

ence
of life
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J03 Tim Walsh photo

Two delegates sort through Navy College issues at the conference. The delegates narrowed down the two most important issues to Information/Awareness/Advertising, and Time Constraints/Hours of Operation

commanding officers, resolution this month

identified included lack of communication (under Military Working Conditions), hours of operation at the Commissary and additional parking on base. These issues and the related recommendations will be forwarded to commanding officers or program managers later this month for action.

Issues that cannot be resolved at the local commander or program manager level are then forwarded to the Hawaii Regional Flag Quality of Life Board for resolution.

The Hawaii Navy Ohana QOL program was established in 1995 to demonstrate Navy leadership's commitment to improving the quality of life for the Hawaii Navy Ohana. The program is a process that involves identifying quali-

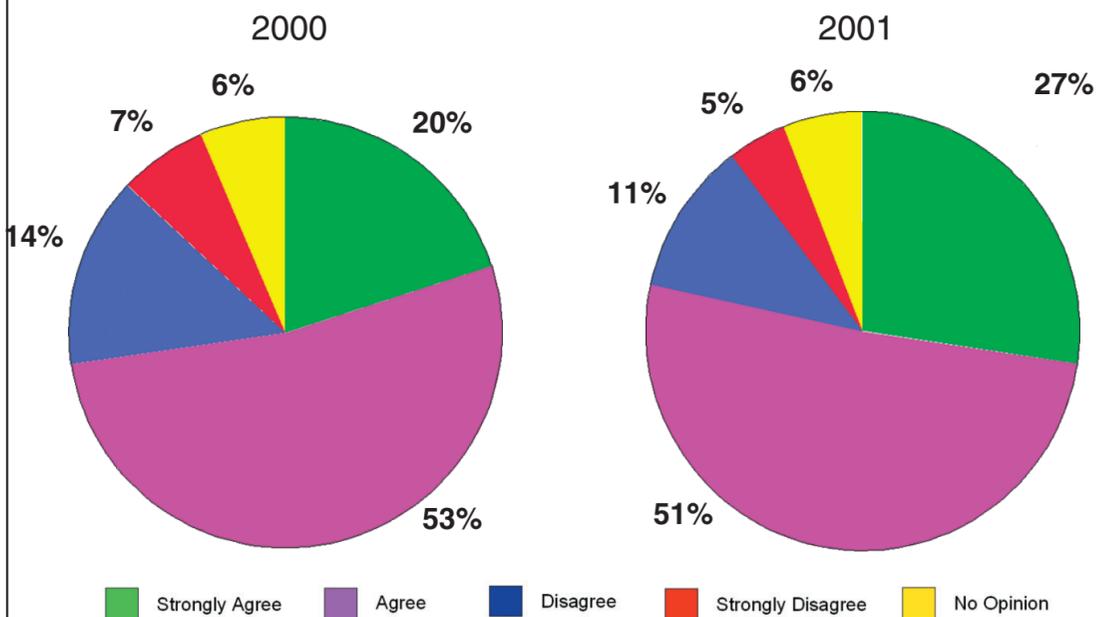
ty of life issues to senior Navy leadership to raise awareness and to take action for improving the quality of life for the Navy's Ohana in Hawaii.

Ohana means "family" in Hawaiian. The Hawaii Navy Ohana includes the active duty Sailor and family members, reservists, civilian employees and retirees. Prior successes from past conferences include the re-opening of Naval Station Diosdado Rome Galley, improved self-help inventory at Family Housing and lower Bravo Pier parking.

Feedback on the status of all issues will be provided to the Navy community in the upcoming months through the paper and on-line editions of Hawaii Navy News.

Total Ohana Survey Participants for 2001: 3834

Living in Hawaii has been a positive experience



2001 Top Issues

Joint Employment Management System (JEMS)
Program Awareness
Job Fair Expansion
Company Hiring Practices

Medical
Appointments
Customer Service

Military Working Conditions
Manning/Safety
Lack of Communication
PCS Moves

Miscellaneous
Government Funding of One POV Shipment for Families
Navy Channel 2
Pet Quarantine

Morale, Welfare and Recreation (MWR)
Accessibility to MWR programs, facilities and services
Gym facilities

Fees and Charges for services and equipment

Navy College Office
Information, Awareness, Advertising
Time constraints/Hours of Operation

Navy Exchange (NEX)
Selection and availability of merchandise at Pearl Harbor and KBAY exchanges
Customer service with Sales Associates
Perception of high prices

On Base Parking and Traffic
Parking Garage
Additional parking
Speeding, signage, enforcement

Pay and Entitlements
Base Pay, BAH, COLA
PCS Transfers
PSD Overpayment in regard to PCS moves and travel

Personnel Support Detachment (PSD)
Bad customer service
Security of service records
Location/Hours

Security
Manning, Funding, Training
Visibility of base security
Housing, family member safety



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Delegates sort through commissary issues at the conference. The delegates determined that many of the issues regarding the commissary are expected to be resolved upon completion of the new Mall at Pearl Harbor.

I plan on making the military a career

