

**USAG Hohenfels Army Family Action Plan Conference
17-19 February, 2010**

 = Issue delegated locally, being worked
 = Issue elevated to Europe conference
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Updated By: Kurt A. Rager
 Date Updated: 21 January 2011

Issue #	Issue Title	Issue Intent	Work Group	Proponent	Issue Disposition/Current Status
G1DHR1	GS employee's get matching funds through the Thrift Savings Plan	Provide matching dollars for active duty Soliders who contribute to TSP accounts	GRP1	DHR	Elevated. Work group feels that current active duty Soldier benefits outweigh those offered to GS employees. Was not prioritized at Region.
G1DHR2	Unfair living quarters allowance for DA civilian employees.	Provide all DA civilian employees with living quarter allowance. Some receive it and others don't. Remove inequity.	GRP1	DHR	Elevated. Not prioritized by Region. Potential employees are aware of whether or not they meet the eligibility criteria for LQA. LQA eligibility is focused on the transportation entitlement of the potential employee not the position.
G1DHR3	SOFA rules requiring Army widows to leave Germany.	Highest level of USAREUR and DOD should negotiate changes in SOFA supplementary agreements to all Army surviving spouses to stay in Germany for 1 year following death of Soldier. Stay in housing, keep access to commissary/PX, vehicle reg., postal, etc.	GRP1	DHR	Elevated. This issue was prioritized at the Region conference and has been elevated to the DA AFAP Conference, to take place Jan. 31 - Feb. 4, 2011.
G1DHR4	Many civilian benefits have been taken away.	Give back benefits to civilian employees such as Self Help, Space A travel, Internet connections.	GRP1	DHR	Work group didn't feel there was enough information in original issue submission to adequately address submittor's concerns.
G1DHR5	Not all DA civilians receive Living Quarters Allowance.	Award LQA to all DA civilian employees.	GRP1	DHR	Combined with issue G1DHR2. See above.
G1DHR6	Spouse Stress Levels.	Adjust childcare, allowing for expanded hours of service so that Soldiers can drop children off prior to PT and pick up after end of duty day. Allocate funding to move newly married spouses's household goods and POV as a part of command sponsorship.	GRP1	DHR/FMWR	SME informed work group of new upcoming program, FCC Extended care, that will address this issue. Second part of submission is currently an active AFAP issue per 2009.
G1DHR7	Flex spending accounts for service members.	Add flex spending accounts to service member compensation to facilitate savings, etc.	GRP1	DHR	Combined with issue G1DHR1. See above.

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G1DHR8	More flexible use of personal vehicle ration amounts.	Negotiate with German government to all the transfer of rationed gas allotments between vehicles registered to the same family. Or, modify system so that there's a total amount per family that each registered vehicle draws from.	GRP1	DHR	Elevated. Region delegates determined that a supplemental ration program is available (AE 600-17 Par. 13) thus unnecessary to elevate to DA. * Hohenfels command recommends additional marketing to increase awareness of option.
G1FMWR2	No price reduction on childcare for spouses returning back to finish their education.	There are various financial programs that help support a spouse who wants to finish their education, but none support child care.	GRP1	FMWR	Elevated. Region had 5 issues pertaining to childcare and related fees. Believes changes to the fees calculation process will resolve issues. Elevated to DA AFAP Conference, Jan 31 - Feb. 4, 2011.
G1FMWR3	The New Parent Support Program at ACS is failing to have properly educated staff to help new mothers.	Adequate support to new moms is not provided when NPS staff are not experienced mothers.	GRP1	FMWR	Elevated. Region conference determined that applicants for such positions can't be asked whether they have children. Thus, could not recommend violation of federal EEO laws.
G1FMWR4	Regular extended hours for child care at a facility on post.	Rotation excersises offer a unique challenge to dual military couples with children. Offer extended hours for childcare, especially during rotations so that Soldiers can support missions 100%.	GRP1	FMWR	Combined with issue G1DHR6.
G1FMWR5	Lack of staff and communication at the CDC.	CDC does not have adequate staffing and does not inform parents if issues of misbehavior that effect their child.	GRP1	FMWR	All of the regulatory requirements are currently being met by the CDC. CDC recently passed the NAEYC accreditation and the CDC offers a standing "open door" policy.
G1DODDS1	School bus driver smokes before picking up children in the morning and afternoon.	Children are in an unhealthy environment when having to breath the driver's second hand smoke. Drivers should not be allowed to smoke on the bus at anytime.	GRP1	DoDDs	Work group does not believe that this is a serious or wide-spread problem, but believes the bus company management should be made aware of the problem. Bus company notified and reaffirmed no smoking policy.
G1DoDDS2	Lack of supervision during recess at the elementary school.	Too few teachers are supervising too many students on the playground during recess. Consider assistance from parent volunteers. Make sure teachers are fully aware during supervision of recess.	GRP1	DoDDs	May be an isolated incident. Work Group feels this concern should be made aware to the school staff. SLO has communicated concern. Admin states proper supervision is in place and welcomes parent volunteers.

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G1DoDDS3	Service members who do not live on post in the U.S. cannot enroll children in DODEA schools.	Enrollment to DODEA schools should be allowed for all students regardless of whether they live on or off post.	GRP1	DoDDs	Elevated. Ranked #1 of 17 issues addressed by Region's education work group. Elevated to DA AFAP Conference, to take place Jan. 31-Feb. 4, 2011.
G1COM1	The name "Stable Call" needs to be changed.	The name for this event does not adequately reflect the garrison or it's location. A more appropriate name should be chosen.	GRP1	COM	Determined that the name derives from military tradition and is not intended to be derogatory in any way. Name will remain in effect.
G1COM2	Lack of family time for Soldiers at JMRC.	When out of rotation, continuous long working hours for Hohenfels service members limits time for family. After daily missions are completed commanders are retaining Soldiers. Lack of family time adversely affects Soldiers and Families.	GRP1	COM	Establishing a standard duty day (0630-1700) for the entire installation is not possible due to the diverse nature of supporting rotational training units. Commanders at all levels are encouraged to maintain a balance between mission support and QOL. This is accomplished through training management system that provides for predictably so that families can plan accordingly. Compensation time for lost holidays and weekends is also used to mitigate the impacts to the Soldiers and their families.
G1COM3	The Army Sponsorship program is failing Army Soldiers and families.	Sponsor program needs a major overhaul. Sponsors need to know what's expected of them. Vehicles and finances should be made available to sponsors	GRP1	COM	Local & IMCOM focus. JMRC tracking & training in place. TMPs can only be used for official purposes, not for transporting Soldiers/families. Local survey's indicate approx. 80% satisfaction rating of sponsor experience at Hohenfels. Efforts ongoing.
G1COM4	Problems with computers, specifically with "Data Armor".	Only one person currently assigned to assist with computer issues and she's overwhelmed with Data Armor problems. Hire a second IT support person.	GRP1	COM	Problems isolated to Bldg. 10 and resolved. Patience during peak demand or service outages.
G1COM5	Hohenfels computer system.	Current system is slow and burdened by multiple safeguard programs. When a problem develops IT support is limited to one person. Numerous problems are wasting too much money.	GRP1	COM	Issue combined with G1COM4 disposition. Security software required to be installed.

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G1COM6	No Community Angel tree in 2009.	Kids from families in need in the Hohenfels community did not receive gifts from a community tree and members of the community did not have the opportunity to donate.	GRP1	COM	Angel Tree executed by RSO for 2010.
G1COM7	Pre-marital counseling for Soldiers planning to get married.	Soldiers who want to marry a local national should be required (with fiancée) to participate in pre-marital counseling, to help elevate problems and lower divorce rates.	GRP1	COM	Elevated. Region work-group felt that foreign nationals as demographic limited issue. Counseling is available, but optional. Felt that you could not make people attend counseling.
G1COM8	Better hours of service for the JAVA Café.	Java Café currently closes at 1800. Only option for internet access after hours, for Soldiers on rotation, new Soldiers, etc., is the bowling alley. Java is more relaxing and alcohol free. Keep Java open later.	GRP1	COM	Current opening hours established reflect demand.
G1COM9	Post service hours.	Critical post services close for training times at hours most convenient for community. Devise training schedules that allow offices to remain open daily 0800-1700.	GRP1	COM	Various offices have specific training demands. Hours also impacted by local national contracts. It is highly recommended that clients check hours of service and call ahead if necessary.
G1RSOC1	Fellowship Hall needed for the Chapels	The Hilltop center is shared between all chapel communities on Sundays, leaving no room for community fellowship before or after services. Construct fellowship space to Chapel(s).	GRP1	RSOC	Work group felt that there are a variety of locations available that can serve the purpose of a fellowship hall. RSO reports that it does not see a need and cannot justify the construction of a new fellowship hall.
G2FMWR1	The CAC charges \$2.50 per child to use the playzone. This is the only place to take children during the day.	Many moms do not use the playzone because of the price. It's not affordable to use often. Should be free for children under 5. Or, free to all kids.	GRP2	FMWR	IMCOM does mandate that Cat C operations operate at a specified profit level. Lower fees are not possible due to this requirement. NAF facilities are built and improved only thru such fees.
G2FMWR2	The coffee bar removed from Bldg. 10	Bldg. 10 is heavily used by customers and many used former coffee bar. Reopen coffee bar.	GRP2	FMWR	There is not sufficient patronage to support two coffee locations. The new location is directly across the street, and thus an acceptable distance.

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G2FMWR3	MWR & Fundraising for others	MWR controls all food booths at bazaars and the Volksfest. Limited options for PO to raise money. Allow some booths to be solely PO operated.	GRP2	FMWR	F&MWR must operate at an 8% profit, & comply all AE regs that prohibit use of gov't resources free of charge for fund raising purposes. Unfortunately, private organizations must pay fees for use of facilities and equipment. 100% requests approved.
G2FMWR4	Cost of renting MWR facilities	Prices at Zone, CAC, Bowling, etc have all risen. Limited fundraising ability and higher costs have caused problems for FRGs. Allow FRGs to use FMWR facilities on FRG night for free, reduce cost of services.	GRP2	FMWR	Free use of F&MWR space is regulatory prohibited. Units do have funds that can be used for FRG space rental. SMES clarified that official FRG meetings can also be subsidized for facility rentals thru the MOB/DEP program at ACS.
G2FMWR5	Known running paths with distances	Many Soldiers and FM run on post, but good running path options and distances are not known. Suggest new routes be mapped around post and in Box and these maps placed at the gym, etc.	GRP2	FMWR	Running and hiking trails have been documented. Will be marked at conclusion of winter. Plan is to produce a map for insertion into facility SMART books so they may be accessible to all patrons at any F&MWR location.
G2FMWR6	The gym no longer offers free exercise classes	Not everyone can afford \$3 per class. Seek volunteers to offer some no cost classes.	GRP2	FMWR	Classes are led by a certified fitness instructor who must be paid. WG felt that \$3 is a very reasonable cost for these services. A variety of exercise classes are now offered and are well attended.
G2FMWR7	No indoor swimming pool at Hohenfels	Swimming is great exercise and a great form of rehabilitation. Recommends adding a pool to the post gym or high school.	GRP2	FMWR	Adequate F&MWR or DPW funding is not available to support building or maintaining a pool. In addition, maintaining a pool would not support overall goal of reducing utility costs. Several local pools exist for use.
G2FMWR8	Access to the post gym with strollers	No way to get strollers down to the lower level of the gym without help. Limits use by mothers. Add an elevator or ramp.	GRP2	FMWR	Gym staff now accomidates and assists patrons. Clients enter and swipe ID card, staff takes stollers to lower level thru outdoor ramp.
G2FMWR9	Refreshments not available in Bldg. 10	Refreshments are not available in Bldg. 10, despite being a primary customer service location. People don't have time to go to CAC. Add Java Mobile Café or other options	GRP2	FMWR	WG feels that people can walk across the street to the Java Café.
G2 FMWR10	Better hours of service for the JAVA Café.	Duplicate issues	GRP2	FMWR	See G1COM8 ** Also, vending machines were removed due to lack of use.

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G2AAFES1	It would be nice if baby formula other than rice cereal at the Shoppette or PX.	When commissary is closed formula isn't sold anywhere else on post. Problem effects newborns-5 months, and children who can eat rice.	GRP2	AAFES	WG recommends that baby formula be regularly stocked at the Shoppette and PX.
G2AAFES2	What is the point of having an AAFES Car Care Service if there aren't enough employees to care for all customers?	Care Car center is understaffed and cannot handle in a reasonable time period all requests for car repair. Off post repair options are expensive. Hire more employees or shut down.	GRP2	AAFES	According to SME WG was assured that there will be 5 employees, however one is currently deployed. WG recommends that follow up be done in 30 days to confirm new employees are in place, to better serve the Hohenfels community.
G2AAFES3	Reliable customer service	Phone calls are not answered. Shoppette and PX need more people who understand their job. Hire better quality staff.	GRP2	AAFES	According to SME, there are always 2 employees available at the PX customer service desk. For the Shoppette, customers should contact the manager. WG believes this issue should have been an ice comment.
G2AAFES4	Air hose at the AAFES Car Care center	Current hose does not have a pressure gauge. Purchase a new hose that has a gauge attached or have portable tanks similar to those at German stations.	GRP2	AAFES	A tire pressure gauge has been installed on air hose.
G2AAFES DPW5	We deserve a bigger PX and food court, and a dog park, and the PX doesn't have enough parking.	PX and food court services are strained during peak training and result in long waits. Build a larger PX and food court with more selections.	GRP2	AAFES	New PX-tra will opened March 1 2010. Books were moved out and which allowed for more stock space. In imbis was established outside the PX but lost money and closed due to lack of patronage.
G2AAFES5	PX size and food court	It's a long drive to reach the larger Graf PX. The food court here has no drive-thru. Make PX larger and add drive-thru option to food court.	GRP2	AAFES	WG combined this issue with G2AAFES/DPW5
G2AAFES6	The Shoppette and fuel station are not located in the same place	It's an inconvenience to get gas then have to go across the street for snacks etc. Combine the two together.	GRP2	AAFES	Financially not possible at the current time.

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G2AAFES7	AAFES European Distribution Center Expansion	Product shortages lead to lack of availability of common merchandise. Shipments take 6-8 wks. Many common products are not available, forcing customers to shop on economy.	GRP2	AAFES	Garrison staff now meets quarterly with AAFES (and all service orgs) to forecast peak Soldier/family arrivals as well as influxes of Soldiers here for training. A new distribution system is also online that better tracks distribution and ordering.
G2DECA1	Lack of healthy choices at our commissary.	Certain sections of the commissary have healthy options but others do not. More healthy snack and food options for children so parents can teach healthy eating.	GRP2	DECA	WG recommends that a greater choice of healthy foods be offered at the commissary. Over 7000 items currently stocked. Over 700 items stocked due to customer demand. Special orders can be made for any item in DeCA Europe stock assortment.
G2DECA2	The commissary baggers	Baggers should not work only for tips as it forces customers into uncomfortable situation. Employees should offer better customer service.	GRP2	DECA	Baggers are not DeCA employees, they are self-employed. DeCA has resp. of safety, security, and cus. Service. Customers do not have to use baggers and may bag their own groceries. Must inform cashier prior to scanning.
G2MTF1	Health Clinic hours	Hours of service are not good. Offer services all day on Fridays and on Saturdays.	GRP2	Health Clinic	New Patient centered model allows for same day appointments & current hours reflect mandatory training time. Nurse advice line is open 24/7.
G2MTF2	Request an answering machine option for the Health Clinic appointment line.	Offer option to leave a message instead of being placed on hold, for call back service.	GRP2	Health Clinic	Europe-wide appointment line discontinued. Appointments can be booked 24/7 online at Tricare Online.
G2MTF3	Lack of trained Lactation counselors	There is a lack of trained Lactation counselors at the clinic, that offer education and support to mothers. Is a detriment to mothers and babies.	GRP2	Health Clinic	The WIC nurse is a certified lactation consultant and does attend the breast-feeding support group offered thru NPSP.
G2MTF4	Request that a pediatrician be staffed at the health clinic	Hohenfels is currently the only garrison in Bavaria without a staff pediatrician. The long commute to services in Regensburg or Vilseck negatively effects families, as does the language barrier.	GRP2	Health Clinic	Not justified with current population levels. Service is available thru St. Hedwigs in Regensburg (english speaking). And, upon request, patients can be referred to a pediatrician in Graf.
G2MTF5	Patient Liaison unreachable	Difficulty reaching the patient liaison when needed for care in Regensburg. EOC office is unwilling to give out emergency number for Patient liaison.	GRP2	Health Clinic	All EOC staff are trained on procedures to reach Patient Liaison staff during emergencies.

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G3AAFES DPW1	We deserve a bigger PX, food court, dog park, and there's not enough parking.	During peak training PX and food court are greatly strained. Customer waits are too long. Not everyone has a back yard so a dog park would be a good addition.	GRP3 & GRP2	AAFES & DPW	PX parking cannot be solved as post is 100,000 sq meters short in parking spaces. WG recommends that the special reserved spaces at the PX be make available to all customers, and enforce designated handicap spaces.
G3DPW2	We should have a dog park somewhere on post	Residents of on and off post housing have small or no yards at all. Find an area on post that could be sectioned off for dogs to socialize and play, with an area for small dogs.	GRP3	DPW	An on-post kennel is in the 5-yr. plan and currently under consideration for funding subject to the availability of funds.
G3DPW3	Ordered internet in October and still don't have it in Bldg. 384	Not getting a service that's paid for. Internet everywhere on post.	GRP3	DPW	Utilize publicized complaint process for internet service. Currently provided to all but 2 barricks. Upgrades continue.
G3DPW4	No internet available in Bldg. 384.	Parts seem to have wireless now, others not. Is there a way to speed up internet availability in this building so that Soldiers can communicate with families back home?	GRP3	DPW	ARMP is increasing the commercial internet band width by 300%. Customers will receive 1mb as a standard connection rate, additional connection speeds will be available for purchase. Work should be completed o/a 1 MAR of 2011
G3DPW5	No baby changing table in the men's restroom at ACS Bldg. 10	Men have had to use the baby changing table in the women's restroom. Men do come with babies but without spouses.	GRP3	DPW	DPW continues to address.
G3DPW6	Bldg. 10 gets too hot during peak periods during the summer	Several offices have multipule computers and need to be adequately cooled to prevent damage. High customer use location, customers and employees suffer. An A/C system should be added.	GRP3	DPW	Current IMCOM-E HVAC policy allows for exceptions only when heat will damage electrical equipment, or other expensive IT components. This does not include BLDG 10.
G3DPW7	Building a bridge and opening a road for 1-4 to the commissary.	Main route thru post gets severly congested. Provide an alternative route. Ease access to commissary for 1-4 Soldiers.	GRP3	DPW	SME stated that this was fiscally impossible prior to 2016 funding cycle, and road not possible due to environmental restrictions. WG recommends that 1-4 utilize on post provided transportation and that units ensure Soldier's needs are met.

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G3DPW8	No covered smoking area for Bldg. 51 and Bldg. 52 (Health and Dental Clinics)	Many patients and staff stand next to these buildings while they smoke when weather is bad. Smoke is coming into the clinics. Build an enclosed/covered smoking area.	GRP3	DPW	SMEs stated that smoking cannot be done within 50ft of a gov't building. Funding not in place to provide each building with a covered area. Enforce smoking distance regulations. No requirement to provide shelter.
G3DPW9	Walkway between the barracks and the Zone area is not well lit causing a walking hazzard.	This area is not well lit and it's difficult to see people wanting to use the crosswalk. Area used by Soldiers who walk to work and during PT.	GRP3	DPW	Funding constraints do not allow for additional lighting.
G3DPW10	Clearing snow in barracks parking lots	During heavy snow days cars in barracks parking lots are not accessable and yet Soldiers are required to be on time.	GRP3	DPW	It is the Soldier's responsibility to remove snow from around cars in parking areas.
G3DPW11	No lights along the airfield walking/PT path	Extremely dark along this route. During winter walkway has black ice which can't be seen. Causes an unsafe situation.	GRP3	DPW	light installation completed in 2010
G3DPW12	Limited signage on crosswalk path between the barracks and the Zone	Soldiers and civilians who use this crosswalk are at risk due to traffic that can't see the crosswalk due to bends in the road.	GRP3	DPW	Speed limit in high traffic and pedestrian areas will be reduced to 30 km an hour. (Including this location) Awareness key. All are required to stop when pedstrians are in cross walks.
G3DPW13	Housing appointments	There are no late or after work hours available for such appointments. Difficult for situations of dual military or were both spouses work.	GRP3	DPW	Arrangements should be made with supervisors/command in order to meet scheduled appointments.
G3DPW14	Parking around Hilltop and Chapels	Parking is limited and more spaces are needed.	GRP3	DPW	Post is currently 100,000 sq meters short of desired parking space needed.
G3DPW15	Tax Center signage	No sign in front of the Legal Center even though there is a sign on the main street. This leads to confusion.	GRP3	DPW	Work order to revise sign was placed in 2008. Additional work order submitted and will be tracked by NCOIC.
G3DES1	The road conditions are not readily updated or acted upon	Changing road conditions are not updated on a timely basis to the community. Evaluations of conditions should be done 24/7.	GRP3	DES	Phone system was upgraded to 40 lines. Community receives weather warning via AtHOC message system.

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G3DES2	The road condition hot-line is often busy	Customers experience a constant busy signal when seeking an update.	GRP3	DES	See disposition for G3DES1
G3DES3	Lack of education on carseat usage and laws	Laws on carseat usage are not being followed or enforced. A carseat training program should be started and community should be aware of German and US laws.	GRP3	DES	FAP paid for carseat training at Xmas Bazaar.
G3DES4	Irresponsible people driving during inclimate weather	Poor driving during bad road conditions creates dangerous situations.	GRP3	DES	Observers should report reckless driving to the MPs and/or the chain of command.
G3DES5	Hazardous intersection by PX/Bank/Housing office	The "t" intersection has very poor visibility. Cars turning right must pull out due to cars turning left blocking their view. Traffic backs up during peak times.	GRP3	DES	Traffic study complete. Priority sign to be installed at location. Traffic circle is not fesible due to space and money contraits.