

51 FW Quality of Life Town Hall (18 Jul 18) Talking FAQ

MDG

Q. Is there a way for the Army and Air Force medical systems to better communicate, with regard to the spouses that PCS to Osan?

A. The Army and USAF electronic health records are stored on a system called AHLTA. It's one single record. The system can be viewed from both hospitals. However, the system used to order labs, prescribe medications, and order x-rays hasn't necessarily "talked" in the past. The work we've been doing over the past two weeks is helping to reduce this problem and create a way to ensure providers at Yongsan can order medications, labs and x-rays at Osan, and vice versa. It's not perfect yet, but it's close. Until a solution is in place, the best way to ensure orders for medications, labs and x-rays from one hospital (ex: Yongsan) are able to be filled or used at another hospital (ex: Osan) is by the patient requesting paper copies of prescriptions, labs and x-ray orders. Then they can physically bring those copies in to place their orders.

Much of our Army, Navy and Air Force medical paperwork is different. But there are efforts from the highest levels, to include the Defense Health Agency (a new Tri-service joint agency), to create a single system and process DoD-wide.

FSS

Q. Do we know a "when and where" for the new fitness center?

A. Step one is to obtain the funding and we are exploring new avenues for funds. The Wing Commander is optimistic that we will get these funds to build a new facility.

Q. Can FSS have a Fall Festival on base rather than having kids go off base for trick or treating? Can the spouses help with the planning?

A. FSS will have a Fall Festival this year, 27 Oct, at the Osan Elementary School Parking Lot. We are teaming up with AAFES, USO, the Osan Spouses Group and FSS. We are planning to have Trunk or Treat, a live band and food.

The City of Pyeongtaek is also having a Halloween festival on 27 Oct. It will be bigger than last year and Airmen are encouraged to check it out.

Q. Can the MPF update their Command Sponsorship application and add what issues may occur for spouses over at Osan like a FAQ section?

A. Members that inquire about CSP already receive the CSP info sheet ("CSP Package"). The CSP FAQ sheet is posted on the Osan Newcomers page (osan.af.mil). Spouse employment opportunities are addressed within the FAQ. When members ask about CSP, our team sends them the first attachment (CSP package) that provides further information about spouse employment. We've added website resources for APF, NAF, and AAFES jobs. On the osan.af.mil page, the CSP FAQ sheet includes A&FRC information.



Info for CSP and
Non-CSP Dependents



Command
Sponsorship - FAQ.PC

Q. Are we doing anything to create more jobs for Spouses?

A. There are a variety of jobs that are available on-base for spouses and family members. The Human Resources Office offers a variety of positions throughout the squadron ranging from IT, accounting, human resources, child care, marketing, food service, auto mechanics, management, and office clerks. Positions are located within the enlisted and officers clubs, lodging, pet lodge, auto hobby shop, and bowling center, to name a few. To find a job with NAF, please go to NAFJobs.org.

The Civilian Personnel Office (CPO) recruits for civilian positions with the Air Force. Vacant positions are advertised on USAJobs.gov. There are a wide variety of both white collar and blue collar jobs that are available. Positions can be found in finance, engineering, human resources, IT, child care, education, security, aircraft maintenance and supply, along with many more. Positions will vary between entry level and subject matter experts for both NAF and APF.

The initial tour at Osan is one to two years. Due to the frequent turnover, positions within NAF and CPO change often. We are continually looking for suitable candidates that have the knowledge, skills and experience to fill our positions. Both command sponsored and non-command sponsored spouses and family members are encouraged to apply. For more information on our recruitment efforts or guidance with the application process, please visit the CPO in Building 936. We also participate in various job fairs throughout the year so be cognizant of future job fair announcements.

Q. Can we offer Korean food at the DFAC?

A. The dining facilities offer a variety of ethnic meals. These menus have been approved from the Air Force Services Activity (AFSVA). The menu includes chicken and beef bulgoli which is offered a few times each month as one of our Korean menu options. However, the food service staff will look into adding more options.

CES

Q. Is there a date on when the elevators will be fixed in base housing?

A. The contractor received and installed repair parts to elevator #3 at Jirisan Tower on 27 August 2018. The motherboard needs to be re-coded by the manufacturer which will take approximately two weeks. Leadership has recognized the constant issues with the elevators in all three Military Family Housing (MFH) towers and the Housing Office has submitted a work order to begin the process of having the elevators replaced entirely. We do not know how long this will take, however, this is being tracked as a priority for MFH.

Q. Who maintains the track above the commissary? What is the ETA to have it fixed? (There is trash and the lights are out of service). Who should they call when they want to report something like that?

A. The Osan Middle/High School maintains the track. Currently, the track is being used for their tennis season, however, it will be under construction once the weather cools down. There was some construction conducted in the past few months but due to weather (heat and rain), there are some discrepancies that will need to be fixed. If there any reports of damage or discrepancies outside of normal construction, please notify the school office at 784-9098. The school is aware of the lighting discrepancies and the trash that accumulates on the track. This has been taken care of in conjunction with the previous construction prior to tennis season.

Q. Will the indoor pool ever be open again?

A. CES is currently analyzing whether additional funds are available to fund the refurbishment of the indoor pool.

Q. Any plans to add a new park once the new CDC is built on top of the current one?

A. As of right now, there are no new plans in the works for a new park. Leadership is aware of this and will look into searching for land for a new park, if possible.

Q. Are there any talks of new parking lots being built?

A. Short term, we are opening more spaces with what we have by removing a lot of the senior leadership parking spaces. Long term fix actions are still being discussed.

Q. Any talks about dorm residents being able to self-regulate their temperatures?

A. Most room thermostats should have the capability for tenant control. Please report inoperable thermostats to ADLs so they can be placed in the queue for repairs. Inoperable thermostats do get addressed when ADLs report them to CE Customer Service. Some buildings are not heat balanced which can pose heating/cooling issues for rooms. There are work orders and contracts in place to these fixed.

Q. Is there an ETA to get the light fixed from the main gate to the towers? There are concerns regarding people who are intoxicated sometimes stumbling into the streets.

A. The inoperable street lights along Songtan Blvd. have been identified and repaired/replaced. Please contact our CE Customer Service (784-6226) if any additional lights need to be addressed.

Q. How is base housing prioritized? Does the AF take priority over Army?

A. Currently, there are approximately 124 K&E positions that have priority placement into Family Housing. The priority list is then based on when the member was added to the list and their arrival date. If they are #1 on the list and have not arrived on station yet, that unit will be given to the next member currently on-station. There is no priority system based on branch of service.

CS

Q. Families in Base Housing (specifically Jirisan Tower) cannot hear the giant voice in their building. Is there an ETA on a fix for that?

A. 51 CS conducted tests on 8 and 10 August. Pre-recorded messages can be heard loud and clear from the Tower, however minor volume issues were confirmed for live announcements. 51 CS is working with its contractors to identify potential fixes. They do not have an estimated completion time.

SAFETY

Q. Are individuals on bikes and motorized scooters allowed to wear earbuds? There are concerns regarding people wearing them that are not paying attention and pulling out in front of traffic.

A. There was a risk assessment signed by the Wing/CC to authorize the use of the personal transport devices in traffic, pedestrian and industrial areas. The rules for wearing earbuds while operating vehicles or items in a traffic area are outlined in the following instructions:

- *AFI 91-207, The Air Force Traffic Safety Instruction, para. 3.7.6.*
- *51FWI 31-218, Osan Air Base Motor Vehicle Traffic Supervision, para. 5.5.*
- *USFK 190-1, The Motor Vehicle Traffic Supervision, para. B-8 C(3).*

These paragraphs state that "Wearing headphones or earbuds is prohibited while operating any motorized vehicle or bicycle on Osan AB". The 51 FW Safety Office was made aware of this and put out guidance to units via the 51 FW Safety Chronicle advising units of all the rules and regulations for these PTDs. It is also briefed during the KRO brief each Friday.

AAFES

Q. Is there a contract that Osan has to abide by that states only Korean Nationals will work all of the AAFES jobs?

A. AAFES always has job openings. Please come to the BX and see the General Manager for guidance. AAFES posts job ads all the time and sometimes has to repost 4-5 times to get any interest. AAFES will negotiate pay as well. AAFES posts their jobs on all social media outlets, they attend newcomers orientation, and they post in their facilities. If you want a job, come see us!

Q. Is there anything we can do to fix the taxi issues on Osan? There are concerns with the responses received from the taxi cabs stating, “No cabs are available” but they are seen posted at various locations not attending to anyone.

A. AAFES has 120 on-base taxis assigned to Osan. Osan has specific peak times when all of the taxis are being utilized and times when they are less utilized. For example, 10 a.m. on Monday mornings is not a peak time for Osan taxis. They are lined up at the gate, BX and the Commissary. At times, you may see them in the parking garage by the Commissary. The dispatch office for the taxi service is a Korea wide dispatch office for taxis at all installations.

Approximately 8 years ago, Osan AB had cameras installed at the BX, Commissary and Main Gate for the taxi company to monitor their taxis. But there was a security concern that required the cameras to be removed from those locations.

Way ahead:

- We would like to readdress the security issue and possibly re-install the camera system at the BX, Commissary and Main Gate. We would require base approval but Osan would benefit from the cameras and would be able to have an on-site visual. Once information has been gathered, the request will be routed to the Wing CC for approval.*
- We are looking at the dispatch procedures to see where we can improve the process with the dispatch company and the taxis.*
- The dispatch office upgraded their dispatch system this year to provide better service to the customers.*
- The taxi contract is currently out for solicitation.*

CPTS

Q. How is hardship pay calculated?

A. Hardship duty pay is an additional compensation paid to service members assigned to locations where living conditions are substantially below those conditions in the continental U.S. The calculation of the amount is directly related to quality of life conditions (DoDFMR Vol 7A chapter 17).

Q. Is it possible to give the Airmen an option to opt out of the meal card and give them BAH?

*A. No, this is not an option. The full BAS rate is forfeited once the Installation Commander has determined that Airmen living in single government quarters have three meals readily available. It is the member's responsibility to ensure they utilize the dining facility option to the maximum extent. The only exception is when assigned duties prevent a member from being able to eat **more than 20% of their meals** in the dining facility on a regular basis. This condition must be documented, validated and approved by a commander (AFMAN 65-116 volume 1, chapter 25).*