

COMMUNITY CORNER

Community invited to voice comments, concerns at town hall

By Col. Kevin Brown
GARRISON COMMANDER

It's time once again for our quarterly town hall meeting. Town hall meetings were implemented as a venue for Fort Riley Soldiers, Family members and civilians to voice their opinions and ask questions of their senior leaders. I will be on hand along with the directors of various organizations on post to answer your questions. Join us at 1:30 p.m. Sept. 8 at Riley's Conference Center.

Some issues brought up at the previous town hall included not being able to see striping on crosswalks, the need for "No dogs allowed" signs in community parks, the need for a crosswalk across Trooper Drive near the Commissary and Post Exchange, and the need for seating for larger patients at the hospital's main pharmacy.

Many of you recently may have noticed the new reflective stripes on crosswalks across post, as well as the new lines on post roads. This project is something Public Works tackles annually and this year they even let me help with one crosswalk. PW also has put in work orders for signs in the parks. Those will be up soon.

The contract for the crosswalk near the PX was awarded Aug. 11 and will include a sidewalk from the Forsyth Neighborhood to the PX and Commissary. Crosswalks will include buttons for the signals to cross Trooper Drive south of Fifth Street and Fifth Street east of Trooper. This is scheduled to be complete by mid-October.



Col.
Brown

Riley issues and activities and encourage community involvement. As leaders we want to know what our community members think are the issues the installation needs to focus on to provide a quality of life commensurate with their service.

For those who have other commitments and can't attend the town hall, other options are available to participate. The town hall will be broadcast live on Riley TV, cable Channel 2 on post, and on the Voice of the Commander. Voice of the Commander can be accessed on any CAC-enabled computer at voc.riley.army.mil.

Call into the meeting by dialing 785-240-TOWN (8696). If you can't call the day of the meeting, call in advance and leave a message, which will be read at the meeting. This phone line also is available 24-7 for our Soldiers, Family members and civilians to leave questions and comments. When not being used for town hall meetings, the line is monitored by staff at the Public Affairs Office who will forward your questions on to the appropriate people or send suggestions to the Army Family Action Plan.

Irwin Army Community Hospital installed 54 new seats in the pharmacy lobby July 28 that will accommodate larger patients.

As illustrated here, town hall meetings help provide the community with the most up-to-date information on Fort

AFAP

Suggestions sent to the AFAP program will be discussed at the upcoming conference in October. The purpose of AFAP is to identify issues of concern for Army Family members and assign them to the correct organization for follow up. If issues can't be dealt with at the installation level, they are forwarded to the Department of the Army level and up through the Defense Department if need be.

A teen panel will be Oct. 3 and the weeklong adult conference will be Oct. 6-8. All delegates will present the top issues to post commanders at the end of the adult conference. Teens and adults who wish to volunteer as delegates at the conferences should contact Michelle Simmons or Becky Willis at 785-239-9435. If you'd like to submit an issue, you can find the form on the Fort Riley Web site, www.riley.army.mil, by clicking on Services, Family Services, Army

Community Service and Army Family Action Plan.

CUSTOMER SERVICE ASSESSMENT

From Aug. 24 to Sept. 18, the Installation Management Command's Customer Service Assessment will be available for all Fort Riley customers to fill out. Fort Riley customers, which include unit and organization leaders, Soldiers, Family members, retirees, veterans, civilian employees and contractors, will be asked to rate the performance and importance of services provided on post.

When the survey window closes, data will be returned to us from IMCOM so we can use it to identify best practices and develop plans for improvement. The more customers who fill out the survey, the more accurate our data will be. It takes 20 to 30 minutes and is just one more way you can

help us meet your expectations. To fill out the survey, visit www.myarmyvoice.org. If you have questions about the survey, call our customer service officer at 785-239-2540.

VOICING YOUR CONCERNS

Between town hall meetings, customer surveys, 24-hour hotlines and AFAP meetings, how do you know where to send you comments and concerns? Use the venue that's most convenient for you. We provide options because we know everyone has different schedules, different concerns and different access to various media.

I've recently been blogging on Fort Riley's page on Facebook and getting great feedback from our fans. If you're on Facebook at home during the day or after work, check out our page at www.facebook.com/FortRiley and join in under the discussion tab. Besides being able to participate in the conversations, this is a great way to interact with oth-

ers at Fort Riley and find out what's happening on post.

The Interactive Customer Evaluation system, or ICE, is another avenue customers may use to pose questions and offer suggestions to organizations on post. A link for ICE is available on the Fort Riley homepage, www.riley.army.mil. Include your contact information with your comment and the appropriate organization will get back to you within 72 hours.

We provide all of these options because we want to hear from you. Instead of wondering why this or that doesn't happen, take advantage of all of these options and ask us why. If you think something could be done more efficiently, let us know. Maybe you have just the solution we've been looking for.

If you would like to comment on this article or suggest a topic for the Community Corner, e-mail rile.pou.newspaper@conus.army.mil.

WELCOME BACK



COURTESY PHOTO

Fort Riley Garrison Commander Col. Kevin Brown, Deputy Garrison Commander Linda Hoeffner, School Liaison Officer Sandy Johnson and USD 383 Superintendent Dr. Robert Shannon get together at Woodrow Wilson Elementary School Aug. 19 in Manhattan to welcome students to the first day of classes.

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