

USAG Yongsan FY 2015 Army Family Action Plan

Updated after 6 May 2015
Steering Committee Meeting

Issues 15-96 thru 15-114 were received after the FY2015 AFAP conference.
Remaining issues are those that were still ACTIVE from previous steering committee meeting

#	TITLE	SCOPE	RECOMMENDATION	STATUS	AGENCY /POC	COMMANDER'S DECISION
Below issues were submitted after FY2015 AFAP Conference						
15-96	Wait list for daycare	Command Sponsored dependents should have priority over ANY non-command sponsored. This is not the case as CSD are here for two years and are registered against the garrison's ability to provide services.	ALL CSD should have priority for childcare regardless of the non-CSD circumstances.	<ul style="list-style-type: none"> By 20 May CYSS will seek guidance from IMCOM and work on the policy regarding CS and NCS. Currently, policy does not consider CS vs NCS, only Active Duty status. 	CYSS	ACTIVE
15-97	No dedicated site for Crossfit inside a facility on Yongsan	Crossfit is growing among service members, families and GS civilians. Most posts, including in Korea, have designated areas for people conducting Crossfit or Crossfit classes. The current set up in Collier does not provide a closed off section as it has spin classes, treadmills and elliptical machines all in the same area. This creates safety issues as many Crossfit movements involve moving heavy weights or jumping rope. There have been several 'close calls' from people mindlessly walking past people lifting heavy weights (classes are also outgrowing the small area).	This can be resolved by moving all cardio equipment to another room at the end of the basketball court or making that a designated Crossfit/ TRX area. MWR charged for the volunteer lead coached classes so a proper area should be provided.	<ul style="list-style-type: none"> The CROSSFIT Program, all associated FF&E has been relocated to a designated room within the CCFC as a standard and part of the internal Fitness Center Enhancements effective Apr 15 	MWR	CLOSED/ COMPLETE
15-98	Taxi service for more than four people	There is not a taxi van available for families of five or more, except to the airport. This affects any family with more than two children. This is a problem because prior to POV arrival, which could be two-three months, any family with more than two children are restricted in movement around and off post.	Provide for families of five or more, access to taxi services.	<ul style="list-style-type: none"> 20 Taxi Vans are registered on Yongsan. They can be reserved for trips in excess of 10KM or 7 miles. Because the rate for a van is double, they are only for extended trips. It would be cheaper to take 2 taxis for short trips than a van if they were available. Taxi vans off post are the same, only used for extended trips. AAFES has reached out to the contractor to see if it is possible to amend or revise the contract. 	AAFES	ACTIVE
15-99	The piano lessons provided through ACS/SKIES do not serve the military families well	Piano lessons offered through SKIES do not allow students to ever miss lessons without paying for them. This means children cannot be sick or go on vacation without paying for the missed lessons. The SKIES piano lesson schedule does not coincide with the school schedule; spring break, Christmas break, school vacation days, etc. This makes it very difficult for families to take vacations without paying costly fees for piano lessons they are not receiving. Meanwhile, piano instructors are constantly rearranging piano lessons to fit their schedule or cancelling lessons when they need to.	The SKIES piano lesson schedule should be created with the military school children in mind- following school holidays. Students should also be given three or four 'sick days' or 'vacation days' a year where they can miss piano lessons and not pay for them provided they alert the teacher in advance of missing the lesson.	<ul style="list-style-type: none"> SKIES classes are offered based on a contract in which patrons register and pay on a month to month basis. The fees charged goes to the instructor and CYSS to fund materials and labor. The demand for piano lessons is high and therefore offering a vacation would not benefit the instructor unless the time is standard. Vacation credit to a limit of 2-4 weeks is only authorized in the CDC. Visit Army OneSource for more information about fees. https://www.myarmyonesource.com/ChildYouthandSchoolServices/InformationforParents/cyss_fees.aspx 	CYSS	CLOSED/ UNATTAINABLE
15-100	Not enough swim lanes during CYSS swim practice	Last year three lanes were provided for CYSS swim. The other two lanes would have one or two people who mostly rested and were not working out. The benefit of using these two lanes would be to allow 12 to 16 more swimmers to work out versus zero.	Dedicate the pool for two hours M-Th for swim practice. The two or three displaced 'swimmers' can go at a different time. I often go to the indoor pool and there is space available for these people.	<ul style="list-style-type: none"> MWR very actively supports the CYSS swim team. The schedule has been worked to accommodate the patrons who use the pool (Pool3, has been updated and posted in Hot Topics and Social Media) and successfully delivered for this FY 15. The schedule, approved by the Garrison Commander was implemented without significant impact to all patron use; isolated conflicts were resolved at site. 	MWR	CLOSED/ COMPLETE

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15-101	CYSS Fee Schedule: contractors in CAT9 @ CDC must pay more than Civilian and military families in the same Category	My issue is concerning how DOD is justifying removing assistance for childcare for contractors in CAT9 but not for others (military/CIV) in the same category. The information and explanation I was provided states a study was conducted in 2012 that led to their decision. But their decision affects few families so I don't understand the rationale behind this. As a contractor (invited) I'm given the same privileges as my CIV counterparts, however, I feel this decision seems to target contractors without a clear answer as to why. I'm allowed the same care as others; I should be allowed the same assistance as well. We are all here for the same mission.	Have contractors in CAT9 pay the same fees as civilian and military families in CAT9. Continue giving assistance to all families regardless of being military, civilian or contractor. I am a DOD invited contractor who is also command sponsored, there should be no differences.	<ul style="list-style-type: none"> In accordance with the Department of Defense (DoD) Fee policy and guidance fees for contractors is set at the category 9A rate. The garrison has no authority to charge fees that are not listed on the DoD fee charts. Visit Army OneSource for more information about CYSS Fees https://www.myarmyonesource.com/ChildYouthandSchoolServices/InformationforParents/cyss_fees.aspx Issue was brought to GOSC within the past three years and was rejected 	CYSS	CLOSED/ UNATTAINABLE
15-102	Walk-in gates often don't work and there is often a long line at busy times, ie lunch and before school pick up.	This makes it difficult to get on and off base by foot. It is especially difficult to get in with bags and packages. It is virtually impossible to get through with strollers, wheelchairs, and children.	To post someone at the gates at busy times. At Kimchi pot gate at lunch time, E-Mart gate for international firework festival, etc.	<ul style="list-style-type: none"> This is not financially feasible. In 2009, the garrison was provided the Enhanced Security Pedestrian Gate (ESPG) to reduce the cost of Security Guards manning the gates; DES does not have the manpower resources to man the ESPG during high pedestrian traffic times Personnel should plan on delays during lunch hour or other high pedestrian use; procedures are posted at each ESPG for pedestrians with children or large bags USFK has a maintenance contract for the ESPGs. The contractor is very reliable to all maintenance calls he receives. 	DES	CLOSED/ UNATTAINABLE
15-103	Availability of linens at the exchange	Housing issues Twin XL beds but there are no Twin XL mattress pads/covers available at the exchange and a limited supply of sheets. This affects every soldier and Family Member issued Twin beds from housing. Housing expects beds to be returned unsoiled and with no access to mattress covers/pads this is an unreasonable expectation.	Provide a way for mattress covers/pads to be purchased or issued. During PCS season, provide increased stock of linens.	<ul style="list-style-type: none"> Regular Mattress pads fit the XL mattress because of the elastic stretch ban on them. There is a sign on these covers to tell customers they fit. Also assortments of PCS items have been increase Worldwide during the seasons. 	AAFES	CLOSED/ COMPLETE
15-104	Umbrella use for Army when you have small children	Affects all soldiers with children when picking-up or dropping-off at various facilities.	Allow the soldiers to use an umbrella when picking-up and dropping-off children (weather permitting).	<ul style="list-style-type: none"> Issue was rejected by GOSC in FY2013 AFAP cycle SMA declined to approve 	CSM	CLOSED/ UNATTAINABLE
15-105	Change in Key Resolve dates	I think the AFAP should work hard to change the dates Key Resolve takes place. Currently, it takes place the month school starts, which is a hardship to parents (single parents) with newly arrived kids, not to mention being in Area 1, attempting to school sop, get last minute school issues resolved and you're confined to post or to remain in uniform.	Move the August mission to July or June and this could resolve the crunch being felt when confined to uniform or post. Talk to 8 th Army HQ General about mission time frame moving up.	<ul style="list-style-type: none"> Exercises are joint in nature and the dates are determined by DODDs and USFK. MND and ROKA and they are the drivers for National Defense participation 	DPTMS	CLOSED/ UNATTAINABLE

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15-106	SOFA STAMPS	<p>Incoming military members and families must all go to the immigration office in Seoul for SOFA stamps. It isn't reasonable to release passports and documents for two weeks for 'mail in' processing. It seems more logical to have the Immigration Personnel conduct SOFA processing here on Yongsan.</p> <p>SOFA stamps involve a lengthy and complicated process to complete. This adds additional demands on military family members as they adjust to the PCS into South Korea. This affects every incoming resident to South Korea who is stationed at Yongsan. Given language barriers, learning the transportation system, and then a lengthy wait at the office this process is complicated.</p>	<p>Partnering with the South Korean Immigration office to conduct SOFA stamp processing on Yongsan, even if only one or two days per month would ease this process for incoming military members and their families. Peak time for in-processing and soldier turnover (June and July) could have processing dates weekly. These should be an essential component to in-processing.</p>	<ul style="list-style-type: none"> Combined with ACTIVE issue 15-22 		<p>Combined with issue 15-22</p>
15-107	DODEA does not have an outside source of accountability	<p>DODEA does not have an outside source of accountability (like a stateside school board) to guarantee they are meeting the needs of military families. Military families do not have a voice within DODEA or any power to make changes within if they feel school leadership is acting inappropriately. DODEA is not doing an adequate job of educating our military children. There is no outside source of accountability for DODEA to guarantee they listen to the community's needs and work for the military children. Currently, DODEA is spending an average of \$24,000 per year per student. This is more than twice the national average spending for education in the US (See Fiscal Year 2014 Budget Estimates at comptroller.defense.gov). Yet this large sum of money given to DODEA is not being spent on the children. The textbooks are outdated. There is not enough paper in the schools. The teachers are not receiving the supplies they need. Sports programs are being cut. Bus monitors in Korea have been cut by 50%. Where is the money going? Parents are asking for improvements; they are being ignored. Military children are not receiving a \$24,000 per year education. DODEA has operated independently for too many years. This has allowed DODEA to become too powerful. DODEA no longer listens to, or cares about its customers; the military families. There needs to be an outside organization that has power to keep DODEA in check. DODEA should not be allowed to have total control over education. We need checks and balances over education like we have in the public school system in the US.</p>	<p>Create a system of accountability like a stateside school board that can keep DODEA leadership in check and give parents a voice in the education process within DODEA. While the School Advisory Committee (SAC) may have been created for this purpose, it is only advisory in nature and does not have the power to remove ineffective and power hungry administrators. DODEA needs to be held accountable for their actions. Our children deserve the \$24,000 per year per student education that the Department of Defense is paying for.</p>	<ul style="list-style-type: none"> Regional, Pacific and overall DoDDS senior administrators have been at Yongsan recently for accountability. Internal assessment are in placed but cannot be released to public 	DoDDS	CLOSED/ COMPLETE

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15-108	Military children should be given a stipend to attend international schools in Korea	DODEA spends an average of \$24,000 per year per student at Yongsan schools. This is equal to, or greater than, the amount of money that could be spent at local international schools (YISS). The quality of education given to children through international schools is much higher than DODEA provides (Yongsan International School scores 500 points higher on SAT than Seoul American High School). While we have some outstanding teachers here at Yongsan schools, teachers unions and tenure allow many unqualified and unmotivated teachers to be retained within DODEA. International schools on the other hand, do not have unions. Many school buildings within DODEA are very old and need replacing. This will cost millions more Department of Defense dollars. Textbooks are out dated. Supplies are limited. Teachers receive limited training. The \$24,000 per year per student is not being spent appropriately on military children's educations. Local international school do a wonderful job of spending the same amount of money and providing state of the art technology, facilities, and high class educations for their students.	Instead of DODEA schools, a stipend should be given to military children to attend local international schools in their area. The State Department already does this for their people. This would ensure the \$24,000 per year per student being spend on education for military families actually looks like a \$24,000/year education. It would also free the military of millions of dollars in building repairs that need to happen. While overseas Department of Defense schools were very necessary in 1946 when they were created, today they are no longer needed and are not providing a quality education form military families.	<ul style="list-style-type: none"> It is an individual's choice if they would like to send a child off-post for education. 	DoDDS	CLOSED/ UNATTAINABLE
15-109	Office did not open on time for vehicle registration	The vehicle registration office did not open on time. When it did open, the workers were not ready to assist the customers. I had to wait to be seen even though I was first in line.	The workers are not ready to work on the hours of operation that are posted. It affects the customer by making them wait and miss other appointments scheduled for the day.	<ul style="list-style-type: none"> The staff strives to open on time. 	403rd	CLOSED/ COMPLETE
15-110	Painted over crosswalk near Gate 14, in front of building 5042	Part of the crosswalk is visible, however pavement was added that covers the remainder. This is a main walking route for school children and many workers using the area and bus stop. Cars often park at this area, blocking the sidewalk.	Repaint the crosswalk. Simple.	<ul style="list-style-type: none"> Gate 14 will be under construction in the near future and once the construction is complete the crosswalk will be repainted near Bldg 5042 along with other required road markings 	Safety	CLOSED/ COMPLETE
15-111	Not enough mailboxes on post to mail letters	Often times, I would have to mail a letter and have to drive to the Dragon Hill, Post Office, or other public place that accepts mail, just to mail it. At times, when you can't find parking or the post office is too congested; it makes it a hassle to mail anything.	I recommend posting one mailbox to mail letters in each village area/neighborhood on post so families can drop their mail in a mailbox as they are walking kids to school, driving through the neighborhood, etc. This could help to also lessen traffic congestion on Main Post near the library and gallery area.	<ul style="list-style-type: none"> It is not financially feasible/there is not enough manpower to check any additional mailboxes on post. 	DHR	CLOSED/ UNATTAINABLE

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15-112	No trust in DODEA's assessment of themselves	PAC DODEA visited Yongsan in May 2014 to evaluate the issues raised with Mr. Brady. They concluded there were adult issues which infected our community. At the same time, Mr. Douglas Kelsey from IMCOM visited and conducted a similar evolution by meeting with parents and students. Mr. Kelsey's report of our community is not public. Filing a FOIA request will take three years. This is a problem because there is no accountability for DODEA. We simply accept what they say about themselves. This affects students, teachers and parents because there is no trust and no hope that DODEA polices its ranks.	Ask permission for IMCOM to release the report to the community. As taxpayers and community members, the findings of this inquiry should be public knowledge, even if it is negative. How are we ever going to make a change if we don't acknowledge what the root problem is?	<ul style="list-style-type: none"> IMCOM will not be releasing the report. It was conducted as an internal review. 	DoDDS	CLOSED/ COMPLETE
15-113	Issue military retirees, widows, and their families protective gas masks	Active Duty, civilian employees and their Family Members are issued NBC protective masks. Military retirees, widows and their families are not able to get NBC masks issued for their protection in case of an incident. This leaves a small community of valuable people vulnerable to an incident (attack). It is important to protect this community to the same level that the US Military protects the rest of the military and their families. 'Soldiers for Life.'	Issue military retirees, widows and their families NBC masks for their use and protection; or increase mail restrictions so that military retiree, widows and their families can purchase on-line US Military compatible masks.	<ul style="list-style-type: none"> Issuing masks to all retirees and their families is not feasible due to the high number of retirees who choose to live in Korea. 	DHR	CLOSED/ UNATTAINABLE
15-114	Organize and conduct retiree councils in Korea to truly listen to and help Korea's military retiree community	Korea has many retirees who live and work here. As per US Army (600-8-7) and EUSA (608-3) regulations, military installations are required to organize retiree councils to communicate and address issues. Each of the four military areas is to have a retiree council as well as an EUSA retiree council for Korea. To date, there is only an Area II (most active) and an Area I (newly activated) area level retiree council. Area III has a one man council and Area IV none. EUSA has a retiree council that meets quarterly but is rarely attended by a EUSA representative. In addition, the EUSA regulation states that the retiree council will review all regulations that impact retirees. However, since being published in July 2011, not one regulation has been sent to the retiree councils for review and comments. Up to early 2011 there was a USFK regulation and retiree council that met monthly. When issues were voiced to USFK, USFK's decision was to disband the USFK council. After many months of urging by local retirees, the EUSA retiree council and regulation were developed. US military representation at retiree councils should routinely interact to identify issues and concerns of retirees and try to solve these issues. The standard answer seems to be "we do not control that," or the Koreans (SOFA) won't allow that." So much is blamed on the Koreans which is mostly not the case.	Ensure each area has its own active retiree council that is represented by the installation command. Ensure each installation representative develops and maintains and issue list that is reported on monthly at each retiree council and coordinated with other area retiree council representatives. Reinstate the USFK retiree council to address retiree issues and concerns across the peninsula.	<ul style="list-style-type: none"> Area II has an active Retiree council and will pass this information to Areas I, III and IV. 	DHR	CLOSED/ COMPLETE

Below issues remain ACTIVE after prior Steering Committee Meetings

15-1	Korean Peninsula Parent Childcare Cooperative Program (Prioritized at AFAP FY2015)	Childcare options on installations across the Korean peninsula are limited, especially hourly care. There is not an established Korean peninsula wide co-op. With a well established parents co-op, an alternate option for trained and trusted, certified caregivers will be available	Establish a viable, well-marketed, functioning parent co-op program with training and monthly information meetings on installations across the Korean peninsula.	<ul style="list-style-type: none"> • So far only parents in K-16 have begun working towards establishing a co-op. • The procedures are in place for a co-op program to be created on Yongsan if parents show an interest. 	CYSS	CLOSED/ COMPLETE
15-4	Not enough parking	I see too many non military cars being parked on base. There are not enough parking spaces.	None provided	<ul style="list-style-type: none"> • There are currently 6,799 spaces on base and 20,000 registered cars. As the transition out of Yongsan occurs, more spaces will become available. • Enforcement of parking rules does occur. 	DES	CLOSED/ UNATTAINABLE
15-12	Availability of shower curtains/liners at self help and PX	At self help the liners don't fit the stalls in quarters (Blackhawk, IA, eg). They are not long enough	Get proper sized liners to distribute	<ul style="list-style-type: none"> • It has been confirmed that the longer liners are now available in the PX. • DPW also fixed the shower stalls to accommodate the new liner size. 	DPW/PX	CLOSED/ COMPLETE
15-18	Lack of animal customs agent at Osan (Combined with issue 15-89)	Personnel are incurring extra expenses in sending their pets during PCS move to a commercial flight instead of military flights. Then when placed on these flights, pets are blocked. The family incurs additional costs to ship the pet.	Provide military aircraft to fly pets, if not, government should reimburse personnel for spending money on sending pets on a commercial flight. Open the equivalent service in OSAN. Agreement should be forged with Korean immigration to provide a customs agent.	<ul style="list-style-type: none"> • It is now possible to arrive and depart with pets via Osan and the Patriot Express. • The number of spaces for pets on each flight is limited however, so not everyone can be accommodated. • (see PDF on Garrison Website 'Issue 15-18 Pet Exportation on AMC') 	65 th Med	CLOSED/ COMPLETE
15-22	Status of Forces Agreement (SOFA) Stamp Services Yongsan (Prioritized at AFAP FY2015) (Combined with issue 15-106)	Yongsan does not offer on-site services for civilians and dependents to obtain a SOFA stamp. According to Korean law, the SOFA stamp is required within 90 days of entry into country. Exceeding the 90 day requirement could result in fines, banishment or deportation.	<ol style="list-style-type: none"> 1. Coordinate with the Korean government to provide immigration representatives on Yongsan that are authorized to provide the SOFA stamp. 2. Establish a garrison family readiness service to create a bi-monthly system to transport civilians and dependents to the Korean immigration office. 3. Designate one person to take all completed SOFA packets to the Korean immigration office for same day processing. 	<ul style="list-style-type: none"> • The processing of SOFA stamps is controlled by Korean Immigration. Having ROK representatives on Yongsan is not feasible at this point due to staffing issues for the ROK, and dropping SOFA packets off with immigration is an accountability factor. • We will continue to engage with ROK immigration towards a solution. • Possible short term solution is adding a stop at the Immigration Office to the newcomer's tour, not to complete the paperwork, but to explain location and process so individuals feel more comfortable going on their own. 	DHR/G1	ACTIVE
15-23	Absence of open fitness options after 9:30pm	At USAG Yongsan, the USUG Yongsan Collier Fitness Center closes at 9:30pm. This results in the absence of a recreational and wellness activity after 9:30 pm	Keep the fitness center open until at least midnight or 1am. The cost of keeping the center open is a valid issue, another benefit could be a reduction in costs having to address alcohol related incidents such as sexual assault.	<ul style="list-style-type: none"> • Issue has been partially resolved as the 8A HHB has opened a Soldier Fitness Center, Build# 2609 accessible through Duty Officer/NCO and available after hours. This is "mission supported, not Family and MWR engaged. • Currently not attainable because of resources. A 24/7 unmanned fitness center is costly and requires infrastructure (CCTV's, controls, etc). • There is an initiative to transition Collier into a Community Fitness Center which may help resolve this issue. The Commanding General recommendation is due in 2015. 	MWR	ACTIVE

15-24	Treated rudely by the baggers at the commissary if we choose to carry out our own groceries	Baggers are rude and throw groceries when told customer will carry out their own groceries. This affects anyone who wants to carry their own groceries. This is problem because we shouldn't feel we have to tip if we want to take our own groceries out.	Training on how to treat customers	<ul style="list-style-type: none"> • DECA has marketed and advertised their policy for reporting baggers' behavior with name tags that list a phone number for reporting • Baggers licenses can, and have, been revoked. • DECA continues to train staff 	DECA	CLOSED/ COMPLETE
15-25	Lack of Sponsor for incoming soldiers	I'm coming from another overseas duty station so in processing was a little easier for our family (Kind of knew what to expect). I was never contacted by anyone/sponsor.	You may want to put a special desk with welcome packets at the DHL to help Family Members	<ul style="list-style-type: none"> • This is a Work in Progress. The process is in place, but will take some time. • Sponsorship process has changed in the past 1.5 years. • Sponsors can also pick up Welcome packets from ACS or go to the website to download the packets <p>Military Installations</p>	DHR/ MPD	ACTIVE
15-26	USAG Yongsan One Day Korean Head Start Program (Prioritized at AFAP FY2015) (Note: Combined with issue 15-34)	Incoming personnel and Family Members do not receive adequate cultural information within the first week of arrival (e.g. transportation, basic Korean key phrases, and cultural awareness/etiquette). Cultural, language, and transportation classes have a 2 to 3 month waiting list. Newcomers get information months after they arrive and do not take advantage of the introductory period. A head start on culture and language provides an opportunity to get acclimated and focus on the mission.	Establish a USAG-Y one day Korean head start program for all incoming personnel and their families to provide an overview of Korean culture, transportation, and language within the first week of arrival and create a webpage with a link on the garrison homepage.	<ul style="list-style-type: none"> • As of January 2015 ACS offers a spouses orientation along with Day 3, Welcome to Korea, Transportation 101 and language classes. 	ACS	CLOSED/ COMPLETE
15-28	Treatment by Korean employees on post	Baggers at the commissary didn't get up to help. We bagged our own groceries with our 2 year old. The help is really appreciated so I was surprised when no one bothered to help. Rude workers at the Dragon deli and Burger King- self explanatory	On post employees need to be friendly.	<ul style="list-style-type: none"> • Customer service training to be handled by supervisors. • For Burger King, ICE comments are welcomed so staff attitude can be corrected on the spot, for Burger King, this issue is closed but remain ACTIVE for the Commissary and the DHL pending more information on their processes. 	DECA, DHL	ACTIVE
15-30	NCOs at 19 th Personnel Company (Combined with 15-36)	This issue is the command at 19 th Personnel Company. The NCOs in this unit do not think about the needs of the soldiers but expect the soldiers to meet a standard they are not at because as leaders they do not give proper guidance. It affects the soldiers because failure to lead, leads to failure period. The NCOs here are failing their soldiers. In general I do not like the way NCOs talk to the junior enlisted during open hours	New chain of command! Better NCOs. Better guidance. Check the NCOs for standards/regulations.	<ul style="list-style-type: none"> • Chain of command has been advised on treatment of their personnel 	CSM	CLOSED/ COMPLETE
15-32	The hospital needs more doctors, especially a physical therapist.	Family members should be seen at the hospital, especially teenagers in high school due to students missing school (absences). Right now they're sent off post and have to miss most of the day, if not the entire day from school due to transportation.	If Family Members were seen here at the hospital they would be able to return back to school after appointments and not get behind on assignments.	<ul style="list-style-type: none"> • Currently, 121 is not authorized more Physical Therapists. • The primary mission of 121 is to support Active Duty members not Family Members • Missed appointments add to difficulty in availability of appointments. 	65 th Med	CLOSED/ COMPLETE
15-37	Transportation operation hours	Most of us who work full-time can only go and do errands during lunch. It is difficult to do this at the transportation office since they are closed for lunch from 12-1.	Stagger employee lunch time and open the office during lunch	<ul style="list-style-type: none"> • Beginning December 10th the transportation office in the ACS building was open during lunch from 1200-1300 for limited services. • This was a pilot program for 90 days. • The pilot program seized on 12 April as it only averaged 1 customer during lunch 	LRC- Yongsan	CLOSED/ COMPLETE

15-40	Out-processing checklist	Duplication of out-processing checklist from units and garrisons is a waste of time. They list places/agencies that are not needed or list it twice.	Develop one comprehensive checklist to eliminate redundancy and save time.	<ul style="list-style-type: none"> • There will always a unit and installation out-processing checklist. This is a standard process for the Army and it will not change. 	DHR/MPD	CLOSED/ UNATTAINABLE
15-41	Curbs without ramps	Can anything be done about the curbs on post not having ramps? Frequently, I have to tilt my double stroller after crossing a street to get it onto the sidewalk. Sometimes you go down a ramp on one side just to find no ramp on the other.	Install ramps on curbs	<ul style="list-style-type: none"> • DPW placed handicap ramps at intersections where possible. • It is not possible to install ramps at all locations due to safety issues 	DPW	CLOSED/ COMPLETE
15-42	Bicycle Policy and Enforcement for United States Forces Korea (USFK) Population (Prioritized at AFAP FY2015)	Public awareness of bicycle operation policies and safety procedures is low due to lack of communication and inconsistent enforcement. Korean Road Traffic Law (KRTL), Article 15-1, 15-2, and 13-2 (1) and USFK Regulation 190-1, paragraph B-18 are not properly disseminated to USFK population and law enforcement. As a result, cyclists are incorrectly cited and are potentially at risk of physical harm.	Standardize policies and procedures that are readily available and disseminated to USFK population and law enforcement.	<ul style="list-style-type: none"> • New bicycle policies were marketed and reinforced. It was listed as a Hot Topic recently. • The feasibility of bike lanes is currently being assessed. 	DES	ACTIVE
15-43	Problems with ATM dispensation	I had a problem with the ATM on post not giving me my money, but taking it from my bank account. I am out \$500.00! I spoke to Community Bank and they said I have to go through my bank for an investigation. We did this... TWICE! Community Bank still says they had no overage. This simply cannot be true. I inquired with JAG. They told me to get in touch with command. I want to know if cameras are recording transactions. I called my bank while having trouble at the ATM when the incident happened.	Work with financial institutions to better handle these situations and inform customers of procedures to follow.	<ul style="list-style-type: none"> • The bank did an investigation following the appropriate procedures and no discrepancies were found. • The bank liaison officer has been notified. 	SJA/Bank	CLOSED/ COMPLETE
15-46	Graffiti in bathrooms	Men's bathrooms in the bus station have gang tags/Graffiti.	Police the men's bathrooms	<ul style="list-style-type: none"> • The building manager must be the one to police the bathrooms. • Staff checks daily and there are inspections twice annually. 	DPW	CLOSED/ RESOLVED
15-47	Pet Quarantine Conditions	My cats are in quarantine (not sure what the place is called), it's located by the Incheon airport. Who can I speak to about the condition my cats are in? I went to visit them today and one of my cats is covered in feces. The cage is very dirty and full of urine. They are also kept in non-ventilation rooms that are extremely hot inside. The smell would make anyone sick.	Improve the condition of pets being quarantined.	<ul style="list-style-type: none"> • 65th Med has no authority over ROK quarantine facility. • 65th Med recommends abiding by the ROK requirements to avoid quarantine. Guidelines are available on 65th Med's website. • 65th reviewed quarantine procedures and continues to explore options when dealing with ROK. • Yongsan Pet Care Center: Yongsan Pet Care 	65 th Med	CLOSED/ COMPLETE
15-74	Allow military retirees, widows, and their families to use on post education centers	Retirees are not allowed to use the on post Education Centers unless they have SOFA status. All military, Active Duty and retirees, and their families should be afforded the opportunity to use on base Education Centers. This should be based on their service status, active or retiree, not their visa.	Allow US military retirees and their families the ability to use on post education centers to further their post-secondary education.	<ul style="list-style-type: none"> • Retirees are now actively using the base Education Centers. • On 9 Dec 14 the Joint SOFA Committee and Republic of Korean Government approved for retirees, widows, and their Family Members to attend on-post academic institutions. (see PDF on Garrison Website 'Issue 15-74 Retiree On Post Education) 	DHR	CLOSED/ COMPLETE