

# 417<sup>th</sup> BSB AFAP ISSUE RESPONSE BOOK COMPLETE



29-30 January 2003

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**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.01

**Date:** 30 January 2003

**Issue:** Breastfeeding Privacy

**Scope:** Is it possible to get a room or small place designated to breastfeeding mothers so that they may breastfeed their babies in private when patronizing such places as the commissary, PX or ACS?

Currently I have witnessed many mothers seek refuge in the dressing room at the PX which may or may not have a seat for them to rest and breastfeed in comfort.

**Recommendation:**

**Justification:**

**Agency Response:**

Unfortunately, the ACS facilities lack adequate private space for employees and customers alike. Nursing mothers are welcome to inquire if a private room is available as one of our classrooms could possibly be available. We have also made accommodation for nursing moms by placing a chair at a mom's request in the ladies room, but we cannot guarantee uninterrupted use of the facility. Similar space issues exist at the Larson and GAAF.

**Justification:**

**BSB Staff Coordination:** *Kathy Quinn Ledbetter, 417<sup>th</sup> BSB Army Community Service, 350-7103*

# 417th Base Support Battalion Issue Paper AFAP Symposium 2003

**Topic:** Family-Force-Community Service

**Issue:** 03.01.02

**Date:** 30 January 2003

**Issue:** Parking by the Elementary School

**Scope:** At the 22 JAN Town Hall meeting the provost marshal stated that building coordinators have the right to ticket any cars that are parked in spots designated for residents of stairwells. Parking spots along the side of the elementary school are designated for teachers and staff members. Three parking spots on each side of the school are designated for visitors. On any given day, I am sure there are more than six volunteers/visitors in the elementary school. Most people utilizing designated stairwell parking are picking up their children from school, and it only takes a few minutes. I have seen residents of those stairwells park their vehicles in spots designated for teachers and visitors for long periods of time, though. The community needs to work together to solve this problem. Instead of telling the community members that projects are being held up due to weather conditions, **let's have the building coordinators take some initiative and show some responsibility and cooperation by painting the white lines which separate parking spots and label them correctly. Each stairwell has visitor spots, but they are not clearly visible when driving down the street because of fading over the years.** Parents are not trying to block anyone from parking and getting home, but they do need to be able to have adequate parking and access to the elementary school. Due to force Protection measure which has the front entrance blocked, all community members are making sacrifices. Some parents do utilize parking at the high school, but it is also hard to find open spaces there.

**Recommendation:**

**Justification:**

**Agency Response:**

**We agree that there is a significant parking problem with our schools and what the complainant has stated about residents parking for long periods of time at the school is true. What has been omitted however is the fact that the reason the residents park at the school is because they cannot park at their buildings because people are dropping off their kids and parking in the residents parking area. This "it only takes a couple of minutes to drop off the kids" would be true but multiply that times the number of folks dropping off and picking up kids and you begin to see that this argument just doesn't hold up under scrutiny. The parking spaces are tied up for the better part of an hour and sometimes longer. When you couple that with the fact that in the mornings the soldiers are returning from PT at that time and don't have an hour to wait to park and can't circle the block repeatedly until a space at *their own residence* becomes available, then naturally they will park at the school. Adding insult to injury in this situation is the fact that there are a lot of**

faculty members who park in the resident's area as well. This also needs to be addressed as it creates even more problems in an already chaotic situation.

As for the painting of the parking spaces, the complainant suggests that the building coordinators should paint the spaces and that they should show some *responsibility* and *cooperation* by doing so? This isn't a matter of responsibility or cooperation but a matter of time and personnel. The units are not going to release soldiers so that they can go paint parking spaces at their residence and the coordinators cannot do it alone. The DPW can provide the paint and the stencils to do this with and have done so in the past during spring and fall cleanup at the building coordinators request. However, even if the building coordinators were to paint the stripes and number the parking spaces they would still have to wait until the weather permits. Another caveat to this is the newly renovated buildings such as building 105 that have interlocking stones in the parking area. The DPW is trying to determine the best way to accomplish this because painting these stones in the normal fashion will result in poorly marked areas and will detract from the aesthetic setting that we are trying to achieve through the housing renovation program.

The bottom line is this, regardless if the spaces are painted or not this will continue to be an issue as long as the AT/FP posture dictates that we cannot utilize the drop off area in front of the school. Until that changes or until the MP's are given the authority to strictly enforce a housing /school area parking policy, we as a community will have to work together to minimize the impact this has on us and exercise some understanding of each others plight in this situation.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** SSG John M. Knowles, Chief Installations Branch, 417<sup>th</sup> BSB DPW

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.03

**Date:** 30 January 2003

**Issue:** Animal Control Officer

**Scope:** Animal Control- in civilian world Animal Control Officers provide many functions. Like insuring all animals are current on vaccinations, animal bites, strays etc. There seems to be a lack of motivation in domestic animals on post. I believe it would be positive thing to have an animal control officer on military installations. It seems to be set aside by authorities. One person alone could do this job per installation.

**Recommendation:**

**Justification:**

**Agency Response:**

**PMO is currently manned at 77% of our authorized strength with no TDA positions for animal control. We could look at doing an over hire action for this, but there are other issues of a higher priority, such as vehicle registration clerks and IACS clerks, which we are currently seeking over hire positions for, in order to perform those critical functions. If there was an increase to our TDA and budget we could request an animal control officer for the BSB.**

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *MAJ Lewis, PMO, 355-8599*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.04

**Date:** 30 January 2003

**Issue:** Large Washers in Laundry Mat

**Scope:**

It can take a week (+) to get large items laundered through the PX and it's expensive. Put in 1 or 2 double or triple load washers in the laundry mat (Giebelstadt).

**Recommendation:**

**Justification:**

**Agency Response:** We are in the process of reviewing machines and sizes in all Laundry locations. New machines are being added through out the ASG.

**Justification:**

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.05

**Date:** 30 January 2003

**Issue:** Community Meeting Room Giebelstadt

**Scope:**

Turn the second floor area above the Food Center and Shoppette on Giebelstadt into a community meeting room w/kitchen facilities available. Have storage for the Girl and Boy Scouts and the Giebelstadt Spouses club.

**Recommendation:**

**Justification:**

**Agency Response:**

The space in Building 612 would need major work to become a community meeting room. The location is not conducive to that type of activity and at present the money isn't available for the renovation needed.

**BSB Staff Coordination:** CPT Arbino, AST-G. SSG Knowles, 98<sup>th</sup> ASG, Master Planner,  
352-7408

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.06

**Date:** 30 January 2003

**Issue:** Enclose Pool at Giebelstadt

**Scope:**

Enclose and heat the pool on Giebelstadt. Pilots are sent to England for their “dunking” training. It would save the Army in the long term. Also have access for the German locals routed from off-post by the pool just to be open during pool hours.

**Recommendation:**

**Justification:**

**Agency Response:**

Since DEC 02, we have looked very closely for funding for the enclosure and heating of the Giebelstadt pool. We understand that this will support the 12<sup>th</sup> AVN BDE in maintaining swimming skills for aircraft crews year-round. Our current estimate to enclose the pool with a clamshell type structure and heat the pool is \$190K. Humidity control would add another \$60K to the initial cost. Since the pool was not originally designed to serve in winter, the pool is un-insulated and has a weir scupper system. Heat losses around the pool and across the weir would be considerable. The operational costs (including heating costs) are estimated to exceed \$20K per year.

The 417<sup>th</sup> BSB is still in the process of negotiating the joint-use agreement with the city of Giebelstadt for the GAAF pool. The greatest concern is for force protection. Regulatory force protection measures prevent the installation of a new ‘side gate’ access to the pool area. Also, guard manning shortages and land acquisition are issues that need to be addressed.

The 417<sup>th</sup> BSB DCA is actively searching for lifeguards to enable the opening of the pools for the 2003 Summer season. They have been greatly impacted by the reduced availability of borrowed military manpower and force protection requirements. This issue must also be addressed.

**Justification:**

**BSB Staff Coordination:** MAJ Jerome Sibayan, DPW

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.07

**Date:** 30 January 2003

**Issue:** German Access to Giebelstadt Pool

**Scope:**

German allowed access to Giebelstadt pool around by pool and gate open during pool hours.

**Recommendation:**

**Justification:**

**Agency Response:**

**Not possible with the new AER 190-16, and FP requirements in order to make that an access point. Additionally, there is no parking outside the fence near the swimming pool.**

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** MAJ Lewis, PMO, 355-8955

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.08

**Date:** 30 January 2003

**Issue:** Translator in Giebelstadt

**Scope:**

There is a need for a German-English translator on GAAF. You could hire a part-time translator to work out of the JAG office. He/she could be shared by Wuerzburg, Kitzingen and Giebelstadt.

**Recommendation:**

**Justification:**

**Agency Response:**

A German-English translator would be a luxury that during this time of fiscal shortfalls, the 417<sup>th</sup> BSB ACS cannot afford. We recently took a significant decrement to the relocation assistance program budget, from which such a position would be funded, that has resulted in a -\$16k balance to this account. While it is unclear as to the type of translation services the requestor is seeking, it is important to remember that certain agencies, such as housing, hospital patient liaison and military police, have bi-lingual employees who do assist with translations such as utility bills and traffic tickets. Any translation service that could be funded by ACS would not include legal or medical documents.

I suggest that the requestor also consider the use of Internet translation assistance services, such as <http://world.altavista.com/>, which provides the Babble fish translation assistance.

**Justification:**

**BSB Staff Coordination:** *Kathy Quinn Ledbetter, 417<sup>th</sup> BSB Army Community Service, 350-7103*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service 1

**Issue:** 03.01.09

**Date:** 30 January 2003

**Issue:** Identity Theft.

**Scope:** The military's use of Social Security numbers leaves Service Members and families vulnerable to identify theft. Recent theft of Military medical files has exposed thousands. The military's mobility increases exposure, confuses jurisdiction, and hinders a resolution.

**Recommendation:** Stop the use of Social Security numbers as a primary form of identification. Assign military members and their families a unique form of identification.

**Justification:** A unique form of military identification will reduce instances of identify theft.

**Agency Response:**

**I believe this would open up a large uncontrollable can of worms because everything and everyone is operated and identified by SSN. We have so many passwords and codes that we have to remember and the whole Army would have to reorganize. Don't think this one is feasible.**

**It would affect Personnel, Finance, Medical, etc., negatively; it would be a logistical nightmare.**

**Recommend you also confer with: MPs; CID, and S2s**

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** A DET, 38<sup>th</sup> PSB, CW2 Cathey, 355-2374

**Approved By:** LTC William Hall, Commander, 417<sup>th</sup> Base Support Battalion

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.10

**Date:** 30 January 2003

**Issue:** Print Shop Budget

**Scope:**

Wuerzburg Print shop needs bigger budget for production. When you have community agencies needing to publish info limited aka (ACS and Health Clinic) Information distribution is being affected.

**Recommendation:**

**Justification:**

**Agency Response:**

*DCA does not have a Print Shop. This is an AAFES issue.*

**Justification:** *[Please type your justification if necessary here]*

**BSB Staff Coordination:** Rick Randall, DCA, 355-1550

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.11

**Date:** 30 January 2003

**Issue:** Quartermaster in Giebelstadt

**Scope:**

I would like to have a quartermaster available in Giebelstadt.

**Recommendation:**

**Justification:**

**Agency Response:**

**Individual Quartermaster Laundry & Dry Cleaning services were discontinued in 1999 due to communities not utilizing the service. The decision to eliminate this service was made at the USAREUR level. Over the past several years as Unit Commanders changed throughout the theater the new Commanders have inquired about re-establishing individual quartermaster service and have met with negative results.**

**The current contract is a fixed price contract that does not allow for Individual Piece Rate for personal clothing items. One of the main reductions in the new contract was the elimination of un-productive Troop Collection Points, Wuerzburg, Giebelstadt, and Kitzingen fit this category, thus, the collection points were closed.**

**However, the Quartermaster Laundry & Dry Cleaning Plant dose offer the service of cleaning selected Central Issue Facility Items (TA-50) at no cost to the individual. The Wuerzburg, Giebelstadt, and Kitzingen communities have to turn in these items at the plant located on Faulenberg, all others turn-in either directly or through their unit supply to the Troop Collection Points located within their community.**

**Justification:**

**BSB Staff Coordination:** *Mr. Richard M. Collins, 98<sup>th</sup> Area Support Group, Director of Logistics, Chief, Supply & Services Division, DSN: 351-4837.*

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.12

**Date:** 30 January 2003

**Issue:** Adoption Reimbursement

### **Scope:**

My husband, who is an active duty soldier, and myself are new parents of an adopted child. When we learned of the possibility of our adoption we began asking questions and learned that the military offered partial reimbursement of legal expenses. With that knowledge, it gave us piece of mind that we would recover some of the money that we were taking out of our personal accounts to pay for the adoption. Upon returning to Germany with our new son we learned that although we had all the legal documentation and receipts we were not eligible for reimbursement because of the type of adoption that we had. Ours was an independent adoption, one where we were no agency was involved, yet we retained attorneys for both ourselves and the birth parents and paid all legal fees and health care. It has become an increasingly frustrating situation. Both my husband and I feel as if we are being penalized because we cannot have a biological child. We would like to see the regulation worded so those of us who use adoption attorneys and not agencies can still recover some of our out of pocket expenses.

Along the same lines, we'd like to see some research done on adoptions through the military. Although the military touts abstinence, the reality is dependants and single soldiers still find themselves with unwanted pregnancies. It seems that many times the expectant mother does not want to abort and decides to struggle through as a single parent. Wouldn't it be advantageous to the expectant mother, the military and the infertile couple if there were something in place to give everyone another option?

We sincerely hope that this does not fall on deaf ears. Any help that we can be, we are more than willing to do as we believe that in the coming years there will be more and more couples like ourselves who so desperately want to be parents.

Thank you in advance for your time

### **Recommendation:**

### **Justification:**

### **Agency Response:**

**All active-duty soldiers stationed overseas are eligible for reimbursement up to \$2,000 per child in adoption expenses as long as he or she follows the Department of the Defense Adoption Reimbursement Policy. Adopting parents who incur expenses for the adoption of a child under the age of 18 may receive up to \$2,000.00 per child, but no more than \$5,000.00 for multiple adoptions in the same calendar year. Generally, DFAS will only reimburse adoption expenses if a qualifying adoption agency is used. A qualifying**

**adoption agency is a state or local government agency, a nonprofit, voluntary agency or any other source that is recognized by state or local law to place children for adoption. The reimbursement policy currently does not allow for reimbursement for expenses incurred by a foreign adoption agency or a private adoption, in which private attorneys are used to facilitate the adoption process. Reimbursable expenses include fees charged by adoption agencies, placement fees (including fees charged for parental counseling) and legal fees to include court costs. Adopting parents should submit supporting documents to DFAS no later than one year after the adopting is finalized.**

**In order to modify the current Department of Defense Adoption Reimbursement Policy to include reimbursement for “step-parent” adoptions, private adoptions and adoptions facilitated by a foreign agency, changing the Army Regulation and Directive will have to be addressed at the Department of the Army level.**

**Justification:**

*AR 608-12, Reimbursement of Adoption Expenses  
Department of Defense Instruction 1341.9.*

**BSB Staff Coordination:** Michelle L. Willers, Attorney-Advisor, AETV-BGJA-X-LA  
350-7467

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.13

**Date:** 30 January 2003

**Issue:** AFN Support of FRG's and Spouses Clubs

**Scope:**

FRG and Spouses Clubs met w/resistance when wanting to advertise events on AFN radio. Dissemination on educational classes and community events need to have more widespread support from AFN and PAOs.

**Recommendation:**

**Justification:**

**Agency Response:**

AFN Wuerzburg Station Commander, SFC John Susnir, would like to know details about the claim above. AFN will advertise any community event as long as it meets guidelines that are laid down in DoD Directive 5120.20-R and Army Regulation 360-1. AFN is here to support any agency in the community and to let people know what is going on in there community. If the FRG or Spouses Clubs meet with resistance in the future, they should contact the Station Commander immediately.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *SFC John Susnir, 350-7411*

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.13

**Date:** 30 January 2003

**Issue:** AFN Support of FRG's and Spouses Clubs

**Scope:**

FRG and Spouses Clubs met w/resistance when wanting to advertise events on AFN radio. Dissemination on educational classes and community events need to have more widespread support from AFN and PAOs.

**Recommendation:**

**Justification:**

**Agency Response:** From throughout the community, the 417<sup>th</sup> BSB PAO receives information from organizations and individuals seeking publicity. Depending on the request, the 417<sup>th</sup> BSB PAO does one or all of the following with requests for publicity:

1. Provide the 98<sup>th</sup> ASG newspaper "Crusader" with publicity information in a "news brief" format. On a space-available basis and determined by the Crusader editor, news briefs run in the Crusader each publication. The deadline for submissions to the 417<sup>th</sup> PAO is two weeks prior to desired publication date. The Crusader is published every other Friday.
2. Provide AFN with information submitted from the community, transformed into journalistic style, for "radio readers," a format where AFN on-air personalities read information live on the air. AFN managers determine what information will be aired and when.
3. Advise the agency seeking publicity of other means to publicize their event, such as submitting information to the 417<sup>th</sup> BSB monthly community bulletin, submitting information to installation marquee coordinators, and submitting information to AST commanders for dissemination at community town-hall meetings.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Michael Tolzmann, 417<sup>th</sup> BSB Public Affairs Office, 355-8575*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.14

**Date:** 30 January 2003

**Issue:** FRG Computer room on Giebelstadt

**Scope:**

Consolidated FRG Room/Computer Room at Giebelstadt. Already have 12 Computers through CPT Mitcum at BDE.

**Recommendation:**

**Justification:**

**Agency Response:**

**We do not currently have space available to handle this request. It would also require money to renovate an existing facility, which is not available.**

**BSB Staff Coordination: CPT Arbino, AST-G. SSG Knowles, 98<sup>th</sup> ASG Master Planner.  
352-7408**

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.15

**Date:** 30 January 2003

**Issue:** EU VAT Form

**Scope:**

An EU VAT Form would improve the quality of life for soldiers and families stationed in Europe. Many families travel to countries outside of Germany (or their country of assignment) and would benefit economically from being permitted to subtract the VAT from hotel and shopping bills. This should be feasible now that we have moved to a single currency- the euro.

**Recommendation:**

**Justification:**

**Agency Response:**

*This issue can only be resolved at the IMA-E level.*

**Justification:**

**BSB Staff Coordination: Rick Randall, DCA, 355-1550**

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.16

**Date:** 30 January 2003

**Issue:** Lack of Training Space on Giebelstadt

**Scope:**

There is a lack of training space for ACS classes at GAAF. The space that exists is moldy, rodent infested and stinky. Reserving space at the chapel is difficult because ACS is not a religious affiliated organization and is low priority. The theater is not set up correctly for training. Our alternatives are limited.

**Recommendation:**

**Justification:**

**Agency Response:**

I appreciate the requestor's concern regarding training space for ACS classes at GAAF. ACS space is limited in all 3 communities and we often rely on community partners for assistance in obtaining training locations. I would suggest the owner of this issue attend town hall meetings or monthly community meetings and be more specific regarding the issue. We have been relatively successful in working with the chapel, various units and other "property holders" to identify space for classes. We have discontinued using the basement space in building 609 because of the issues alluded to in the scope. While ACS does not "own" particularly desirable training space, I am unaware of classes NOT being offered at this location simply as a result of lack of space.

**Justification:**

**BSB Staff Coordination** *Kathy Quinn Ledbetter, 417<sup>th</sup> BSB Army Community Service, 350-7103*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.17

**Date:** 30 January 2003

**Issue:** Damaged Incoming Mail

**Scope:**

Boxes and Packages repeatedly arrive at the CMR in poor condition; dented, broken, WET and moldy.

**Recommendation:**

**Justification:**

**Agency Response:**

Sometimes packages are damaged in transit, we can only take care of them after they arrive at our CMRS, we annotate that the pkg was received in damaged condition on the Pkg....and explain to the customer of such we have no control while in transit from conus.

**Justification:**

Monitoring damaged articles

**BSB Staff Coordination:** Ron Smith, Mail Supervisor, 355-8841

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.18

**Date:** 30 January 2003

**Issue:** Open ER Gate

**Scope:**

Open the emergency room gate at the hospital. We need all gates open. The traffic is terrible. If you have to make your way to and from the parking area by the emergency room you pray no one is coming the other way.

**Recommendation:**

**Justification:**

**Agency Response:**

1. Force Protection
2. Safety/Traffic
3. Lack of Manpower
4. Access for Emergency Vehicles (fire dept)

**Justification:**

1. Force Protection  
The ER gate has several problems that make it unsafe from an AT/FP standpoint:
  - a. Approaching traffic not visible from the gate
  - b. No safe location for over watch
  - c. No ability to turn around refused entrance
  - d. Close proximity to vulnerable patient/medical wing
2. Safety/Traffic
  - a. No possible separation of access traffic and local traffic for the ER gate
  - b. ER Gate location on a steep hill makes access unsafe during bad weather
3. Lack of Manpower
  - a. The 417<sup>th</sup> BSB has only the manpower to open and guard two gates.
  - b. Heavy service/supply deliveries require that the staff/service gate be open
  - c. Flat terrain, supply deliveries, better turn around, greater distance from the Hospital make the Front gate a safer gate then the ER
4. Access for Emergency Vehicles
  - a. Fire engines accessing the installation through the front gate have a greater percentage of the installation readily available.

**BSB Staff Coordination:** CPT Mike Coe, Hospital AT/FP Officer

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.19

**Date:** 30 January 2003

**Issue:** In processing Order (ITC before Housing)

**Scope:**

Why is ITC before Housing while the family sits in the hotel?

**Recommendation:**

**Justification:**

**Agency Response:**

Newly assigned military personnel are to be briefed reference this community being a non-concurrent duty assignment area, due to the unavailability of housing space.

**Justification:**

*IAW USAREUR Regulation 612-1, newly assigned military personnel will be in-processed within 12 workdays after arrival.*

**BSB Staff Coordination:** *Mr. Briggs, CPF/ITC Manager, AETV-WG-CPF, 355-2407*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.20

**Date:** 30 January 2003

**Issue:** LES Overhaul

**Scope:**

LES- hard to read, not user friendly; needs system overhaul. Never feel like I have a correct and accurate LES.

I have a bachelor's degree with graduate classes in accounting and have taken AFTB classes, but once financial/accounting errors and corrections are made, the LES is impossible to balance.

To breakdown my debt, the finance officer had to go into allotment and check to see if any money was owed on it. Account balances were hidden among computer prompts and commands. Money was added to \$\$ allotment to get the final # \$ to balance on the LES.

With moving allowances and prorated amounts the formula used is never given. Something similar to reimbursement checks, receipts would even be better if the system can't be upgraded.

**Recommendation:**

**Justification:**

**Agency Response:**

The remark section explains every input made on the LES. One must note the mark rate used and the correct days to input. Customer Service is more than happy to explain LES. My pay explains in more detail the LES.

**Justification:**

**BSB Staff Coordination:** White, Maricruz SGT 106FB 350-7274

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.21

**Date:** 30 January 2003

**Issue:** Gerbrunn Gate: Sidewalk and Crosswalk

**Scope:**

Need a sidewalk going out the Gerbrunn gate and a crosswalk light at the intersection.

**Recommendation:**

**Justification:**

**Agency Response: Recommend against this action**

**Justification:**

**We are prohibited from spending money on projects outside the fence line that do not fall within our property lines without purchasing the land. The pedestrian utilization of this area is not as such to warrant the large expenditure of funds that would be needed for this project.**

**BSB Staff Coordination: SSG John M. Knowles, Chief Installations Branch, 417<sup>th</sup> BSB Directorate of Public Works (AETV-WG-WME)**

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.22

**Date:** 30 January 2003

**Issue:** Landstuhl Travel Reimbursement

**Scope:**

Why does no one tell about the reimbursement for the trip since paper must be signed by doctor up there.

**Recommendation:**

**Justification:**

**Agency Response:**

The Patient Administration Division at the WBG MEDDAC will put together a pamphlet for providers to give to all patients sent to Landstuhl Regional Medical Facility for treatment. This pamphlet will explain the process of reimbursement for official medical travel.

**Justification:**

**BSB Staff Coordination:** DARRYL M. METCALF, 1LT, MS, Chief, PAD

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.23

**Date:** 30 January 2003

**Issue:** Increase hours at CMR on Giebelstadt

**Scope:**

The CMR at Giebelstadt is only open on Fridays from 1500-1700. All other days during the week it is open during lunch 1130-1300. Why can't it be open during lunch on Fridays also? It is too difficult to make it there at 1500-1700 on Fridays as this is the time to pick up kids.

**Recommendation:**

**Justification:**

**Agency Response:**

All CMRS except Giebelstadt have Sgt's training on Thursdays and their Hrs are 1500-17—hrs we have no BMM mail clerks to open, Giebelstadt has their training on Fridays therefore 1500-1700hrs.

**Justification:**

No mail clerks, they are at training

**BSB Staff Coordination:** Ron Smith, Mail Supervisor, 355-8841

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.24

**Date:** 30 January 2003

**Issue:** Indebt Repay Option Info

**Scope:**

Financial Indebtedness to Army: Upon notification by serving finance (106<sup>th</sup> Finance) they do not inform you of resources that might assist SM are dealing with situation. I.e. AR600-4. They could put this in the notice!

**Recommendation:**

**Justification:**

**Agency Response:**

I did respond to this before. Indebt ness for \$100.00 dollars or less IAW DoD 7000.14R Vol A SM member does have to be notified. \$101.00 Dollars a139 form is typed up and sent to the command to inform SM of debt before collection is taking. The debt goes into to a suspense status for 90 days; before debt is release it shows on SM LES as an advance debt on entitlement and deduction area.

**Justification:**

**BSB Staff Coordination:** White, Maricruz SGT 106FB 350-7274

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.25

**Date:** 30 January 2003

**Issue:** Parking on Giebelstadt

**Scope:**

Overcrowded parking on Giebelstadt..... A friend of ours was given a ticket (no fee was due, but still...) for parking too close to a stop sign in a parking lot (across from the bowling center). Other people park there daily and aren't cited- and since there isn't enough parking on this post- why pick on some people, and not everyone? If the MP's want to do their job they should ticket people who park by the CMR/Commissary all day. Also, why not allow people to park on the curb on the one way streets-like by the Shoppette where there is plenty of room. If nothing else, remove the grass in front of the Shoppette to make a parking lot.

**Recommendation:**

**Justification:**

**Agency Response:**

The BSB PMO has a limited number of MP patrols who support the community including FP RAMP checks, off-post housing checks, and responding to incidents as required such as traffic accidents. The patrols also enforce parking as time permits. Additional parking requirements should be addressed to the AST.

**Justification:**

**BSB Staff Coordination:** MAJ Lewis, PMO, 355-8955

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service 2

**Issue:** 03.01.26

**Date:** 30 January 2003

**Issue:** Subsidy Calculation Standards.

**Scope:** The ways subsidized programs are calculated throughout the Army are not standardized. Qualifying standards for soldiers living off-post are not equal to those living on-post. Equality for soldiers is imperative for retention and morale.

**Recommendation:** Change all qualifying standards to assure equality.

**Justification:**

**Agency Response:**

**Justification:**

**BSB Staff Coordination:**

**From:** Sibayan, Jerome MAJ (417BSB-DPW)  
**Sent:** Thursday, February 13, 2003 2:02PM  
**To:** Arbino, Eveline Ms (417 BSB ACS)  
**Cc:** Oestemer, Franz Mr (417 BSB DPW)  
**Subject:** ( ) Base Support Battalion Issue Paper

The impact on school lunch subsidies based on OHA and BHA entitlements is probably better addressed through AAFES.

**From:** Oestemer, Franz Mr (417 BSB DPW)  
**Sent:** Thursday, February 13, 2003 3:42PM  
**To:** Arbino, Eveline Ms (417 BSB ACS)  
**Subject:** FW: ( ) Base Support Battalion Issue Paper

Ms. Arbino,

This issue was send to DCA & AAFES for clarification.

Oestemer

-----Original Message-----

**From:** Oestemer, Franz Mr (417 BSB DPW)  
**Sent:** Thursday, February 13, 2003 15:41PM

**To:** Randall, Rick Mr (417BSB-DCA); AAFES, Mr. Burton, Garry (E-mail)  
**Cc:** Sibayan, Jerome MAJ (417BSB-DPW)  
**Subject:** FW: ( ) Base Support Battalion Issue Paper

Mr. Randall, Mr. Burton,

Can you please answer this issue Paper and either give it back to me or to Ms. Arbino. This issue is not within the DPW range of responsibility.

Thanks for your help.

Oestemer

-----Original Message-----

**From:** Randall, Rick Mr (417BSB-DCA)  
**Sent:** Friday, February 14, 2003 9:29AM  
**To:** Maher, Elizabeth H. Ms (417 BSB-DCA); Arbino, Eveline Ms (417 BSB ACS)  
**Cc:** Ledbetter, Kathy Ms (417BSB DCA); Oestemer, Franz Mr (417 BSB DPW)  
**Subject:** RE: ( ) Base Support Battalion Issue Paper

Since we are dealing with multiple agencies, who should respond to this issue?

-----Original Message-----

**From:** Maher, Elizabeth H. Ms (417 BSB-DCA)  
**Sent:** Friday, February 14, 2003 9:24AM  
**To:** Arbino, Eveline Ms (417 BSB ACS)  
**Cc:** Randall, Rick Mr (417BSB-DCA); Ledbetter, Kathy Ms (417BSB DCA); Oestemer, Franz Mr (417 BSB DPW)  
**Subject:** RE: ( ) Base Support Battalion Issue Paper

The group that I facilitated wanted this issue to be about any and all government financially subsidized programs that affect soldiers to including but not limited to Free and Reduced lunches, food stamps, WIC, etc, etc...Each agency uses different method to calculate who qualifies for the subsidy. The idea was to insure that all government agencies that offer subsidies se the same method for calculations that determine who qualify. For instance it doesn't make since that a E-4 living off post has to include their BHA when it is essentially the same benefit for the soldier who lives in quarters on post. There just has not been a dollar amount assigned to the post quarters. This issue affects multiple government agencies and therefore I see no way this can be resolved at this or even the USAREUR level. Hope this helps to clear up this issue.  
Elizabeth

**From:** Randall, Rick Mr (417BSB-DCA)  
**Sent:** Friday, February 14, 2003 10:56AM  
**To:** Maher, Elizabeth H. Ms (417 BSB-DCA)  
**Cc:** Arbino, Eveline Ms (417 BSB ACS)  
**Subject:** RE: ( ) Base Support Battalion Issue Paper

Okay, so there is no requirement [on our part] to provide an answer to the issue paper.....correct?

-----Original Message-----

**From:** Maher, Elizabeth H. Ms (417 BSB-DCA)  
**Sent:** Friday, February 14, 2003 10:39AM  
**To:** Randall, Rick Mr (417BSB-DCA)  
**Subject:** RE: ( ) Base Support Battalion Issue Paper

I don't think that you can respond at this level. What agencies govern food stamps, free and reduced lunches, FSSA and WIC? I think Department of Agriculture is Free and reduced Lunches and WIC. It probably has to go to DA. Elizabeth

## **417th Base Support Battalion Issue Paper** **AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.27

**Date:** 30 January 2003

**Issue:** Germany Related Issue

**Scope:**

I am a German citizen and I got registered as a German resident when I got here. Nobody told me that I wasn't supposed to do that. I went to the legal office to get a GEZ exemption. The German lawyer there yelled at me because I am a German resident and still take advantage of the NATO privileges. I think in the In-processing briefings this issue should be addressed. They mention that Germans need a USAREURE drivers license, but not that they need a SOFA stamp.

**Recommendation:**

**Justification:**

**Agency Response:**

**This generally is not a legal issue. However, several legal issues may result from a German citizen not being properly informed as to what he or she should or should not do when it comes to military privileges and responsibilities, depending on that person's status. The German attorney, in this instance, was correct, technically, in that a German resident is not entitled to certain NATO privileges. USAREUR regulations, Army regulations, the Status of Forces Agreement ("SOFA"), as well as a number of other binding documents control what German citizens and residents, depending on his or her status, are entitled and with what they are required to comply.**

**The Legal Assistance Office could become a more integral part of in-processing, by which an attorney could explain specific legal situations that may arise, if that would be helpful. However, other offices should be involved in disseminating relevant information, as well.**

**Justification:**

**BSB Staff Coordination:** *Michelle L. Willers, Attorney-Advisor, AETV-BGJA-X-LA*  
350-7467

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.28

**Date:** 30 January 2003

**Issue:** FRG Money Matters

**Scope:**

FRG'S need to be reminded of FRG money regulations. FRG Leaders need to be told to have everything voted on and not to be buying snacks and drinks for meetings without asking everyone. Also FRG bought items should not be taken to FRG leader's home-example: paper plates drinks and such, as it could be used for non-FRG things. Maybe get a locker or something to store extra things in the commander's office? The leader I am referring too has been to the FRG class, but continues to shop freely without having the FRG vote.

**Recommendation:**

**Justification:**

**Agency Response:**

Family Readiness Groups are a command responsibility. Recommend the requestor refer to DA Pam 608-47 and UR Reg 608-2 (available at <http://www.army.mil/usapa/> and <https://www.aeaim.hqusaureur.army.mil/library/Home.htm>) for information on FRGs. ACS is the proponent for training FRG leaders. Commanders appoint and remove FRG leaders.

**Justification:**

**BSB Staff Coordination:** *Kathy Quinn Ledbetter, 417<sup>th</sup> BSB Army Community Service, 350-7103*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.29

**Date:** 30 January 2003

**Issue:** Leighton Chapel Space

**Scope:**

The Leighton Chapel needs additional office and classroom space- i.e. ANNEX for meetings, classes, trainings for Scouts, Club Beyond, Special dinners.

**Recommendation:**

**Justification:**

**Agency Response:**

We agree that the scouts and the Club Beyond need space so we are giving them building 88 (current Thrift Shop/Hearts and Hands) as soon as the renovations to building 9 (AAFES Car care center side of the building) are complete which should be within the next few weeks.

In order to gain additional offices for the chapel it would require an authorized increase in their manning per their organizational structure or TDA. We would then have to do a space analysis on their current space and its usage to determine if there was a bona fide need for additional space.

For a place to hold meetings, the Family Life Center located in building 47 (JAG, TMP) would be ideal for this purpose and is operated by the ASG chaplains' office. This would require minor coordination between the chaplains to make this happen.

Finally, for a place to hold special dinners, the Cantigny Club is available for a minimal fee to the community to serve this purpose and would welcome your business.

**Justification:**

**BSB Staff Coordination:** SSG Knowles, Chief Installations Branch, DPW.

# 417th Base Support Battalion Issue Paper AFAP Symposium 2003

**Topic:** Family-Force-Community Service 3

**Issue:** 03.01.30

**Date:** 30 January 2003

**Issue:** Bereavement Leave.

**Scope:** Soldiers are charged annual leave when dealing with the loss of an immediate family member. There is no existing leave for bereavement. Soldiers should not have to use Annual leave benefits in dealing with a death in the family.

**Recommendation:** Create a Bereavement Leave.

**Justification:**

**Agency Response:**

I totally agree that the Army should authorize a bereavement leave of 7 – 14 days. We, as a PSB handle emergency leaves all the time and the family has to do a lot of juggling with schedules, finances, arrangements, etc., prior to, during and after the leave, so it's a very stressful time. It works on them mentally and physically as well, so as we authorize R & R for stressful times during war and peacekeeping missions, which is stress related and we offer Convl Lv for Medical healing time... and this is a mentally stressed time as well...we should authorize Bereavement Lv. Family members who work for the Govt are allowed to use Sick Lv for instances such as this and since we also work for the government it should be considered a kind of sick (mentally so) time off for us as well. Soldiers & families need some peace of mind to know that later they will together have some annual earned leave that they can take at their leisure.

**Justification:**

Leave under Loss of a Love One is very stressful. It is unpredicted, it can be very costly, and it takes up half of a soldier's annual leave earned...and that's just if one of his love dies in one year. Times of Bereavement should be looked at as a time needed, not as time "really" requested such as R&R or Convl Lv, which is currently authorized IAW AR 600-8-10, Chap 5-2. Emergency Leaves from overseas takes at least 10 to 15 days for most people, that's half of what soldiers earn in one year. Due to the Optempo in today's Army soldiers need to use their earned leave to relax & enjoy themselves at their leisure and when they PCS.

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** A DET, 38<sup>th</sup> PSB, CW2 Cathey, 355-2374

**Approved By:** LTC William Hall, Commander, 417<sup>th</sup> Base Support Battalion

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.31

**Date:** 30 January 2003

**Issue:** Unattended Children

**Scope:**

Children of active duty service members are increasingly becoming left unsupervised in US government installation facilities. Facilities such as PX, Library, Commissary and other public buildings are experiencing intentional vandalism, excessive equipment breakage and excessive implementation of establishment responsibility to minimize or alleviate these problems. An untrained and unsupervised child on a cosmos walking machine increases greatly the potential of injury to his or herself, and undo emotional and financial stress on both the establishment and the family the unsupervised child belongs.

**Recommendation:**

1. Increase the need for responsible caring observers to diligently inform the person directly responsible for the child of their potential dangerous situation.
2. Respond direct to the potentially dangerous situation first and then inform the responsible person for that child.
3. Remove the potentially dangerous situation out of the child's way altogether.

**Justification:**

**Agency Response:**

**PMO enforces the USAREUR child supervision policy**

**PMO does not observe walking machines, nor do we decide where walking machines get placed or if they should be there. If someone observes an unattended child, they should report it to the nearest MP Station.**

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** MAJ Lewis, PMO, 355-8955

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Family-Force-Community Service

**Issue:** 03.01.32

**Date:** 30 January 2003

**Issue:** Hospital Parking

**Scope:**

Hospital Parking is `terrible. We miss appointments sometimes due to the parking inaccessibility's.

**Recommendation:**

**Justification:**

**Agency Response:**

The 98<sup>th</sup> ASG DPW worked closely with the 417<sup>th</sup> BSB DPW and 417<sup>th</sup> BSB AST Wuerzburg to develop the following solutions to the parking problem; 1) There is a shuttle that operates everyday between the Leighton Barracks Bus stop (PX/Commissary stop). It takes our valued customers from Leighton Barracks to the Hospital and return. 2) an MCA project was initiated in Sep 02 for \$15.5 million to construct a multistory underground garage at the hospital. This project was submitted by USAREUR as number #14 project to the Department of the Army. The earliest this project is expected to be initiated is in 2007. This parking garage will hold 600 cars.

**Justification:**

**BSB Staff Coordination:** MAJ Jerome Sibayan, DPW

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.01

**Date:** 30 January 2003

**Issue:** School Hot Lunch Quality

**Scope:**

School Lunches: Our children deserve to have quality hot meals. It is my opinion that AAFEA does not offer that. \$1.95 is too much for what AAFES gives the students. As Americans we complain and say we are concerned about the obesity rate in our children and in our families, but look at what we offer to feed them. Children get more than enough fast food type meals with the lifestyle we lead. DoDDS should offer a better meal plan to ensure that at least one good healthy meal is being received. Has anyone ever thought to utilize our soldiers and our dining facilities to provide hot quality meals? Of course we would need more soldiers – some to manage the DFAC and some to manage the school cafeterias- but that would only lower our country's unemployment rate. We would be offering employment to those who need it. Now is that a bad idea?

**Recommendation:**

**Short term:** Offer a salad bar at the elementary school and middle school. Soups and sandwiches would be an added benefit, also.

**Long term:** Train current staff to cook more nutritious meals.

**Justification:**

**Agency Response:** The issue of AAFES school lunch quality was recently address with senior 98ASG leadership and concluded that AAFES is meeting the intent of the program. Governmental guidelines are exceeded in the school-feeding program. \$1.95 does not fully cover the costs of the meals provided. This program is supplemented by the government.

**Justification:**

**BSB Staff Coordination:** Gary Burton, GM, Wuerzburg Consolidated Exchange

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.02

**Date:** 30 January 2003

**Issue:** Wuerzburg PX Craft Section

**Scope:**

The craft selection at the Wuerzburg PX is very poor. There are no paints or brushes and only small boxes to paint. There are no regular crochet hooks (not the thin steel ones for lace) and no booklets for crochet or knitting projects. The silk flower selection is poor. There are few. If any, stencils for small painting projects. And, finally, when they run out of something (for example yarn) it often takes weeks or month to re-stock.

**Recommendation:**

**Justification:**

**Agency Response:**

**The Craft assortment throughout AAFES is being revised by the HQ Buying Staff. Emphasis has been placed on new pre-packaged craft items i.e. Paint by Numbers, Candles Kits, Sun Catchers etc. Suggestions to HQ Buyers have included Bob Ross Paints. Suggestions to local management are welcome by customers on craft interests within the Wuerzburg Community.**

**Justification:**

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.03

**Date:** 30 January 2003

**Issue:** Young Children in R-rated Movies

**Scope:**

Young children in adult( R-rated) films on Post Movie Theaters. There are extensive rules for children being home alone or left in a car, yet anything goes for the movies. Though noise disturbance is sometimes a concern, the emotional well-being of the child is what concerns/disturbs me most. These young children are being exposed to violence, strong language and strong sexual content at an age when they cannot comprehend the material as an adult is able to.

**Recommendation:**

**Justification:**

**Agency Response:**

**The decision to allow children into an R-rated movie lies with the parent or guardian. While some parents do not want children to enter, others do.**

**Justification:**

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.04

**Date:** 30 January 2003

**Issue:** Pet carrier and Travel too expensive

**Scope:**

Pet cages for which they are to be transported in are very expensive.

**Recommendation:**

**Justification:**

**Agency Response:**

We believe AAFES generally provides our customers the best prices in town, especially when you compare brand to brand. Our goal is to offer merchandise to our customers at an average overall savings of 20 percent when compared to outside commercial prices. This doesn't mean that we have the lowest price on everything in our stores--but we try hard to do so.

AAFES' mission is to generate earnings to support morale, welfare and recreational (MWR) facilities, e.g, libraries, golf courses, sports programs, swimming pools, youth activities, tickets and tour services, music programs, gyms, and more. In addition, AAFES earnings fund construction and modernization of exchange facilities without expense to the Federal Government. These contributions to the soldier and airman and their families make AAFES a major non-pay benefit to customers.

**Justification:**

**BSB Staff Coordination:** Gary Burton, GM, Wuerzburg Consolidated Exchange

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.05

**Date:** 30 January 2003

**Issue:** USAREUR PX New Register Counters

**Scope:**

AAFES (PX) new counters at the registers. Whose idea was that? I know of several people who have picked up someone else's purchases. You can't get enough stuff up on the counter.

**Recommendation:**

**Justification:**

**Agency Response:** Customers have taken time to adjust to the new checkout counters. These are industry standard counters seen in most major retailers in the US. With a period of adjustments, we have had few to no complaints about the new counters.

**Justification:**

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.06

**Date:** 30 January 2003

**Issue:** Increase Club System Usage

**Scope:**

Make better use of Cantigny Club. The only time there is something extra to do is when a non profit org. has Bingo to raise \$.

**Recommendation:**

**Justification:**

**Agency Response:**

Actually, the Cantigny Club has “Karaoke” every Thursday night, “Hip Hop” every Friday night, and open Bar Nite on Saturdays. In addition, the Cantigny Club [periodically] hosts Dinner Theatres, Comedy Shows, and other special events open to the public.

**Justification:**

**BSB Staff Coordination:** Rick Randall, DCA, 355-1550

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.07

**Date:** 30 January 2003

**Issue:** Community Bank Holiday Hours

**Scope:**

The Community Banks should be open on German holidays and closed on American Holidays. These are American Banks on American military bases. It's unfair for the Americans to have to work on holidays. As far as the Germans are concerned if they don't wish to work on a German holiday's then employment should be thought elsewhere. These are American banks.

**Recommendation:**

**Justification:**

**Agency Response:**

**The banks parent company is U.S. based but is owned and operated by a German Company. Part of how it operates is per the SOFA agreement. One of the conditions to have the bank was agree to LNs having HN holidays off. The U.S. Reps at that level agreed.**

**Justification:**

**BSB Staff Coordination: Mr. Smith, AST Wuerzburg, 350-7151**

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.08

**Date:** 30 January 2003

**Issue:** Club System needs Reinvestment

**Scope:**

Increased Force Protection and the quick initiation of the army wide non smoking policy put the revenues of the club system in a sudden unexpected tail spin. The sudden losses have now left the clubs without a budget for reinvestment and with the strong need to redirect to new markets and to revitalize their services. The clubs are now in a situation where they require funds to evolve and become successful. They cannot do this on their own because they lack the reinvestment capital as a result of their sudden sales slump.

**Recommendation:**

**Justification:**

**Agency Response:**

**Although deployments and the No Smoking policy have caused a reduction in Club revenues, we are still able to reinvest a substantial amount of NAF dollars in our club system. In Fiscal year 2003, we renovated the rest rooms at the Red Baron (\$45K), and will construct a permanent pavilion over the outdoor patio (\$38K). At the End Zone, we've just completed improvements costing \$45K. At the Cantigny Club, we are investing some \$60K in new furniture, and facility improvements.**

**Justification:**

**BSB Staff Coordination: Rick Randall, DCA, 355-1550**

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.09

**Date:** 30 January 2003

**Issue:** Larson Bundespost not faxing payment receipts Telecom

**Scope:**

The Deutsch Telecom place where you pay your phone bill at Larson Barracks doesn't Fax in Your proof of payment to their main office. This causes your phone to get shut off. They should fax your proof of payment without you having to ask them to do so.

**Recommendation:**

**Justification:**

**Agency Response:**

Per telephone conversation Mr. Hermann stated, the faxing of paid receipts to Deutsche Telecom was stopped due to the fact that as soon as a customer pays a bill and it is rung up at the register/computer, it is also automatically forwarded to Deutsche Telecom.

Customers need to understand that the Bundespost and the Deutsche Telecom are two different businesses and that the Bundespost has authority over Deutsche Telecom. Once the entry is made in the computer it is up to Deutsche Telecom to see if the payment was made, but ultimately the responsibility lies with the customer.

**Justification:**

**BSB Staff Coordination:** Herr Hermann, District Manager Bundespost Wuerzburg,  
0913-3525432

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.10

**Date:** 30 January 2003

**Issue:** More Theater Matinees

**Scope:**

Summer and School Break “Day Time” Movies. Why must all movies be at night? Let’s give kids something to do, I am sure SAS and YS would take advantage of this also.

**Recommendation:**

**Justification:**

**Agency Response:**

**Justification:** AAFE S continues to provide matinees when available. For Spring-Break, AAFES provided a daily movie

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.11

**Date:** 30 January 2003

**Issue:** Automatic door Safety Concern

**Scope:**

Automatic Doors at the Hospital and PX catch small kids. Sensors need to be moved.

**Recommendation:**

**Justification:**

**Agency Response:** Automatic doors are checked periodically for safe and efficient operation. Parents are responsible for monitoring their children, especially around moving equipment. response here.

**Justification:**

**BSB Staff Coordination:** Gary Burton, GM, Wuerzburg Consolidated Exchange

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.12

**Date:** 30 January 2003

**Issue:** CIF Customer Service

**Scope:**

CIF- My husband and I went to exchange a pair of boots. He got there before they opened. He was 1<sup>st</sup>. It took an hour and a half to make the exchange. At that rate they could only help 2 people in the afternoon.

**Recommendation:**

**Justification:**

**Agency Response:**

Lacking definitive information the first person to sign-in on the afternoon of 2-12-03 was Hillyer, Charles, 17<sup>th</sup> SIG. The sign-in roster reflects he was serviced at 1301 hours.

Regarding the second part of the complaint the CIF serviced 140 customers on this date. Of the 140 customers only 19 were present for DX'ing the other 121 were for a major issue of Desert Uniform items. The CIF split the counter in half and the right side serviced the DX folks and the left half serviced the major issue folks. We try to provide the customer the fastest service possible. We do not know what the circumstances were on this day that the customer did not receive the service they expected.

In addition, no complaint was filed using either the ICE program or Tell the DOL Card. The DOL takes the necessary actions to address complaints provided the customer identifies a means of contact, i.e. telephone number, unit address.

**Justification:**

**BSB Staff Coordination:** 98<sup>th</sup> ASG DOL, Mr. Rich Collins, 351-4837.

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.13

**Date:** 30 January 2003

**Issue:** AAFES garage mechanics certification

**Scope:**

AAFES Auto Parts and Service Store needs to be able to provide services for American model vehicles. They do not have certified mechanics that can work on the vehicles. For example they can order a transmission for a Ford Explorer, but can't install it. They often refuse to service a vehicle or even give you an idea of what the problem could be because of the lack of certified mechanics.

**Recommendation:**

**Justification:**

**Agency Response:** Unfortunately, AAFES is unable to perform all work on all vehicles. Our mechanics are certified for the work they perform. There are categories of work that must be performed by a certified dealer or garage.

**Justification:**

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.14

**Date:** 30 January 2003

**Issue:** Healthier/ Organic Food

**Scope:**

With the emphasis of a healthier lifestyle, and the increased incidence of overweight and obese Americans it's important to offer better fast food and commissary frozen and regular food choices... such as healthy fast food/ or organic fast food outlets and choices. Such as –Amy's frozen food (contact whole foods in the states) and handmade prepared food outlets.

**Recommendation:**

**Justification:**

**Agency Response:**

**Justification:** Healthy fast food is not a favorite of customers. Although, customers like to see these healthy options, their interest in them does mean they are buying them.

Hamburgers and pizza top the list of customer favorites. Where possible, AAFES does offer healthy selections such as salads, soups or cold sandwiches.

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.14

**Date:** 30 January 2003

**Issue:** Healthier/ Organic Food

**Scope:**

With the emphasis of a healthier lifestyle, and the increased incidence of overweight and obese Americans it's important to offer better fast food and commissary frozen and regular food choices... such as healthy fast food/ or organic fast food outlets and choices. Such as –Amy's frozen food (contact whole foods in the states) and handmade prepared food outlets.

**Recommendation:**

**Justification:**

**Agency Response:**

We do realize the importance of a healthier lifestyle, which includes healthier eating. The commissary has incorporated into the stock availability a wider variety of healthier foods, and are continuing to research other selections for possible implementing into the current stock assortment. This is somewhat of a length process, with many variables from sources to supply the product to being an approved source by the Medical Food Inspectors. We will continue to do our very best to provide the product that our customers are requesting.

**Justification:**

**BSB Staff Coordination:** Gregory Harris, DeCA, 350-6490

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Service 3

**Issue:** 03.02.15

**Date:** 30 January 2003

**Issue:** Fast food closing hours.

**Scope:** Food facilities close too early to meet the needs of those on varying schedules, especially in smaller outlying areas.

**Recommendation:** Extend closing hours of at least one fast food facility in each area until 2100 during the week and 2300 on the weekends.

**Justification:** Longer hours will accommodate swing shift workers, commuters, and families in surrounding areas.

**Agency Response:**

**Current food facility closing times are based on customer usage. Hourly sales are monitored to determine to need to extend or reduce closing times. If there are specific facilities that command believes could sustain longer hours, we could test later closing times on a case by case basis. The current situation with a large number of deployments would not be the best time for such a test.**

**Justification:**

**BSB Staff Coordination:** Gary W. Burton, AAFES-General Manager

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Service 1

**Issue:** 03.02.16

**Date:** 30 January 2003

**Issue:** European Fuel Coupon Contracts.

**Scope:** The current fuel vendors are unable to meet the needs of U.S. Military drivers in Europe. The number of ESSO and BP Stations available is insufficient. Current stations are poorly located or non-existent.

**Recommendation:** Contract additional vendors to increase access and availability for U.S. Military Travelers in Europe.

**Justification:** Increasing vendors will improve the quality of life by reducing stress and making travel more enjoyable.

**Agency Response:**

**Military communities that lack AAFES gas stations or ESSO stations may be able to get additional support. If there are no ESSO stations within 15 kilometers, ESSO will entertain the possibility of contracting additional BP stations within the area. The primary purpose of AAFES and ESSO stations is to provide gasoline for transportation within the local military community and for commuting between military installations. The program is not designed to provide stations for unlimited leisure travel within Germany.**

**Justification:**

**BSB Staff Coordination:** Gary W. Burton, AAFES-General Manager

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.17

**Date:** 30 January 2003

**Issue:** Shoppette Hours Extended

**Scope:**

Hours at the Shoppette should change. Not everyone has the luxury to drive home to take showers and eat breakfast before PT. Some take showers at the gym and go straight to work without eating and would like something besides the DFAC to get food or they go from PT formation to work. When do these people eat?

**Recommendation:**

**Justification:**

**Agency Response:**

**Justification:** Shoppette hours are generally based on usage. Extended hours are possible if utilized regularly by a certain percentage of the daily customers.

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.18

**Date:** 30 January 2003

**Issue:** GAAF Library needs a Copier

**Scope:**

GAAF Library needs to have a copy machine. Giebelstadt ACS is not always reliable for copies.

**Agency Response:**

One recommendation would be that the library budget be reorganized to accommodate a pay copier contract for FY04 for the Giebelstadt community. The copier revenue must be sufficient to offset the contract and maintenance costs.

The second recommendation would be to apply the ACOE monies to the purchase of the pay per use copier for the community with the maintenance and paper to be supported by the spouses' club donation.

**Justification:**

**The Giebelstadt Library has a low patron count and very low program and circulation statistics. The library is more highly used for the public access computer stations than for typical library services. I don't doubt that a pay copier would be of benefit tot the community; however, the cost will far outweigh the benefit. The library is currently resourced only for the main library and one branch so all resources used to support the Giebelstadt community library further dilutes the already small resources of the library budget. This requires that additional services be self supporting.**

**BSB Staff Coordination:** *Linda L. Towne, Library Services Branch, 350-7145*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.19

**Date:** 30 January 2003

**Issue:** Recreation Facilities for Soldiers

**Scope:**

There is no recreation facility on Leighton for soldiers and there is nothing at the barracks.

**Recommendation:**

**Justification:**

**Agency Response:**

*The following recreational facilities are available on Leighton Barracks:*

- a. Physical Fitness Center (Basketball, Volleyball, Racquetball, fully equipped weight room, fully equipped cardiovascular room, Aerobic exercise classes).*
- b. Full-service Library (equipped with computers and internet access).*
- c. Cantigny Club**
- d. Sports Fields**

**Justification:**

**BSB Staff Coordination:** Rick Randall, DCA , 355-1550

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.20

**Date:** 30 January 2003

**Issue:** Standardize Bowling Prices

**Scope:**

The bowling centers need to lower their prices on the general bowling. It is great having the \$1.00 per game prices- but Giebelstadt needs to match the Kitzingen center and have \$1.00 games (and free shoe rental) on Saturdays. Shouldn't they have price comparisons since they are the same BSB? Also the Giebelstadt center needs to be cleaned better- there is dirt and dust balls down the lanes.

**Recommendation:**

**Justification:**

**Agency Response:**

Giebelstadt Bowling Center and Marshall Heights Bowling Center, Kitzingen have now aligned to provide standardized pricing to patrons. There is now matinee bowling weekdays until 1600. Prices are \$ 1.00 per game and shoe rental for \$ .75. Thursday is now Kids Night \$ 1.00 per game and shoe rental is free for 16 and under. Saturdays are matinee bowling \$ 1.00 per game until 5:00 pm.

In January the facility was closed for four days to have a professional contractor clean the facility. The bowling lanes are conditioned at least once a week and the lanes are dusted daily. We require customer assistance during peak patronage time with keeping the pit areas clean.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Rhondala (Roni) Stevens, Thunder Alley Bowling Center Business Manager, 352-7224*

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.21

**Date:** 30 January 2003

**Issue:** Digital Signs and TVs at AAFES and DECA

**Scope:**

Digital signs and TVs in the commissary and the PX...

Why waste the money on digital signs inside of buildings? Does someone think people stand there and read them? They seem to be a waste of money- especially the commissary one – who looks way up high by the entrance to read it?

As for the TVs in the PX- What is the point? It is nice to watch it in the layaway dept. But why have so many up front? Is it so customers will be distracted? You can't hear them, so it is pretty pointless.....

**Recommendation:**

**Justification:**

**Agency Response:**

The Digital Sign that is located outside the Wuerzburg PX belongs to the 98<sup>th</sup> ASG, not AAFES. This is used as an informational vehicle to let community members know of upcoming events of importance. The Televisions that are mounted on the wall at the front of the PX are used as visual infomercials for the customers, and is an advertising tool commonly used by all retailers.

**Justification:** Customers love TV. TVs in the checkout lines at the PX give customers an opportunity to look at something other than the customers waiting in line.

**BSB Staff Coordination:** Gary Burton, GM, Wuerzburg Consolidated Exchange

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.21

**Date:** 30 January 2003

**Issue:** Digital Signs and TVs at AAFES and DECA

**Scope:**

Digital signs and TVs in the commissary and the PX...

Why waste the money on digital signs inside of buildings? Does someone think people stand there and read them? They seem to be a waste of money- especially the commissary one – who looks way up high by the entrance to read it?

As for the TVs in the PX- What is the point? It is nice to watch it in the layaway dept. But why have so many up front? Is it so customers will be distracted? You can't hear them, so it is pretty pointless.....

**Recommendation:**

**Justification:**

**Agency Response:**

The digital signs are there as a quick reference, the intent is not to distract anyone, but rather to disseminate as much general information in regard to the commissary to the community as possible, using the most inexpensive method available. As for the Television, it was in place to allow parents to shop while smaller children watched a video, both the digital signs and television were procured by Industry to provide the services mentioned.

**Justification:**

**BSB Staff Coordination:** Gregory Harris, DeCA, 350-6490

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.22

**Date:** 30 January 2003

**Issue:** Misuse of Handicap and Pregnant Parking Spaces

**Scope:**

The pregnant woman parking spots at the Leighton PX.... This is a great idea, but maybe the doctors office should have a sheet (with due dates on it, so people don't continue parking there after giving birth) that the woman could display on the dashboard. Also why not fine people who park in handicap spots that don't have a handicap tag?

**Recommendation:**

**Justification:**

**Agency Response:**

The PMO enforces parking violations on post including the handicap and pregnant parking spaces as time allows with the priority being Force Protection. Fines are not assessed on armed forces traffic tickets in Germany, only points against the operator's license are assessed for tickets. There is no magistrate court system in Germany to assess such fines.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** MAJ Lewis, PMO, 355-8955

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.23

**Date:** 30 January 2003

**Issue:** Empty Commissary Shelves

**Scope:**

Commissary can not keep the shelves filled.

**Recommendation:**

**Justification:**

**Agency Response:**

There is really no excuse for empty shelves, the product is available at our CDC's, it is an obvious oversight on our behalf, for which we do apologize. We will take a more proactive approach in ensuring the shelves are maintained in a fully stock condition at all times.

**Justification:**

**BSB Staff Coordination:** Gregory Harris, DeCA, 350-6490

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.24

**Date:** 30 January 2003

**Issue:** Re-arrange GAAF Shoppette to prevent Shop-Lifting

**Scope:**

The Giebelstadt Shoppette should consider re-arranging their isles. Wouldn't it be a little smarter to have the isles facing the other direction so that the cashiers could see the shop-lifters better. Leighton Shoppette is set up the way I'm referring to. Maybe they could add a register as well.

Also Giebelstadt Shoppette should be prepared to have 2 cashiers open at all times- the lines get terribly long.

**Recommendation:**

**Justification:**

**Agency Response:**

**Justification:** Please contact the supervisor or manager on duty if you notice lines at any AAFES facility. We've recently rearranged our aisles and will continue to monitor to get the right flow.

**BSB Staff Coordination:** Gary Burton, GM, Wuerzburg Consolidated Exchange

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.25

**Date:** 30 January 2003

**Issue:** Stock Formula by the Cases at Commissary

**Scope:**

Formula cases at the Leighton commissary. Why is it if you want a case or even ½ case (12 in each ½ case) you have to hunt someone down to get one from the back. I would think with the WIC program in effect they would be available for people to get themselves.

**Recommendation:**

**Justification:**

**Agency Response:**

We do understand that with the WICO Program there has been an influx of case formula purchases, and we are concentrating our attention in that direction to eliminate any shortage of merchandise. We do apologize for any inconvenience this oversight may have generated.

**Justification:**

**BSB Staff Coordination:** Gregory Harris, DeCA, 350-6490

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.26

**Date:** 30 January 2003

**Issue:** SSN required on checks at Bowling Alley

**Scope:**

The bowling center at Giebelstadt requires the SSN and DEROS date as well as other information on checks still. Why are they the only place that still requires this information? (I can't imagine they get more bounced checks than the PX or Commissary)

**Recommendation:**

**Justification:**

**Agency Response:**

**Thunder Alley Bowling Center is one of the facilities that does not have the Verifone system to verify patron information for check writing. As soon as the verifone is available the above information will be entered in the system when a patron requests to write a check. Believe it or not there was an excess amount of bad checks written at the MWR facilities. This is the reason 98<sup>th</sup> ASG initiated the check acceptance procedure.**

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Rhondala (Roni) Stevens, Thunder Alley Bowling Center Business Manager, 352-7224*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.27

**Date:** 30 January 2003

**Issue:** Bundespost Short Hours

**Scope:**

Phone Company, only from 1330-1530 (too short)

**Recommendation:**

**Justification:**

**Agency Response:**

Per telephone conversation Mr. Hermann stated, the offices open with in the 417<sup>th</sup> BSB are a category 6, the smallest branch office available. The requirement for these branch offices is to stay open for a min of 2 hours. They all do on a rotating schedule.

If business would drastically increase, this would justify an additional clerk and longer hours.

**Justification:**

**BSB Staff Coordination:** Herr Hermann, District Manager Bundespost Wuerzburg,  
0913-3525432

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.28

**Date:** 30 January 2003

**Issue:** Controlling Adult Material at PX and Shoppette

**Scope:**

All age controlled items for sale should be in one location –i.e. tobacco, alcohol and pornography. Similar to what is now called the class VI store. These items then would be out of proximity and sight of family members and children who are underage. Cash registers could be coded so that AAFES and /or DECA would receive their share of money.

**Recommendation:**

**Justification:**

**Agency Response:** AAFES establishes the stock assortment based on customer demand and common industry practice. We are sensitive to our customer's concerns. We realize there is merchandise available which customers sometimes object to. However, the AAFES mission is to provide merchandise and services that our customers want. In trying to meet the demands of all our customers, we are generally able to offer merchandise that avoids controversy. But, what may be objectionable to one is not to another. While the military mission is unique, its members represent a cross section of society and they generally parallel those of their civilian counterparts of similar age, educational level, cultural background, etc. Our customers expect to be able to purchase the same merchandise found in the local economy.

**Justification:**

**BSB Staff Coordination:** Gary Burton, GM, Wuerzburg Consolidated Exchange

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.29

**Date:** 30 January 2003

**Issue:** Non-ID Card Holders Shopping at AAFES

**Scope:**

Since there is an employee standing at the front of the PX to put stickers on returned bags- why can't they check ID cards as well like other PX's? If shoplifting is a problem why is everyone in Germany allowed inside? I think having family members sign in is a great idea. I've seen a lot of non military people in the PX (Leighton) and I am sure their friends are cashiers as a lot of people pay without showing a military ID card.

Also the "pledge" on the wall should be removed- there usually is more than 3 people in a line and they don't open another lane.

**Recommendation:**

**Justification:**

**Agency Response:** Overseas commanders, in accordance with the host country's/U.S. International agreements determine who will be extended shopping privileges and access to duty free goods.

Certain Non-military individuals (DOD Civilians) are authorized these shopping privileges as are (non-host) NATO ally soldiers and their dependents. Access onto the installation is controlled by the military.

We try to schedule an adequate number of cashier-checkers to minimize customer-waiting time, and our cashier-checkers are to call for assistance when lines form. Oftentimes, you will see a Manager performing the Greeter job to allow that individual to open another cash register.

**Justification:**

**BSB Staff Coordination:** Gary Burton, GM, Wuerzburg Consolidated Exchange

## 417th Base Support Battalion Issue Paper AFAP Symposium 2003

**Topic:** Consumer Support Service 2

**Issue:** 03.02.30

**Date:** 30 January 2003

**Issue:** Extended Winter Gym Hours.

**Scope:** Inclement weather increases gym attendance. Present winter gym hours do not accommodate all schedules.

**Recommendation:** Open gym from 0500 to 2200 during winter month. Alternate early mornings and late evenings utilizing volunteers as a back up to paid staff.

**Justification:** Increased hours will allow people to maintain physical fitness in winter month when gym is at maximum use.

**Agency Response:**

There are only two limiting factors that we consider when setting hours. First is staffing and the second is participation.

**Justification:**

Staffing – Using the Leighton Fitness Center as an example, the Department of Army has established baseline standards that say it should operate a minimum of 91 Hours per week. We do that now. For that purpose we have been authorized a staff level of 5 personnel. At any given moment we should have at least 2 personnel on hand dedicated to operating the facility at any given time. One-person works behind the desk and the other is on the floor to respond directly to customers. Unfortunately, the same baseline standards also require us to provide programs in a minimum of 33 different categories. Those include multiple league sports, individual sports, fitness programs, group exercise, special events, field maintenance and more. The same staff is used to conduct these and much more. However, DA does not provide additional staff for this purpose. If you sit down and do the math, you will discover that it is not possible to cover the facility 100% of the time with at least 2 people at all times. This does not even take into account working outside the facility for softball, football, etc. Now add to that the fact that I have yet to see a full compliment of staff at this facility. One position has been empty for almost one year. No applicants. Now factor in, personnel calling in sick, TDY's (for trainings to make the staff professionally competent on the equipment), and the slow hire times and I am lucky to have enough staff to open the door. We frequently (right now) are juggling staff from other gyms to just keep the doors open. One solution is through the use of Borrowed Military Manpower. This is often the only reason we are able to keep the doors open. The downfall is that for every hard working military member we get, we also get an equal number of those with a severely limiting profile or someone who is waiting to be chaptered. In addition the arrival and departure of BMM's is inconsistent and never a guarantee. That eliminates them from consideration when setting hours or making long-range

plans. In addition, under the current situation we expect to lose all BMM support during the Deployment.

**Participation – As long as I can staff it I would be willing to operate the fitness center 24 hours a day 7 days a week. The key here is participation. I can assure you that the Sports personnel did not get into this business expecting to work a 9-5 job. They work many hours beyond that now. Most of it volunteers time. By participation, I do not mean 1-2 individuals, however neither do I expect the fitness center to be full at all times. There does need to be a consistent flow of customers to justify having the doors open. There is no magic number. I will be honest and tell you that I have serious doubts that the fitness center will be used at 0500 hours. I have worked in more than a dozen military communities around the world and see this tried at most of them, and it almost always fails to bring any one in. I know that a few individuals have raised this issue on Leighton Barracks. Right now we have a fitness center on Faulenberg Kaserne that is open 24 hours a day. They have yet to take advantage of it. In fact, the facility sits empty most of the time. History has also shown that as soon as we open a facility at 0500, someone will complain that we are not open at 0400. They always do. The point is that we realize that there are people working round the clock shifts and that the hours will never please everyone. Most of the same arguments can be applied to the evening hours. There just are not enough numbers to justify it. Right now none of the fitness centers can show significant numbers after 1900 hours. They are all open past that now.**

**BSB Staff Coordination:** *Steven R. Gauthier ,Community Recreation Director, 355-8387*

## 417th Base Support Battalion Issue Paper AFAP Symposium 2003

**Topic:** Consumer Support Services

**Issue:** 03.02.31

**Date:** 30 January 2003

**Issue:** Not enough Cable Channels

**Scope:**

Cable- not enough channels

**Recommendation:**

**Justification:**

**Agency Response:**

In 2002 TKS added to its line up at Leighton Barracks & Marshall Heights, 4 new channels with no additional charge to the €20.45 monthly subscription fee. The introduction of Avante, the Club, Extreme Sports and 3 ABN increased the channels available to TKS subscribers viewing with an American standard NTSC TV to 16 in Leighton & 14 in Marshall. There is at both locations an optional movie channel (€8.69 monthly extra) and AFN channels for both TKS customers & non TKS customers alike (5 Leighton & 7 Marshall) along with an electronic program guide. TKS customers who have a "Multi System" TV receive additionally 14 channels including sport and music programming. In addition to the TV channels there are also 8 FM stereo radio channels which require a connection from the cable outlet to a radio tuner. TKS is constantly looking to add English programming our selection. Technically it would be possible for TKS to add many more English channels, but we are restricted because of strict licensing laws. For instance when Warner Brothers sells movie to a station for airing in the UK then that same station must guarantee that it will not show the movie in any other country. This is because Warner Brothers will also be selling the same movie to German channels, and the last thing that they want is for the movie to be broadcast in English before they get to show it. Therefore we can only air channels which are also licensed to be shown in Germany, or when we can get an exception to the rule. TKS is always open for suggestions regarding channel selection, although for us to add an additional channel represents a major investment we want very much to provide the best possible service to American service members. Suffice to say that if it is technically and legally possible then we will do our very best to provide the customer what they want.

**Justification:**

**BSB Staff Coordination:** *Phillip Cassaday, TKS-Cable, 01752611206*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.32

**Date:** 30 January 2003

**Issue:** African American service at the AAFES Beauty Shop

**Scope:**

The Beauty Salon does not accommodate African American Hair. There needs to be more variety in hair care for all types including a wide range of products.

**Recommendation:**

**Justification:**

**Agency Response:** We've recently added new lines of African American hair products to our beauty shops.

**Justification:**

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.33

**Date:** 30 January 2003

**Issue:** AAFES Garage “Top Off” Fluids

**Scope:**

Auto pride does not top off fluids during oil change servicing as part of the service at no extra cost. It used to be the policy and most state-side equivalent service stations do it.

**Recommendation:**

**Justification:**

**Agency Response:**

**Justification:** We’ll send this suggestion to our headquarters for review and possible implementation.

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.34

**Date:** 30 January 2003

**Issue:** 24 hours Film Drop-Off

**Scope:**

24 hours film drop-off is a basic service in the state. Why can the Service Mart not provide this service? , requires a secure box and a stack of envelopes.

**Recommendation:**

**Justification:**

**Agency Response:**

**Justification:** Force Protection officials do not recommend any boxes where products are dropped off after hours.

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Consumer Support Services

**Issue:** 03.02.35

**Date:** 30 January 2003

**Issue:** PX children's clothing line

**Scope:**

Prices and selection of children's clothing is limited to an expensive line of clothing that is usually still left on the racks at the change of season.

**Recommendation:**

**Justification:**

**Agency Response:**

**The Exchange stocks proprietary brands in the children's departments such as Gumballs for infants, Royal Manor for boys, PBX Basic for both girls and boys, and also Ponytails for girls. These particular brands offer a exceptional quality at an entry level price point. These are basic items such as Jeans, Polo shirts, Tops, Casual Wear, Shorts, etc. The name brand clothing that we offer has an average of 20-30 percent off of MSRP (Manufacturer Suggested Retail Price).**

**Justification:**

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Child and Youth Services

**Issue:** 03.03.01

**Date:** 30 January 2003

**Issue:** Vacation Policy at CYS

**Scope:**

The current vacation policy at CYS facilities is not in sync with the primary customer. Currently patrons are authorized 2 weeks fee-free vacation. Soldiers receive 30 days leave (included weekends) per calendar year. Recommend that CYS vacation (fee-free) be expanded to 4 weeks.

**Recommendation:**

**Justification:**

**Agency Response:**

The vacation policy is determined by DOD and applied to all the military services. There is no local discretion allowed except through case-by-case exceptions to policy for emergency leave. This issue cannot be resolved at the local level.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief, 355-8364*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Child and Youth Support Service 1

**Issue:** 03.03.02/03/04/05/07/16/17

**Date:** 30 January 2003

**Issue:** Childcare and Provider Availability.

**Scope:** Current facilities have inadequate hours, insufficient slots or are understaffed to handle present population. There is a lack of FCC providers to support the area forcing parents to choose a non FCC certified provider for their children. This causes emotional and financial stress which can lead to job loss.

**Recommendation:** That current hours are extended to better accommodate each installation. Provide incentives to encourage potential candidates to consider joining Child and Youth Service workforce. For example, larger quarters for FCC providers and a more rapid hiring process.

**Justification:** Current operating hours and staffing are not sufficient because it does not meet installation needs. This would allow families a safe environment for their children and allow for more individuals to find work outside of the home.

**Agency Response:**

**CYS has implemented recruitment incentives to encourage applicants for employment/FCC certification to include payment of college tuition. There continues to be an insufficient number of applicants to keep positions filled. FCC providers currently have priority for housing when there is a waiting list for quarters. Resolution of this issue will require coordination between DPW, CPAC and the DCA.**

**Justification:**

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief, 355-8364*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Child and Youth Services

**Issue:** 03.03.06

**Date:** 30 January 2003

**Issue:** Confused Childcare

**Scope:**

Childcare- Units here in USAREUR need to realize the differences between LNs, GSs, Soldiers, and Contractors and use applicable guidance out there for each. You cannot demand same from a civilian as you do a soldier.

**Recommendation:**

**Justification:**

**Agency Response:**

I have no idea what the issue is here.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief, 355-8364*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Child and Youth Services

**Issue:** 03.03.08-22

**Date:** 30 January 2003

**Issue:** Childcare Security

**Scope:**

Childcare- Contract out-Extended care- if those workers who are trained are not willing to do it. That means that background checks and related security issues- from non-Army personnel-will have to be done by someone. Who?

**Recommendation:**

**Justification:**

**Agency Response:**

All CYS employees, contractors and regular volunteers are subject to background investigations. Host nation programs operate by a different set of standards/laws. I am unclear as to the issue here.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief, 355-8364*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Child and Youth Services

**Issue:** 03.03.10-14

**Date:** 30 January 2003

**Issue:** YS Sports to Expensive

**Scope:**

CYS Stuff is too expensive. Not everyone can afford it.

**Recommendation:**

**Justification:**

**Agency Response:**

CYS sports fees are cheaper than private sector in the US. Especially since they were reduced effective 1 March 03.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief, 355-8364*

## **417th Base Support Battalion Issue Paper** **AFAP Symposium 2003**

**Topic:** Child and Youth Support Service 2

**Issue:** 03.03.12/15/19

**Date:** 30 January 2003

**Issue:** CYS Decentralized Registration.

**Scope:** Current registration procedures allow for individuals to pick up packets at any CYS facility, however the completed packet must be turned in at Larson Barracks in Kitzingen. This is very inconvenient for families arriving into country and awaiting their Vehicle or traveling with multiple children.

**Recommendation:** Packets could be turned in at local CYS facility and CYS staff can forward packets to Larson. Increase on site visits for better registration opportunities, using current personnel, CYS can have staff available more often at each installation.

**Justification:** These procedures would increase CYS registration access and speed up the registration process ultimately reducing paperwork and travel time for the patron.

**Agency Response:**

**Per DA policy, CYS is resourced to provide a central point of registration in each BSB. The 417<sup>th</sup> registration office is located in the ITC building on Larson Barracks to facilitate registration by newly arrived soldiers who in-process in this same building. Additionally CYS has set up a monthly on-site registration (which includes sports) in each community. This service is by appointment and rarely fills all available appointment space. CYS registration is an annual requirement. Families are required at most, to make one trip to Larson Barracks during their tour assignment to the 417<sup>th</sup>. Further consideration of this issue must be referred to IMA/DA headquarters.**

**Justification:**

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief, 355-8364*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Child and Youth Services

**Issue:** 03.03.13

**Date:** 30 January 2003

**Issue:** YS Alternate Options

**Scope:**

There is another issue that I believe affects many people and that is the issue of the youth center being shut down while school was out. The teen centers joined together and took all of the kids (that opted to participate) to a Schwimmbad in Illesheim till 1700. Any child that could not, or did not want to attend was left with no alternative option. It would have been nice if the center could have been left available for those who could not attend. In our situation my middle schooler had a class at 1500 and since we live twenty minutes away from post, there was no alternative but for her to come to work with me and 'hang out' till her class in the afternoon.

**Recommendation:**

**Justification:**

**Agency Response:**

**Youth Center programming offers many activity options for youth. When large events including field trips are planned all staff are involved in order to meet required ratios. There is not sufficient staff available to run two activities at the same time when field trips are scheduled. We regret that the writer above had to make a decision to have her child cancel the class, attend the trip, or go home at lunch to pick up the child for the afternoon class.**

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief, 355-8364*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Child and Youth Support Service 3

**Issue:** 03.03.20

**Date:** 30 January 2003

**Issue:** Child & Youth Service Nurse Availability.

**Scope:** At present, there is only one CYS nurse available for the 417th BSB. The nurse is responsible for the following areas; FCC, Child Development Centers, School Age Services, Middle & High School Youth Services, Sports Programs and to include medical and health maintenance of all CYS staff. The 417th BSB is the largest BSB in USAREUR.

**Recommendation:** Staff one CYS nurse per installation to sustain program status and medical maintenance of CYS personnel ( to include inspection of FCC homes in their area of responsibility).

**Justification:** One CYS Nurse can not meet the 417th BSB community needs because of size and locations of the three Area Support Teams.

**Agency Response:**

**CYS agrees that the nurse has too large a scope of responsibility, however there are insufficient authorizations or labor dollars available to hire an additional position. This issue needs to be elevated to higher headquarters for resourcing.**

**Justification:**

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief, 355-8364*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Child and Youth Services

**Issue:** 03.03.21

**Date:** 30 January 2003

**Issue:** YS Sports Program Availability

**Scope:**

There are not enough YS Sports available to kids. They need something to do.

**Recommendation:**

**Justification:**

**Agency Response:**

YS offers flag football, basketball, cheerleading, baseball, softball, and soccer. Additional clinics are offered in golf, tennis, bowling, archery, skeet shooting, wall climbing, roller skating and mountain biking. A new program for 3-5 year olds offers instruction in soccer, basketball, and golf. We offer referrals to horseback riding stables and German sports programs. We will happily consider additional activities as suggested by the community and resources are available. DoDDs also offers additional sports such as track and tackle football.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief, 355-8364*

# **417th Base Support Battalion Issue Paper** **AFAP Symposium 2003**

**Topic:** Medical and Dental Support Service 2

**Issue:** 03.04.01

**Date:** 30 January 2003

**Issue:** Inadequate parking at the Wuerzburg Hospital.

**Scope:** There are approximately 860 employees that work at the Wuerzburg hospital, only 500 parking spaces exist. This leaves very few spaces for patients with severe illness, handicaps, patients with small children and mobility problems. Patients are severely inconvenienced and avoid going to the hospital because of parking situation. Additional parking in non-secure areas outside the hospital perimeter increases the risk for potential terrorist attacks.

**Recommendation:**

1. Designate 260 parking spaces for employees to park. Forcing the employees to commute and carpool. This will simultaneously open 300 parking spaces for patients.
2. Purchase property around the hospital to increase number of parking spaces.
3. Build a multilevel underground parking garage in the presently possessed land to add parking spaces.
4. Create designated parking spaces for patients with mobility injuries.

**Justification:** The punctuality, convenience and safety of patients is compromised by the lack of parking spaces at Wuerzburg Hospital. The insufficient parking makes Wuerzburg Hospital a substandard military facility which creates a negative effect on unit and family readiness.

**Agency Response:**

**The Wuerzburg Hospital command structure should contact the BSB DPW directly and attempt to coordinate a plan to shuttle employees to and from the hospital. Parking availability at Leighton is limited, but exploration can be made as to options.**

**A parking deck is already in the long range plan for the hospital.**

**BSB Staff Coordination:** *Marshall Williams C, ERMD, 417<sup>th</sup> 351-4398*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Medical and Dental Support Services

**Issue:** 03.04.02

**Date:** 30 January 2003

**Issue:** Mammograms under 35 policy

**Scope:**

Due to DA (or MEDDAC) policy it is extremely difficult to obtain a mammogram if you are under 35 years. This includes patients with breast lumps or abnormalities.

**Recommendation:**

**Justification:**

**Agency Response:**

**You are right this is a DA Policy and unfortunately can't be changed at the BSB Level**

**Justification:**

**BSB Staff Coordination: CPT Torres, 67<sup>th</sup> MEDDAC, 350-3957**

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Medical and Dental Support Services

**Issue:** 03.04.03

**Date:** 30 January 2003

**Issue:** Bussing to Landstuhl

**Scope:**

Why is there no bus to Landstuhl? If someone is sick how are they supposed to drive themselves? With deployments a spouse must find not only childcare but also a ride or driver as well.

**Recommendation:**

**Justification:**

**Agency Response:**

**The Hospital is not responsible for the bus shutter. If a patient has an appt in Landstuhl, their unit is responsible for it. Even if is a dependant.**

**Justification:**

**BSB Staff Coordination: CPT Torres, 67<sup>th</sup> MEDDAC, 350-3957**

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Medical and Dental Support Services

**Issue:** 03.04.04

**Date:** 30 January 2003

**Issue:** OB Classes not needed

### **Scope:**

The OB registration class, which expecting mothers must take before a regular doctor's visit, is pointless. Except for filling out paperwork and screening questionnaires, which should take 30-45 minutes (and the class is at least 2 hours long), no more information is provided than that which you get from a decent book or your provider. Also, this class is only held twice per month, which means most people must wait 3-4 weeks to get into a group; thus most women will not be able to see a doctor for their first visit for more than one month. This class is held in the middle of the day, making it very inconvenient for most people who work. It is much easier to take time off for doctor's appointments either first thing in the morning or in the late afternoon. Finally, no evaluation of the usefulness of the class or the quality of instruction is offered.

### **Recommendation:**

#### **Agency Response:**

- 1. The purpose of the New Obstetrical Orientation Class is to provide education to the new expectant parent, and to initiate the OB record. In response to previously voiced concerns regarding the length of the class and the relevance of information provided the class format was adjusted to allow completion all paperwork required for the obstetrical chart and nutrition screening, as mandated by JCAHO. Once the paperwork has been completed the class participants are given the choice to leave or remain for the patient teaching segment. In view of these changes the overall length of the class is now 45 min.**
- 2. Implementation of the new MEDCOM Uncomplicated Pregnancy Clinical Practice Guidelines released February 2003 will effect the change on the format and information provided in the New OB Orientation Class. In addition to the completion of the paperwork and nutritional screening, prior medical history will be reviewed and referral submitted as needed with the goal of identifying high-risk individuals. These changes are currently being implemented in our clinic.**
- 3. We anticipate the additional screening will increase the length of the New OB Orientation class, but the overall benefit to the patient is well worth the additional time they spend with us. In efforts to facilitate early first trimester screening and provision of the New OB Orientation Class the outlying health clinics, scheduled staff training regarding implementation of the CPG Guidelines and OB Orientation class format will begin soon.**

**BSB Staff Coordination:** Desiree Homer, MAJ, MC, Chief OB/GYN Clinic, 350-3979

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Medical and Dental Support Services

**Issue:** 03.04.05

**Date:** 30 January 2003

**Issue:** Appointments not available (Family Practice)

**Scope:**

It is hard to get family appointments at the IMC because of the system of calling at OBO for appointments. We need to revert back to the regular appointment scheduling for days in advance. By the time your call gets through the appointments are gone or interfere with an afternoon work schedule. Sometimes you don't need same day appointments but need to schedule in advance to arrange childcare or work rescheduling.

**Recommendation:**

**Justification:**

**Agency Response:**

**TRICARE ONLINE is now available for our community. With TRICARE ONLINE you can make your appointments over the internet with a 48hr time frame. You need to log on to the internet go to the TRICARE ONLINE website and register. Once registered you are be able to make your appointments at your convenience. You can plan ahead and schedule childcare or let your employer know ahead of time when your appointment is.**

**Justification:**

**BSB Staff Coordination: CPT Torres, 67<sup>th</sup> MEDDAC, 350-3957**

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Medical and Dental Support Services

**Issue:** 03.04.06

**Date:** 30 January 2003

**Issue:** SSN use at sign-in for appointments

**Scope:**

I don't feel it is safe to have everyone at the dental clinic (in Giebelstadt) write their SSN (as well as other personal information) on the sign in sheets for everyone to see. We no longer write the SSN on checks, so why on a public sign-in sheet that probably just gets tossed in the trash with all that information on it? I think the solution is to just write down your name- they should have all the info in the computers and if not they need to change their system-maybe ask another dental clinics how they do theirs.

**Recommendation:**

**Justification:**

**Agency Response:**

All Dental Clinics in the Wuerzburg DENTAC have stopped using sign-in rosters that are visible to all patients. SSNs will no longer be required as well. These changes in policy are to insure patient information accountability under the Health Insurance Portability and Accountability Act (HIPAA).

**Justification:**

**BSB Staff Coordination:** The POC is the DENTAC XO Major Michael Beatty  
At DSN 350-3867.

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Medical and Dental Support Services

**Issue:** 03.04.07

**Date:** 30 January 2003

**Issue:** Loudspeakers for Announcements at Info Desk (Hospital)

**Scope:**

Hospital info desk should have a loudspeaker. I went to report a car had its lights on. They sent me to records. They said, they didn't have any loudspeakers. How can you make announcements? The info-desk seems most logical.

**Recommendation:**

**Justification:**

**Agency Response: :**

We do have loudspeakers, but just for the new side of the hospital, most of the time we also send a message thru the computers.

**Justification:**

**BSB Staff Coordination CPT Torres, 67<sup>th</sup> MEDDAC, 350-3957**

## **417th Base Support Battalion Issue Paper** **AFAP Symposium 2003**

**Topic:** Medical and Dental Support Service 3

**Issue:** 03.04.08

**Date:** 30 January 2003

**Issue:** Understaffing at 98<sup>th</sup> ASG Dental Clinics.

**Scope:** Currently, there are too few dentists and hygienists working at 98th ASG Military Dental Clinics. Understaffing makes appointments scarce and difficult to obtain for all family members and soldiers. This situation negatively affects the deployability of soldiers and has created the lowest dental deployable rate in USAREUR.

**Recommendation:**

1. Employee more dentists and hygienists at 98th ASG Dental Clinics.
2. Establish command and control of field dentist with the DENTAC using the MEDDAC Professional Officer Filler System (PROFIS) as a model.
3. Establish a referral system that will allow patients to seek dental care with the host nation dental facility.

**Justification:** Current staffing at 98th ASG Dental Clinics is insufficient to service soldiers and family members requiring care. Due to the current staffing, Dental Clinics can't maintain the minimum Army standard of Dental deployability which is 95% soldiers in CAT I and II.

**Agency Response:**

**The Wuerzburg DENTAC which is responsible for the provision of dental care throughout the 98<sup>th</sup> ASG area is aware of the issues/problems outlined about. We are in the process of taking the following actions to improve the access-to-care all of our clinics, but specifically the Kitzingen Dental clinic. We have sought and received permission to hire one additional contract dentist for the Kitzingen clinic. We have also asked PERSCOM to provide at least one more active duty dentist to be assigned to the Kitzingen clinic. Additionally, we are seeking ways to improve the access to local national dentists through the Tricare/UCCI dental insurance program. We are available at anytime to discuss any of these issues in more depth.**

**Justification:**

**BSB Staff Coordination:** MAJ Beatty, Dentac 350-3934

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Medical and Dental Support Services

**Issue:** 03.04.09

**Date:** 30 January 2003

**Issue:** Specialist come to Wuerzburg instead of traveling to Landstuhl

**Scope:**

Can't some of the specialists come here once a month?

**Recommendation:**

**Justification:**

**Agency Response:**

The hospital has some of the specialist that do come from Landstuhl as well as we send some specialist to the Outlying Health Clinics. We need to understand that with all the deployments that we have this is a problem Army wide.

**Justification:**

**BSB Staff Coordination:** CPT Torres, 67<sup>th</sup> MEDDAC, 350-3957

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Medical and Dental Support Services

**Issue:** 03.04.10

**Date:** 30 January 2003

**Issue:** Freedom of picking a doctor outside your region

**Scope:**

TRICARE-

When family members are visiting the states and are not near a military hospital there should be freedom of choice for medical care.

TRICARE should reimburse 100%

Should be made clear how the system works.

**Recommendation:**

**Justification:**

**Agency Response:**

According to our TRICARE Europe Office...TRICARE will pay based upon CHAMPUS Maximum Allowable (CMAC) rates and status of the provider i.e Network vs. Non-Network as well as beneficiary status ie. Standard vs. Prime. If the provider does not accept assignment on a claim then the patient is liable for 15% of the CMAC. If the patient is using a Non Network provider vs a network provider they can also face Point of Service charges. This information is available at all TRICARE Service Centers as well as on line at the TRICARE web sites and patients should also check with their nearest TRICARE Service Center in the states for further information.

**Justification:**

**BSB Staff Coordination:** CPT Torres, 67<sup>th</sup> MEDDAC, 350-3957

## 417th Base Support Battalion Issue Paper AFAP Symposium 2003

**Topic:** Medical and Dental Support Service 1

**Issue:** 03.04.11

**Date:** 30 January 2003

**Issue:** Insufficient training standards for 91W (Combat Medics).

**Scope:** Medics are not sufficiently trained to provide quality medical care to patients. The duration of the 91W AIT is currently 16 weeks, while the civilian equivalent LPN requires 2 years of training (According to SME).

**Recommendation:**

1. More training is necessary to reduce the inequity of training between 91W and LPN's.
2. Add 14 weeks of training to AIT to bring combat medics up to, or surpass civilian standards.
3. Implement course criteria that are synonymous with LPN Training.

**Justification:** Patients are seen by medics in a variety of care situations. Their training is not sufficient and patients receive substandard care.

**Agency Response:**

**Important thing we must remember is that a 91W is NOT equivalent to a LPN. The military equivalent WOULD BE a 91WM6. The 16 weeks course is sufficient enough to train a civilian who has NEVER had any medical background or knowledge, the basics. How to take vital signs, basic first aid, emergency medical treatment, nursing assistant skills, pre-hospital trauma management skills and battlefield medicine. The training provided at the AMEDD Center and School is the foundation for the combat medics and they will continue to add on to their skills as their time in the military progresses.**

**Historically the role for the Combat Medic was battlefield medicine, not in a fixed medical facility. Preceptors and competency-based orientation will assist the 91W in obtaining the necessary skills to provide quality medical care to patients. The curriculum for the 91W is developed by the AMEDD Center and School.**

**Justification:**

***No justification necessary. 16 weeks adequate time.***

**BSB Staff Coordination:** *CPT Alice Torres 67<sup>th</sup> MEDDAC 350-3957*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Medical and Dental Support Services

**Issue:** 03.04.12

**Date:** 30 January 2003

**Issue:** Paying out of pocket (without referral share cost)

**Scope:**

Coverage of Medical Care received from Non TRICARE doctors or facilities

**Recommendation:**

**Justification:**

**Agency Response:**

**If it is a covered benefit and the patient is enrolled in Prime, TRICARE covers 100% of the medical costs.**

**Justification:**

**BSB Staff Coordination: CPT Torres, 67<sup>th</sup> MEDDAC, 350-3957**

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Housing Services 2

**Issue:** 03.05.01

**Date:** 30 January 2003

**Issue:** Clearing Housing Inspection Inconsistencies.

**Scope:** Instruction sheet provided by housing are vague and open to inspector interpretation. Housing inspectors have different understandings of the set cleaning standards.

**Recommendation:** Revise and provide specific instructions to standardize the cleaning requirements DA wide. Housing should be required to provide a local cleaning crew list for tenants to hire. Signed agreement/receipt from an approved cleaning crew would relieve service member accountability for clearing quarters.

**Justification:** Service members currently experience a lack of predictability from post to post when clearing housing. The use of an approved cleaning crew would minimize the inherent stress of clearing and expedite the clearing and relocation process.

**Agency Response:**

**AR 210-50, Table 7-1, is clear on occupant responsibility when vacating quarters due to PCS, ETS. This table shows the minimum requirement when contract cleaning will be performed. Unless the occupant is moving for personal convenience contract cleaning will be done when they vacate their assigned quarters.**

**Justification:**

**In the European theater the establishments of local cleaning crew lists for tenants to hire is unnecessary due to the cleaning of government quarters being done through a contracted cleaning firm.**

**BSB Staff Coordination:** *Sylvia Renger and Samuel Gregory, AETV-WG-WMH , 355-2503*

## **417th Base Support Battalion Issue Paper** **AFAP Symposium 2003**

**Topic:** Housing Services 3

**Issue:** 03.05.02/06

**Date:** 30 January 2003

**Issue:** 417th Base Support Battalion Self Help Issue Point (SHIP) Realignment.

**Scope:** Self-Help Program in the 417th Base Support Battalion (BSB) is not operating efficiently under Director of Public Works (DPW).

**Recommendation:** Return SHIP to housing divisions control re-establish former levels of operating efficiency.

**Justification:** Current availability of supplies and personnel are inadequate to meet demand. Operating hours are not conducive to customers and community awareness of the program is non-existent.

### **Agency Response:**

**The BSB is funded for 1 SHIP store. We operate 2 out of convenience to the customer bases in Wuerzburg and Kitzingen. Both operators of the SHIP stores were relocated back to the USA last year.**

**The Wuerzburg SHIP store open and serving all eligible customers. A new supply contract for the DPW was started in November 2002. The contract is a totally new concept in supply for the BSB and is just now working smoothly. The SHIP store supplies were unfortunately ordered from the previous contractor and improperly placed. We had to wait and see if the supplies were received or not before ordering new ones to avoid double ordering. New orders have been placed and supplies should begin arriving soon.**

**The operator for the Kitzingen SHIP store started work on 3 Feb 03 and is training in the Wuerzburg store for 2 weeks. After this the Kitzingen store will be revamped and reopened in March.**

**The 2 stores will operate in a similar fashion and maintain the same stockage. As operation stabilizes we will branch out and offer self help training classes and unit self help project assistance.**

**BSB Staff Coordination:** *Marshall Williams C, ERMD, 417<sup>th</sup> BSB DPW 351-4398*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Housing Services 1

**Issue:** 03.05.03

**Date:** 30 January 2003

**Issue:** Inadequate Training of Building Coordinators.

**Scope:** The current housing coordinator program is ineffective in resolving tenant issues. Those living in Government Quarters are unaware of the policies and rules, making enforcement difficult to nonexistent. The existing training of building coordinators is inadequate.

**Recommendation:** Replace informal briefing of newly appointed coordinators with a structured training program. Hold area/building coordinators responsible for the enforcement of established procedures, with a monthly reporting system that is managed by the Area Coordinator to the Chain of Command.

**Justification:** Occupant complaints are not being addressed in a timely manner. It is evident that holding the building coordinator responsible for their duties will help improve the quality of life for soldiers and their family members.

**Agency Response:** Building Coordinators responsibility includes but is not limited to welcoming and orienting new residents, Distributing information concerning command group topics (for example, security, fire prevention), helping to solve problems (complaints, disagreements between tenants). The Area coordinator is supposed to conduct regular meeting of building coordinators and residents, providing a channel for issuing command information, helping to solve problems involving more than 1 building.

It is the Building Coordinators' responsibility to inform the Housing office that he is leaving this command at least 30 days prior to departure. This would give the housing office enough time to have a new building coordinator appointed. The outgoing BC would be able to brief the incoming BC on ongoing issues.

Area Coordinators should have regular meetings (monthly, quarterly) to help BC solve issues.

**Justification:** Chain of command involvement on every level would ensure that BC/AC take advantage of guidance and procedures already in place.

**BSB Staff Coordination:** *Sylvia Renger and Mr. Gregory, AETV-WG-WMH , 355-2503*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Housing Services

**Issue:** 03.05.04

**Date:** 30 January 2003

**Issue:** Inconsistent Housing Policy Application

**Scope:** Why can't housing be consistent with their rules. So housing is truly fair. All it takes is complaining and you can look around some more. I came here with twins same sex 7 years old and got a 2 bedroom. Then I asked if 2<sup>nd</sup> bedroom was big enough for 2 beds. Told yes. What they didn't say was that was it. They are in the master bedroom.

**Recommendation:**

**Justification:**

**Agency Response:**

**IAW AR 210-50, PARA 3-5, TABLE 3-2, WHEN POSSIBLE, IF EXISTING FAMILY HOUSING INVENTORY PERMITS, EACH FAMILY MEMBER MAY/WILL BE ASSIGNED ONE BEDROOM PER PERSON. UNFORTUNATELY THIS IS NOT ALWAYS POSSIBLE AND THEN THE AR WILL BE FOLLOWED.**

**AS UNLIKELY AS IT MAY SEEM, NOT ALL HOUSING COUNSELORS HAVE BEEN IN EVERY TYPE OF HOUSING UNITS AND DO NOT KNOW EXACTLY THE SIZES. ALSO WITHOUT KNOWING FURNITURE SIZES AND AMOUNTS IT WOULD BE IMPOSSIBLE FOR A COUNSELOR TO GIVE THAT TYPE OF ADVICE.**

**THE HOUSING OFFICE IS WORKING WITH THE DPW REAL PROPERTY MANAGEMENT TO ACQUIRE APPROPRIATE FLOOR PLANS TO GIVE TO POTENTIAL NEW RESIDENTS. HOPEFULLY THIS WILL AID IN MAKING FURNITURE DECISIONS.**

**Justification:**

**BSB Staff Coordination: MAJ Jerome Sibayan, DPW**

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Housing Services

**Issue:** 03.05.05

**Date:** 30 January 2003

**Issue:** Non-Availability of Housing

**Scope:** Availability of Housing: Every soldier arriving here should be offered housing right away, on or off-post. While 100% "on-post" is unattainable, having enough off-post rentals/government leased quarters for everyone is not. Family members/ service members who do not speak German should not have to read the "Main Post" and other classified ads to find housing. The housing office should have "on-tap" a ready supply of homes for incoming soldiers.

**Recommendation:**

**Justification:**

**Agency Response:**

**IF GOVERNMENT QUARTERS ARE PROJECTED TO BE AVAILABLE WITHIN 30 DAYS, A SOLDIER WILL NOT BE AUTHORIZED TO SEEK OFF-POST HOUSING. IF GOVERNMENT QUARTERS ARE NOT AVAILABLE THE SOLDIER WILL RECEIVE A PERMISSION SLIP TO SEEK PRIVATE RENTAL HOUSING. THE "CHRRS" CUSTOMER SERVICE HOUSING COUNSELOR WILL PROVIDE THE CUSTOMER WITH THE OPEN REFERRAL LISTING AND MAKE NECESSARY ARRANGEMENTS FOR THE SOLDIER/CIVILIAN TO LOOK AT THE HOUSE WITH THE LANDLORD OR REPRESENTATIVE. THE HOUSING STAFF WILL ALSO TRANSLATE ADS, INQUIRE ABOUT ADVERTISEMENTS IN NEWSPAPERS AND ALSO ASSIST IN PLACING ADS FOR SOLDIERS/CIVILIANS. ONCE A HOUSING UNIT IS ACCEPTED OUT OF THE HOUSING REFERRAL SYSTEM, A CONTRACT WILL BE NEGOTIATED AND COMPLETED WITH THE HOUSING OFFICE, SOLDIER AND LANDLORD. CUSTOMERS FINDING HOUSING UNITS WITHOUT THE ASSISTANCE OF THE HOUSING OFFICE ARE ENCOURAGED TO CONTACT THE HOUSING OFFICE TO SCHEDULE AN ADEQUACY CHECK TO DETERMINE THAT THE UNIT IS SUITABLE. THIS IS TO PROTECT THE CUSTOMER/SOLDIER IN CASE OF FUTURE ISSUES.**

**Justification:**

**BSB Staff Coordination: MAJ Jerome Sibayan , DPW**

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Housing Services

**Issue:** 03.05.07

**Date:** 30 January 2003

**Issue:** Housing Availability by Rank

**Scope:** My issue is about the Marshall Heights Housing Area. Why E6s can't live in the townhouses. When we were in Ft. Bragg, NC, the housing area there E6s and above lived in the same housing area. Why isn't it that they can't add E6s to the list of townhouses. I am not making it a big issue, but I was just wondering. It may not be an issue but E6 should be considered to the list too. They are leaders just like E7s. I see some E6s living in the townhouses and their husbands are not promoteable and they got there the same time we did, 3 months ago.

**Recommendation:**

**Justification:**

**Agency Response:**

**THERE ARE CURRENTLY TOWNHOUSES, STAIRWELL HOUSING, AND LEASED QUARTERS IN THE INVENTORY FOR JUNIOR ENLISTED SOLDIERS. HOWEVER, AS WE DO NOT HAVE "AREA PREFERENCE," A SOLDIER WILL BE OFFERED THE NEXT AVAILABLE DWELLING APPROPRIATE FOR THEIR GRADE CATEGORY.**

**Justification:**

**BSB Staff Coordination: MAJ Jerome Sibayan, DPW**

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Housing Services

**Issue:** 03.05.08

**Date:** 30 January 2003

**Issue:** Get a Housing Real Estate Agent

**Scope:** Get a housing real estate agent – Instead of the list you hand out. It would be cheaper to have someone or 2 on the payroll then pay an agent a months rent for seeing someone 2 times.

**Recommendation:**

**Justification:**

**Agency Response:**

**THE HOUSING OFFICE IS MAKING EVERY EFFORT TO INCREASE THE NUMBER OF LOCAL HOUSING UNITS IN THE DATA-BASE. REAL ESTATE AGENTS ARE EXTREMELY EXPENSIVE AND WE ONLY UTILIZE THEIR SERVICES WHEN ABSOLUTELY NECESSARY. WE ARE CONTINUOUSLY SEEKING PRIVATE RENTALS THRU ADVERTISING, PREVIOUS RENTALS AND WORD OF MOUTH.**

**Justification:**

**BSB Staff Coordination: MAJ Jerome Sibayan, DPW**

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Relocation and Employment

**Issue:** 03.06.01

**Date:** 30 January 2003

**Issue:** Spouse Transportation / USAREUR Driver's License

**Scope:** Due to the recent deployments it has come to the attention of commanders and FRG leaders that numerous active duty dependent spouses do not have a driver's license. This creates an enormous burden on the spouses left behind, the units and the FRG groups. Recommend that all spouses must have a valid drivers license prior to issuing PCS orders. Also, require spouse to have active USAREUR driver's license.

**Recommendation:**

**Justification:**

**Agency Response:**

Choosing to obtain a driver's license is a personal decision. Admittedly, in doing some netsurfing, it isn't extremely apparent that one must have a valid stateside driver's license in order to obtain a USAREUR license. Spouses who choose not to drive in USAREUR need to be aware that this choice has potentially limiting implications for them and their families. The OPTEMPO results in frequent and long deployments; therefore, relying on a spouse to be the driver for a family isn't a realistic expectation. Family Readiness Groups are not taxi services and an FRG that chooses to accept responsibility for family transportation is doing just that: making a choice. For further guidance regarding readiness, refer to AR 600-20.

**Bottom line: Soldier and family readiness is a personal responsibility.**

**Justification:**

**BSB Staff Coordination:** *Kathy Quinn Ledbetter, 417<sup>th</sup> BSB Army Community Service, 350-7103*

## 417th Base Support Battalion Issue Paper AFAP Symposium 2003

**Topic:** Relocation and Employment

**Issue:** 03.06.02

**Date:** 30 January 2003

**Issue:** Marketing and Advertising of Available employment opportunities

**Scope:** Spouses who hold GS positions, who are family member hires in USAREUR. Spouse employment at all Army installations is difficult to find. Spouses deal with unemployment issues each time they PCS. Families are hurt by the loss of income due to the PCS and then again by the lack of employment opportunities at each installation. Recommend more GS positions be reserved for family members. Recommend that some type of priority placement program be set up for family member employees.

**Recommendation:**

**MSP and FMP already a regulation.**

**Justification:**

**Agency Response**



**Military Spouse Preference Program**

***General***

Military Spouse Preference derives from Public Law 99-145, "DoD Authorization Act of 1986", Section 806, "Employment Opportunities for Military Spouses". This section implemented measures to increase employment opportunities for spouses of members of the Armed Forces. The intent is to lessen the career interruptions of spouses who relocate with their military sponsors. Military spouse preference provides priority in the employment selection process for military spouses who are relocating to accompany their military sponsor on a Permanent Change of Station (PCS) move to an active duty assignment. The Military Spouse Preference Program...

- applies to spouses of active duty military members of the U.S. Armed Forces, including the U.S. Coast Guard and full-time National Guard, who desire priority consideration for positions at DoD activities in the U.S. and its territories and possessions;
- applies only within the commuting area of the permanent duty station of the sponsor;
- applies only if the spouse entered into the marriage with the military sponsor prior to the reporting date to the new duty assignment.
- does not apply when the sponsor is separating or retiring.

***What recruitment actions are subject to the provisions of military spouse preference?***

Spouse preference applies when management wants to fill a position from a competitive list of applicants. A spouse preference eligible who is ranked among the “best qualified” on a competitive list must be selected for the position. If more than one spouse is determined to be best qualified among the candidates, management may select any one of them.

Preference applies to DoD appropriated fund positions at grades GS-15 and below (and equivalent wage grade positions) in the competitive or excepted service. Positions that require mandatory mobility agreements and positions in intelligence-related activities are excluded. Preference also applies to positions in nonappropriated fund instrumentalities at grades UA-8 and below (or equivalent grade levels).

If management chooses to select from a list of noncompetitive candidates or select an individual from one of the alternative recruitment sources, spouse preference does not apply. The alternative recruitment sources are: appointment of a 30% disabled veteran; VRA appointment; transfer at the same or lower grade, reassignment or change to lower grade ; placement to correct an EEO deficiency; placement of a handicapped individual; or placement of an employee returning from an overseas tour or duty.

Military spouses who are immediately appointable to a position in the competitive service exercise their preference through registration in Program S of the DoD Priority Placement Program. To meet the appointability requirement, the spouse must be in one of the following categories: a current Federal career/career-conditional employee; serving under a VRA or Schedule A handicapped appointment; have reinstatement eligibility; have eligibility under E.O. 12721; or have competitive service eligibility based on employment under other merit systems.

Program S registrants may be referred for positions being filled through noncompetitive sources. In such cases, they are considered in the same manner as other Priority 3 registrants.

***When does spouse preference apply?***

Spouse preference eligibility begins 30 days prior to the sponsor’s reporting date to the new duty station and continues throughout the tour until the spouse accepts or declines a continuing appropriated or nonappropriated fund position (lasting one year or longer) from any Federal agency in the commuting area. Spouse preference eligibles must indicate whether they are interested in temporary positions. In overseas areas, spouses do not receive preference until they actually arrive at the overseas location.

***Are there grade level restrictions applicable to individuals exercising spouse preference?***

Spouses may register at grades no higher than that previously held on a permanent basis. If the spouse’s only Federal service was overseas under time-limited appointment, he/she may register for the highest grade held if the spouse has appointment eligibility under Executive Order 12721. Spouses who are not current Federal employees who have E.O. 12721 and reinstatement eligibility may register under either option, whichever is more beneficial. Spouses who have no prior Federal

employment exercise preference at the grade for which certified on an employment register.

Spouses may register for the lowest grade for which qualified and available.

***How do spouses register to exercise preference?***

Referral through Program S of the PPP is the only means by which eligible, immediately appointable spouses will receive preference for competitive service positions. Personnel offices must maintain manual systems for spouses who are applying through delegated examining authorities or OPM certificates, or applying for excepted service positions.

Spouses should ensure that they have the following documents with them to register for preference:

- application (SF-171 or OF 612) or resume
- copy of an SF-50 documenting current or previous appointment(s)
- copy of last performance appraisal if currently working for the Federal government
- Executive Order 12721 paperwork showing eligibility (if returning from the overseas area)
- DD 214, Member 4 copy
- SF 15, if claiming 10 point preference and letter from the Veterans Administration dated within the last year showing the percentage of disability
- Transcripts (may be necessary if education is relevant to qualifications for the position. Original transcripts are required if applying for Health Care Provider Positions)
- Licenses/certifications (if applicable)
- PCS orders documenting sponsor's assignment

***Additional Information***

DoD policies on the Military Spouse Preference Program are in DoD Instruction 1404.12, "Employment of Spouses of Active Duty Military Members Stationed Worldwide", January 12, 1989. This is available on Civilian Personnel On-Line (CPOL). Click on The [Army Civilian Personnel Library](#), scroll down to the DoD section, click on "Directives, Issuances, Instructions, Records", then scroll to DoDI 1404.12.

Army policies pertinent to the Military Spouse Preference Program are found in the [Army Civilian Personnel Library](#). Click on "Civilian Personnel Guidance Messages and Memorandums", click on "Recruitment and Placement", then scroll to Section 3.

## Department of Defense

### INSTRUCTION

NUMBER 1400.23

May 12, 1989

ASD(FM&P)

**SUBJECT: Employment of Family Members of Active Duty Military Members and Civilian Employees Stationed in Foreign Areas**

References: (a) [DoD Instruction 1404.12](#), "Employment of Spouses of Active Duty Military Members Stationed Worldwide," January 12, 1989

(b) [DoD Directive 1400.13](#), "Salaries and Personnel Practices Applicable to Teachers and Other Employees of the DoD Overseas Dependents' Schools System," July 8, 1976

(c) DoD 1401.1-M, "Personnel Policy Manual for Nonappropriated Fund Instrumentalities," February 1987 authorized by [DoD Instruction 1401.1](#), November 15, 1985

(d) Federal Personnel Manual (FPM), Chapters 213, 310, and 315, Subchapter 6

(e) through (f), see enclosure 1

**1. PURPOSE**

This Instruction establishes DoD policy, responsibilities, and procedures to improve employment opportunities for family members of U.S. Armed Forces personnel and civilian employees of U.S. Government Agencies stationed in foreign areas.

**2. APPLICABILITY AND SCOPE**

This Instruction:

2.1. Applies to the Office of the Secretary of Defense (OSD), the Military Departments, the Joint Staff, the Unified and Specified Commands, the Defense Agencies, and DoD Field Activities (hereafter referred to collectively as "DoD Components").

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2.2. Applies to, but is in addition to and separate from, the preference that a military spouse may be entitled to under reference (a).

2.3. Does not apply to employment with the National Security Agency (NSA), the Defense Intelligence Agency (DIA), or to those organizations in the DoD Components that have as a primary function intelligence, counterintelligence, investigative, or any unique national security responsibilities.

2.4. Does not apply to journeyman-level positions covered by mandatory mobility agreements.

2.5. Does not apply to the employment of educators with the DoD Dependents Schools System (DoDDS). Family member applicants for educator positions with this system shall be given preference in accordance with reference (b).

2.6. Does not apply to family members of locally hired civilian employees.

**3. DEFINITION**

Family Member. The spouse, or unmarried dependent children, including stepchildren, adopted children, and foster children not more than 23 years of age residing with a member of the U.S. Armed Forces or a U.S. citizen civilian employee of a U.S. Government Agency, including nonappropriated fund activities whose duty station is in a foreign area. Once appointed, unmarried dependent children may be retained until their sponsor departs from the commuting area of his or her duty station or completes current period of service requirement, whichever occurs first.

**4. POLICY**

It is DoD policy that:

4.1. Family members shall be given preference in employment when filling positions competitively at the GS-1 through GS/GM-15 level (and equivalent) designated for U.S. citizen occupancy through external placement procedures in the absence of a military spouse entitled to preference in employment under DoD Instruction 1404.12 (reference (a)). This preference shall apply only to initial employment into a continuing position including temporary positions of 1 year, or longer, at each duty location. Family member preference shall not be given when doing so shall contravene existing statutes or regulations on veterans' preference or *DODI 1400.23, May 12, 1989*

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nepotism.

4.2. Family members shall be given preference in employment in nonappropriated fund positions. Consideration and appointment shall be in accordance with DoD 1401.1-M (reference (c)).

4.3. To expand employment opportunities for family members, commanders shall utilize, to the maximum extent possible, foreign national positions for U.S. citizen occupancy as the positions become vacant for recruitment from outside the current foreign national work force. The exceptions may be if such employment is contrary to treaties or other international agreements, or the commander determines that it is essential for mission effectiveness to retain foreign national incumbency in a specific position. When qualified family members are available to fill such positions, they shall be afforded preference under this Instruction.

4.4. Family member preference shall be applied equitably and reciprocally across DoD Component lines.

4.5. Family members transported to foreign areas at the sponsor's expense shall be entitled to the same employment preference as those transported at Government expense.

4.6. Family members shall not be given employment preference on the basis of the sponsor's rank.

4.7. Preference shall apply in foreign national positions to family members who are not U.S. citizens. However, such family members shall be employed under employment terms and conditions prescribed in host country legislation or agreements.

## 5. RESPONSIBILITIES

5.1. The Assistant Secretary of Defense (Force Management and Personnel) (ASD(FM&P)) shall establish and administer the policies and procedures in this Instruction to provide for an enhancement of employment opportunities for family members of U.S. Armed Forces personnel and civilian employees of U.S. Government Agencies stationed in foreign areas.

5.2. The Heads of DoD Components shall issue internal regulations to implement this Instruction.

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## 6. PROCEDURES

6.1. Family members without competitive civil service status or reinstatement eligibility, who receive preference, shall be appointed under the special Schedule A

appointment authority 213.3106(b)(6) (reference (d)). Employment under the Schedule A authority may not extend longer than 2 months following the transfer of the sponsor from the commuting area of his or her duty station, the separation of the appointee's sponsor, or beyond the time the employee ceases to be a family member.

6.2. Exceptions to the policy in subsection 6.1., above, may be approved for extensions of up to 1 year for any family member when the DoD Component concerned determines that additional employment is in the interest of management or for humanitarian reasons such as the death of the sponsor. That authority shall be used very sparingly, and such extensions shall be approved by the Director of Civilian Personnel of the DoD Component concerned or his or her designated representative.

6.3. Overseas commanders shall ensure that job information is provided in a manner reasonably designed to reach family members of U.S. Armed Forces personnel and DoD civilian employees whose permanent duty stations are in the same commuting area as the area where the position is located.

6.4. The Heads of DoD Components may establish guidelines for approving exceptions to employment priorities. Exceptions shall be rare and shall be based only on compelling hardship to the DoD Component mission or to the applicant.

6.5. Family members may file applications for employment with overseas civilian personnel offices 30 days before their anticipated arrival within the command. However, family members may not receive preference until actually arriving at the overseas location.

6.6. Family members who have less than 6 months remaining in the area may be nonselected for permanent continuing positions.

6.7. The appointment of family members under this Instruction is subject to the regulations and restrictions on employment of relatives under Chapter 310 of the FPM (reference (d)).

6.8. When family member employment is authorized for foreign national positions, such employment shall be under the special Schedule A authority only

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(reference (d)). Family members in these positions may be subject to separation or reassignment therefrom, if the position is required for the placement of a current foreign national employee through reduction-in-force procedures. Veterans' preference does not apply to positions designated for foreign national occupancy. Family members who are not U.S. citizens shall be given equal consideration with U.S. citizen family members for foreign national vacancies, except when doing so would conflict with host-nation law or agreements with the host nation.

6.9. Individuals appointed under this policy shall be advised by the servicing civilian personnel office of the following procedures available for continuing employment on returning to the United States (including Guam, Puerto Rico, and the Virgin Islands):

6.9.1. Family members who are employed overseas under career or career-conditional appointments, have personal career status, or who are eligible for appointment under E.O. 12362 (reference (e)), as amended, may register for placement assistance through the DoD Priority Placement Program at the time of their sponsor's

return to the United States. Such registration shall be in accordance with Chapter 6 of DoD 1400.20-1-M (reference (f)).

6.9.2. Family members, who were employed overseas under the special Schedule A authority, overseas limited authority, or other nonpermanent local hire appointment authority, provided they meet the conditions of eligibility in the FPM, Chapter 315, Subchapter 6 (reference (d)), may be selected and noncompetitively appointed under E.O. 12362 (reference (e)), as amended, on a career-conditional basis to competitive service positions for which they qualify after returning to the United States.

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## 7. EFFECTIVE DATE

This Instruction is effective immediately.

Enclosures - 1

### E1. References, continued

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### E1. ENCLOSURE 1

#### REFERENCES, continued

(e) Executive Order 12362, as amended, "Overseas Employment," May 12, 1982

(f) DoD 1400.20-1-M, "DoD Program for Stability of Civilian Employment," April 1988, authorized by [DoD Directive 1400.20](#), June 16, 1981

*DODI 1400.23, May 12, 1989*

7 ENCLOSURE 1

**BSB Staff Coordination:** Beverly Koenig CPAC 355-8413



APPOINTMENT

Type:

- Temp Appt
- Permanent Appointment     FM    Other
- VRA
- Other: \_\_\_\_\_

PAY

Annual/Hourly Rate  
 Period/Payday  
 Step Increases  
 Allotments/Bonds

APPOINTMENT CONDITION(PERM ONLY)

Probationary/Trial Period  
 Time in Grade (TIG)

TOUR OF DUTY

- Full Time
- Part Time hrs:
- Intermittent

TYPES OF LEAVE

Accrual Rate – Annual (1hr per 20hrs wkd)  
 Accrual Rate - Sick (1hr per 20hrs worked)

HOURS OF WORK

General  
 Overtime

INSURANCE/RETIREMENT

FICA (Social Security & Medicare)  
 FERS (permanent employees only)  
 FEHB (perm empl 60 days election period)  
 FEGLI (perm empl 31 days election period)

OTHER

On the job injury  
 SF50 (Notification of Personnel Action)  
 Thrift Savings Plan (TSP) (permanent empl only)  
 Job description

RECEIVED

Info booklet/material

I have been counseled regarding the items above.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

=====

**BASIC ORIENTATION CONDUCTED BY SUPERVISOR**

**DATE:** \_\_\_\_\_

➤ **SUPERVISOR’S NAME AND POSITION**

\_\_\_\_\_

➤ **MISSION OF ORGANIZATIONAL UNIT**  
**Employee’s place in mission of unit chain of command**

➤ **UNIT RULES AND REGULATIONS/FACILITIES**

Hours of Work

Punctuality and good attendance

Lunch, break and rest periods

Location of lunch facilities and rest rooms

Use of telephone

Shop practices and procedures (smoking, wearing apparel, etc)

Emergency evacuation instructions, fire drills, etc.

➤ **STANDARDS OF CONDUCT**

➤ **PAY: WHEN AND HOW RECEIVED**

➤ **JOB DUTIES AND RESPONSIBILITIES**

Job instruction given

\*Standards expected; Total Army Performance Evaluation System (TAPES)

From whom to get assistance

Tools, supplies, equipment, where and how to obtain, use, and care of security regulations and operating procedures

Care and protection of government property

\*Standards should be discussed with employee within 30 days in accordance with DA Pamphlet 690-400, Chapter 4302, dated 1 June 93.

➤ **AUTOMOBILE PERMIT AND TRAFFIC REGULATIONS**

Requirements and procedures to obtain permit

Area parking facilities

➤ **LEAVE**

Types (annual and sick)

Procedures for obtaining approval

Requirements of approval

Telephone number to call when requesting emergency or sick leave

➤ **SAFETY**

Rules and regulations

Reporting fires

Location and use of fire extinguisher

Safety clothing and equipment

➤ **WHAT TO DO IN EVENT OF INJURIES**

Reporting injuries

How to obtain treatment

➤ **INCENTIVE AWARDS PROGRAM**

Encourage suggestions; location of suggestion box

Quality step increases, standards to TAPES

Sustained superior and outstanding performance ratings

➤ **Savings Bond Program**

Encourage participation

➤ **GENERAL**

Encourage to ask for help when needed

Periodic discussions regarding progress on the job

Introduce to fellow employees

**Remind employee to establish Army Knowledge Online (AKO) account at [https://ww.us.army.mil/portal/portal\\_home.jhtml](https://ww.us.army.mil/portal/portal_home.jhtml)**

➤ **OTHER DETERMINED BY SUPERVISOR (LIST)**

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**BASIC ORIENTATION WAS CONDUCTED ON \_\_\_\_\_ BY \_\_\_\_\_  
DATE**

---

**Supervisor's signature**

**ALL ITEMS CHECKED ABOVE HAVE BEEN EXPLAINED TO MY SATISFACTION.**

---

**Employee's printed name**

---

**SSN**

---

**Employee's signature**

---

**Date**

**Justification:**

**BSB Staff Coordination: Beverly Koenig CPAC 355-8413**

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Relocation and Employment

**Issue:** 03.06.04

**Date:** 30 January 2003

**Issue:** CHRMA booklet online outdates

**Scope:** Ensure that civilians have a proper briefing on the way things really are here in USAREUR – PRIOR TO ARRIVAL. CHRMA has a booklet for working and living overseas - but BADLY NEEDS to be updated. (Exemption from FLSA, childcare shortages for “irregular hours,” etc.)

**Recommendation:**

**Information regarding overseas assignments can be accessed through the CHRMA website at <http://www.chrma.hqusareur.army.mil/>**

**Justification:**

**Agency Response:**

Civil Service Employees recruited from the states are encouraged to ask as many questions as possible of the overseas servicing CPAC representative, their assigned sponsor, new supervisor, etc., regarding any concerns they may have PRIOR to their PCS. The scope of concerns listed above are too broad to properly address in a handbook, as working environments and conditions change.

**Justification:**

**BSB Staff Coordination:** Beverly Koenig CPAC, 355-8413

# **417th Base Support Battalion Issue Paper**

## **AFAP Symposium 2003**

**Topic:** Relocation and Employment

**Issue:** 03.06.05/06/08/10

**Date:** 30 January 2003

**Issue:** Vehicle registration appointments

**Scope:** I would really like to see the registration appointments for services at vehicle registration changed. It is also difficult to wait for vehicle registration when I have an immediate need for registering my vehicle (i.e. first time registration, stolen plates, new car, or vehicle arrival in country). I would like to note that the service I received at the vehicle registration (Leighton) was wonderful.

**Recommendation:**

**Justification:**

**Agency Response:**

There have been several attempts to modify how customers are served at the different FRS stations. However based on the amount of traffic at these facilities, we have determined that appointments are still the best course of action. Customers, who do not have an appointment, are still afforded the opportunity of waiting as a walk in customer. People who have purchased a new vehicle, are allowed 5 working days to have their car registered. The USAREUR RMV notifies vehicle owners 75 days in advance of when their registration is due to expire. Both of these time periods are more than adequate to facilitate the registration / re-registration of their vehicles. Prior planning on the behalf of all vehicle owners, and the ability to work with customers should be able to overcome any situation that arises. We are working at hiring additional personnel to assist in the FRS stations, which should also enable them to reduce the time spent in the registration process.

**Justification:**

**BSB Staff Coordination:** SFC THOMAS R. LODEN, 417<sup>TH</sup> BSB PMO, PROVOST  
SERGEANT, 355-8955

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Relocation and Employment

**Issue:** 03.06.07

**Date:** 30 January 2003

**Issue:** Pet Travel

**Scope:** Pet travel is very expensive.

**Recommendation:**

**Justification:**

**Agency Response:**

**Pet travel is no entitlement and has to be arranged and paid for by the service member. Rates for pet travel are set by the airlines, they are not part of a contract between airlines and government, which therefore has no influence whatsoever in regard to rates charged.**

**Justification:**

**BSB Staff Coordination:** E.H. Stuhlert, Transportation Officer, AETV-WG-WKT, 355-2390

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Relocation-Employment 1

**Issue:** 03.06.09

**Date:** 30 January 2003

**Issue:** “NO FEE” PASSPORTS not authorized for SERVICE MEMBERS (SM’s).

**Scope:** “No Fee” passports are unavailable to service members, causing Force Protection issues/concerns for themselves and family members. \*No fee passports ARE authorized/issued for/to Family Members. \*Travel to non NATO countries impossible for non passport holding service members also causing undue burden to SM.

**Recommendation:** Starting FY 05, all SM’s reporting to a forward deployed unit/overseas will receive “no-fee” passports prior to leaving CONUS.

Return SHIP to housing divisions control re-establish former levels of operating efficiency.

**Justification:** Issuing a “no-fee” passport SM’s overseas will reduce Force Protection issues during travel within NATO and non NATO countries. Alleviates all financial responsibilities incurred by Service Members.

**Agency Response:**

**The U.S. Passport is an internationally recognized travel document that identifies the bearer as a U.S. citizen or national. It is also a request that foreign governments permit the bearer to travel or reside temporarily in their territories and allow them access to all local lawful aid and protection.**

**A U.S. Passport is a privilege not a must. An applicant must qualify to bear a U.S. Passport.**

**Types of Passport(s):**

**A regular fee passport is valid for 10 years for persons 16yrs of age and over, and 5 years for persons 15yrs of age and under.**

**A No-fee passport (Official Passports) are issued to officials or employees of the U.S. Government (and their dependents) traveling abroad on official duties that require them or the dependents to have a passport. (Validity is limited to 5 years only). Passports are provided by the Government at Government expense; hence, no-fee passport is issued to the passport applicant. No Fee-passports are used by eligible DOD Personnel and their family members while on official travel to countries requiring passports. No-fee passports are issued for a specific purpose and may be used only under the conditions or restrictions.**

**NOTE: No-Fee Passports are due to be returned to the Govt upon return to the States, its Govt Property.**

To enhance the travel security of DOD personnel and family members on official orders to and/or from high to potential physical threat countries by commercial conveyance (bus, train, plane or private auto), the Department of Defense encourages travelers to obtain and use the Regular Fee Passport; this option is exercised for security reasons only. Obtaining a No-Fee Passport is not considered a requirement unless per Official Duty.

**\*\* Note U.S. Military Personnel are assigned to their overseas duty location via Military Orders, if applicable family members may accompany them.**

**Example situation:** A soldier is assigned to Germany. His/her Official Duty Location is Germany, if he/she decides to travel out of his/her Official Duty area at his/her own leisure then it is required that the soldier obtain his/her own personal passport. The soldier was able to enter his Official Duty location (Germany) without a passport, due to the fact he was assigned to a NATO Country, and the Geneva Convention/SOFA Act allows all US Military personnel to enter Germany via, Military ID Card, PCS Order, and DA form 31. The personnel who would require the No-fee passports in this case would be the family members for they are Non-military personnel accompanying their Military Sponsor.

***Thank you in advance***

***Harold N. Jones Jr.***

***Supervisor, Human Resources***

***DET 38TH PSB***

***DSN: 314-355-2368***

***CIV: 09321-702-2368***

**Justification:**

Now that we have given you regulatory guidance, I recommend you also confer with the MPs, CID, S2 for more of an argument on Force Protection issues.

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** A DET, 38<sup>th</sup> PSB, CW2 Cathey, 355-2374 (*Expert Comments: Mr. Jones, GS6*)

**Approved By:** LTC William Hall, Commander, 417<sup>th</sup> Base Support Battalion

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Relocation and Employment

**Issue:** 03.06.11

**Date:** 30 January 2003

**Issue:** School Registration Requirements

**Scope:** Dod school requirements for shots are not addressed prior to PCSing to Germany.

**Recommendation:**

**Justification:**

**Agency Response:**

I'm not sure how this is a DoDDS issue if the problem is *before* the family PCS's to Germany. Suggest this go to DA for action. DoDDS shot requirements are available on the DoDEA web page: <http://www.odedodea.edu/communities/medical.htm>.

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, DoDDS-Bavaria Executive Officer 355-8761*

## **417th Base Support Battalion Issue Paper** **AFAP Symposium 2003**

**Topic:** Relocation-Employment 2

**Issue:** 03.06.12

**Date:** 30 January 2003

**Issue:** Availability of MIHA to SM's moving into un-renovated government leased housing.

**Scope:** MIHA is only authorized for SM's moving into private rental housing. SM's moving into un-renovated government leased housing are having to pay unnecessary out of pocket expenses.

**Recommendation:** Implement a partial MIHA entitlement for SM's assigned to government leased quarters that fall short of quality of life standards.

**Justification:** To eliminate financial hardships incurred by SM's upon moving into un-renovated government leased quarters.

**Agency Response:**

**To be entitled to MIHA, a member must be eligible for OHA. MIHA is intended to defray costs associated with occupying private rental quarters covered under the OHA program. Like security deposits to the landlord, customary restoration or redecoration fees (it is typically for repainting and cleaning) Rental Agent fees, Lease taxes or rental taxes.**

**The lack of 110 volt outlets in older leased units does not justify the payment of MIHA because these units still meet minimum adequacy requirements. Leased quarters are ready for occupancy when assigned.**

**Justification:**

**Leased quarters do not require rental deposits, restoration or redecoration fees, Rental Agent fees, Lease taxes or rental taxes.**

**New Acquisitions under lease have 110 volt outlets.**

**BSB Staff Coordination:** *Sylvia Renger and Samuel Gregory, AETV-WG-WMH ,355-2503*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Relocation and Employment

**Issue:** 03.06.13

**Date:** 30 January 2003

**Issue:** Non-US citizen military spouse denied employment opportunities

**Scope:** Non-US citizen spouses can not get certain jobs, but did work same jobs in states. Specifically medical and teacher positions.

**Recommendation:**

**Non-US citizens are encouraged to apply for Local National positions or NAF positions through the CPAC.**

**Agency Response:**

**As a general rule, an individual must be a citizen in order to be employed in the Federal government. The CPAC has a very active LN Family Member (FM) program and it provides priority to LN FM's.**

**Justification:**

**BSB Staff Coordination:** Beverly Koenig CPAC 355-8413

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Relocation-Employment 3

**Issue:** 03.06.14

**Date:** 30 January 2003

**Issue:** Inconsistent communication between installations on housing availability.

**Scope:** Communication between installation CONUS and OCONUS is inconsistent. Concurrent travel is authorized for families without availability of housing. Replacement companies are diverting soldiers to installations without available housing.

**Recommendation:** Losing installation is required to ensure gaining installation has sufficient housing availability by utilizing a centralized system showing available quarters. In addition, a similar system will be utilized at 64th replacement; a housing database to match assignments according to installation housing availability. If diverted at 64th replacement, Service Member is ensured top priority on the housing list.

**Justification:** \*Alleviates undue financial hardship on the Service Members AND the Military,  
\*Helps Service Member focus on mission and boosts morale, \*Increases unit cohesion and readiness,  
\*Creates a smoother transition with RELOCATION.

**Agency Response:**

**Currently the Travel Forecast is updated monthly, however, data input is for 6 months later (if input is done in February data is for August). This office believes that the forecast period should be cut to no more than 90 days. It would reflect a more realistic forecast.**

**If service members on concurrent travel are diverted at 64<sup>th</sup> replacement, placing them on top of the waiting list would not be fair to the service members already waiting to be housed. They would get bumped from their position, because a decision to divert is made after issuance of orders. Diverting should be the exception and not the rule.**

**The answer to this problem is that there should be no concurrent travel at all to this location.**

**Justification:**

**Above response will reduce families coming on concurrent travel and alleviate undue financial hardship for diverted families.**

**BSB Staff Coordination:** *Sylvia Renger and Samuel Gregory, AETV-WG-WMH, 355-2503*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services 2

**Issue:** 03.07.01/18/21

**Date:** 30 January 2003

**Issue:** School Bus Monitors.

**Scope:** Currently bus monitors are only provided for buses with identified disciplinary problems. Inappropriate behavior on other buses, including cursing, fighting, and sexual innuendos, creates an unacceptable environment for the children. This behavior needs to be addressed.

**Recommendation:** Require quarterly classes in school bus etiquette. Command task monitors for buses. Enforce contracts between parents, students, and command for behavior on buses. Quarterly meetings with monitors, parents, and command to address behavior on buses. Install cameras on buses. Clarify responsibility of transportation for special needs children between the CDC/CYS and their needed services.

**Justification:** It is in the best interest of the command and community to provide a safe environment on buses for all children and to prevent distraction of bus drivers.

**Agency Response:**

**The issue of bus monitors is not a new one and had been addressed in previous AFAP responses. DoDDS is forbidden by regulation from hiring bus monitors. However, we do provide safety attendants on buses with grades K-2 exclusively. In addition, our parent organization is developing a plan to place a second adult on some buses, but this will be primarily for force protection, not discipline.**

**Volunteer bus monitor programs have not worked in the past because parents do not want to ride the bus to monitor discipline.**

**To provide monitors will require a change to DoD Manual 4500-36R, Chapter 6. This issue would have to be elevated to DoD in order to effect the desired change.**

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Edwin O. Atterberry, Executive Officer, DoDDS-Bavaria, 355-8761*

**Approved By:** LTC William Hall, Commander, 417<sup>th</sup> Base Support Battalion

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.02

**Date:** 30 January 2003

**Issue:** Location for Pickups for Busses

**Scope:**

Students living in on-post housing which was 1-1 1/2 mile off post were bused to school as well as those living in Italian villages. If there was one Kindergarten student on the bus from outlying areas of post, there had to be a paid bus monitor on the bus. Those students in on-post housing had several pick-up spots.

**Recommendation:**

**Justification:**

**Agency Response:**

**I'm sorry, but I do not understand the issue. If they live in on-post housing, how can they be 1-1 1/2 miles off-post? There is no recommendation or a statement of the problem. It is impossible to respond to this issue. As far as living in Italian villages, you must be joking.**

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, DoDDS-Bavaria Executive Officer 355-8761*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.03

**Date:** 30 January 2003

**Issue:** Separation of Age Groups on Busses

**Scope:**

Separation of Age Groups on Busses

**Recommendation:**

**Justification:**

**Agency Response:**

**There is no recommendation or statement of the problem. I cannot respond.**

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, DoDDS-Bavaria Executive Officer 355-8761*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services 3

**Issue:** 03.07.04

**Date:** 30 January 2003

**Issue:** Special Needs Evaluation Time-Line.

**Scope:** Currently DODDS has 45 working days to complete a special needs assessment from the date the assessment is requested. Then they have 10 days to determine eligibility and then they have an additional 10 days to develop an Individualized Education Program (IEP).

**Recommendation:** Streamline the entire process down to no more than 45 working days.

**Justification:** It is in the best interest of students and educators that special needs be identified and an IEP be implemented within 45 working days so that students may maximize educational opportunities.

**Agency Response:**

**The forty-five day timeline is established by the Department of Defense Education Activity. Each state and DoDEA are required by law to establish such timelines. The forty-five day timeline established for our overseas schools is in line with most of the states in the CONUS. To change the limitation would require a change to DoDEA Regulation 2500.13 (the Procedural Guide). No agency at this level has the authority to make the change. It should be noted that other agencies, such as EDIS, are also involved in the assessment of students referred for special services. A new program of interagency cooperation, recently implemented, may work to shorten the time required to complete an assessment. In addition, the recently approved Special Education Program Objective Memorandum (POM) will provide more manpower spaces for DoDDS in order to have more people available to perform the assessment. This action may also shorten the time it takes to complete an assessment.**

**Schools report that at present it takes almost the entire forty-five days to complete a full and accurate assessment of a child.**

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, Executive Officer, Bavaria District, 355-8761*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.05

**Date:** 30 January 2003

**Issue:** School Registration by Appointments

**Scope:**

Registration at the schools by appointment need to be revamped to ease, stress and strain of newly arrive family members supported by the command sponsor-ship program.

**Recommendation:**

**Justification:**

**Agency Response:**

It is unclear if the issue is requesting that schools require appointments or stop requiring appointments. As stated at the symposium, no school in the 417<sup>th</sup> BSB requires appointments to register. However, Wuerzburg High School does have parents/sponsors make appointments to schedule the course selection with a counselor. As this process takes considerably longer than the completion of registration paperwork, it is to the parents' advantage to have an appointment so that they are not required to wait for an excessive period of time.

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, DoDDS-Bavaria Executive Officer 355-8761*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.06

**Date:** 30 January 2003

**Issue:** Early Withdrawal from School

**Scope:**

Parents leaving before the school year is over NOT PCSing but not informing teachers or school. They are flying MAC so they are leaving early in order to get on the flights.

Solution: The form that needs the units' commanders' signature allowing them to fly w/o sponsors should also require school clearance. This would alleviate students missing 3 weeks of school.

**Recommendation:**

**Justification:**

**Agency Response:**

This would appear to be an issue for the military units. DoDDS does not control when sponsors depart the area.

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, DoDDS-Bavaria Executive Officer 355-8761*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.07

**Date:** 30 January 2003

**Issue:** Policy on Snow Days

**Scope:**

Snow Days – when roads are RED. Why did Wuerzburg keep kids in school that live off-base? There is a big off-post population.

**Recommendation:**

**Justification:**

**Agency Response:**

**On one snow day, roads were determined to be RED by the BSB Commander at approximately 1300. Some of the 52 buses, run by contractors, were already dispatched to transport school children at the regular time. It was most feasible to allow buses to run their regular schedule.**

**Justification:**

**BSB Staff Coordination:** Ann Cantrell, 417<sup>th</sup> BSB Executive Officer, 355-1500

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services 1

**Issue:** 03.07.08/19/20

**Date:** 30 January 2003

**Issue:** Inter- Agency Transportation.

**Scope:** Transportation responsibility for special needs children during operating hours of Child Development Centers/Child Youth Services (CDC/CYS) to their special needs services is not specified. Each agency has its own interpretation of the regulation thus creating a gap in service delivery. Because of this these special needs children are not receiving supervised transportation to needed services.

**Recommendation:** Clarify responsibility of transportation for special needs children between the CDC/CYS and their needed services.

**Justification:** This is important because special needs children are not receiving transportation to needed services.

**Agency Response:**

**CYS operates two branch services that work with children enrolled in elementary school, CDC and SAS. SAS is resourced to escort children to and from school daily. The CDCs are resourced only for escorting Kindergarten children to and from school. All children with special needs to include CDC preschool children enrolled in the DODDS special needs programs are entitled to transportation to and from school by DODDS IAW the following guidance: DoDEA policy 1342.12, p 2-11, para.52 Related Services**

**DoDEA policy 2005.1, Walking distances, p 128**

**Students with Disabilities, p 129**

**Exceptions, p 135**

**AR608-75 Exceptional Family Member Program, Ch 2-1d.(1) p 14**

**The above guidance clearly states that the required transportation is a DODDS responsibility. It follows that DODDS is resourced to provide this service and should be held accountable for provision of transportation to special needs children.**

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief 355-8364*

**Approved By:** LTC William Hall, Commander, 417<sup>th</sup> Base Support Battalion

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services 1

**Issue:** 03.07.08/19/20

**Date:** 30 January 2003

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**Recommendation:** Clarify responsibility of transportation for special needs children between the CDC/CYS and their needed services.

**Justification:** This is important because special needs children are not receiving transportation to needed services.

**Agency Response:**

**This issue apparently is not over “transportation”, but really is about who will walk the students from the CDC to the elementary school in Wuerzburg. The DoDDS mission does not include walking students to school from within the designated walking area. This issue will not be resolved locally and has been submitted to the DoDDS-Europe headquarters to resolve with USAREUR. That method will most likely bring resolution faster than the AFAP process.**

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Edwin O. Atterberry, Executive Officer, DoDDS-Bavaria, 355-8761*

**Approved By:** LTC William Hall, Commander, 417<sup>th</sup> Base Support Battalion

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.09

**Date:** 30 January 2003

**Issue:** GED Classes / Preparation for Family Members

**Scope:**

Need GED Class for Family Members. I know that they have the test but no classes.

**Recommendation:**

**Justification:**

**Agency Response:**

It is correct that the Education Centers do not have a preparation program specifically designed to prepare a student for the GED. We have no funding authority for such a program.

However, we do have the Functional Academic Skills Training (FAST) Program, which is a basic skills program designed to improve Reading, Math and English Grammar skills at the same level required by the GED. This is a fully-funded program (i.e. no cost to the student) and, although Family Members are put in the class on a “space available” basis, it is rare that we have no available slots. In addition to the FAST classes, we have a series of books available to help students familiarize themselves with the test. Generally students find a combination of the FAST class and the GED books to be sufficient in preparing for the test.

There are plans for a High School completion program starting with new contracts that begin in Aug 03. I hope that this will help some family members who currently have difficulties with the GED tests. However, I do not yet have details of the new program. It is possible that the costs may make this program prohibitive for some family members.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Ruth Foster AETV-WG-WOE , 355-2774*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.10

**Date:** 30 January 2003

**Issue:** Automatic Stabilization for Junior/Senior Students

**Scope:**

Graduation for seniors; People due PCS during the senior year or junior year; Soldiers then has to put in an extension or curtailment. This should be automatic.

**Recommendation:**

**Justification:**

**Agency Response:**

This issue is beyond the scope of this community's authority, and will be forwarded higher for consideration. An issue such as this can only be acted on by USAREUR and/or the Department of the Army.

**Justification:**

**BSB Staff Coordination:** Dan Wright, School Liaison Officer, 355-8213

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.11

**Date:** 30 January 2003

**Issue:** 5-year rule teachers

**Scope:**

DoDDS-

We move Principals every 5 years, why not teachers? Some teachers seem to be too set in their ways, making the learning experience not so enjoyable.

**Recommendation:**

**Justification:**

**Agency Response:**

Moving teachers on a five-year basis would be cost-prohibitive. Complaints regarding specific teachers are best handled by the school principal. I advise concerned parents to inform their local principal of any specific concerns. Because of recent budget cuts, DoDDS is now rotating principals on a 6-year cycle and considering going to a 7-year cycle. If further budget cuts occur, the program will have to be dropped altogether.

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, DoDDS-Bavaria Executive Officer 355-8761*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.12

**Date:** 30 January 2003

**Issue:** Late Buses

**Scope:**

Elementary School Concerns

Children missing out on instruction because buses being late most of the time. I have heard teachers complain that they can't stay on track because of those children trying to catch up.

**Recommendation:**

**Justification:**

**Agency Response:**

The DoDDS School Bus Office is prepared to adjust schedules of school buses when necessary. Specific concerns should be addressed to the School Bus Office. As there is no recommendation by the group, it is not possible to respond with any specific answer.

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, DoDDS-Bavaria Executive Officer 355-8761*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.13

**Date:** 30 January 2003

**Issue:** Snacks at School

**Scope:**

Snack before being dismissed for the day. Those children who have lunch at 1100 and get home at 1500-1530 need a snack between.

**Recommendation:**

**Justification:**

**Agency Response:**

Without knowing the specific school or grade, the best advice I can give is to contact your local school principal or School Advisory Committee. Some schools do allow snacks, but no specific information is given above.

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, DoDDS-Bavaria Executive Officer 355-8761*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.14

**Date:** 30 January 2003

**Issue:** Lunch is too expensive/Cost of lunch

**Scope:**

Elementary School Lunches are too expensive.

**Recommendation:**

**Justification:**

**Agency Response:** AAFES follows governmental guidelines in the school meal program and receives a subsidy to keep the prices as low as possible. The Program is operated without profit to keep costs as low as possible.

**Justification:**

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.15

**Date:** 30 January 2003

**Issue:** Student-Teacher Ratio

**Scope:**

DoDDS Elementary School class sizes are too large. Student-Teacher Ratio needs to be evaluated.

**Recommendation:**

**Justification:**

**Agency Response:**

To change the DoDDS student-teacher ratio would take action at the DoD level. This issue would need to be elevated for action. Our ratio in grades 1-3 is below the requirement in most states. The ratio on 4-6 is on par with most states. To reduce the class size by just one student at each grade level would cost \$1.5 Million. We are experiencing budget cuts, not increases.

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, DoDDS-Bavaria Executive Officer 355-8761*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Education Support Services

**Issue:** 03.07.16 -17

**Date:** 30 January 2003

**Issue:** Transportation DoDDS

**Scope:**

Transportation to and from Child Development Services from and to school especially in inclement weather conditions. This is also a safety issue, more so with our preschoolers.

**Recommendation:**

**Justification:**

**Agency Response:**

DoDDS does provide transportation to students who live outside the walking area. In most cases, the CDS is within the walking area. This issue is already being discussed with another issue paper and is being elevated.

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, DoDDS-Bavaria Executive Officer 355-8761*

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**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Teens 1

**Issue:** 03.08.01/02/03/04

**Date:** 30 January 2003

**Issue:** Lack of teen entertainment facilities.

**Scope:** There are not enough places for teens to go after school and on the weekends, especially on inclement weather days. The 9th through 12th grade students only get facilities at certain hours and need a separate facility to accommodate their needs.

**Recommendation:** Build a new Teen Center that is focused on events for the 9th through 12th grade students. The facility should be run by teens albeit with adult supervision and ID check to ensure safety and protection of teens and property. The facility should have separate rooms for the various teen activities such as a pool hall, dance floor, video game room and music room. The hours should be after school and have weekday and weekend hours and should be closed on Sundays.

**Justification:** The insufficient hours of the current teen center combined with the inadequate size prompt the teens to spend their time in the PX or Burger King. There are not productive activities in these facilities that can entertain the teens. The new teen center with the separated rooms gives the teens an opportunity to participate in various activities with more value than eating or hanging out at the PX or Burger King.

**Agency Response:**

CYS has also identified the need for a “teen only” facility but has insufficient facility space to dedicate to this program. A plan was submitted to the ACOE panel to purchase a pre-fabricated building for this purpose but the project was not selected for execution. CYS has insufficient funds available to purchase the building. A project to construct a new facility for SAS and to convert the current SAS building to a middle school or teen program has also been requested through the MCA program, which will take several years to get approved.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief 355-8364*

**Approved By:** LTC William Hall, Commander, 417<sup>th</sup> Base Support Battalion

## 417th Base Support Battalion Issue Paper AFAP Symposium 2003

**Topic:** Teens 2

**Issue:** 03.08.05

**Date:** 30 January 2003

**Issue:** Insufficient breakfast served to high school students.

**Scope:** There is an inadequate breakfast program in place for high school students. Students are not given enough choice and the pay option is not accommodating.

**Recommendation:** The High School breakfast menu should have a variety of foods with at least one hot option. Breakfast should be purchased with cash or a ticket bought specifically for breakfast. Breakfast should be served until 8:00.

**Justification:** Breakfast is the most important meal of the day and provides brain food for the teens. Most teens do not have time for breakfast at home as they have other morning chores or are trying to catch the bus. Furthermore some parents do not have time to make breakfast as they are at PT or work. The option of a nutritious warm breakfast is a healthier option which promotes healthier lifelong eating habits.

### **Agency Response:**

**Proper nutrition must begin at home and the school meal program can not be a substitute for parental responsibility. We are happy to begin the process of starting a breakfast program at the Wuerzburg High School. Before a breakfast program can begin, the high school must commit to certain requirements. In May 2002, we were asked to serve breakfast for the 2002 – 2003 school year, but the high school did not reply that they could meet the requirements. Here are the requirements to begin a breakfast program. 1) The breakfast program must be requested by and fully supported by the school administration. 2) The school must staff the lunchroom with a minimum of one monitor and provide clean up for the breakfast program. 3) The school must determine the number of students who would potentially participate in a school breakfast program (the minimum number of 50 students per day must be reached).**

**If the school administration can meet these minimum requirements, we can then proceed with planning the menus, ordering product and adjusting staffing to accommodate the additional meal. We need to have school administration approval by May 2003 in order to begin a breakfast program in the 2003-2004 school year. Please address any further questions to Food Business Manager Greg Holley or General Manager Gary Burton at 0931-250564.**

### **Justification:**

**BSB Staff Coordination:** Gary Burton, AAFES-General Manager

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Teens 3

**Issue:** 03.08.06

**Date:** 30 January 2003

**Issue:** Multifunctional Student ID's.

**Scope:** The IDs that students carry need to be more functional at various facilities so that students do not have to hassle with multiple cards or various paperwork.

**Recommendation:** Make a multifunctional Student ID that can be used at a bigger variety of facilities. The ID card should accommodate buying lunch, use at Library, bus pass, and computer access to check grades at school. The information on the card should be limited to name, picture, student grade and the year the student graduates.

**Justification:** A multifunctional ID card for students will be more efficient due to the fact that students will not have to carry multiple cards or paperwork for the various facilities they need to access. The ID can serve as a security device by identifying students and their pertinent information. The card can be canceled electronically if lost so it cannot be used by unwanted persons. The card will save money by preventing the need for printing lunch coupons and paper for other facilities that require copies.

**Agency Response:**

**The military is issuing new ID cards and this ID card is not programmed to purchase items. AAFES coordinates the lunch program and not all items cost the same amount of money. The recommended ID card would be more like a credit or debit card. How would the accounts be paid? Currently, students need an ID card to enter the base, a planner and money or a lunch ticket for school. Most students do not use lunch tickets as the ala carte items are most popular.**

**Justification:**

**BSB Staff Coordination:** *Edwin O. Atterberry, Executive Officer, DoDDS-Bavaria, 355-8761*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Teens

**Issue:** 03.08.07

**Date:** 30 January 2003

**Issue:** AFN channels not teen friendly

**Scope:** Both AFN channels focus on news offering no options to teens with other interests.

**Recommendation:**

**Justification:**

**Agency Response:**

**This claim needs more clarification. Is this radio or TV? Is this in government quarters or on the economy? There is only one channel that is all news and that is AFN News on TV. There is plenty of teen oriented TV programs to choose from. As for radio, in Wuerzburg only, there are two radio frequencies to choose from. One service is music oriented and the other is talk oriented.**

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *SFC John Susnir, 350-7411*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Teens  
**Issue:** 03.08.08  
**Date:** 30 January 2003

**Issue:** PX clothes

**Scope:** Junior clothing at the PX is not in line with what teens want to wear.

**Recommendation:**

**Justification:**

**Agency Response:** Please provide any specifics of brands teens are looking for to your local PX managers.

**Justification:**

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Teens  
**Issue:** 03.08.09  
**Date:** 30 January 2003

**Issue:** Transportation for teens

**Scope:** Teens need travel options for going on dates and going out with friends – besides paying expensive bus and train fees.

**Recommendation:**

**Justification:**

**Agency Response:**

Teens actually have more transportation options here with the great public transportation system operated by the host nation than they do in the States. The Army is not responsible for providing transportation for teens so they can go on dates or socialize. Parents need to do what they do in the civilian world and drive their teens themselves or have them work to earn their own date money.

**Justification:**

**Originating Installation or Command:** 417<sup>th</sup> Base Support Battalion

**Originating BSB/POC:** Eveline Arbino, 417<sup>th</sup> BSB AFAP Program Coordinator

**BSB Staff Coordination:** *Cherri Verschraegen, CYS Chief, 355-8364*

**417th Base Support Battalion Issue Paper**  
**AFAP Symposium 2003**

**Topic:** Teens  
**Issue:** 03.08.10  
**Date:** 30 January 2003

**Issue:** High School Food

**Scope:** Milk is expired and gross, pizza is greasy and food costs too much.

**Recommendation:**

**Justification:**

**Agency Response:** Please address any specific issues concerning your school meal to the supervisor on duty in the cafeteria.

**Justification:**

**BSB Staff Coordination:** *Gary Burton, GM, Wuerzburg Consolidated Exchange*