

Community FIRST/AFAP
Active Issues
(As of 1st Qtr FY 10)

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

ARMY AND AIR FORCE EXCHANGE SERVICES (AAFES).....	2
CIVILIAN PERSONNEL ADVISORY CENTER (CPAC).....	3
COMMISSARY (DeCA).....	6
DEFENSE MILITARY PAY OFFICE (DMPO).....	7
DIRECTORATE OF EMERGENCY SERVICES (DES).....	8
DIRECTORATE OF FAMILY MORALE, WELFARE AND RECREATION (DFMWR).....	9
SIGNAL NETWORK ENTERPRISE CENTER (formerly DOIM).....	12
DIRECTORATE OF LOGISTICS.....	13
DIRECTORATE OF PLANS, TRAINING, MOBILIZATION, AND SECURITY (DPTMS).....	14
DIRECTORATE OF PUBLIC WORKS (DPW).....	15
DIRECTORATE OF RESOURCE MANAGEMENT (DRM).....	25
DOMESTIC DEPENDENT ELEMENTARY AND SECONDARY SCHOOLS (DDESS).....	26
GARRISON.....	27
INSTALLATION HOUSING OFFICE / PRIVATIZED HOUSING.....	28
MONCRIEF ARMY COMMUNITY HOSPITAL (MACH).....	29
UNITS.....	32

ARMY AND AIR FORCE EXCHANGE SERVICES (AAFES)

Issue 1: AAFES Automotive Services

AAFES does not currently have a dedicated building for automotive services located near the Post Exchange (PX). The current location is small and does not allow for a lot of items to be in stock, which causes customers to “special order” tires and other items. Having a dedicated building for AAFES Automotive Services near the PX would lead to greater usage of the facility, better service to its customers, and potentially making the service more profitable.

Recommendation: Construct an AAFES automotive services building near the main PX; to include: tire services/sales and quick lube, oil change services.

Response (Dec 08): *AAFES has conducted a business study on the feasibility of a new Car Care Center and has determined that the current population and demographics at Fort Jackson does not support this venture.*

Update (Feb 09): *AAFES is not constructing new Car Care Centers at this time and is going with third party companies, such as Firestone, instead. Firestone conducted a site survey of Fort Jackson and declined to take over the Car Care Operations. This was primarily due to the condition of the building in which the current Car Care Center operates as well as the fact that we do not have enough bays to meet Firestone standards. They require a minimum of 6 bays. AAFES will now pursue a potential Fort Jackson Car Care Center as a PPV (Public Private Venture). This must be approved by Congress, which will happen in July of 2010 at the earliest with a possibility of awarding a contract in 2012. In the meantime, we have asked Firestone to look at the Fort Jackson Car Care Center one more time for consideration. We do not have a timeline as to when they will look at this.*

Update (May 09): *This plan is still being pursued as a public private venture which will push it into the year 2012.*

Update (Nov 09): *AAFES is still pursuing the plan as a PPV, but have also asked Firestone to take a second look at the location.*

Status: Active (4th Qtr FY 08)

CIVILIAN PERSONNEL ADVISORY CENTER (CPAC)

Issue 1: Resumix Is Not User-Friendly

The current Resumix system is not user friendly. It seems that in order to get referred, applicants have to copy the “key words” directly from the job description for which they are applying and paste them into their resume. This creates a high potential for missing key words and descriptions that would enhance the applicant’s qualifications. This could also result in inadvertently misrepresenting one’s qualifications.

Recommendation: Allow a saving mechanism for different key words (such as a drop-down menu) in resumes. Allow more than one version of job seeker’s resume to be stored in the system.

Response (Jun 09): *Resumix is a staffing tool used for the rating process. There is still human intervention with the rating process. The skills used for the rating process are designated by the selecting official and must be related to the position being filled. Closely reviewing the job announcement, especially the description of duties, qualification requirements and specialized experience, will provide more insight into the requirements of the position. Candidates are not to change the resume each time they apply to a job. The Resumix system scans the entire resume during the rating process. There are different variations in the Resumix system that a skill can be pulled from a resume. The applicant does not have to possess the exact "word" in the resume. The grammar database contains a hierarchy of words that are built behind a skill. Candidates are to submit a resume showing their work experiences, education and training.*

Update (3rd Qtr FY 09): *The IAC voted to forward this issue to the AFAP Program Manager.*

Update (2nd Qtr FY10): *The issue has been submitted to the TRADOC AFAP Conference.*

Status: Active (Civilian Employee Focus Group) (2nd Qtr FY09)

Issue 2: Record Keeping for Intermittent Days Worked

Several employees have a problem with the record-keeping for their intermittent days worked. Employees are required to provide certified time cards for the period of time that they have worked if they disagree with the information on record, but time cards are only kept for 6 years according to regulation. Inaccurate record keeping creates a problem with grade increases, retirement calculation, and compensation for annual leave. Furthermore, employees are told that days of service are noted on their SF50, but in some instances, SF50’s with accurate days of service are not in personnel folders.

Recommendation: Correct CPAC records.

Response (Jun 09): *Normally intermittent time is indicated on the employees SF-50s, however in the past it was not correctly documented. If an employee requests an audit of their SCD and the information is not indicated in the OPF, copies of their certified time sheets or LES are requested. Currently CPAC at Fort Jackson keeps a running total of days worked intermittent work schedule, since March 2000. According to the Guide for Processing Personnel Records Chapter 6 states "Agency payroll records are the source of information on the hours worked by intermittent employees." According to*

the Field Advisory Services Division (FAS) the definition of payroll records is "Certified time sheets or Leave and Earning Statements.

Update (3rd Qtr FY 09): *The IAC voted to forward this issue to the AFAP Program Manager.*

Update (2nd Qtr FY10): *The issue has been submitted to the TRADOC AFAP Conference.*

Status: Active (2nd Qtr FY09)

Issue 3: Reinstatement Eligibility for Spouses

In order to qualify for reinstatement eligibility (career status) for DoD jobs, an employee has to hold that position for at least three consecutive years. Spouses of active duty Service members often cannot achieve this status because they are rarely able to remain in a position for that long. Often it takes up to a year at a location before the spouse can secure a DoD position, and then they usually have to PCS with the Service member within two years. All of this makes it difficult for a spouse to attain three consecutive years of federal service.

Recommendation: *When determining status for DoD jobs, spouses should have their total years added to be entitled to reinstatement eligibility, not three consecutive years.*

Response (Jun 09): *Current law does not allow spouses to have breaks in services of more than 30 days. A single break in service of more than 30 calendar days requires the beginning of a new 3-year period. Breaks in service of more than 30 days are creditable for employees receiving worker's compensation and former military service members entitled to restoration or reemployment. Employees hired on a permanent appointment in the competitive service are required to serve three years of continuous service to be converted to career tenure one. The three year period of continuous service usually must begin and end with a non-temporary appointment (or conversion) to a competitive service position. Generally this is a career-conditional appointment, conversion to a career-conditional appointment, or a reinstatement. Although the three year period must begin and end with the above-mention type of appointment, intervening service is also creditable. This includes service in the legislative and judicial branches, excepted service, and temporary or term service.*

Update: *The IAC voted to forward this issue to the AFAP Program Manager.*

Update (2nd Qtr FY10): *The issue has been submitted to the TRADOC AFAP Conference.*

Status: Active (2nd Qtr FY09)

Issue 4: Telework/Telecommute Policy for Fort Jackson

There is a Federal policy regarding Telework/Telecommute, but not a policy specific to Fort Jackson. Employees who deal with various family issues, such as extended illnesses, often have to exhaust their leave to care for their family emergencies. When leave has been exhausted, "no work, no pay". This can impact employee retention, mission readiness, and productivity.

Recommendation: *Implement a Telework/Telecommute policy for Fort Jackson to allow individuals to work from home on a case-by-case basis.*

Response (Jun 09): From CMS- *A similar issue was submitted 2nd Qtr FY 08 to the Directorate of Information Management and deemed complete. It is being resubmitted to recommend a policy specific to Fort Jackson.*

From CPAC- *A draft telework policy for the Garrison is in the process of being finalized.*

Update (Sep 09): *The Draft Garrison Telework Policy is at SJA for legal review.*

Update (Sep 09): *Issue was updated at the 4th Qtr FY 09 IAC, CPAC will staff draft policy through all directorates after legal review.*

Status: Active (AFAP – 2nd Qtr FY09)

COMMISSARY (DeCA)

Issue 1: Nutrition Education Program for Retirees and Veterans

There are an overwhelming amount of foods available for purchase to consumers; however, patrons may be unable to make proper decisions on the right foods to eat. A nutrition education program will educate the community about healthy eating, which will improve individual health through diet.

Recommendation: Expand the current Commissary Awareness program (nutrition education) that is being offered to Better Opportunity for Single Soldiers (BOSS) to include retirees and veterans.

Response (May 09): *Food Inspectors are onsite with an office at the Fort Jackson commissary. They will be glad to offer Nutrition Education to the Retirees at any time. They have been contacted and are preparing Nutrition Classes to be taught in the commissary. A schedule of classes will be provided as soon as it is received.*

Update (Sep 09): *Food Inspectors are still preparing a schedule of classes.*

Status: Active (Retiree/Veteran Focus Group) (3rd Qtr FY09)

DEFENSE MILITARY PAY OFFICE (DMPO)

Issue 1: Benefits for Military Technicians

When Reserve Component Soldiers become dual status, they lose benefits. Student loan payment program is not available to Military Technicians. With the loss of benefits, morale decreases and attrition rates increase.

Recommendation: Authorize Soldiers that are dual status the same benefits as Reserve Component Soldiers.

Response: *This issue is HQDA AFAP Issue #483, which is currently active. It was resurfaced during the annual Fort Jackson AFAP Conference.*

Update (Aug 08): *This issue is still active with HQDA (Issue #483).*

Status: Active (AFAP – 2nd Qtr FY07)

DIRECTORATE OF EMERGENCY SERVICES (DES):

Issue 1: Handicap Drop Off and Pick Up Only Zone

Unauthorized parking in handicap drop off/pick up zones at Moncrief Hospital is impeding access to authorized users. People disregard the sign daily such as (vendors, cargo delivery, cadre, soldiers, etc...). A handicapped individual who is authorized access has to either wait or park far away from the entrance.

Recommendation: Add additional signage listing the consequences of illegal parking at Moncrief with an increase in patrols and enforcement.

Response (Dec 09): *DES Continues to monitor the Handicap Drop Off and Pick Up Only Zone. "No parking/drop off only" is enforced, but a patrol cannot be placed at this location 24hrs a day to monitor. Coordination with MACH Hospital Staff will be done to see if they have personnel who can periodically monitor the area and if they see someone violate the policy tell them to move. The area will continue to be monitored and citations issued to violators.*

Status: Active (Warrior Transition Unit Focus Group) (4th Qtr FY09)

Issue 2: Driving Hazard in Traffic Circle

Aggressive driving in traffic circle poses a safety hazard. Drivers disregard the yield sign and jet out into traffic. This has the potential to cause accidents and injuries and increase stress and road rage.

Recommendation: Increase traffic control procedures in the traffic circle.

Response (Dec 09): *Traffic control procedures have increased and citations are issued for speeding, failure to yield right of way, failure to use turn signals in the traffic circle.*

Status: Active (Warrior Transition Unit Focus Group) (4th Qtr FY09)

Issue 3: On-Post Residential Security for Graduation Activities

There is lack of security and privacy for permanent party during graduation activities. Increased traffic and speeding vehicles endanger the post population. This causes undue stress on the residents and employees of Fort Jackson.

Recommendation: Restrict housing to vehicles with DOD decals plus added Military Police presence at housing entrance during Basic Combat Training (BCT) graduations and family days.

Response (Dec 09): *Security on this installation is at an all time high and on family days and graduation days our security during the peak hours is doubled. We do increase our presence in the housing area and have a Police Sub Station located there as well. We have written a memorandum to the Taxi Companies that service Fort Jackson and have provided them fair warning that they will be suspended from the installation if they are caught using the housing area as a thorough fare to and from Graduation and Family Day events.*

Status: Active (Drill Sergeant Spouses Focus Group) (4th Qtr FY09)

DIRECTORATE OF FAMILY MORALE, WELFARE, AND RECREATION (DFMWR)

Issue 1: Reserve Soldiers Ineligibility for Army Community Services (ACS) Exceptional Family Member Program

Reserve Soldiers that are on active duty status for more than thirty days are currently able to enroll in TRICARE, but are not eligible to enroll in the ACS Exceptional Family Member Program (EFMP). This causes undue stress and worry of finding adequate medical attention and care for an exceptional family member. Not allowing active duty Reserve Soldiers to enroll dependents in ACS EFMP decreases the morale and effectiveness of these soldiers in their everyday mission.

Recommendation: Reserve soldiers, who are eligible for TRICARE enrollment, also be eligible to enroll in the ACS Exceptional Family Member Program to ensure the proper care for their dependents while on active duty.

Response (May 08): *In accordance with AR 608-75, Exceptional Family Member Program, U.S. Army Reserve (USAR) Soldiers in the USAR Active Guard and Reserve Program, Mobilized and deployed Soldiers are not eligible for enrollment in EFMP. This issue should be considered for forwarding as an AFAP issue that can't be resolved at the local level.*

Update (June 08): *The Installation Action Council voted to forward this issue to the Commanding General for approval to forward beyond Fort Jackson.*

Update (Feb 09): *This issue has been forwarded to the TRADOC AFAP Conference.*

Update (May 09): *After review by Southeast Region AFAP Program Manager, issue was returned to installation for further issue development/revisions. Issue will be vetted at the next EFMP Focus Group and then staffed and resubmitted to TRADOC. An active HQDA AFAP issue is similar to this one but it was not prioritized.*

Update (Feb 10): *Issue was prioritized at the HQDA AFAP Conference.*

Status: Active (3rd Qtr FY08)

Issue 2: Alternate Locations for Family Day

Facilities across the installation are overwhelmed on Family Day by the number of participants in this weekly event. These facilities are not only losing money because they are unable to meet the needs of patrons, customer service standards are also not being met. The congestion negatively affects the entire community- permanent party, graduating Soldiers, and the visiting family members.

Recommendation:

- Provide more activities and facilities for graduating Soldiers and their families to participate in on Family Day.
- Upgrade the Hilton Field area to provide a "bazaar" (with vendors and activities) on Family Day.

Response (Feb 09): *Efforts are on-going to expand opportunities for Soldiers and Families during Family Days. Attempts to provide fest or bazaar atmosphere at Hilton Field have not been successful due to weather related problems and the logistical problems associated with setting up military attractions such as static displays, MILS lands, training demonstrations, etc., those types of events that would draw interest to Soldiers and Families.*

Update (Jun 09): *More activities at various locations have been put in place for Families and their Soldiers, including Victory BINGO, Magruder's, and Joe E. Mann, to provide some relief. The food court seating area in the Main PX is being expanded to accommodate more people. A "bazaar" was attempted in the past but was not successful. This issue is an on-going, concerted joint effort by DFMWR and AAFES.*

Update (Jun 09): *Vetted at the 3rd Qtr IAC where council decided to leave this as open ongoing issue.*

Update (Nov 09): *The increase in activities and programs has had a positive effect on congestion and Soldier and Family satisfaction. FMWR marketing in conjunction with USC is conducting a series of Family Day surveys to gauge the success of specific activities and determine where improvements and adjustments are needed. The test phase of conducting bus tours of the installation has been completed and the outcome was to sustain the programs on a more permanent basis. Opening up other FMWR facilities and providing programs has been successful and will continue. Plans are still ongoing to expand the Solomon Center and other facilities in an effort to provide a positive experience on Family Day for everyone.*

Status: Active (Soldier Focus Group) & (Civilian Employee Focus Group) (2nd Qtr FY09)

Issue 3: 800 Number for Welcome Center

The 1-800 number for the Welcome Center is not adequately meeting the needs of patrons. When callers call, the line is either busy or no one answers. The result is that callers aren't able to schedule lodging reservations in a timely manner.

Recommendation: *Evaluate the 800 number and adjust staffing requirements accordingly, in order to answer calls and serve the callers in a timely manner.*

Response (June 09): *We are currently working with our telephone equipment contractor to determine how we can improve the service on the 1-800 line. The problem is not staffing, but the fact that only one line is in use.*

Status: Active (Civilian Employee Focus Group) (2nd Qtr FY09)

Issue 4: Employees Parking in Customer Parking Spaces

Employees of Building 5953 (Child and Youth Services Program on Parker) park in the customer parking spaces in the front of the building. These are employees who work in the building and are not handicapped. As a result, visiting customers are not able to park there. This causes a big inconvenience for customers, particularly those with handicaps.

Recommendation: *Establish a policy that employees are not allowed to park in the front customer parking spaces. If there is already a policy in place, publish and remind employees of the policy. Ensure the policy is enforced by facilitating the ticketing of violators.*

Response (Jun 09): *There are presently no parking spaces designated as customer and non-customer parking at the Programs on Parker facilities. CYS will request signage to designate the front two parking spaces on each row for customers.*

Status: Active (2nd Qtr FY09)

Issue 5: Trap and Skeet Range

The trap and skeet range was closed reportedly due to lead. Now the area should be re-looked so that the range can be opened again. Re-opening the range would allow patrons additional recreational opportunities.

Recommendation: [Re-open the trap and skeet range.](#)

Response (Jun 09): *The Outdoor Recreation Division has submitted a request for a Record of Environmental Consideration for FMWR to refurbish and possibly reopen the skeet range at Heise Pond. The trees that were removed previously which led to its closure have regrown to a size large enough to be considered as a barrier to prevent lead from entering the wetlands area. FMWR also has plans on expanding the Andrew Jackson Range and adding a skeet range at the new location. FMWR has submitted a grant request to the region to expand the Andrew Jackson outdoor range area. The expansion will include a new shelter, bathrooms, skeet range, rifle range and pistol range.*

Update (Sep 09): *The record of environmental consideration returned, reopening the current range at Heise Pond would only be possible if non-toxic shot shells were utilized. Non-toxic shells such as stainless steel, bismuth, or similar brands are typically very expensive and cost prohibited to the majority of recreational shooters. Monies have been set aside in 2010 for construction of a skeet and trap range at a suitable location. However, the current proposed location, Andrew Jackson Range, is being considered as an expansion area for mission oriented training for Basic Trainees. Mission needs take priority over recreational uses. The legality and compatibility of co-utilizing a training range are being exposed. FMWR is working with DPTMS and Range Control to find a suitable location so that the desirable program can be brought to Fort Jackson.*

Status: Active (Town Hall) (3rd Qtr FY09)

SIGNAL NETWORK ENTERPRISE CENTER

Issue 1: Computer with CAC Access for Visiting Soldiers

There is no computer lab designated for visiting Soldiers that is equipped to receive the common access card (CAC). Although the library and similar facilities have computers for public use, they are not CAC-accessible. As a result, visiting Soldiers are not able to retrieve work-related documents (NCOERs, etc) or they are forced to seek outside agencies for assistance with finding computers.

Recommendation: Provide computers with CAC access that can be utilized by visiting Soldiers.

Response (Jun 09): Fort Jackson is undergoing a network accreditation certification and this process will be evaluated and a response provided during next quarter update.

Update (Sep 09): Fort Jackson is undergoing a network accreditation certification and this process will be evaluated. Requirements gathering are ongoing for feasibility of outfitting library and similar systems located in facilities of public access.

Status: Active (Civilian Employee Focus Group) (2nd Qtr FY09)

Issue 2: Post Operator

There is no telephone operator on staff at Fort Jackson, and the internet is not accessible at all times. It is difficult to get telephone numbers and information.

Recommendation: Hire telephone operators.

Note from CMS: This issue was originally submitted 1st Qtr FY 09, and is being resubmitted.

Response (Dec 08): A Department of Defense (DoD) Business Initiatives Council (BIC) studied base operator functionality for CONUS locations and as a result the Interactive Voice Response System was certified and fielded for Army installations which is the "Automated Directory Assistance System (ADAS)". The tangible benefits in going to this system were elimination of telephone operators (costs savings) and reduced phone call expenses through the exclusive use of an automated system. This process has been implemented in both DoD and industry where a standardized menu has been established for platform convergence. That said, the standardized menu's are only as good as structured and updated by the customer in concert with DOIM technical support. In the future, an OPORD will be submitted to organizations to engage in the structure and update of applicable menu (minor) changes that will not conflict with BIC objectives. It will be a prolonged process and will not alter current business practice to bring back "live" operators". This issue was voted unattainable by the 1st qtr FY09 IAC.

Response (Jun 09): (See previous response from Dec 08).

Update (Jun 09): The IAC decided to leave as active for a relook at the next 4th QTR IAC

Update (Sep 09): After re-evaluation; the current ADAS is 5 generations outdated from an IT lifecycle standpoint and not conducive to expansion of current directory requirements. Under scheduled Fort Jackson modernization plan, the ADAS will be upgraded to the latest and most up to date certified solution expected for Dec 09.

Status: Active (3rd Qtr FY09)

DIRECTORATE OF LOGISTICS (DOL)

Issue 1: CIF Issue (TA-50/OCIE)

As FY09 BCT units sign for Original Clothing and Individual Equipment (OCIE), Soldiers are not properly fitted due to units signing bulk and uneven sizes of OCIE. This affects the readiness and performance of the BCT Soldiers and the unit.

Recommendation:

- Develop a program for BCT Soldiers to in-process and out-process CIF to increase awareness, responsibility and accountability for OCIE.
- Allocate updated technology to Central Issue Facility (CIF) to make this process happen.

Response (May 09): *Implementing this recommendation would require additional labor resources in CIF. It would also require up to two additional days for in/out processing. CIF can implement if resourced and directed to do so. However, it is considered unlikely that additional resources will be made available. Nor is it considered likely that BCT commanders will want to give up training days to accommodate this recommendation.*

Update (Jun 09): *Vetted at the 3rd Qtr IAC, recommendation was made to keep as active until after the AMC Realignment to provide them with an opportunity for input.*

Status: Active (AFAP – 2nd Qtr FY09)

Issue 2: Dysfunctional Combat Gear

Soldiers in training have not been provided correct gear to train with. It's not the same across the board for issue to each training brigade for Soldier readiness at Fort Jackson and the Army. Soldiers are training with outdated gear. This affects mission readiness.

Recommendation:

- Allocate more funds to BCTs to supply current gear
- DA to hire more contractors to meet the Army's specifications.

Response (May 09): *The BCT menu of OCIE items appears to be out of date based on current training requirements. The CIF has, over the past two years, urged BCT commanders to review their current OCIE menu and initiate changes through their chain of command and the ITRM model. Once an updated BCT OCIE menu is approved and funding is provided based on menu changes, CIF can implement. Alternately, if the BCT commanders want to locally fund these changes without updating the menu, CIF can still implement provided specified changes are funded.*

Update (Jun 09): *Vetted at the 3rd Qtr IAC, recommendation was made to keep as active until after the AMC Realignment to provide them with an opportunity for input.*

Status: Active (AFAP – 2nd Qtr FY09)

DIRECTORATE OF PLANS, TRAINING, MOBILIZATION, AND SECURITY (DPTMS)

Issue 1: Hood Street Elementary School

Hood Street Elementary School was the first public school to be racially integrated in the Midlands and was within one year of being the first in the State. No historic marker or designation of this achievement exists.

Recommendation: Apply for a State historical marker to be submitted to highlight the lead that the US Army and Fort Jackson took @ www.state.sc.us/scdah/historic.htm. This information was also published in an article in the 22 February 2007 edition of the Fort Jackson Leader.

Response: *Have initiated the process to try and get an historical marker to recognize Hood Street School.*

Update: *Hood Street School is to close this year; however, we are still pursuing efforts to have a marker emplaced. We have also submitted a request to the SC Historical Marker Program for Hood Street School. We are awaiting their review and response.*

Update: *Packet was resubmitted to the SC Historical Marker Program. Cost for the marker will range from \$300 - \$1000.*

Update (May 08): *Marker is currently being made; completion date is undetermined at this time.*

Update (Aug 08): *Marker is on the list for fabrication but there is some backlog; completion date still undetermined.*

Status: Active (3rd Qtr FY 07)

DIRECTORATE OF PUBLIC WORKS (DPW)

Issue 1: Main PX/Commissary Parking Lot

The entrance to the PX parking lot is too restricted. This leads to increased risk of accident and unnecessary congestion entering the PX Parking Lot. There is no specified drop off point at the Commissary for handicapped patrons that does not impose either a hazard or an inconvenience. I suspect that this will become a larger issue over time as our wounded warrior population grows. Also, during graduations, holidays and other peak periods, traffic is congested at the intersection of Strom Thurmond and Magruder Avenue. There is currently only one designated left turn lane from Magruder to Strom Thurmond when leaving the PX/Shoppette area. This creates a traffic back-up at the intersection that many times reaches all the way back to the PX and stalls traffic for everyone utilizing the intersection.

Recommendation:

- Create additional entrances into the main PX Parking lot. This should include enhanced rear entrance to the PX Parking Lot.
- Create a marked handicapped drop – off point at the commissary that does not impose a hazard.
- Designate the center lane as a left-turn and forward lane, and mark appropriately.

Response: DES: DES submitted a request to DLE (DPW) to add an additional exit to the PX parking lot late December 06. This exit is intended to be an exit only lane that will alleviate congestion from vehicles entering and exiting the exchange parking lot from one location. DLE (DPW) has the responsibility of working the construction of entrances and exits of parking lots will complete this project.

DLE: Currently have submitted a DA Form 4283 (work order request) on behalf of AAFES for a cost estimate. The cost estimate will be executed in 2ND Quarter funding contracts.

Update: DLE (DPW) Engineering has reviewed and is in the process of presenting a unified plan between AAFES and DES to address all parking lot issues at the AAFES Main PX Lot.

Update: The DPW recommends a professional design and will include the involvement of AAFES and DES.

Update: DPW is awaiting the award of an Architect-Engineer contract to prepare the design.

Update: The study of the area will be done (awaiting the award of the contract), this will give us the information needed (design, cost) to place on the Project Priority List for FY 09 funding.

Update (May 08): The A/E contract has been awarded and a task order will be issued NLT 15 June to develop a traffic flow study for the entire area, including the PX, Gate 2, Hagen Dental Clinic, and the AAFES Shoppette. Results of this study will form the basis for projects to compete for FY09 SRM funding.

Update (Aug 08): Task order was issued to A/E firm for traffic study. Study duration will be 120-180 days. FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.

Update (Feb 09): *Parking spaces were marked and designated as handicap in rows E,F, and G within close proximity to the entrance of the commissary. An additional 8 parking spaces were added, for a total of 39 handicapped spaces.*

Update (Jun 09): *This project did not make the priority list and will continue to compete for funding in the future.*

Status: Active (Retiree/Veteran Focus Group) (1st Qtr FY 07) & (3rd Qtr FY 08)

Issue 2: Air Conditioning in Installation Gyms

The overheating and high humidity in the gyms cause condensation to accumulate on the floor and machines. The lack of climate control causes the internal temperature to exceed external temperatures causing potential heat injuries. The intense heat in the gyms discourages Soldiers from using the gym.

Recommendation: [Install air conditioning in gyms.](#)

Response: *DLE (DOL,DPW) and the Command are concerned about high temperatures but are unable to fund any changes at this time. DLE(DPW) will assist in monitoring the temperature and will ensure wall fans are operational to provide some relief for the safety and well being of patrons. DLE(DPW) will forward the cost estimate for air conditioning to the Garrison Commander and the Commanding General for review after which time this issue will be prioritized within the Public Works Council process (PWC) which maintains a Project Priority List (PPL) for funding.*

Update: *Project is placed on the PPL for FY 08 funding.*

Update: *Design only, has been funded for execution in FY08.*

Update: *Decision was made to defer for future execution.*

Update (May 08): *Development of the FY09 SRM Projects List will begin mid-summer 2008. Gym A/C projects must compete with all other requirements for SRM funding.*

Update (Aug 08): *FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.*

Update (Jun 09): *This project did not make the priority list and will continue to compete for funding in the future.*

Status: Active (AFAP – 2nd Qtr FY 07)

Issue 3: Street Lights at Hagen Dental

There are currently no street lights in the Hagen Dental Clinic parking lot. This affects the patients and dental personnel at the clinic in the evening hours or in Winter when it gets dark earlier.

Recommendation: [Place streetlights in the parking area at Hagen Dental Clinic.](#)

Response: *Hagen Dental Clinic has recently (on 30 AUG 07) submitted a DA 4283 (work order request) to confirm how many lights are needed and where. DLE will process and add this project to the PPL to compete for funding on the FY 08 list.*

Update: *Project was not approved for FY08 and will compete for FY09 funding.*

Update (May 08): *Development of the FY09 SRM Projects List will begin mid-summer 2008. Street lighting projects must compete with all other requirements for SRM funding.*

Update (Aug 08): *FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.*

Update (Jun 09): *This project did not make the priority list and will continue to compete for funding in the future.*

Status: Active (4th Qtr FY 07)

Issue 4: Turn Signal at Strom Thurmond Blvd and Marion Avenue

There is no left turn signal at Strom Thurmond Blvd and Marion Avenue. This intersection is one of the busiest intersections on post. Making a left turn against traffic is a dangerous not only to community members but to visitors to our post as well.

Recommendation: *Install a left turn signal at the intersection of Marion Avenue and Strom Thurmond Boulevard.*

Response: *Funds have been requested for the installation of a turn signal. Awaiting installation.*

Update: *Project will need to compete for funding. New traffic loops are required.*

Update: *Project was not approved for FY08 and will compete for FY09 funding.*

Update (May 08): *Development of the FY09 SRM Projects List will begin mid-summer 2008. Turn signal projects must compete with all other requirements for SRM funding.*

Update (Aug 08): *FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.*

Update (Sep 08): *Per DES, a separate turn arrow would back traffic up on Strom Thurmond. Traffic would not be allowed to proceed down Strom Thurmond while the turn lane is activated. The flow of traffic turning down the street does not warrant spending at least \$10,000-\$15,000 dollars. On numerous occasions, traffic has been monitored at these intersections to get the best possible timing sequence, and turning traffic has to wait about 10-15 seconds before Strom Thurmond traffic can execute a left turn.*

Update (Jun 09): *This project did not make the priority list and will continue to compete for funding in the future.*

Status: Active (4th Qtr FY 07)

Issue 5: Parking at Scales CDC and Main Post Chapel

Lack of parking at Scales CDC and Main Post Chapel creates a safety hazard for children. The parking lot is so small with cars driving in and out, buses, trash/delivery trucks. Adequate parking is needed for the safety of the children and staff.

Recommendation: *Provide additional or a larger parking lot. Could use the area directly behind the MED Hold quarters on the lot of Moncrief.*

Response: *DLE(DPW) talked to the CDC director and they suggested that the CDC employees park directly behind the building in the Education Center lot. This will free up more parking spaces for the parents that are picking up children and eliminate excess traffic. This is an issue that we recommend a referral from the DES traffic section, so we can know how to best proceed to fix this needed traffic problem.*

Update: *This issue was sent to DES on 30 November 2007 for response.*

Update DES: *The issue of safety of the children is a result of vehicles illegally proceeding beyond the posted “No POVs Beyond This Point”. The illegally parked vehicles are interfering with the safe operation, loading and unloading of the buses. There is adequate parking available at the rear of the CDC/Chapel where parents can park and safely walk their children to the CDC. The DES will more closely monitor this location during peak hours and enforce parking regulations.*

Update: *CYS stated that the parking problem occurs when there is an activity at the Chapel. The participants at the chapel use the Child Care Center parking lot, leaving no spaces for Child Care Center customers. Per the GC: We need a long term solution as we will be adding on to the Scales Avenue Child Care Center.*

Update (May 08): *Development of the FY09 SRM Projects List will begin mid-summer 2008. Parking projects must compete with all other requirements for SRM funding.*

Update (Aug 08): *FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.*

Update (Jun 09): *This project did not make the priority list and will continue to compete for funding in the future.*

Status: Active (Family Members Focus Group) (1st Qtr FY08)

Issue 6: Handicap Accessibility

Patrons with disabilities on Fort Jackson have limited accessibility with parking and facilities. The library, some gyms and other public buildings are not handicap accessible nor provide enough parking. These patrons may not use the facilities due to lack of accessibility.

Recommendations:

- **Improve accessibility for patrons with disabilities**
- **Add more spaces marked for handicap**
- **Ensure all buildings are ADA compliant**

Response: *We are in the process of providing limited ADA accessibility at all MWR facilities along with other activities on post.*

Update: *Per GC: Do an assessment of our requirements.*

Update: *DPW stated that upgrading all of our facilities will be costly, and will compete for funding each year like every other project on post.*

Update (May 08): *All ADA accessibility requirements have been assessed by the Installation Safety Office. Development of the FY09 SRM Projects List will begin mid-summer 2008. ADA accessibility projects must compete with all other requirements for SRM funding.*

Update (Aug 08): *FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.*

Update (Jun 09): *This project did not make the priority list and will continue to compete for funding in the future.*

Status: Active (Civilian Employees Focus Group) (1st Qtr FY08)

Issue 7: Inadequate Street Lighting on Lee Road

There needs to be more lighting available on Lee Road at the cross-walk in front of the Soldier Support Institute building. It is difficult to see individuals crossing the street when it is dark, causing a safety hazard for all involved. Currently lighting is available but it is not adequate due to trees and distance from the crosswalk.

Recommendation: Install adequate lighting fixtures so individuals can be seen crossing the street.

Response: A project manager will be assigned to identify the requirement, develop and estimate and execute a solution. Trees may be pruned to allow for more efficient coverage. We can add lights as needed as well.

Update: DPW is assessing and will develop a solution. Trees will be pruned to allow for more efficient lighting coverage.

Update (May 08): A lighting solution has been developed, but requires SRM funding to execute. Trees have been trimmed and will continue to be trimmed. Development of the FY09 SRM Projects List will begin mid-summer 2008. Lighting projects must compete with all other requirements for SRM funding.

Update (Aug 08): FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.

Update (Jun 09): This project did not make the priority list and will continue to compete for funding in the future.

Status: Active (2nd Qtr FY 08)

Issue 8: Weather Shelter

There is no weather shelter in the taxi area in the PX parking lot. The soldiers that are waiting for taxis during inclement weather are forced to stand in the weather under no shelter. This has a negative impact on the health, welfare and morale of Soldiers.

Recommendation: Build a weather shelter at the taxi area of the PX parking lot.

Response (May 08): A new weather shelter will require SRM funding to construct. Development of the FY09 SRM Projects List will begin mid-summer 2008. Weather shelter projects must compete with all other requirements for SRM funding.

Update (Aug 08): FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.

Update (Jun 09): This project did not make the priority list and will continue to compete for funding in the future.

Status: Active (2nd Qtr FY 08)

Issue 9: Parking Lot at Joe E. Mann Building

The lower parking lot at the Joe E. Mann Building is badly deteriorated. The parking lot has craters that are not only safety hazards but an eye-sore for all that visit the building. This parking lot frequently floods as well causing less parking for the building to be available.

Recommendation: Fix the "craters" in the lower parking lot of the Joe E. Mann Building

Response (May 08): DPW will continue to repair potholes as they are identified and created. The permanent, long term solution is to resurface the entire parking lot, which requires SRM funding. Development of the FY09 SRM Projects List will begin mid-summer 2008. Parking projects must compete with all other requirements for SRM funding.

Update (Aug 08): FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.

Update (Jun 09): This project did not make the priority list and will continue to compete for funding in the future. Patching of the lot will take place on a as-needed basis.

Status: Active (3rd Qtr FY08)

Issue 10: Parking Lot at Physical Exam Section and 120th Reception Processing Center

The parking lot at the Physical Exam Section and 120th Reception Processing Center is inadequate for both customers and employees to share. It is too small, and in no way resembles a parking lot (i.e. no lines, big pot-holes). This affects anyone who utilizes this parking lot either as an employee or as a customer as pot-holes can damage the cars as well as debris has flown up and broken car windows.

Recommendation: [Survey the area and make necessary repairs to upgrade the current state of the parking lot.](#)

Response (May 08): DPW will continue to repair potholes as they are identified and created. The permanent, long term solution is to resurface the entire parking lot, which requires SRM funding. Development of the FY09 SRM Projects List will begin mid-summer 2008. Parking projects must compete with all other requirements for SRM funding.

Update (Aug 08): FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.

Update (Jun 09): This project did not make the priority list and will continue to compete for funding in the future.

Status: Active (3rd Qtr FY08)

Issue 11: Poor Condition of Sumter Street

From the traffic circle at Gate 1 to the stop sign at Perez Gym, the road conditions on Sumter Street are terrible. The cracks in the paving and the pot holes make it dangerous and damaging to vehicles, both military and civilian. At times it is necessary to cross over the double yellow line into the oncoming lane in order to avoid major damage to a tire or an axle. It is constantly necessary to brake (even at the 25 mph speed limit) in order to cautiously maneuver over bumps where it seems an attempt to repair a pothole or fissure has been made. Trucks (18-wheelers) make deliveries to the dining facilities during the early morning hours when traffic is most heavy adding to the danger. This road is used every day between 0645 and 0715 hours in order for Soldiers/employees to report to their places of duty. It is one of the few routes not blocked at that time of day due to physical training locations.

Recommendation: [Repave Sumter Street.](#)

Response (May 08): DPW will continue to repair potholes as they are identified and created. The permanent, long term solution is to resurface the entire street, which requires SRM funding. Development of the FY09 SRM Projects List will begin mid-summer 2008. Paving projects must compete with all other requirements for SRM funding.

Update (Aug 08): FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.

Update (Sep 08): This issue is on the Garrison's list for repair when funds become available.

Update (Jun 09): Repairs will be covered under recently received stimulus money. Completion date yet to be determined.

Status: Active (3rd Qtr FY08)

Issue 12: Turn Arrow at intersection of Strom Thurmond Blvd and Lee Road

There is not currently a green turn arrow at the intersection of Strom Thurmond Blvd and Lee Road. Due to the high volume of traffic, it is very difficult for vehicles to make a left turn onto Strom Thurmond Blvd from Lee Road. Installation of a green arrow would alleviate the traffic backups on Lee Road and increase the safety of the intersection.

Recommendation: Install a green turn arrow at the intersection of Strom Thurmond Blvd and Lee Road.

Response (Aug 08): A project to install a green arrow at this intersection is under consideration for FY09 SRM funding. FY09 SRM Project List is currently under development and will be briefed during the Real Property Planning Board on 23 Sep 08.

Update (Sep 08): Per DES, a separate turn arrow would back traffic up on Strom Thurmond. Traffic would not be allowed to proceed down Strom Thurmond while the turn lane is activated. The flow of traffic turning down the street does not warrant spending at least \$10,000-\$15,000 dollars. On numerous occasions, traffic has been monitored at these intersections to get the best possible timing sequence, and turning traffic has to wait about 10-15 seconds before Strom Thurmond traffic can execute a left turn.

Update (Jun 09): This project did not make the priority list and will continue to compete for funding in the future.

Status: Active (4th Qtr FY08)

Issue 13: Heat in Building 3295

The heat in Bldg 3295 (Preventive Medicine) constantly stops working. Work orders are continuously being put in to have it repaired. It seems it only stays that way for about a week or so, and it's time to put a work order in again. Not having consistent heating negatively affects all personnel who work in and utilize the facility.

Recommendation: Install a new heating system in Building 3295.

Response (Jun 09): This project did not make the priority list and will continue to compete for funding in the future. Repairs will be made on an as-needed basis.

Status: Active (1st Qtr FY09)

Issue 14: Disrepair of Installation Roads

The roads across the installation are in serious disrepair, particularly the Burger King parking lot. Uneven roads and potholes cause injuries to Soldiers and damage to vehicles. Injured Soldiers and damaged vehicles affect the health, welfare and mission readiness of Soldiers and reduce their standard of living.

Recommendation: Repave the roads on the installation that are in poor condition.

Response (Jun 09): *The Burger King parking lot has been patched. Repairs to other roads on the installation will be covered under recently received stimulus money. Roads identified for repair include but are not limited to: Dixon, Sumter, Magruder, and Washington. Completion dates yet to be determined.*

Status: Active (Soldier Focus Group) (2nd Qtr FY09)

Issue 15: Marking of No Parking Zones

Not all “no parking” zones on the installation are clearly marked; this is particularly true around fire hydrants. Non-marked zones lead to a safety hazard and lives are at risk when safety vehicles are unable to reach destinations in a timely manner. Marking will deter illegal parking and may reduce the amount of contested tickets.

Recommendation: Mark “no parking” zones throughout the installation, and publicize applicable parking policies.

Response (Jun 09): *This is an ongoing issue. Work will take place as areas are identified.*

Status: Active (Soldier Focus Group) (2nd Qtr FY09)

Issue 16: Problems with Work Orders Section

The Work Orders section is not functioning properly. It is difficult to contact someone by phone to place a work order because the line is always busy or no one answers. It is also difficult to follow up on work orders that have been submitted because DPW does not track the progress of the work once it has been sent to a contractor. These problems prevent the timely scheduling and follow up of work orders for Soldiers and civilian employees who utilize the system.

Recommendation: Provide automated method for callers to place work orders (e.g., add an answering machine). Implement a tracking method that allows for follow up of contracted work orders.

Response (Jun 09): *There is a move to automation submission of work orders and service orders which should alleviate this problem.*

Update (Sep 09): *Issue is still being worked and will remain active.*

Status: Active (Soldier Focus Group) (2nd Qtr FY09)

Issue 17: Poor Condition of Post Dining Facilities

The dining facilities on the installation are antiquated and unsanitary, and poor upkeep of the buildings has caused frequent sightings of insects and rodents. The current method of pest control is inadequate and only creates a temporary solution. The health, welfare and morale of all Soldiers utilizing the facilities are negatively affected.

Recommendation:

- Implement higher standards of pest control and cleaning of the dining facilities and have greater accountability for facility managers (short-term).
- Construct new dining facilities (long-term).

Response- DOL (Feb 09): *It is a true fact that all but one garrison dining facility is antiquated and that major renovations and furniture replacement is needed. There are current plans to replace the majority of dining facilities on the installation with new modern facilities. These replacements have already started and will continue through 2014. The older facilities connected to the starships will be converted into class rooms as part of renovation plans and construction of new stand alone dining facilities will start as early as 2010. Roaches are a problem in the dining facilities and barracks alike. Pest treatments in dining facilities are regular (monthly) to control both insects and rodents. Efforts to improve pest control through the use of integrated pest management (chemical and bait treatments) and repair of leaking pipes under facilities will be implemented and facilities evaluated for improved sanitation where necessary.*

Response- DPW (Jun 09): *All facilities are scheduled to be either replaced or renovated by the year 2016. In the meantime, the pest control service contractor is responding in spite of limited capabilities.*

Status: Active (Soldier Focus Group) (2nd Qtr FY09)

Issue 18: Crosswalk Safety

Drivers are not stopping for pedestrians attempting to cross the road. This is particularly true for Solomon Center patrons trying to cross Strom Thurmond; and Moncrief Hospital patients trying to cross the side street between the hospital and childcare facility. Failure to yield to pedestrians poses a safety hazard and a potential loss of life.

Recommendation: *Mark a crosswalk at these street crossings and add a flashing light (similar to that on Marion Street) to alert drivers of the presence of pedestrians.*

Response (Jun 09): *This project did not make the priority list and will have to compete for funding in the future. In the meantime, the community is encouraged to get the license number of driving offenders and report them to law enforcement. Pedestrians are reminded to cross streets only at designated crosswalks.*

Status: Active (Civilian Employee Focus Group) (2nd Qtr FY09)

Issue 19: Handicap Parking Spaces

The current handicapped spaces are too narrow and many are not clearly marked. Handicapped patrons have difficulty accessing designated parking spaces and maneuvering vehicles that have automatic wheelchair lifts.

Recommendation: *Widen and repaint the current spaces. Schedule regular maintenance of parking lots.*

Response (Jun 09): *Parking spaces on the installation were recently painted and some will be widened. This is an ongoing issue.*

Update (Sep 09): *On going issue which remains active.*

Status: Active (AFAP – 2nd Qtr FY09)

Issue 20: Repairs at Century Lanes

Century Lanes Bowling Center needs external repairs and improvements. The sidewalks are broken, and lighting is inadequate when leaving the center at night. Both of these issues pose a safety hazard for patrons.

Recommendation: [Repair sidewalks and improve lighting outside of Century Lanes.](#)

Response (Jun 09): *This project did not make the priority list and will have to compete for funding in the future.*

Status: Active (2nd Qtr FY09)

Issue 21: Improve Walking Paths

Current walking paths have not been properly maintained. There are leaves and debris some of them, especially the "Patriot Path" that runs from Jack's Inn to Pierce Terrace School. Some walking paths, to include Chestnut and Semmes Road are not lit. Inadequate lighting and clutter pose a danger to those who use the walking paths.

Recommendation: [Light walking paths. Clear leaves and debris from all paths.](#)

Response (Jun 09): *Lighting did not make the priority list and will have to compete for funding in the future. DPW will continue to inspect the paths for leaves and debris and perform the work as needed.*

Status: Active (2nd Qtr FY09)

Issue 22: There are some locations around post that have "blind spots" that are difficult to see around while driving.

The corners of Kemper and Moseby and Kemper and Hampton are two spots that are difficult to view.

Recommendation: [Place reflective signs/mirrors in key places that would enable drivers to peek around obstructions that could be potentially hazardous for these locations.](#)

Response (originally sent to Installation Safety Office): *DES has primary jurisdiction over roadways and traffic control devices. ISO is coordinating the issue with DES.*

Update: *Garrison Command asked that DES follow up on this issue.*

Update: *DES asked that DLE follow up. This issue was sent to DLE for response.*

Update: *GC asked that Safety partner with DPW to resolve.*

Update (May 08): *DES and ISO conducted on-site surveys, developed a course of action, and submitted the work order to DPW.*

Update (May 08): *DPW response: The work order was submitted on 1 Apr 08. There is a lot of work required, some of which can be done by DPW in-house folks and some which must be done by contract. DPW is prioritizing the in-house portion and should complete it by the end of July 2008. The contract portion must compete for year-end SRM funding (or next year's SRM funding).*

Update (Jun 09): *This is an ongoing requirement for the road and grounds crew. Work will be done as needed.*

Status: Active (2nd Qtr FY 07)

DIRECTORATE OF RESOURCE MANAGEMENT

Issue 1: Night Differential and Holiday Pay

When there is an error with night differential and holiday pay, the employee has to wait until the next pay period to receive the difference in pay. This negatively affects the financial well-being of the civilian workforce, causing them to endure hardship for something that is not their fault.

Recommendation: Process a refund for the difference in pay immediately after confirming the error– in other words, before the next pay period.

Response (Jun 09): From CPAC- *This is really a DFAS/DRM issue since it relates to pay. If the time keeper codes the time cards correctly there would not be a need to correct the errors. Payroll has a designated date/time to run payroll which dictates when the employee will receive the corrected pay.*

Update (Aug 09) From DRM: *Volume 8 (Financial Management Regulation) States if an employee receives less than 90% of their base pay a special check can be cut. Anything less than 90 % of any employees base pay is considered a hardship, because premium pays are not part of their base pay it is not considered a financial hardship.*

Status: Active (Civilian Employee Focus Group) (2nd Qtr FY09)

DOMESTIC DEPENDENT ELEMENTARY AND SECONDARY SCHOOLS (DDESS)

Issue 1: Off-post Access to On-post Schools

Dependent children living off-post are not allowed to attend on-post schools. On-post schools are more convenient and close to the working parent; such as in the case of illness and special events. Allowing these children to attend school on-post will decrease the number of “latch key kids” and maintain mission readiness.

Recommendation: Change section 2164 of title 10 US Code and DDESS Financing Systems to allow children living off-post access to on-post schools. The change would include implementing a “lottery” system to allow these children the opportunity to fill vacancies at DDESS schools.

Response (Feb 09): *Resolution of this issue would require as stated above a change to section 2164 of title 10 US Code and DDESS financing systems to allow children living off-post access to on-post schools. This issue cannot be resolved at the local level and should be forwarded for resolution at a higher level. Voted by the IAC to forward to the AFAP Program Manager.*

Update (May 09): *Issue is being staffed by the AFAP Program Manager for forwarding to the Commanding General.*

Update (2nd Qtr FY10): *The issue has been submitted to the TRADOC AFAP Conference.*

Status: Active (Soldier Focus Group) (1st Qtr FY09)

GARRISON

Issue 3: Building for SRP Processing

SRP processing currently takes place in building 2179 for IRR/Retiree Soldiers recalled to active duty, but the facility cannot handle the load of 200 soldiers to process at one time. The facility is inadequate- there is not enough seating so the Soldiers are told to sit down on the dirty rugs, and the latrines are overloaded. Some of these Soldiers have medical issues like PTSD or physical disabilities. They deserve more than what they are getting. They are not trainees; most of them have been in combat and have faithfully served this country. They should not be herded around like cattle.

Recommendation: Build an SRP building or designate an existing building to be dedicated exclusively to this mission.

Response (May 09): Plans are currently underway with various courses of action to relocate SRP.

Update (Sep 09): SRP mission relocation is being considered as part of comprehensive move plan being sponsored by the Chief of Staff.

Status: Active (3rd Qtr FY09)

Issue 5: Family Readiness Support Assistant (FRSA)

There are currently not enough FRSA's on the installation to meet the demand for assistance. Having additional FRSA's would facilitate the flow of information, strengthen Family Readiness Groups, and maintain Family well-being and mission readiness.

Recommendation: Facilitate the hire of a FRSA for each Brigade.

Response (Jun 09): Per G1: A request to hire 13 additional FRSA's has been submitted and is awaiting approval from TRADOC.

Update (Sep 09): Per G1: TRADOC sent the request back and the G5 /DRM is reviewing. TRADOC sent it back because the initial program for FRSA at Bde and below was for deploying units only. G5 / DRM is reviewing and staffing a new plan / concept for potential approval from TRADOC.

Update (Nov 09): per G1: Issue has been reviewed and there is no change at this time.

Status: Active (2nd Qtr FY09)

Issue 6: Handicap Access to Barracks

The Warriors in the Transition Unit Barracks is not handicap accessible. Personnel with limited mobility are housed at other lodging facilities which also are not handicap accessible.

Recommendation: Provide adequate facilities that comply with American with Disabilities Act.

Response :

Status: Active (Warrior Transition Unit Focus Group) (4th Qtr FY09)

INSTALLATION HOUSING OFFICE / PRIVATIZED HOUSING

Issue 1: High Rates for On-Post Housing

Soldiers and their families are paying too much for on-post housing. The housing in its present condition should rent monthly for about \$600 + \$150 for utilities + \$50 for grounds keeping. The BAH for an E-5 with dependents is \$1283. Even after renovations, \$1283 is an excessive amount to pay for rent. Requiring Soldiers to pay their entire BAH for on-post housing causes a financial burden and decreased morale.

Recommendation: Research current market value of comparable real estate and set rates depending upon unit size, condition, etc.

Response (Feb 09): *The current policy requires that members residing in on post housing pay an amount equal to their Basic Allowance for Housing (BAH). There should be no financial burden as the rent charged, including utilities, is the members' BAH, therefore there are no out-of-pocket costs to the resident. Also, the RCI Office and Balfour Beatty Communities have researched the viability of the Project if a reduced rent is offered. Unfortunately, a reduction in rent coupled with the current (low) occupancy rate of 55% will not allow the project to sustain itself. The success of the project is based in part on the revenue it receives in rent. To improve the condition of housing, Balfour Beatty has offered upgrades in amenities to residents. Families are projected to begin relocating to newly constructed homes by the end of the year.*

Update (Sep 09): *The IAC opted to keep this issue active until the housing project is complete.*

Status: Active (Soldier Focus Group) (2nd Qtr FY09)

Issue 2: Demolition Procedures for On-Post Housing

Recent demolition of on-post residential housing is causing loose asbestos material and other unsafe matter to disperse into the air. The demolition is taking place next to homes where people are still living. This is a safety hazard for those with breathing problems and allergies (especially children).

Recommendation: Ensure proper environmental procedures are being used. Provide feedback to residents on actions being taken to ensure their health and safety.

Response (Sep 09): *We have ensured that proper environmental procedures were used in order to comply with State environmental requirements for handling and abating Asbestos containing materials (ACM) . The State requirement is to have water continuously sprayed on the building being demolished. This lessens the possibility of unsafe matter being dispersed into the air. Additionally, a third party contractor does air monitoring before, during, and after all abatement and demolition. The ACM is then bagged or wrapped and hauled away in a sealed container designed specifically for that purpose. This ensures that the site is always within state requirements with regards to lose debris. As you can see, safety procedures are in place and are followed to ensure the safety of our Soldiers and Families in housing. We will provide residents with an update in the next issue of the Leader.*

Response (Safety) Sep 09: *Reviewed response provided by IHO and found all procedures to be in keeping with established guidelines.*

Status: Active (Warrior Transition Unit Focus Group) (4th Qtr FY09)

MONCRIEF ARMY COMMUNITY HOSPITAL (MACH)

Issue 1: Location of the Refill Pharmacy

1. Refill pharmacy was previously located in the Commissary and was relocated to the Post Exchange. The majority of patients frequent the Commissary more so than the PX. The current location causes an inconvenience to the patrons that do not use the PX as often as the Commissary. **(Surviving Spouses Focus Group 1stQtr FY08)**
2. Current location of the Refill Pharmacy (at the Main PX) is not convenient due to heavy traffic on most days, and there is no formal waiting area. The present location was to act as an overflow; however it is crowded and congested due to the vendors and the internet café. This creates an inconvenience for those utilizing the pharmacy and causes them to use off-post pharmacies. Lack of a waiting area creates a physical strain for the elderly and disabled. **(Soldier's Focus Group 1st Qtr FY09)**

Recommendation:

1. (Surviving Spouse's recommendation): Move the refill pharmacy back to the commissary, or provide a second location at the Commissary for refills. Recommend the refill pharmacy conduct business one day per week at the commissary.
2. (Soldier's Recommendation): Relocate the Refill Pharmacy to the south end of the mini-mall because there is ample parking, little or no traffic and sufficient space for a waiting area.

Response: *Moncrief Army Community Hospital is open to all suggestions. We are presently renovating a large area on the Ground Floor of our facility for our pharmacy, which is now located in the basement. Moncrief will be exploring expansion of the Refill Pharmacy in the near future. There is limited space in the PX Refill Pharmacy and we will be conducting a survey to help determine the best location with the planning phase of Refill Pharmacy expansion.*

Update: *Per GC: Get the ICE Comment Box up and running at the Refill Pharmacy and look at the feedback to see if this issue is in agreement with the community consensus.*

Update (May 08): *An ICE Comment Box has been placed at the Refill Pharmacy for evaluation of the location.*

Update (Dec 08): *We have recently opened the new pharmacy on the ground floor and will be exploring expansion of the Refill Pharmacy in the near future. There is limited space in the PX Refill Pharmacy and we will be conducting a survey to help determine the best location with the planning phase of Refill Pharmacy expansion. At the request of the GC an ICE Comment Box was placed at the Refill Pharmacy to get community feedback. After 6 months of data there has been no recommendation of providing an additional location or to move the pharmacy back to the commissary. There was one recommendation to have refills available for pick-up at the hospital. The vast majority of the comments were customers telling of a positive experience and appreciation for helpful staff.*

Update (Feb 09): *Moncrief is currently exploring other areas on the installation to relocate the Refill Pharmacy.*

Update (Sep 09): *IAC was briefed that the issue is still active.*

Status: Active (Surviving Spouse Focus Group) (1st Qtr FY08) & (Soldier's Focus Group) (1st Qtr FY09)

Issue 2: TRICARE Prime Enrollment for College Students

College students enrolled in TRICARE Prime must dis-enroll with their home provider and enroll where they are attending school. Upon returning home for summer break they must disenroll from their provider at school, and re-enroll back at home. Medical needs that are not acute but would be better for the student to handle while at home on break (Thanksgiving, Christmas, etc.) are limited to being treated during the summer when their enrollment has been switched.

Recommendation: *Permit students to be enrolled in two areas, college and home – This would allow students to receive care during non-critical academic time and allow for family support if recovery time is required.*

Response: *TRICARE Prime enrollees should change their Primary Care Manager (PCM) anytime they are living elsewhere, such as at college. It is important for everyone to have one PCM that is able to direct their care. All care other than “routine” well care can be received while at home, with a referral from their Primary Care Manager. If a college student had two PCMs (one at home and one at college) it would be extremely difficult to coordinate care and for both providers to know the status of their patient. If the rules of TRICARE Prime make it difficult for a particular beneficiary, dis-enrolling from Prime and having TRICARE Standard is an available option. TRICARE Standard gives the beneficiary (in this case the college student) the freedom of selecting the provider of their choice and seeking care when and where it is convenient to them, eliminating the necessity to change PCMs. Decisions such as change in TRICARE Prime Enrollment rules cannot be resolved at Fort Jackson. This is a TRICARE Management Activity and Congressional issue that would require a contract modification.*

Update: *Issue has been voted by the IAC to be forwarded beyond Fort Jackson.*

Update: *Issue has been forwarded to the Commanding General for approval for forwarding to beyond Fort Jackson.*

Update (May 08): *Issue has been forwarded to TRADOC and is issue #488.*

Update (May 08): *Issue was not prioritized at the TRADOC level AFAP Conference; will re-evaluate pending issue disposition from TRADOC.*

TRADOC Disposition: *Workgroup considered this a non-Issue; a program is currently in place that addresses this issue.*

Update (Feb 09): *Currently staffing to re-submit to the TRADOC AFAP Conference.*

Update (Jun 09): *The AFAP Program Manger continues to research this issue. A similar issue (#488, TRICARE Prime Remote for Active Duty Family Members Not Residing With Military Sponsors) which would include college students is currently active with HQDA.*

Status: Active (Family Members Focus Group) (1st Qtr FY08)

Issue 4: Dual Insurance

When TRICARE is a person's secondary insurance carrier, it only pays 80% of the remaining balance after the primary insurance carrier is paid. Those with dual coverage ultimately save TRICARE money. This causes financial burden on the individual and could ultimately cost TRICARE more money if the primary insurance carrier is dropped.

Recommendation: [Change TRICARE policy to pay remaining balance after primary insurance pays.](#)

Response (Dec 08): *This is a TRICARE Management Activity and Congressional issue that cannot be changed locally.*

Update (Feb 09): *The IAC voted to forward this issue beyond the installation.*

Update (Jun 09): *The issue was forwarded to the AFAP Program Manager and is being staffed for submittal to the Commanding General.*

Update (2nd Qtr FY10): *The issue has been submitted to the TRADOC AFAP Conference.*

Status: Active (Retiree/Veteran Focus Group) (3rd Qtr FY08)

Issue 9: Inadequate Coverage for Orthodontics

The existing coverage for orthodontics only covers a small portion of the total cost. Most orthodontics cost \$3000 or more and present coverage is \$1500. This causes a financial hardship to Families who require orthodontic care and especially to those that care for more than one child. Families may have to choose between care versus cost.

Recommendation:

- [Provide 100 percent of orthodontic care](#)
- [Allow coverage of Family members, regardless of age](#)
- [Provide the option to purchase an orthodontic supplemental plan](#)

Response (Sep 09): *This is a Congressional issue that cannot be addressed locally.*

Update (Sep 09): *The IAC decided to forward this issue through AFAP.*

Update (2nd Qtr FY10): *The issue has been submitted to the TRADOC AFAP Conference.*

Status: Active (AFAP – 2nd Qtr FY09)

Issue 10: Wounded Warrior Handicap Parking

Wounded Warriors who do not have a handicap sticker often have to park far away from the entrance to facilities. Warriors who have mobility problems that do not warrant "handicap status" still need privileged access because there is no parking for them. Units as diverse as WTU require special consideration especially as it pertains to quality of life issues.

Recommendation: [Add designated Wounded Warrior parking slots at key post facilities.](#)

Response:

Status: Active (Warrior Transition Unit Focus Group) (4th Qtr FY09)

UNITS

Issue 7: Drill Sergeant (DS) Cycle Breaks

There is no consistent break between training cycles for Drill Sergeants. Drill Sergeants are with their Soldiers for 20 hours a day, 7 days a week for 10 weeks. This affects DS Family life, marital stability, DS health and morale, and the quality of training given to their Soldiers. This also negatively impacts the future of the Army.

Recommendation: Mandate a 4-day pass between every training cycle to allow Drill Sergeants a break, and educate installation leadership on the statistics, hardships and demands of Drill Sergeant duty.

Response (171st IN BDE) (Nov 09): (1) Units should handle passes; it should not have to be mandated. (2) Cycle breaks are dictated by the Fill Plan. Cycle breaks go anywhere from 3 days to 3 weeks, not counting the Holiday Block Leave period. This year only 5 of the 9 BNs will graduate and ship their Soldiers out prior to the Holiday Block Leave period. Most of those BNs will get at least 30 days of cycle break. You need to get TRADOC and the G3 to develop a fill plan that has consistent /fixed cycle breaks. Not sure if the volume of Soldiers coming to Fort Jackson would allow for 2 week cycle breaks. (3) Why limit this to DSs? What about AIT PSGs?

Status: Active (Drill Sergeant Spouses Focus Group) (1st Qtr FY10)

Issue 8: Family Assessment for Drill Sergeants (DS)

Drill Sergeant Families are falling apart– divorce rates and behavioral issues with children are increasing. This creates undue stress and negatively impacts the quality of life of these Families.

Recommendation: Incorporate Families into current Drill Sergeant Wellness Week (similar to a health screening) to be conducted by the Family Life Center on an annual basis.

Response (171st IN BDE) (Nov 09): (1) Concur. (2) The Post's Resiliency Program is the Drill Sergeant and AIT PSG Resiliency Program. Should not limit to DSs and their families.

Status: Active (Drill Sergeant Spouses Focus Group) (1st Qtr FY10)

Issue 9: Drill Sergeant's Night Out

There is no Night Out designated specifically for married Drill Sergeants. Drill Sergeants work 20 hours a day, 7 days a week for 10 consecutive weeks without a night out with their spouse. This puts a strain on marital relations and may increase the chance of infidelity. Having one specific "night out" will allow the DS to have a date night and assist in rebuilding intimacy and strengthening marriages.

Recommendation: Designate a Drill Sergeant's Night Out on a quarterly basis and facilitate the provision of childcare.

Response (171st IN BDE) (Nov 09): (1) Concur. (2) Once again, do not limit to just DSs. Include AIT PSGs. (3) This would have to be available for those DSs/AIT PSGs that are on cycle break. Executing during a cycle would be very hard. Not sure, based on the current fill plan, that you would have enough units in cycle break to make it worth doing.

Status: Active (Drill Sergeant Spouses Focus Group) (1st Qtr FY10)