



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND, PACIFIC REGION  
HEADQUARTERS, UNITED STATES ARMY GARRISON, HAWAII  
851 WRIGHT AVENUE, WHEELER ARMY AIRFIELD  
SCHOFIELD BARRACKS, HAWAII 96857-5000

IMPC-HAW-ZA

09 MAY 2012

MEMORANDUM FOR RECORD

SUBJECT: 2nd Qtr, FY12, Installation Action Council (IAC) Minutes

1. The 2nd Qtr, FY12, IAC was called to order at 1300 on 22 Mar 12 at the Schofield Barracks Post Conference Room.

2. Council Member representation present:

- 8<sup>th</sup> Theater Sustainment Command (TSC)
- 25<sup>th</sup> Infantry Division (25<sup>th</sup> ID)
- 18<sup>th</sup> Medical Command
- 311<sup>th</sup> Signal Command
- 94<sup>th</sup> Army Air Missile Defense Command (AAMDC)
- 500<sup>th</sup> Military Intelligence (MI) Brigade
- 9<sup>th</sup> Mission Support Command (MSC)
- Tripler Army Medical Center (TAMC)
- Army Family Action Planning (AFAP)
- Civilian Workforce Representative

3. OPENING REMARKS:

a. COL Mulbury, U.S. Army Garrison, Hawaii, Commander and IAC Chairperson called the meeting to order, welcomed everyone for attending and thanked the Council Members for their participation. The Commander explained that the IAC is a recurring executive level forum for which we have chartered objectives. The intent of this Council is to address community level issues. As such, everyone is highly encouraged to participate. The IAC is one of the ways that is used to voice concerns of the community. Through this forum, issues that feed into the Army Family Action Planning (AFAP) process are aggregated. Issues that cannot be resolved at our level are addressed during the annual AFAP.

b. The IAC is a useful forum to address community issues and is open to all the commands and units. COL Mulbury encouraged everyone to invite Family members to participate in this forum. COL Mulbury reviewed the Voting Members listing and explained that although the Council Members do not conduct a formal voting process, when issues are presented, Council Members will either concur with the recommendations presented or express any concerns, in which case, the issue will

remain on the "Active" list and will continue to be worked until all Council Members are satisfied with the latest status that is briefed at the following IAC. The process can take a considerable amount of time for some issues. For those, we will continue to provide progress reports. There are periodically issues that might be "unattainable" but we will provide an explanation as to why its unattainable. For those issues that are "closed" we'll report what was done.

c. Membership is open to each major and subordinate command. Family members are invited to participate, as well as the military representatives of major and subordinate commands from both the North and South Army Oahu installations. This provides an overall view of the needs of each installation. The Garrison Commander briefly explained the definitions of the status of each issue that the council would be discussing.

4. CURRENT ISSUES: (Note: Discussion notes for each issue are included in either the current or closed tab, depending upon their final status, and will be posted on the garrison website at <http://www.garrison.hawaii.army.mil/sites/services/iac.asp>).

a. #09-029 and IAC10-05-21: Speed Bumps on Jeal Road & Speeding in Housing Area. Response from Island Palm Communities (IPC). Issue Voted: Open-Active.

b. IAC-10-05-17: Schofield Barracks Exchange Entrance. Response from Army & Air Force Exchange Services (AAFES). Issue voted: Open-Active.

c. IAC-10-05-19 and IAC-10-05-34: Traffic Light with Turn Arrows at the Intersection of Cadet Sheridan and McCornack Streets & Traffic Lights Along Kolekole Avenue. Response from Director, Public Works (DPW). Issue voted: Open-Active.

d. IAC-10-05-21: Fort Shafter Bowling Center Air-Conditioning. Response from DPW. Issue voted: Open-Active

e. IAC-11-09-03: No Right Turn or Left Turn onto Carpenter Street Before and After School Hours. Response from DPW. Issue Voted: Open-Active.

f. IAC-10-11-05: Hamilton Field. Response from DPW. Issue voted: Open-Active.

g. AFAP-11-022 and AFAP-11-070 (combined): No School Bus Shelters and School Bus Shelters for Middle School and High School Students. Response from Island Palm Communities (IPC). Issue voted: Open-Active.

h. AFAP-11-035 and AFAP-11-039 (combined): Carport Renovation and Re-Construction is inadequate. Covered parking are not Consistently Assigned by the Housing Office. Response from IPC. Issue voted: Open-Active.

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i. AFAP-12-004: Clothing and Sales Operations Hours. Response from AAFES. Issue voted: Closed.

j. AFAP-12-015: Need More Child Care Slots at Child Development Centers. Response from Director, Family, Morale, Welfare and Recreation (DFMWR). Issue voted: Open-Active.

k. AFAP-12-021 and AFAP 12-024 (combined): Garrison Hours of Operation, Army Community Service (ACS) and IPC Hours of Operation. Response from DFMWR, Plans, Analysis, and Integrated Office (PAIO) and IPC. Issue voted: Open-Active. (For IPC only - Issue voted: Closed.

l. AFAP-12-022: Extend the "Happy Hour" for Kolekole Bar & Grill. Response from DFMWR. Issue voted: Closed.

5. NEW ISSUES: (Note: Discussion notes for each issue is included in either the current or new tab, depending upon their final status.)

a. IAC-112-02-01: Change in Gate Hours for Aliamanu Military Reservation back gate. Response from Director, Emergency Services (DES). Issue voted: Closed.

b. IAC-12-02-02: Sidewalk for Shafter. Response from DPW. Issue Voted: Open-Active.

c. IAC-12-02-03: Overgrown Grass: Gathering Area for Feral Cats. Response from DPW. Issue voted: Closed.

d. IAC-12-03-01: Inconsistent Double Yellow Line Markings for Left Turns from Trimble into Commissary, SGT Smith Theater, Bowling Alley while heading South past Cade Sheridan toward Kolekole and Humphries. Response from DPW. Issue voted: Closed.

6. Special Discussion on Issue # AFAP-12-021 and AFAP 12-024 (combined): Garrison Hours of Operation, ACS and IPC Hours of Operation. Response from PAIO (sub-para a); Director, DFMWR (sub-para b) and IPC (sub-para c). Issue voted: Open-Active. (For IPC only - Issue voted: Closed)

a. Jennifer Mootz, Chief, PAIO: This was originally a AFAP issue that focused primarily on ACS; however, it gave us the opportunity to relook at all of our operating hours to see if they are appropriate for all of our customers. Based on the GCs recommendation we looked at 10 different activities and are in the process of making adjustments. At the last IAC held in Dec 11, the Commander asked for feedback on the areas we should look at. However, we received few recommendations. Our goal is to make sure our facilities are open when Soldiers and Families need them. Adjustments

have been made to motorcycle safety training which won't occur before 0930. The hours on the Department of Army Photo Lab have also been modified since it is a service exclusively for Soldiers and was previously opened while Soldiers were doing physical training. Our plan is to conduct a more detailed survey. Ms. Mootz added that this survey would cover housing, ACS, Army Substance Abuse Program and the education centers, focusing on their customer base between 0730-0800 and 0800-0900. Recommendations will be presented to the Commander based on these results. Per COL Mulbury, if there is a facility that is not on the list that you feel should be reviewed, we encourage your feedback. Things that are of major concern are the services that deal primarily with Soldiers.

b. Michael Amarosa, Director, DFMWR: Currently, ACS is operating at 58% strength according to the Table Distribution Allowance; if we can hire staff to come on board then we'll be more than happy to expand our hours of operation. Even at 0730 we service many spouses. However, when the results of the study and the proposed recommendations are presented, we will look into expanding the hours of operation and possibly consider alternate swing shifts to be open later in the evenings in order to service families during the later hours of operation, this would be to cover both areas.

Question: was the modification to the Kolekole Bar and Grill hours a result of this study:

Answer: No, the modification of hours was the result of a separate issue and not part of this study.

Question: Are you currently trying to hire people or are you under a hiring freeze?

Answer: For over 18 months, DFMWR has been under a hiring freeze and cannot extend our hours while operating under the current strength of 58%

Per Jim Duttweiler, Deputy Garrison Commander (DGC), we are continuing to shift our over hire employees within the garrison to fill these positions as we work through our process. We do have some critical hires that have been approved and we're working slowly through the process of filling those positions so we should see ACS getting stronger by the end of the fiscal year.

c. Tom Adams, IPC Community Center Hours of Operation: IPC extended their hours of operation in the evening in both North and South. Unfortunately, since January we've had 10 customers use the extended hours. We are still looking to evaluate this but would rather use our assets where they are needed more in the day. Residents have been provided a card to use the facilities, sign for the use of the building or activity room without having to have someone there. Residents have a card for the gym that slides to unlock the door to use it.

COL Mulbury stated that as a test run, the IPC extended the hours for one community center in both the North and the South, both community centers were kept open until 1900 instead of the normal 1700 with little usage. This issue came out of the AFAP and was a comment from a working spouse who did not have the time to get to the community center to reserve it. This procedure was modified months ago, accepting verbal reservations with a physical appearance to sign the usage agreement prior to their function. We have not had any of those "I don't have time to get there" issues come up. This was a good test to see if there was a need and if it would justify the extended hours because it does affect IPC's employees and their lives after work. Due to the low response, IPC will be reverting back to its' previous hours and recommended their portion of this issue be closed. ISSUE was closed.

## 7. OPEN DISCUSSION:

a. Feral cats. I have noticed many feral cats on the installation, is there a trap and spayed program for stray cats? Response from COL Mulbury: Stray animals are not authorized on the installation. We have two animal control officers who can respond to these things. The State of Hawaii has such programs and some people are taking these cats to get spayed and get a monitor put on them. A notched ear means they've been spayed. DES will go out and set traps; but, we need to get our employees and Family members to stop feeding them. If we're made aware of it, we need to try and stop it. Question: Is there a way to work with Humane Society to form some type of partnership since they have the resources where we do not? Answer: The last time we looked into this, the Humane Society was already strapped and unable to deal with our issues because feral animals are throughout the island. We also have Soldiers and Families who leave their animals when they Permanent Change Station.

b. Customer Feedback Forums. COL Mulbury reminded everyone of the various forums that are available, along with the many websites for customer feedback. We will continue to use Facebook Townhalls and other methods to obtain feedback from the community. We look for themes and common areas to address as we all know, there is always room for improvement. There are a lot of ways for individuals and commands to have their voice heard and to work on community solutions. He explained the last slide that depicted the FY11 statistics for the Interactive Customer Evaluation (ICE) Program, the feedback received that tells us how we're doing, and where we need to improve. He encouraged others to promote use of the ICE Program, especially for those with individual issues. Each comment is read by both the Garrison Commander and the DGC and questions are asked to the directors/managers and provide timely responses, it is a way to get issues addressed.

c. Comment by the DGC: During Lieutenant General and Mrs. Ferriter's visit, Commanding General, Installation Management Command and the Assistant Chief of Staff Installation Management, at a meeting with the Senior Spouses, Mrs. Ferriter was

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asked, "How is the Army trying to decide which program/services to reduce or keep?" Her reply, "If there is a program you would like to keep, ICE the heck out of it. Let people know that this is the one you want". This information is rolled up into higher levels as well. It is a great feedback mechanism and we read every one of those comments and ensure that corrective actions are being taken or the policy or program that is not functioning properly is being looked into.

d. BG LaCamera, 25<sup>th</sup> ID commented on the personnel manning the front gate and the need for both to be checking IDs at all times. There should not be anyone in the shack especially during the busy times. Per LTC Arnold, XO, DES, at all gates if there are multiple individuals, all are required to be checking IDs. Sometimes that does not happen but DES will continue to enforce the standard for that. There shouldn't be anyone taking a break in the guard shack especially during the busy time, whether they are Borrowed Military Manpower, Military Police, or DES guards. They should be actively checking cards. DES will make sure to remind and reinforce this guidance. Per BG LaCamera, this appears to be a continuing issue and LTC Arnold assured the Council that corrective action will be taken.

8. CLOSING REMARKS:

a. The Commander thanked everyone for their continued support and contributions to the IAC.

b. The next IAC will be held on 1 June 2012 at 1000, Post Conference Room, Schofield Barracks.

9. The 2nd Qtr, FY12 IAC meeting was adjourned at 1345.

10. The POC for the IAC is Rosey T.J. Stone, Customer Relations Specialist at 655-9033 or [roselina.stone@us.army.mil](mailto:roselina.stone@us.army.mil).

  
DOUGLAS S. MULBURY  
COL, IN  
Commander