

**Community FIRST/AFAP  
Completed Issues  
(FY 09)**

1. This is a list of issues are currently in a “Completed” status broken down by organization. Issues were worked by the responsible organizations or directorates on Fort Sill. The issues were obtained through quarterly focus groups and the annual AFAP conference.

2. Issues

a. Army And Air Force Exchange Services

08-002

**ISSUE 1: AAFES Gas Prices**

The prices at the AAFES gas stations are higher than the gas stations off post. Purchasing gas on-post is supposed to be a privilege because it cost less than buying gas off-post. Currently Soldiers and their Families have to leave post to buy fuel at a lower cost. AAFES is loosing the sale of gas to Soldiers and their Families

**Recommendation:**

Keep the price of gas at the AAFES gas stations less than off-post, or at the same amount.

**Response:** The AAFES mission is to provide quality goods and services and generate earnings to provide dividends to MWR. AAFES price surveys gasoline twice daily with the local competition and sets the price equal to the lowest price surveyed by grade of fuel. The AAFES General Manager identifies which stations will be surveyed. The following guidelines are followed for surveys and pricing:

1. The station surveyed must be within close proximity of the Post....all surveyed businesses are within a two mile radius of the Post.
2. The station surveyed must not offer E10 or 10% ethanol blended gasoline...they must offer unblended fuel as does AAFES.
3. The station surveyed must offer all three grades of fuel of Regular, Mid-Grade and Supreme Unleaded gasoline.
4. AAFES does not sell below cost....selling below cost negatively affects earnings and dividend contributions to MWR. The survey below denotes the AAFES gas surveys with the competition over the recent period of 4-31 October. AAFES is competitively priced with the locally surveyed competition.

Status: Closed (FY 09)

08-48.1

**ISSUE 2: On-Post Entertainment Facilities for Service Members and Families**

Fort Sill currently has inadequate entertainment facilities for Service Members and Families. The current entertainment facilities are too small, out-dated, and do not provide a variety of entertainment options. Not only are these entertainment facilities unable to accommodate the current population, the influx of personnel scheduled to arrive at Fort Sill will further hinder Service Members' entertainment options.

**Recommendation:**

Construct a multi-screen theater with a current venue of movies and increased operational hours.

**Response:**

AAFES theaters are Non-theatrical which means they have controlled admissions, open to authorized patrons/guests only, and have restricted advertising. The National Association of Theater Owners and the Motion Picture Association of America supports commercial theaters owners in the opposition of direct competition between AAFES a Local Theaters

(AFAP)

Status: Closed (FY09)

**09-003**

**ISSUE 3: Up-to-date Women's Clothing**

The PX does not carry up to date clothes for women ages 17 thru 30. Women who work or live on Fort Sill must shop off post to get clothes that are in style for their age group. This causes a loss of sales for AAFES and a loss of time and money for the women on Fort Sill.

**Recommendation:**

1. Purchase more up-to-date women's clothing.

**Response:** AAFES clothing buyers shop the same fashion markets that buyers for U.S. department stores and specialty clothing stores shop. (e.g. JC Penney, Target, Kohl's, Mervyn's, Old Navy, and the Gap) The clothing you see in AAFES PXs/BXs is reflective of what you would find in the U.S. shopping malls and department stores.

Our clothing assortments vary from exchange to exchange and are based on customer demand and available space. We're concerned we haven't been meeting your clothing needs. Please see Mrs. Stacie Sterling, Main PX Store Manager, to discuss the specific brands and styles of clothing you would like to see available. She will be glad to pass along your suggestions to the merchandise buyer.

Satisfying all our customers in regard to clothing styles and sizes has always been a challenge, but we will continue to work hard to offer the best possible selection.

Status: Completed (FY09)

**09-009**

**ISSUE 4: Lost Revenue to AAFES from Military Retirement**

**community**

Fort Sill's PX currently has a limited selection of products that appeal to the Retiree community which cause Retirees to purchase products on the economy. By increasing the selection of products at the Fort Sill PX with the Retirees in mind as well as the Soldiers it will enable patrons to have "one stop shopping" for both demographic groups. It will also increase the revenue of the PX which in turn increase the amount contributed to MWR.

**Recommendation:**

1. Reassess the products/ service to include the demographics of Retirees.
2. Expand products and services by offering price incentives periodically for the Retiree demographic

**Response:**

The Ft Sill MS product assortment is based upon available merchandise space coupled with demographic data derived from the DEERS database for Ft Sill. We have spent in depth time analysis of the data to determine that the merchandise assortment is fitted to the community that we serve. Specific merchandise which is not available to our community thru the Exchange retail facilities can also be located on-line at [www.aafes.com](http://www.aafes.com) and/or through our catalog. If there a specific item you are currently looking for please stop in and see us so we can exhaust all means necessary to assist you with your purchase. Our basic goal is to offer the goods our customers want to buy. It is our customers who decide what we will stock and what we will not stock based upon their purchasing decisions. We continually review our stock assortments to identify merchandise that sells well. Items that aren't selling are deleted and we try new items in that space or enlarge a current selection. Computer software allows us to analyze the performance of each item in a store's stock assortment to ensure we use our limited space in a way that maximizes customer service.

**Status: Completed (FY 09)**

**09-096****Issue 5: NAF, APF, Contract Employee Use of Commissary and PX**

Currently, APF, NAF, and Contract employees and their spouses are not allowed to use of the Commissary and PX. Allowing the above mentioned groups to use the services, maximizes AAFES Business Potential. The practice in Europe/OCONUS, APF, NAF, and Contract employees and their spouses are allowed to use the service. This will benefit present employees and their families as well as AAFES and the Commissary by increasing the authorized customer base. This can be seen as a win-win providing increased income for AAFES and the Commissary and service to our Civilian employees who make up the consistent fabric of any Military installations supporting the defense of our nation.

**Recommendations:**

1. Allow APF, NAF and Contact employees and their spouses use of the Commissary and PX.

**Response:**

Exchange Operating Procedures (EOP 1-4) sets forth AAFES policy regarding authorized customers and the privileges thereof based guidance found in Chapter 2 of AR 60-20/AFJI 34-210, AAFES Operating Policies, and Department of Defense Instruction (DoDI) 1330.21, Armed Services Exchange Regulation (ASER).

Veterans authorized for exchange privileges fall within three distinct categories: 100% Service-Connected Disability (Army, Air Force, Navy, Marines, NOAA, PHS), Medal of Honor Recipients and Hospitalized in Military Facility.

**100% Service-Connected Disability (Army, Air Force, Navy, Marines, NOAA, PHS**

Honorably discharged veterans of customer categories 1, 2 and 3 (shown below) with 100% service-connected disability are entitled to purchase all merchandise and services with authorized identification DD Form 2765 (Tan).

**Medal of Honor Recipients**

Recipients of the Medal of Honor are entitled to purchase all merchandise and services from the exchange with authorized identification DD Form 2765 (Tan).

**Hospitalized in Military Facility**

Honorably discharged veterans of the U.S. Army, Air Force, Navy, Marine Corps., Coast Guard and honorably discharged commissioned officers of the National Oceanic and Atmospheric Administration and the Public Health Service when hospitalized are entitled to purchase all merchandise and services at the exchange upon issuance of a letter of authorization (LOA) issued by the hospital commander that identifies the patron, the nature and duration of privileges. The letter must be countersigned by the patron.

4<sup>th</sup> QTR AFAP (FY 09)

Status: Closed (FY 09)

**b. Civilian Personnel Advisory Center (CPAC)**

No Completed Issues at this time

**c. Defense Military Pay Office (DMPO)**

**09-090**

**Issue 1: Dislocation Allowance for Single Soldiers without dependents.**

Single Soldiers without dependents do not receive Dislocation Living Allowances, when forced to live off post. Moving expenses for single individuals covers the same areas as families, such as utility deposits, rent deposits, and transportation of household goods. These costs are the same for a single person that is would be for one adult and one child. Paying Single Soldier DLA allows them to budget the PCS move with better fiscal responsibility.

**Recommendations:**

1. [Pay DLA to Single Soldiers without dependents](#)

**Response:**

[Per Regulatory Law – Joint Federal Travel Regulation, Volume 1, Para U5610, U5615B and U5630 16 C.](#)

[A Soldier without dependents is authorized Dislocation Allowance \(DLA\) when relocated ICW a PCS to PDS where Government Quarters are not assigned.](#)

[When dependents are authorized to travel but do not move with member, DLA at the without-dependent rate may be paid, provided the Soldier is not assigned to Government Quarters at the new PDS.](#)

[DLA rates are listed in the JFTR Volume 1, Para U5635 for with and without dependents.](#)

[DLA is NOT authorized ICW a PCS from home to first PDS unless the dependents actually move from the Soldier’s residence to the PDS.](#)

**(4<sup>th</sup> QTR, AFAP) (FY 09)**

**Status: Closed (FY 10)**

POC Mrs. Heylin/DFAS-IN/PMTNBA  
580-442-8076

**d. Dental Activity (DENTAC)**

No Completed Issues at this time

**e. Department of Logistics (DOL)**

**09-069**

**ISSUE 1: DFAC Hours**

Dining facilities are not open enough hours to accommodate training Soldiers. Soldiers may work a night shift, or go out to the range early. Soldiers that are not able to eat at the DFAC must then go to a fast food

establishment and procure a meal. Sometimes these meals are not healthy. A Soldier going to a fast food establishment or a shopette has now paid for the meal twice, since his BAS is taken to provide meals at the DFAC, and now the money must come out of pocket. This is not fiscally responsible behavior during hard economic times.

**Recommendation:**

1. Open one DFAC for 24 hours daily
2. Have DFAC open from 0500-2000 daily.

**Response:**

a. The cost to operate our lowest range DFAC (2755 Bamford) is over \$8K per day to serve 3, 90- minute meal periods. To open this one DFAC for 24 hour operations would increase the cost to over \$28K per day or \$7.2M per year in additional cost. At Guns & Rockets, to extend DFAC hours starting at 0500 and then extending the evening meal to 2200, would result in an increase of nearly \$7K per day.

b. DOL currently accommodates soldiers that may require meals after the normal dining hours. The Grab-N-Go at Guns & Rockets is open for takeouts of the evening meal during the week from 1830-2200. Takeouts are also available in the mornings from 0630 – 0800 and 1115 – 1230. In addition, Ft. Sill and Ft. Bragg are the only two installations in CONUS that offer the Grab-N-Go.

c. Soldiers that cannot eat during regularly scheduled DFAC operating hours due to unit training should have meals provided by their unit with coordination through the unit S-4 and Ft. Sill DOL Food Service.

d. The Army has policies in place to ensure soldiers are either allowed to eat in a DFAC, reimbursed for missed meals, or authorized separate rations for single Soldiers upon request. The documentation and request are forwarded up through the chain of command.

**Staff Position: Continue to operate the Grab-N-Go at Guns & Rockets until 2200 for after hour meals. Current funding for DFACs is always a high visibility item and to receive additional funding for 24 hour operations, or even extending hours, would not be attainable. Allow units to use current Army policies to ensure all soldiers are allowed to eat, regardless of the soldiers training schedule.**

**(4<sup>th</sup> QTR FY 09)(AFAP)  
Status: closed(FY09)**

**09-077**

**ISSUE 2: Household Goods Storage for Captain Career Course Students**

Students of the Captain Career Course often store household goods while they attend the course. Captain Career Course is 20 weeks or longer. The PCS move for this course is often followed by another PCS move to the follow on duty station. Looking for short term housing often requires that the students store household goods for the duration of the course. Not having long term storage often causes the student to accept housing large enough for the temporary stay to hold all household goods. This housing cost may not be conducive to the budget of the Soldier or housing may be unavailable for the short lease period.

**Recommendation:**

2. Allow storage for Captains Career Course to be as long as the classes.

**Response:**

1. When a soldier is directed to a course of instruction that is 20 weeks or more, there exists an entitlement to ship Household Goods (HHG) to the school location. Once orders are received, the soldier should be counseled by the personal property office and afforded the option to store the household goods at origin if there is not intent to accept the property at the school location. The Joint Federal Travel Regulation (JFTR), paragraph U5345 D Authorizes non temporary storage at the point of origin when a member is ordered to attend a course of instruction at which the scheduled cumulative duration at one location is 20 or more weeks. This same paragraph allows for a portion of the HHG to be shipped to the school/installation where the course is conducted.

2. The JFTR at Paragraph U5375 B restricts the period of time allowed for Storage in Transit (SIT), known as temporary storage in connection with a shipment. The time limit is 90 days with an option to extend once for an additional 90 days. Extensions are not automatic, but rather, must be requested by the soldier and be for good reason.

3. Extensions beyond 180 days are possible, but highly scrutinized and require substantial justification. The JFTR at Paragraph U5375 B. 3 provides details on allowable reasons for approval. These would include situations where a member is on a housing waiting list and a specific housing assignment date can be provided.

4. In cases where the soldier has accepted housing on the local economy and is not on a valid housing list with a specific assignment time frame, requests for extension beyond 180 days will be disapproved.

(4<sup>th</sup> QTR, FY 09)(AFAP)  
Status: Closed (FY10)

**09-078**

**Issue : 3 PCS Flight Changes**

When moving the Army only allows flights from your current location to your ordered location. At times we need to go somewhere else first and then to our ordered location and it may cost less. Allowing the Soldier to change direct flights will be easier on the budget.

***Recommendations:***

1. Allow Soldiers and Families to change direct flights
2. Allow Soldiers and Families to pay the difference in the cost of a flight when taking alternate routes.

**Response:**

1. The Joint Federal Regulations (JFTR), at Paragraph U5012, authorizes travel only from the old Permanent Duty Station to the new Permanent Duty Station. The airline industry has established contracts with the Federal Government (GSA) to provide service as allowed by this entitlement. Those contracts expressly prohibit other than direct routings.

2. Soldiers are entitled to reimbursement for self procured transportation; however, according to JFTR Paragraph U5116 (E) that reimbursement must not exceed the amount of travel allowance the service member would have been authorized had they traveled the most direct route between old Duty Station and new Duty Station.

3. The JFTR at Appendix P2 states that if a GSA City Pair Fare exists, it must be used. However para b of that appendix states these fares must not be used in conjunction with leave or any other unofficial travel.

(4<sup>th</sup> QTR FY 09)(AFAP)  
Status: Closed (FY09)  
POC: Mr. James E. Beazer

f. **Directorate of Emergency Services (DES)**  
No Completed Issues at this time

g. **Directorate of Family Morale, Welfare and Recreation (DFMWR)**

**09-005**  
**ISSUE 1: More Weekend BOSS Trips**

There are not enough BOSS trips that go to large cities that would require a stay overnight. Single Soldiers would like BOSS to offer trips to large cities with planned activities that would enable them to stay overnight. With the lack of activities for Single Soldiers on Fort Sill they would like the opportunity to look forward to something and get away for the weekend.

**Recommendation:**

1. Offer more trips to big cities for the weekend.

**Response:** BOSS has been given a new direction with its programming.

**Status:** Completed (FY 09)

**09-019**

**ISSUE 2: FRG Fundraising On Post**

There are not enough fund raising opportunities for Family Readiness Groups on post. FRGs are not unit funded and depend of the funds raised by volunteers to help meet requirements. Not having funds for family events leads to events either not occurring or the Soldier and his family member paying for the event.

**Recommendation:**

1. Add more post events where Family Readiness Groups have opportunities to raise funds.

**Response:** The primary purpose of FRGs is to create strong and ready families with coping mechanisms for deployment. FRGs may conduct limited fundraising in support of legitimate family readiness activities. FRG fundraisers on Fort Sill the past few years have included bake sales, car washes, Haunted Trail carnival sales, ornament sales, tote bag/hat/t-shirt sales, fundraising via the post wide garage sales, Christ Kindl Markt sales, unit move night fundraisers, silent auctions, dunk tanks/pie in faces, unit fun competitions (penny wars, prettiest baby, etc)., chili cook-offs, art viewings, personalized ornament sales, cookbook sales, hot lunch sales, and more. Units/FRGS are encouraged to submit new fundraising ideas for review/approval. All fundraising ideas are approved if not legally objectionable or they present safety/health concerns that are not in the best interest of Soldiers and Families.

**POC Cheryl Foster, MWR Programs/442-3113 (AFAP 09)**

**Status:** Completed (FY 09)

**09-040**

**ISSUE 3: MWR Family Activities**

MWR needs to have activities for families during the summer months. Lawton offers activities for families outside Fort Sill during the summer months. There is not enough to do during the summer to keep children out of trouble while they are looking for something to occupy their time.

Children that are often bored, get in trouble, or sit in the house watching television. Children that are kept active are healthier.

**Recommendations:**

1. Have activities for the kids like camps and summer programs.

**Response:** At the present time the School-Age Center and the Youth Center both offer camps and summer programs. The Youth Sports offers such events as golf camps, football camps, etc. during school out days, fall break, winter break, spring break.

**(4<sup>th</sup> QTR, AFAP) (FY09)**

**Status: Completed (FY 09)**

**h. Directorate of Human Resources (DHR)**

**09-108**

**Issue 1: GI Bill for Surviving Children**

Although the new GI Bill for Education Benefits now states it includes surviving children our children wanting to use this benefit for college are unable to use it as there is not a letter authorizing this benefits or VA forms to fill out. Colleges will not accept a newspaper article stating this what we intend to do. These recent high school graduates are in limbo. If they use the old Chapter 35 benefit they will not be able to collect the new benefit when it is paid retroactively to 1 Aug 09.

**Recommendations:**

1. Implement this benefit for surviving children.

**Response:**

1. The Fry Scholarship is named in memory of Marine Gunnery Sergeant John David Fry, and is included under Section 1002 of Public Law 111-32. This law amends the Post-9/11 GI Bill (chapter 33) to include an additional category of eligible individuals.

2. Effective August 1, 2009, eligibility for chapter 33 benefits extends to the child of an active duty member of the Armed Forces who dies in the line of duty on or after September 11, 2001. Definition of a child includes a married child or an individual above the age of 23.

3. Eligibility provides for 36 months of entitlement at the 100% benefit level, and the period of eligibility is 15 years beginning on his/her 18<sup>th</sup> birthday (delimiting date is 33<sup>rd</sup> birthday).

4. The Department of Veteran Affairs will begin accepting applications for individuals applying for benefits under the Fry Scholarship provision effective May 1, 2010. Children currently

enrolled in school may apply to receive benefits under the Survivors' and Dependents' Educational Assistance Program (chapter 35). They may opt to receive a retroactive payment under the Fry Scholarship provision by submitting an application on or after May 1, 2010

**(4th QTR, AFAP) (FY09)**

**Status: Completed (FY 09)**

POC: PRISCILLA SACKS/2-2184

9 September 2009

**i. Directorate of Information Management (DOIM)**

No Completed Issues at this time

**j. Directorate of Plans, Training, Mobilization, and Security(DPTMS)**

No Completed Issues at this time

**k. Directorate of Public Works (DPW)**

**l. Garrison**

**09-002**

**ISSUE 1: Separate Barracks for Permanent and Nonpermanent Soldiers**

There are currently permanent party Soldiers living on the TRADOC side of Fort Sill with nonpermanent party Soldiers. Permanent party Soldiers are not supposed to interact with AIT Soldiers, but yet you need to get to know your neighbors when you are living next to them for security. When Soldiers are not wearing uniforms and you live next to them it is hard to know who you can or cannot interact with. It would be less confusion on all parties if the permanent party Soldiers were not in the same barracks as the nonpermanent Soldiers.

**Recommendation:**

1. [Have Separate Barracks for Permanent and Nonpermanent Soldiers.](#)

**Response:**

[Garrison command has already given guidance and stated our desire to separate PP soldiers from IET soldiers. We have submitted a proposal to build an additional SSQ facility away from the 434th FA area for PP soldiers which would get all PP Soldiers out of that area.](#)

**(FY 09)**

**Status: Closed (FY 10)**

**m. Installation Safety Office (ISO)**

**09-011**

**ISSUE 1: Shredded tires in the Playgrounds**

The use of shredded tires in playgrounds is posing a possible health risk to children. Fort Sill uses this material in the play areas on post. In recent newspaper articles it has been stated that the EPA is rethinking the use of shredded rubber in playground due to reports of carcinogens, benzene, potential of swallowing and inhaling lead, metals and other chemicals in shredded tires. Repeated exposure to these play areas could affect the health of our children.

**Recommendations:**

Do a study to determine if this is a relevant issue to the health of our children

**Response:**

Called the region safety office and was informed the CHHPM is looking into the issues.

Update 15 October 2009

POC Kenneth Broughton

MSDS sheets have been studied. There is no shredded rubber in the on post playgrounds.

(FY 09) (Family Member)

Status: Closed (FY 10)

n. Picerne Housing

o. Public Affairs Office (PAO)

p. Reynolds Army Community Hospital (RACH)

08-001

**ISSUE 1: WTU Fuel Card**

Currently there are WTU Soldiers who have to use their personal vehicle to go to doctor's appointment. With the rising cost of gas, and the excessive amount of doctor's appointments, this is causing a financial hardship on WTU Soldiers. Issuing a fuel card would help offset some of the financial hardship that effects WTU Soldiers.

**Recommendations:**

1. Issue a fuel card that would give WTU Soldiers \$30 dollars worth of gas a month.

2. Increase the number of vehicles that take soldiers to doctor's appointments on and off post.

**Response: -AAFES gift cards can be purchased from any AAFES retail store on Post and the cards can be utilized at the Shoppettes to purchase gasoline. The purchase must be made at a register in the store. AAFES gift cards are only valid at AAFES stores and the card can be utilized for other than gasoline.**

**-Due to the 30% decrease in WTU Soldiers since September there is no longer a need for additional transportation to/from doctor's**

**appointments. If the number of WTU Soldiers increase an evaluation of transportation will be reassessed at that time.**

**Status: Closed (FY09)**

**08-008**

**ISSUE 2: No mail delivery to single and transitional Soldier barracks**

There is no mail delivery to single, or transitional, soldier's barracks. The lack of barrack's mail delivery causes soldier's financial and personal hardship, which leads to lower morale. The Platoon Sergeant has the additional duty as Mail Clerk which has resulted in soldiers not receiving mail in a timely manner. This is causing the Soldier's undo stress.

**Recommendations:**

- 1. Designate a Soldier whose primary duty will be as a mail clerk.**
- 2. Utilize the mail boxes that already exist in the barracks.**
- 3. Establish more conducive operating hours at the mail room for pickup.**

**Response:**

**Mail delivery to Soldiers is a serious matter; one that will not be designated to a healing Soldier. The designated Platoon Sergeant was not able to pick up mail from the post office on very rare occasions in the distant past. Renewed emphasis was applied as this issue surfaced. Mail is delivered on a daily basis in the afternoon accountability formation.**

**(FY 08)**

**Status: Closed(FY 09)**

**09-066**

**ISSUE 3: Specialty Care at Reynolds**

There is no fertility specialist services offered at Reynolds Army Community Hospital. Soldiers and spouses that would like to use fertility services must go off post to Oklahoma City or Dallas Texas.

**Recommendations:**

- 1. Hire a fertility specialist at RACH so spouses do not have to go elsewhere.**

**Response:**

**The overall benefits do not outweigh the projected cost. RACH only receives 10-15 referrals per year for these services and the cost to build a fertility lab would be prohibitive.**

**(4<sup>th</sup> QTR, AFAP) (FY 09)**

**Status: Closed (FY 09)**