

	2008 AFAP ISSUES (**note issues written by submitters and text has not been changed	WORK GROUP	Responsible Agency	Work Group Results	Agency Response
1	Issue: Temporary Storage of household goods which is secured by the service member for goods not fitting into smaller quarters is VERY slow to be reimbursed by the travel office here on-post. Scope: Many of the quarters here on-post are smaller than authorized and many families store goods at government expense just to be able to fit into quarters comfortably. Service members pay out of pocket, but the turnaround for reimbursement is often greater than three months' time. This places a financial burden on families of all ranks. Reimbursement often requires visiting the office more than once, daily phone calls, etc. in order to get payment. Recommendation: Make some sort of a timeline for processing the paperwork so that families can get reimbursed in a timely manner without having to repeatedly visit the office and make phone calls.	Military and Force Support	DOL-Transportation (ICE)	Automatic process	DOL-Transportation to outline this process and provide response
2	Issue: Too many restriction on Cadets attending events like Dave Matthews at Ike Hall; Scope: Cadets see it as a downer because of all the restrictions and rules... email ticket, some get email, some don't and have to claim ticket on the holiday; can't sit together, etc. Recommendation: Let the cadets celebrate their good fortune. Make sure all cadets get a chance to attend. Let it be a fun release. Really would not hurt anything with a 3.2 million vote effort to get this amazing perk for them to sit with their friends and enjoy the concert.	Military and Force Support	USCC	Issue was not clearly written and not understood fully by delegates	Issue submitted to USCC for informational purposes
3	Issue: Shuttle bus doesn't run through the housing areas. Scope: If the shuttle bus on-post took a little detour through the housing areas (like the loop through Stony I and II or drove through Lee) then more people who live on-post would take advantage of the shuttle and ride it to work. This would be helpful to families with one car, helpful to service members who wouldn't have to fight for parking every day, make it possible to shop for a few things at the commissary or PX and then ride the bus home. It would be a better service altogether. As it is, if you live in Stony I or II, you have to walk down to the PX/Commissary to catch the bus. I know people would use it more if it ran through the housing areas. Recommendation: Alter the shuttle bus route to go through the housing areas.	Military and Force Support	DOL-Transportation see 516 and 9809	Regulation prohibits riding bus from domicile to work or services	In accordance with AR 58-1, shuttle bus service shall be established solely to meet local Army requirements and shall operate only in duty areas. Available space on shuttle buses may be used by other categories of personnel. Vehicles may not be used to provide door-to-door transportation over all or any portion of the route between their domiciles and places of employment.
4	Issue: Game attendees, who are not guests of residents, parking in housing areas. Scope: I live in New Brick and we have many people park in our housing area, who do not belong here. They take up our parking, many of them speed, and they are simply strangers in our close-knit community. Recommendation: I recommend that access to each housing area be blocked except for one entry/exit. I would also like to see someone man this entry/exit and request I.D. or, specifically, who the person is visiting.	Military and Force Support	DES	USMA directs people to park there. Command decision has been made.	No response required
5	Issue: Instructors from Office of the Dean are off all summer long while TACs and TAC NCOs are working 6-7 days a week with little to no time off. Scope: When you drive through housing areas in the summer, there are instructors out in civies all day, everyday. It seems they have all summer off while TAC and TAC NCOs work like dogs. This is an unequal and unfair distribution of work that also goes on throughout the year, but is most blatant and unprofessional in the summer. Recommendation: Take some of the load off the TAC and TAC NCOs and give it to the Office of the Dean Academic instructors. TACs are treated like 2nd class citizens on this post and it must change.	Military and Force Support	USCC, O/Dean	Completely unfounded and generally believed to be not true.	No response required
6	Issue: Bus Service for Cadets Scope: Cadets walk/hitchhike to the PX area, especially after lunch and on the weekends. This is unacceptable, the cadets should have easy and timely access to the PX area. Recommendation: I recommend a smaller bus that runs directly from the Cadet Area (Grant Turn Around and Arvin Gym) directly up the hill to the PX / Commissary parking lot and then straight back again. This route should take only 15 minutes to complete. Have a small bus run every 15 minutes from 1300 - 1900 on weekdays and all day on Saturday and Sunday (depending on Cadet Schedule) is beneficial for cadets and will also increase the business in the PX area. This would also prevent the embarrassment of cadets asking for rides back to the cadet area because the bus only comes every 45 minutes or the bus is full and they have to wait another 45 minutes. The current bus route circumvents all of post, taking up much time cadets do not have to spare. Get the "Cadet Only" bus running from the Cadet Area to the PX/Commissary and advertise this service. Potential customers is 4,000+ cadets.	Military and Force Support	DOL-Transportation (related to 516)	Domicile to services not allowed by regulation	Presently, there are two shuttle services to support Cadets wishing to go from the Central Post Area to H-lot (Commissary/PX) and return. Weekend shuttle operates from 1200 thru 1850 hrs, departs H-lot every hour on the hour. The weekday, 30-minute post shuttle bus service operates from 0615 thru 1645, departs H-lot 45 minutes before the hour and 15 minutes after the hour.

7	<p>Issue: Car registrations, drivers licenses, professional certifications, and in state tuition rates. Scope: Military Families move constantly. Due to this, we have costly burden of changing residence, drivers licenses and professional certifications. If something like a drivers license or plates need to be changed, the process is difficult and expensive. All of these things create an unnecessary financial burden on Families. Also, because we move around, our children are not afforded in-state tuition where they want to go to school. It is time that the military make a system that is fair and easy for Military members and their Families.</p> <p>Recommendation: I would like to see Military Members and their Families given the status of citizen of the Federal Gov't, similar to diplomats. We should have our military ID's count as our drivers license and our car plates should reflect we are military instead of state residents. Giving our children in-state status at any State University and our Military spouses who hold professional credentials the benefit of reciprocity.</p>	Military and Force Support	PMO, AG, Ed Center (check DA book) Related to DA 467	Selected as 2008 AFAP issue titled: Driver's License and Vehicle Registration Renewal Process for Military Personnel and Dependents	2008 AFAP issue
8	<p>Issue: Disconnect in bus service between Shortline and WP shuttle Scope: Bus riders walk from the Mint to Washington gate in the worst weather conditions whenever Rte 218 to Cornwall is closed. In good weather, the Shortline bus stops all traffic and the workers cross Rte 218 to get to the gate. Recommendations: 1) Get Shortline schedule 2) Have Shortline go to the Mint 3) Have shuttle bus with a gate guard waiting 4) Guard checks ID and bus goes to Washington gate 5) Guard gets off and goes back to regular duties. Outcome: 1) Safer conditions 2) Easier commute for what are probably our more disadvantaged employees 3) Less turnover</p>	Military and Force Support	DOL-Transportation	Recommendation is business to business. Shuttle should make stop at mint.	Due to security concerns the Post shuttle buses are not permitted to pick up nor discharge passengers off the installation. There is a Green Belt Project presently reviewing an option to permit the Shortline Bus to re-enter the installation through Washington Gate. The bus would make stops along Washington and Thayer roads, exiting through Thayer Gate in the AM and reverse route in the PM.
9	<p>Issue: DOD policy that prohibits Army Athletes (USMA grads) from participating in pro sports Scope: DOD implemented a policy that supersedes Army policy stating a Soldier can no longer be recruited to play professional level sports before fulfilling their commitment. This undermines USMA/ODIA recruiting as well as being a public relations blemish. Army athletes rarely get recruited to play at the pro level so it is not a great loss number-wise to troop strength. Actually it is good PR for Army (as was evident during the draft of 2 recent USMA grads). Bad move on the DOD part as this has made headlines in USA Today, etc.</p> <p>Recommendation: Allow Army Soldiers to play to pro level and fulfill their commitment by: being recruiters, postponing fulfilling their obligation for xxx number of years, or they can pay back their free education to USMA if they want out of their commitment</p>	Military and Force Support	AG/ODIA	Isn't one of top AFAP issues - should be handled by DOD and athletic depts. This issue should be considered.	No response required. Unattainable
10	<p>Issue: Hot water in the bathrooms in buildings we work in (particularly Bldg. 622).Scope: It affects all employees, visitors and customers using bathroom facilities in Bldg. 622. Recommendations: It gets fixed for about 2 weeks and we have hot water. Then no hot water. The water heater was replaced maybe 2 years ago - but we have not had hot water since. We hate to keep calling in but have no choice if we want hot water. How can we fix these historical buildings to keep water hot?</p>	Military and Force Support	DPW (ICE)	maintenance issue - DPW	Hot water issues in Bldg 622 have been resolved. Community members should call in maintenance requests when noticed.
11	<p>Issue: Intersection at entrance to PX/CDC is hazardous. Scope: Coming out of the access road between the CDC and the PX entry is hazardous! Traffic flow in and out of the PX area is at its height early evenings as everyone stops by the store on their way home from work, and of course the CDC is also at its busiest then as parents are getting off work and retrieving their children. I usually find access to the right turn lane blocked by people trying to turn left to go down into post. Recommendation: Either make a CDC access road directly onto Stony Lonesome Road, or make the access road between the PX/CDC intersection and the CDC entrance a one-way road IN toward the CDC, but create another exit for it, further from the craziness of the main intersection - perhaps extend the current CDC entrance road straight out so it meets the PX road just before the gas station. Does the extension road beyond the CDC entrance come out somewhere CDC patrons could use it as an exit?</p>	Military and Force Support	Safety, DES, DPW	Selected as 2008 AFAP issue titled: Hazardous Intersection at the Entrances of the Post Exchange (PX) and Child Development Center (CDC)	The intersection to the PX off of Stony Lonesome Road is a high traffic area. This would seem to be a high area for confusion and traffic accidents, however, it is not. The roads are clearly marked and when drivers follow the markings and obey traffic laws, there is little delay. Military Police will continue to provide patrols to monitor the area and also provide proactive measures such as speed limit trailers and traffic control points during known times of high congestion, such as football games. If a study is recommended then a work order can be submitted at DPW.
12	<p>Issue: More awareness about Army Mule mascots. Why the phase out? It is sad to see a true tradition overthrown by the Black Knight Kicking A.Scope: Tradition! Isn't that what West Point is about. Recommendation: More for the mules, they are always available.</p>	Military and Force Support	ODIA/DCOMM	unclear issue, did not belong in this forum	No response required

13	<p>Issue: ODIA Coaches spouses hired into NAF positions that were not advertised to the general public, to justify children going to post schools. Scope: It is illegal to create positions with specific individuals in mind for the positions. Government jobs must be advertised and opened up for general application. It is difficult for spouses to find jobs because of the constant moving and the high optempo of today's Army. To find out that these civilian spouses are just given jobs to justify their children attending DOD schools which are federally funded specifically for military children is insulting. Recommendation: Any job filled at West Point must be advertised and given to the BEST CANDIDATE, not handed to coaches spouses without even considering military Spouses who would, in the federal system, have a priority over civilian's. (Exception being used to get coaches children into DOD schools is for overseas schools)</p>	Military and Force Support	CPAC-NAF Personnel (waiver: reference DA 478)	IG issue, should be investigated by the IG	CPAC provide official response
14	<p>Issue: Open Season Benefits Fair held to close to end of season Scope: The benefits fair is held each year, usually the last Tuesday in November and open season ends the first week in December. This does not give people time to review all the information available and make an informed decision about benefits. This is also usually a holiday week and people are busy with family plans and clearing their desks for the holiday. Recommendation: Schedule the fair closer to the start of open season.</p>	Military and Force Support	CPAC	Open season is set. Scheduling of fair can be worked by chain of command. Fair is not army-wide issue.	We have the ability to change the date and would be willing to do so in 2009 as a test. If it appears holding the Fair earlier than normal works better for our customers, we would consider continuing it after the initial test year. However, location and receipt of critical OPM materials are of major concern.
15	<p>Issue: Sidewalk to firehouse in Stony Lonesome and/or to gate. Scope: USMA - safety of pedestrians and people running. Recommendations: Put sidewalk on side to firehouse and gate.</p>	Military and Force Support	Safety, DPW	Numerous areas to run, no need to create additional sidewalk.	The terrain, location of the existing sidewalk and intersection make this problematic. There is a steep drop-off. Also, the existing sidewalk running up Stony Lonesome is on the opposite side of the street which would require crossing over at a busy intersection.
16	<p>Issue: Theft of Services at the PX Gas Station Scope: Many Non-DOD people (unauthorized) are pumping gas at the PX Service Station. Because you can pay at the pump using any credit card, many unauthorized people simply pull up to the pumps and get gas. When I have challenged these individuals, I've been flipped off, offered profanities and told to mind my own business. I've approached the staff of the Service Station on several occasions about this issue and have been told that there is nothing they can do about it. The privilege of obtaining gas at the PX Service Station is for active duty Soldiers and retirees.</p>	Military and Force Support	AAFES-Shoppette	Hard to enforce - not worth the effort.	Until practical technology catches up with our requirements, it is unfortunate that we are caught in this catch-22. The majority of our authorized patrons pay at the pump. If we were to discontinue the allowance of pay-at-the-pump, it would irritate far many more customers.
17	<p>Issue: Voting difficulty for Military Families Scope: As the presidential elections near, I embarked on trying to get an absentee ballot. This is a difficult process, you have to research online the form to fill out and then the address to send it to. I had this same problem when my husband was in Iraq and we both ended up not getting our ballots in the mail and thus lost our opportunity to vote. Response: Military Families and Soldier's are constantly moving should have "military" status for voting and not have to use absentee ballots for state of residence. We should be allowed to vote as a military installation right here on post where we live. The absentee ballot system is antiquated and I wonder how many Soldier's and Family member votes are not ever submitted or are totally lost in the system because of it. We need a new system.</p>	Military and Force Support	AG (check DA book)	Voter assistance in place.	No response required
18	<p>Issue: West Point Adult Intramurals Scope: West Point Adult Intramurals are poorly marketed/publicized. The only time you seem to hear or read about them is when they are already underway and the Pointer View covers the game results. These intramurals should be open to all West Point community members, not just staff/faculty and civilian offices. Intramurals seem to be a private club of sorts that discourages participation from the community, especially female community members. Recommendation: 1) Open adult intramurals to all community members, not just staff/faculty or civilian offices; 2) Market the sports being offered for several months before sign-ups/registration closes. Use the different media forums available on West Point; 3) Encourage female participation in these intramurals.</p>	Military and Force Support	DFMWR-Sports	Forward to appropriate department to enforce the marketing and advertisement of these events.	Adult intramurals are open to staff and faculty. They are publicized in the 3 month calendar, the Pointer View and on the FMWR website. Softball is being added in the spring which is open to women.

19	<p>Issue: West Point Soldier Appreciation Day/Picnic Scope: The West Point Soldier Appreciation Day/Picnic is marketed as an enlisted Soldier event only. It makes it seem like West Point thinks that only enlisted members qualify as Soldiers or should be appreciated. This also drives the officer and enlisted ranks farther apart on this installation. Certainly fraternization is not the objective, but some esprit de corps and unity among the ranks would be helpful on this installation. Recommendation: Revamp the Soldier Appreciation Day/Picnic to include all Soldiers. Showing appreciation for all Soldiers and their families is important, especially given the current situation with long deployments for both officers and enlisted Soldiers. Or, if this is a special time to recognize just enlisted Soldiers on West Point (and they deserve it- they work their butts off), then change the name of the event to something else, not Soldier Appreciation. Day/Picnic.</p>	Military and Force Support	HHC/Garrison, FMWR-Marketing	Fixed - no longer an issue	No response required
----	--	----------------------------	------------------------------	----------------------------	----------------------

20	<p>Issue: Would like to see additional shuttle stop made near the Michie/Lusk Reservoir area. Scope: Shuttle currently makes a stop near SAS/or MWR fitness then heads straight up Stony Lonesome to the PX, disregarding the community living between those two points. Also it's a long stretch upward to the PX for pedestrians. Recommendation: Reassess the route and add a safe shuttle stop.</p>	Military and Force Support	DOL	Should consider doing this or re-assessing the route.	In accordance with AR 58-1, shuttle bus service shall be established solely to meet local Army requirements and shall operate only in duty areas. Available space on shuttle buses may be used by other categories of personnel. Vehicles may not be used to provide D-T-D transportation over all or any portion of the route between their domiciles and places of employment.
21	<p>Issue: The showers in Arvin Gym do not have hot water and the cleanliness of them is questionable. They are not clean and after have hair clogging the drains. Scope: This issue affects all of the cadets who use the gym as well as other patrons. The gym is a state of the art facility, but the locker rooms demonstrate otherwise.</p>	Military and Force Support	DPE (ICE)	Management & maintenance issue. Needs to be researched & fixed but not for this forum	Hot water problems have been corrected and is working properly. The DPE efforts to address the various issues associated with cleanliness of the facility are well documented with both DPW leadership and members of the Garrison staff. The DPE welcomes any assistance that can be provided to help correct this long-standing problem.
22	<p>Issue: Poor marketing of Armed Forces Recreation Centers in CONUS Scope: AFRCs are poorly marketed as a benefit for all military personnel and retirees, especially in CONUS. They appear to be marketing to a special class (i.e.. OCONUS populations). This lets only a small portion of the military population enjoy these great assets because other Soldiers and families aren't even aware of the benefit. Additionally, when there is open availability, it appears that the AFRCs are filling rooms with foreign military instead of marketing open availability to CONUS U.S. military personnel. Recommendation: Get the word out to CONUS military on AFRCs so that everyone can get a chance to use this benefit, not just OCONUS-based military and foreign military personnel.</p>	Military and Force Support	FMWR-RD	Marketing & website are available, not major issue, just needs to be stressed. FMWR will add to their website.	FMWR added a link to their website
23	<p>Issue: Armed Forces Recreation Centers (AFRCs) support of Deployed Soldiers & Families Scope: Armed Forces Recreation Centers (AFRC) need to provide better support/accommodate deployed Soldiers & their Families for R&R. During wartime, the primary mission of the AFRCs should be to support R&R of deployed Soldiers. It appears that they are only offering limited support/availability for deployed Soldiers while continuing to fill their hotels with regular guests (non-deployed military, retirees, foreign nationals, private organizations loosely affiliated with the military). First priority needs to go to deployed Soldiers with no restriction on the number of nights. Example: Why does the Edelweiss Lodge limit specials & availability to deployed Soldiers to a few nights when they know that R&R is typically 15-18 days? Deployed Soldiers & Families should be able to easily get reservations at AFRCs facilities. Isn't R&R the mission AFRCs? Recommendation: AFRC's give reservation priority (without restriction on number of days, R&R period) to deployed Soldiers & Families. AFRC's offer special deals to deployed Soldiers and families that aren't just for a few d</p>	Military and Force Support	FMWR-Director	Critical issue but not in top 3. Priority reservations need to be incorporated. One year out fill-up is not working. Priority to deployed/redeployed then active, then other.	Mr. Brown to forward to Chief Operation Officer of FMWRC
24	<p>Issue: Speed limit on Stony Lonesome is too slow. Scope: The stretch of road between the PX and Michie Stadium does not go through a residential area, and there are few driveways along the way that are seldom used. Driving up and down that road several times a day at 25 miles an hour takes a toll on vehicles and decreases gas mileage. This affects everyone who travels on Stony Lonesome by vehicle. Recommendation: Increase the speed limit from 25 to 30 miles an hour.</p>	Military and Force Support	DES/MPs/Safety	Increasing speed limit would be a poor decision based on safety.	USMA Regulation 190-5 sets the speed limit on the installation to 25 MPH unless otherwise posted. This applies to Stony Lonesome Road for numerous reason. The adjacent housing areas and two busy intersections make it a higher risk for traffic accidents and therefore it should not be changed. Military Police will continue to provide patrols to monitor the area and also provide proactive measures such as speed limit trailers and traffic control points during known times of high congestion, such as football games.

25	<p>Issue: Post 9-11 GI Bill and Restrictions on Transferability to Dependents Scope: The new Post 9-11 GI Bill was recently passed. It is a great benefit to military personnel and their families. However, the DOD's implementation of the transferability provisions is very disappointing. While this new program allows Soldiers to transfer the benefit to spouses and children, the DOD is now placing restrictions that the transfer to dependents can only occur while the Soldier is on active duty. This unfairly only allows very senior officers and NCOs (currently serving) to transfer the benefit and pay for their children's college education. This is because even if a Soldier serves 20-25 years in the military, it is fairly unlikely that they will have a college age student while they are still on active-duty. This is further influenced by the fact that the general population has children later in life, not at 18 or 19 years old. It is unfair that this benefit of transferring the Post-9/11 GI Bill to Soldier's children really will only apply to current very senior-level officers and senior NCOs (so glad they took care of themselves when p</p>	Military and Force Support	DHR, similar to DA 49	This was already fixed.	<p>Information from VA Pamphlet 22-09-1 about transferability to Family Members (Item 25): "If you are a member of the Armed Forces on August 1, 2009, the Department of Defense may offer you the opportunity to transfer benefits to your spouse or dependent children. DoD and the military services will issue policy on entitlement to transferability in the coming months."</p>
----	---	----------------------------	-----------------------	-------------------------	---