

**Community FIRST/AFAP
Completed Issues
(As of 1st Quarter FY 09)**

These issues were submitted by the community through Community FIRST/AFAP and are currently in an “Active” status. Issues are being worked by the responsible organizations or directorates on USAG Daegu or have been forwarded to a higher level for resolution.

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ARMY AND AIR FORCE EXCHANGE SERVICES (AAFES)

Issue 1: PX/Barber shop hours need to be extended (BOSS focus group 16 Oct 08)

Suspense Date: 13 Dec 08

PX/Barber shop hours run from 1000-2000 and 0900-1700 respectively. This means that if a Soldier needs to visit these facilities, they must go during duty hours. This takes away from the mission.

Recommendation: Recommend extending hours by one or two hours either in the morning or at night.

Response: *The hours referenced for the Barber Shop are incorrect. The facility is open from 1000-1900. Operational hours are based on usage. There have been multiple tests of adjusted hours in the past and without exception the adjusted hours have never been utilized by more than a very few people.*

Status: Completed (1st Qtr FY 09)

DAEGU AMERICAN SCHOOL (DAS)

Issue 1: Teams for School Sports (Teen focus group 22 Oct 08)

Teens want more teams to play against in school sports. They would like to play against some Korean school teams or with schools in Japan.

Recommendation: Arrange sports events with local Korean schools and with schools in Japan.

Response: *Daegu American School participates in the KAIAC league which was created by the DoDDS schools. Currently there are 14 schools in the league with 8 schools in the Division I category including DAS. In each season, league play provides each team with a home and away game. This allows the teams to travel to each site one time during the season. During fall and winter seasons, DAS travels north for team play on Fridays, followed with a second game at another school being played on Saturday. Most of the teams in division I are located in Seoul which takes five hours of travel time to compete. This is why we participate twice each weekend we travel. Additionally, DAS hosts division II schools on Wednesdays throughout the season. The reasoning behind hosting the division II teams is to allow for more home games. We have one division II team that can make it here after school and we have scheduled games with them on our schedule. This year for the first time, we have a new international school that is trying to join the KAIAC league that will be coming down for JV basketball games in January. Outside KAIAC league play, DAS sponsors sports that are not played in Korea by international schools, such as Football, Wrestling, Baseball and Softball. These sports compete against SAHS and OAHS as they are the only teams available for competition in Korea. DAS has worked with local Korean schools and held 'friendlies' with each of these sports, except for football. Additionally, we are sometimes criticized for having students out of the classroom too much already. Although we feel are existing sports schedules are within acceptable limits, creating more games than already exist would go over the line of too much time out of class.*

Status: Completed (1st Qtr FY 09)

Issue 2: School buses (Teen focus group 22 Oct 08)

Teens want better buses. Students feel there is limited space and broken seats. They say charter buses cannot be paid for and they need more buses for cheerleaders.

Recommendation: Fix broken seats in buses and provide more buses for cheerleaders.

Response: 1. *Teens want better Buses: Students Transportation Bus Support comes first from Army or Navy Transportation. If they are unable to support then Contract Buses will be used.*

2. *Students feel there is limited space and broken seats: Army Transportation always tries to support with Highway Buses which are a little more comfortable. When DAS Sports Director has to make a Transportation Request for out of town trips he counts heads and not teams. Many times buses are totally full as some do not pack small bags. Daily Commuting Buses at times may seem to have limited space but we are required to fill all seats and we do daily ridership counts to keep track of numbers. Students need to inform their Coaches, Bus Safety Attendants, or Student Transportation Office when there are broken seats.*

3. *They say charter buses cannot be paid for: Until funding is passed down authorizing charter bus use by our school, we can only use Army or Navy Transportation.*

4. *Provide more buses for cheerleaders: Cheerleaders do get their own bus if only they are going. DAS Sports Director again says he counts heads and not teams. We have to look at the cost involved and try and fill all seats first before we see how many are left. Not wise use of resources to use two buses when only one can be used.*

Status: Completed (1st Qtr FY 09)

Issue 3: School drop off policy jeopardizes student safety (Family Member focus group 2 Dec 08)

Suspense Date: 5 Jan 09

Children are left unsupervised at drop off points (outside main gate Camp Carroll, C.A.C. Camp Walker, DAS Camp George) after out of town school activities. Parents cannot ensure the safety of their children if they are dropped off in this manner.

Recommendation:

- (1) Require the supervising adult on each activity bus to ensure telephonic communication with each students' parents/sponsor to verify pick up time
- (2) If no parent or designee is at the drop off point, that student will be taken to a pre-designated/supervised location until the parent/sponsor can be located.

Response: *The current drop off policy for DAS was adjusted mid way through the fall season. At parent request, a permission form was created where parents designated how students were to be dismissed from the bus. Two options were given to parents, to*

have their child held until they picked them up or giving permission for their child to leave the bus stop to walk home. Most of the kids living on Camp George have permission to walk the block home without parents coming to pick them up.

Normal practice for all traveling sports teams are as follows:

-When the team nears the exit off HWY 1, all athletes are told to contact their parents and tell them we are getting off the highway.

-Camp Carroll: calls are made prior to getting to Waegwan and the bus exits the highway for the base. The bus does stop outside the gate in the parking area and waits for parents to pick up their children. Once they are picked up by their parents, the bus then proceeds back to HWY 1 for Daegu.

-Camp Walker: as the bus approaches the toll both for Daegu, students are told to contact parents. From this point of the trip, it takes between 20-45 minutes before we get to Camp Walker.

-At Camp Walker, the bus makes its stop between the bowling alley and the CAC. Students that have permission to be released are allowed to leave and those that required pick up are held awaiting parents or designated supervisor. If a parent or designate person is not there to pick up the student, they are brought back to DAS with the remainder of the students that live on Camp George.

-Camp George: Students living on Camp George have the same two options as the students getting off on Camp Walker, being picked up by a parent/guardian or being released per parent's authorization.

-Any student that has been designated as being picked up and a parent/guardian does not show up to secure student will be turned over to the military police to await parent pickup.

Status: Completed (1st Qtr FY 09)

Note: The GC will meet with the DAS principal about this issue.

Issue 4: Lights and trash cans on Camp George Tennis Courts (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel there should be lighting on the Camp George tennis courts. Some residents are also trashing the courts.

Recommendation(s):

(1) Provide lighting on Camp George tennis courts.

(2) Provide more trash cans around the tennis courts so residents can clean up after themselves.

Response:

1. DAS does not host night time events on the tennis courts that would justify the inclusion of a lighting system. During the planning and construction phase of these

courts, it was determined by DoDDS that the cost of lighting and maintaining their operation was cost prohibitive for the project. Suggest USAG Daegu intervention and funding be enlisted to satisfy this request.

2. Trash cans have been put in place to satisfy this request.

Status: Completed for Trash Cans (1st Qtr FY 09)

Update: The GC indicated to the Family Member focus group on 2 Dec 08 that lights for the Camp George Tennis courts would not be provided. Trash cans have been put in place.

Note: Lights on Camp George Tennis Courts are considered "Unattainable."
Trash cans on Camp George Tennis Courts are considered "Completed."

Issue 5: Inconsistent and unpublished after school activity schedule (Family Member focus group 2 Dec 08)

Suspense Date: 5 Jan 09

The school does not publish schedules for all after school activities. Published activities are not reliable due to fluency of schedules. Children are left unsupervised because parents cannot adequately plan transportation to and from these activities.

Recommendation(s):

(1) Require after-school activities to provide parents/sponsor with a schedule of practice times, locations, and activity sponsors' contact information before the season/program begins.

(2) Changes will be provided to parents through written communication.

(3) Same day changes must be communicated telephonically to parents/sponsors.

Response:

1. Every effort to provide concrete information to students and parents is made by all coaches and activity sponsors prior to the start of any season/program. Unfortunately, changes often occur based on a variety of reasons and unexpected issues that cannot be foreseen. We will continue to do our best to provide parents and students with timely and accurate information regarding these schedules.

2. Sponsors for activities and events will be reminded that timely communication of schedule changes with parents is imperative. Parents should ensure they have included their email information to sponsors so that written changes can be sent via email.

3. Agreed. DAS will make every effort to accommodate this initiative. Especially when changes affect students in the elementary grades. It is reasonable to assume that Middle and High school students that are notified over the intercom of any changes in the morning will communicate this information to their parents.

Status: Active (1st Qtr FY 09)

Note: The GC will be meeting with the DAS principal on this issue.

Status: Completed (1st Qtr FY 09)

COMMISSARY CAMP WALKER (DECA)

Issue 1: Customer Service Phone Numbers (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that it is very difficult to contact the Commissary at Camp Walker on the phone if they need to. If Family Members call, the phone keeps ringing with nobody answering it.

Recommendation:

- (1) Ensure that Commissary personnel are answering the telephone.
- (2) Ensure Phone Directories are updated with up-to-date and alternate phone numbers so that when customers call, they have more options for contacting the Commissary.

Response: *Established a new phone line at the ID desk to answer the customer's phone call during operation hours. The new number is 764-5311.*

Status: Completed (1st Qtr FY 09)

Issue 2: Commissary Hours of Operation (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that the Commissary should open earlier in the day. They like getting their shopping done earlier. They would also like it if when the Walker Commissary is closed on Mondays the Carroll Commissary could be open and visa versa rather than having both Commissaries closed on the same day.

Recommendation:

- (1) Provide Commissary services on Mondays.
- (2) Open earlier than 1100 at the Commissaries.

Response: *The new Hours/days survey was conducted 18 Nov through 28 Nov 08, and the final result of the survey indicated favorably to remain operating the same hours of operation/days closing.*

Status: Completed (1st Qtr FY 09)

DIRECTORATE OF EMERGENCY SERVICES (DES)

Issue 1: Speeding in Housing areas on Camp Walker (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that there are too many people driving through the Camp Walker housing area speeding and often times these people are not housing residents.

Recommendation:

- (1) Ensure that MP's are patrolling for speeders in housing areas.

Response: *This is a continuous issue with community residents and is taken very seriously by our Military Police. The following response is provided:*

1. *The speed radar system is deployed in the housing areas to show motorists their speed. MP Patrols with radar deployed at various times during the day and violators have been issued DD Form 1408 Armed Forces Traffic Tickets.*

2. MP's have been directed to focus in the housing areas, identify speeding and traffic violators and then issue traffic citations as required.
3. MP patrols are issuing tickets to those personnel that do not stop for School or Shuttle buses.
4. DES and DPW are establishing more warning signs informing motorists they are entering housing areas.
5. DES continues to brief incoming personnel at various venues of the need to follow all traffic signs both on post and in the housing areas.

Status: Completed (1st Qtr FY 09)

Note: This issue is similar to AFAP Issue Number FSE-08-23 for FY 2008, which addressed speeding on Camp Walker. The following recommendations are what came out of this issue from FY-08:

- (1) Place speed bumps through the housing areas.
- (2) Leave the speed tracker.
- (3) Have the MPs patrol more.

Staff Response:

1. New regulation does not allow speed bumps to be placed in housing areas.
2. The speed radar system must be rotated, since only two are available, but MP's have been directed to deploy the system more often in the housing areas.
3. MP's have been directed to focus in the housing areas, identify speeding violators and then issue traffic citations as required.

Staff Coordination: Mr. Lowe/Mr. Hamilton

Status: 1. Unattainable for Speed bumps. 2 & 3. Completed.

Update: Same issue was brought up in Family Member focus group held on 2 Dec 08. The following is the revised issue:

Speeding and consistency of enforcement in the Walker-George area (Family Member focus group 2 Dec 08)

Suspense Date: 5 Jan 09

In the 25kph zones, people are not adhering to the speed limits. The safety of motorists (exiting or entering traffic/parking) and pedestrians, especially children, is compromised.

Recommendation:

- (1) Provide sufficient deterrence to speeding.
- (2) Increase speed limit enforcement in 25kph zones.
- (3) Ensure MP's are consistent with ticketing/not ticketing motorists.

Response: GC immediately contacted the MP's on 2 Dec 2008 to institute better than good enforcement around the Garrison.

Status: Completed (1st Qtr FY 09)

Note: The GC addressed this at the focus group outbrief. Better than good enforcement will be started immediately.

DIRECTORATE OF FAMILY MORALE, WELFARE AND RECREATION (DFMWR)

Issue 1: Hilltop Club hours and availability of food late at night (BOSS focus group 16 Oct 08)

Suspense Date: 13 Dec 08

Soldiers feel that the Hilltop Club is closing early and not making food available to late night customers.

Recommendation: Ensure Hilltop is not closing early and has fast food available to Soldiers late at night for after curfew.

Response: Management will ensure the Hilltop Club is in full compliance with our operational hours as published. Food Service will be available until 30 minutes before closing daily. That is, Food Service will be available until 2230 (Sun-Thu) and until 0230 (Fri-Sat).

Status: Completed (1st Qtr FY 09)

Issue 2: Variety and Availability of Teen Jobs (Teen focus group 22 Oct 08)

Suspense Date: 13 Dec 08

Teens feel there isn't enough availability or variety of teen jobs throughout the school year, weekends and summers. The only jobs currently available are bagging groceries and summer hire. Teens need work experience.

Recommendation(s):

- (1) Create more job opportunities and advertise jobs to the community.
- (2) Provide a variety of locations for students to perform as interns such as the hospital, veterinarian clinic, bank, DPW, Signal (IT) and AFN.

Response: USAG Daegu FMWR has implemented the UR Hired Program on 12 Jan 09, which is a Teen Apprentice Youth Workforce preparation initiative. U-R-Hired is a paid apprentice position for youth ages 15-19. Youth will have the opportunity to work for 12 weeks in various fields such as

- Library & Information Sciences
- Child Care & School Age Services
- Graphic Design
- Sports Management
- Business Management

Seven positions were filled for the initial implementation of this program. Will look at expanding the program for the next semester.

Status: Completed (1st Qtr FY 09)

Note: This issue is similar to AFAP Issue Number Y-07-03 for FY-07, which addressed job opportunities for youth. The follow recommendation came out of this issue from FY-07:

- (1) Create a year round student employment program through the Civilian Personnel Advisory Center (CPAC).
- (2) Revise the SOFA to allow students to have more year round jobs.
- (3) Create an internship program (with pay) to help guide students in choosing their career path.

Response: There are federal restrictions, Department of Labor (DOL) on the number of hours and when a school student can work.

If you are 14 or 15, you can work.

Outside school hours

After 7am, until 7pm.

Except from June 1 through Labor Day, when you can work until 9pm.

You cannot work more than:

3 hours on a school day,
18 hours in a school week,
8 hours on a non-school day, and
40 hours in a non-school week.

If you are 16 or older, you can work.

Any day, any time of day, and for any number of hours. There are no restrictions on the work hours of youth age 16 or older.

Based on the above information, it is difficult for management to create a position that meets the needs of the organization, while helping students in the community.

The PX and Burger King on the other hand are able to hire part-time students within the guidelines of the federal law. However, those establishments are also bound by the SOFA.

2. Revise the SOFA to allow students to have more year round jobs.

The SOFA is currently an issue that is being addressed and was an issue that was brought to the forum last year.

3. Create an internship program (with pay) to help guide students in choosing their career path.

Response: That is the purpose of the student hire program. The federal government also has the student intern program. However, the intern programs for permanent employees have requirements that high school students are not able to meet.

They enter the program at the GS-5 and GS-7 levels as permanent full-time employees. Interns receive career/career-conditional appointments in the competitive service. DA interns reside on HQDA students detachments spaces for the first 24 months; local interns reside on mission rolls. Upon graduation from the program, interns are placed on mission rolls in journey level GS-9 or GS-11 positions, according to the career program intern target grade and availability of placement positions.

Individuals selected for HQDA Intern positions (i.e., funded by HQDA – not the local organization) will be required to sign a mobility agreement. The mobility agreement commits the Army to providing training and permanent placement upon graduation. In turn, the intern commits to Army-wide geographical availability in order to receive the optimal training and permanent placement opportunities deemed at the time to be the best interests of the Army.

This issue cannot be resolved at the local level. Recommend forwarding to region AFAP.

Lead Agency: CPAC

Action Officer: Mr. Lindsay, 768-6639.

AFAP Issue #3 in Youth Category for FY-2005 addressed the above issue as well with the following recommendations:

(1) Allow students to supplement temporary staff shortages by incorporating a Stay in School Employment Program in Area IV.

(2) Create new diverse, part time (possibly for lower wages) jobs that can employ teenagers such as: caddies, cashier, stockers, gym, attendant, administrative, receptionist, etc..

(3) Promote a rent-a-teen program for individuals to hire teenagers such as dog walking or babysitting.

Response: We are currently advertising for the Summer Hire 2005 Program. The Vacancy Announcement opens on March 28, 2005 and closes on April 14, 2005. As for part-time employment during the school year, if the organizations have funding and space available and if the Command approves it, the CPAC would accommodate and support the Stay-in-School Employment Program.

Issue 3: Soccer Program at Camp George (Family Member focus group 2 Dec 08)

Suspense Date: 5 Jan 09

Family Members feel that the soccer facility on Camp George is dark and dirty and has no maintenance.

Recommendation(s):

(1) Provide better maintenance of the facility to keep it clean.

(2) Provide necessary lighting so the soccer field is not dark

(3) Install artificial turf.

Response: FMWR recognized the need to upgrade this heavily used ball field to artificial turf with floodlights for night play, and submitted this project several years ago. This project was subsequently approved by IMCOM-K, and ultimately Congress. The field should be completed rather quickly because of its limited scope. Due to the construction process, we estimate construction will commence on or about November 2009.

Status: Completed (1st Qtr FY 09)

Note: The GC informed the focus group that artificial turf will be installed in FY-09.

Issue 4: In-processing for Family Members at Yongsan (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that it is a waste of time sitting through Yongsan-specific briefings when arriving in country. They give a ration card certificate up there, but had to go to the class again when they get to Daegu.

Recommendation:

(1) Don't make family members who will be going to Daegu attend the Yongsan-specific briefings.

(2) If the ration certificate is issued in Seoul, don't make the family members attend the class again when they get to Daegu.

Response: (1) *Beginning in January, a combined Newcomers and Spouse Orientation for Soldiers and Family members assigned to Daegu will be a part of the In-processing program at Yongsan. This orientation will be presented by the Daegu ACS Relocation Program Manager and will take place on the afternoon of day three of the In-processing program. It will cover Daegu specific information not covered by the general program.*

(2) *Those spouses who complete the combined orientation in Yongsan will not have to take the Spouse Orientation in Daegu. It will, however, be offered monthly for those spouses who come directly to Daegu and do not have the opportunity to take the combined orientation.*

Status: Completed (1st Qtr FY 09)

Issue 5: MWR entertainment attire at Hilltop Club inappropriate for families (Family Member focus group 2 Dec 08)

Suspense Date: 5 Jan 09

Family Members feel that some of the bands that play at the Hilltop Club wear clothing that is not appropriate for family members (children) to see when families are eating during normal dinner time in the evening.

Recommendation:

(1) *Ensure band members wear appropriate attire before 2000.*

Response: *FMWR has instructed the contracted Band to wear appropriate attire during "Family Time" at the Hilltop Club prior to 2000..*

Status: Completed (1st Qtr FY 09)

Note: The GC will discuss with MWR to ensure bands wear appropriate attire before 2000 when families eat at the Hilltop Club.

Issue 6: Teen Activities (Teen focus group 22 Oct 08)

Suspense Date: 13 Dec 08

Teens there are not enough safe and enjoyable activities provided for teens. Current activities are not given enough advertisement/exposure. Activities such as Bon-fires, Paintball, Lock-in's, Laser Tag, Block Parties and Go-Karts.

Recommendation(s):

(1) *Advertise existing activities better via flyers and teen email via Daegu American School.*

(2) *Provide a monthly Lock-in at Youth Services or Images Youth Center.*

(3) *Build a Recreation Complex for Go-Karting, Paintball, Laser-Tag, and Mini-Golf.*

(4) *Bring back the Homecoming Bon-fire.*

Response: *CYS2 is currently working with DAS and our youth to obtain their e-mail addresses and their cell phone numbers. Information will be texted to the youth, as well as e-mailed.*

CYS2 will schedule some Teen Club meetings at the school during regular school hours to ensure youth involvement.

Information will continue to go out through the school's bulletin board and during morning announcements.

CYS2 will working on getting flyers will be posted in school bathrooms.

Lock-Ins have been scheduled for every other month.

Special CYS2 trips will be scheduled for school out days with regular youth input.

Status: Completed (1st Qtr FY 09)

Issue 7: Drivers Training for Teens (Teen focus group 22 Oct 08)

Suspense Date: 13 Dec 08

Drivers training for teens does not exist in Daegu. In order to obtain a drivers license in Korea a teen must have a stateside license and pass a local written exam.

Recommendation(s):

(1) Provide a drivers training program that teaches students (16 years and older) stateside and international driving laws as well as behind the wheel/on the road experience that leads to a local valid drivers license.

(2) Other installations like Seoul and Osan have a Drivers Training Program. Daegu should have the same thing.

Response: (DOL Response) *Drivers training in Korea is a contracted program by MWR through youth services. Teen drivers in Daegu may take the written drivers test without a stateside license. With a learners permit they are only authorized to drive on installation with a licensed driver. Teens with stateside licenses must also take a written test, after successfully completing the written test if they are less than 18 years of age by Korean Law; they are not authorized to drive off installation.*

Response: *In regards to the Drivers Training issue, CYS2 has already initiated action to deliver Drivers Training through a contract instructor. This contract is now in solicitation for 30 days, after which CCK will award the contract if there is a contractor available that meets the required criteria. Once awarded, FMWR will program and market this program to the community.*

Note: The contract closed on 30 Jan 2009. Status pending.

Status: Completed (1st Qtr FY 09)

DIRECTORATE OF LOGISTICS (DOL)

Issue 1: MAC flight information (BOSS focus group 16 Oct 08)

Suspense Date: 13 Dec 08

There isn't enough information about the availability of MAC flights to the United States, i.e., (times, prices and availability).

Recommendation: Provide a link on the AKO homepage with information on MAC flights.

Response: *Recommend this URL be placed on local Korea IMCOM Garrison web pages for info on Space A. The system is highly protected for force protection and you normally have to contact the terminal by phone to get information.*

<http://www.amc.af.mil/questions/topic.asp?id=380>

Status: Completed (1st Qtr FY 09)

Note: CSO will add to USAG Daegu website with PAO by 12/12/08.

Issue 2: DFAC at Camp Carroll (BOSS focus group 16 Oct 08)

Suspense Date: 13 Dec 08

Soldiers feel they need a new DFAC at Camp Carroll. Soldiers feel they need a new facility from the ground up.

Recommendation: Build a new DFAC at Camp Carroll.

Response: DPW is in progress with plans for a new DFAC at Camp Carroll. Design review is currently at 90 percent. Once the design plans are complete, USFK will fund the project. Groundbreaking to commence in May 2009.

Status: Completed (1st Qtr FY 09)

DIRECTORATE OF PUBLIC WORKS (DPW)

Issue 1: Contractors on post (Family Member focus group 2 Dec 08)

Family members feel that Korean contractors who have recently installed electrical poles Camp Walker have installed the poles in an unsafe manner.

Recommendation: Check the electrical poles to ensure they are installed safely.

Response: The GC assured the family members at the focus group that the electrical poles have been installed safely.

Status: Completed (1st Qtr FY 09)

Issue 2: Temperature Control in Living Quarters (BOSS focus group 16 Oct 08)

Suspense Date: 13 Dec 08

Currently, all Soldiers, Family Members and Civilians living on post are not able to select AC or heat in their quarters at their discretion. It affects the comfort, health and morale of everyone and conflicts with mission capability.

Recommendation: Empower personnel with the ability to select heat or AC in their quarters at their discretion throughout the year.

Response: We are currently designing a user control HVAC system for any upcoming renovation projects. DPW will modify the HVAC units in AFH units before this summer season so that the tenant can select AC or Heat.

Status: Completed (1st Qtr FY 09)

Note: DPW suspended contract on new barracks construction pending determination on possible contract revisions.

Note: This issue is similar to AFAP Issue Number HRC-08-07 for FY 2008, which addressed better heating in BAQ on Camp Walker. The following recommendations are what came out of this issue from FY-08:

- (1) Update heating systems
- (2) Clean heating systems better
- (3) Provide small individual room heaters

Staff Response: DPW will check the heating system in the BOQs.

Staff Coordination: Mr. James Hamilton, DPW

Status: 1 & 2 Completed. 3 – Unattainable due to safety concerns.

Issue 3: Sharing Spaces in Barracks (BOSS focus group 16 Oct 08)

Suspense Date: 13 Dec 08

Soldiers want to share common areas only. They want their own room similar to the way the NCO Barracks are on Camp Walker (i.e., two separate rooms connected to one common area for two soldiers)

Recommendation: Conduct a review of space utilization in the barracks to ensure every Soldier is getting the space deserved by rank/seniority.

Response: Currently all new barracks renovation projects are being designed to 1+1 standards where two separate rooms are connected to one common area for two soldiers.

Status: Completed (1st Qtr FY 09)

Issue 4: American Standards in Housing Units (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that recent renovations to family housing don't address the needs of residents with respect to things such as kitchen design (cabinets too high to reach), bathroom design, location of peep holes in doors, metal front doors that allow too much noise from hallways into housing units, etc...The family members feel that host country officials are making decisions for housing modifications without input from American residents.

Recommendation: Prior to renovations in the future, Family Members would like to have a focus group to discuss expectations/suggestions before renovations are made or contracts commenced.

Response: Consultations with focus groups will be conducted in the future prior to performing modifications in housing areas.

Status: Completed (1st Qtr FY 09)

Issue 5: Handicapped Accessibility on Camp George (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel there isn't enough accessibility to the various buildings (ramps) on Camp George, which makes it more difficult for anyone with a disability to get around.

Recommendation: Provide more handicapped ramps to buildings.

Response: The POC for EFMP programs is Ms. Suber-Houston, ACS. If there are any identifiable needs to accommodate physical challenges, DPW will modify or construct access points IAW requirements.

Status: Completed (1st Qtr FY 09)

Issue 6: Housing Area Cleanliness (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that playgrounds and stairwells in housing units are not kept up to standards. There are too many pets which are allowed to mess up the areas and residents are not cleaning up after their pets.

Recommendation: Identify Stairwell Coordinators to monitor environmental issues.

Response: KNHC is required to provide custodial maintenance for all common areas, POC is Mr. Kang, Chong Hon, Housing Inspector, 768-8141 or Ms. Jun, KHNC, 768-7655.

Status: Completed (1st Qtr FY 09)

Issue 7: Stray cats (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that there are too many stray cats, which might carry rabies and could pose a health risk to residents.

Recommendation: Trap cats, spay and neuter, health checks, immunize & release.

Response: Please call DPW service order desk at 768-7969. DPW pest control shop will take care of stray cats.

Status: Completed (1st Qtr FY 09)

Issue 8: Pest Control (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that there are too many mosquito's and crawling insects in housing areas. Additionally, they feel that the pool at Camp Walker should be drained so that mosquito's do not breed there.

Recommendation: Schedule regular pest control.

Response: Please call DPW service order desk at 768-7969. DPW pest control shop will take care of any pest issues.

Status: Completed (1st Qtr FY 09)

Issue 9: Verbiage on Playground signs (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that the rules for children at the playgrounds is not specific enough for the various age groups.

Recommendation: Change the playground signs to make more aggressive rules.

Response: DPW will modify signs to be more specific.

Status: Completed (1st Qtr FY 09)

Issue 10: Smoking courtesies in Housing Areas (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that residents are not being courteous with smoking in housing areas towards other residents especially in elevators.

Recommendation:

(1) Have unit Commanders address smoking issue/courtesy with Soldiers.

(2) Remove all smoking paraphernalia from elevators.

(3) Designate smoking area in pet areas.

Response: Housing will provide signage in strategic areas in the facilities as reminders to smokers.

Status: Completed (1st Qtr FY 09)

Issue 11: Black soot coming out of heating vents in housing units (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members are experiencing black soot coming out of heating vents in housing units.

Recommendation: Have furnaces cleaned and filters changed in housing units.

Response: DPW will conduct duct cleaning as necessary.

Status: Completed (1st Qtr FY 09)

Note: This issue is the same as AFAP Issue Number HRC-08-09 for FY 2008, which addressed heating in housing on Camp Walker. The follow recommendation came out of this issue from FY-08:

(1) Clean heating systems annually.

Staff Response: DPW responds to reports of this nature and conducts duct cleaning as necessary.

Staff Coordination: Mr. James Hamilton, DPW

Status: Completed

Issue 12: Mold growing on walls & air-conditioners in housing units (Family Member focus group 2 Dec 08)

Suspense Date: 5 Jan 09

Family Members are experiencing mold on walls and air-conditioning units in housing units.

Recommendation:

(1) Have mold removed and determine how to eliminate recurrence.

(2) Provide de-humidifiers to housing residents.

Response: Health and safety of occupants is always prime consideration. Housing will respond promptly upon report of mold. Industrial Hygiene will be contacted to test for presence of mold. Other options will be explored to keep families and sponsors from harm. DPW is currently procuring dehumidifiers to be installed before summer season.

Status: Completed (1st Qtr FY 09)

Note: The GC will be looking into providing de-humidifiers for housing residents through DPW.

Issue 13: Hard to clean floors in housing units (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that some of their tile floors in housing are difficult to clean.

Recommendation: Determine which tiled areas are hard to clean and replace with tile that is easier to clean.

Response: Housing will respond on a case-by-case basis.

Status: Completed (1st Qtr FY 09)

Issue 14: Dirty carpeting and deteriorating carpet pads in housing (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members on Camp Walker feel that their carpets are too dirty and the pads underneath are old and deteriorating.

Recommendation: Replace carpeting with hardwood flooring.

Response: Housing will respond on a case-by-case basis.

Status: Completed (1st Qtr FY 09)

Issue 15: Recyclable containers for food waste are not being cleaned in housing (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that the recyclable containers for food waste in housing are not being cleaned very well and are nasty and smelly.

Recommendation: Clean food recyclable containers better and on a more frequent basis.

Response: DPW will tell the contractor to do more frequent cleaning of the containers.

Status: Completed (1st Qtr FY 09)

Issue 16: Cleanliness standards for clearing housing (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that there is no consistency in cleanliness standards in housing for when Soldiers clear housing with inspectors. This leaves new occupants sometimes with a mess to clean up from the previous tenants.

Recommendation: Ensure inspectors are adhering to good cleaning standards when Soldiers are clearing housing.

Response: DPW provides constant refresher training to housing inspectors so that standards will be implemented across the board.

Status: Completed (1st Qtr FY 09)

Issue 17: Trash cans on playgrounds in Camp Walker Housing (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members say there are no trash cans in the playground areas.

Recommendation: Provide trash cans in playground areas on Camp Walker.

Response: DPW will add the work to current trash contracts.

Status: Completed (1st Qtr FY 09)

Issue 18: English Speaking for Trouble Call Reps (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that when they make a trouble call with DPW that the Customer Service Representatives do not understand English and it is difficult to communicate what the actual problem is.

Recommendation: Provide some help for Korean Customer Service Representatives with their English skills.

Response: Currently, DPW is training the personnel once a week in English skills. The training is improving the communication skills.

Status: Completed (1st Qtr FY 09)

Issue 19: Foul odors in Family Housing sinks/drains (Family Member focus group 2 Dec 08)

Suspense Date: 5 Jan 08

Family Members say there are foul odors coming from the sinks/drains in housing.

Recommendation:

(1) Install traps for drains in housing to stop fumes from coming up from piping.

Response: KNHC is addressing this situation on a case-by-case basis and have been successful. Any additional concerns must be directed to KHNC, 768-7655.

Status: Completed (1st Qtr FY 09)

Note: The GC will have DPW look at this with KNHC to see what the problem is.

Issue 20: Housing Resident Rules (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that some housing residents are not following all the rules and show lack of courtesy towards residents in regard to smoking in elevators, picking up after their pets, parking, etc..

Recommendation:

(1) Have the Garrison Commander issue a memo to housing residents spelling out rules in a more authoritarian manner with a list of consequences for failing to follow the rules.

(2) Enforce parking rules

Response: DPW housing will reiterate the housing resident rules to residents again.

Status: Completed (1st Qtr FY 09)

Note: This issue is similar to AFAP Issue Number HRC-08-05 for FY 2008, which addressed people not scooping up after their pets on Camp George and Camp Walker. The following recommendations are what came out of this issue from FY-08:

(1) Provide routine maintenance with anti-bacterial solutions sprayed on the pet areas.

(2) Some form of ticketing or warning system or monitoring system.

(3) Communicate and educate the community on health concerns that can be prevented.

Staff Response: Housing will reiterate to the occupants their responsibility to watch their children and clean up after their pets.

Staff Coordination: Mr. James Hamilton, DPW

Status: Completed

Issue 21: Recycling guidelines at housing areas (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel there are not enough guidelines posted for the various types of recycling containers in housing. They are not sure what goes in paper recycling (does it include milk cartons?). They are not sure what goes in plastic recycling (does it include Yogurt cups & bacon packages?). They want to know if we recycle all cans (soup, canned vegetables or just aluminum cans?) Apparently some bins just say aluminum.

Recommendation: Provide appropriate signage for recyclable containers spelling out what exactly goes in each container.

Response: DPW will provide more public awareness program and provide appropriate signage.

Status: Completed (1st Qtr FY 09)

Issue 22: Washers and Dryers in the Barracks (BOSS focus group 16 Oct 08)

Suspense Date: 13 Dec 08

Some washers and dryers in the Barracks do not work properly. The washers do not work and the dryers do not dry clothes.

Recommendation: Contact PW to place a work-order to replace units.

Response: Soldier contacted DPW and placed work-order to replace washers and dryers that were not working. Washers and dryers were replaced by DPW within one day of calling in the work-order. Customer satisfied.

Status: Completed (1st Qtr FY 09)

DIRECTORATE OF PUBLIC AFFAIRS (PAO)

Issue 1: Command Channel Slides (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family Members feel that the Command Channel slides are often times hard to read (too blurry/fuzzy).

Recommendation: Determine a better way to display slides on the Command Channel so the end users can read better.

Response: PAO will contact MWR Cable to determine if adjustments can be made to the signal from the source to clear up the image, and will also review all slides to ensure they are as easy to read as possible.

Status: Completed (1st Qtr FY 09)

RATION CONTROL (RC)

Issue 1: Ration Limits are unclear (Family Member focus group 2 Dec 08)

Suspense Date: 5 Jan 09

Family members are unclear on the rules for ration limits, especially for newly reporting personnel. They believe there is a provision for allowing families to exceed limits on certain items when newly reporting to get a new household set-up, but that policy is not advertised fully.

Recommendation(s):

(1) Provide more clear policy guidance to all personnel

(2) Provide clear policy guidance to newcomers who are reporting and setting up new households.

Response: Ration Policy is briefed at the new comers briefing. The problem in some cases personnel wait to they are PCSing to attend the new comers briefing.

Also we have pamphlets on ration policy that we hand out. Any one needed further detailed information the USFK Reg 60-1, with changes is available on the USFK website. Personnel can get some information from the ration site. Also the site should be used by personnel to insure they do not exceed limits. Site is at

<https://pimsk.korea.army.mil/default.aspx>

Status: Completed (1st Qtr FY 09)

Note: The Garrison will be incorporating this information into the Newcomers briefings that are currently being developed on video for personnel and their families arriving in-country at Yongsan.

36 SIGNAL

Issue 1: Phone Directory Listing (Family Member focus group 28 Oct 08)

Suspense Date: 13 Dec 08

Family members feel that the current phone listings for the Garrison are out of date and need updating with correct/current phone numbers.

Recommendation(s):

(1) Provide new Phone Directory with up-to-date phone numbers/

(2) Provide clear policy guidance to newcomers who are reporting and setting up new households.

Response: 36 Signal updates Garrison phone numbers on an annual basis beginning in January each year. An update to the Garrison phone listings will be started in January 2009.

ACS Response: ACS recently published a new Resource Directory for 2008-2009. All numbers were updated and organizations that were not included in previous editions of the directory were added (to include Daegu American School). There are still many copies of outdated versions of the directory circulating in the community (2005-2006, 2006-2007, 2007-2008). Copies of the new directory are available free of charge at ACS.

Status: Completed (1st Qtr FY 09)