

ISSUE: #0119 School Bus Issues

SCOPE: School buses are never on time. It is hard to coordinate or keep consistent schedules when Prince George County schools buses are never on time.

RECOMMENDATIONS:

1. There needs to be a Fort Lee hadiscuss possible solutions for the	nosted forum with Prince George County Schools to consistently late arrival of school buses.
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ISSUE: #0219 Moldy Bathrooms in Housing

SCOPE: There is poor ventilation in the bathrooms of post housing which causes more chances for mold. The lack of proper air flow creates wet spaces and mold to accumulate in the bathrooms of post housing.

RECOMMENDATIONS:							
 Housing needs to conduct inspections for mold and inspect the ventilation and air flow of the bathrooms in on post housing. 							
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ISSUE: #0519 Family Member Lack of Awareness of Retirement Benefits

SCOPE: Many Family Members are unaware of benefits and entitlements due to them after their service member retires. Leaves family members clueless about how to navigate benefit systems once a Service Member passes.

RECOMMENDATIONS:

1. The Army should make it mandatory that Service Members to attend classes and trainings with family members, especially when they are retiring or separating. Family members should also receive a retirement info packet mailed directly to them.

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ISSUE: #0819 Tricare Referrals

SCOPE: Tricare referral process. The referral process takes too long and appointments are hard to get in time and need of care.

RECOMMENDATIONS:

1. Allow Tricare to set appointments as opposed to having to go through PCMs.

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ISSUE: #0919 Cost of Swimming Pool

SCOPE: Cost to use the swimming pool on post is way too expensive. A family of five can't afford to pay \$5 per person each time they want to go swim.

RECOMMENDATIONS:

1.	Lower	the	fees	to	match	what	the	costs	аге	at	other	installati	ons.
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ISSUE: #1019 Cost to Use Recreational Facilities

SCOPE: Other installations and off-post facilities offer cheaper services than Fort Lee. The Fort Lee swimming pool costs \$5 per person, the dog wash station is too expensive, and the lift bay is \$12 per hour. Costs are too high.

RECOMMENDATIONS:

post.

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ISSUE: #1719 Fort Lee Weapons Registration Issues

SCOPE: There are times when weapons registration forms get lost at the Visitor Control Center (VCC) and it takes a very long time to have weapons registration forms processed. It can take 6 weeks or longer to get your paperwork back from the VCC. The trap/skeet range can't be used and hunting cannot be done until the paperwork is received back from the VCC.

RECOMMENDATIONS:

1. Create a self-service computer management system for registrants to be able to register weapons on the installation.

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ISSUE: #1919 CDC Enrollment Wait Times

SCOPE: There is a high demand for CDC services and little to no vacancies for our Fort Lee Community. There are long wait times for Service Members needing to enroll children into Fort Lee CDCs forcing Service Members to utilize subpar or far away services off the installation. Single soldiers can't afford outside care.

RECOMMENDATIONS:

1. Put more money into the CDCs here at Fort Lee and make the facilities larger.

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ISSUE: #2219 School Physicals

SCOPE: Soldiers PCSing to Fort Lee w/ Children cannot get appointments for school physicals at Kenner Army Health Clinic in a timely fashion. It takes 3 weeks to a month to get an appointment at Kenner Army Health Clinic for school physicals.

RECOMMENDATIONS:

1. Soldiers should be able to travel off the installation with a referral for Tricare if appointments are not immediately available at Kenner Army Health Clinic.

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ISSUE: #2319 Family Community Center

SCOPE: There is not a family center here at Fort Lee that does free movies for families. There is not enough for Permanent Party families to do.

RECOMMENDATIONS:

1. Create a multi-purpose facility with a screening room for families.

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ISSUE: #2419 ACS Business Cards

SCOPE: There are too many ACS Business Cards to keep up with for the different programs. They are easily lost.

RECOMMENDATIONS:

1. Make an ACS contact book.

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ISSUE: #2619 Shower Curtains at McLaughlin Gym

SCOPE: The water from the showers at McLaughlin does not stay contained in the shower half of the stall because of shower curtains. The other half of the stall gets very wet making it impossible for items that should stay dry to get very wet.

RECOMMENDATIONS:

1. Install shower curtains with adequate weight and length.

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ISSUE: #2919 Larger Facility for Fort Lee USO

SCOPE: Current USO building is too small. Most things on post are tailored to IET Soldiers and not permanent party. Most installations have a family USO Center where they make meals and have family and single soldier activities.

RECOMMENDATIONS:

1.	Place	the	uso	in	а	larger	facility	on	Fort	Lee.

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ISSUE: #3019 Shoppette Hours

SCOPE: Fort Lee Shoppette closes too early. Fort Lee Family Members and Service Members must leave the base to purchase items due to early closure of Shoppette.

RECOMMENDATIONS:

1. Fort Lee needs a 24-Hour Shoppette.	
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ISSUE: #3419 Civilian Employee Culture

SCOPE: DA Civilians, contractors and NAF employees all need to be able to have the same benefits and entitlements. We all work for the same Army. NAF and Contractors should be offered the same benefits. NAF employees should be able to attend town hall meetings, and have medical benefits the same as GS employees.

RECOMMENDATIONS:

 Agencies need to 	come together be	ecause we all	work together.
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ISSUE: #3519 For DA Civilian Physical Fitness Program

SCOPE: DA Civilians can only participate in the DA Civilian physical fitness program one time in their career span. A more physically fit employee leads to better productivity, less missed time from work, and higher energy levels. DLA and DCMA have it throughout their careers.

RECOMMENDATIONS:

1. The Department of the Army should model its DA Civilian Physical Fitness Program after the Defense Logistics Agency and the Defense Contract Management Agency.

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ISSUE: #3719 Fort Lee Civilian Communication and Team Building

SCOPE: Fort Lee needs more team building courses for Civilians, Communication is big in the work environment and DA Civilians need to be reminded and shown how to communicate and work together as a team continuously.

RECOMMENDATIONS:

1. Provide more classes or trainings to teach Fort Lee Civilians to communicate and work together more efficiently.

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ISSUE: #4019 School Bus Drivers and Spousal Recruitment

SCOPE: School districts that serve the Fort Lee area are lacking in civilian bus drivers. Safety is the number one issue. With a lack of bus drivers, children are sitting three to a seat and have to wait at school for double and triple backs to pick them up.

RECOMMENDATIONS:

MID LEVEL COMMAND:

STAFF COORDINATOR:

1. Using the local Transportation Motor Pool (TMP) in agreement with the local City Bus Training Department, Spouses could be recruited from the FT LEE area to receive training to be bus drivers using local buses from the region. These bus drivers would increase the numbers to the region of the Tri City area and would increase the amount of drivers that would drive Fort Lee children to and from school in connection with the local school bus route. Along with an increase in spouse employment, this would make buses safer for the children due to not being overcrowded.

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ISSUE: #4119 DA Civilians Use of Army Programs and Services.

SCOPE: Civilian families are sometimes put on a waiting lists. The programs are beneficial to all DA families, but not everyone is able to utilize them.

RECOMMENDATIONS:

1. I recommend the priorities are removed and services are provided on a first come first served basis.

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ISSUE: #4219 Access to Motorcycle Safety Course for DoD civilians.

SCOPE: DoD civilians are not allowed access to the motorcycle safety course. Safety issue for the military community.

RECOMMENDATIONS:

1. Allow Access for DoD Civilians for certain days, same day or annual access to classes.

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ISSUE: #4319 DoD Personnel are not allowed to use Commissary, BX, and Gas station on base.

SCOPE: DoD personnel supports the military continuity, which is a part of the military family. But are not allowed to utilize things on base. Not being able to utilize certain things on base makes for loss of profits on the bases end.

RECOMMENDATIONS:

1. Allow DoD Personnel to use at least Commissary, PX, and Gas Station on base. Do so would allow for money to be generated and put back into the installation.

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ISSUE: #4419 DA Civilian Leave Time

SCOPE: It is not reflecting of times in service. It doesn't properly due diligent to service provided. Employees are not receiving enough leave time.

RECOMMENDATIONS:

1. Increase to 8 hours after 10 years and 10 hours after 15 years. Employees should also be grandfathered in.

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ISSUE: #4619 Lack of Movement of DA Civilians.

SCOPE: DA Civilians become stagnate and lack of motivation when they stay in one spot or position too long. DA needs fresh perspectives at CONUS Bases. Having long-standing civilians in one place impacts performance outcomes and morale.

RECOMMENDATIONS:

1. Big Army should do trail runs of reassignments of DA Civilians to different Army bases, in different positions.

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ISSUE: #4819 Military Dependents Professional Licensure Waivers.

SCOPE: Every time dependents have to move they have to recertify their professional licenses and certificates to meet the states requirements. Which can get expensive. It is expensive to recertify licenses and certificates every time you move and causes inconveniences for every PCS move and cause extended breaks in employment.

RECOMMENDATIONS:

1. Create a waiver or develop an interstate compact Army-wide for Military dependents who hold professional licenses and certifications.

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ISSUE: #4919 Bike Lanes and Sidewalk Ramps

SCOPE: Throughout post there is a lack of bike lanes and sidewalk ramps. The lack of identified bike lanes on post causes a safety issue because it forces bike riders into the

street.					
RECOMMENDATIONS:					
Create well-marked bike lanes to sidewalks.	on all streets	s on post and	create rai	mps for bike acce	:55
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ISSUE: #5119 No Sit Down Restaurant on Base.

SCOPE: There are lots of fast food restaurants on base, but no sit down restaurants on base. Need to have a sit down restaurant so that troops can have hail/farewells. Also so families can go and have sit down family meals.

RECOMMENDATIONS:

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1. Bring a sit down restaurant on base.

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ISSUE: #5319 Limited delivery of Civilian Education System (CES) Intermediate Course

SCOPE: There are no Distance Learning (DL) or Online Training opportunities to complete the CES Intermediate Course. Current manpower requirements do not support in-person attendance and travel time mandated by the current delivery system for the CES Intermediate Course, which limits the completion rates for the target group (GS 10-12).

RECOMMENDATIONS:

STAFF COORDINATOR:

1. Create a platform for course delivery that gives the target group (GS 10-12) the option to complete the course via Distance Learning or Online. Establish Regional Mobile Training Teams (MTTs) to offer the intermediate Courses regionally.

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ISSUE: #5419 Curb Ramps on Installation

SCOPE: With limited access to curb ramps around Fort Lee it's difficult to get across the road safely with wheelchairs, strollers, and bikes. Families with disabilities, strollers, and cyclists risk falling and getting injured.

RECOMMENDATIONS:

Installing curb ramps throughout Fort Lee.

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ISSUE: #5519 Virginia Physical Examination Form Marketing.

SCOPE: Virginia Schools require use of the Virginia Physical Examination form and many families are unaware of the requirement prior to arriving at Fort Lee. There is no advertising of the form on Fort Lee webpages, which causes inconveniences for arriving families who may have had physical examination done prior to arriving to Fort Lee.

RECOMMENDATIONS:

1. Advertise the Virginia Physical Examination form on the Fort Lee Main webpage and at newcomers briefings.

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ISSUE: #5719 Huge Potholes in Front of AWM

Α otor

Avenue, adjacent to the Quarter vehicle hazard.	otholes in front of the U.S. Army Women's Museum on master Museum. Potholes are causing a safety and m
RECOMMENDATIONS:	
1. Fill in potholes.	
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ISSUE: #6119 Fort Lee Dog Park

SCOPE: I have noticed that the dog park is just a fenced in area with a few benches and picnic tables. It would be nice if there was a water source for the dogs to drink from and a few activities for them to do, such as dog agility equipment. It is a problem because dogs need water after running and playing they need to hydrate and many people have no way of giving their dog water unless they bring it with them, but the other dogs end up drinking it as well. The dog agility course is needed so that when there are no other dogs to play with the owners can work on training their dogs. The park is barren with no activities for the dogs to run and play on. When I visit I notice dogs on top of picnic tables.

RECOMMENDATIONS:

1. Add a water source in the park and dog agility equipment.

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ISSUE: #6218 Type 1 Diabetic Health Physicals and Wellness detection Screenings

SCOPE: My son was seen at Kenner when he was sick and the doctor treated his illness as a stomach virus. The next day he is rushed the ER and the doctors stated he was Type 1 diabetic with an 1100 sugar level. He was seen at Kenner the day before with no further detailed health checks. If diabetic checks are required during health physicals and wellness visits, this could have been an early detection and his health issues could have been prevented. One more prolonged day, would have caused death or a diabetic coma.

RECOMMENDATIONS:

STAFF COORDINATOR:

1. I would require children to get their blood sugar checked at each wellness and health physical visit.

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ISSUE: #6319 Fort Lee Housing Community Center Fee

SCOPE: Fort Lee Community members are being charged \$100.00 to use a space already designated for community use. The community center is supposed to be a perk for living on post and tenants are being charged to use the space when tenants are already paying full BAH between \$1200.00 to \$2000.00. This is a problem because service members and their families are already paying an exuberant amount of money to live on post and to have to shell out \$100.00 each time for a birthday or even an FRG meeting, reduces the ability to provide the fun aspect needed in day to day life of families and the community at large due to financial restrictions.

RECOMMENDATIONS:

MID LEVEL COMMAND:

STAFF COORDINATOR:

1. On post housing should do away with the \$100.00 fee for reserving and using the on post housing community space.

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