



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

27 JAN 2012

MEMORANDUM FOR RECORD

SUBJECT: 1st Qtr FY12, Installation Action Council (IAC) Minutes

1. The 1st Qtr FY12, IAC was called to order at 1300 on 12 December 2011 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
- 196<sup>th</sup> Infantry 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: COL Mulbury, U.S. Army Garrison, Hawaii (USAG-HI) Commander and IAC Chairperson, called the meeting to order, thanked the Council Members for their participation and gave the order of discussion, reiterating that this forum is a working meeting where both current and new issues, along with the statuses are briefed. Issues are community-wide which have a larger impact on the installation. 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 which provide an overall view of the needs of the installation. The Commander briefly explained the definitions of the status of each issue that the council would be voting on.

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.

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b. IAC-10-05-17: Schofield Barracks (SB) 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 11-09-02: Repair Playground at the top of Funston Road above the Child Development Center on Fort Shafter (FS). 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-10-05-21: Fort Shafter Bowling Center Air-Conditioning. Response from DPW. Issue voted: Open-Active

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

h. IAC-10-11-07: Community Center Reservation Process. Response from IPC. Issue voted: Close-Complete.

i. IAC-11-09-02: Repair or Replace Playground at the top of Funston Road above the CDC on Fort Shafter. Response from DPW. Issue voted: Close-Complete.

j. 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 IPC. Issue voted: Open-Active.

k. AFAP-11-023: Community Center Activities for those Who Work Full-Time. Response from IPC. Issue voted: Close-Complete.

l. 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.

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

a. AGC12-11-001: Dog park on Fort Shafter. Response from IPC. Issue voted: Closed.

b. AFAP-12-003: Housing and Maintenance Services. Response from IPC. Issue voted: Closed.

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c. AFAP-12-004: Clothing and Sales Operations Hours. Response from AAFES. Issue voted: Open-Active.

d. AFAP-12-007: Poor Quality in Fuel. Response from AAFES. Issue voted: Closed-Completed.

e. AFAP-12-008: Drug and Alcohol Problems with Wounded Warriors. Response from Director, Human Resources (DHR). Issue voted: Closed-Completed.

f. AFAP-12-010: Hale Kula Elementary does not have a circle drive for parents to drop off and pickup small children. Response from Department of Education (DOE) Liaison Officer (LNO), Directorate of Family and Morale, Welfare and Recreation (DFMWR). Issue voted: Closed-Completed.

g. AFAP-12-012: Start a Post-Wide Garage Sale. Responses from DFMWR and IPC. Issue voted: Closed.

h. AFAP-12-013: Classes for Employment. Response from DFMWR. Issue voted: Closed.

i. AFAP-12-015: Need More Child Care Slots at CDC. Response from DFMWR. Issue voted: Open-Active.

j. AFAP-12-019: Housing Forces Families to Purchase Cable in Order to get Vital News. Response from IPC. Issue voted: Closed.

k. AFAP-12-020: Senior Enlisted Quarters Availability. Response from IPC. Issue voted: Closed.

l. AFAP-12-021 and AFAP 12-024 (combined): Garrison Hours of Operation, Army Community Service (ACS) and IPC Hours of Operation. Response from PAIO. Issue voted: Open-Active.

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

n. AFAP-12-026: Outside Companies that Sponsor the Garrison Newcomer's Brief. Response from DFMWR. Issue voted: Closed-Complete.

o. AFAP-12-029: Hiring Military Spouses for DOD Positions. Response from Civilian Personnel Advisory Center (CPAC) Officer. Issue voted: Closed.

p. AFAP-12-030: Utilities Billing is Inaccurate. Response from IPC. Issue voted: Closed.

6. SPOTLIGHT BRIEF:

- a. Mr. Robert P. Eastwood, Director, Public Works, Traffic Improvement Projects.

(1) The purpose of this brief was to inform the Commander and the community of DPW's current and future projects in support of installation traffic safety. The Commander's intent is to provide traffic calming measures on Army Hawaii installations through structural and enforcement activities and incentives. Through the Director of Emergency Services (DES) and input from residents, the Garrison, Island Palm Community (IPC), and unit Commanders, the Director of Public Works (DPW) has implemented a work plan specific to traffic calming. These projects will be added into current and future years Work Plan. Projects that were awarded in the FY11 Annual Work Plan (AWP) include:

- (a) Wheeler Army Air Field (WAAF) Elementary School circulation road and parking improvements.

- (b) On Fort Shafter, 7<sup>th</sup> Street - install traffic calming speed tables and signage.

- (c) On Schofield Barracks, Leilehua Avenue – install traffic calming devices and road reconstruction.

- (d) On Schofield Barracks – construct roundabout at Macomb/Flagler/Waianae, FY10 year-end (YE) construction award.

(2) Other initiatives include: Traffic circulation study for WAAF/SB/FS study is ongoing and a draft report is due in January 2012. An initiative to increase the speed limit on all primary roads to 35 miles per hour (mph) and to reestablish the Installation Traffic Court initiative at the unit level is currently being reviewed.

(3) The FY12 AWP Programmed Projects are to:

- (a) Improve the intersection of Cadet Sheridan and McCornack.

- (b) Improve traffic light at Kolekole Avenue and Flagler.

- (c) Improve traffic light at Trimble and Carpenter.

- (d) Improve the intersection of Kolekole and Humphreys.

(4) Future Potential Projects:

(a) Improve pedestrian safety and drop off/pickup area at Schofield Barracks Solomon Elementary.

(b) Improve pedestrian safety and drop off/pickup area at Schofield Barracks Hale Kula Elementary.

(c) Increase right turn outbound storage lane at Wheeler Army Air Field, Kunia Gate.

(d) Widen Kolekole Avenue from Cadet Sheridan to Humphreys.

(e) Widen Trimble Road Phase 1 from Beaver to the Battle Command Training Center parking lot.

(f) Widen Cadet Sheridan Road from Ayres to Trimble (requires Military Construction, Army (MCA) funding level).

(g) Widen Lyman Road with an additional right turn storage lane to Humphreys Road.

b. Ms. Jennifer Mootz, Chief, Plans, Analysis, and Integration Office (PAIO).  
Operational Hours for Garrison Activities.

(1) A slide depicting an analysis of where possible problem areas might exist relative to operational hours for all Garrison activities was shared with attendees. The analysis was based on customer's comments submitted through the Interactive Customer Evaluation (ICE) Program and would possibly be used as a starting point for a more in-depth analysis.

(2) COL Mulbury stated that this will be discussed at the next meeting. There are two categories that need to be looked at. A lot of the customer feedback is to increase hours; however, in certain areas it would be very difficult to do more when we are already doing more than what the baseline is (i.e., the Physical Fitness Center (PFC)). The Army says we will fund the PFC for 90 hours a week; however, for our big PFC's, we are already up to 105 hours, more than what the baseline is. Another way to look at this is, are the hours that are offered optimal for Soldiers and their Family members? If we open at 0730 or 0800 and Soldiers and their Family members don't come in until 0900, we need to look at modifying those hours so that our primary customers can take full advantage of it. In the case of DHR's ID Card Section, if they open at 0730, we need to determine who our primary customers are during this timeframe, who are probably not Soldiers or their Family members, so if you have any specific feedback or thoughts, please let us know. Another example is the housing

office which opens at 0800. If this start time is not beneficial to our primary customers then perhaps they might want to open at 0900.

(3) Mr. Duttweiler, Deputy Garrison Commander stated that input from the council was needed on where we need to focus our efforts and which areas there may be a disconnect and which is a priority for Soldiers. We will also look at what are the core hours and operating hours and the impact. He further asked that the council review the spreadsheet that was sent out prior to the IAC meeting so PAIO could start with data collection. The operational hours under review covers all the South and North Army Oahu Garrison offices. The ICE is another way to provide feedback. At the Garrison, we take your comments very seriously.

#### 7. OPEN DISCUSSION:

a. Customer Feedback Forums. COL Mulbury reminded everyone of the various forums that are available, along with the website for customer feedback. We will continue to use Facebook Townhalls and various ways to get feedback from the community. He explained the last slide that depicted the FY11 statistics for the ICE Program and the feedback received that tells us how we're doing, and where we need to improve. Our intent is to be transparent and the challenge is focusing our resources on what is really important.

b. Dress Code Enforcement. A question was asked in reference to the memo about the dress code and has it always been in effect. Per COL Mulbury, yes, it has, it is not new. The Post Exchange Manager explained that they have a lot of Soldiers that come up to them to enforce the dress code; however, the responsibility needs to be shared. Per COL Mulbury, it is the responsibility of all Non-Commissioned Officers (NCO's), Commissioned Officers, Warrant Officers, and leaders to enforce. The standards of dress and standards of conduct are not different from any other Army installation and it is a community responsibility to enforce.

#### 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 21 March 2012 at 0900, Post Conference Room, Schofield Barracks.

9. The 1<sup>st</sup> Qtr, FY12 IAC meeting was adjourned at 1500.

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).

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A handwritten signature in dark ink, appearing to read "Doug S. Mulbury". The signature is stylized with a large, sweeping initial "D" and a long, horizontal flourish extending to the right.

DOUGLAS S. MULBURY  
COL, IN  
Commander