

COMMUNITY CORNER

Town halls help bring improvements to post

By Col. Kevin Brown
GARRISON COMMANDER

It's time once again for our senior commander town hall meeting. Town hall meetings were implemented as a venue for Fort Riley Soldiers, Family members and civilians to voice their opinions and ask questions of their senior leaders. I will be on hand along with Brig. Gen. David Petersen, 1st Infantry Division deputy commanding general – rear, and the directors of various organizations on post to answer your questions. Join us at 2:30 p.m. June 22 at Riley's Conference Center.

Two issues brought up at the previous town hall included that there was not a bulk drop-off point for recyclables, and the Main Post Pool was to be closed for the summer.

Because our community members voiced their concerns, these issues were resolved. The Main Post Pool is open for the summer, and a new bulk recycle area was established next to the old Post Exchange on Custer Hill. The recycle point is open 24 hours a day. If this pilot goes well, we plan to expand the program to the PX parking lot at Camp Forsyth.

As illustrated here, town hall meetings help provide the community with the most up-to-date information on Fort Riley issues and activities and encourage community involvement. As leaders we want to know what our community members think are the issues the installation needs to focus on to provide a quality of life commensurate with their service.

For those who have other commitments and can't attend the town hall, other options are available to participate. The town hall will be broadcast live on Riley TV, cable Channel 2 on post, and on the Voice of the Commander. Voice of the Commander can be accessed on any CAC-enabled computer at voc.rileyarmymil.

Call into the meeting by dialing 785-240-TOWN (8696). If you can't call the day of the meeting, call in advance and leave a message, which will be read at the meeting. This phone line also is available 24-7 for our Soldiers, Family members and civilians to leave questions and comments. When not being used for town hall meetings, the line is monitored by staff at the Public Affairs Office who will forward your questions on to the appropriate people or send suggestions to the Army Family Action Plan.

AFAP CONFERENCE

The purpose of AFAP is to improve the quality of life for the Army Family. The AFAP Conference gives Army Family members the opportunity to identify specific issues of concern and offer up recommendations for those issues. AFAP works closely with Customer Management Services in resolving local issues quickly. If issues can't be dealt with at the installation level, however, they are forwarded to the Department of the Army level and up through the Department of Defense if need be.

A teen panel and adult conference are held each fall. At the end of each conference, delegates present the top issues to post commanders. Teens and adults who wish to volunteer as delegates at the confer-

ences should contact Michelle Simmons or Becky Willis at 785-239-9435.

If you'd like to submit an issue, you can find the form on the Fort Riley website, www.rileyarmymil, by clicking on Services, Family Services, Army Community Service and Army Family Action Plan.



Col. Kevin Brown

CUSTOMER SERVICE ASSESSMENT

This fall, the Installation Management Command's Customer Service Assessment will be available for all Fort Riley customers to fill out. Fort Riley customers, which include unit and organization leaders, Soldiers, Family members, retirees, veterans, civilian employees and contractors, will be asked to rate the performance and importance of services provided on post.

When the survey window closes, data will be returned to us from IMCOM so we can use it to identify best practices and develop plans for improvement. The more customers who fill out the survey, the more accurate our data will be. It takes 5-10 minutes to complete and is just one more way you can help us meet your expectations. If you have questions about the survey, call our customer service officer at 785-239-2540.

CUSTOMER MANAGEMENT SERVICES

The Interactive Customer Evaluation system, or ICE, is another avenue customers may use to pose questions and offer suggestions to organizations on post. A link for ICE is available on the Fort Riley homepage, www.rileyarmymil. You can include your contact information with your comment and request a follow-up and the appropriate organization will get back to you within 3 business days.

Community FIRST (Feedback Issues Resolutions Solutions Today) is the component of CMS that works with AFAP in resolving local issues that come out of the annual AFAP Conference. CMS also hosts various focus groups targeting different segments of our community. The next focus group will target single Soldiers and will take place this August.

VOICING YOUR CONCERNS

Between town hall meetings, customer surveys, 24-hour hotlines, focus groups and AFAP, how do you know where to send your comments and concerns? Use the venue that's most convenient for you. We provide options because we know everyone has different schedules, different concerns and different access to various media.

We provide all of these options because we want to hear from you. Instead of wondering why this or that doesn't happen, take advantage of all of these options and ask us why. If you think something could be done more efficiently, let us know. Maybe you have just the solution we've been looking for.

To view all open issues currently being worked on Fort Riley, go to the Fort Riley website, www.rileyarmymil, and click on the CMS link. Here you find a complete roll up of all local issues, coming from all sources discussed above.

If you would like to comment on this article or suggest a topic for the Community Corner, e-mail rile.post.newspaper@conus.army.mil

Dogs, owners invited to WoofStock

PICERNE MILITARY HOUSING

Fort Riley dogs and their Families will have the opportunity for an afternoon of fun at WoofStock – festival for dogs – June 12 from 10 a.m. to 1 p.m. at Rally Point field.

The first 200 participants will receive a dog bowl or dog food scoop and baggie holders compliments of Picerne Military Housing. Additionally, a variety of businesses offering pet services will be on hand with information and giveaways.

Each Fort Riley Family attending WoofStock also will be able to enter a drawing to win a dog house constructed by Picerne Military Housing. This dog house features an insulated floor, roof and walls, plus a cedar deck with roof and an inner wall.

"It also has a removable

roof for ease of cleaning," said Kelly Karl, assistant community builder with Picerne Military Housing and chief dog house builder for WoofStock. The festival features canine competitions and activities, such as, best costume, cutest, ugliest, biggest and shortest dog competitions, photo booth, caricature artists, a paw print station and much more.

"We have a lot of dog lovers at Fort Riley and our goal is to offer a fun day for the entire Family, including those with four legs," said Stacey Main, resident activities committee co-chair for Picerne Military Housing.

The event schedule is:
10 a.m. Event registration and exhibits open
10:30 a.m. Ugliest and cutest dog contests
11 a.m. Biggest and smallest dog contests



PICERNE MILITARY HOUSING

Dogs and owners are invited to Picerne Military Housing's WoofStock 2010 from 10 a.m. to 1 p.m. June 12.

11:15 a.m. Best costume contests
11:30 a.m. Longest and shortest leg contests
Noon Longest and shortest ears contests
12:30 p.m. Dog/Owner-Do apply.

12:45 p.m. Canine obedience contests
Three area animal shelters also will be at WoofStock with

all current shots and will be available to be taken home that day. Adoption fees and Family housing pet deposits do apply.

The event is open to all Fort Riley on-post residents and their furry friends. All pets must be leashed and poop and scoop is mandatory.

FORT RILEY DINING INSPECTION REPORT MAY 2010 REPORT

Anthony's Pizza (Old PX)	C	Manchu Wok (New PX)	A
Basikin-Robins (Old PX)	A	Popeye's (New PX)	A
Charley's (Old PX)	D/A	Starbucks (New PX)	A
Cinnabon (Old PX)	C	Dominos	D/F/A
Robin Hood (Old PX)	D/C	O' Bill's Cafe (Golf Course)	A
Taco Bell (Old PX)	A	Pizza Hut	C
Anthony's Pizza (New PX)	A	Riley's Conference Center	D/A
Burger King (New PX)	C	Strike Zone	C
Charley's (New PX)	C	Warrior Zone	C

A: D-4 minor deficiencies, B: 5-9 minor deficiencies, C: 1-2 major deficiencies, or 9+ minor deficiencies, D: 3+ major deficiencies, facility is unsatisfactory, re-inspection required, F: Facility has failed a re-inspection and will be recommended for closure after three failures (one initial and two re-inspections)