

Community Leader Information Forum (CLIF) TB/RB

Issue Number FY17	Title	Assigned To	Opened Date	Due Date/Date Closed	Concern	Response	Status
1	PCSing with Pets	405th	14-Feb-17	31-Mar-17	Pets on the shuttle bus to the Ramstein Airport are being placed in the under-bus luggage/cargo compartment. This area is not climate controlled and poses a hazard to pets during very cold or hot temperatures.	All animals, except carry-on pets (only 10 per flight), must ride in the belly of the Patriot Express, which is not climate controlled. It can be extremely hot while on the ground in the summer and is extremely cold at high altitudes regardless of the season. For more pet travel options, visit www.eur.army.mil/news/2012/05212012-patriot-express-offers-options-for-pet-travel.htm .	Closed
2	Shuttle Bus to Airport	405th	14-Feb-17	31-Mar-17	The Shuttle bus from the Hotels to the Ramstein Airport still occurs around midnight but the Patriot Express flight time has adjusted to a much later time. This causes families to be stuck in the terminal with their children, pets and belongings all day after traveling by bus all night. Can this timeline be adjusted to being more user friendly?	The USAG Bavaria Logistics Readiness Center investigated into changing the times based on community feedback. Accommodating all passengers, both inbound and outbound, is the top priority of the Patriot Express shuttles. The shuttles are scheduled to accommodate both in and outbound passengers. The shuttle, for example, leaves Grafenwoehr in the evening to arrive at Ramstein in time to catch the morning inbound passengers so they can bring them to Grafenwoehr. Unfortunately, some of the Patriot Express flights arrive at Ramstein, drop off passengers, and then depart to Turkey and back before picking up CONUS bound Germany passengers. As a result, some passengers have a longer wait than others.	Closed
3	German American Volksfest	FMWR	14-Feb-17	10-Mar-17	With the Volksfest on the horizon, is it possible to develop an online Food Handlers course similar to what is offered at Benning, Hood, JBLM and others?	Initial Volksfest meeting took place 15-Feb-17. MWR leadership can provide additional planning meeting timelines.	Closed
4	MP Assistance requested	DES	14-Feb-17	31-Mar-17	Request MP assistance to enforce POVs not driving on the sidewalks and pathways around our Soldiers living areas. Leaders and Staff Duty are making corrections but is a larger issue that affects all units (CSM Kenneth Franco 1-91 CAV).	The USAG Bavaria Directorate of Emergency Services (DES) has raised the issue with local law enforcement. Eschenbach Polizei and Garrison Emergency Services will be taking a more pro-active approach to traffic violations in the Netzaberg housing area. Some of the fines you can start expecting: <ul style="list-style-type: none"> • Parking on sidewalk and/or impeding sidewalk €20-30 fine • Abandoned vehicle removal and up to €1,000 fine • Parking in a bus lane or no parking area €10-35 fine • Failure to obey crosswalk signal depending on severity <ul style="list-style-type: none"> • Pedestrian €5 fine, Bicycle €60-120 fine • Vehicle: €200-360 fine • Washing vehicle / identified HAZMAT leak €50-1,000 fine 	Closed
5	CLIF Slides	S 3/5	14-Feb-17	10-Mar-17	Customer is in favour that there are 2 flyers printed per page. Could Aachen slides be slotted together?	Thank you. We will review future slides and try to consolidate the Camps slides.	Closed
6	Recycle Concern	DPW	14-Feb-17	14-Mar-17	Why do some of the Germans go to the Recycle and open our trash bags (some include peoples home addresses etc.) The second concern is that some of them do this during their work hours.	There are Directorate of Public Works employees that are responsible for making sure recycling is happening according to the regulation. They will frequently open recycle bags to ensure only the appropriate items are being discarded. The contractor will also do this during working hours, as it is their contractual obligation to ensure they are only picking up the appropriate recycle material. If customers are leaving PII or other identifying/sensitive information unshredded or otherwise exposed in either trash or recyclables, this is exposing that customer and the Army to an OPSEC risk. PII and other sensitive information should also be destroyed thoroughly before being placed in the trash/recycle containers to avoid such risks.	Closed
7	Assigned Seating at CLIF	S 3/5	14-Feb-17	10-Mar-17	To support teams arriving separately I miss the assigned seating. It's helpful to teams that need/want to confer on items of particular emphasis. Also if the speakers could not take up spots at the table until all teams are seated that would help as well. Arriving 10 - 15 minutes early is not always possible. Speakers can more easily fill in single spots.	1. The idea of not having assigned seating was to allow Soldiers and Civilians the opportunity to sit wherever they would like. 2. Briefers are provided chairs near the lectern to cut down on transition time.	Closed

8	Larger space for Thrift Stores TB/RB	Command Group	14-Mar-17	21-Mar-17	The Thrift Stores in TB and RB are very small. Could it be moved to an area that is easier to find and has more space to include storage space?	The garrison contacted the Bavarian Community & Spouses Club, the organization that runs the Thrift Stores, about this question. If the BCSC is interested in pursuing this, we will put them in contact with the garrison personnel who manage the space planning process for information on how to submit a request.	Open
9	Self Defense Class	FMWR/ACS	14-Mar-17	21-Mar-17	Can ACS please put more information/flyers out about the self defense class?	Self defense class already occurred	Closed
10	Consulate Outreach days	DHR	14-Mar-17	21-Mar-17	Please advertise the Consulate Outreach days more. Today was the first time many spouses heard about it.	The next Consulate Outreach is in October. We will start advertising this well in advance.	Closed
11	Spouse appreciation day	Command Group	14-Mar-17	21-Mar-17	Will there anything be planned for the spouse appreciation day on 12 May 17?	A list of events provided by organizations across the installation was published at the CLIF 11 APR and in the CLIF slides posted on the USAG Bavaria website (www. Bavaria.army.mil)	Closed
12	Youth Sports	FMWR	14-Mar-17	21-Mar-17	Why is the sports program still splitting into two locations (TB/RB)? Kids are signed up before the deadline but when not enough children are registered for one side it is cancelled. Those kids are then out of luck even though they were registered before some of the kids on the other side. Why don't they change it to one registration group with a comment option to request a "side". More work for youth sports but similar to what other installations do for dividing teams.	In the spring sports season, Youth sports is fielding 49 teams across the Garrison. We need community support to run sports programs as they are staffed with volunteers. We continuously recruit volunteers but are not always able to recruit and complete background checks to meet the demand. When we don't have a coach for a team, we unfortunately have to inform the families that there is no availability in the location that they requested and offer them a space on the alternate side of the Garrison. If parents do not promptly respond to these emails, there may not be availability. In the future we will continue to recruit volunteers and ask that our community members step forward and volunteer to be a sports coach and truly make a difference in a child/youth's life.	Closed
13	Events for teenage girls	Command Group	14-Mar-17	21-Mar-17	Which events are conducted for teenage girls in Garmisch (Girl Scouts?)	Currently, there is not a Girl Scout POC in the Garmisch community. There is a Youth Center for middle and high schoolers, open Mon.-Thurs. 1400-1800 and Fri. 1400-2200. One of the activities at the Youth Center is a Girls Club, which meets Friday afternoon; for more information about the Girls Club or other Youth Center activities, call DSN 440-2654 or CIV 08821-750-2654.	Closed
14	School closure on training holidays	DoDDS	14-Mar-17	21-Mar-17	Schools in Hohenfels are closed on training holidays in alignment with the Military Schedule. Can this be considered here at TB/RB?	DoDEA HQ sets the dates for: Opening of school, End of each Quarter, End of Semester, Winter Break, Spring Break, and Standardized Testing Schedules. The schools have been given the training calendar for the Grafenwoehr/Vilseck/Netzaberg Community. These three area schools plan as a complex and will make every effort to plan Professional Development days according to the training calendar when possible.	Closed
15	High School Calendars	DoDDS	14-Mar-17	21-Mar-17	The calendar for the High School in Vilseck only shows events for the next two weeks. Can the calendars show events that are planned further out?	The Vilseck High School Calendar is up to date all the way through June. If you click on the "Full Calendar" link under the Upcoming Evenst section, a full calendar will open. Events are listed on each month's calendar.	Closed
16	School closure on training holidays	DoDDS	11-Apr-17	19-Apr-17	Schools in Hohenfels are closed on training holidays in alignment with the Military Schedule. Can this be considered here at TB/RB? This concern was answered by DoDEA but customer requested a suspense date for the decision.	DoDEA leadership is aware of this issue and is working to provide an explanation or solution.	Open
17	Add POC on briefing slides	S3/5	11-Apr-17	19-Apr-17	Please consider adding slide with name, position, phone and email of each briefer, kind of an index for POC	Great advice. The S3/5 shop has begun implementing this suggestion.	Closed
18	SOFA Agreement for Dual Citizen	Command Group	09-May-17	19-May-17	Is there a way to lift the SOFA Agreement for Dual Citizen to work under US Employment for Military Spouses or Dependents?	Understandably, employment is a top concern for military dependents. Unfortunately, there is not a way to lift the Status of Forces Agreement, short of the U.S. and German governments reworking it. If family members have questions about employment possibilities, we encourage them to check with available resources listed at www.bavaria.army.mil/employment.	Closed
19	Plan of the week (PLOW)	S3/5	09-May-17	19-May-17	Can Civilian numbers be added instead of DSN? The prefixes are changing as we transition to new numbers and it isn't as intuitive for families	PLOW was update to reflect civilian phone numbers.	Closed
20	Aggressive Dogs at Netzaberg	DPW	09-May-17	19-May-17	Fences are not high enough and therefore a safety issue for people walking by especially walking with dogs. Large dogs in the neighborhood are jumping the fences even when they are chained. Can the Garrison ask for them to pay housing to install taller fences as a requirement of signing the lease?	Pet Owners are responsible for their pets. Residents should call the appropriate police department to report aggressive animals.	Closed
21	Location for Kids	ACS	09-May-17	19-May-17	Can we get a location for kids to do Community Service Hours for school? NJHS National Junior Honor Society.	Issue was moved from DPW to ACS. In order for ACS to find a solution, they need more information and request the community member shares his or her contact information.	Closed

22	Path to be paved	DPW	09-May-17	19-May-17	Can the path in Netzaberg between Hopfenhofer Strasse and JFK Ring be paved? The path connects the neighborhood to the school and is dirty and hilly. It is real icy in the winter and muddy when it rains. It is a challenge for people with strollers, scooters etc.	This was revied by legal. The result was that it is not allowed to spend government resources on off-post private property. DPW cannot legally pave/repair this path. CSM Todd will reach out to the mayor of Eschenbach and the contractors for Netzaberg to find a solution.	Open
23	Shuttle Bus to Netzaberg Chapel	405th	09-May-17	19-May-17	Can we establish a shuttle bus between Tower Barracks and the Netzaberg Chapel for Soldiers and family members without cars?	We will work with key stakeholders in considering an expansion in any future review of shuttle services. The USAG Bavaria Logistics Readiness Center was informed by Chaplain Pies that the rotational forces (RAF) were supporting the shuttle between Tower Barracks and the Netzaberg Chapel. The USAG Bavaria Logistics Readiness Center, unfortunately, is unable to resource an expansion of shuttle services at this time.	Closed
24	Sync Family events with training calendar	Command Group	13-Jun-17	28-Jun-17	Can we establish a system to better sync events intended for Families with what is on the training calendar? (RSO Garmisch trip is during Saber Guardian execution).	We have processes in place to synch garrison events with the calendars of our mission and community partners. There are always a number of factors to consider when scheduling events, top among them being when the intended audience would most be able to participate. We appreciate the question and take it as a reminder to work our processes diligently.	Closed
25	Road conditions	S3/5	13-Jun-17	28-Jun-17	It is very hard to find the road conditions on the website and it is not very well maintained. There has to be a better way to communicate the road conditions. Road closures need to be communicated early. It is impossible to get accountability in a cellular dead zone at 0600 hours.	The Road Conditions Link is distinctly located on the right key topic menu of the USAG Bavaria HomePage. One click and the reader is connected to the IMCOM Europe consolidated road conditions and school closure webpage. This site provides easy to read information on TMP Dispatch ratings, road conditions, weather, and school status. The road condition decision process is conducted in a timely manner to ensure notification are sent prior to PT and School Bus start times. Upon a decision, the Garrison uses multiple communication methods to ensure widespread community infromation. Methods incldue: FaceBook, Twitter, AtHoc, SMS, Cell Phone, Website, and LandLine.	Closed
26	Out-processing	DHR	13-Jun-17	28-Jun-17	Can there be an increase in pre-cleared places? Can we get a map that specifies clearing locations?	We are currently working with Community agency to train them on ISM capabilities which will better facilitate "pre-clearing" Soldiers. WE anticipate ISM will be fully operational by the end of July. We already provide maps of the installation(s) across Bavaria. They are provided when Soldiers pick up their clearing papers. We will also add the map to our online levy brief.	Closed
27	Maps	DPW	13-Jun-17	28-Jun-17	Can we get updated community maps with facilities?	Updated Maps are available at Public Affairs office.	Closed
28	Article about FP exercise	PAO	13-Jun-17	28-Jun-17	Can PAO produce an article on the upcoming FP exercise?	USAG Bavaria PAO published an article at www.bavaria.army.mil June 6 on the upcoming Force Protection exercise at www.bavariannews.com/annual-force-protection-exercise-may-affect-you. Another article that may be of interest is our "Community Member's guide to understanding FPCON" at www.bavariannews.com/a-community-members-guide-to-understanding-fpcon.	Closed
29	AFN in the Welcome Center	DHR	11-Jul-17	28-Jul-17	Can we get AFN on one of the TVs not being used in the Welcome Center? This could be especially useful now that the room will be open all day for spouses and soldiers in-processing.	A good idea. DHR is now exploring options to provide AFN in the USAG Bavaria Welcome Center.	Closed
30	German Classes at USO	USO	11-Jul-17	28-Jul-17	USO formerly provided a free class introduction to two nights per week. It was not well publicized. Can this program be reinstated?	We are happy there is still interest. Class attendance has been sporadic at best. The class was publicized in the same manner as all USO programs. USO is considering revamping the class with the hopes of garnering increased participation.	Closed
31	Registration in AtHoc	S3/5	11-Jul-17	28-Jul-17	Can personnel register for AtHoc during in-processing?	Department of the Army recently directed AtHoc registration be established at the unit level. USAG Bavaria is in the process of coordinating this effort across all mission partners. This will require every organization to establish a process for new personnel as well as personnel leaving the unit. We expect this process to be fully implemented by 01 October.	Closed

32	Functional Fitness area at Field House	FMWR	11-Jul-17	28-Jul-17	Is there a timeframe to when the field house functional fitness area will be opened for use?	We owe it to our Soldiers and families to provide fitness centers to maintain healthy readiness. We are required to provide 90 open hours of gym time. We don't agree that this is enough, which is why we aim to opne the 24/7 fitness center soon enough. Unfortunately, we are unable to forecast an opening until all the contracted work is complete. Stay connected. We'll keep you updated!	Closed
33	Pets in the under-bus cargo department	405th	11-Jul-17	28-Jul-17	The question about dogs under the bus going to Ramstein was not answered. The answer provided was about pets in the cargo department of the planes. Can we please get an answer regarding pets under the bus which is not climate controlled as it poses a hazard to pets during hot and cold temperatures.	Bus tender follows German regulation in allowing transport of pets in kennels in the cargo hold of the bus.	Closed
34	Claims for damages	Finance	11-Jul-17	28-Jul-17	Moving/Shipping damage claims should be fileable by spouse wihout CAC. Spouses generally handle household goods.	There are two main options for claimants with regard to filing HHG claims. Option one is to file against the carrier directly to trigger full replacement value. This is done on-line in the DPS system. To file on-post at the OSJA, a claimant must have a CAC card to access the government computer network in the DPS system on-line. A spouse who does not possess a CAC card may work around this by using an off-post private computer to visit the www.move.mil website. At the site, the spouse may set up an aaccount and password. Once the account is active, the claimant may then file a DPS claim on-line using only the password protected www.move.mil account.	Closed
						Option two is to file against the Army. This can be done in person at the local European claims office or on-line via PCLAIMS+. This option does not trigger full replacement value, and the Army adjudication will use depreciated values to calculate a payment. As it stands now, a claimant must have an AKO account to access PCLAIMS+ to file on-line against the Army. For quite some time, the Army has required a CAC card to access AKO. This is based on an ARCYBER requirement that DMDC - DS Login be the only official access via user name and password. The details about why are not clear, but the Army expectation is for spouses/non-CAC holders to visit their local European claims office to get face-to-face assistance with creating a profile and claim for them. For more information visit http://www.eur.army.mil/7atc/SJA.html#Claims	Closed
35	Welcome Center	DHR	11-Jul-17	28-Jul-17	Who provides winter maintenance for the child play and pet area at the Welcome Center? Will there be a covered/shaded area during summer?	DHR will provide winter maintenance for the Child Play and Pet area at the Welcome Center. There is a Gazebo built by DPW in between the Child play area and pet area.	Closed
36	Maps	DPW	08-Aug-17	25-Aug-17	The updated community maps still need adjusting. 1) Verify Graf Thrift Shop location. 2) Separate Spouses Clubs are now combined as the Bavaria Community and Spouses Club (BCSC) on TB. BCSC operates both Graf and Vilseck Thrift Stores.	DPW will provide an update to the community maps based on the suggested changes in the near future.	Closed
37	School Liaison Officer (SLO)	DFMWR	08-Aug-17	25-Aug-17	Can an additional SLO be added for the Graf/Vilseck schools?	We are committed to keeping parents connected to the schools. That's why we employ a School Liaison Officer (SLO) to build those relationships and facilitate communication among Army Families and the local school community. But we are limited on the number we can employ. The SLO position is funded by CYS and is a Uniform Funding and Management (UFM)-funded position. Based upon the Financial Performance Assessment conducted by the Chief of Army CYS in May 2017, she and her team determined that OCONUS locations would only be funded with one SLO. In many of the OCONUS locations, the SLO serves only one school district - DODDS. Because of this, we are currently funded for only one SLO to serve the Grafenwoehr Military Community (Grafenwoehr, Netzaberg and Vilseck). I encourage Community Leaders and Senior Spouses to contact CYS Leadership, in particular, the CYS Chief, to express the rationale for an additional SLO. If the need is justified and approved by G9, CYS Leadership can negotiate with G9 to fund the addition of a 2nd SLO in FY 19.	Closed

38	Community Garden	DPW	08-Aug-17	25-Aug-17	Can vacant plots be mowed down at the gardening area on Graf?	Assigned plots in the gardening area are maintained by the plot owner. Vacant plots will be mowed by the DPW.	Closed
39	German Language Instruction	DFMWR	08-Aug-17	25-Aug-17	When is German language instruction offered on Graf?	The Army Community Service is currently in the process of soliciting for contracted German Language classes. Stay connected to the USAG Bavaria MWR website and Facebook page for updates.	Closed
40	ACS & FAP Brief	DFMWR	08-Aug-17	25-Aug-17	Can the CO/1SG Course (CCFSC) incorporate the mandatory ACS & FAP briefs?	This is a great idea and a good use of time. Unfortunately, this does not appear to be an acceptable or suitable solution. Here's why: 1. These briefings really meet their intent at a smaller scale 1:4 or so vs. the 1:40 instructor to student ration in the CCFS course; not suitable. 2. The briefings should be centric to the specific Garrison the CC or FS and their team are from. The CCFSC contains teams from all across USAREUR, and would therefore require ACS from all USAGs to send reps to brief; not acceptable. 3. Conducting the mandatory briefs within the footprint/turf of Command Teams is also more value added and personable, especially with the sensitivity of these topics.	Closed
41	Passport Services	DHR	8-Aug-17	25-Aug-17	Verify Passport offices at Graf and Hohenfels have the same policies. For passport renewal, Graf confiscates current passport, whereas Hohenfels lets you keep it.	The procedures are the same at all USAG Bavaria locations. Renewal procedures, however, depend on the circumstances of the renewal. If you are renewing a passport that is expired or 30 days from expiring, it has to be included in the renewal application package that gets forwarded to the Consulate. For renewals of passports that have greater than 30 days until expiration, only a copy of the valid passport needs to go forward to the Consulate as part of the renewal package.	Closed
42	DODEA Pre-Registration Online	DODEA	12-Sep-17	12-Sep-17	Does DoDEA online registration work?	Parents can pre-register their children online at http://www.dodea.edu/parents/registration.cfm . However, human resources and IT staff at schools in USAG Bavaria are experiencing technical difficulties. We aim to resolve these computer glitches as soon as possible. In the meantime parents can register and enroll their children at the registrar's office of their respective school.	Closed
43	Quick Alterations	PAO	12-Sep-17	12-Sep-17	Where can I go to get uniform badges and alterations quickly?	The AAFES Military Clothing store offers badges. They are located at Tower Barracks, Bldg. 534 and can be reached at DSN 475-7109, 09641-3115. The Alterations shop can sew them on. The Alterations shop is next to the AAFES Express (gas station) and can be reached at DSN 475-7931, CIV 09641-1232. For more, visit https://www.shopmyexchange.com/exchange-stores/Germany/AE/Grafenwoehr/Grafenwoehr--1375142 . Alternatively, community members recommend the alterations shop off-post near Gate 3 (across from McDonald's). Home Based Businesses also offer these services same day. Look for "Sew it Mae Seam" in Vilseck.	Closed
44	Netzaberg Trash	DPW	10-Oct-17	27-Oct-17	What is being done about the trash left in the recycling areas in Netzaberg?	This has been an ongoing problem for many years. Detailed information is available online (https://www.facebook.com/USAGBavariaNetZeroRecycling or http://www.bavaria.army.mil/trash) or hardcopies are available at Self Help Stores, Housing and SORT Office. Prevention must start with the appointed Area-and Building Coordinators cooperation along with residents to stop illegal dumping/misuse of refuse/recyclable containers. Support by commanders and supervisors at all levels with enforcement/checks within their area is the key to a successful recycling policy. It is everyone's responsibility for compliance! Violators might also be subject to corrective action/adverse action/punishment under UCMJ.	Closed
45	Home Based Business (HBB)	DHR	10-Oct-17	27-Oct-17	Why does HBB not approve food related services (baking, etc.)?	Not all food related services are prohibited. If you have a culinary degree/certificate there may be a possibility to obtain an HBB, it all depends on the Host Nation Trade Office in the city you reside in and German law. For more information visit, www.bavaria.army.mil/employment or visit the HBB Office.	Closed

46	Tank Trail Markings	DPW	14-Nov-17	1-Dec-17	Due to reduced visibility in the fall/winter season, can the markings/lines be maintained/upgraded on the tank trail?	Due to tracked vehicle traffic and sand and dirt from the training area, the center lines get worn off quickly. Maintaining center lines on One Community Road is done routinely.	Closed
47	Housing Office Work Orders	DPW	14-Nov-17	1-Dec-17	It is very difficult to get a work order submitted by telephone. Hardly anyone ever answers and the capability to leave a message never works.	The leased housing office, which handles work order requests, processes work order requests constantly due to the large number of leased housing units they manage. As a result, they cannot always answer the phone when it rings because they are busy with calls or processing work order requests for customers. In order to assist with this problem, DPW has established an additional method for submitting work requests. Customers can submit work requests on the USAG Bavaria web page http://www.bavaria.army.mil/workorder/index.html or by email at: usarmy.bavaria.imcom-europe.mbx.dpw-hsg-leased-housing@mail.mil	Closed
48	Netzaberg School Traffic	DES	9-Jan-18	2-Feb-18	Privately owned vehicles are blocking school bus and parent pick up and drop off locations during morning and afternoons at Netzaberg schools.	Directorate of Emergency Services will patrol the school during those times to ensure the proper flow of traffic.	Closed
49	ICE Comments	S3/5	9-Jan-18	2-Feb-18	What is the turnaround time for responding to ICE comments?	Installation Management Command policy is for ICE Service Provider Managers to respond to customers, that have requested response and provided contact information, within 3 working days or less.	Closed
50	Baby changing tables	DFMWR	9-Jan-18	2-Feb-18	Can baby changing tables be installed in the library at Rose Barracks?	DFMWR is in the process of acquiring a baby changing table which will be placed in the handicapped bathroom. Estimated completion is 28 Feb 18.	Closed

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Issue Number FY17	Title	Assigned To	Opened Date	Due Date/Date Closed	Concern	Response	Status
1	Exchange Gas Station	Exchange	22-Feb-17	31-Mar-17	Can the gas station have the sliding window open especially during the winter time to prevent that mothers of little children have to take them out in the cold?	Our Facilities management office is engaged and is working to modify the window to accommodate our current credit card readers. The new PCI Compliant readers are too big to fit in the existing drawer for customers to enter PIN numbers.	Closed
2	BIG Events	FMWR	22-Feb-17	31-Mar-17	There are no special BIG Events brought to Hohenfels and if there a big events at Grafenwoehr, the Hohenfels customers either have to drive up ahead of time to get tickets or have to leave super early to get in line for an event. One suggested solution was to offer a selected number of tickets specifically for Hohenfels.	Depending on the event, we are offered the same events as Grafenwoehr. Some of the larger events, like the Globe Trotters, require large spaces and things that we cannot provide. When we have in the past been offered tickets for Hohenfels, it has turned out very well. We could also offer a bus maybe for a small fee to transport from Hohenfels.	Closed
3	Hallo Hohenfels	Command Group	22-Feb-17	31-Mar-17	Invite Senior Spouses or at least the senior spouse of 1-4 INF to Hallo Hohenfels so they could meet other spouses.	1-4 INF Commander's wife will attend future HHs	Closed
4	Profit from joint events	FMWR	22-Feb-17	31-Mar-17	A request that the profit from joint events between FMWR and Spouses club i.e. Bazaar goes back into the Hohenfels community and not into Big MWR or USAG Bavaria pockets. When customers from Hohenfels spen money at the bazaars they are under the impression that it goes back into the community when several people were told that it doesn't.	The Hohefels Spouse Club is contracted by USAG Bavaria Family and MWR to assist with the delivery of the Hohfenfels Bazaar; the terms of payment are defined within the contract. The revenue from the Hohenfels bazaar most assuredly benefits the community.	Closed
5	Products at Commissary	DECA	22-Feb-17	31-Mar-17	The Commissary is always lacking in products and many people don't want to shop at the commissary because they rarely have everything that they need. If supply is an issue at our specific post, up our BAS so we can shop more on the economy.	The Hohenfels Commissary is committed to making sure our shelves are full of products. There may be occasions that particular products may not be in stock at our central warehouse located in Kaiserslautern, and for products we have a separate label beside the original label that states " This Product Is Temporarily Not Available." In addition certain products within the commissary system are designated by commissary size (K1 - K4) and therefore not all products are normally available at the smaller stores. For example; Hohenfels is designated as a K2 size store verses Vilseck is designated as a K3 size store & Grafenwoehr is designated as a Large K3/K4 size store. That doesn't mean we cannot get the products if a customer would like us to, we can special order those items for them, it's that we don't or may not carry those items normally.	Closed
6	Commissary Closure	DECA	22-Feb-17	31-Mar-17	With the community being so remote and small it is frustrating to most customers that the commissary is closed on a Tuesday after being closed Monday that falls over a holiday. Many families go on holiday weekend trips and get back late Sunday. Most can wait one day without going to the commissary but having to wait two days often puts a lot of stress on these young families who only have one car and who rely on the commissary rather than going off post to shop.	The Defense Commissary Agency falls under the Department of Defense Budget Alignment - A Policy Letter was issued from DeCA Headquarters March 22, 2012 that stated IAW with DoD Budgeting Alignment the Agency would implement a policy concerning Holiday Openings & Closings for all its stores.	Closed

7	COLA	USAREUER G1	17-Mar-17	17-Mar-17	Why did Hohenfels COLA drop, which Graf's increased?	<p>Defense Travel Management Office made the changes based on the November 2016 retail price schedule, also known as the COLA report. The retail price schedule is developed by price collection teams, who log prices at local retail establishments. Price collectors, for example, collect information on approximately 120 goods and services such as meat, groceries and clothing. Details provided by U.S. Army Europe at http://www.bavariannews.com/cost-of-living-allowance-goes-up-in-grafenwoehr-vilseck. COLA will decrease slightly in Hohenfels. Local currency prices in the area were lower in categories including telephone/internet, personal vehicle and clothing. These categories - because they include items representing a large portion of expenditures for service members (e.g. gasoline and internet) - had a substantial effect on the overall COLA index and is the primary reason for the overall decrease. The decrease goes into effect April 16, 2017.</p>	Closed
8	Boy Scouts	FMWR	20-Jul-17	31-Jul-17	Boy Scouts are paying rent to MWR. Is there a way that the rent could be paid by MWR or the building provided for free by the Garrison? Is there any flexibility in the policy?	At this time, if the Boy Scouts intend to use MWR facilities, they will need to pay the NAF property rental fees. We are open to other courses of action.	Closed
9	CYS Lunch Hours	FMWR	20-Jul-17	31-Jul-17	Can CYS stagger their lunch times to be open all day?	This is a great idea, especially with sufficient manpower. But at this time, CYS must maintain the standard lunch hour from 1130-1230.	Closed

Community Leader Information Forum (CLIF) Garmisch

Issue Number FY17	Title	Assigned To	Opened Date	Due Date/Date Closed	Concern	Response	Status
1	Vet Clinic Visit	Vet Clinic	04-May-17	05-May-17	GCMC Leadership wanted to know # of appointments filled IOT facilitate use of the service	Appointment information was provided to GCMC leadership.	Closed
2	Auto Skills Center	DFMWR	04-May-17	20-Jun-17	Auto Skills Center projected closure is EOM September 2017.	Off Post Auto Skills Center now available: Michael Maier Werdenfelser Reifenstadl Hindenburgstrasse 30 82467 Garmisch-Partenkirchen Tel: 08821-9435905 Opening Hours: Mon - Fri 0800-1230 and 1330-1700 Sat - by appointments only 0830-1200	Closed
3	Tricare	DGM	04-May-17	20-Jun-17	When can the Garrison bring a Tricare Rep back to the community	This issue can not be resolved. Tricare states they will not fund the position and GCMC (i.e. COL Jacobi) informed the DGM that GCMC does not intend to push the issue.	Closed
4	Café Menu Ideas	S3/5	04-May-17	20-Jun-17	Ideas are need for the new Café's menu	Issue is obsolete. Contractor is no longer interested in opening a new eatery.	Closed
5	Barber Shop	Exchange	04-May-17	20-Jun-17	The contract for the Barber Shop has expired. When will it be contracted out again?	PAO notified the community via email that the current contract has been extended until 31 Dec 17. Info will also be provided in subsequent newsletters.	Closed
6	Summer Hires	DGM	04-May-17	20-Jun-17	Will there be any jobs available for summer hire?	There is one summer hire position at Garmisch within the Directorate of Human Resources.	Closed
7	Auto & Craft Skills	DFMWR	29-Aug-17	28-Sep-17	What is the way ahead for the Arts & Crafts and Auto Skills Center?	Programs and services provided by the Directorate of Family and Morale, Welfare and Recreation at the garrison here will be scaled back as a result of DOD-wide consolidation. The Automotive Skills Center and the art and crafts studio known as the Crafts Tree - both in Garmisch - are slated to close Sept. 30, 2017. These closures are the result of consolidation led by the Department of Defense. The DOD announced in 2015 the consolidation of some U.S. infrastructure in Europe as part of the European Infrastructure Consolidation.	Closed
8	Edelweiss Lodge	DFMWR	29-Aug-17	28-Sep-17	Is there an agreement in the works between DFMWR and Edelweiss Lodge and Resort to provide recreational options to the Garmisch Military Community?	Yes, a memorandum of agreement was signed between the two parties. ELR will provide seasonal equipment rental and repair service; guided tours; High adventure activities; instructional programs; and, continue support to Wonderful Wednesdays to permanent party and bona fide quests to other recreational events and activities.	Closed
9	School Supplies	Exchange	29-Aug-17	28-Sep-17	Can the PX carry more items in stock from the official school supplies list? If not, what are my options?	Yes, we apologize for providing school supplies late. In the future we will get the school supplies list directly from the school.	Closed

10	CYSS & MWR Services	DFMWR	29-Aug-17	28-Sep-17	Based on resource reductions, what are the impacts to CYSS and MWR services? What's being done to mitigate those impacts and how can I provide feedback/get involved?	Aside from the Craft Studio and Auto Skills Center closures, we are not currently tracking any further impacts to the community. Stay connected to the garrison website at www.bavaria.army.mil and the Garmisch Facebook page and we'll keep you posted. Additionally, we invite you to attend the next Community Information Forum Oct. 19 where we'll discuss any further developments.	Closed
11	EIC Update	DPW	29-Aug-17	28-Sep-17	Is there any European Infrastructure Consolidation (EIC) renovation projects currently scheduled or taking place and what's the latest news on EIC?	We will put this in the agenda during our next Community Information Forum Oct. 19 beginning at 11 a.m. at the Peter Burke Community Center. Stay connected to the garrison website at www.bavaria.army.mil and the Garmisch Facebook page and we'll keep you posted. PROJECTS: Bldg 266, Construction from July 2018 -Oct 2019; Bldg 237 Construction from July 2018 -July 2019; Bldg 265 Construction from Nov 2017 -Mar 2018; Bldg 210 Construction from July 2018 -Oct 2019; Bldg 203 Construction from Nov 2017 -Mar 2018; Bldg 250 Construction from Oct 2017 -Dec 2018; Bldg 251 Construction from Oct 2017 -Dec 2018; Bldg 725 Construction from Jan 2017 -July 2018; Network Construction from Jan 2017 -July 2018; Perim Fence Construction from July 2019 -Oct 2020; Reloc Helipad Construction from Jul 2018 -Dec 2018; Bldg 105 , Construction from Dec 2017 -Mar2018; Bldg 104 , Construction from Mar 2019 -Oct 2020; Bldg 103, Construction from Mar 2019 -Oct 2020; Bldg 102, Construction from Apr 2018 -Sep 2018; Bldg 101, Construction from Apr 2018 -Sep 2018;	Closed
12	Car Wash/Vacuum Cleaners	DFMWR	19-Oct-17	1-Dec-17	How long will the carwash and vacuum cleaners be available for use since the Auto Skill Center closed?	The Exchange gas station has a vacuum for public use. FMWR carwash and vacuum cleaners were closed 30-Sep-17.	Closed
13	CYS/SAC Playgrounds	DFMWR	19-Oct-17	1-Dec-17	What is the plan for the SAC playgrounds during building renovation?	Children will use the school and housing playgrounds during renovations	Closed
14	Covered Parking	DPW	19-Oct-17	1-Dec-17	Would like covered parking in Housing. Other posts in USAG Bavaria have them and we get way more snow in Garmisch.	DPW is looking into the feasibility of installing covered parking in the housing areas. DPW will provide an update when the review is completed.	Closed
15	Housing Office	DPW	21-Dec-17	2-Feb-18	Does the Housing Office actively pursue new rental properties for both families and single employees? What is the best way to see a list of available properties?	The Housing Office is actively searching listings, replying to adds in the paper, reviewing online websites, staying in contact with local agents, keeping existing listings in the inventory; HOMES.mil is the website where all listings through the Housing Office are posted	Closed
16	Housing Office	DPW	21-Dec-17	2-Feb-18	Will the Housing Office be able to review, translate and provide assistance for contracts not executed through the office?	The Housing Office has no capability to translate contracts not executed through their office, depending on time available they will review contracts; all other related services, e.g. move-in appointments, Govt. furniture support etc. will be provided	Closed

17	Housing Office	DPW	21-Dec-17	2-Feb-18	What support does the Housing Office provide to NATO School employees and military personnel? Are NATO School personnel eligible for accommodation in all housing areas?	Housing Office provides full range of services on and off post to eligible US NATO school Service Members and Civilians. Service Members are eligible for AFH and UPH Housing on a space available basis.	Closed
18	Playgrounds	DPW	21-Dec-17	2-Feb-18	Which playgrounds are available for SAC/TC use before, during construction, and after the new facility is ready for occupancy? What is the timeline for CYS projects? What's the plan for future use of the current SAC facility?	New playgrounds for the SAC/TC are part of the CYS renovation project. The use of current playgrounds at SAC for all programs during construction. The construction is projected to be complete by 28 February 2018. Playgrounds at the current SAC will be for community use and to support Edelweiss youth programs.	Closed
19	Snowblowers	DPW	21-Dec-17	2-Feb-18	Can snow blowers be issued to housing residents?	In the Circle Housing area snow blowers are issued to residents as they are responsible to clear their own parking areas and walkways to their entrance doors; in the multiplex area the parking spaces, walkways, entrance ways are being cleared by DPW Roads & Grounds crew	Closed
20	Housing Area Garages	DPW	21-Dec-17	2-Feb-18	Regarding the size, type, and location of the planned garages for the housing area: Are we over-engineering by building small garages away from the current parking areas at housing? Wouldn't covered carports at the existing parking areas be sufficient?	By building garages adjacent to the multiplex building we finally will fulfill requirement for two designated parking spots per unit as required; garages will be sized to fit standard US model cars; weather conditions here make garages the more desirable option	Closed

Town Hall TB-RB

Issue Number FY17	Title	Assigned To	Opened Date	Due Date/Date Closed	Concern	Response	Status
TH-1	Shuttle Service	405th	28-Mar-17	10-Apr-17	Is there a possibility to establish a Shuttle Bus Service on weekends and USO nights from and back RB?	The USAG Bavaria Logistics Readiness Center currently cannot extend the weekend hours beyond those already offered on Saturdays. We will conduct a thorough review of the shuttle support this summer and provide any recommend changes to the Garrison leadership for decision. We are exploring a way that USO nights could be supported. Another possible solution to the USO night shuttle is to partner with BOSS to operate a shuttle for the Soldiers participating. I can support BOSS with a van and they could in turn partner with USO.	Closed
TH-2	Outdoor Play Area for toddlers	DPW	28-Mar-17	10-Apr-17	There is no outdoor play area for toddlers at Netzaberg. Is there one planned?	Playground equipment in the housing area at Netzaberg is the responsibility of the Hausmeister. There are currently no plans to add more playgrounds in that area. The Hausmeister is currently in the process of exchanging the sand in the existing playgrounds, and doing minor repairs on the equipment.	Closed
TH-3	Youth Sports programs	FMWR/CYS	28-Mar-17	10-Apr-17	Youth Sports tend to get canceled in Rose Barracks (not Tower Barracks). The baseball, softball and football teams, for example, were discontinued at Rose Barracks. Is there anything we can do to prevent this?	In the spring sports season, Youth sports is fielding 49 teams across the Garrison. We need community support to run sports programs as they are staffed with volunteers. We continuously recruit volunteers but are not always able to recruit and complete background checks to meet the demand. When we don't have a coach for a team, we unfortunately have to inform the families that there is no availability in the location that they requested and offer them a space on the alternate side of the Garrison. If parents do not promptly respond to these emails, there may not be availability. In the future we will continue to recruit volunteers and ask that our community members step forward and volunteer to be a sports coach and truly make a difference in a child/youth's life.	Closed
TH-4	Housing coordinators	DPW/Housing	28-Mar-17	10-Apr-17	Some housing coordinators are ineffectual. Can we allow spouses to be designated housing coordinators?	Per the USAG Bavaria Family Housing Standard Operating Procedures (SOP): The Area Coordinator (AC) is the senior resident of each housing area or designated neighborhood. Area coordinators will contact their street and building coordinators within two (2) working days of appointment. Spouses are not authorized to assume the duties of area coordinators. Appointment letter of instructions for all assigned coordinators will be generated through the USAG Bavaria Housing office.	Closed
TH-5	Fights on School Busses	DoDEA/SLO	28-Mar-17	10-Apr-17	There is a rumor that there are often fights on the school busses and children don't want to ride them. Is there a way to get a monitor on the bus that is solely there to look over the children?	Parents need to formally submit their complaints to the School so that DoDDS can contact contractor for input and/or action.	Closed

TH-6	Dog Park Tower Barracks	DPW	28-Mar-17	10-Apr-17	The entrance gate to the TB dog park is broken, users currently have to use a bungee cord, can it be fixed? If that gate can be fixed, can the others also be fixed? They are currently held up with thin wire and bricks.	A service order has been submitted for the repair of the dog park. A solution is being explored for replacement gates. Minor repairs have been insufficient/ineffective.	Closed
TH-7	Dog Park Tower Barracks	DPW	28-Mar-17	10-Apr-17	Bags are occasionally provided but they run out quickly, can we get a sturdy metal poop scoop in the park because right now people are not cleaning up after their pets.	Dog park upkeep and supply are the responsibility of the residents that use this area. It is expected that users of this facility will clean up all waste.	Closed
TH-8	Dog Park Tower Barracks	DPW	28-Mar-17	10-Apr-17	Who is designated to take trash out of the dog park? Can they do it more often? The can is currently overflowing with feces.	Dog park upkeep and supply are the responsibility of the residents that use this area. It is expected that users of this facility will clean up all waste.	Closed
TH-9	Dog Park Tower Barracks	DPW	28-Mar-17	10-Apr-17	Can we get a water source for the animals at the dog park?	There are currently no plans to install a water source. There are no immediate/easily accessible water connections. A project would have to be submitted and approved for this work.	Closed
TH-10	Community Center for Children	FMWR/CYS	28-Mar-17	10-Apr-17	Can we find a space to make a community center for children to play indoors on cold and wet days? I know last spring there was an attempt to start a playgroup on Rose Barracks. Several parents were interested but there wasn't a time and place to meet while children played.	offer children at our youth centers, outdoor recreation center and our school	Closed

Senior Spouse Forum (SSF) TB/RB

Issue Number FY17	Title	Assigned To	Opened Date	Due Date/Date Closed	Concern	Response	Status
RB-1	Shuttle Service	405th	07-Feb-17	31-Mar-17	Is there a possibility to establish a Shuttle Bus Service on weekends and USO nights from and back RB?	No. As per regulation Scheduled shuttlebus service is limited to official-business travel between offices and worksites only during normal duty hours, and to transport enlisted personnel residing in troop billets to and from their place of duty. Authorized family members may ride the shuttlebus on a space-available basis.	Closed
TB-2	Suicide Watch	CHPC/FMWR	07-Feb-17	31-Mar-17	How do we get SGTs off 24 hour watch and get a behavioral health professional instead?	This must remain a function of the unit.	Closed
TB-3	Community Health Assessment Survey	CHPC/FMWR	07-Feb-17	01-May-17	Is there a possibility that the Garrison would support a Community Health Assessment Survey?	This is being addressed through the Community Health Promotion Council	Closed
TB-4	Next Senior Spouse Forum	Command Group	07-Feb-17	15-Mar-17	Can the forums be scheduled earlier than 13:30? Most participants have to leave around 14:30 to pick up their children.	Yes we are going to schedule the forum earlier in the day.	Closed
TB-5	Action on Issues	Command Group	07-Feb-17	14-Mar-17	The Community appreciates when the loop gets closed meaning that the GC circles back on issues at the CLIF and reports on how they are resolved.	Community Concerns Tracker will be posted on the Garrison website (www.bavaria.army.mil/docs/CommunityConcernsTracker.pdf)	Closed
TB-6	Town Halls	Command Group	07-Feb-17	15-Mar-17	Town Halls need to be held on a regular basis.	Town Halls will be held quarterly.	Closed
TB-7	Hiring Freeze	Command Group/CPAC/PAO	07-Feb-17	31-Mar-17	How will the hiring freeze effect the FRsAs since 2 CR is PCSing this summer? What is the procedure of prioritizing spouse hiring?	The hiring freeze affects everyone in the government and everyone in the military. That includes government agencies like the IRS, NASA and Department of Energy as well as the Navy, Marines and Air Force. It impacts all civilian positions regardless of funding source. That means it affects Appropriated Fund positions, Non Appropriated Funds positions as well as Local National positions. It affects people trying to get jobs here, as well as those current USAG Bavaria employees looking for employment elsewhere. Positions are announced at USAjobs.gov. If positions fall under exempted status the hiring authority can request an exemption (life, health and safety positions).	Closed
TB-8	Awards	DHR	07-Feb-17	10-Mar-17	Is there a volunteer award program in place? What paperwork is needed? Does ACS do the presidential awards? Who can approve Volunteer Management Information System (VMIS) hours?	See responses below	Closed
Is there a volunteer award program in place?	Yes. The Army Volunteer Corps Coordinator is responsible for conducting an annual volunteer recognition ceremony (VRC) and each volunteer with 250 hrs of time within the last year are recognized, as well as award winners in 5 separate categories; *Youth (ages 7-17), * Active Duty Military Member, * Family Member, * DA Civilian or Retiree, and * Host Nation. This year's ceremonies are scheduled for 20 Apr in Hohenfels, 27 Apr in Garmisch and 10 May in the Grafenwohr community. Additionally, each agency/organization is encouraged to recognize their own volunteers on a						Closed
What paperwork is needed?	For awards: Annual ceremonies- there is a nomination packet which is sent to each directorate and unit NLT the end of month February each year with instructions to return the packet to the ACS AVC Coordinator. For internal agency/unit awards, it is recommended that the members of the organization select awardees by panel of not less than 3 to ensure fairness and serve as a tie-breaker.						Closed
What paperwork is needed?	To start volunteering: Volunteers need to go online to www.myarmyonesource.com Volunteer Management Information System (VMIS) and apply to the position(s) they are interested in. Once accepted by the Organizational Point of Contact (OPOC), they will need to fill out some documents for purposes of liability. Depending on the position the volunteer fills, the paper work may differ somewhat, however, the AVCC and/or OPOC can assist with this process. Volunteers are responsible for logging their hours on the VMIS website; and OPOCs are required to certify those hours on a						Closed
Does ACS do the presidential awards?	No, ACS does not do Presidential Awards. Information on this level of award can be found at: https://www.presidentialserviceawards.gov/the-award						Closed
Who can approve Volunteer Management Information System (VMIS) hours?	The OPOC for each organization certifies the hours for the volunteers. Units/directorates and Organizations should know who their OPOC is, however, if OPOC training is needed, please contact the ACS AVCC at 476-2650 or 09662-83-2650.						Closed
TB-9	Information	DHR/Command Group/Tenant Units	07-Feb-17	01-May-17	Sponsors should send emails with information to Newcomers before they arrive.		Closed

TB-10	Is there a policy that covers excused absenses?	DoDDS/SLO	7-Feb-17	31-Mar-17	Apparently the school doesn't allow children to stay at home with a Drs note but the nurse can send them home.	All students are required to attend school for 180 instructional days per school year. Academic penalties will not be imposed for excused absences. Whenever a student needs to be out for more than five days, the teacher will provide a Student Educational Monitoring Plan to lessen the impact of a student missing instruction in class. Excused absences can include: Personal illness Medical, dental, or mental health appointment Serious illness in the student's immediate family A death in the student's immediate family or of a relative Religious holiday Emergency conditions such as fire, flood, or storm Unique family circumstances warranting absence and coordinated with school administration. College visits that cannot be scheduled on non-school days Reasonable amounts of time surrounding deployments and reintegration providing missed schoolwork is obtained in advance and completed upon return. The policy establishes a balance between the need for military families to spend time together following deployment, while emphasizing the importance of education. We have and will continue to be as flexible as possible in accommodating the precious time families have together but flexibilities and	Closed
TB-11	Communication with Schools	DoDDS/SLO	07-Feb-17	15-Mar-17	Parents are missing many events due to the fact that the High School sends their messages to the children but don't back them up with a note to the parents.	Schools send out weekly or bi-weekly updates to parents and place notices on the Bavaria Schools Facebook page. Parents are welcome to call the school office and ask for an additional email address to be used for the weekly update. Schools were just given the go ahead to establish individual school Facebook pages.	Closed
TB-11a	Communication with Schools	DoDDS/SLO	07-Feb-17	15-Mar-17	The High Scholl does send out weekly messages but it hard to get added to their distribution list.	Schools send out weekly or bi-weekly updates to parents and place notices on the Bavaria Schools Facebook page. Parents are welcome to call the school office and ask for an additional email address to be used for the weekly update. Schools were just given the go ahead to establish individual school Facebook pages.	Closed
TB-11b	Communication with Schools	DoDDS/SLO	07-Feb-17	15-Mar-17	There is no contact list (especially for new teachers) posted on their website.	Information about teachers and teacher rosters are not typically put on DoDEA web pages. Every effort is made to ensure that PPI for government employees and students is kept secure and safe. However, parents do have email access directly to teachers through Gradespeed (grades 4-12). Many teachers also provide contact information during open house or parent information events.	Closed
TB-12	Comment Cards for DPW	DPW	07-Feb-17	31-Mar-17	DPWs in other Garrisons are issuing comment cards after they completed their work for customers to evaluate them. Why is this process not used at USAG Bavaria.	DPW has initiated a customer Service Tiger Team to look at all customer service related matters	Closed
TB-13	Work Order submissions	DPW	07-Feb-17	31-Mar-17	The process for submitting work orders via web is not working well. How can it be improved?	DPW has initiated a customer Service Tiger Team to look at all customer service related matters	Closed
RB-14	Rose Barracks Gas Station Window	Exchange	07-Feb-17	14-Mar-17	At the last CLIF, the Exchange Manager promised that the outside transaction window would be made availabe. Also there is no fuel only line. Is it possible to open one?	Our Facilities management office is engaged and is working to modify the window to accommodate our current credit card readers. The new PCI complaints readers are too big to fit in the existing drawer for customers to enter PIN numbers.	Closed
TB-15	Prices at Exchange	Exchange	07-Feb-17	14-Mar-17	What is the reason for the hugh price gap between the Shoppette/PX and the Commisarry?	The Defense Commissary Agency (DeCA) is an "appropriated fund" activity. Commissaries are funded by tax dollars and sell groceries and other household merchandise at cost plus a five percent surcharge which is used to pay for commissary construction and renovation projects. The Exchange is a "non-appropriated fund" activity. We operate almost entirely on money earned from the sale of goods and services — not tax dollars. We must establish our prices to cover operating expenses such as inventory costs, employee salaries, utilities, plus new construction and renovations of existing facilities. At the same time, we have a financial commitment to support the Morale, Welfare and Recreation (MWR) activities of the Military community (i.e., libraries, bowling alleys, gyms, golf courses and more). Every cent we earn goes back to our customers in one form or another.	Closed
TB-16	Dunken Donuts	Exchange	07-Feb-17	14-Mar-17	Community would like to have Dunken Donuts	Dunkin' Donuts will open in the Rose Barracks Exchange Mall June 2017.	Closed
TB-17	German American Volksfest	FMWR	07-Feb-17	14-Mar-17	When is the initial Volksfest meeting?	First meeting took place 15 Feb 17	Closed

RB-18	ACS Phone Roster	FMWR/ACS	07-Feb-17	31-Mar-17	ACS should establish a phone roster with Civilian and DSN number for all positions within ACS.	ACS uses a central reception service	Closed
TB-19	Forum for FRG leaders	FMWR/ACS	07-Feb-17	31-Mar-17	Should there be a similar forum created for FRG leaders?	Unit-level forums appear to be meeting this requirement; community service providers	Closed
RB-20	Welcome packets	FMWR/ACS	07-Feb-17	31-Mar-17	Can we create Spouse friendly welcome packets? Is it possible to offer a bus tour on post for new arrivals?	The ACS Welcome to Bavaria program offers a tour as a part of their orientation program. Welcome Packets will be available at the 244 Reception Center.	Closed
TB-21	Welcome Committee	FMWR/ACS	07-Feb-17	01-May-17	Senior spouses would like to volunteer to welcome families in the hotels once a week/month.	ICW Human Resource Division, Senior Spouses can provide this services to the soon to open Reception Center in building 244	Closed
TB-22	Protocol Phone/Email Roster	FMWR/ACS/XO	07-Feb-17	01-May-17	Official Events cannot be scheduled without a roster with phone numbers and or email addresses of all senior command teams, Troop/Company/Battery teams as well as FRG leaders.	As a matter of security and policy, we do not release personable identifiable information (PII)	Closed
TB-23	Child and Youth Services Hourly Care	FMWR/CYS	07-Feb-17	14-Mar-17	Hourly Care is not available due to water damage. Is this the correct reason? Also are employees "paired up" who have and have not passed their background checks? CDC Direcotrs should be in attendance of the Senior Spouse Forum (SSF).	We recognize that hourly care is important to the community. We try to offer as much hourly care as our staffing and space allow. We did have a significant water damage issue that required the closure of a room for a significant time period as well as multiple rooms undergoing renovation and upgrade. At this point the renovation and upgrades have been completed. We continue to add staff and ask that anyone who is looking for a job please apply through USAJOBS. All staff who work for CYS must have complete local background checks prior to work with children includes a FBI fingerprint check, Army Central Registry check, a drug and alcohol check, an MP/CID database check, referenes, a self disclosure stayement. After these have been completed and the CNACI has been initiated, the applicant can start work. However until the CNACI has been completed the CYS staff member may not work alone with children. So yes if the CNACI background check is not complete the employee must always be within line of sight of a cleared employee. CYS staff will be in attendance for the Senior Spouse Forum, however with work demands it may not always be a CDC Director.	Closed
TB-24	Family Child Care Providers	FMWR/CYS	07-Feb-17	14-Mar-17	There are hardly any spaces for hourly care in FCC and good providers are hard to find.	We are continually searching for the most qualified providers to become Family Child Care providers. It takes time to become an FCC providers as not only the provider but the spouse and children or family members over the age of 12 must be background checked. In addition the home must be inspected by Fire, Safety and the APHN. Providers complete a 40 hour training program prior to providing care and have numerous other requirements. Because FCC providers work without cameras or under line of sight their vetting process is very rigorous and they must complete training prior to becoming licensed. This winter season we had multiple providers PCS in a very short time frame. Our FCC staff has worked very hard to open new homes and several have been added in 2017.	Closed
TB-25	CYSS Registration	FMWR/CYSS	07-Feb-17	14-Mar-17	Why is there a need to register at each location and can't be transferred?	There is not need to register at each location. The CYS Parent Central Services office is your one stop shop to register children for CYS programs within Rose Barracks, Tower Barracks and Netzaberg: CHILD DEVELOPMENT CENTERS Full-/part-day/Strong Beginnings Pre-K, hourly and respite care along with special openings SCHOOL-AGE CENTERS Before/after school program options/summer camps/weekend activities YOUTH CENTERS After school program options, summer camps/ evening & weekend hours, youth employment YOUTH SPORTS & FITNESS Team sports/individual sports, fitness & health outreach PARENT & OUTREACH SERVICES Instructional classes (SKIESUnlimited)/ Kids-on-Site/ Babysitter Training SCHOOL SUPPORT SERVICES School Liaison Officers, School Transition Services Annual registration is required and services can be utilized within the USAG Bavaria-Grafenwoehr foot print (Rose Barracks, Tower Barracks and Netzaberg). The CYS Parent Central Services office is located in B224 on Rose Barracks.	Closed
RB-26	Kristall Inn Renovation	FMWR/Lodging	07-Feb-17	31-Mar-17	Will the Kristall Inn be renovated in the near future. Is Army Lodging financing any renovations?	The following projects are planned for Army Lodging Vilseck. Bldg 252 and 254 Outside façade, windows, and doors upgrade. Bldg 256 Replace Furniture Fixtures and Equipment. Lobby Upgrade Flooring.	Closed

TB-27	Hardcopy Newsletter	PAO	07-Feb-17	10-Mar-17	Provide hardcopy newsletter or newspaper of community events and services, especially for lodging or other newcomer locations (set up committee for weekly welcomes at lodging?)	USAG Bavaria up until 2014 designed, provided content and printed a hard copy newsletter. But a 90% reduction in budget and a 40% reduction in staff resulted in going online. Despite these challenges, the new USAG Bavaria PAO has opened dialogue with a local print newspaper willing to revamp the printed Bavarian Times that already exists at each of USAG Bavaria's four communities in Garmisch, Grafenwoehr, Hohenfels and Vilseck. The goal is to provide relevant and timely content in the Bavaria Times for those wishing to have a print newsletter. The PAO shop, however, puts forth tremendous effort in uploading news and events online at www.bavaria.army.mil. Because our online metrics indicate that a majority of our audience view the site on mobile devices, we will continue to provide content where our audience is located, namely online and through our social media outlets. The Community Calendar, for example, has upwards of 200% more events listed than the print newsletter pre-2014. Plus, the site is responsive, meaning that it can be viewed on mobile devices and desktops. Additionally, you can subscribe to receive an online newsletter (also printable) every Thursday at www.bavariannews.com/subscribe. Or visit www.bavaria.army.mil and click the SUBSCRIB button in the top-right column.	Closed
TB-28	Rotational Forces	PAO	07-Feb-17	10-Mar-17	The community would like to receive updates on influx of rotational forces.	We are working closely with 7th Army Training Command to provide timely information on the status of rotational forces at USAG Bavaria. Stay connected to www.bavaria.army.mil and link to www.facebook.com/USAGBavaria for updates. We'll also provide updates at Community Town Halls, which we'll begin hosting regularly starting March 28, 2017.	Closed
TB-29	Housing experience	PAO/Community	07-Feb-17	10-Mar-17	One member would like to hear the community's experiences with Housing.	The USAG Bavaria Housing Office launched its own Facebook page. Here, the Housing Office provides news and photos concerning housing at USAG Bavaria communities. Community members can also provide feedback and ask questions. Connect to https://www.facebook.com/pages/USAG-Grafenwoehr-Housing/194137800700411.	Closed
TB-30	New Phone Numbers	PAO/S6/NEC	07-Feb-17	31-Mar-17	The community was not informed about the phone number changes currently worked and wants to know who this effects and how they can acquire those.	There is no central data base for phone numbers at USAG Bavaria. The PAO shop has taken the lead on capturing and publicizing all phone numbers, which are subject to change. The phonebook is available at www.bavaria.army.mil/phonebook. Individual offices submit phone number changes to the PAO shop. If you notice a wrong phone number, contact the PAO office via email at usarmy.bavaria.imcom-europe.mbx.pao@mail.mil	Closed
TB-31	Background Checks	S3/5	07-Feb-17	14-Mar-17	What is the policy on Background Checks. Do all the checks take 6 - 8 months or are there variances in different services. Is there a way to transfer between duty locations?	This issue is in reference to background checks/investigations for childcare positions both paid and volunteer. Please use the following link to Background check process FAQs: www.bavariannews.com/understanding-the-background-check-process-for-volunteers-contractors-working-with-children. If you have further questions, please contact us today. Contact information for the Background Check Administrators for Childcare can be found at the following link: www.bavaria.army.mil/security.	Closed
TB-32	ICE Mailboxes	S3/5	07-Feb-17	31-Mar-17	Where are ICE Mailboxes located at? What other means can be utilized to submit comments?	ICE Boxes are located at some of the Front Door Services Providers. The primary means utilized is directly logging into the website with smartphones, laptops etc. Also there are ICE posters throughout the community with a QR code that directly links to the USAG Bavaria ICE site.	Closed

