



Installation Action Council

FY 11 - 3rd QTR

29 August 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 5 May 2011
- Transitioned from Contractor supported to PAIO DAC in Jan 11
- AFAP no longer combined with IAC
- Issues not resolved in IAC will be forwarded to the AFAP; potentially forwarded to FORSCOM
- 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 customer 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**

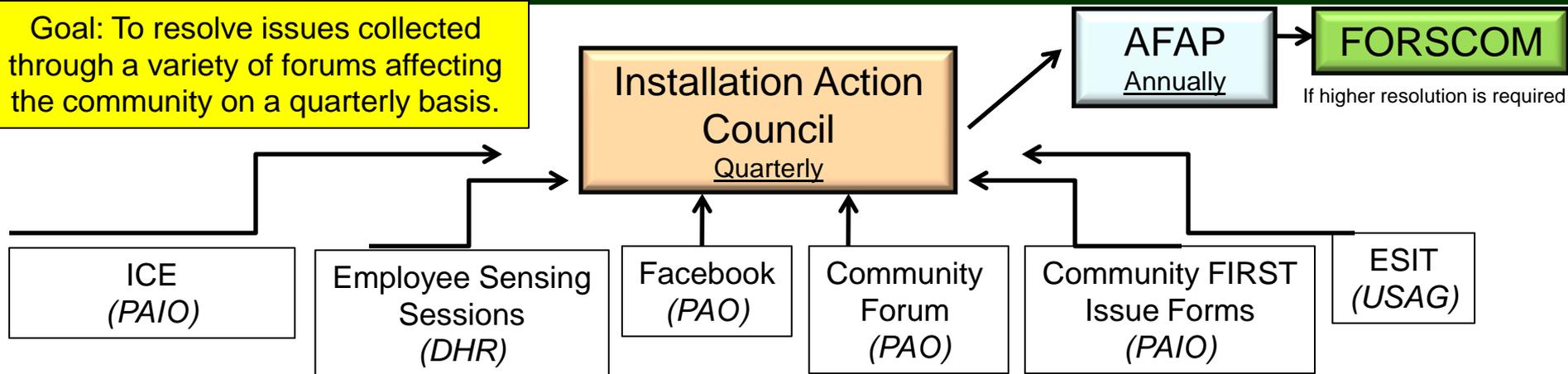
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Overview



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.
- 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



1st - 3rd QTR FY11

• Traffic & Access Control

(106 ICE Comments)

18%

– Trends: (CMS)

- Congestion at gates
- Increased commute times
- Traffic flow on post

What our IAC feeders are telling us

FR Installation maintained 85% satisfaction rate 1st thru 3rd QTR FY11

• Health Services (980 ICE Comments)

– Trends: (CMS)

51%

- Specific clinics- concerns with appointments, customer service, medical and health assessment.
- Wait time at the pharmacy for filling new prescriptions, prescription policy
- ER Wait Time (Long waits, no contact from staff once placed in a room)

• Housing (Picerne) (234 ICE Comments)

– Trends: (CMS)

22%

- Maintenance (73)
- Overall Management (66)
- Poor customer service (57)
- Not enough on-post housing
- Rules and Regulations (8)

↑ RCI Survey: 4.49 of 5 (217 Responses)

↑ APLSS Survey: 91% Satisfied (3,746 Responses)

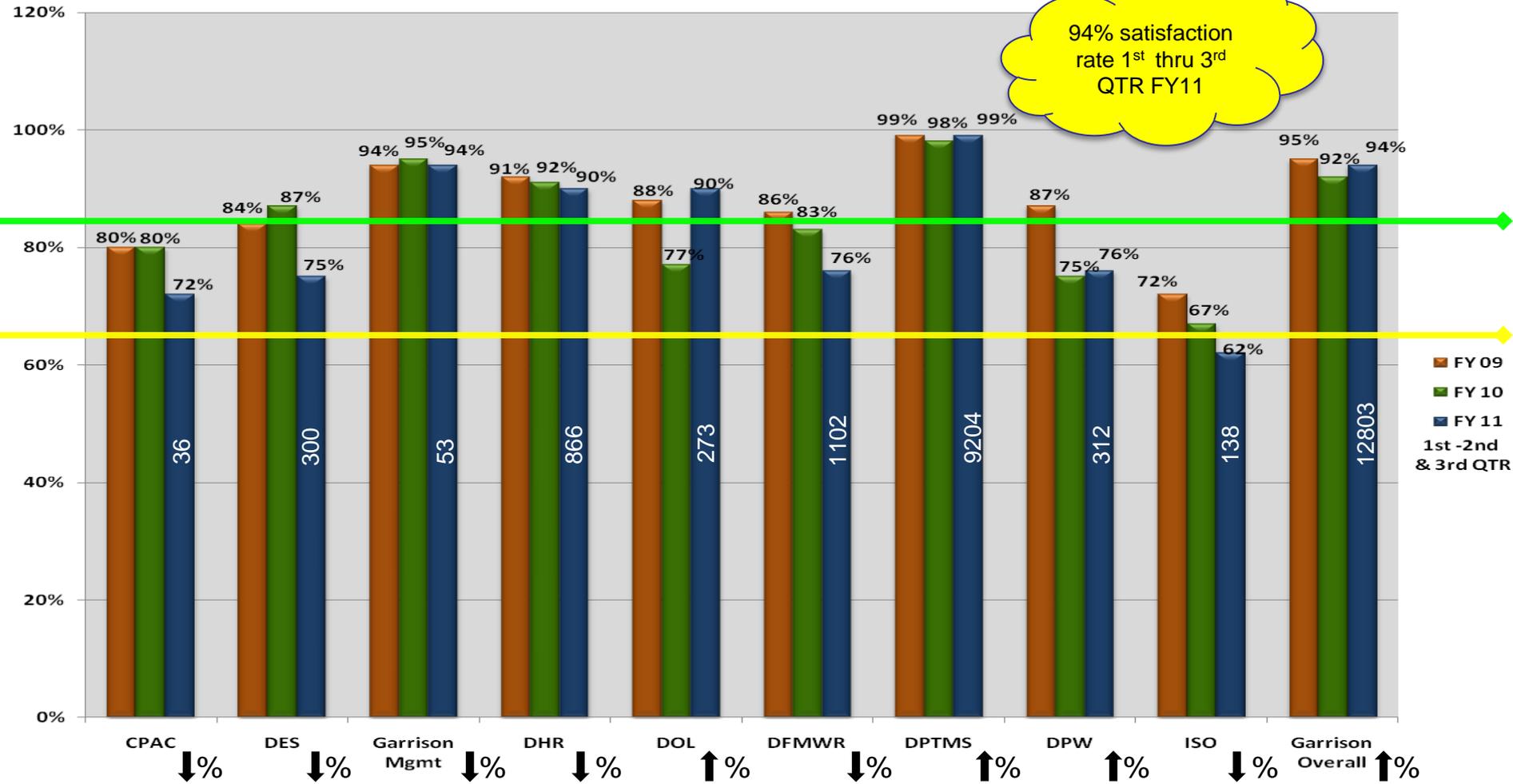
Note: Health Services continues to head upwards (46% last QTR)

Satisfaction Rate

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USAG ICE Rating FY09 -11 (1st - 3rd QTR) Comparisons

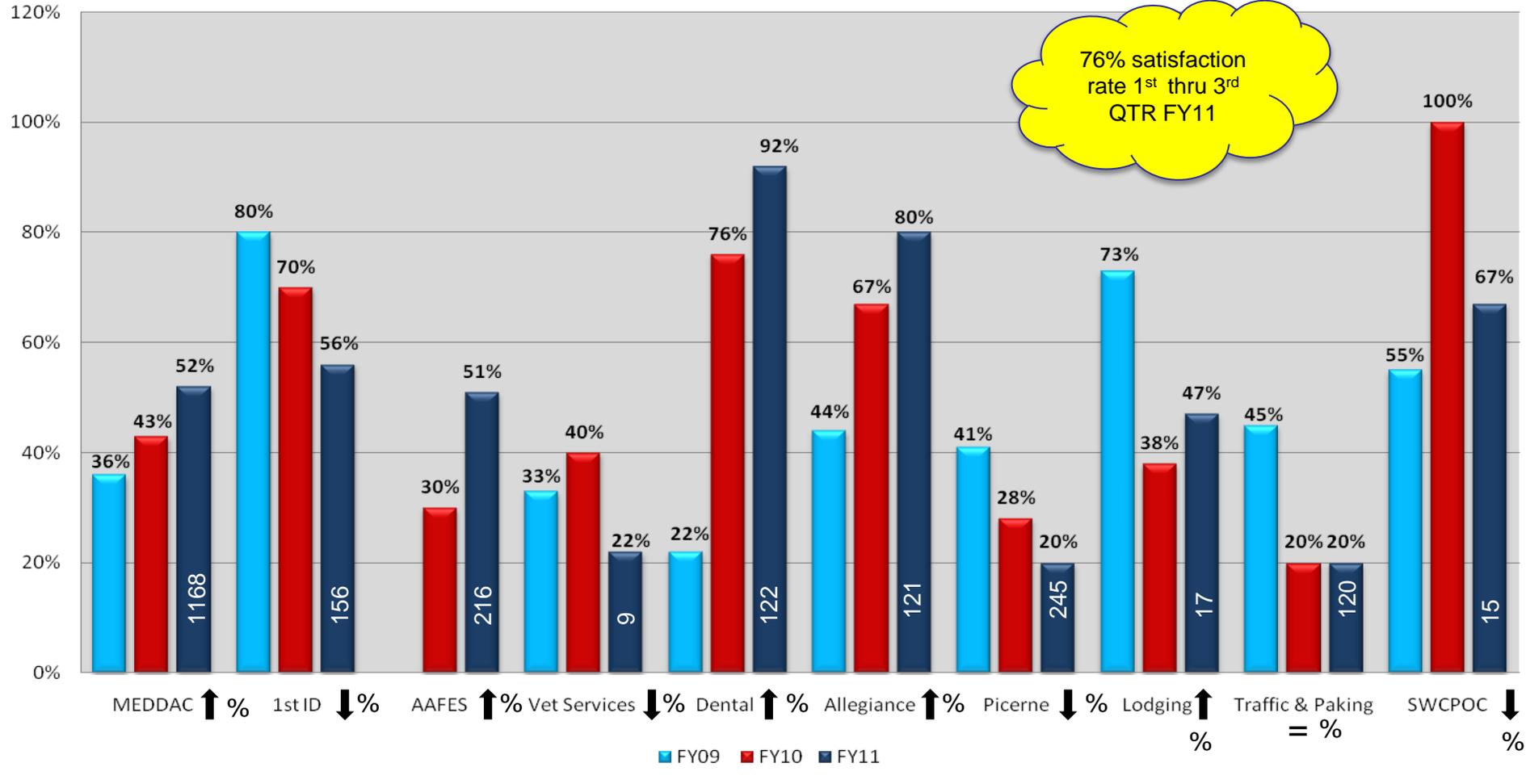


Satisfaction Questions (Percentage):
 100%-85% (Green circle)
 84%-65% (Yellow triangle)
 64%-0% (Red circle)

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Non – USAG ICE Ratings FY09-11 (1st - 3rd QTR)



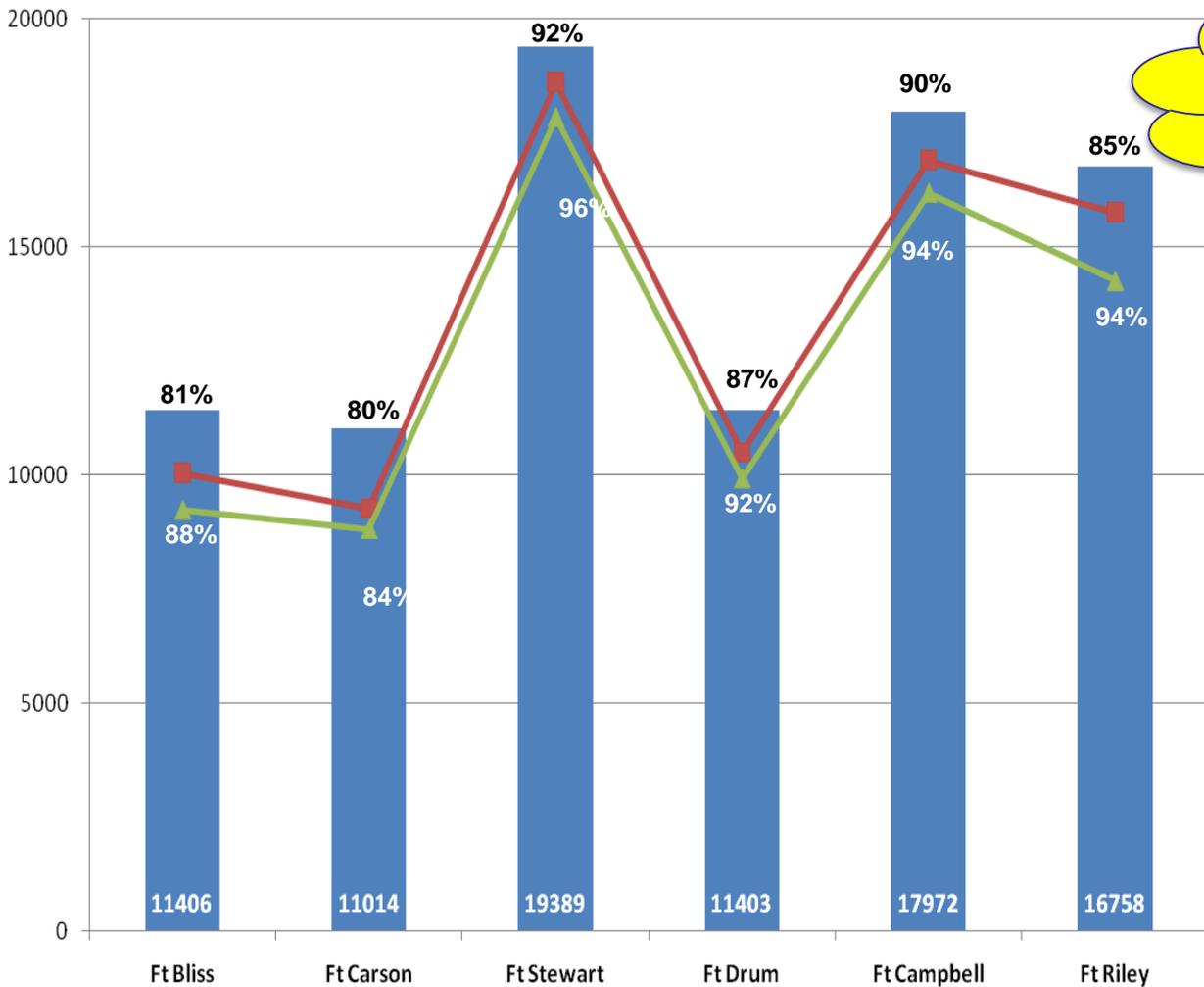
Satisfaction Questions (Percentage):
 100%-85% (Green circle)
 84%-65% (Yellow triangle)
 64%-0% (Red circle)

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Division Level Comparison

FY 11 QTR (1st thru 3rd)



Customer Satisfaction

- FR is currently #4 among Division level installations
- FR USAG is tied for #2 among Division level/Garrison

Fort Riley
Participants:
 Garrison
 AAFES
 FR Vet Services
 DENTAC
 1 ID
 IACH

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Issues Summary



Active Issues as of 31 Jul 2011

Active	34
Complete	11
Open	23

Directorates/Organization	Number of Issues
Aafes	1 Closed / 1 Open
Allegiance	1 Closed / 2 Open
Division	4 Closed / 1 Open
MEDDAC	1 Closed / 3 Open
Picerne	0 Closed / 8 Open
Garrison HQ	3 Closed / 0 Open
DFMWR	0 Closed / 3 Open
DES	
DHR	0 Closed / 2 Open
DMPO	
DPTMS	1 Closed / 0 Open
DPW	0 Closed / 3 Open
DOL	

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Installation Action Council(IAC)



Issue Review



Active Issues



AAFES



Active Issues



Subject: 2011-CF/ICE-Issue 1 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.

Customer Recommendation:

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

Follow-up: On ICE - 24-Mar-2011 - This facility is scheduled for a renovation during spring/summer 2011 and restriping a portion of the parking lot is included in this project.

Staff Discussion: 5 May 2011 - Ongoing project – renovation is scheduled for spring/ summer 2011.

20 Jul 2011- Forsyth Shoppette start date on the project is 30 Sept 2011.

Continue to next slide
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Active Issues



Subject: 2011-CF/ICE-Issue 1 Forsythe Shopette parking lot

Agency Recommendation: COL Clark requested AAFES delay to May of 2012 because of returning/deploying soldier population- closure of Shoppette wouldn't be good at this time.

Discussion: 29 Aug 2011- COL Clark asked DPW to return to him the plan of action for striping the parking lot- would like this plan next week following Labor Day (week of 5-9 Sept 2011).



Active Issues



Subject: 2011-CF/ICE-Issue 2 Prices at the AAFES gas station

Born on date: 7 Mar 2011 **Status:** Closed **FRCP LOE:** Resiliency

POC: AAFES

Scope:

Customer Recommendation:

1. Cut out or reduce the gas tax

Follow-up:

Staff Discussion: 5 May 2011 – GC guidance - 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.

20 July 2011- Cannot eliminate taxes on fuel. AAFES, as a U.S. Government instrumentality, is immune from state and local taxes unless the immunity is waived by an act of Congress. The U.S. Congress has waived this immunity with respect to motor fuel sold by AAFES (Hayden Cartwright Act, 4 U.S.C. 104). AAFES pays Federal tax as well (26 U.S.C. § 4081(a) is the US code that covers Federal Tax on gasoline). Accordingly, AAFES pays state, federal and local motor fuel taxes, as well as underground storage fees, etc. on motor fuel. The federal and state motor fuel taxes and other applicable fees paid by AAFES are included in the motor fuel price to the military customer and paid to the appropriate taxing authority. ***Continue to next slide... Duty First, Service Always***



Active Issues



Subject: Prices at the AAFES gas station (slide 2)

Agency Recommendation: **Close the Issue.**

Discussion: Col Clark asked this to be closed, however PAO do another article in the Newspaper concerning Taxes and Cost.



Active Issues



Allegiance Communications



Active Issues



Subject: 2011-CF/ICE-Issue 3 Hours of Operation

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

POC: Allegiance Communication

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

Customer 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
- 24 hour toll free Tech Support @ 877-800-5845
- Payment drop box located at 6422 Normandy Dr

Staff Discussion: 5 May 2011 – Research why customer required/wanted extended hours. i.e. to make payments, installation of equipment; etc...

20 July 2011 – No update.

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Active Issues



Subject: Hours of Operation (slide 2)

Discussion: Status of Marketing, office hours and service information. Reason for customer extended hours requirement.

Agency Recommendation: **29 Aug 2011-** Col Clark asked Allegiance to test new office hours, ie. Open on a Thursday from 1000-1800. Gather data and determine if this will work for the customer/Allegiance. Measure throughout and return results. Allegiance stated they would have to discuss with their boss and would get back to COL Clark. 2- Get with PAO to announce hours of operation and ways to contact the office again- newspaper articles etc. (marketing plan)



Active Issues



Subject: 2011-CF/ICE Issue 4 Frequent Outages and Connectivity Speed Issues with Allegiance Communications

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

POC: Allegiance Manager Communication

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.

Customer 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****

****7 additional comments since May 1.**

Follow-Up: We did experience some speed issues, however Allegiance has made repairs to the circuit, purchased additional equipment and as of April 28th completed a major upgrade. Credits are given to customers to compensate for their loss of service. The credits are awarded on a base by base case after a technician has been dispatched and once we have determined the cause of the problem.

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Active Issues



Subject: Frequent Outages and Connectivity Speed Issues with Allegiance Communications (slide 2)

Staff Discussion: 5 May 2011 - Thursday, April 28th – Allegiance completed new upgrade and purchased internet equipment.

29 Aug 2011 - GC recommendation - Coordinate with PAO to disseminate connectivity enhancements via Facebook, newspaper, etc. Allegiance stated they continue to have individual issues due to splitter/modem issues.

Agency Recommendation: Will continue to monitor as issues are called in.

Discussion: GC - Status of marketing connectivity upgrade to customers?



Active Issues



Subject: 2011-CF/ICE-Issue 5 Allegiance Tracking System

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

POC: Allegiance Communication



Scope: Allegiance is tracking Soldiers by name and last name only. Many Soldiers have the same first and last name; which has created SM to be mistaken during the clearing process .

Customer Recommendation:

1. The cable company needs to have a better tracking system than first/last name, like add last four of SSN or something to differentiate between their customers.

Follow-Up:

Staff Discussion:

1. Our policy requires our Customer Service Representatives to obtain a SS#. However, the customer has the right to refuse such information. Therefore, we may only have a first and last name in our system.
2. When a customer walks in our office we require them to show us their ID in order to verify their name and SS#. The SS# has been replaced with an ID# on the new ID's.

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Active Issues



Subject: Allegiance Tracking System (slide 2)

Staff Discussion:

1. When a customer calls our 800# the CSR will ask for a SS#, however once again the customer has the right to refuse such information. Thus creating it more difficult to distinguish customers with the same first and last name.
2. 29 Aug - Customer has the right to decline use of SSN< however this could prevent a name match issue from occurring.

Agency Recommendation: **Close Issue**

Discussion: COL Clark states to **CLOSE** this issue- DHR and Allegiance will work together on the very few conflicts that occur.



Active Issues



DIVISION



Active Issues



Subject: 2011-CF/ICE/AFAP-Issue 6 FRG Family Information Database

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

POC: Division – Family Readiness Support Assistant (FRSA)

Scope: Family contact 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.

Customer 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.

Continue to next slide...

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Active Issues



Subject: FRG Family Information Database (slide 2)

Enhancements to recommendation:

1. The database can also be used to assign and track sponsors, send the Family information to ACS or appropriate organization to send a welcome packets etc to the Family (hotel/ home/ rental).
2. Provide online forms for data changes at each FRSA location and on the website. A Family moves, or has a change; they can quickly and easily update those changes. Links to ADPASS, DEERS, and other personal records in the same area would be helpful.
3. Ft Riley can also gather other potentially useful information during in-processing in this database such as automobile information and dog breed.
4. Legal forms for grandparents or other legal guardians that raised a Soldier can be included in the database so that the "parental figure" relationship is already confirmed and recorded prior to an incident of death, making it easier for that Soldier to take emergency leave and preventing the Soldier from having to re-establish a record of the relationship each time he or she moves to a different unit.

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Active Issues



Subject: FRG Family Information Database (slide 3)

Follow-Up: The FRSAs could definitely disseminate the website information as to where the Families can go to update their Personal Information. The concern comes as to where the manpower comes from to operate database. And the legal concerns as to how much PII can be placed on the database. The PII would have to be voluntarily given by Soldier and their Family members. Also, ADPASS will only update once the Soldier has in-processed to the incoming unit and is used for Disaster use only.

Staff Discussion:

17 JUN 2010 - Fears we are breaking laws since this is a non-army database.

Get working group started. Include SJA, DHR, and MSE. Don't break any rules, but find ways we can do this.

3 JUN 2010 - A working group will need to be assigned and database constructed to be in compliance with FR 2015 Campaign Plan R5, Improving Communications within the FRG.

10 MAY 2010 - Ft Riley Campaign Plan- R5, Family Strength- Improving communications within the FRG. Also discussed at Secretary of Defense Town Hall, 8 May 2010

(Sec of Defense, Gates: " We have a lot of great programs, I'm just not satisfied we have enough programs to inform people of what's available and to keep it current and to make it easily accessible".)

Continue to next slide...

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Active Issues



Subject: FRG Family Information Database (slide 4)

3 FEB 2011 G1 Response: There was one other issue that was presented to DHR that could potentially fall under G1. It was the FRG Family Information Database. This issue is also attainable with a little hard pressed work. **Recommendation would be for a Working Group to be made up of FRPC, DOIM and DHR to meet and decide what exact information would be needed in the database, how it will be accessed by the FRSAs and other details.**

5 May 2011 - Continue with database enhancements.

22 Aug 2011 - **Issue is under review pending guidance from new leadership.**

Agency Recommendation: **Close Issue**

Discussion: Have not see customer complaints via ICE or CF Form on FY11
Is issue high enough priority to devote manpower resources (i.e. WG, staffing, etc...).

29 Aug 2011-**COL Clark states to CLOSE this issue- Commander/FRG responsibility.**



Active Issues



Subject: 2011-ICE-Issue 7 Improving Communication within the FRSA/FRG

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

POC: Division – Family Readiness Support Assistant (FRSA)

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.

Customer Recommendation:

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

Continue to next slide...
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Active Issues



Subject: Improving Communication within the FRSA/FRG (slide 2)

Follow-Up:

- The FRSA program is a Commander's program and each Commander defines what his/her FRSA's duties will be. Not all FRSA's are required to do the same things which in return makes it seem that an FRSA is not doing his/her job. If the unit's FRSA is not available this a concern that should be brought to that Commander's attention to make corrections.
- Customer Service Training can be conducted with the FRSA's. During a Muster Meeting or Town Hall situation, it may be best for the CG or GC to provide FRG Advisors/FRG Leaders of an overview of what the FRSA program is and stress that it is a Commander's program and each FRSA is treat individually.

Staff Discussion:

5 May 2011

- At conclusion of August FRG Muster, provide training for FRSA's and FRG Leaders that clarifies PDs/ roles and responsibilities – hopefully providing a standard that will work all across the board.
- Provide customer service training to FRSA's. Discuss issues at Muster in lieu of town hall or sensing session.

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



Subject: Improving Communication within the FRSA/FRG (slide 3)

Agency Recommendation:

22 Aug 2011 - Issue is under review pending guidance from new leadership.

29 Aug 2011 – **Close Issue.**

Discussion:

- Status of info briefing/training to FRSA?
- Status of FRSA info brief to FRG Leaders?
- **29 Aug 2011** - **COL Clark states to CLOSE this issue- Commander/FRG responsibility.**



Active Issues



Subject: 2011-ICE/CF-Issue 8 Renaming the Program Family Readiness Group (FRG)

Born on date: 30 July 2011 **Status:** Closed **FRCP LOE:** Resiliency

POC: Division – Family Readiness Support Assistant (FRSA)



Scope: Renaming the FRG will help to eliminate the negative stigma that has been built around the current FRG program. Many family members are discouraged by just hearing the words "Family Readiness Group" and try to stay away of such groups due to the negative reputation that followed the FRG throughout the years.

Customer Recommendation:

1. By renaming and doing some "restructuring" the "FRG" could become a better accepted program by the families who truly need this service.

Follow-Up:

Staff Discussion: This issue does have validity. I recommend moving it to be discuss at the AFAP conference. There is a "Bad" stigma towards FRGs and maybe the name could be changed at ARMY level and take away the stigma.

Agency Recommendation: Close Issue.

Discussion: 29 Aug 2011 - Command Program /Regulatory.



Active Issues



Subject: 2011-ICE/CF-Issue 9 Airfield Dining Facility (DFAC) Closure

Born on date: 12 July 2011 **Status: Closed** **FRCP LOE: Sustainability**

POC: 1st ID - Military Dinning Facilities



Scope: The new DFAC on the airfield is not open for the CAB soldiers, but is being used as a training facility. It is very hard for the CAB Soldiers to leave, eat and return to work. Prior to the deployment, Soldiers were assured that the DFAC would be ready and waiting for them upon redeployment - what a let down for the CAB. ****8 comments since May 11**

Customer Recommendation:

1. This facility should be opened for dining without delay.
2. From a Soldiers perspective ~ Fort Riley continues to treat the CAB folks as second class citizens - at least until they need a ride somewhere, or want a helicopter for a static display in the community.

Follow-Up:

Continue to next slide...

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Active Issues



Subject: Airfield Dining Facility (DFAC) Closure (slide 2)

Staff Discussion: As of 15 Aug 11, the dining facility on the airfield will be opened for lunch meals only. The menu will be limited but will comply with the nutritional standards outlined in AR 30-22 Army food service program. The intent of only serving one meal is to determine whether or not opening this facility will actually reduce the traffic congestion, provide Soldier working on the airfield an additional dining facility to consume meals within a limited time frame as well as reducing the congestion in Demon's Café (Bldg 694). The intent is to achieve an utilization rate of 80% then in FY12 upon the CAB food service personnel reaching a manning strength of 90% the facility will transition into a full time dining facility.

Agency Recommendation: **Close Issue.**

Discussion: 29 Aug 2011- Incorporate with ISSUE 10- DOL and G4 are working closely to determine need to open Dining Facilities based on population.



Active Issues



Subject: 2011-ICE/CF-Issue 10 Closure of Dining Facilities on FR

Born on date: 1st Apr thru 1st Jul

Status: **Active**

FRCP LOE: Sustainability

POC: 1st ID - Military Dining Facilities

Scope: It is very hard for Soldiers to leave, eat and return to work. Opening more dining facilities will greatly benefit SM. The lines are insane. The change of management to Military personnel running the dining facility have cause a major step backwards in terms of quality of product and customer service. Having only one dining facility open on the hill is unreasonable. ****27 comments since May 2011**

Customer Recommendation:

1. Other facilities should be opened for dining without delay.
2. Hire civilians to work. Soldiers don't respect Soldiers and they make the environment in the dining hall difficult.
3. More variety of food. Increase food quantity and quality.
4. Serve more healthy food.
5. Personnel are not using proper food handling procedure and sanitation rules.
6. Issues are mainly during lunch and dinner meal time frame.
7. Enforce mutual respect and better customer service.

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



Subject: Closure of Dining Facility on FR (slide 2)

Follow-Up:

Staff Discussion: The Installation and DIV food service team has develop a comprehensive plan to address the opening up an additional dining facility on Custer Hill beginning in the FY12. There is a limited number of food service personnel currently on Ft Riley due to the deployments and required training to operate DFACs. As BCTs return from deployments and more food service personnel increase dining facilities located on Custer Hill will reopen. In addition the dining facility managers are reviewing the menu in order to provide a healthy selection of products.

Agency Recommendation: 29 Aug 2011 - Col Clark asked this discussion to remain open. Following the 9 Sept 2011 meeting he requests 1- Plan from that meeting to be briefed to the Commanders at the CUA- get on the G3 schedule to accomplish this (G4) 2- Paul F. PAO market and publicize the plan ensuring all soldiers are informed.

Discussion:



Active Issues



MEDDDAC



Active Issues



Subject: 2011-CF-Issue 11 Lack of Parking Space at the mTBI Clinic

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

POC: MEDDAC

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 Soldiers who are suffering from TBI and PTSD. This issue causes frustration and unnecessary stress.

Customer Recommendation:

1. Create more parking space

Follow-Up: 5 May 2011- GC guidance - 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: Parking in this area has always been a challenge. MEDDAC is working with PW to gain parking spaces in the lot being constructed adjacent to this facility. Until the lot is constructed all of the activities in this area will have less than desirable parking. The least used parking lot in the area is the Bowling Alley parking lot. Staff have been instructed to not park close to the mTBI Clinic due to limited parking.

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Active Issues



Subject: 2011-CF-Issue 11 Lack of Parking Space at the mTBI Clinic

Agency Recommendation: DPW stated looking at NOV/DEC. Mr. Butler stated they are educating the staff on the parking/construction areas and where to park for now.

Discussion: 29 Aug 2011 - Col Clark- DPW- I want a tour of this construction site.

PAO- what have we done to update issues like this- construction/road closures etc to the peoples. Outlined the plan and way ahead to get articles and a complete spread in the paper for all 2012 events that have an effect. COL Clark asked the articles to go out now, followed by the complete spread.



Active Issues



Subject: 2011-CF-Issue 12 PTSD Outpatient treatment facility at Fort Riley

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

POC: MEDDAC

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 focuses in the intervention phase of the condition. Currently Fort Riley has very limited resources in the surrounding area to meet the demand for treatment.

Customer Recommendation:

1. Build a PTSD Outpatient Treatment Facility on Fort Riley

Follow-Up: 22 Aug 2011- With completion of new medical facility in 2014, staffing will be sufficient, however to address the current deficiency we are coordinating with CPAC to look into hiring behavioral health personnel and potentially house them in another facility. MEDDAC, DPW, CPAC coordination required. The Ft. Riley Resiliency Campus on Custer Hill is currently open and offers a variety of resources.

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Active Issues



Subject: PTSD Outpatient treatment facility at Fort Riley (slide 2)

Follow-Up: Although this center does focus specifically on the treatment of PTSD, it offers many great benefits to relieve symptoms and increase coping skills. IACH currently has an Intensive Out-Patient Program for PTSD planned and awaiting funding from MEDCOM.

Agency Recommendation: 29 Aug 2011 - 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.

Discussion: Col Clark asked if the new facility was part of the Hospital construction plan; SME stated yes Inpatient. Col Clark asked about Outpatient as well and SME stated he thought yes, but needed to get information. COL Clark asked if there were pamphlets or marketing materials for these services, SME stated yes there were.



Active Issues



Subject: 2011-CF/ICE-13 New prescription policy

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

POC: Ian Mann, 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.

****ICE customer satisfaction increase from 30% to 50% since May to Jul 11.**

Customer 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.

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Active Issues



Subject: New prescription policy (slide 2)

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

Agency Recommendation: *Recommend closing issue.*

Discussion: Col Clark wanted to know what has been done to extend hours for the pharmacy, have they looked at alternatives such as partnering/contracting with pharmacies in the community? Col Clark requested MEDDAC come back with answers in two weeks.



Active Issues



Subject: 2011-CF/ICE-Issue 14 Pharmacy prescription policy

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

POC: MEDDAC

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.

****ICE customer satisfaction increase from 27% to 47% since May to Jul 11.**

Customer Recommendation:

1. Readdress new prescription policy

Follow-Up: The time frame for return to stock of prescription medications, stated in the IACH Pharmacy SOP 29 Sep 2010 on pg. 12 item 5.d.(4): "Prescription not pick up within seven days will be returned to stock and entered as non-complaint in CHCS". This rule applies to all pharmacy locations on post, including the drop off pharmacy at the PX. 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: Pharmacy prescription policy (slide 2)

Staff Discussion: Due to the PX being a drop-off/Pick-up location with limited space. All prescription that are not picked within the first 30 minutes will be placed on a 24 hour shelf to make room for new prescriptions. After 48 hours, prescriptions are returned to stock and entered as non-compliant in CHCS.

Agency Recommendation: *Recommend closing issue.*

Discussion: Close the Issue. GC guidance: re-market with PAO the policy.



Active Issues



Picerne



Active Issues



Subject: 2011-CF/ICE-Issue 15-19 Trends 1st -2nd & 3rd QTR (See trend graph next slide)
Born on date: Sep 2010 – Jul 2011 **Status:** **Active** **FRCP LOE:** Resiliency
POC: Picerne

Scope:

- **Maintenance:** Maintenance was called multiple times, did unsatisfactory work and/or didn't address the issue.
- **Overall Management:** Administration of policies and procedures, standard enforcement of rules, managers at varied neighborhood offices. Management style and communication.
- **Customer Services:** Negative attitude, rudeness, lack of concern.
- **Rules and Regulations:** Inequality of BAH rate vs. house size/ location, utilities billing
- **Pest Maintenance:** Pest infestation (mites, spiders, ants, mold)

Customer Recommendation:

Follow-Up: Since 5 May 2011 the maintenance team has completed 17,720 work orders

Staff Discussion: COL Clark discussed Picerne overall program- requested not going through all Picerne issues in the IAC- scheduled follow up meeting with Brian B.

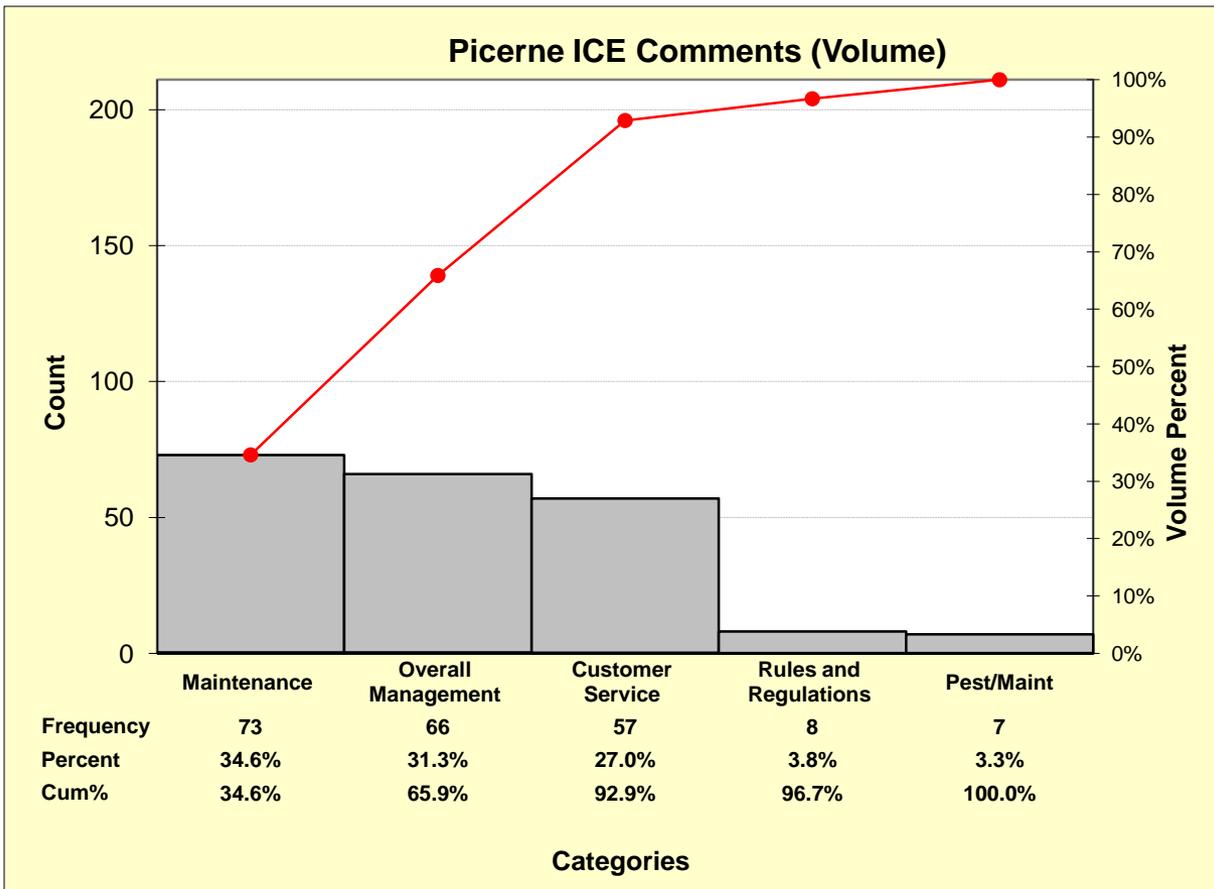
Agency Recommendation:

Discussion:



Active Issues –Trends 1st - 2nd & 3rd QTR

FY 11



Of 269 ICE submissions with comments, 35 comments were satisfied, 234 were dissatisfied. Of the 234 dissatisfied comments, 211 fell into the below categories:

- **Maintenance**
- **Overall Management**
- **Customer Service**
- **Rules and Regulations**
- **Pest Maintenance.**

Maintenance = issues where maintenance was called multiple times, did unsatisfactory work and/or didn't address the issue

Overall Management = Administration of Policies Procedures, standard enforcement of rules, managers at varied neighborhood offices. Management style and communication.

Customer Services= comments about negative attitude, rudeness, lack of concern

Rules and Regulations = Inequality of BAH rate vs. house size/ location, utilities billing

Pest Maintenance = pest infestation (mites, spiders, ants, mold)



Active Issues



Subject: 2011-CF/ICE-Issue 20 Work-order delay

Born on date: 1 Oct -31 Mar 2011

Status: Active

FRCP LOE: Resiliency

POC: – Brian Beauregard, 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.

Customer 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...
Duty First, Service Always***



Active Issues



Subject: Work-order delay (slide 2)

Follow-Up:

- The maintenance team responded in 15 minutes, however, the phone number as well as the address provided by the answering service were incorrect and the team was unable to reach/locate resident until the next morning. A technician was dispatched and electric space heaters were installed to provide comfortable temperature more quickly while repair work got underway.
- Resident was offered a hospitality suite that day but declined because heat was sufficient for what was anticipated to be a short-term condition. Scope of repairs necessitated the order of a full HVAC system replacement -- back up heat systems were repaired to provide heat until new system could be installed.
- Delivery of the order was delayed significantly – staff should have maintained regular follow-up with the resident to communicate updates on situation.
- Reemphasized with maintenance team the need to pursue all follow-up actions to ensure residents can be contacted when wrong numbers are received. Maintenance team reminded to provide residents with more comprehensive updates on the schedule for extended repairs/maintenance on their home.

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



Active Issues



Subject: Work-order delay (slide 3)

Staff Discussion:

5 May 2011 - Explore option of an in-house emergency maintenance crew on “standby” to address after hour work-orders. (GC)

23 August 2011 – Picerne Military Housing already has an “on-call” maintenance team and responds to after hour emergency calls. In addition, we have a 4-person second shift maintenance team that works 1000-2100 with coverage seven days a week.

Agency Recommendation: GC had inquired about utilizing an in-house after hours call center, but this was determined not to be economically viable at this time.

Discussion:



Active Issues



Subject: 2011-CF/ICE-Issue 21 Picerne Military Housing maintenance

Born on date: 1 May 2011

Status: ACTIVE

FRCP LOE: Resiliency

Issue re-open, based on FY 11 trends and statistic; 25 additional complaints since this issue was closed

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.

Customer Recommendation:

Follow-up:

Staff Discussion: 5 May 2011- Maintenance team reminded to provide residents with more comprehensive updates on the schedule for extended repairs/maintenance on their home.

23 Aug 2011- Since 5 May 2011 the maintenance team has completed 17,720 work orders

Agency Recommendation:

Discussion:

Duty First, Service Always



Active Issues



Subject: 2011-CF/ICE-Issue 22 Mold growth and water stain

Born on date: 1 May 2011

Status: ACTIVE

FRCP LOE: Resiliency

Issue re-open, based on FY 11 trends and statistic; 10 additional complaints (separate customers) since this issue was closed

POC: Picerne

Scope: (Example 1 of ICE comment) Over the past few months, I've been exhibiting some pretty awful symptoms of unknown origin: dizziness, shortness of breath, awful headaches, fatigue (even after a full night of sleep and taking a nap during my daughter's), difficulty concentrating and extreme weight loss (we're talking from a size 6 to a size 0 in 4 months and still falling, despite the fact that I eat a lot). So at my physical last week, the Doctor (Lechner, at the CTMC) took some blood work and when we followed up yesterday, he told me that 2 of the values were off and they indicated an environmental issue rather than physiological. To confirm his suspicion, he looked at my daughter's 12 month CBC and discovered that she had the exact same abnormal values in hers. After some research, I've discovered that my symptoms are classic mold sickness symptoms. My daughter has also been seeing a neurologist for some issues and neuro symptoms can be related to mold as well. My neighbor has also been complaining of the same symptoms. I called Picerne to request a mold test ASAP and all they did was send a guy out to look for any visible mold or dampness in the house.

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



Active Issues



Subject: Mold growth and water stain (slide 2)

Scope: (Example 1 continued) When I called to follow up, the woman I spoke to told me that the next step was to arrange to have all the air ducts cleaned and only after they had done that would they consider an air test. She then proceeded to downplay the whole issue telling me that 99% of the mold issues people have on post are from mold in the air/outside so she highly doubted there was actually a problem. We're moving out early July regardless of what they come up with because I don't want to risk my health or that of my daughter any longer.

Customer Recommendation:

1. I want to know what's causing my health issues
2. I want to make sure they don't move someone else in without adequately testing the place.
3. I'd like to get reimbursed the \$1500 it's going to cost me to have packers come and move me to Junction City. Even if mold is not the issue, whatever is in this house that is causing these problems (again, documented in our labwork by our physician) needs to be routed out. The health and well being of tenants is not something that should be taken lightly or put off.

Continue to next slide...

Duty First, Service Always



Active Issues



Subject: Mold growth and water stain (slide 3)

Staff discussion: (ICE follow up to customer from example 1)

Molding test conducted on 6/30/11. Picerne received results back Tuesday (5 Jul) afternoon and has contacted Mrs. Shafer to share the results but has not heard back from her. Picerne will continue to work with this family to correct any deficiencies related to the home; however, Picerne's test results did not support her suspicion of mold and indicated the air quality in the home is good.

23 August 2011 - Picerne procedures for investigating mold reports are:

1. Work order is placed for maintenance supervisor to conduct visual inspection of the home.
2. If moisture is found, we address that maintenance issue and educate resident on how to prevent mold in a home.
3. If there appears to be mold we order air quality and additional testing conducted by our Safety Manager.
4. Fort Riley's Industrial Hygiene Office is contacted if necessary and additional investigations are conducted.
5. Picerne will make a decision on what actions, if any, need to be taken.

Continue to next slide...
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Active Issues



Subject: Mold growth and water stain (slide 4)

Agency Recommendation: Picerne followed these procedures in addressing Mrs. Shafer's concerns, air quality tests were conducted and air quality results were in normal ranges. Mrs. Shafer has since decided to stay on-post. Picerne has completed routine maintenance work orders since this comment; none of which were mold related.

Discussion: Picerne has discussed procedures with MEDDAC Command regarding these types of medical issues. Mold related requests originating from IACH have virtually been eliminated since early July.



Active Issues



Subject: 2011- ICE-Issue 24 Billing discrepancy

Born on date: 15 Jun 2011 **Status:** **Active** **FRCP LOE:** Resiliency

POC: Picerne



Scope: Please explain the difference in billing with the "average of similar homes". Customers compare their electric usage with their neighbors and the bills don't relate.

Example #1

Both my wife and myself work and are gone most of the day with nobody in the house, lights off and A/C set to 78...and I owe money. My neighbor doesn't work, has relatives visiting for summer, kids home inside with lights, video games and tv's on, A/C on 72...they get a refund. Not all houses appear to be similar. I spoke with a rep about my bill one month and was told "all houses were above average this month." Really, I am not a mathematician but that somehow just doesn't seem to work out.

Staff Discussion: 23 Aug 2011 Picerne's MIS department has researched

Mr. Butler's utility consumption and found that he tends to remain within the buffer zone. His usage is compared to 57 other three bedroom CGO homes in Forsyth which are all part of one profile group.



Active Issues



Subject: Billing discrepancy (slide 2)

Staff Discussion: The difference in bills from his neighbor could be attributed to several factors:

1. His neighbor may be in a different profile group due to having a different home type.
2. It could be lifestyle choices such as using a deep freezer (resident does have a refrigerator in the garage).
3. It could be an issue with the home.
4. There could be an issue related to the meter.

Agency Recommendation: If a resident believes there is an issue with their readings, the first step is to request an energy usage assessment with the neighborhood office. The maintenance supervisor will visit the home and check for common causes of high usage. If there is no known reason for over consumption Picerne would have an iSTA representative come out for further testing to determine a cause. Picerne's goal is to educate residents on responsible usage and support the LiveArmyGreen program. Picerne has left a message for Mr. Butler and will be happy to explain the energy conservation program and answer any questions he has.

Discussion:



Active Issues



Garrison



Active Issues



Subject: 2011-ICE-Issue 25 The Replacement Company cadre are wearing an unauthorized brassard

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

POC: USAG GCSM

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.

Customer Recommendation:

Follow-up:

Staff Discussion: 5 May 2011 - Garrison Command Sergeant Major will look into this matter.

22 Aug 2011 - CSM Bennett investigated this matter. CADRE brassard is not authorized. He monitored WTB Cadres and to this point have not seen any Soldiers utilizing the brassard in their uniforms.

Agency Recommendation: Close Issue.



Active Issues



Subject: 2011-CF/ICE-Issue 26 Community Dog Park

Born on date: 20 Jul 2011 **Status:** Closed **FRCP LOE:** Resiliency

POC: USAG GCSM



Scope: The trash has not been picked up. The trash container is full and there are bags of pet waste all over the ground. It's disgusting and makes the park look bad.

Customer Recommendation:

1. The waste needs to be pick up more often particularly in the summer time when the park is used the most.
2. It will be perfect for detail work.

Follow-Up: Park is clean; issue resolved.

Staff Discussion: 22 Aug 2011 – Increased police call twice a week and monitored daily to ensure the park is clean.

Agency Recommendation: Close Issue.

Discussion:



Active Issues



Subject: 2011-CF/ICE-Issue 27 Conducting re-conditioning phase 1&2 PT
Born on date: 12 July 2011 **Status:** Closed **FRCP LOE:** ARFORGEN/Resiliency
POC: USAG GCSM

Scope: Most units on post are not conducting reconditioning phase 1&2 in accordance with TC 3-22.20. My unit is consistently being berated because we not conduct pt in accordance with the TC. It specifically stated that Soldiers on a profile will conduct rehabilitation in the gym in accordance with the limitations of their profile. The opposite side is that FR 350-1 clearly states that no pt will be conducted in the gym from 0630 - 0730. What is the right answer. The TC provides Soldiers the opportunity to get back into the fight but their Battalion Commander labels them; while out rightly violating FR350-1 without cause or reason.



Customer Recommendation:

1. My suggestion would be to identify a facility for injured and recovering Soldiers to conduct recon 1&2.
2. Enforce FR350-1 so that the Soldiers that are not conducting MEF, SF preparation training, and Recon phase 1 or 2 conduct PT at an alternate site besides the gym
3. Observe the gym for about two weeks and identify the Soldiers that are conducting recon 1 or 2 in accordance with the TC.

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



Active Issues



Subject: Conducting re-conditioning phase 1&2 PT \ (slide 2)

Follow-Up:

Staff Discussion: 25 Aug 2011 - The PT program is a commander's program, the reconditioning program in TC 3-22.20 is a recommendation for this program be implemented. Could not find in FR 350-1 where it states that no pt will be done in the gym from 0630-0730.

Agency Recommendation: Close GCSM/COL Clark- This is a commander's program, GCSM followed up with research in regulations.

Discussion: Issue Closed



Active Issues



DFMWR



Active Issues



Subject: 2011-CF/ICE-Issue 29 New Requirement to reserve and utilize the Functional Fitness Area (FFA) in King Field House

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

POC: DFMWR

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.

Customer 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

Follow-Up:

PAIO Met 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

Provided GC with research report completed on FFA use.

Continue to next slide...
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Active Issues



Subject: New Requirement to reserve and utilize the Functional Area (FFA) in King Field House (slide 2)

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: New Requirement to reserve and utilize the Functional Fitness Area (FFA) in King Field House (slide 3)

Staff Discussion: 24 Aug 2011 - Currently the FFA is open to all patrons during fitness operational hours to include fitness classes when being conducted. Only exception for closure is during MEF training M-W-F 0500-0730. With the FFA having unlimited access for all patrons during fitness classes is causing DFMWR to lose customers, and income. We have customers that take classes regularly are upset that patrons are watching them while they are participating in the class as well as if a class is going on patrons that do not want to pay will move their equipment to a position in the room and will conduct the same exercises going on within the classes but not pay the \$2.00 fee for the class thus losing income. The wall separator has been used to reduce this issue but patrons have still found a way to watch the patrons participating in the class as well as to watch the class so they do not have to pay.

Agency Recommendation: Recommendation is to keep this active issue open. Currently DFMWR fitness department is working on SOP to address all issues.

Discussion: Col Clark would like to be kept posted on this issue. Also wanted to know if a section of this area could be curtained off. Too many people needing to use it, not enough space. DFMWR believes this problem will go away if not be minimized when Craig Fitness Center re-opens.



Active Issues



Subject: 2011-CF/ICE-Issue 30 Soldiers in ACU must present ID Card to use the gym
Born on date: 17 Feb 2011 **Status: Closed** **FRCP LOE: ARFORGEN/Resiliency**
POC: DFMWR

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.

Customer 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: 5 May 2011 - 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.

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



Active Issues



Subject: Soldiers in ACU must present ID Card to use the gym (slide 2)

Staff Discussion:

5 May 2011 - During peak times, soldiers are not required to provide ID.

24 August - Currently the policy in place to require soldiers in ACU's to show ID to enter facility is needed to capture data for ISR. If data is not captured it could result in loss of funding.

Agency Recommendation: **Issue Closed.** GC guidance – Between 8 AM –Close ID cards are required to be checked. Before 8 AM no ID Cards checks.



Active Issues



Subject: 2011-ICE-Issue 28 Skate ramp/park on post

Born on date: 21 Aug 2011 **Status:** Active **FRCP LOE:** Resiliency

POC: DFMWR



Scope: I am not sure who to direct this comment. I will start here, and if this is not the correct place could this please be directed to the correct place. While playing at the playground next to the Forsyth Community Center I had an idea. Every single time we are there, no less than twenty teenagers are there on their skate boards, BMX/Trick Bikes, and scooters. They are hanging out, talking, and doing tricks. There is nothing wrong with that, except there is a huge age difference between the children. I see using the playground (usually 1-8 year olds) and the teenagers under the picnic area. The topics the teenagers are discussing and the language they tend to use is not appropriate for the smaller children.

Customer Recommendation:

1. If the teenagers had a skate ramp/park on post they would gather there instead of the children's playground.
2. Has Fort Riley ever thought of constructing such a park? If not, I think they should.

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



Active Issues



Subject: Skate ramp/park on post

Follow up: 26 Aug 2011– CSM Bennett recommended to move this idea to DFMWR.

Agency Recommendation:

Staff Discussion: DFMWR states there was a skatepark here in the late 90's early 2000. Due to non-use it was torn down.

Discussion: COL Clark would like DFMWR to survey Teens/Young Soldiers on whether a Bike/Skate Board park would be something they would utilize.



Active Issues



DHR



Active Issues



Subject: Service Members mail is not delivered correctly (slide 2)

Staff Discussion: Currently being worked through HCEF in SOC.

22 Aug 2011- This a resolved issue but not necessarily a closed issue.

We only know or find out about a problem like this when an ICE comment arrives or the Soldier comes to the postal operations center. When we do have an issue like this come up the Postal Operations Supervisor (Jo Ann) gets with both Commands and works out the delivery to the Soldier. Jo Ann says there has been a couple more issues since March but they have been resolved. The band aid fix is easily solved by filling out the DA 3955 Card (Change of Address Card). **The underlying problem still is the way the First Sergeant Barracks Initiative program manager is assigning the Brigade's and Battalion's footprint of soldiers in the barracks ie...not putting the whole battalion or brigade in the same barracks, filling barracks with half of one unit and half of another unit that do not share a mail room.**

Agency Recommendation: GC needs more time to ponder this issue. The underlying problem is the way the First Sergeant Barracks Initiative program manager is assigning the Brigade's and Battalion's footprint of soldiers in the barracks ie...not putting the whole battalion or brigade in the same barracks, filling barracks with half of one unit and half of another unit that do not share a mail room.

Discussion:



Active Issues



Subject: 2011- ICE-Issue 32 Proctor computer or paper based exams
Born on date: 15 Jun 2011 **Status:** Active **FRCP LOE:** Resiliency
POC: DHR



Scope: SM utilized the Education Center to proctor final exams. The education center NO LONGER does proctored exams for active duties and family members. Soldiers are ask to utilize other testing services. The education center should be able to perform this function for Soldiers of FR and not have to push it off on either Barton, the post Library, or Commanders. It's sad to hear that education services are not important enough to receive funding. Why the Ed Center can no longer perform this simple and NECESSARY function?

****12 ICE comments since May 2011**

Customer Recommendation:

1. I wonder how many Soldiers will be affected when they try to register for final exams or placements exams

Follow-Up:

Staff discussion: Due to 60% contract reduction (1.5 FTE in testing staff) we are limited in what we can do. We have been authorized a Term employee (not to exceed a year) that will fill in and support testing.

Continue to next slide...

Duty First, Service Always



Active Issues



Subject: Proctor computer or paper based exams (slide 2)

Staff discussion: 18 Aug 2011 - Once on board and qualified to test we will once again be able to proctor test. With that said the DA centralized contract runs out the end of September and if option year is not soon exercised we will lose another testing person and be back to where we are now.

Agency Recommendation: Staff reductions in DHR; authorized Temp employee to proctor exams. KState and local library staff can also proctor exams.

Discussion: 25 Aug 2011 In-Brief - BG MacWillie: “Have you asked for volunteers from the community to come in and serve as proctors?”

GC asked if there are pamphlets letting people know, how about in the paper. What about at In Processing are these folks made aware of this process. Should be discussed at the 1SG/CDR course, can't we market the use of commanders to proctor exams? GC asked this to be marketed and wants a pamphlet at In Processing.



Active Issues



DPTMS



Active Issues



Subject: 2011-CF/ICE-Issue 33 Visual Information Photography Services - NON-Existing or extremely poor Website

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

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.

****28 satisfied comments since May 11- 100% Satisfied.**

Customer Recommendation:

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

Follow-Up: 5 May 2011 - 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...

Duty First, Service Always



Active Issues



Subject: Visual Information Photography Services - NON-Existing or extremely poor Website (slide 2)

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.

20 July 2011- DPTMS VI Branch now has an operational website on 1ID Homepage (link found under Soldier Services, DA Photos).

Agency Recommendation: **Closed Issue.**

Discussion:



Active Issues



DPW



Active Issues



Subject: 2011- ICE-Issue 34 Handicapped parking spaces at the Calvary and 1st ID Museums

Born on date: 15 Jun 2011 **Status:** Active **FRCP LOE:** Resiliency

POC: DPW



Scope: Personnel that work in Bldg. 200 use Museums handicapped parking spaces all day. The Museum received handicapped visitors that could use those spots. Museum personnel have seen older visitors drive on by because they could not park close enough to the museum. They have signs that say staff parking but, they park there too. We have signs that say museum visitor parking and they park there too.

Customer Recommendation:

1. Signage stating for handicapped visitors of the museums only.
2. A memo to the Commander of Bldg. 200 to disseminate throughout the building to have the employees of Bldg. 200 not park in the museum's visitor slots at the very least from spring through the fall season. Which is are peak visitor timeframe.
3. "Museum Visitors Only" "Tow Zone" sign.
4. More enforcement.

Continue to next slide...

Duty First, Service Always



Active Issues



Subject: Handicapped parking spaces at the Calvary and 1st ID Museums (slide 2)

Follow-Up:

Staff Discussion: (ICE Follow up 11 Aug 2011) - Based on the vehicles having valid handicap decals this is not a violation of Kansas Law. Motorists who have proper handicap decals are entitled to park in the first available stalls.

29 Aug 2011 - Signage is present; memo to commander BLDG 200 was disseminated throughout the building.; Tow Zone signs posted and more enforcement will be done.

Agency Recommendation: SJA please re-iterate to your employees to park in the proper place- also NEC should inform their employees as well.

Discussion:



Active Issues



Subject: 2011- CF- Issue 35 Neglected Monument

Born on date: 10 Aug 11 **Status:** **Active** **FRCP LOE:** Sustainability/Resiliency

POC: DPW

Scope: A horse monument named Olympic “The only Back-up Gallop” located on the south side of the old commissary Bldg. 229 is been neglected. This monument should be move for better visibility. It needs to be clean up and refurbish.

Customer Recommendation:

1. Relocate the monument where people can see it.
2. Begin maintenance.



Follow-Up:

Staff Discussion: 22 Aug 2011 - We couldn't move it without approval by the memorialization board. DHR owns the memorialization board. We could go over and look to see whether it needs trimmed, etc. Maybe Lisa Wells could run over and take a look at the upkeep?

Agency Recommendation: DPW will work to ensure the monument area is cleaned and the monument shined up.

Discussion:

Duty First, Service Always



Active Issues



Subject: 2011- ICE/CF/Facebook-Issue 23 Power Outages

Born on date: 15 Jun 2011 **Status:** **Active** **FRCP LOE:** Resiliency

POC: DPW



Scope: The issue with broken/old transformers should have been resolved prior to the recent extreme temperatures. Neither DPW nor Picerne wish to take responsibility for extensive power outages especially with family members who are on a CPAP. When customers called, they get the run around or they are told to take their families to the ER for sleep purposes with the CPAP.

Customer Recommendation:

Follow-Up:

Staff Discussion: 23 Aug 2011 – refer power issue to PW.

Agency Recommendation: **Issue moved to DPW.**

Discussion:



PAIO



Best Practice Replication Opportunity



ICE Bar Code/Smartphone



Facts

- Customers now have another option to submit customer feedback, besides accessing their work/personal computer or filling out a hard copy ICE comment card.
- A Smartphone's barcode scanning application provides an instant link to the ICE and empowers customers to provide immediate feedback.
- The quick response bar code (QRBC) directly links to the ICE customer service site.
- Commander receives comments in real time. The QRBC provides another way of obtaining the Voice of the Customer (VOC).
- The QRBC posters will be displayed at the entrance of each service location or at the front desk of the operation. Posters will contain instructions on how to download the barcode scanning application to scan the QRBC and immediately access the specific customer service center's ICE site.
- It's very user friendly and very attractive to the "technology gurus".
- Confidentiality is not an issue since the barcode takes you to the same web page as if you access it from your work/personal computer.

Assumptions: Bulk of the populations own Smarthphones.

Limitations: None

This is a best practice replication: By providing customers another means of submitting customer immediate feedback, we may receive more comments resulting in process improvements. We should explore all available avenues and make every effort in obtaining the "Voice of the Customer".



ICE Comments Via Smartphone



ICE Comments Via Smartphone

USAG Fort Riley is committed to customer service and is making every effort to capture the Voice of the Customer. Let us know how we did today, did we meet/exceed your expectations and what can we improve on. It only takes a few seconds.

Just Scan it!!!



- Go to an iPhone or Android Application store to download your barcode reader
- Scan the barcode on the office poster

It's that Easy !!!

Duty First, Service Always



Installation Action Council(IAC)



Questions/ Guidance?