



# Installation Action Council

FY 11- 1<sup>st</sup> 2<sup>nd</sup> QTR

5 May 2011



# Agenda



- Opening Remarks
- Introductions
- Purpose
- Background
- Issue Identification Business Rules
- Overview
- ICE Update
- Issues Summary
- Issue Review
- Closing Remarks



# Purpose



To consider and validate issues and concerns that impact our local military community and determine if resolution can be achieved at the local level.

*Voice of the Customer*



# Background



- Last IAC conducted Sep 2010
- Transitioned from Contractor supported to PAIO DAC in Jan 11
- AFAP no longer combined with IAC
- Issues requiring higher level (i.e. FORSCOM) resolution will sent from IAC to AFAP
- IAC is a critical component of the “Voice of the Customer”
- IAC supports the FRCP and IMCP by serving as a tool that enables the command to better manage the performance of its service providers



# Issue Identification Business Rules



- Issues are determined by identifying trends\* in ICE submissions
- Issues having a negative impact on the health, security or well-being of the garrison and its constituents
- A well-developed recommendation to a current deficiency
- Community FIRST (Feedback, Issues, Resolution, Solution Today) issue form submissions are directly resolved within the IAC
- IAC members have authority to determine what is considered a viable issue
- ICE submissions are emailed weekly containing each directorates comments – this allows for the opportunity to address issues locally before they become a trend identified in the IAC.

**\*Trend = recurring issue/comments pertaining to specific incidents**

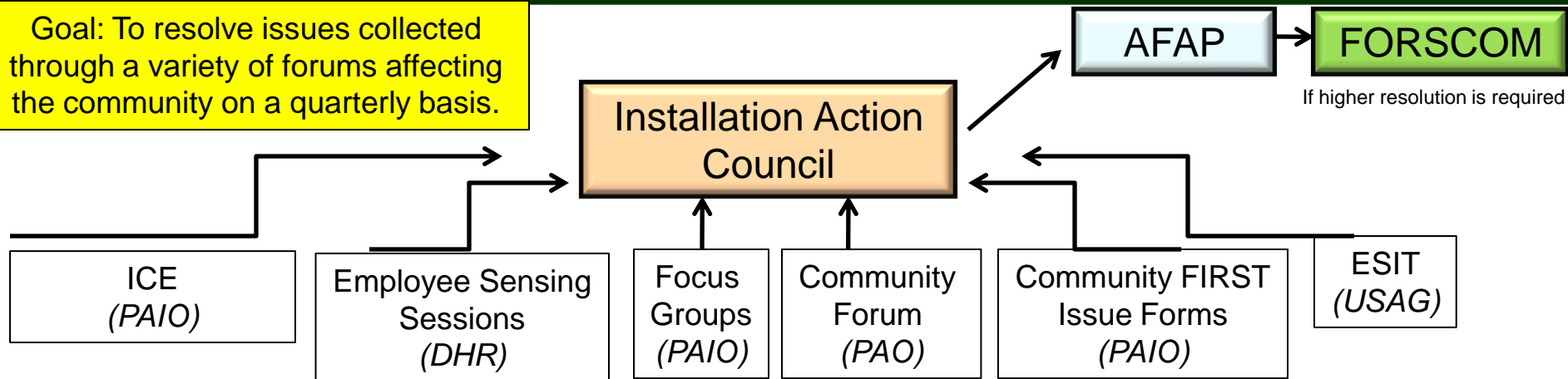
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# Overview



Goal: To resolve issues collected through a variety of forums affecting the community on a quarterly basis.



- IAC compliments the AFAP.
- IAC handles issues impacting our local community.
- AFAP focuses on issues having an impact on the broader Army community, those that might even need FORSCOM or higher support for resolution.
- IAC issues will be forward to the appropriate organization for validation and resolution.
- Subject matter experts will make recommendations and report solutions as well as best practices to the IAC.
- IAC members will recommend disposition of issues that cannot be resolved at installation level.
- IAC members will decide what issues should be forwarded to the AFAP program manager.



# Top Garrison/Installation Issues



FY11 to 30 Apr 11

- Traffic (91 ICE Comments) **19%**

- Trends: (CMS)

- Wait time at ACP
- Increased commute times
- Traffic on post



- Health Services (670 ICE Comments)

- Trends: (CMS)

**51%**

- Medical Appointments (same day appts, lack of specialty providers) 25 Submission/20% satisfied
- Wait time at the pharmacy for filling new prescriptions, prescription policy 48 submission/32% satisfied
- ER Wait Time (Long waits, no contact from staff once placed in a room) 94 submission /26% satisfied



↑ APLSS Survey: 89% Satisfied (1,952 Responses)

- Housing (Picerne) (116 ICE Comments)

- Trends: (CMS)

**22%**

- Wait List 5 comments/8% satisfied
- Construction Quality 10 comments/16% satisfied
- Maintenance 17 comments/27% satisfied
- Customer Service 30 comments/48% satisfied



↑ RCI Survey: 4.49 of 5 (217 Responses)

Satisfaction Rate

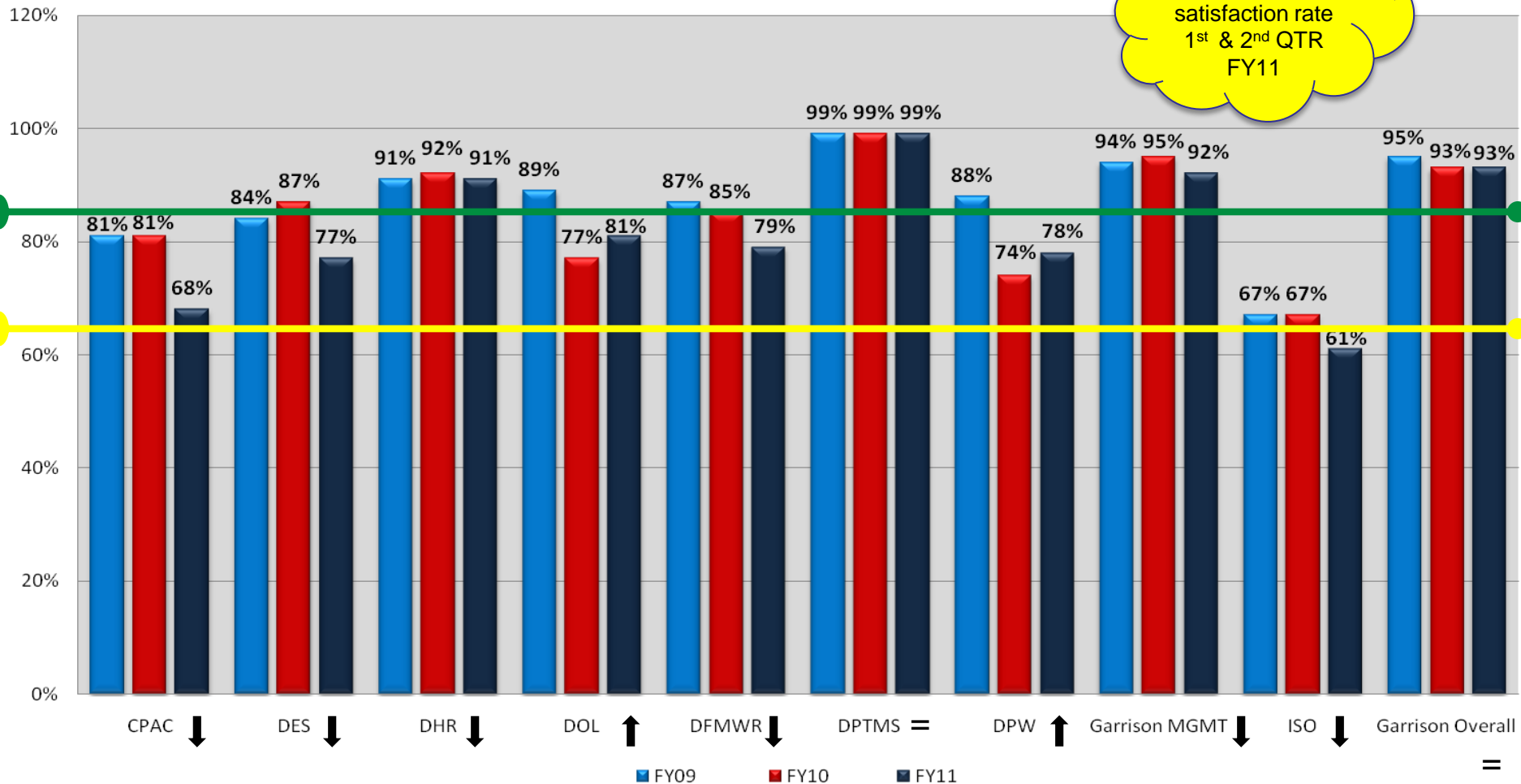
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# USAG ICE Rating FY09 -11 (1<sup>st</sup> & 2<sup>nd</sup> QTR)



FR Maintained  
93%  
satisfaction rate  
1<sup>st</sup> & 2<sup>nd</sup> QTR  
FY11



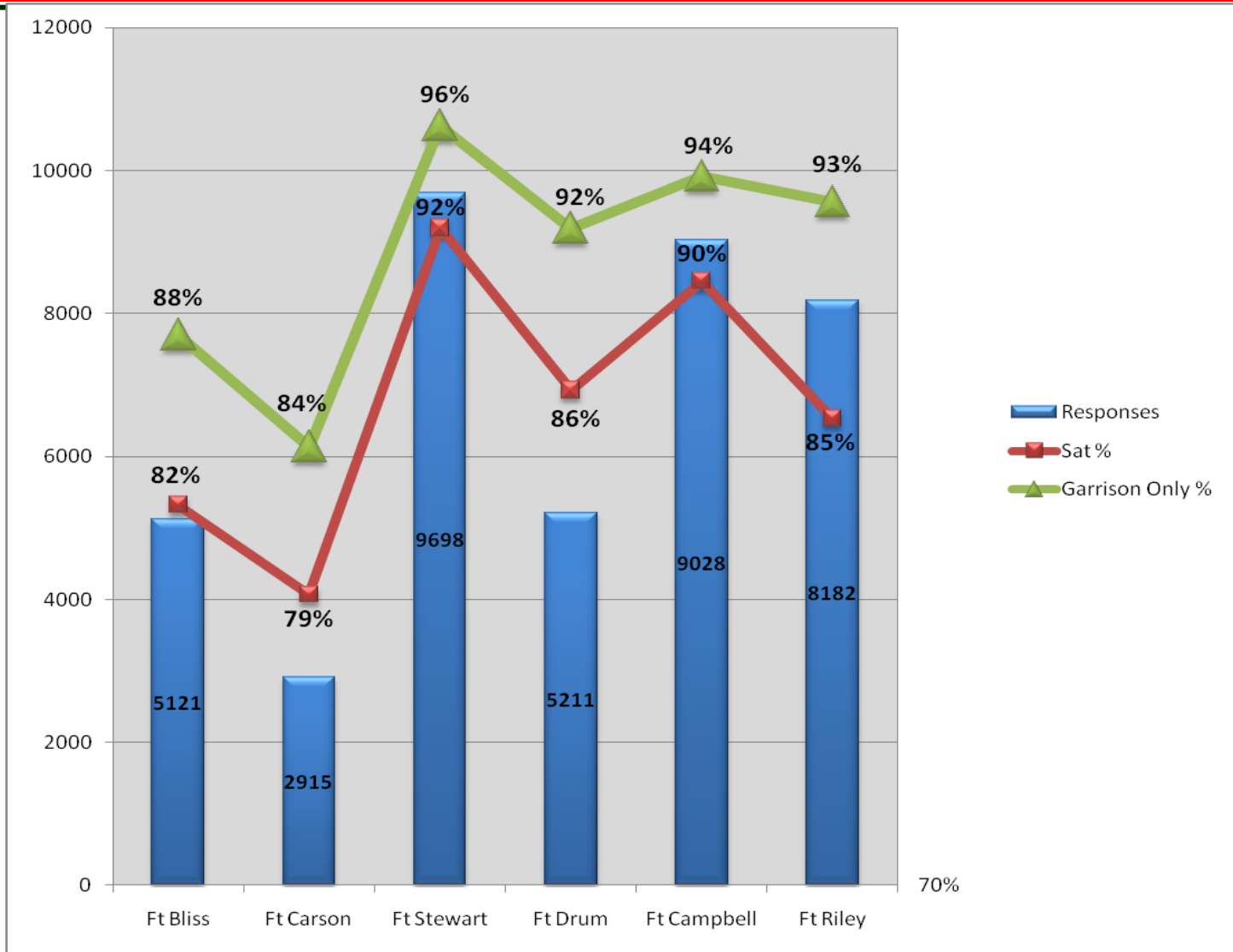
**Satisfaction Questions (Percentage):**  
 100%-85% (Green circle)  
 84%-65% (Yellow triangle)  
 64%-0% (Red circle)

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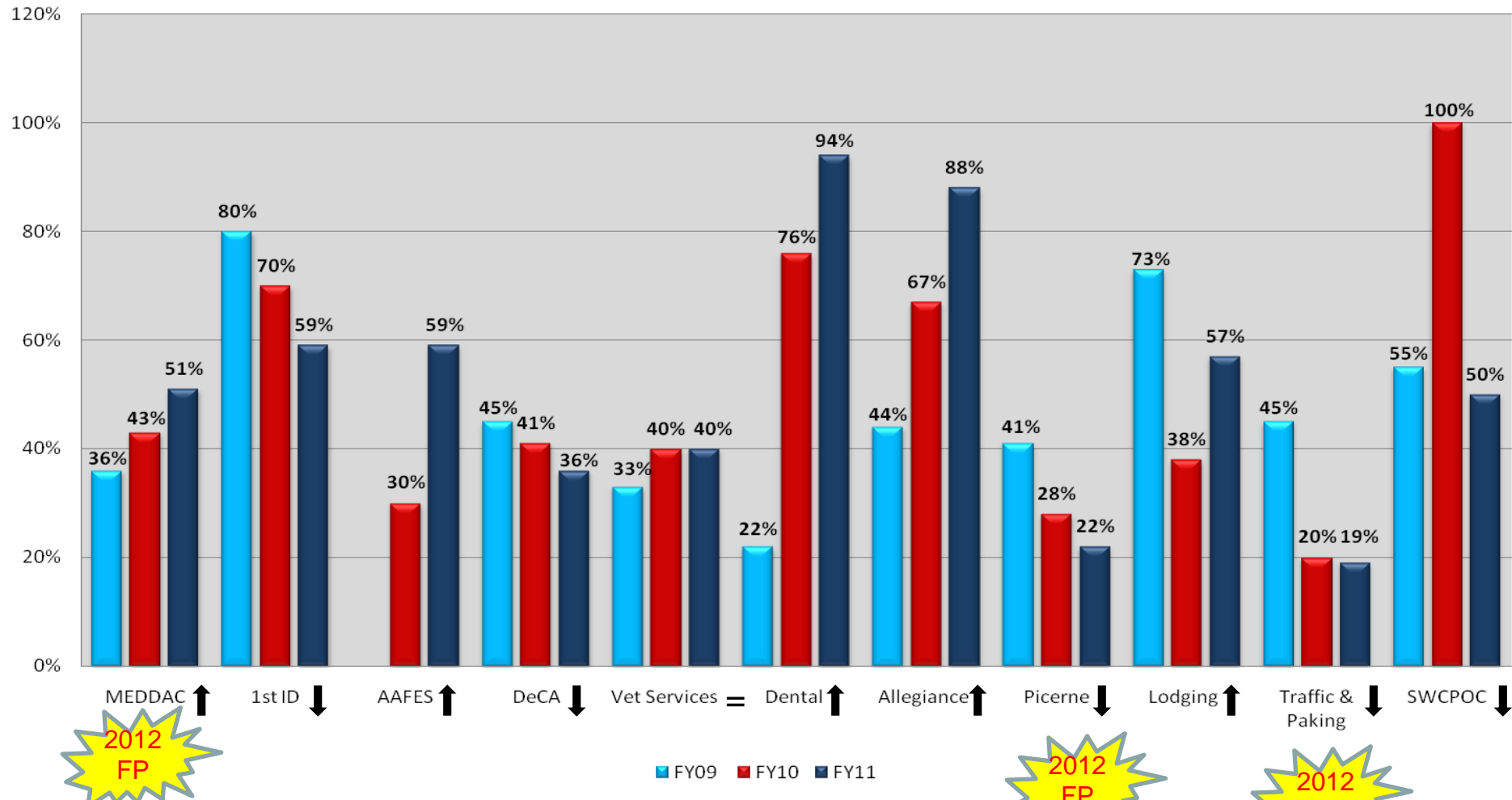
# USAG ICE Rating FY09 -11(1<sup>st</sup> & 2<sup>nd</sup> QTR)



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# Non – USAG ICE Ratings FY09-11 (1<sup>st</sup> & 2<sup>nd</sup> QTR)



Satisfaction Questions (Percentage):

100%-85%

84%-65%

64%-0%



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# Issues Summary



Active Issues as of 1 Apr 2011	
Active	17
Complete	17
Unattainable	0

Directorates/Organization	Number of Issues
Aafes	2
Allegiance	2
Division	3 Closed / 2 open
MEDDAC	2 Closed / 4 Open
Picerne	5 Closed / 2 Open
Garrison HQ	1
DFMWR	3 Closed / 2 Open
DES	0
DHR	1
DMPO	0
DPTMS	1
DPW	0
DOL	0

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# Installation Action Council(IAC)



## Issue Review



# Active Issues



# AAFES



# Active Issues



**Subject:** 2011-CF/ICE-24 Forsythe Shopette parking lot

**Born on date:** 24 Mar 2011    **Status:** Active    **FRCP LOE:** Sustainability/Resiliency

**POC:** AAFES

**Scope:** Forsythe shopette parking lot needs to be repainted. Parking is difficult when it's busy; customers park everywhere.

**Recommendation:**

1. Re-paint parking
2. Add traffic signs directing traffic flow

**Follow-up:** Ongoing project – renovation is scheduled for spring/ summer 2011. Col Brown requested start date.



# Active Issues



**Subject:** 2011-CF/ICE-25 Prices at the AAFES gas station

**Born on date:** 7 Mar 2011      **Status:** Active      **FRCP LOE:** Sustainability/Resiliency

**POC:** AAFES

**Scope:**

**Recommendation:**

1. Cut out or reduce the gas tax

**Follow-up:** Coordinate with PAO to actively advertise and encourage carpooling options such as the bus and vans provided by DOL. Possibly disseminate literature breaking down gas prices, where tax is allocated and Ft. Riley's gas prices in comparison to the surrounding cities.



# Active Issues



# Allegiance Communications





# Active Issues



**Subject:** 2011-CF/ICE-14 Hours of Operation

**Born on date:** 2 March 2011 **Status:** Active **FRCP LOE:** Resiliency

**POC:** Allegiance

**Scope:** Need additional hours of operation outside of 8-5 M-F. This is not conducive to the Soldier's work hours.

**Recommendation:**

1. Increase business hours.

**Follow-Up:** Correct office hours are M-F 8:30 to 5:30

- We provide a 24 hour toll free customer service @ 800-937-1397
- On line bill pay @ [www.allegiance.tv](http://www.allegiance.tv)
- 24 hour toll free Tech Support @ 877-800-5845
- Payment drop box located at 6422 Normandy Dr
- Define issue requiring extended hours. Ex. Weekend hours needed to make payments or schedule installations?



# Active Issues



**Subject: 2011-CF/ICE-15** Frequent Outages and Connectivity Speed Issues with Allegiance Communications

**Born on date: 31 Mar 2011**    **Status: Active**    **FRCP LOE: Resiliency**

**POC: Allegiance**

**Scope:** Consistent issues with internet speeds matching what is advertised and paid for. Internet runs slow and cuts out even though modem will show full connectivity. Customers are still paying entire monthly bill despite frequent outages, some lasting up to four hours.

**Recommendation:**

1. Refund monies or discount bills for outages.
2. Get a different service provider.

\*\*Seven out of seven ICE complaints were about connectivity issues and outages\*\*

**Follow-Up:** Thursday, April 28<sup>th</sup> – Allegiance completed new upgrade and purchased internet equipment. Coordinate with PAO to communicate connectivity enhancements via Facebook, newspaper, etc.



# Active Issues



# DIVISION



# Active Issues



**Subject:** 2011-CF-09 No food service inside Bldg 580 (Division HQ) or within walking distance

**Born on date:** 24 Mar 2011    **Status:** **CLOSED**    **FRCP LOE:** Sustainability/Resiliency  
**POC:** Division

**Scope:** Lack of food options in Bldg 580. *Submitted by 0-5 working on Bldg 580.*

**Recommendation:**

1. At a minimum, establish a sandwich/coffee bar inside Bldg 580.

**Follow-Up:** Lack of demand.

**Staff Discussion:** 5 May 2011- Issue Closed.



# Active Issues



**Subject: 2011-CF/ICE-10** The Re-deployment building is extremely small and does not fit the needs of the Soldiers or their Families

**Born on date: 11 Mar 2011**    **Status: CLOSED**    **FRCP LOE: ARFORGEN/Resiliency**

**POC: G3 Ceremonies**

**Scope:** The Re-deployment building is absolutely not big enough for units to re-deploy. Soldiers in charge make sure every single space available is taken and yet there are family members standing where they can't watch the ceremony. This is not fair to anyone when hangars are empty. With the amount of Soldiers and Families the alert holding facility is over capacity creating a safety concern. Someone is going to get injured in the mad rush of families trying to get together.

**Recommendation:**

1. We have several hangar with more adequate room, better parking space, handicap access available as well as seating and better traffic control.
2. Provide a larger building or allow Soldiers to come into the appropriate hangar they left in.

**Follow-Up:** Command decision.

**Staff Discussion:** 5 May 2011- Issue Closed



# Active Issues



**Subject:** 2011-CF/ICE-11 Ceremonies at King Field House (KFH) are not considering KFH patrons in the planning process

**Born on date:** 26 Jan 2011 **Status:** **CLOSED** **FRCP LOE:** Resiliency

**POC:** G3 Ceremonies

**Scope:** King Field House can be utilized as a venue for hosting, retirement, battalion or higher level ceremonies. The ceremonies, however, are being planned without KFH patrons in mind. Parking is overwhelmed by ceremony guests and little to no heads up is given to KFH staff, to communicate changes in services and availability to KFH patrons.

**Recommendation:**

1. Hold these ceremonies in another location on post.

**Follow-Up:** Command decision.

**Staff Discussion:** 5 May 2011- Issue Closed.



# Active Issues



**Subject:** 2011-CF/ICE/AFAP-12 FRG Family Information Database (need to re-visit this issue - need an update)

**Born on date:** 26 Jan 2011    **Status:** Active    **FRCP LOE:** Resiliency

**POC:** Division FRG

**Scope:** Family information is not making its way to a Soldier's unit fast enough when a Soldier arrives to Ft Riley. The result is that Families start their time on Ft Riley with the impression that Ft Riley is not taking care of the Family members. Soldiers in process to the post, then to their BDE, then to their unit...meanwhile, Family information is not traveling quick enough to the unit or to programs to welcome the Families to the installation or area.

## **Recommendation:**

1. Have a database that collects Soldier's Family information as soon as Soldier arrives and starts in-processing. Information can then either be distributed to the respective unit or the information can be pulled by the FRSA or S-1.

**Follow-Up:** Continue with database enhancements. At conclusion of August FRG Muster, provide training for FRSAs and FRG Leaders that clarifies PDs/ roles and responsibilities – hopefully providing a standard that will work all across the board.



# Active Issues



**Subject:** 2011-ICE-13 Improving Communication within the FRSA/FRG

**Born on date:** 10 Mar 2011    **Status:** Active    **FRCP LOE:** Resiliency

**POC:** Division FRG

**Scope:** The availability of the FRSA and the lack of her communication with the FRG and Families is making things difficult and giving the impression that Ft. Riley is not taking care of the Family members. Information is not making its way to a Soldier's unit fast enough when a Soldier arrives to Ft Riley; Soldiers in-process to the post, then to their BDE, then to their unit...meanwhile, Family information is not traveling quick enough to the unit or to programs to welcome the Families to the installation or area. Critiques are not used as opportunities for improvement, but are taken as criticism. Perception that FRSA's attitude are negative, and since they are getting paid to do this job, information MUST be improved.

**Recommendation:**

1. Customer Service Training
2. Sensing session or town hall meeting to discuss current issues.

**Follow-up:** Provide customer service training to FRSAs. Discuss issues at Muster in lieu of town hall or sensing session.





# Active Issues



# MEDDDAC



# Active Issues



**Subject:** 2011-CF-20 Lack of Parking Space at the mTBI Clinic

**Born on date:** 24 Mar 2011    **Status:** Active    **FRCP LOE:** Sustainability/Resiliency

**POC:** IACH

**Scope:** Parking at the mTBI clinic site is very limited and with other units in the surrounding area there is not sufficient parking space for Soldier who are suffering from TBI and PTSD. This issue cause frustration and unnecessary stress.

**Recommendation:**

1. Create more parking space

**Follow-Up:** Coordinate with DPW to complete a demand analysis on peak times necessitating extra parking spaces. Research potential use of Bachelor Barracks and ASAP parking lot. In coordination with DPW.

**Staff Discussion:**



# Active Issues



**Subject:** 2011-CF-21 PTSD Outpatient treatment facility at Fort Riley

**Born on date:** 24 Mar 2011    **Status:** Active    **FRCP LOE:** Sustainability/Resiliency

**POC:** IACH

**Scope:** Soldiers will greatly benefit from a PTSD Outpatient treatment Facility at Fort Riley to medically care for our active duty Soldiers that suffer from PTSD. A PTSD treatment facility offers education, evaluation, and treatment which focus in the intervention phase of the condition. Currently Fort Riley has very limited resources in the surrounding area to meet the demand for treatment.

## **Recommendation:**

1. Build a PTSD Outpatient Treatment Facility on Fort Riley

**Follow-Up:** With completion of new medical facility in 2014, staffing will be sufficient, however to address the current deficiency; coordinate with CPAC to look into hiring behavioral health personnel and potentially house in another facility. MEDDAC, DPW, CPAC coordination required.



# Active Issues



**Subject:** 2011-CF/ICE-22 Wait time at the pharmacy for filling new prescriptions

**Born on date:** 24 Mar 2011 **Status:** **CLOSED** **FRCP LOE:** Resiliency

**POC:** IACH

**Scope:** The waiting time at the PX Pharmacy is extremely long

## **Recommendation:**

1. Relook at Policy requiring any new scripts to be handled only at the PX and reinstate their fulfillment at the Irwin without delay.

**Follow-Up:** The PX pharmacy is designed to be a drop off/pick up pharmacy and the IACH pharmacy is designed for waiting. The majority of retirees are seen by outside providers, therefore it would be beneficial for them to drop off their prescriptions at the PX, shop and then come back for large numbers of prescriptions. Studies have shown that large prescriptions tend to tie up lines at the IACH pharmacy, which will increase the wait time. Education is key and the pharmacy is nearing completion of a campaign to educate all customers.

**Staff Discussion:** 5 May 2011- Issue Closed.



# Active Issues



**Subject:** 2011-CF/ICE-22 New prescription policy

**Born on date:** 24 Mar 2011    **Status:** Active    **FRCP LOE:** Resiliency

**POC:** IACH

**Scope:** The new prescription policy is extending the wait time in the PX Pharmacy. Customers from Manhattan have to drive to the PX Pharmacy to get their prescription. Currently pharmacy closes at 1800; customers who work until 1700 are having challenges picking up their scripts. The drive with current fuel prices is a hardship, not to mention the fact that there are no weekend hours which would be helpful since that is when either my wife or I would routinely go to the commissary or PX.

**Recommendation:**

1. Readdress new prescription policy

**Follow-Up:** The PX Pharmacy was designed to eliminate patient wait times. As a drop off service, per the Post Exchange management, who wanted to encourage patrons to shop while they were there instead of waiting at the end of the hallway. Initially this is why we were told we could not have chairs for customers in front of the windows, because it was not a "lobby" for the pharmacy.

**Staff Discussion:** Educate staff and customers on policy and purpose of each pharmacy. Ensure customers are aware of correct timeline to pick-up medication.



# Active Issues



**Subject:** 2011-CF/ICE-23 Pharmacy prescription policy

**Born on date:** 24 Mar 2011    **Status:** Active    **FRCP LOE:** Resiliency

**POC:** IACH

**Scope:** Prescriptions are put back if not retrieved within 24 hrs, however new pharmacy policy doesn't give enough time to pick up prescriptions for those that live in Manhattan and aren't able to retrieve by 1800. I was told this morning that technically I have to use the PX Pharmacy since my son's prescription is from an outside doctor and requires a handwritten one each month. So I now have to choose between coming to work late once a month or taking my prescriptions off post. We are enrolled in Prime and I shouldn't have to go off post and pay for my prescriptions.

**Recommendation:**

1. Readdress new prescription policy

**Follow-Up:** The timeframe for return to stock of prescription medications, stated in the IACH Pharmacy SOP 29 SEP 2010 on pg. 12, paragraph 8, item 5.d.(4): "Prescriptions not picked up within seven (7) days will be returned to stock and entered as non-compliant in CHCS." This applies to all pharmacy locations on post, including the drop off pharmacy at the PX.

**Staff Discussion:** Need clarification from IACH between drop off prescriptions and those that requested re-fills. Clarify rules and educate customers.

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# Active Issues



**Subject:** 2011-ICE-30 Dining facilities printing Social Security number in the Meal Card receipts

**Born on date:** 18 Apr 2011 **Status:** **CLOSED** **FRCP LOE:** Sustainability

**POC:** IACH

**Scope:** Soldiers are required to receive a receipt when using their meal card. When Soldiers use their meal card it prints their Social Security number on the receipt. This is a huge risk and a potential security issue, since most of the Soldiers leave the receipts on the food tray or throw it away without looking.

## **Recommendation:**

1. It's not necessary to print off the receipt for the meal card holders unless the dining facilities keep it from printing the SSN on the receipt.
2. Print ONLY last 4 of SSN

**Follow-Up:** The Point of Sales System Software has been reconfigured so that Social Security Numbers are no longer printed on sales receipts. This problem was corrected on 22 April 2011 after Nutrition Care Division Staff were notified of the problem.

**Staff Discussion:** 5 May 2011- Resolved.



# Active Issues



# Picerne





# Active Issues



**Subject:** 2011-CF/ICE-16 Allowing taller fence

**Born on date:** 11 Feb 2011    **Status:** **CLOSED**    **FRCP LOE:** Resiliency

**POC:** Picerne

**Scope:** Picerne Housing won't let us install a taller fence. We have a big dog (bloodhound) that continually jumps the fence despite training and neutering. We're consistently getting fined and have offered to pay extra to have a taller fence installed.

**Recommendation:**

1. Allow a fence extension of installation of a taller fence.

**Follow-Up:** Picerne has adopted a fence policy which allows families to install and maintain four foot high fences in their yards. Ft Riley families appreciate this standard fence as it improves the appearance of their homes and neighborhoods. We also work with specific family requests such as this one to help solve special issues. In this case we have approved the use of a six foot high kennel or dog-run for their family pet.

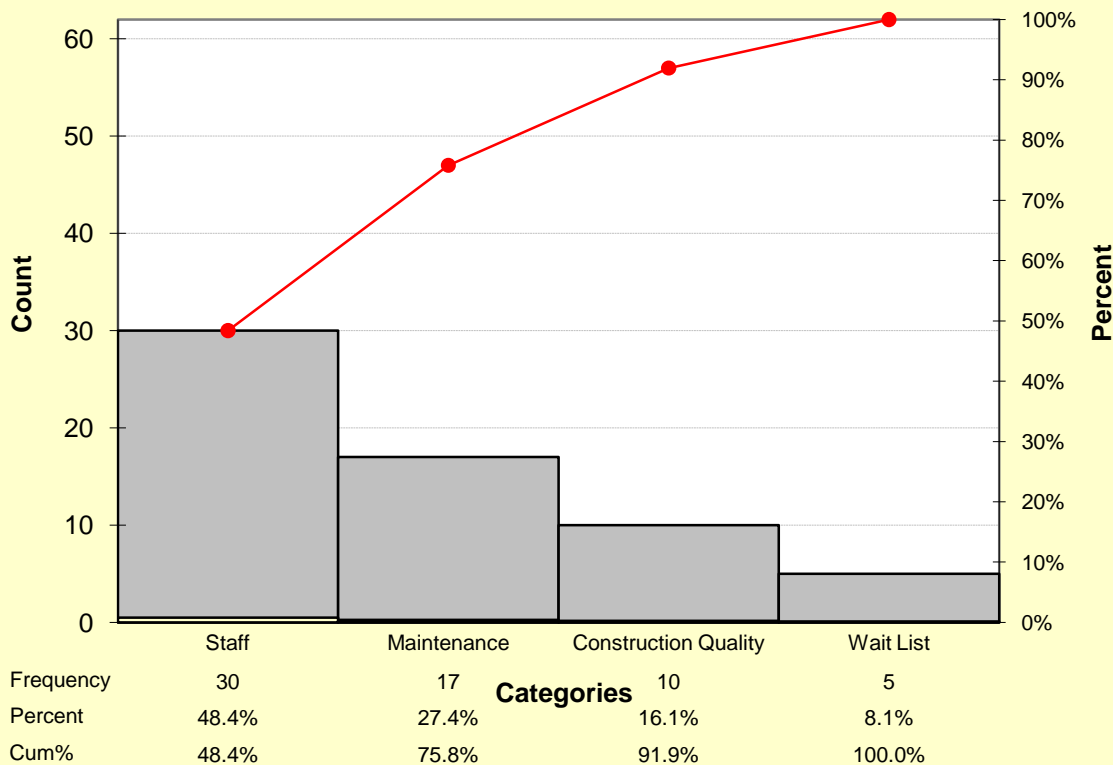
**Staff Discussion:** 5 May 2011 – Resolved



# Active Issues



### Picerne ICE Comments



Of 111 submitted Picerne ICE comments, 12 comments were positive, 90 were negative and 9 weren't applicable to Picerne. Of those 90 comments, 62 fell into the top four categories of: **Staff, Maintenance, Construction Quality and Wait List.**

- Staff** = comments about negative attitude, rudeness, lack of concern
- Maintenance** = issues where maintenance was called multiple times, did unsatisfactory work and/or didn't address the issue
- Construction Quality** = ex. Cracks in walls, mice, mold, shoddy construction
- Wait List** = considerable time on wait list

\*\*Submissions on wait list are steadily increasing as soldiers return from deployments\*\*

75.8% of cumulative ICE comments are in reference to the Staff and Maintenance



# Active Issues



**Subject:** 2011-CF/ICE-17 Work-order delay

**Born on date:** 1 Oct -31 Mar 2011

**Status:** Active

**FRCP LOE:** Resiliency

**POC:** Picerne

**Scope: (Example of work order delay issue).** Heating unit went out during -7 degree weather at 9:30 PM. I called for emergency maintenance to come fix it, they said someone would call me back w/in 15 minutes (they did not). I waited 2 hrs and no one came to my house or called. I had to check my daughter and I into a hotel. The housing office called me the following morning stating that maintenance came by but no one answered. I later found out they went to the wrong house. They came out the next day and brought some space heaters (one of which they left running while no one was home), and left a note for me to run my heating unit on emergency heat. The next week I called back because the unit was still not working and the temperature outside was not warming up. The maintenance men came out once again and told me to continue using the space heaters and that they would have to replace the entire heating unit, but it would take a while because it has to be approved. Everything was completely repaired as of Tuesday, February 2011. Since no one called to see how things were going with the repairs, I decide to complete an ICE comment.

## **Recommendation:**

1. In emergency situations like this, people should be aware of their options for emergency housing and the process that housing has to go through in order to correct the issue.
2. Safety training.

***Continue to next slide...  
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# Active Issues



**Follow-Up:** Explore option of an in-house emergency maintenance crew on “standby” to address after hour work-orders.

**POC: Picerne**

**Working Issue**



# Active Issues



**Subject:** 2011-CF/ICE-32 Picerne Military Housing maintenance

**Born on date:** 1 May 2011    **Status:** **CLOSED**    **FRCP LOE:** Resiliency

**POC:** Picerne

**Scope:** Continuous issues with maintenance workers. On several occasions workers needed to use tenant supplies to complete their work (i.e. trash bags, paper towels, wire hanger to open caulk gun). Workers enter the house with wet dirty boots. Maintenance workers come in the house to fix issues, while the tenants are not home and don't leave any paperwork to notifying tenants of repairs made or status of maintenance request.

**Recommendation:**

**Follow-up:** Maintenance team reminded to provide residents with more comprehensive updates on the schedule for extended repairs/maintenance on their home – Issue Closed.

**Staff Discussion:** 5 May 2011 – Issue closed.



# Active Issues



**Subject:** 2011-CF/ICE-33 Mold growth and water stain

**Born on date:** 1 May 2011    **Status:** **CLOSED**    **FRCP LOE:** Resiliency

**POC:** Picerne

**Scope: (Example of work-order delay)** Filed an initial request for replacement of subflooring – it was coming loose. Outside contractor came in, pulled up flooring and noticed mold and water stains, flooring was put back down without treating mold or water stains. After noticing mold under kitchen sink, maintenance returned and did a reading where it was determined that the moisture content was elevated. Maintenance mgr, sprayed Tilex on the sink area, replaced dishwasher and put new floor boards under the sink. At that point, we requested to move due to a policy exception for medical reasons – the mold growth. Family Services Program Mgr never directly contacted us and we were sent an email inquiring about the progress of our issue. An air quality test was allegedly done by an outside provider, and although we had entrance permission on file, neither my husband nor myself were present, or notified that anyone was coming; they didn't leave a work order either – both of which are requirements for entering when the resident isn't home. We are currently waiting for the results and my son has had continued respiratory problems and was given a doctor's note requiring a mold free living environment. This issue has not been handled properly and only after my supervising NCO made calls about the mold was any real action taken.

**Follow up:** Samples collected-low reading results – Issue Closed.



# Active Issues



# Garrison



# Active Issues



**Subject: 2011-ICE-26** The Replacement Company cadre are wearing an unauthorized brassard

**Born on date: 4 Apr 2011**    **Status: Active**    **FRCP LOE: ARFORGEN**

**POC: Garrison CSM**

**Scope: (Comment submitted by O-4).** The "CADRE" brassard is not an authorized rectangular, subdued, foliage green brassard with black block letters IAW AR 670-1 or any of the current ALARACT messages. There aren't very many of these types of brassards authorized for wear. Some that are authorized included "MP", "CID", "CBRN", and "DES". "Cadre" is not even an authorized "full-sleeve" brassard IAW AR 670-1, Chapter 28-29. Army G1 Uniform Policy Branch has made it clear that they have to approve exceptions to current policy on behalf of the CSA and SMA.

**Recommendation:**

**Follow-up:** Garrison Command Sergeant Major will look into this matter

**Staff Discussion:**





# Active Issues



# DFMWR



# Active Issues



**Subject: 2011-CF/ICE-01** New Requirement to reserve and utilize the Functional Area (FFA) in King Field House

**Born on date: 21 Mar 2011**    **Status: Active**    **FRCP LOE: ARFORGEN/Resiliency**

**POC: DFMWR/Fitness Center**

**Scope:** Requiring soldiers to submit a FFA request form every day and/or evening is tedious. In the evening, most service member groups are comprised of 2-3 people, and to use the FFA now, requires a “training group” of 5 or more. Classes are scheduled during “prime time” activity hours and shutting off half of the area completely is an underutilization of space and a waste of time.

## **Recommendation:**

1. Stop closing the entire room during instructional classes; utilize the installed curtain to separate the two training areas and allow more Soldiers and Family Members to train.
2. Rescind the new requirements to reserve the FFA with a minimum of 5 personnel
3. Meet with GC on 12 Apr. GC recommended to form a Focus Group and study how the FFA is marketed and study facility usage to determine better options

**Follow-Up:** Provide Col Brown with research report completed on FFA use.

***Continue to next slide...***  
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# Active Issues



**Staff Discussion:** The requirement to have soldiers submit an FFA request for a training group of 5 or more soldiers has been lifted. The FFA is now open daily for soldiers and family members to train on an open basis, similar to how training is done in the cardio or weight rooms. Fitness classes are conducted without closing the FFA. When possible the curtain separating the fitness class is utilized. The FFA will be closed to use during times where Mission Essential Fitness (MEF) is being conducted. MEF sessions will be conducted Mon, Wed, and Fri mornings from 0500-0730. Units will reserve the FFA area no less than two weeks in advance which will allow plenty of time to let patrons know of the closure. One of the requirements will be for the unit to have 2-4 NCO's trained prior to the sessions to assist with oversight of the training. Closure during this time period is necessary for preparation of area and conducting of MEF training. MEF training requires use of the entire FFA area.



# Active Issues



**Subject:** 2011-CF/ICE-02 Soldiers in ACU must present ID Card to use the gym

**Born on date:** 17 Feb 2011    **Status:** Active    **FRCP LOE:** ARFORGEN/Resiliency

**POC:** DFMWR/Fitness Center

**Scope:** The gym and/or garrison policy states a Soldier in ACU's must present ID Card to use the gym. However Soldiers that are in a APFU are exempted and don't have to show ID Card.

## **Recommendation:**

1. Recommend revising policy to state that a Soldier in ACU or APFU can enter the gym facilities with out showing ID Cards.

**Follow-Up:** During peak times, soldiers are not required to provide ID, utilize counter to continue data collection.

**Staff Discussion:** The policy to allow soldiers in APFU into the gym facilities without showing ID cards was put in place to help cut back on the amount of time it took for large groups of soldiers to enter in to the facility during PT times. This did help with wait times but cut out on our ability to capture specific user data. The data collected for usage is fed directly into ISR, which measures the percentage of total population utilizing the fitness centers. If we were to go to a generic pass that does not collect user data, it would cut out on our ability to accurately capture this data for ISR.



# Active Issues



**Subject:** 2011-CF/ICE-03 Build an outdoor track for a remote control car club

**Born on date:** 27 Mar 2011    **Status:** **CLOSED**    **FRCP LOE:** Resiliency

**POC:** DFMWR

**Scope:** This sport is growing interest among the local military community according to the local hobby shop's statistical sales to FT Riley personnel and their families. The WTB is already in the process of organizing a flyers club for primarily helicopters and airplanes with significant interest in cars, 4x4s and boats. The WTB has also implemented this hobby in a limited fashion as Occupational Therapy for Wounded Warriors with great success.

## **Recommendation:**

1. A track could easily be constructed via support from local Engineer Units, volunteers, or contracted.
2. The track would need to be laid out on a plain with curves, straight away and perhaps a banking oval. In addition, a track for RC 4x4s with obstacles for fast pace and one for crawlers would be most enticing.

**Follow-Up:** Refer Soldiers to other resources in the surrounding areas.

**Staff Discussion:** 5 May 2011 – Issue closed.



# Active Issues



**Subject: 2011-CF/ICE-04** Priority System for Child Development Center waitlist

**Born on date: 2 Mar 2011** **Status: CLOSED** **FRCP LOE: Resiliency**

**POC: DFMWR/CYSS**

**Scope: (Example of CDC waitlist issue).** My 4 year old child is on the waitlist for full daycare for about 3 months now. He started out at number 16 on the list, went to number 13, then to 20, then 14 and is now currently at 17. There are 9 Child Development Centers at FR, the most CDCs in the Army. I would love for my child to be able to go to the CDC because some off post daycares are not open some of the days I work, as they go by the school calendar, and the quality of care is not as good. So basically because we don't fall under some special category we can pretty much count the CDC out for care. I find it frustrating because my husband has spent 13 years in the military and my children and I have been with him the whole time. Just because we are not in some special category does not make us any less of a military family or need the care any less. The Army puts too much emphasis on all these categories and everyone should be treated the same and no one should have special treatment. We are all part of the same Army.

## **Recommendation:**

1. Freeze zone when you reach a certain number so families won't keep getting skipped - getting hopes up.

***Continue to next slide...***  
***Duty First, Service Always***



# Active Issues



2. If the child is on the waitlist and they are at least at the half way point on the list they cannot get skipped.
3. If a child was in the CDC at the prior duty station (Full Day) they can have the same type of priority as WTU, Single soldier, etc. This way it's not a huge disruption to the child, because most CDC's in the Army are pretty much the same.

**Follow-Up:** The waitlist policy for childcare is standardized across the board with dual military and single military having the highest priority for care. In absence of the waitlist policy Soldiers would not be able to secure childcare which would have a direct impact on the mission. At installations that do not have a current demand for care, the priority is first come first serve.

**Staff Discussion:** 5 May 2011 – Issue closed.



# Active Issues



**Subject:** 2011-ICE-05 Sanitation practices in the Bowling Center

**Born on date:** 13 Mar 2011 **Status:** **CLOSED** **FRCP LOE:** Resiliency

**POC:** DFMWR

**Scope:** Have seen staff handle money, bowling shoes and food without washing their hands on numerous occasions. Observed the staff going from handing out shoes, to preparing food; she was making pizza's handling the dough putting her hand in the containers for the toppings, without washing her hands or wearing any gloves. Another lady was running the cash register handling cash and preparing food without any gloves.

**Recommendation:**

1. Health and Sanitation Training.
2. Food Handling Training.

**Follow-Up:** Health and Sanitation Training and Food Handling Training was conducted.

**Staff Discussion:** 5 May2011 – Issue closed.





# Active Issues



# DES



# Active Issues



**Subject:** 2011-CF/ICE-31 Excessive Speeding

**Born on date:** 24 Mar 2011 **Status:** **CLOSED** **FRCP LOE:** Resiliency

**POC:** DES

**Scope:** Excessive Speeding on Washington St. located in the Ellis Height Neighborhood

## **Recommendation:**

1. Additional Speed limits signs; preferably more noticeable
2. Periodic speed monitor that informs the driver of the speed in which they are traveling.
3. More traffic enforcement at key times (early am, lunch, early evening....when kids are going and coming home from school and key outdoor play times).
4. Signs warning of children at play or residential area traffic only....no thru street.
5. Speed humps forcing people to slow down on thru streets.

**Follow-Up:** The police have increased traffic enforcement at peak times. During the first four months of 2011 we have issued 360 citations to drivers speeding in installation housing areas. In addition, we have increased the use of radar trailers, sign boards and bike officers.

**Staff Discussion:** We will continue to utilize limited resources at key locations in order to provide the best possible services to all installation residents.

**5 May 2011-** Define between DES issues and Traffic. Issue closed.

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# Active Issues



# DHR



# Active Issues



**Subject:** 2011-ICE-07 Service Members mail is not delivered correctly

**Born on date:** 24 Mar 2011    **Status:** Active    **FRCP LOE:** Sustainability

**POC:** DHR

**Scope:** Soldiers are not getting their mail in a timely manner. The mail room in the barracks is not for the company that Soldiers currently live. As a result Soldiers are having to pay for a PO Box when there are mail boxes in my barracks that are not being used. Deliver mail to where they reside.

**Recommendation:**

1. Deliver mail to where Soldiers reside, not the unit .

**Follow-Up:** Currently being worked through HCEF in SOC.



# Active Issues



# DMPO



# Active Issues



**Subject:** 2011-CF/ICE-06 Special Pay for Wounded Warriors

**Born on date:** 24 Mar 2011    **Status:** **CLOSED**    **FRCP LOE:** Sustainability/Resiliency

**POC:** DMPO Finance

**Scope: (Single submission thru ICE & CF).** Introduce special pay for wounded and ill warriors in transition. Cadre gets special pay (\$375) for additional duties, and it is unfair that Soldiers that heal get no extra benefit.

**Recommendation:**

1. Introduce special pay for wounded and ill warriors in transition.

**Follow-Up:** This type of special pay is for Cadre that have gone through the F39 Warriors Leaders Course in San Antonio, TX for E5-E7 squad leaders through PLT SGTS. This special pay is authorized for these positions-documented positions only. Currents there are 35 Cadre soldiers receiving this payment: Active Duty:21, Reserve soldiers: 5, National Guard: 9.

**Staff Discussion:** 5 May 2011 – Issue closed.



# Active Issues



# DPTMS



# Active Issues



**Subject: 2011-CF/ICE-08** Visual Information Photography Services - NON-Existing or extremely poor Website

**Born on date: 24 Mar 2011**    **Status: Active**    **FRCP LOE: Sustainability**

**POC: DPTMS**

**Scope: (1x submission thru ICE/CF)** Visual Information Photography Services has either a NON-Existing or extremely poor Website. Customers can't find link to the DA Photo Service. Deployed Soldiers who need a DA photo while they are on R&R leave can't find a phone number to call, or an online web appointment to make this happen.

## **Recommendation:**

1. Recommend the Fort Riley VIPS copies Fort Drum HTML and make one for BRO

**Follow-Up:** Contacted customer via email, received reply and customer understands and appreciates that we will handle his situation ASAP within his allowable schedule. VI Manager will maintain contact until completion of mission with this customer.

*Continue to next slide...*

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# Active Issues



**Staff Discussion:** DPTMS conducting coordination with PAO to create VI Website with contact information so that customers can schedule DA photographs. VI migrated to DPTMS after initial push to create / update websites, fell through cracks. Good catch on customer part. Estimate website will be operational 18 May.

**5 May 2011** - Service will be operational 18 May, 2011.



# Active Issues



# DPW



# Active Issues



**Subject:** 2011-CF/ICE-19 Best Value standards are poor

**Born on date:** 27 Mar 2011 **Status:** **CLOSED** **FRCP LOE:** Sustainability

**POC:** DPW – Barracks Management

**Scope:** The standards of cleanliness by Best Value are bad: floors are dirty, there is dust and dirt everywhere, but they are still cleared. However, when turning in, the standards change and MUST be upheld. The inspector is consistently late and rarely shows up for re-inspection.

## **Recommendation:**

1. Let units control rooms again.
2. Customer relations training.

**Follow-Up:** BVS is currently creating a training program through the Division Command Sergeant Major to educate and train Senior NCOs of what the Program is and what junior Soldiers need to know about the Program, how it works and who is responsible for what tasks. BVS has a training plan that addresses these very issues and will continue to stress to their employees the importance of said issues dealing with maintenance, appointments and overall customer service. In addition BVS has established a Fort Riley Face book account

**Staff Discussion:** 5 May 2011 – Issue closed.



# Active Issues



# DOL



# Active Issues



**Subject: 2011-CF/ICE-34** Inequitable payment for personally procured move (PPM) reimbursement

**Born on date:** 1 May 2011    **Status:** **CLOSED**    **FRCP LOE:** Sustainability

**POC:** DOL – Personal Property & Household Goods

**Scope: (1x submitted O-4 both times).** Ultimately, the new system for determining payment for personally procured moves (PPM) is artificially low. As a point of comparison, we moved 2300 pounds in 2009 and received about \$3000. The most recent move from Fort Leavenworth to Fort Riley netted us about \$1800 for moving 7,800 pounds. That is less than 25 cents per pound. I personally believe these rate exploit the lack of demand for moving company services, lowering rates knowing the carriers will take what they can get, even if the compensation is not fair.

**Recommendation:**

**Follow-Up:** The new DPS system calculation for payment of PPM is done by an automated system. DOL enters the weight and the DPS system calculates the payment automatically –

Staff Discussion: 5 May 2011 - Issue closed.