

# INSTALLATION TOWN HALL

---

---

**EVENT DATE:**        **18 April 2012**  
**Post Theater**  
**1830-2000**



# INSTALLATION TOWN HALL

## Agenda



**Welcome/Introductory Remarks – MG Hodge**

### **Garrison Services and Support Initiatives**

**Garrison Funding/Resources**

**Strategic Planning**

**Department of Motor Vehicles**

**Earth/Safety Day**

**School Liaison Update**

**FMWR: Spring and Summer Activities**

**PMO - Decals**

**Construction Projects**

**Service Orders and Work Orders + RCI**

**Ka-Boom Park**

### **Other Installation Activities' Support Services**

**Commissary Update**

**AAFES Update**

**KAHC Update**

**ICE Update (Comments, Kiosks)**

**Comments/Questions and Give-Aways**

**GC Closing remarks and upcoming events**



# WELCOME



# INSTALLATION TOWN HALL

## GARRISON FUNDING & RESOURCES



- **IMCOM's BOS Funding Letter in FY12 is \$1.3B less than FY 11**
- **Fort Lee is significantly under funded in BASOPS - \$68M**
  - **DOL is \$36M with shortfalls in DFAC, CIF, GSA vehicles and Supply operations. If not funded unable to feed Soldiers, stop issuing military personnel equipment, and stop transportation.**
  - **DHR is \$3M shortfall in DHR contracts if not funded unable to in and out process Soldiers**
  - **Utilities is \$16M short**
- **Good news is ACS has sufficient funds to support family programs.**
- **IMCOM is working Midyear review with DA to improve funding situation.**



# INSTALLATION TOWN HALL STRATEGIC PLANNING



## Installation Strategic Sustainability Planning (ISSP)

- Develops long range strategic sustainability goals, with intermediate objectives and short term action plans that will ensure long term Fort Lee viability and continued operational capabilities.
- Participants have included Garrison Command and staff, on post stakeholders/organizations, local community stakeholders (elected leaders, community planners, chambers of commerce)
- To date, we have developed 7 Strategic Goals (with supporting objectives and initial action plans) in following areas:

- Training
- Installation Readiness
- Quality of Life (2)
- Technology
- Emergency Services
- Workforce



- Action Planning for short term objectives (next 2-5 years) is ongoing, with expected conclusion in 4<sup>th</sup> Quarter, FY 12.



# INSTALLATION TOWN HALL



## Virginia Department of Motor Vehicles

Projected opening on Fort Lee by  
1 October 2012

Building 9024  
(Across Parking Lot from Bowling  
Center)



# **INSTALLATION TOWN HALL**

## **FORT LEE COMMUNITY EARTH DAY/SAFETY DAY**

**WHEN: 26 APRIL 2012**

**WHERE: POST FIELD HOUSE BUILDING 6008**

**TIME: 0900-1500**

### **SAFETY HIGHLIGHTS**

- Over 20 Safety Vendors
- Wheel of Safety
- Seatbelt Convincer
- Drunk Goggles
- Fork Lift Training
- Fire Safety Training (Fire Extinguisher and AED Demo)
- Child Safety Seat Inspections at the Main PX 1000-1400



# INSTALLATION TOWN HALL

## FORT LEE COMMUNITY EARTH DAY/SAFETY DAY

### ENVIRONMENTAL HIGHLIGHTS

- Military Displays Highlighting Army Leadership in Safety and Environmental Stewardship
- More than 1,000 Children from 6 Area School Districts
- 80 Educational and Hands-on Exhibits!
- Wildlife Show with Rescued Animals:
  - 0945, 1030, 1115, 1315
- Food Available for Purchase from AAFES Vendors
- Drought Garden Planting Activity
- Environmental Arts and Crafts
- Tree Seedling Giveaways:
  - 1300-1500
- Training Simulator Tours
- Live Music!





# SCHOOL LIAISON UPDATE PRINCE GEORGE COUNTY SCHOOL & COMMUNITY INVOLVEMENT



## Prince George Board of Supervisors Meetings

**Public Comment** is provided during regular Board meetings as a means for citizens to address the Board about any issue of concern not listed on the agenda for the pending meeting.

**WHEN:** 2<sup>nd</sup> and 4<sup>th</sup> Tuesdays of each month @ 6:00 p.m.

**WHERE:** 3<sup>rd</sup> Floor, PG County Administration Bldg. 6602 Courts Drive

## Prince George School Board Meetings

**Public Comment** is an opportunity for citizens to address the Prince George School Board concerning the services, policies, and affairs of the Prince George Public School System

**WHEN:** 2<sup>nd</sup> Monday of each month @ 6:30 p.m.

**WHERE:** 3<sup>rd</sup> floor, PG County Administration Bldg. 6602 Courts Drive



# FAMILY AND MWR SPRING & SUMMER FUN!



Sweet Charity  
4 - 20 May



Monthly Payday  
Scrambles

27 April, 29 June  
27 July, & 24 August



**Army 10-Miler Tryouts**  
**5 & 19 May**  
**Post Field House**



**Armed Forces Day Run &  
Softball Tournament**  
**19 May**  
**Post Field House &  
Nowak Stadium**



*Wine Tasting*  
*18 May*  
*Cardinal Golf Club*

**USO Sesame Street Tour**  
12 May  
Post Field House



Hampton Roads  
Central Virginia

**Celtic Festival**  
**12 May**  
**The Hideaway**



**FREE ICW Wrestling Event**  
**27 April**  
**MacLaughlin Fitness Center**

*Mother's Day*  
*Brunch*  
*13 May*



*The Lee Club*



# FAMILY AND MWR SPRING & SUMMER FUN!



Live at Five  
Concert Series  
Begins 1 June  
The HideAway

For more events,  
visit [leemwr.com](http://leemwr.com)  
or "like" us on facebook!



Right Arm Night  
3<sup>rd</sup> Friday of  
Every Month



Various Golf Tournaments  
Throughout the Summer



Pool Opens  
26 May  
Battle Drive Pool



Fourth at the Fort  
4 July  
Williams Stadium

FREE Monday Night  
Bowling  
All Summer Long



U.S. Army Soldier Show  
5-6 June  
MacLaughlin Fitness Center





# INSTALLATION TOWN HALL PMO



## DoD Stickers

- ALARACT 343/2011 eliminated vehicle registration and DOD decals as a mandatory requirement for access to military installations.
- This change in policy at the Department of the Army level recommended that the use of the decal system be eliminated to save money.
- Effective 1 Sep 2012, at Fort Lee you will be required to show a Common Access Card or a military identification card to drive onto the installation. **Department of Defense decals on privately owned vehicles will no longer be issued after 31 August 2012.**
- You don't have to take the decals off your vehicle. The decals will be accepted until their expiration. Drivers who do not have a decal displayed and forget to carry their Common Access Card or military identification card will be required to enter the designated visitor's gate.
- All vehicles driven onto Fort Lee are still required to be properly licensed, registered and insured according to state and local laws. Those entering the post are subject to a 100 percent identification check and all vehicles continue to be subject to inspection by security personnel.



# INSTALLATION TOWN HALL ONGOING CONSTRUCTION PROJECTS



PROGRAM YEARS	DESCRIPTION	(\$000)	STATUS	START/CCD
10	LODGING FACILITY	86,300	80%	JUL 10/AUG 12
10	AIT BARRACKS, A AVE	22,500	100%	AUG 10/JAN 12
10	AIT BARRACKS, MAHONE AVE	21,000	100%	SEP 10/FEB 12
11	QUALIFICATION TNG RANGE	4,237	25%	NOV 11/APR 13
11	TRAINING SUPPORT CENTER	5,800	8%	SEP 11/MAR 13
11	COMPANY OPERATIONS FAC	5,600	25%	JUN 11/NOV 12
→ 11	YOUTH CENTER	6,900	5%	MAR 12/JUL 13
10	RTE 36 SPLIT INTERSECTION	8,200	55%	AUG 10/NOV 12
11	A AVE ROUNDABOUT (DAR)	3,100	16%	SEP 11/DEC 12
11	HICKORY HILL, PH I	2,090	85%	DEC 10/JUL 12
11	RTE 36 INTERSECTION, LEE AVE	1,000	4%	Funded/ Under Design
12	HICKORY HILL, PH II	2,100	95%	FEB 12/APR 12

\$ 177,631



# INSTALLATION TOWN HALL FUTURE CONSTRUCTION



## Future/Programmed Projects

**FY 13 PN 33771, REPLACE AIT BARRACKS COMPLEX 2, PA \$80M.** This project constructs a 300 PN Barracks , a 600 Person Barracks, three Battalion HQ (one for Marines and two for Army AIT), Brigade HQ and ¼ mi. track for QM School AIT Students. Buildings 3701, 3324, 3325, 3327, 3206 and 3108 will be demolished in support of this project. This project is sited in the QMS area, bounded by 11<sup>th</sup> St., 16<sup>th</sup> St., A Ave. and C Ave.

**FY 15 Project, PN 41449, REPLACE AIT BARRACKS COMPLEX 3, PA \$103M.** This project constructs a 300 Person Barracks, a 600 Person Barracks and a 2600 Person Dining Facility for 23<sup>rd</sup> QM School AIT Students. Buildings 3118, 3127 and 3024 will be demolished in support of this project. This project is sited in the QMS area, bounded by 11<sup>th</sup> St., 16<sup>th</sup> St., A Ave. and C Ave.

**FY 12 Project , PN 73185 Bowling Center, PA \$10.6M.** This project constructs a 42,500 Square Foot Family Entertainment and Bowling Center. This project includes 32 lanes with scoring and control system with light and sound; split house bowling lanes, patron concourse, bowler and spectator seating, lounge/bar area, snack bar and gaming area. Project is sited east of the existing facility.

**FUTURE QOL PROJECTS: Required, not yet funded and programmed for construction. Garrison continually working with higher HQ to get these projects funded and programmed – and also working with local civilian communities on partnerships/solutions to help us in these same areas.**

Fitness Centers (2 new, 2 additions)

Athletic Fields (2)

Chapels (2)

Swimming Pools (2)



# INSTALLATION TOWN HALL DPW & RCI



## Service Orders and Work Orders

DPW Service Orders are minor maintenance and repair work accomplished on government owned facilities (Non-RCI family housing) by the DPW, Base Maintenance Contractor and generally limited to a total of 24 hours labor or \$2,500 material cost per service order. Base Maintenance Contractor workforce (electricians, plumbers, HVAC mechanics) perform this work. Normal work hours: Non-housing 804-734-5100 Non-housing 24-hr Facility Emergencies 804-734-3627.

<http://www.lee.army.mil/dpw/dpw.aspx>

**RCI Family Housing work requested contact the Pinnacle RCI Office: 804-733-1558**

<http://lee.pinnaclefamilyhousing.com/>



# INSTALLATION TOWN HALL DPW & RCI



## Service Orders and Work Orders

**DPW Work Orders (Requests):** Work that exceeds the scope of a Service Order. Work orders are used for work which requires maximum control of manpower and funding resources and are performed by sub-contracted companies under the DPW Base Maintenance Contract. Submit DA 4283 form to Building 6220. Only “Authorized Requestors” with their Commander’s authorization can submit project work orders on Form DA 4283, authorized requestor signature is required prior to evaluation. Customers are normally requested to fund their work requests for non-maintenance and repair items. Work order form (DA 4283) can be accessed at: <http://www.lee.army.mil/dpw/dpw.aspx>



# INSTALLATION TOWN HALL



## Energy Performance and Savings

- **Lighting Efficiency:** USAG Fort Lee is working on an energy savings project to provide high-efficiency interior fluorescents lights and upgrade to LED exterior lighting, including wall-packs, flood lights, and pole-mounted lights.
  - Benefits to Fort Lee include:
    - Reduces lighting energy use by **40%**
    - Contributes an energy density reduction of **5% (worth 2 years of yearly goal)**
    - Contributes to emissions reduction
      - ✓ (equivalent to 637 acres of trees planted or 544 vehicles off the road)
    - Multiple benefits from LED outdoor lighting (better visibility)
- **Neighborhood Electric Vehicles (NEV)**
- **Geothermal Barracks**



# INSTALLATION TOWN HALL



## Leadership in Energy And Environmental Design (LEED)

- All BRAC buildings achieving LEED Silver standard and Registered
- First Fort Lee Project LEED Gold Certified - AF/Navy DFAC
- North Range Training Complex LEED Silver Certified
- Eleven more projects pursuing LEED Certification (Gold and Silver)

**Army Green**  
**Is**  
**Army Strong**





IMCOM  
OLDIERS · FAMILIES · CIVILIANS

# INSTALLATION TOWN HALL



## Extraordinary Environmental Excellence Enterprise (E4)

- **FIRST** Army Installation in Virginia to receive E4 Status
  - Why?
    - Exemplary compliance record
    - Installation wide Environmental Management System
    - Pollution Prevention Initiatives
  - Benefit
    - Reduced frequency of inspections
    - Administrative relief from some regulatory reporting
    - Discounted permit fees (\$\$)



(RE-APPROVED FOR 2012)





# INSTALLATION TOWN HALL SUSTAINMENT, RESTORATION AND MODERNIZATION (SRM) CONSTRUCTION

**REPAIR AIT BARRACKS 3001, \$10M.** This project renovated a 325 person AIT Barracks for an additional 25 year use. All major building systems, codes, fire and life safety components were replaced. **Project complete, awaiting furnishings contract.**

**REPAIR THEATER HVAC SYSTEM, \$826K.** This project repaired/replaced the HVAC system for the post theater/Lee Playhouse. **Project complete.**

**REPAIR DINING FACILITY 3003, \$5.3M.** This project renovates the second largest DFAC on post to include all major building systems, new exterior covered entry waiting area, interior finishes and kitchen equipment. **Completion date June 2012.**

**CONSTRUCT NEW PARKING LOT ALU, \$708K.** This project constructs a new 200 space parking lot on the ALU campus to include paving, storm drainage, curb & gutter, lighting, sidewalks and utilities. **Completion date June 2012.**

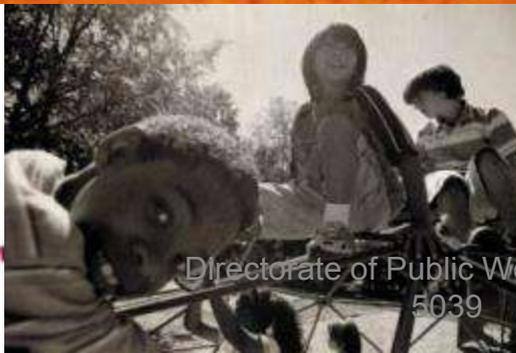
**CONSTRUCT FAMILY LIFE CENTER ADDITION, \$748K.** This project constructs a new Family Life Center addition to the Memorial Chapel. **Completion date Nov 2012.**

**REPAIR & ADDITION TO FIRE STATION 9513, \$835K.** This project renovates the fire station on A Avenue and constructs an addition to house the latest fire fighting vehicles and improve response time. **Completion date Nov 2012.**

# Let's Play Playground Builds

Dr Pepper Snapple Group and KaBOOM!

## Fort Lee KaBOOM! Park Build Proposal



Directorate of Public Works/804.734-5039



# INSTALLATION TOWN HALL



## KaBOOM!

- **Founded in 1995, KaBOOM! is known for its signature community-build model that builds great playspaces and strong communities.**
- **KaBOOM! and Dr Pepper Snapple Group (DPS) have built 33 playgrounds together since 2009.**
- **In 2011, KaBOOM! and DPS built 20 playgrounds and awarded 484 grants to communities nationwide!**
- **This year DPS is planning to award 639 grants and building 10 playgrounds, including one at Fort Lee, VA (in Monroe Manor). Will partner with RCI, Pinnacle.**





# INSTALLATION TOWN HALL



## Project Overview: Design, Plan, Prep & Build

- Each KaBOOM! project kicks off with a Design Day where KaBOOM! turns to the experts — the kids (20-30) — for the big ideas that are used to design the dream playground.
- Planning committees are formed and the planning committee meets for the first time. Takes place approx 8-10 weeks before Build Day.
- Prep Day occurs two days before Build Day. Site is prepared & lumber is cut . Breakfast & lunch are served.
- Build Day is a one-day, where DPS volunteers(100) & the community (100) will work side-by-side, building the playground.





***Kids become the architects of their dream playgrounds at Design Day***



**It Starts with a Dream !**



Before



After: KaBOOM! Playground at Christian Street YMCA

A KaBOOM! playground project transforms an empty lot into a great, kid-designed custom playground and new neighborhood gathering place





# INSTALLATION TOWN HALL



KaBOOM! @ Camp Pendleton





# INSTALLATION TOWN HALL



KaBOOM! @ Camp Pendleton





# INSTALLATION TOWN HALL



## Celebration





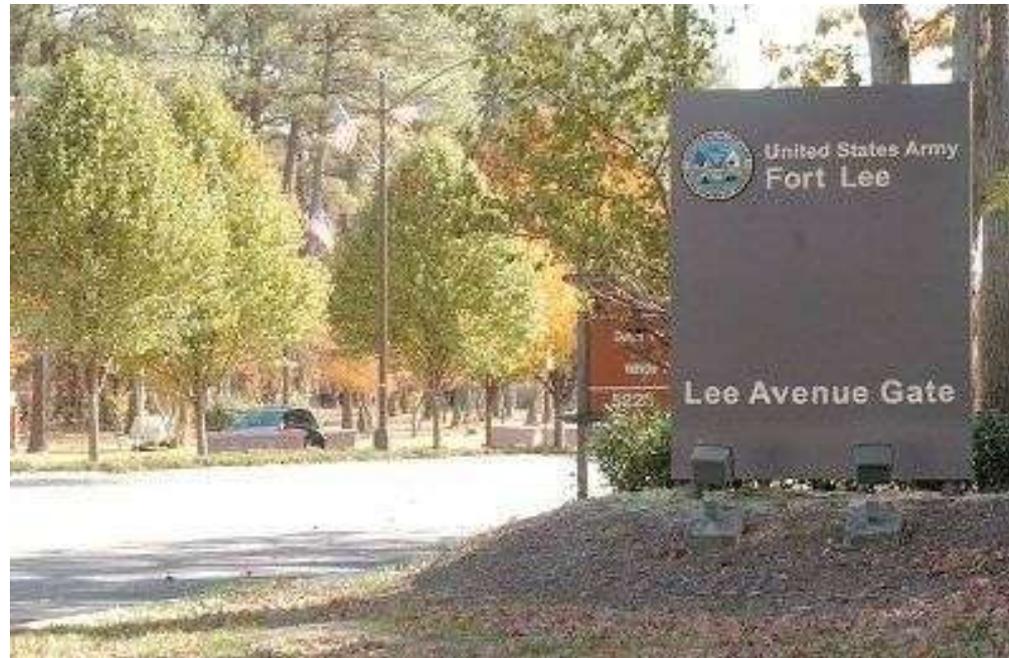
# INSTALLATION TOWN HALL



**KaBOOM! @ Fort Lee**

**Saturday, October 6, 2012**

**Monroe Manor**





# Delivering the Commissary Benefit

Presented by: Mr. Herbert Winchester Jr.



*Your commissary ... it's worth the trip!*



# Defense Commissary Agency



- Advantages of Your Commissary Benefit
- Sales and Impacts
- Upcoming Major Renovation
- Questions and Answers



# Defense Commissary Agency



- By the numbers:
- 252 commissaries
- 13 countries
- 18,000 employees
- Nearly \$6 billion annual sales
- 31.7% average savings

# Defense Commissary Agency



Our mission:

Deliver a highly valued quality of life benefit to the military community

How we achieve our mission:

Sell groceries at cost, tax free, plus 5% surcharge



# MEETING PATRON EXPECTATIONS



- American Consumer Satisfaction Index
  - Defense Commissary Agency scored 81
    - Industry average is 76
    - Second among all grocery stores
- Commissary Customer Service Survey
  - 4.72-second highest score ever recorded



# Store Hours Standardization Model Development



- Model developed based on:
  - Sales Band
  - Annual Sales
  - Days of Weekly Operation
  - Hours of Weekly Operation
- Fort Belvoir, as the largest store, was used as the benchmark
  - Other stores would operate equal or fewer hours weekly
- Fort Lee is in the middle of sales band 8
  - Nearly \$4M in sales short of reaching the next level



# Store Hours Standardization Model



Store	FY 2011 Sales	Current FY 2012 Sales (Jan 29, 2012)	Projected FY 2012 Sales	Sales Band	Days Open in a Week
FORT BELVOIR	\$98,814,672	\$34,903,347	\$ 104,423,948	14	7
SAN DIEGO NB	\$90,517,553	\$31,203,451	\$ 93,354,587	14	7
PEARL HARBOR	\$90,087,854	\$31,221,880	\$ 93,409,723	14	7
OCEANA NAS	\$77,985,219	\$26,819,045	\$ 80,237,307	13	7
FORT MEADE	\$73,233,845	\$25,834,781	\$ 77,292,583	13	7
FORT BRAGG SOUTH	\$72,175,765	\$24,457,778	\$ 73,172,860	13	7
FORT CAMPBELL	\$70,982,109	\$25,260,645	\$ 75,574,881	12	7
SCHOFIELD BARRACKS	\$69,822,784	\$23,531,100	\$ 70,400,422	12	7
FORT LEWIS	\$69,128,576	\$22,756,504	\$ 68,082,983	12	7
LANGLEY AFB	\$65,962,285	\$22,429,177	\$ 67,103,685	12	7
QUANTICO MCB	\$65,239,849	\$22,233,945	\$ 66,519,590	12	7
MIRAMAR MCAS	\$64,586,751	\$22,230,014	\$ 66,507,829	12	7
LITTLE CREEK NAVPHIB	\$63,912,766	\$22,047,029	\$ 65,960,374	11	7
MCCHORD AFB	\$62,794,944	\$21,720,389	\$ 64,983,131	11	7
JACKSONVILLE NAS	\$62,120,609	\$21,731,838	\$ 65,017,384	11	7
CAMP PENDLETON MCB	\$61,887,382	\$20,616,186	\$ 61,679,573	11	7
FORT BENNING	\$61,782,339	\$21,657,221	\$ 64,794,145	11	7
ANDREWS AFB	\$61,300,441	\$21,427,548	\$ 64,107,008	11	7
FORT MYER	\$59,948,976	\$20,702,749	\$ 61,938,552	11	7
FORT BLISS	\$58,625,628	\$21,321,759	\$ 63,790,508	10	7
MACDILL AFB	\$56,597,080	\$19,548,300	\$ 58,484,668	10	7
ANCHORAGE AREA	\$56,440,419	\$18,373,177	\$ 54,968,931	10	7
SCOTT AFB	\$55,872,749	\$19,024,617	\$ 56,917,912	10	7
TRAVIS AFB	\$55,718,563	\$18,996,768	\$ 56,834,593	10	7
NELLIS AFB	\$55,474,695	\$19,247,602	\$ 57,585,039	10	7
FORT BRAGG NORTH	\$54,357,921	\$19,963,432	\$ 59,726,661	10	7
NORFOLK NAVSTA	\$53,635,841	\$18,606,145	\$ 55,665,926	10	7
MCGUIRE AFB	\$51,889,701	\$18,855,635	\$ 56,412,351	10	7



# Store Hours Standardization Model

Store	FY 2011 Sales	Current FY 2012 Sales (Jan 29, 2012)	Projected FY 2012 Sales	Sales Band	Days Open in a Week
PENSACOLA NAS	\$50,085,464	\$17,484,920	\$ 52,311,441	9	7
DAVIS-MONTHAN AFB	\$50,043,800	\$17,180,707	\$ 51,401,296	9	7
WRIGHT-PATTERSON AFB	\$48,998,603	\$16,300,870	\$ 48,768,996	9	7
CAMP LEJEUNE MCB	\$48,895,712	\$16,908,122	\$ 50,585,775	9	7
EGLIN AFB	\$48,629,258	\$17,012,484	\$ 50,898,005	9	7
LACKLAND AFB	\$47,997,546	\$16,099,189	\$ 48,165,606	9	7
PETERSON AFB	\$47,474,790	\$16,617,186	\$ 49,715,352	9	7
FORT CARSON	\$47,306,472	\$16,415,545	\$ 49,112,081	9	7
TINKER AFB	\$47,270,439	\$16,257,052	\$ 48,637,901	9	7
HICKAM AFB	\$46,075,827	\$16,537,859	\$ 49,478,021	9	7
FORT EUSTIS	\$45,933,751	\$15,881,759	\$ 47,515,099	9	6
LUKE AFB	\$44,514,989	\$15,723,353	\$ 47,041,179	9	7
PATRICK AFB	\$44,483,677	\$15,378,420	\$ 46,009,207	9	7
FORT SAM HOUSTON	\$44,026,447	\$15,851,171	\$ 47,423,585	9	7
FORT HOOD I	\$42,627,522	\$14,642,417	\$ 43,807,231	8	6
FORT JACKSON	\$40,769,582	\$14,171,913	\$ 42,399,576	8	6
FORT GORDON	\$40,206,758	\$14,041,909	\$ 42,010,629	8	6
KANEOHE BAY MCBH	\$39,914,436	\$13,828,357	\$ 41,371,724	8	7
MCCLELLAN	\$39,893,836	\$13,541,373	\$ 40,513,124	8	7
KEESLER AFB	\$39,303,097	\$13,842,826	\$ 41,415,012	8	7
FORT LEE	\$38,731,866	\$13,469,924	\$ 40,299,363	8	6
FORT LEONARD WOOD	\$38,212,441	\$12,596,481	\$ 37,686,193	8	7
FORT SILL	\$37,999,901	\$12,953,689	\$ 38,754,889	8	7
FORT KNOX	\$37,920,434	\$12,224,288	\$ 36,572,665	8	6
REDSTONE ARSENAL	\$37,459,148	\$13,011,504	\$ 38,927,860	8	6
KIRTLAND AFB	\$37,261,767	\$12,952,815	\$ 38,752,274	8	7
FORT STEWART	\$36,384,963	\$12,650,782	\$ 37,848,651	8	6
BUCKLEY AFB	\$36,014,894	\$12,502,891	\$ 37,406,190	8	7
OFFUTT AFB	\$35,918,764	\$12,624,882	\$ 37,771,163	8	6
MARCH ARB	\$35,059,833	\$11,831,348	\$ 35,397,066	8	7
ROBINS AFB	\$34,284,285	\$12,026,065	\$ 35,979,621	8	6
LITTLE ROCK AFB	\$34,034,944	\$11,709,756	\$ 35,033,286	8	6
FORT RILEY	\$33,255,349	\$12,685,424	\$ 37,952,293	8	7



# COMMISSARY SUSTAINMENT



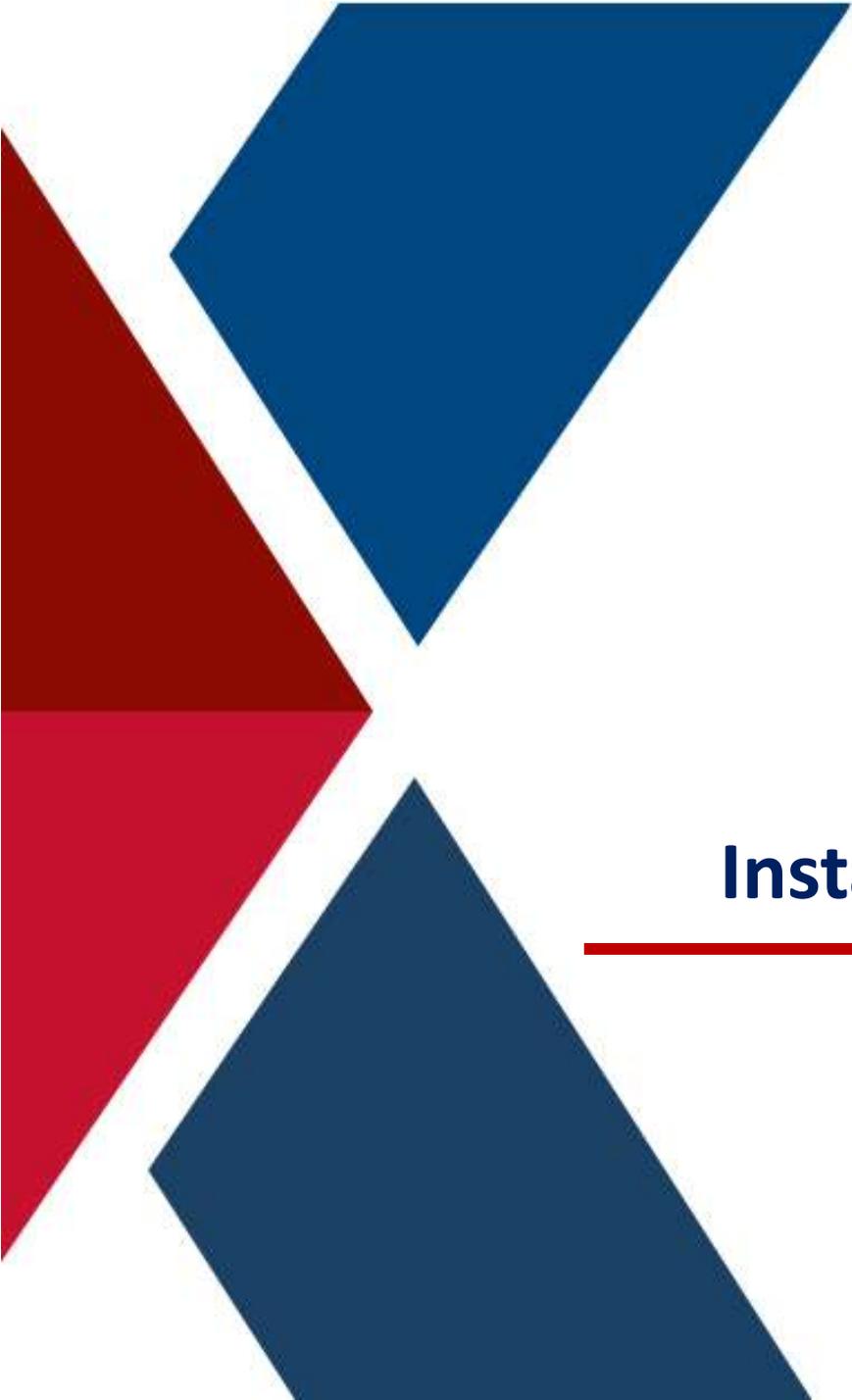
- Commissary built in 1979
  - Partial refrigeration upgrade 2003
  - Additional repairs/upgrades scheduled for late FY 2012
    - Refrigeration upgrades
    - Increase number of registers
    - Remove the bank
    - New interior décor'
    - New flooring/New roof/new Lighting
    - Restroom facility upgrades



# DEFENSE COMMISSARY AGENCY



Questions and Answers



**Audrey C. Alston**  
General Manager  
Army and Air Force Exchange Service  
18 April 2012

# **Installation Town Hall Meeting**

---

**Fort Lee Exchange**

# What's Happening at the Exchange?

- ✓ The Wireless Kiosk Semi Annual Wireless Sale runs through April 26<sup>th</sup>
- ✓ The Spring Bazaar will be at the PX parking lot on May 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup>
- ✓ Frequent free sampling is now available at your Express, Ordnance Troop Store & PXtra Troop Store Snack Avenue
- ✓ Bringing in new and exciting vendors for the Fort Lee Community.
- ✓ Troop Store: Expanding top 5 categories to improve product mix and inventory level in-stock. Categories include: snacks, food, groceries and health and beauty aids.



# What's Happening at the Exchange?

- ✓ The Exchange will be participating in the Earth and Safety Day that will be held at the Field House on April 26<sup>th</sup>
- ✓ Working with MWR to potentially bring in motorcycles and a car dealership
- ✓ The Express just installed an Island Cooler to promote healthy eating choices and the Exchange Be Fit program.
- ✓ The Exchange will be introducing the Exchange Attire Program in May 2012.



# The Exchange Dream Machine

- ✓ A one stop for your plastic/aluminum bottle needs
- ✓ Register and accrue points for exciting rewards
- ✓ Help save the Earth in a fun and creative way that only takes a few minutes.
- ✓ Spread the news to make Fort Lee an Earth friendly community



- ✓ Greenopolis pays you back for closing the loop by awarding points each time you use the Greenopolis Recycling System to recycle, reuse, or conserve your personal resources. Points can earn you discounts and coupons for entertainment, dining, travel, personal services and much more. All from nationally recognized names you trust, like *Marriott*, *Johnny Rockets*, *Domino Pizza* and *Blockbuster*, located right in your community.



Making recycling matter 



# MILITARY STAR® Private Label



## Cardholder Benefits:

- › Helps establish good credit
- › Competitive APR 10.24%\*
- › 10% off the first day you shop
- › No annual, late or over-limit fees
- › Zero-interest promotions
- › Fuel discounts
- › Starter accounts
- › Deployment policy

\*Interest rate is current as of March 2011

# MILITARY STAR<sup>®</sup> Rewards MasterCard<sup>®</sup>



## Potential Rewards:

### Monthly points earned:

- \$750 Military installation, Exchange online = 1500 pts
- \$500 other retailers = 500 pts

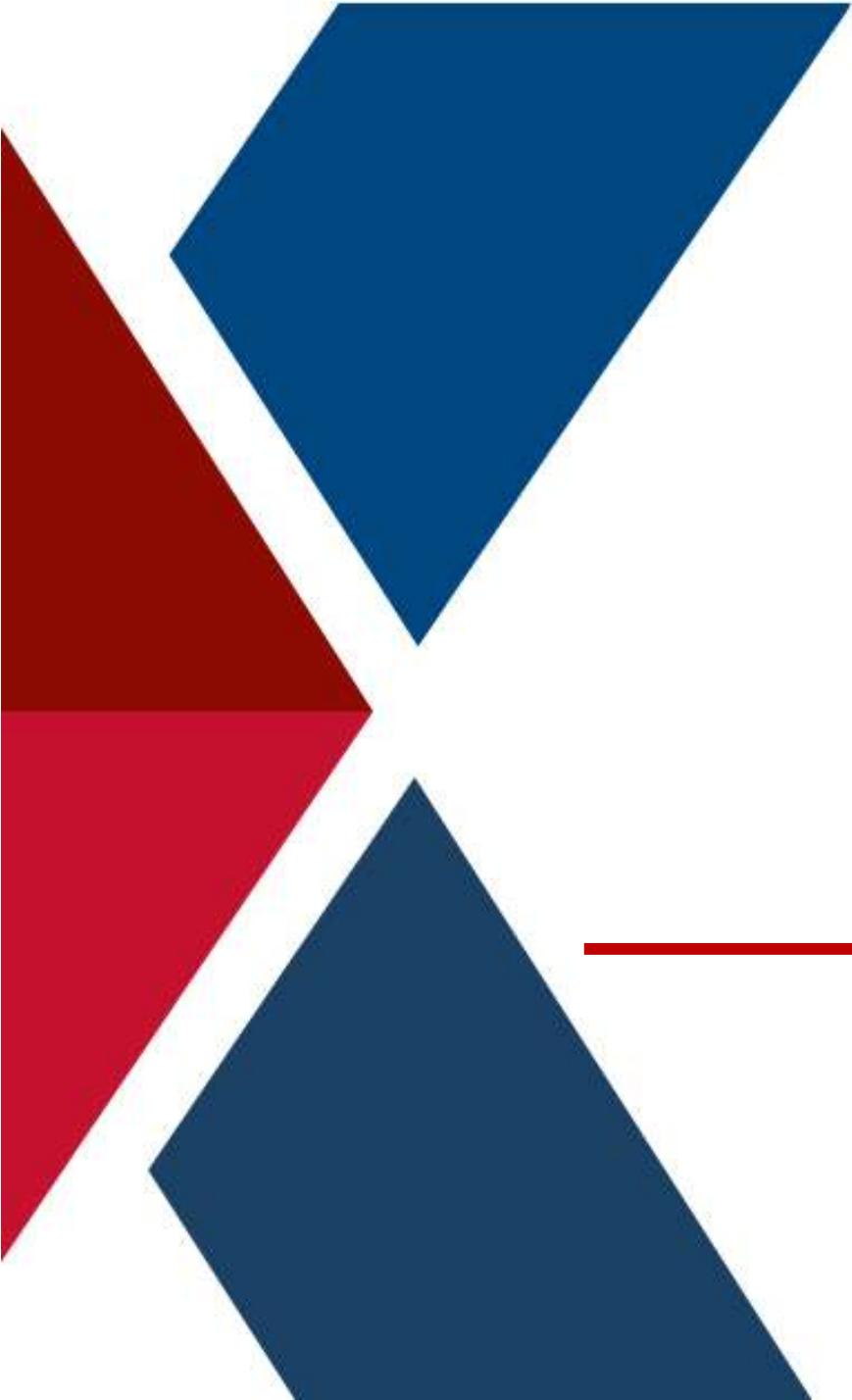
### Points Earned:

- 2,000 points per month

### Redeem 2,000 points monthly:

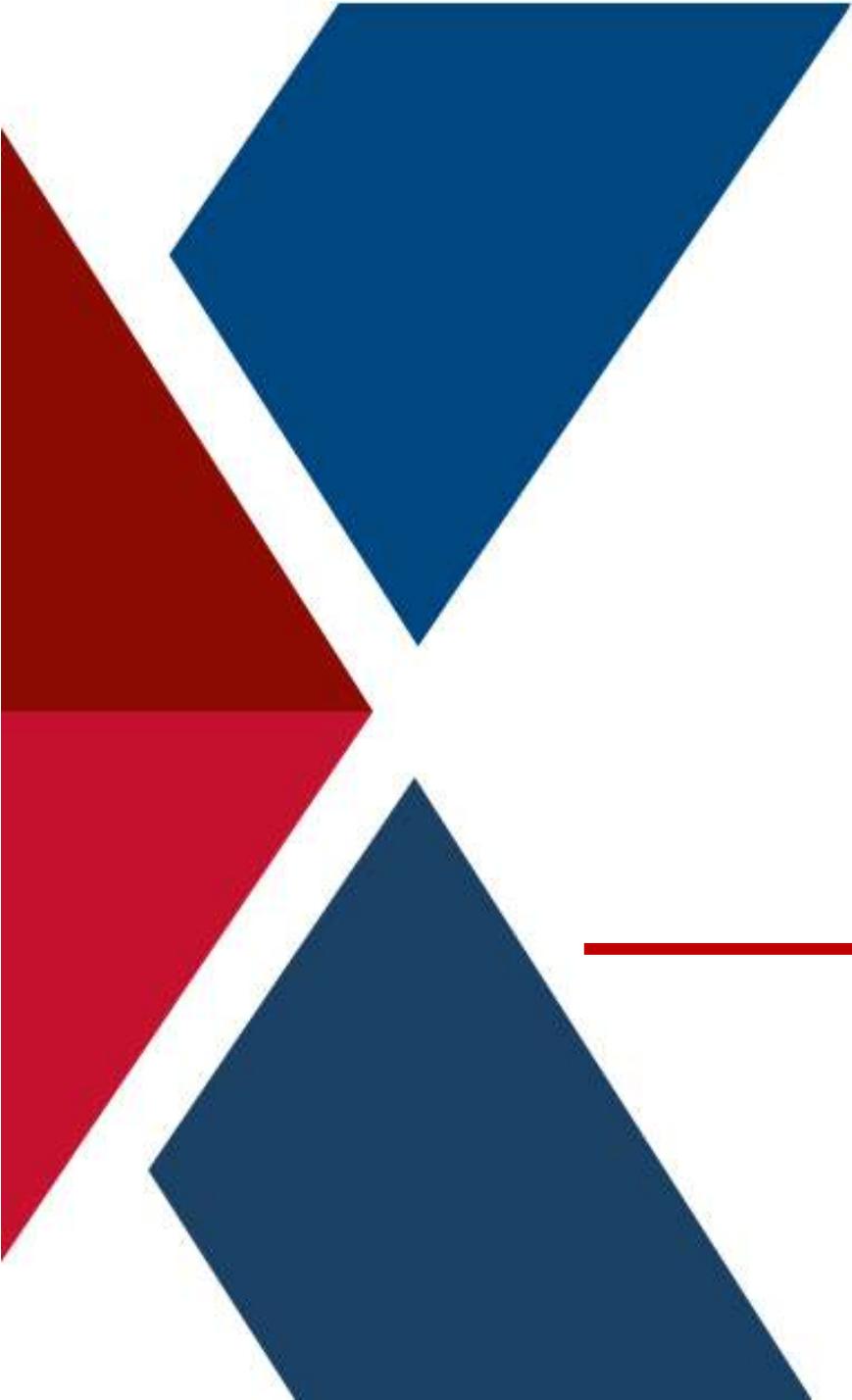
- \$20 Exchange gift card

**Earn \$250 a year or a  
round trip coach  
airline voucher**



**Thank You!**

---



**Questions?**

---



**ARMY MEDICINE**  
Serving To Heal...Honored To Serve

1962



2012



# Kenner Army Health Clinic

## Installation Town Hall Briefing

**COL Joseph Pina**  
**Commander**

**18 April 2012**



**ARMY MEDICINE**  
Serving To Heal...Honored To Serve



**Lieutenant General Patricia D. Horoho**  
**The Surgeon General**  
**Commanding General of the**  
**United States Army Medical Command**



## **US Army Medical Command (USMEDCOM)**



**Command Sergeant Major Donna A.  
Brock**  
**Command Sergeant Major**  
**U.S. Army Medical Command**  
**Senior Enlisted Advisor to**  
**the Army Surgeon General**





# KAHC Senior Leadership



**Commander**  
COL Joseph Pina



**Sergeant Major**  
SGM Rosalba  
Dumont-Carrion



**Deputy Commander for Nursing**

LTC Michelle Munroe



**Deputy Commander for Clinical Services**

LTC Martin Doperak, DO



**Deputy Commander for Administration**

LTC Eric Poulsen



*"Your Care. Your Trust. Our Mission."*

**MEDIC STRONG!**



# Clinics and Services



- **Primary Care**
  - Active Duty Clinic
    - Soldier Readiness, Exams, MEB
  - Troop Medical Clinics #1 & #2
  - Fort A.P. Hill and Pickett Clinics
  - Family Medicine Clinic
  - Pediatrics Clinic
  - Internal Medicine
    - Disease Management
    - Dermatology
    - Nutrition
- **Specialty Care Clinics**
  - Optometry
  - Orthopedics
  - Physical Therapy
- **Behavioral Health Services**
  - Psychiatry
  - Psychology
  - Social Work
  - Family Advocacy Program
- **Preventive Medicine Services**
  - Occupational Health
  - Community Health
  - Environmental Health
  - Industrial Hygiene
- **Ancillary Services**
  - Pharmacy
  - Laboratory
  - Radiology

*“Your Care. Your Trust. Our Mission.”*

**MEDIC STRONG!**



# Local Area Medical Facilities



- **Robust Local Support Network**
  - Over 2,100 providers, many with multiple offices
  - 11 local network hospitals and **recently added VCU Health System**
  - John Randolph and Southside Regional Medical Centers serve the immediate area
- Poplar Springs (Behavioral Health) Day Program
- Many Local Urgent Care Centers
  - Patient First (multiple locations)
  - Family Health at the Crossings

***“Your Care. Your Trust. Our Mission.”***

**MEDIC STRONG!**

# "Your Care. Your Trust. Our Mission"



## Mission Vision

*As the heart of a system of health, we are committed to promoting, sustaining and enhancing the wellness of the Fort Lee community, keeping our patients' trust through quality and compassion*

*We aspire to be Fort Lee's health care provider of choice and the DOD's premier integrated system for health.*

## Kenner Army Health Clinic Strategy Map

### Lines of Effort

Center on Patient  
and Family

Support the  
Warfighter

Invest in our People

Operate with  
Accountability

### Strategic Themes





# Key Community Initiatives

(along KAHC's 4 Lines of Effort)



- Kenner Connection (STRATCOM)
- Feedback Tools and Report Cards
  - Army Provider Level Satisfaction Survey (APLSS)
  - Interactive Customer Evaluation (ICE) survey
- Patient Centered Medical Home (PCMH)
  - Patient Advisory Board
- No Show Reduction Initiative (Survey Results)
- Facilities Improvements

***“Your Care. Your Trust. Our Mission.”***

**MEDIC STRONG!**



# Kenner Connection (STRATCOM)



- Installation and Community Leader Engagement
  - **Kenner AHC Website** (External) and Intranet (Internal)
  - **Social Media** Strategies (Facebook, Twitter, QR Codes)
  - **Print** Publications (Traveller, Local Communities)
  - **Published media** (Posters, Cards, Banners)
  - TRICARE **network** partnership
  - Coordinated / **hosted events** (Open House)
  - **Health awareness** activities and education

***“Your Care. Your Trust. Our Mission.”***

**MEDIC STRONG!**



# Website and Facebook



**“Like” us on Facebook!**  
**Kenner Army Health Clinic**

**MEDIC STRONG!**



# Feedback Tools and Report Card

## ICE/APLSS Feedback Poster

The Kenner Commander wants to know:

### HOW ARE WE DOING?

At Kenner Army Health Clinic we are committed to providing outstanding customer service and exceeding your expectations. If there is any way in which you feel we can improve our service, we'd love to hear from you. Your feedback, positive or negative, is the key to improving our products and services.

If you have received exceptional service or are particularly impressed with any aspect of our program, we would be delighted to hear from you and will ensure your feedback is passed on to the relevant staff member or service.

There are several ways to give feedback:

- 

**1. ICE**  
Interactive Customer Evaluation

You can submit feedback on-line immediately after your experience. Go to <http://www.les.army.mil>, click on the ICE logo and navigate to "Health", or scan the above QR code with your smartphone and leave your comments.
- 

**2. Army Provider Level Satisfaction Survey (APLSS)**

You may receive the Army Surgeon General's survey in the mail regarding your experience. Fill this out as soon as possible and mail it in, or complete it on-line.
- 3. The Kenner Patient Advocate**

The Patient Advocate who will be happy to listen to your concern and guide you through our complaints handling process. Call 804-734-9512, 0700-1530 hrs M-Fr.

Privacy Information: We will treat any complaint or concern you have confidentially and any information you provide us in accordance with our privacy policy.  
Thank you for taking the time to rate us and provide us with your comments and suggestions!

## Example Clinic Report Card




Army Provider Level Satisfaction Survey Website

### Welcome to KAHC Pediatric Clinic January 2012 - Report Card

Overall Visit Satisfaction with our Clinic:

# 91.4%

Target = 95%

Did our staff treat you with Courtesy and Respect?  
**81.8%**

Amount of time between Scheduling of Appointment and Visit?  
**78.8%**

How was the Overall Phone Service?  
**65.5%**

At the conclusion of your visit to Kenner AHC, you may receive an APLSS Survey in the mail asking about the service we provided you today. We encourage you to please fill this out and submit it (mail or online).

**MEDIC STRONG!**



# Patient Centered Medical Home (PCMH)

## An enhanced primary care model that:

- Places the primary care physician in the role of quarterback while leveraging a team-based approach
- Focuses on the patient and addressing all of their needs, instead of just one problem at a time
- Engages the patient in a proactive and patient-centric manner
- Provides services for patients when and where they need it
- Embraces quality improvement and health information technology
- Emphasizes engagement between caregivers and patients



**PCMH isn't a destination; it's a long-term transformational change in how care is delivered.**



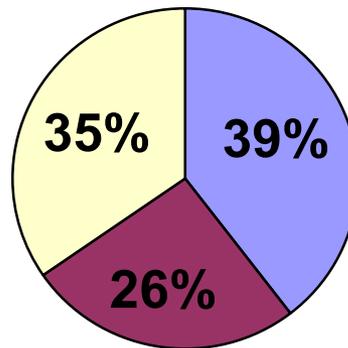
**MEDIC STRONG!**



# No Shows Reduction

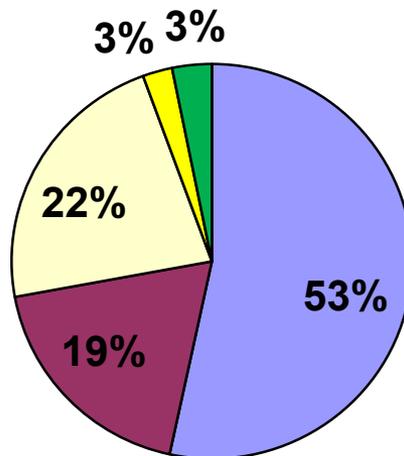
- Did you know that every missed appointment costs us \$80 in lost healthcare revenue?
- An appointment missed by you also affects others in our community
- We surveyed 434 patient no-shows from Jan 2012 to learn more about the problem:

### Why patients didn't cancel



- Didn't know they should have cancelled in 24 hours
- Didn't know how to cancel appt
- Cancelled appt but Kenner reported as NS

### Why patients missed their appointment



- Forgot their appt but recvd a reminder
- Did not recv an AC reminder
- Intended to cancel appt after recv AC reminder but forgot
- Could not arrange for childcare
- Rescheduled but did not cancel previous appt

**MEDIC STRONG!**



# Facility Additions and Enhancements



- Consolidated Medical/Dental Troop Medical Clinic #2
  - Opened Sep 2011, \$12.1 million, 35K sq. ft.
- Renovation and Addition to Bull Dental Clinic
  - Opened Feb 2012, \$10.5 million, 18K sq. ft. renovation (plus 2,600 sq. ft. addition)
- Administrative addition to 2<sup>nd</sup> floor of KAHC for patient administration and IDES functions
- Several new projects submitted for FY12 year end:
  - Funding to update primary care clinics for PCMH
  - Security enhancements to clinics
  - Refresh main hallways/lobby including pharmacy waiting area

***"Your Care. Your Trust. Our Mission."***

**MEDIC STRONG!**



Questions?



# INSTALLATION UPCOMING EVENTS



EVENT	DATE	Place
Volunteer Appreciation Reception	19 April	Lee Club
Right Arm Night	20 April	Overtime Sports
Fort Lee Community Earth and Safety Day	26 April	Post Field House
Monthly Payday Scrambles	27 April, 29 June, 27 July, 24 August	Cardinal Golf Club
Army Entertainment Wrestling Event (ICW)	27 April	MacLaughlin Fitness Center
National Prescription Take Back Day (ASAP)	28 April	
Month of the Military Child Grand Finale Parade	30 April	Child, Youth and School Svcs
Saint Leo Summer Term I begins	30 April	Education Center
Day Night Golf Tournament	4 May	Cardinal Golf Club
Central Michigan Summer Term I begins	4 May 12	Education Center
"Sweet Charity"	4-6, 11-13, 18-20 May	Post Theater
Army 10-Miler Tryout	5 & 19 May	Post Field House
Sustainment Commanders' Conference	7-8 May	Installation



# INSTALLATION UPCOMING EVENTS



EVENT	DATE	Place
Host VA State Rescue Challenge	7-10 May	Installation
AUSA Sustainment Symposium	8-10 May	Greater Richmond Conference Ctr
“Troops to Teachers” briefing	10 May	Education Center
USO Sesame Street Tour	12 May	Post Field House
Celtic Festival	12 May	The HideAway
Mother’s Day Brunch	13 May	Lee Club
Old Dominion University Summer Term I begins	14 May	Education Center
Florida Institute of Technology Summer Term begins	14 May	Education Center
Armed Forces Day (Run, Softball Tournament)	19 May	Post Field House/Nowak Stadium
Technology Expo Job Fair (ACAP)	22 May	Lee Club
Battle Drive Pool Opens	26 May	Battle Drive Pool/Lee Club
Spring Job Fair (ACAP)	31 May	Lee Club
Live at Five Concerts Start	1 June	The HideAway



# INSTALLATION UPCOMING EVENTS



EVENT	DATE	Place
Central Texas College Summer Term I begins	4 June	Education Center
“Veterans Got Talent” Job Fair (ACAP)	5 June	Lee Club
U.S Army Soldier Show	5-6 June	MacLaughlin Fitness Center
Functional Academic Skills Training (FAST) registration	13 June	Education Center
4 <sup>th</sup> at the Fort (Fireworks, USO Concert, 392d Band Concert)	4 July	Williams Stadium
Florida Institute of Technology Fall Term begins	20 August	Education Center
Fall Job Fair (ACAP)	30 August	Lee Club
<b>FREE</b> Monday Night Bowling	All Summer	Bowling Center
Golf Tournaments	Throughout the Summer	Cardinal Golf Club



# ICE



**Kiosks** - 20 computer kiosks have been acquired and installed at high traffic locations across the installation. These kiosks are programmed to display the comment card for the specific **ICE** Service Provider(s) where they are located, but all other Service Providers are also available for comment.

**Web-Site Submissions** - **ICE** comments can still be submitted through the Ft. Lee ICE Site through the Fort Lee Web Page, [www.lee.army.mil](http://www.lee.army.mil), and selecting the **ICE** link near the bottom of the home page. Comments can be submitted in this fashion via any device capable of accessing the internet, to include home computers, smart phone, tablet or laptop.

**Comment Cards** – Comment cards and drop boxes are still available if you prefer that method of submission. Cards are collected regularly and entered into the **ICE** data-base.

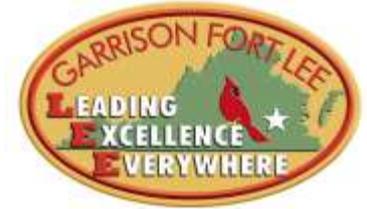


**QR (Quick Response) Codes** - **Coming soon!**

*Look for QR Codes in Service Provider locations -the QR code, when scanned with a smart-phone, defaults to a specific Service Provider; the ability to use a smart phone to submit comments greatly expands access and ease of submission, as well as allowing Customers to comment on-the-go!*



# Your Voice Counts



- Identify yourself (name, unit/activity, spouse) when asking a question, making a comment, or raising an issue
- Respect others, be courteous, remember the Golden Rule

## COMMENTS/QUESTIONS

**Team Lee!**



# It's Your HOME!



***Together, we can make  
Fort Lee the Best Home in the Army!***

***Team Lee!***



# INSTALLATION TOWN HALL



Thank you for coming!

Please discard trash in the nearest  
receptacle