



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT SILL
PLANS, ANALYSIS, AND INTEGRATION OFFICE
463 HAMILTON ROAD, SUITE 206
FORT SILL, OKLAHOMA 73503-9004

IMWE-SIL-PAI

7 April 2010

Memorandum of Instruction

SUBJECT: GC Hotline

1. **PURPOSE:** To actively support the USAG Fort Sill strategic objective of fostering a culture of customer focus and engagement.
2. **BACKGROUND:** The US Army Garrison Schinnen (ACOE finalist 2010) has implemented a direct e-mail hotline to the Garrison Commander for customer concerns and issues. The hotline is being promoted as "Tell the Garrison Commander" and since its implementation has increased
 - speedy solution of issues
 - command awareness of issues
 - customer trust ("the commander cares")
 - customer satisfactionThe Garrison Performance Improvement Council recommends implementation of the program for Fort Sill Garrison.
3. **CONCEPT OF OPERATIONS:** Garrison IMO will set up a "tell-the-Garrison Commander" e-mail account. The GC will promote the new hotline at Townhall and Sill FACTS, PAO will promote the new hotline through all media and channels available. PAIO will screen submissions and obtain comments/responses for GC.
4. **SUSPENSE DATE:** Hotline active nlt 1 July, 2010

IMWE-SIL-PAI, 7 April 2010
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5. POC for this memorandum is Mrs. Bea Floor at (580) 442-3671 or
beate.floor@us.army.mil


Raymond P. Lacey
Colonel, US Army
Garrison Commander

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