

	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: Communication- why aren't notices published outside the PX and Commissary for Retirees interest. Could include on a large TRI-Stand like other activities. Scope: The lack of concern for Retirees keeps them from attending activities on the Post, like the West Point Club. Retirees are a big customer for the PX and Commissary and don't get around the post or read the Pointer View. Recommendations: Remind the Superintendent that the Commissary and PX are for all military personnel. The vendors showed command use of the TRI-stand notices for their own military/business activities. POC: Vincent Circhio, USAF Ret	Consumer and Family Support	AAFES/DECA	Group felt that an ICE entry may solve this issue. Additionally, the commissary and PX should consider sandwich boards or other means to keep retirees informed.	We fully recognize and appreciate our retiree customer base. We welcome any opportunities afforded to us to reach out and remain in touch with our retiree patrons. One avenue that has become increasingly popular amongst patrons of every demographic, is the publication and distribution of our email Buddy List messages. Customers can sign up at the store or contact Deborah Patterson (pattersondeb@aafes.com) with their email address. If there is an active Retiree Activities Council, we'd like to be present for their meetings.
2	Issue: Military Families should get discount tickets to Football games and Ike Hall events. Scope: We live on a military installation and those who serve in the military should not have to pay the same prices as civilians to go to the games and shows on post. Recommendation: Give military Families some benefit above and beyond what you give civilians. We sacrifice all to serve and deserve these types of "perks". And it is also just respectful to do so seeing as this is a military installation.	Consumer and Family Support	ODIA/DCA similar issue 304	DCA tickets are sold at a 34% discount already & available to everyone in & off community. Show tkts are double in the city. ODIA has a "Family Discount Ticket Plan" as well as free game-day give always and incentives for early arrivals to the game. The community are respected by offering the same perk's to everyone on and off the installation.	There are existing benefits already in effect for most Army Sporting events. Faculty and Staff already get a \$36 rebate on Season Tickets which is equal to 20% off the full price. West Point Football games are priced competitively with other division I football programs. Finally, revenue earned from football games is used to support all ODIA cadets and is often used to transport cadet in general to away competitions to support the teams. Since the DoD budget does not fully support Army Athletics, decreasing the revenues would decrease many opportunities for the cadets.
3	Issue: The commissary's lack of stock at the end of the day or on game weekends. Scope: If you shop an hour or two before closing or on a game weekend, the shelves and freezers are bare and empty. This is ridiculous. The commissary should run like any other business that wants to keep it's customers. Stock throughout the day and not let things completely run out. Granted, a lot of West Point residents use the commissary, but it does not mean that the commissary shouldn't work to keep our business. It is so frustrating to go grocery shopping and look at a freezer that only has four or five bags of frozen veggies because it is closing in an hour. Recommendation: Stock throughout the business day. Somebody should be assigned to continually check the shelves. If an item is running low, then it should be restocked then, not after the store has closed or for the next day. The customers that are there now should be afforded the opportunity to buy that item at that time.	Consumer and Family Support	DeCA (ICE) Similar to issue 0605	SME updated work group on current freezer project, hiring of new stock clerks & new commissary director which should address concerns. SME encourages community to make special orders for events with 48 hours notice and to attend the new commissary focus group held monthly.	DECA has provided training to employees and worked with vendor stockers in this area and has reassigned a person to this area of the commissary. Renovation is complete and our fill rate has increased from 89% to 96%.
4	Issue: The music outside the Commissary is way too loud. This would not be acceptable anywhere else on post. I don't know why this is allowed here. Scope: It affects everyone who shops here. It's a public nuisance. Recommendation: Get rid of the music.	Consumer and Family Support	DeCA (ICE)	The issue was not considered to affect enough of the WP community for selection as a priority. The GC indicated that a change in procedures will likely cause this issue to be resolved.	The music has been removed from outside.
5	Issue: Why doesn't West Point have a consignment/thrift store? Scope: People PCS in and out and a consignment/thrift shop would make the disposal and/or recycling of goods a significant community convenience and low cost shopping.	Consumer and Family Support	FMWR/Private Organizations	Selected as 2008 AFAP issue titled: Lack of a Thrift Shop at West Point	2008 AFAP issue

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6	<p>Issue: Access to Post Fishing Areas Scope: During fishing season, ponds are closed due to live fire training exercises. During the times there are no activities on the ranges, the fishing ponds are opened for fishing. But access gates to the ponds are kept locked and key is at range control or unavailable. Because Range control only has one key per gate; it is a first come basis to sign out. The individual that signs out a key on a Fri., has control of that key till Mon. Only allowing that one individual access to that pond, and not allowing other individuals that have also paid for a fishing access to that pond, if the gate is locked. This is unfair to those of us who have paid the same amount for a license and cannot access the ponds, due to locked gate and lack of key availability. This limits the utilization of ponds for fishing even though they are opened. Recommendation: When ponds are opened for fishing, the access gates should remain unlocked. This gives all licensed individuals wanting to fish that pond the opportunity to do so.</p>	Consumer and Family Support	DPTMS-Range Control	Recommend ICE entry. SME indicates the gates are left unlocked during down training times. Additionally, cadet training has priority and safety is a concern.	Personnel/Families wishing to utilize the fishing locations within the training areas can always call Range Control @ 845-938-3930 and inquire ahead of time as to the availability of fishing locations. Fishing is always available here at West Point. It may not always be in the desired location but none the less...Soldiers and Families can always find a location to enjoy their day fishing in a safe and quiet environment. Safety is always our number 1 responsibility. POC: Alec Lazor, x3007
7	<p>Issue: Commissary Hours Scope: The Commissary Hours are set for different times on every day of the week and closed on Mondays. With the closest comparable Grocery Stores off post being in Central Valley or Newburgh, the Commissary should be open 7 days a week. At a minimum, the store hours should be consistent for the days they are open. Recommendation: Set the store hours to close at 1900 every evening (regardless of what day of the week). I went there the other day (on a day it closed at 1800), obviously myself and 3 other families were shocked to see that they already closed. I think the only people stationed at West Point that really know the Commissary hours are those that work there and those that have been stationed here way too long (more than 3 years). Not sure how they were able to do it in Wurzburg, Germany, but that Commissary was open 7 days a week with the exact store hours daily (open until 1900 every day). If the issue for not opening on Monday is for restocking purposes, why not hire folks to restock in the evening throughout the week (that is what Walmart and other stores do).</p>	Consumer and Family Support	DeCA (ICE)	Current 53-hour cap needs to be re-evaluated so that a limited short-term but comprehensive pilot program could be implemented. Under this pilot program, the hours would be extended beyond the 53 hour cap so that a more accurate assessment of the true demand for commissary services outside current hours can be taken.	Hours have been set this way based on past surveys. At this time, I am running a tracking system on hours 1800-1900 Sundays and 1900-2000 Thursdays. If the customer count is low along with dollar amount, it could be possible to remove or change the hours on Saturday and Tuesdays.
8	<p>Issue: Commissary/ PX hours are out of touch with hours kept by community Scope: The community uses Walmart more and more because the Commissary and PX close on Mondays. They also open much later than most community members drop off kids at school/ head to work. Plus they close at 8 on Saturday! Recommendation: Commissary open on Mondays. We live in a fast past world. The Commissary should work for the community, not the community waiting on the commissary to open. Open earlier/ stay open later.</p>	Consumer and Family Support	DeCA/AAFES (ICE)	Due to lack of patrons at certain times of the day and evening hours.	Only way to stay open later on Saturdays is to take away hours from another day. Opening on Mondays will not happen, there is no budget for operational cost.
9	<p>Issue: Crandall Pool is no longer open in the evening. Scope: Families, individuals no longer able to swim for exercise. Lunch swim is not really an option for those of us who don't work in that area. (parking, travel time, etc.) Recommendation: Re-open Crandall pool for public use in the evening. Why not close back 1/2 of the pool and hire fewer lifeguards. I've been there when every lane was occupied. How can it be underutilized.</p>	Consumer and Family Support	DPE, FMWR	Selected as 2008 AFAP issue titled: Community Recreational Pool	Crandall pool will be opened in the evenings. An agreement has been arranged with DPE. Life Guards are available. Opening times: Mon-Friday at noon; Mon & Weds for evening swim, and Saturday mornings. Swim passes will be available at the cost of \$25.00.
10	<p>Issue: Ice time for youth teams, Family skate and skate lessons is about to be cut drastically as of 1 Nov 07. Scope: Plenty of Hockey offered if you want to drive a good distance and pay in excess of \$1,000 per child per season for extremely competitive hockey. US here on post has offered an excellent, well-rounded inclusive hockey program, in addition to Family and cadet skate times on Sunday afternoons. I have heard staff and faculty hockey which takes place in the evening is also affected. This appears to fit with the new business approach. Outside teams and groups are coming in and buying the ice time. YS sports is certainly a non-profit organization and can't pay. Recommendation: Do not reduce the Youth Service/ FMWR ice time that has been offered in the past years. This is a quality of life issue for Families on post and gives great exposure to our post and community when we host other teams here for games and tournaments.</p>	Consumer and Family Support	FMWR-Rec, ODIA	Family skate and skate lessons were not cut. Contracts & MOAs were renegotiated to emphasize cadets first, MWR second and then outside agencies. 2. Issue arose during period of renovations at Tate Rink. It has been completed and ice time has been restored. 3. Ice time has been increased during holidays when cadets are not present.	No response required

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11	Issue: Improve Employment Opportunities for Spouses Scope: Lack of worthwhile employment opportunities for military spouses who have college degrees and extensive career backgrounds. Spouses come here from other areas and can make as little as 1/3 as what they made in the D.C. area, where jobs are more plentiful, that is assuming they can even find a job in their career field. Military spouses are unfairly disadvantaged because of frequent moves and moves to more rural areas, and there should be more formal programs to compensate for these setbacks and opportunity costs. Recommendation: Partner with major corporations in NY to establish telecommuting opportunities for spouses (i.e., IBM, Pepsi); offer more master's degrees locally that can translate into meaningful careers for spouses; provide centralized job postings for on and off post positions available; reach out to area corporations to make them aware of the talented and experienced workforce available.	Consumer and Family Support	CPAC, ACS-ERP related to 716, DA 38	CPAC currently has program in place and is expanding their corporate outreach/partnership with local businesses. Enlarging career fairs from 2 each year to 4 each year.	No response required
12	Issue: Inadequate Library Facilities for families on West Point. Scope: The families of West Point need an updated Library facility. The current facility is cramped and outdated. The ladies that work there are wonderful, but we are not keeping up with the times. Recommendation: Bring the families a library that is current, to include meeting areas, wifi, and even a coffee bar.	Consumer and Family Support	FMWR-RD	It was understood that plans are already in place for refurbishing and extending the library. By extending upstairs and hopefully creating a WiFi café.	The FMWR library facility is funded by appropriated funds. The library cannot use the second level of the building as it requires an external fire escape (funding is not available to add one). The library funding levels are low and it offers the best service available with the current funding constraints. Issue: unattainable.
13	Issue: FMWR swim time in Crandall pool. Scope: It was cancelled due to "lack of use". Of course Friday nights will see no use but I have gone at 6:30 on a Monday night and many lanes were filled. Recommendations: Many people don't sign in to show it is in use. Either just hire one lifeguard to work and cancel Friday nights. Stop always changing when it is open - it is difficult for people to even know that it is available (for example - it is open this week, closed the next two, etc.). Advertise so people know it is even available.	Consumer and Family Support	FMWR-Rec, DPE	Selected as 2008 AFAP issue	2008 AFAP issue
14	Issue: Not being able to use the Five Star Inn and if able to use it, being bumped by a USMA Grad or a Family member with the prep school. Scope: Coming in 2010, why is there not more Hotel Space.	Consumer and Family Support	DFMWR-Five Star Inn related to 611	Current Five Star protocol states that PCS has priority in all reservation cases. If someone is moved it is only because an inbound/outbound PCS has made prior reservation & priority.	We do not bump people so that we can allow someone else to use the Five Star instead. They could mean that they could not extend their reservations because others with a confirmed reservation were coming in. A lot of folks believe that once they are in-house they should have priority over all others - this is not the case.
15	Issue: Open Skate Time at Tate Rink Scope: Once again West Point has state of the art facilities that are not accessible to the West Point community. Currently there is no open skate time in the ice rink schedule. We are happy to pay an admission fee and bring our own skates. Recommendation: Open the ice rink several hours each weekend to the West Point and surrounding community. Please advertise this well.	Consumer and Family Support	FMWR-Rec	1. Family skate and skate lessons were not cut. Contracts & MOAs were renegotiated to emphasize cadets first, MWR second and then outside agencies. 2. Issue rose during period of renovations at Tate Rink. It has been completed and ice time has been res	Family skate sessions are offered when the Tate Rink is available for use. This facility is primarily used for Hockey team and cadet instruction. Free skating is offered on Sunday afternoon based on the availability of use provided by ODIA. FMWR receives use of the facility free of charge on Sundays. Usage levels are around 30 patrons and it does not support FMWR offering additional times which they would have to pay ODIA for this use.
16	Issue: PX / Burger King Hours Scope: PX / Burger King Hours should be consistent. There are at least 2 days a week that the PX / Burger King close at 1800...who eats dinner prior to 1800? Same issue as the Commissary. Consistency is key and the PX / Burger King should not close any earlier than 1900 daily. Recommendation: Keep the PX and Burger King open until 1900 or later every day. On Friday & Saturday evenings the PX / Burger King should close no earlier than 2100. If bus transportation was efficient / consistent for the Corps of Cadets (especially on weekends and afternoons during the week)...the pool of real customers just increased to 4,000+.	Consumer and Family Support	AAFES (ICE) reference 305	Issue can be resolved through different channels. Suggestions can be taken to manager and/or AAFES headquarters.	It only seems obvious to someone that might be inclined to dine at our BK after 1800 to be open after 1800 and later on weekends. Unfortunately, when this BK operated with extended hours (in the past, along with the PX) it was at a significant loss. Overcoming the challenge of a hill and a couple miles to reach the potential pool of the 4000-plus aforementioned customers would certainly improve the financial viability of re-extending the hours of operations.

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17	Issue: Shoppette / Class 6 business hours Scope: The Shoppette / Class 6 closes at 2200 every evening and doesn't reopen until after 0600. Purchasing gas or any emergency items after 2200 hrs becomes very difficult, since there isn't a 24-hour convenience store in Highland Falls or even nearby. Recommendation: At a minimum the Shoppette / Class 6 should be open until midnight every night and I would recommend opening at 0500 in the morning. Most cadets with cars and families that come back to post later than 2200 and this would give them an opportunity to buy fuel or anything else they may be lacking. Also, for those that want to leave on a trip early in the morning, it makes it difficult to get gas or anything else you may have forgotten. Bottom line...a convenience store should be just that....a "convenience" for those that live nearby. I just left Germany and the shoppettes were open 24/7 on most of those posts.	Consumer and Family Support	AAFES (ICE) reference 406, closed Sept 2005	Shoppette was kept open after 10:00 to see how many people and what merchandise was purchased. Only a couple people came in after 10:00 and majority of merchandise bought was beer and cigarettes. Keeping shoppette open was not cost effective. Certain gas pumps are on when shoppette is closed (credit,debit,store)	Unlike the previous responses, the Shoppette is actually operating at a loss (or very close) for the opening and closing hours. Because of the nature of the business, we do this to be here for our customers for those "emergency" items during the non-peak hours. In regards to the gas, we are currently working with Command to allow for overnight unattended fueling.
18	Issue: The beds at the Five Star Inn are extremely uncomfortable. A mattress pad was required to purchase just to be able to sleep. Caused lower back discomfort Scope: Affects all persons staying at the Five Star. Recommendation: As a PR program for mattress suppliers to the military contact: Serta, Seeley, etc could be asked to resupply at cost, discount or free. This would provide free PR for them, good beds for the traveler	Consumer and Family Support	FMWR-Five Star Inn (ICE)	This issue did not need to be worked out due to the fact that the Five Star has a system that deals with the beds. Stating that the beds are changed between 6-9 years. That is within the companies regulation of use of the beds.	No response required
19	Issue: The outside pay phone at the service station shoppette is not has not been working for nearly 2 years. Can we please have service? Not everyone has a cell phone. Also the pay phone at the Hotel Thayer on the 2nd floor is also out of service. Reported it several times to the staff. Recommendation: get these 2 phones in operation. (Retiree)	Consumer and Family Support	AAFES and Hotel Thayer (ICE)	Issue needs to be handled by phone company because the phone is a public phone and not a part of post and it is owned by the phone company. Fix it or remove them.	As it may not be apparent, there are operational expenses to keep a pay phone in service. AT&T recently determined several pay phones to be ineffective in their locations. They were disconnected and were to have been removed. We apologize for our negligence in allowing AT&T to leave the inoperative phone in place for this length of time, as it is an additional irritant to the customer that is attempting to use it.
20	Issue: OCONUS PX/Commissary Privileges restricted for CONUS-based Soldiers/Retirees Scope: PX/Commissary privileges are part of a Soldier/Retirees' compensation for service in the US military. However, there's restrictions on the use of OCONUS PX/ Commissaries for CONUS-based Soldiers/Retirees, yet, foreign nationals in that country can use the facilities.CONUS-Soldiers/Retirees don't get to use the PX/Commissary in Germany but some Germans & NATO personnel do) Benefits should be the same for all whether they are based in CONUS or OCONUS as it is a "benefit of service". This impacts deployed Soldiers who meet family members during R&R at OCONUS military installations. They should be allowed to use these military facilities during R&R (ex. Garmisch, Germany is a R&R location for deployed troops due to the Armed Forces Recreation Center there. However, technically written rules do not allow use of the facilities at Artillery Kaserne since you are not stationed in Europe. Deployed Soldiers use it as a special case.) Recommendation: Change regulations/foreign treaties to allow: 1.Deployed Soldiers and Family members on R&R to use OCONUS PXs/Commissarie	Consumer and Family Support	PX, DeCA, SJA	Not prioritized	Sent to AAFES for informational purposes
21	Issue: Commissary food is old and freezers don't work. This has been the worst commissary system I have ever seen. Period. Recommendation: Fix this commissary or close it down. The freezers have been broken for quite a while. Fix it. Also adjust prices to better compete with Wal-Mart. Many prices are higher than Wal-Mart even with the gas to get there.	Consumer and Family Support	DECA similar to 605	SME indicated that during renovation many freezers did not work. He was also not aware of old food. Recommend the comment cards at the entrance be used to help all customers.	No response required

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22	Issue: DVD pricing in PX. Scope: Why does are PX NOT price match without much arguing and fighting. In my last duty assignment, the PX offered the new release at the same price as Best Buy and Target during the first week then they raised the price. I asked here and was told that we could drive 30 miles if I wanted it cheaper. I feel trapped and slightly abused. Recommendation: Offer DVD and video games at the advertised price in the first week of new release. Then raise it. I used to buy all my new DVDs in the PX but since arriving here NO.	Consumer and Family Support	AAFES (ICE)	This is an AAFES issue that could be handled by management and/or through ICE. AAFES does offer comparable pricing.	It is disturbing to hear that our cashiers might be disputing your price challenges and it is currently being addressed with each associate. Our policy is to accept our customers price challenges, up to \$10, right at the register without further validation. Anything over \$10 does require some form of validation-sales flier, phone call, etc. We will honor price challenges for any local competition.
23	Issue: West Point needs a thrift shop. There is so much waste that could be reused through the means of an on-post location to consign/buy used. Scope: The Army has a "green" efforts to reduce landfill waste and tax-payer dollars used for trash fees. WP residents have no incentive to reuse/recycle/consign unless it is through their own efforts to go off-post, to get rid of their goods. The amount of waste curbside after yard-sales or spring/fall cleaning is phenomenal. Some piles are full of valued items but residents have to clean up/move/pack quickly, they are left with little to no option for reuse. A thrift shop would be a huge benefit to the WP community. The residents have household goods that are worthy of resale and reuse. Recommendation: Balfour Beatty should open a thrift shop as part of their lease agreement. Consigners should be offered \$.80 for every \$1.00 they sell. The \$.20 profit should go toward Balfour's efforts in running our post more efficiently. The data collected on waste diverted from the landfill should be reported for Balfour as environmental efforts. This would also reduce trash removal costs.	Consumer and Family Support	FMWR-Clubs, Balfour Beatty	Selected as 2008 AFAP issue	2008 AFAP issue
24	Issue: There is a need for a tennis pro to be hired on for the use of West Point Community Members. Currently, the ODIA coaches are unable to accomodate all the requests for tennis lessons and tennis clinics. The sport is very popular and our new tennis center deserves to be used by our residents. Scope: The issue is that there is not a professional trainer that is accessible to the West Point community for tennis lessons/clinics for adults. CYS offers a wonderful program for 4yr olds thru high school, but nothing is available for adults. The ODIA coaches offer lessons but cannot accomodate all lesson requests due to their full time jobs with Cadets. The tennis center is not fully utilized during daytime hours or after-hours on some evenings. The demand for lessons is popular among men and women at West Point. Recommendation: FMWR should hire a tennis pro and/or tennis manager that works in coordination with the Tennis Center in order to offer lessons/clinics to the public. This would allow more use of the facility and also would offer a contractual way of paying/collecting money for lessons.	Consumer and Family Support	FMWR	Selected as 2008 AFAP issue titled: Qualified Tennis Instructor/Program Manager for Adult Tennis Programs at West Point	2008 AFAP issue
25	Issue: There needs to be a swimming pool for the families at West Point. Scope: Not having a swimming pool for the families is a huge loss here. It affects all the Families that would like to have their young children learn to swim and it is a great loss not to have that opportunity. It is also another indoor activity for Families in the winter. Recommendations: You need to get funding to build a nice facility for all the West Point families. It would be a huge asset to everyone at West Point.	Consumer and Family Support	RCI, Balfour Beatty, DFMWR, related to 505	Selected as 2008 AFAP issue	2008 AFAP issue
26	Issue: Pool Scope: There is no pool available to military personnel and their families for recreational swimming. Swimming is an essential life skill for all family members. Recommendation: Build a recreational swimming facility on West Point for military personnel and their family members. This needs to be an enclosed year-round facility. The pool should be big enough so that a swim team could practice and compete on a year round basis. It also needs a shallow area due to the large number of young children on post. This needs to be a facility for both lap and recreational swimming for family members of all ages. There is no need for this to be a fancy facility or a water park. An enclosed regulation size pool with a wading pool would be perfect.	Consumer, and Family Support	FMWR, Balfour Beatty, related to 505	Selected as 2008 AFAP issue	2008 AFAP issue