Clinic CDR)
COL David Hillis (Garrison Chaplain)
Ms. Diane Krajcovic (DeCA, Grafenwoehr Commissary)
LTC William Martin (SJA)
Mr. Michael Masko (CPAC)
Mr. Robert Massey (Housing)
Ms. Caroline Mills (ACS)
Mr. Matt Mennona (AAFES)
Ms. Anita Payne-Landgraf (CYSS)
Mr. Jose L. Rodriguez (DOL)
Ms. Terry Roscoe (18th CSSB, Senior Spouse)
Mr. Michael Saalborn (Garrison Safety)
Mrs. Rebecca Sinclair (172nd Senior Spouse)
MAJ Wallace Smith (69th Signal)
LTC Eric Stetson (172nd Rear-D Commander)
Mr. Jim VanPatten (PAIO)

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

Guests – Ms. Melynda Weaver (CSO)
CPT Kyle Greenberg (HHC JMTC, Aide de Camp)
Mr. Marcus Ensign (JMTC, Safety)
Mr. Terry Ford (DeCA, Vilseck Commissary)
Ms. Tiffany Hudgins (2 SCR, FRSA)
Mrs. Jackie McClaflin (HHC, 172nd Senior Spouse)
Ms. Gloria Mike (DPW Administrator)
MAJ Mike Self (2 SCR, PMO)
MAJ Michael Votca (2 SCR ENG)

2. The Chairperson, COL Sorenson, Garrison Commander, welcomed the members of the Community Action Council (CAC) and reviewed the function of Customer Management Services and the council's goal. Acting as the meeting facilitator, Mr. Greg Fobell, Program and Management Analysis Chief, briefly stated the meeting agenda, the time allotment for each action item, and process for extending time allotments.

3. Customer Service Officer (CSO) restated the purpose of the CAC and reviewed the voting procedures for action items.

4. CSO presented the CAC of the ICE trends for the past 12 weeks as compared to same period last year and the previous quarter. The ICE statistics for DES were used as an example to show and explain the chart as well as how a service has received increased submission totals resulting in an increased satisfaction rating. She emphasized the need for service providers and senior leaders to promote the ICE system as a valuable mechanism for reporting individual experiences with service providers on the installation. COL Sorenson reinforced that more submissions received through ICE validate the relevance of experiences.

5. CSO highlighted sections of the 2008 Customer Service Assessment (CSA) results to include the report of demographics, the responses to communication methodology, and the 7 priority issues for customers. COL Sorenson explained his position on the data collected from the CSA; he is anticipating a more successful CSA in the late summer, early fall pending the implementation of changes generated by the After Action Review. COL Sorenson will meet with Ms. Pamela Holloway, Customer Management Services (CMS) Operations Director on 21 May 2009 to discuss the 2009 CSA. Mrs. Terry Roscoe, 18th CSSB Senior Spouse, asked how many people CMS expected to take the survey; Ms. Weaver explained there were no preset figures provided to the individual CSO's for the 2008 survey.

6. CSO updated the council on the status of the ideas/suggestions submitted from the 'Save Us Money Campaign' on energy efficiency. There were 67 total submissions from the community with 42 actionable items after the extrication of duplicates and submissions better

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

suited for alternate programs. These suggestions were submitted to the appropriate agencies as Tasker 110509 with suspense of 27 May 2009.

7. CSO introduced the General Manager of AAFES, Mr. Matt Mennona, to provide an update on the AAFES Car Care Center issue kept open from the 20 January 2009 CAC. Mr. Matt Mennona announced a merger between the ICE program and the AAFES Corporate Feedback Program. This union will reduce the duplication of feedback mechanisms, align AAFES more closely with Department of the Army initiatives like CMS, and provide visibility to the Installation Command. Mr. Mennona turned to the timeliness of service delivered at the Car Care Center stating the situation is going to get worse before it gets better. The number of layoffs at car and car parts manufactures in CONUS due to economic downtrends is adversely affecting the delivery timeline of parts to the end-user. Mr. Mennona is meeting with the Car Care Center team on 12 May 2009 to determine if action can be taken to get delivery service in a more expeditious manner. He requested to keep the issue active while they work on a plan the CAC will find satisfactory. Mr. Mennona described the current inventory concept on stocking the 200 most commonly purchased car parts at the Car Care Center. Under this system, if a customer needs a part in a short window, AAFES can look to purchase the part on the economy (if available) but the cost to the customer is greater than waiting to get the part for the AAFES warehouse out of Jacksonville, FL. If it is a part that cannot be remanufactured and/or is only available out of the United States, the vendor has 7 days to get the part to the warehouse in Florida and then to the Car Care Center at USAG Grafenwoehr. Mr. Mennona divulged that the original issue is not limited to parts turnaround time, but he has taken corrective action to include that for anytime a part is delayed that the service order will come to his desk for action. Mrs. Rebecca Sinclair, 172nd Senior Spouse, inquired if there was any help available to persons needing parts to pass inspection. CSO replied that inspections may be inspected up to 75 days prior to registration renewal being due and that with a rare exception a vehicle should be able to be repaired to pass inspection. CSO advised the garrison was working on an information awareness campaign for POV inspection policies but encouraged each member of the council to use word-of-mouth advertising. Mrs. Sinclair pointed out that car owners do not receive their registration renewal notices at the start of that 75 day window and asked if the command could do anything to assist with this. BG David Hogg countered that it is a matter of personal responsibility; stating that parts and service are available off post and citing personal experience. He concluded that the turnaround time for car parts from AAFES had been a chronic problem and was a part of life for a service member stationed OCONUS. Mrs. Sinclair pointed out that at previous duty stations vehicle registrations were extended for deployed service members. COL Sorenson said that was a good point and he would discuss with Logistics Field Operating Agency (LFOA) during a meeting later in the week. LTC Driscoll added that service members who put their car into storage during a deployment have the registration time remaining stopped until they return.

8. CSO introduced Ms. Caroline Mills, Army Community Service (ACS) Division Chief, to provide an update on issues concerning the Soldier, Family Assistance Center (SFAC). Ms.

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

Mills informed the CAC that changes to the SFAC are being driven down from higher headquarters but are not yet entirely clear. Initially, Ms. Mills has been advised that two positions will be eliminated from the Vilseck SFAC. This is coupled with a diminishing population in Europe of Warrior in Transition Unit (WTU) Soldiers and their Families who are served by the SFAC. Ms. Mills has a video teleconference on 12 May where she will receive more information. Ms. Mills noted the hard work the SFAC continues to render in service to the WTU Soldiers and Families. BG Hogg shared that the information provided to him showed a move to regional SFAC locations. For instance, the SFAC in Hohenfels would close and those Soldiers would be serviced by the SFAC in Vilseck. BG Hogg noted the dissemination of information on these changes had not yet come down through the senior leader command channels.

9. CSO introduced Ms. Anita Payne, Child and Youth Services (CYSS) Division Chief, to provide an update on the hourly childcare for gym users issue kept open from the 20 January 2009 CAC. Ms. Payne gave details about two Army-wide CYSS initiatives that would solve this issue. The first is a modular facility that would be placed next to gym facilities to house hourly childcare. The second initiative, Kids ON SITE, is a modified version of STACC with less stringent regulations on the requirements for a facility to be considered. Kids ON SITE would allow CYSS to work with the gym facilities within the F & MWR family to reallocate rooms to hold a staffed childcare site. Ms. Payne promoted this as a quick win for the USAG Grafenwoehr community. F & MWR has targeted the Grafenwoehr Physical Fitness Center as a test site to begin operations 1 July. The test site selection was driven by demand. COL Sorenson explained the modular facility concept has slowed down in its implementation due to the destruction of one at Fort Carson, CO, that was subjected to severe inclement weather. The facilities are being reexamined for improvements of building safety before the roll-out will continue. CSO prompted Ms. Payne to elaborate on the hourly childcare options available on Rose Barracks. Ms. Payne clarified that both the FCC hourly program and CYS sitters programs have vacancies to meet customer demand.

10. CSO requested Ms. Mills to provide an update on the Accessing Job Vacancy Listings issue kept open from the 20 January 2009 CAC. Ms. Mills described the activities the newly hired Employment Readiness Coordinator, Ms. Marie McElligott, is engaged in trying to promote job opportunities in the community. Currently the job vacancy listings work on a pull information system; Ms. McElligott has recruited a volunteer who is compiling the vacancies to put on the garrison homepage. This would change the current "Civilian Employment" link from routing the user to the CPOL home page to routing the user to a database of jobs available at USAG Grafenwoehr and the commuting area. There is also a job fair being held on 14 May on Rose Barracks. Representatives from F & MWR operations seeking employees will be present; the job fair has a heavy focus on employment with the childcare arena.

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

11. CSO advised on two other community concerns being worked through the CMS program: Dog bites and POV inspection. Information awareness campaigns are being developed for both issues. COL Sorenson expanded on POV inspection by addressing customer inquiries into the standards used for the inspection, the garrison has worked with LFOA to ensure that the correct standards are being adhered to and the safety of the Soldier and Family members is always the top priority. COL Sorenson added that one of the discussion items for the previously mentioned meeting with LFOA is their capability to inspect vehicles in the 15 minute standard as USAG Grafenwoehr reaches a steady state. This may open up the possibility of adding a POV Inspection Station to Rose Barracks. As per LFOA, half of all vehicles fail the first inspection. If a vehicle is brought back within 30 days with a repair to the item(s) causing failure, the vehicle is only checked on that item rather than being completely re-inspected. The inspection standards are set by the host nation government. Discussion ensued regarding how deployment cycles affect vehicle safety and POV inspection. LTC Shawn Driscoll, Directorate of Emergency Services, explained that if a Soldier puts a POV into storage during a deployment the registration goes into suspension. Moreover, DES flexes up the staff capability during the reintegration process to ensure Soldiers are able to get their new registrations in a timely fashion. COL Sorenson diverted the conversation to the second community concern being tracked – dog bites. There have been five dog bites in recent weeks within the USAG Grafenwoehr footprint. If the incident is unprovoked the pet owner can be required to return his or her pets to CONUS or euthanize the animal. The garrison is being very consistent on this matter. LTC Stetson inquired if pet owners are furnished with a copy of the pet policy upon arrival. CMS is implementing an information awareness campaign to increase visibility, but Policy Letter 21 stating the policy is furnished in all government quarters as well is available on the garrison home page. Two concerns, also addressed in Policy Letter 21, is the number of pets per home and pet breeding operation. Current policy states a person living in government quarters may not exceed a total of two, regular domestic animals nor engage in the breeding and raising of pets for the express purpose of profit. More than one litter per year per Family is considered a commercial enterprise. Offspring kept longer than six months count against the two domestic pet limits. BG Hogg supplemented the discussion by raising awareness of the German Government's current crackdown on gun possession. Due to the recent shootings within Germany, persons living on the economy with registered weapons should anticipate an inspection from the German Government.

12. CSO presented the first issue for action, Non-residents driving through Netzaberg. At the January 2009 Netzaberg Town Hall meeting concern was raised about non military personnel constantly driving through the Netzaberg housing community and parking on street corners or along the main roads to observe the community; this is creating an environment of fear and uncertainty amongst the residents. The submitter recommended posting signs restricting the traffic to residents and their visiting guests as well as having some form of patrols to deter "peeping toms". DPW responded that all roads in Netzaberg are public streets belonging to the city of Eschenbach, it is not possible or enforceable to restrict traffic to residents or

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

visiting guests. Research revealed the concern originated from vehicles with Czech license plates driving through the built-to-lease neighborhood looking for bulk pick-up items. Information awareness about when to place bulk items for pick-up has diminished these occurrences. LTC Driscoll, DES, educated the council that MP patrols stop any vehicle with nonmilitary plates that are driving through the neighborhood between the hours of 2200-0600. COL Sorenson explained the German culture is not in favor of gated communities other than military installations. MAJ Wallace Smith motioned to close the issue, Mr. Jim Federline seconded the motion, and the CAC voted unanimously to close the issue.

13. CSO presented the second issue for action, Covered Bus Stops at AAFES/DeCA complex. Via the online USAG Grafenwoehr Issues for Consideration/Resolution, a constituent pointed out there is not a covered bus stop in front of the AAFES/DeCA complex exposing shuttle bus riders to the wide variety of bad weather. Even though there is an overhang at the commissary, it is widely believed a bus rider must wait at the stop or the bus will not stop to pick up passengers. The constituent recommended installing a covered bus stop. DPW responded that the issue would be looked at and if funds are available in FY 2009, it may be possible to install bus shelters at the stops. Otherwise it will be programmed for FY 2010. Bus drivers will be instructed to halt and scan the area for waiting passengers. COL Sorenson referred to Mr. Tom Hays, Director of Directorate of Public Works, for further details. Mr. Hays stated that 7 bus shelters were erected last year at a cost of \$10,000 per bus shelter. COL Sorenson noted that the additional shelter could be added to the end of year SRM. BG Hogg requested Mr. Hays to map the shelters and submit for the SRM with the caveat that this request would be put against other requests and the top priority items would be selected for funding; this request was not a guarantee of funding. It was noted this is a two part issue with DPW managing the physical structure and DOL providing the guidance to the drivers to stop and scan at each area. MAJ Wallace Smith motioned to keep the issue open until it is determined if funding is available, COL David Hillis seconded the motion, and the CAC voted unanimously in favor of the motion.

14. CSO presented the third issue for action, Dog Park. At the January 2009 Netzaberg Town Hall meeting, residents requested the Installation Command to consider building a dog park within the USAG Grafenwoehr footprint where dogs can run around, unleashed, with violating any codes. Auxiliary discussions with Installation Coordinator, Mr. Tony Frazier, revealed a similar request had been put forth by Vilseck residents. The biggest obstacles to overcome are liability and who would take care of the area. COL Sorenson questioned if thought had been given to who would service the area. CSO reported the current process for waste removal of garrison owned receptacles falls to the Borrowed Military Manpower (BMM) of the Installation Coordinator's office. Discussion followed over the challenges residents with pets in built-to-lease communities face with the smallish back yards and low fence heights. All vacant land in Netzaberg belongs to the Investment Group. Mr. Hays (DPW) explained that there is some training land owned by JMTC on the south side of Netzaberg that could be considered for reallocation to this cause. To establish the area and

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

fence it would cost \$60,000. Mrs. Sinclair questioned the need for a dog park with all the wonderful walking trails that are already established in Netzaberg. She suggested a mapping of the trails and their lengths could be drawn up and given to pet owners as an alternative. Discussion proceeded about the value added benefit of a dog park. BG Hogg stated if it was determined that JMTC did have adjacent land suitable for this purpose he would consider reviewing it for reallocation. MAJ Wallace Smith motioned to keep the issue open for a feasibility study to be conducted for both Netzaberg and Vilseck communities with an update at the next CAC, Mr. Randall Corbin seconded the motion, and the CAC voted unanimously in favor of the motion. UPDATE: It is a Command decision that a feasibility study on dog parks within the community be tabled. CLS does not have an accounting for such a facility and the reconciliation of liability and facility maintenance cannot be reconciled at this time.

15. CSO presented the fourth issue for action, Lack of Parking in Netzaberg. At the January 2009 Netzaberg Town Hall meeting, residents criticized the lack of guest parking available in the Netzaberg built-to-lease community. Although all houses have a garage and driveway to accommodate two cars there is not enough space in the narrow streets for additional parking if a resident would like to hold a social gathering like a coffee. Residents requested suitable areas be located for parking lots to be built or no parking areas be rezoned for parking. USAG Commander, COL Sorenson, addressed this issue at the Town Hall meeting on 29 April 2009 – configuration of housing areas allows for only limited parking. COL Sorenson expressed this is an issue he is routinely addressed about. Mrs. Sinclair affirmed this is a serious concern to the Families living in the neighborhood. Previously the North side of Netzaberg road had been zoned for parking but the city of Eschenbach determined this to be a water runoff area therefore unsuitable for parking. LTC Stetson asked if the unimproved grounds between the South side of the road and the sidewalk could be graveled in for additional parking. COL Sorenson does not believe there is enough land in the entire neighborhood that could be developed for additional parking to the satisfaction of all residents. Mr. Hays said the same area being considered for a dog park could also be considered for a parking lot. LTC Driscoll and Mrs. Sinclair offered alternate locations for consideration. LTC Driscoll also stated that MPs are not giving tickets to vehicles parked on the South side. BG Hogg requested a parking lot proposal be drawn up for Netzaberg for his consideration. LTC Stetson motioned to keep the issue open for a feasibility study to be conducted with an update at the next CAC, MAJ Wallace Smith seconded the motion, and the CAC voted unanimously in favor of the motion. UPDATE: COL Sorenson to task Director of Emergency Services, LTC Shawn Driscoll, to determine if parking can be established on the South side of Netzaberg road in the impact zone. It is a command decision that a proposal for a parking lot be tabled due to funding priorities.

16. CSO presented the fifth issue for action, Netzaberg Playgrounds not FCC Compliant. CSO advised the council of a peripheral concern surfaced after the submission of the original issue regarding non-compliant shrubbery planted around government housing. Policy Letter 21 states residents can not remove shrubbery. Ms. Payne, CYSS Division Chief, provided

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

background information on both concerns. First, she clarified that it is a misnomer to call the Netzaberg playgrounds noncompliant; rather, the playgrounds are not age appropriate for pre-toddlers and toddlers. For example the height of the slides exceeds what is suitable for a toddler. As a result, FCC providers with children in this age category may not use the playgrounds as part of the outdoor playtime for them. Second, the shrubbery cited as non-compliant has all been found to be in the front of the providers homes. As this is not an area where children would be left unattended, supervision of children by the provider and the parent as they enter and exit the structure to ensure the safety guidelines are met. Ms Payne was questioned if lack of access to a playground precludes someone from becoming a FCC provider. She explained the governing guidance states that FCC providers must be able to offer suitable outdoor activities on a daily basis provided there is no inclement weather. MAJ Smith synthesized the information presented postulating the presented issue be closed as the current playgrounds do meet the intent, and a new issue be opened regarding the lack of toddler friendly playgrounds. Mrs. Sinclair concurred, citing three specific locations in the Netzaberg community for consideration of the toddler friendly parks. The CAC questioned if the Vilseck community also had this problem. The SME requested additional time to revisit all the playgrounds to determine which had variations in age appropriate equipment. MAJ Wallace Smith motioned to close the current issue and open a new issue on the availability of playground equipment for younger children, Mrs. Sinclair seconded the issue, and the CAC voted unanimously in favor of the motion. DPW will conduct a feasibility study on what locations could accommodate additional playground equipment geared towards younger children and the expense for such additions. UPDATE: COL Sorenson to task Installation Coordinator, Mr. Tony Frazier, as the action officer for the feasibility study. The study will propose locations in Grafenwoehr and Vilseck for the playgrounds, expense for the installation, will advise if current facilities can be retrofitted to meet the intent, and will be completed within 60 days. Facilities in Netzaberg will be recommended to the developer for consideration but is not a decision the Installation Command can require.

17. CSO presented the sixth issue for action, Proper Way to Recycle. Residents at the January 2009 Netzaberg Town Hall meeting expressed confusion as to what can be recycled and which bin to place it in at the Netzaberg facility. The SORT facility is becoming cluttered with items in the wrong bins or bags left in front of bins. Residences are unnecessarily producing more refuse than allowed by tossing recyclable items out rather than in the correct SORT bins. They requested English translations be put up at the SORT facility to ease usage. DPW has already put up the requested translations. Mr. Helmut Bueller is working on refrigerator magnets to be distributed to Netzaberg residents detailing how to SORT. CSO added that this same concern for Sorghof has been raised for the next CAC and whatever course of action is determined for Netzaberg may consider being applied to Sorghof as well. MAJ Wallace Smith validated the concerns about recycling citing the discrepancies between the housing office and the welcome packet on how to use the yellow bag. He motioned to keep the issue active for the CSO to monitor community feedback after the magnets were distributed to determine if it is successful in resolving the issue or not; Mr. Federline

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

seconded the motion, and the CAC voted unanimously in favor of the motion. Mrs. Sinclair added that making the brown bags for yard clippings available at Self Help would eliminate a large amount of the recyclable material that is put into refuse due to a lack of knowledge.

18. CSO presented the seventh issue for action, Gas Meter Readings. Residents at the January 2009 Netzaberg Town Hall meeting stated a lack of notification of when annual gas meter readings will be conducted. They find this an annoying disturbance especially since they cannot communicate with the German workers and are told by Housing to ignore them. The residents recommend Housing to work with the gas company to provide notification of meter readings in the area. Housing would distribute a memo alerting the residents and making persons available to facilitate communication if there are problems with the gas lines requiring a follow-up appointment. Mr. Hays advised the council that DPW is attempting to get all utility companies to agree that the Hausmeister will take annual readings. Customers know the Hausmeisters and this way all readings for water, electricity, and gas can be taken in one visit. This will begin for the 2010 year and Mr. Hays expects to have an agreement reached in the next 60 days. MAJ Wallace Smith motioned to keep this issue active until the agreement is reached; Mr. Federline seconded the motion, and the CAC voted unanimously in favor of the motion.

19. CSO presented the eighth issue for action, Night & Weekend Childcare. The following issue was collected from the Senior Spouses Round Table: AAFES promotes it is a flexible employer but has difficulty accommodating employees whose spouses are deployed and do not have night and weekend childcare options. Without childcare options, current employees are being forced to quit since they cannot meet the hours given to them by AAFES. The submitter recommended allowing employees to work the hours they need in accordance to the flexible work schedule that is marketed as being a benefit of working for AAFES. Make night and weekend childcare available. CYSS responded that night and weekend childcare is available through FCC and CYS sitter providers; CYSS will continue to push information through available media and forums. Mrs. Sinclair asked Mr. Matt Mennona if AAFES has considered job sharing to address this issue. She elaborated on the extenuating circumstances affecting many of the spouses seeking employment and stated that if the job seeker could coordinate with another job seeker to share hours and childcare responsibilities AAFES should consider hiring the two to share a single job. CSO referred to Ms. Payne to ensure the sharing of childcare between unregistered providers would not violate any codes. Ms. Payne explained as long the person providing the care goes into the home there would not be any violation. Mrs. Sinclair furthered that if an employee has to pay for childcare while working for AAFES, after that expense is deducted there is hardly enough leftover to make working worth it, hence the need for job sharing. Mr. Mennona said they would certainly look into, but normally when someone fills out an application they list the hours they are available to work and this is basically how AAFES hires. For instance, if an employee says they can only work 0800-1500 hrs then AAFES would look to place them in the food court as that area has the greatest demand during the listed hours. As an employer the rule is that the employee is

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

responsible to provide transportation to and from work and arrange childcare during working hours; Mr. Mennona assured the CAC that he (AAFES) is greatly concerned with being a good community partner and will do what he can to make job sharing a reality. Discussion ensued about the merits of job sharing and how to advertise it. BG Hogg motioned to close the issue as complete with an update provided at the next CAC on the effectiveness of the program; Mr. Corbin seconded the motion, and the CAC voted unanimously to close the issue.

20. CSO presented the ninth issue for action, Airport Shuttle Buses. At the Senior Spouses Round Table concern was raised over the number of shuttle buses through F & MWR available for airport transport to accommodate the upcoming PCS season. The Senior Spouse recommended increasing the number of shuttles available. F & MWR responded there have been challenges to meet the growing demand during peak times due to restricted fleet of vehicles available. F & MWR has also had stalling acquisition of vehicle replacements and due to delayed replacements they experience increased maintenance and repair of the existing fleet. They utilize these vehicles for other programs and services, including Warrior Adventure Quest. Also F & MWR cannot employ an excessive pool of drivers, due to the seasonal fluctuations of the requirements. If F & MWR cannot meet the demand, customers are referred to SATO, who offers contract airport shuttles as well as one of the local Taxi Firms on the economy. A supplement showing the cost of the contract shuttle was provided. CSO clarified that while it is more expensive than F & MWR, transportation costs incurred during a PCS are reimbursable and service members can utilize advance TLA to ensure the expense is not out of pocket. COL Sorenson explained F & MWR is not funded for this program and it is a pure Category C (NAF) service. It must be profitable within the MWR funding guidelines and AR 215 or else it will cease to exist. Therefore, it must be operated like a business, rather than a service, which also makes it costly to the customer. MAJ Wallace Smith motioned to close the issue, Mr. Federline seconded the motion, and the CAC voted unanimously to close the issue.

21. CSO presented the tenth issue for action, Spouse In-Processing/Welcome to Bavaria. Via the online USAG Grafenwoehr Issues for Consideration/Resolution, a constituent raised concern about Spouse In-Processing. There is a class called Welcome to Bavaria. This 4 day event takes spouses around Bavaria educating on basic information and survival skills for living in Germany. The constituent observed that many new spouses do not know about this class or other great information given out by ACS during in-processing as the packets handed out do not make it home to the spouse. The constituent recommended developing a spouse in-processing day, allowing spouses to accompany Soldiers to in-processing to receive information that is pertinent to them. Another possibility for dispersing ACS information to spouses is to personally present it to them. Unit leaders would inform ACS of the new arrivals. Welcome to Bavaria should be published in the Bavarian News and made into a monthly event (currently held quarterly). F & MWR responded to the recommendation with the following: ACS offers a "Welcome to Bavaria" newcomers' orientation regularly. ACS

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

will continue to push program information via all available media and will seek to have information added to the garrison web-page NEWCOMERS drop-down. Ms. Mills, ACS Division Chief, addressed the Council explaining there are two separate parts at work. ACS is responsible to the ITC to present briefs during the community portion of service member in processing but ITC is the owner of that program; ACS owns the Welcome to Bavaria class geared toward spouses and runs quarterly. She stated ACS has done a lot of things to publicize Welcome to Bavaria. COL Blackburn pointed out that these classes and briefs are to build self-sufficient Families; he referenced the Bamberg in-processing procedure as a model. COL Sorenson explained that Bamberg has a much lower service provider to Soldier ratio so they are able to coordinate a different process that would not be reasonable to implement at USAG Grafenwoehr. COL Blackburn pointed out that the Bamberg and Schweinfurt programs are predictable, they are held the same time each month whereas Welcome to Bavaria is not. Points of discussion were offered that few Soldiers are actually given the time needed to correctly complete the in processing procedure. COL Sorenson proposed the 12 day in processing period might need to be considered for expansion to a 15 day model to accommodate the large turnover scheduled in the next 4 months. He also admitted that he did not have time to complete the model; CSO noted that was a good point and asked the council by a show of hands who had completed the model – 3 people raised their hands. Mrs. Hogg recounted a recent meeting of spouses who had just completed the Welcome to Bavaria class; these spouses expressed regret about not attending upon their arrival because the information they received was very valuable and would have made their lives much easier. CSO pointed out that we cannot require spouses to attend any programs but can highly encourage the service members to ensure their spouses get the information and attend. Ms. Mills explained that ACS has two employees dedicated to communicating with the FRGs. These employees have a direct dialogue with identified FRG leaders and try attending unit steering committee meetings if invited. Ms. Mills said that the problem with trying to get spouses into the class too early is that they will not have had time to arrange childcare. ACS has also starting putting flyers in all the lodging rooms to promote their programs. Mrs. Blackburn expressed concern that despite the efforts being made, word is still not getting the families. 2 SCR is combating this by ensuring each new family member is personally handed the information but recent offerings of the Welcome to Bavaria class have been cancelled. Ms. Roscoe noted that several other ACS sponsored classes like in Schweinfurt, Bamberg, and Naples free childcare is offered with pre-registration. Discussion ensued. Ms. Mary Cooper, Director of Human Resources, offered that spouses are welcome to attend the Community Briefs section of the In-Processing model. This section showcases presenters from all the resources and opportunities available within the USAG Grafenwoehr footprint. The Council asked if this could be videotaped and put online in the NEWCOMERS drop down menu on www.grafenwoehr.army.mil. COL Blackburn offered that he is willing to authorize married Soldiers a day of leave if their spouses attend the in-processing events. The event coordinator would need to provide the Soldier's spouse with a 'stamp' or completion slip documenting attendance. COL Sorenson commented that changes in

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

command sponsorship would have to be routed through AFAP. COL Blackburn motioned to keep the issue open while a working group is formed to review and revise the current spouse in-processing opportunities to include the Welcome to Bavaria class; Mrs. Sinclair seconded the motion, and the CAC voted unanimously to close the issue. UPDATE: Mr. Corbin has a 20 May meeting with ACS to review the current Welcome to Bavaria program.

22. Ms. Ruth Cowart, Army Family Action Plan (AFAP) Program Manager, briefed on the results of the 2009 AFAP Conference held 19-20 February at the Amberg Congress Centrum. There were four workgroups: Consumer Services, Force & Family Support, Medical/Dental & Entitlements, and Teen. There were 129 issues submitted for consideration, 11 were prioritized, 2 were resolved at the AFAP out brief, and 1 issue was deemed local to be turned over to CMS for action. Ms. Cowart explained the regulation according to AR 608-47 stating that 10 or fewer issues were provided for submission to the region level conference and the garrison commander could make the decision on what issues to forward rather than calling a Steering Committee meeting. COL Sorenson, Ms. Audre Binder (F & MWR Director), Ms. Ruth Cowart (AFAP Program Manager), Mr. Greg Fobell (PAI Division Chief), and Ms. Melynda Weaver (CSO) convened on 1 April to find 8 issues appropriate to forward to IMCOM Europe. The region level conference will be held in Heidelberg 1 to 5 June 2009.

23. Ms. Cowart provided the council with the title, scope, and recommendation of the 11 prioritized issues for informational purposes only. The 8 issues forwarded to IMCOM Europe include: Medical Treatment Facility (MTF) Resources, Prerequisite for USAREUR Driver's License, OCONUS Career Referral Program, Resources for OCONUS Children with Special Needs, Support for Non-WTU Injured Soldiers, Centralized Garrison Information, and Allocation of Curricular and Co-Curricular Budgets. The two issues resolved during the out brief included: Family Style restaurants OCONUS and Dining Facility (DFAC) Support. The 1 issue deemed local and turned over to CMS was School-Age Children and Safety.

24. Additional feedback on community concerns provided by the council included:

a. COL Blackburn – Soldiers and Family members are required to produce the same documents to multiple service providers creating extra work for all parties involved; is it possible for the service providers to share information and reduce duplication. COL Sorenson commented this concern has been raised at other forums and would require a change in software. This issue would require changes from DA and is best directed through the AFAP program.

b. Mrs. Sinclair – There is a shared walking and bike path in Netzaberg running through the center of the housing towards the village center; youths on bikes are riding at high speeds with disregard to cross traffic. LTC Stetson added that visibility to the majority of the path is blocked by cars parked in drive ways. Both inquired if a slalom pattern could be added to the path to reduce the speed at which the bikers travel.

IMEU-GFW-ZA

SUBJECT: Community Action Council (CAC) Meeting Minutes 11 May 2009

c. COL Sorenson briefed the Council on an issue being raised concurrently at the Senior NCO call regarding bamboo screens attached to fencing in the housing communities to create privacy. Fencing guidelines contained in the Housing Policy (Policy Letter #21) remain in effect and must be enforced.

25. BG Hogg closed the meeting citing his support of the work the Community Action Council does. He explained his upcoming departure and the under lap prior to the arrival of the new senior commander, BG Steven Salazar.

26. The meeting ended at 1620 hours. The next CAC is set for 1 September 2009 from 1400-1600 hours; the location for this council is pending.



NILS C SORENSON
COL, SF
COMMANDING

Encl
Slides from Meeting



US Army Garrison Grafenwoehr



COMMUNITY ACTION COUNCIL

11 MAY 2009

**CHAIR: COL NILS C. SORENSON
VICE CHAIR: MR. RANDALL CORBIN
MODERATOR: MRS. MELYNDA WEAVER
FACILITATOR: MR. GREG FOBELL**



CUSTOMER MANAGEMENT SERVICES



US Army Garrison Grafenwoehr



Community Action Council

Purpose

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





US Army Garrison Grafenwoehr



ICE Submission Trends (Roll-up)

Service Provider	1 Feb-30 Apr 09	1 Feb-30 Apr 08	1 Nov-31 Jan 09
USAG Grafenwoehr	1582	1029	1184
Legal Services	9	7	4
Directorate Emergency Services	48	8	34
Directorate of Human Resources	228	197	107
Directorate of Logistics	363	306	334
Directorate of FMWR	626	411	451
Directorate of Public Works	130	21	103
Directorate of Public Affairs	6	3	4
AAFES	165	104	141
DeCA – Grafenwoehr	18	21	18
DeCA – Vilseck	14	9	17



US Army Garrison Grafenwoehr



2008 Customer Service Assessment

- **Communication** The three most effective methods to communicate information about available services/programs:

Response	Frequency	Count
Email (Newsletters, Community Updates, Phantom Distribution)	68.5%	342
Installation Newspaper	64.5%	322
Installation Website	48.9%	244
Paper Signs/Posters at Service Locations	22.6%	113
Flyers/Handouts at Service Locations	19.6%	98
Briefings (Newcomer's Orientation, Community Updates, etc)	19.2%	96
Town Hall/Public Forum	16.6%	83
Electronic Sign (Marquees) at Service Locations	15.8%	79





US Army Garrison Grafenwoehr



UPDATES

1. Ideas or suggestions to Save Us Money Campaign:
 - a. 67 Submissions from the community
 - b. Suggestions to be staffed for responses this week
2. AAFES Car Care Center:
 - a. Matt Mennona, AAFES General Manager
 - b. Background: Previous CAC issue left active to monitor customer satisfaction
3. SFAC
 - a. Background: Two issues raised at WTU Focus Group regarding Roles of the SFAC and Training for the SFAC Director/WTU Command Team
 - b. NETCALL 2009-08, the Soldier and Family Assistance (SFAC) will undergo a major organizational restructuring in FY 10; therefore, all actions are placed on hold pending further guidance.
4. Hourly Childcare for Gym Users
 - a. Ms. Anita Payne, Chief – Child, Youth, & School Services
 - b. Background: Previous CAC issue left active to research acceptable resolution





US Army Garrison Grafenwoehr



Issues for Action

Title: Non-residents driving through Netzaberg

Scope: There are nonmilitary personnel constantly driving through the Netzaberg neighborhoods parking on street corners or along the main roads to observe the community. This creates an environment of fear and uncertainty amongst the residents of Netzaberg.

Recommendation: Post signs restricting the traffic to residents and their visiting guests. Have some form of patrols to deter "peeping toms"

Response: All roads in Netzaberg are public streets belonging to the City of Eschenbach. It is not possible or enforceable to restrict traffic to residents or visiting guests.

Issue Collection Point: 2009 Netzaberg Town Hall Meeting





US Army Garrison Grafenwoehr



Issues for Action

Title: Dog Park

Scope: Residents need a dog park where pets can run around with violating any codes.

Recommendation: Find a suitable area to establish a fenced area for dogs.

Response: All vacant land in Netzaberg belongs to the Investment Group. This issue requires further study and consultation with the Investor Group and the City of Eschenbach to see if it is feasible. Biggest obstacles are liability and who takes care of areas.

Issue Collection Point: 2009 Netzaberg Town Hall Meeting





US Army Garrison Grafenwoehr



Issues for Action

Title: Netzaberg Playgrounds not FCC Compliant

Scope: FCC providers aren't able to take the children to the local playgrounds as FCC inspectors have deemed them unsafe. The FCC told providers the fall zone on the monkey bars is too far down and the spacing on some of the equipment is too far apart to be safe.

Recommendation: Work with the FCC to identify each item they see as unsafe in the yards; with that information approach the developer about making the necessary alterations to the playgrounds.

Response: (DPW) The builder/contractor provided exactly what was requested in respect to specifications by US Forces during negotiations in 2001 when the contract was signed. The playgrounds were built in accordance with the German construction regulations, and guidelines set forth in then AR 210-50, Suppl 1 to 210-50, now AR 420-1, and Suppl 1 to 420-1. If there are some pieces of playground equipment that do not meet the FCC regulations, then these will be labeled and cannot be used by the FCC providers. It does not mean that the children cannot play on the equipment under direct parental supervision.





US Army Garrison Grafenwoehr



Issues for Action

Title: Gas Meter Readings

Scope: Residents have no notification of when gas meter readings will be conducted. This is an annoying disturbance especially since they can not communicate with the German workers but they are told by housing to ignore them.

Recommendation: The gas company should work with Housing to provide notification of meter readings in the area; Housing in turn would distribute a memo alerting the residents. If there is a problem with the gas pipelines at the residence, Housing assist by communicating with the Gas Company for the resident and setting up an appointment for the work to be completed at a time when the tenant is available.

Response: DPW is attempting to get all utility companies to agree that the Hausmeister will take the annual readings. Customers know the Hausmeisters and this way all readings for water, electricity, and gas can be taken at one visit. This will take a little time to get this agreement.





US Army Garrison Grafenwoehr



Issues for Action

Title: Airport Shuttle Busses

Scope: There are not enough vans available for airport transport to accommodate the upcoming PCS season.

Recommendation: Increase the number of shuttles available.

Response:

- CHALLENGES:
 - Growing demand
 - Restricted fleet of vehicle available
 - Resource used for additional programs; example – Warrior Adventure Quest
 - Increases in maintenance & repair
 - Outside of FMWRC mission/Category C (NAF) program
 - Must be operated like a business, must be profitable
 - Cost to customer (for 4 passengers per trip)
 - Nuremberg: one way - \$139/roundtrip \$249
 - Munich: one way - \$209/roundtrip \$375
 - SATO offered contract shuttles (see additional handout)



CUSTOMER MANAGEMENT SERVICES

Issue Collection Point: Senior Spouses Roundtable



US Army Garrison Grafenwoehr



FY 09 AFAP Conference

- Conference February 19 – 20 at the Amberg Congress Centrum
- Four Workgroups: Consumer Services, Force & Family Support, Medical / Dental & Entitlements, Teen.
- Issues Submitted: 129
- Issues Prioritized: 11
- Issues Resolved: 2
- Issues Deemed Local: 1
- Issues Forwarded to IMCOM Europe: 8



US Army Garrison Grafenwoehr



Forwarded FY 09 AFAP Issues for Awareness

GRAF-02-09: Prerequisite for USAREUR Driver's License

Scope: Military personnel, civilians, and dependents cannot obtain a USAREUR driver's license without a stateside driver's license or attending a Fahrschule class to obtain a German driver's license. Lack of a USAREUR license limits independence, freedom, and mobility making transportation to work inconvenient. Access to local public transportation is not readily available. This impacts the Army and its Family members by possibly delaying mission readiness because of Soldiers being late to work, increasing costs associated with obtaining a required stateside or German driver's licenses, and stateside returnees encounter costs associated with obtaining a stateside driver's license.

Recommendations:

1. Create an Army driver's license to replace the stateside or German license requirement.
2. Create an Army American-English theory class as a substitute for the required German Fahrschule theory class.



US Army Garrison Grafenwoehr



Forwarded FY 09 AFAP Issues for Awareness

GRAF-05-09: Resources for OCONUS Children with Special Needs

Scope: School-aged children with special needs receive their needed therapy (i.e. speech therapy, OT, & PT) through the DODDS program during the school year based upon their Individual Education Plan (IEP). Although DODDS provides an extended school year, 97% of the students needing special therapies do not qualify due to stringent DODDS Regulations. These students do not have the same community and privately run scholastic opportunities that are offered CONUS. Due to this absence of continued therapies/services, these children fail to progress and may lose much of the needed skills learned in the past school year because of this lack of opportunity for continued education.

Recommendations:

1. Establish and implement an OCONUS summer program that will facilitate the continued educational and therapeutic services offered during the academic year to students on IEPs.
2. Modify the eligibility of the extended school year program to include more students on IEPs.
3. Make existing support services available year round to students on IEPs.



US Army Garrison Grafenwoehr



Forwarded FY 09 AFAP Issues for Awareness

GRAF-07-09: Centralized Garrison Information

Scope: Information regarding community sponsored events is displayed in highly frequented areas nor is it all encompassing. Garrison agencies offer a multitude of events, activities, and services. However, advertising is not effectively reaching Garrison community members. As a result of ineffective communication pertaining to these events, there is low attendance , loss of opportunities, lack of awareness and community cohesion.

Recommendation:

1. Authorize Garrison Commanders to determine appropriate Command Information for general delivery to CMR box holders.



US Army Garrison Grafenwoehr



Resolved FY 09 AFAP Issues for Awareness

GRAF-09-09: Family Style restaurants OCONUS

Scope: Limited options exist for Soldiers and Families to dine on post in a casual, name brand, sit-down family style restaurant. Soldiers and Family members without transportation, including incoming and outgoing personnel, typically have few options to dine on post other than fast food restaurants which close too early for those that participate in evening events. Providing a dining alternative promotes a convenient, economical, and familiar environment that would improve the overall quality of life and morale of the community.

Recommendation:

1. Provide an American, casual, sit-down family style restaurant on large Army OCONUS installations.

GRAF-10-09: Dining Facility (DFAC) Support

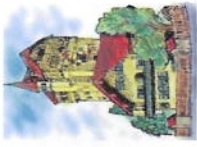
Scope: The current DFAC hours do not adequately support Soldiers work schedules. Soldiers who work later than posted hours cannot eat dinner within current hours due to long lines and limited services at the DFAC. Soldiers must choose to go without dinner or spend their own money on meals.

Recommendations:

1. Open more lines during normal posted hours..
2. Offer pre-packaged meals for up to two hours after normal operating dinner hours.



US Army Garrison Grafenwoehr



COMMUNITY ACTION COUNCIL

1 SEPTEMBER 2009

1400-1600

LOCATION: TBD

Subject to calendar changes



CUSTOMER MANAGEMENT SERVICES