

USAG FSH POLICY STATEMENT NUMBER 36

SUBJECT: Fort Sam Houston Transient Lodging Distinguished Visitor Quarters (DVQ) Assignment Policy

PROPONENT: Community Activities Business Center

1. Background.

a. Effective Fiscal Year 1997, the Transient Lodging Operation on Fort Sam Houston became a part of the Army Lodging Success Program. This program, coupled with a variety of factors that already existed, causes some challenges in determining appropriate transient quarters assignments for distinguished guests.

b. The guidelines in this policy statement have been established to improve utilization of all transient-lodging facilities while increasing customer satisfaction with DVQ operations.

c. The following priorities are hereby established for the individual traveler:

(1) General Officers (GO) and Senior Executive Service (SES) civilians (includes Drill Status for Reserve Component GOs)

(2) General Officer Party to include Aide, Executive Officer, and Commo Tech, as appropriate, when on official travel.

(3) Colonel (O-6) and civilian (GM-15) on official travel (including Reserve Component Officers in Drill Status).

Active Duty Colonel (O-6) on leave status.

Retired General Officer

Retired Colonel (O-6)

All others (space available, subject to bumping)

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d. Blocking of DVQ rooms for conferences and related activities is permitted. The maximum number of rooms that may be blocked is 20 (of the total 24) DVQ rooms, subject to the following conditions:

(1) Party of rooms to be blocked must include at least one person in the grade of O-6/GM-15 or above.

(2) Personnel in the grade of O-6/GM-15 and above can bump persons from the DVQ who are below the grades of O-6/GM-15 except those traveling in GO party as outlined in 1c(2). However, anyone bumped in this manner will be afforded accommodations in other on-post transient facilities.

(3) The Garrison Commander will adjudicate conflicts arising from blocked room reservations.

(4) Garrison Commander will address exceptions to rules outlined in 1d(1) through 1d(3) above.

Responsibilities.

a. Lodging Office, Business Operations Division (BOD), Community Activities Business Center (CABC) will:

(1) Assign personnel conflicts or requests for exception to this policy to the Garrison Command Group through the Chief, BOD, and Director of CABC.

(2) Bring potential conflicts or requests for exception to this policy to the Garrison Command Group through the Chief, BOD, and Director, CABC.

(3) Ensure delivery of Installation Commander's welcome notes to rooms as identified by Executive Operations (Protocol Office).

(4) Broker special catering needs as identified.

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b. Executive Operations (Protocol Office, AMEDDC&S will:

(1) Access Army Property Management System (current transient lodging information management system) for occupancy information. Send reservation information to DVQ clerk via fax.

(2) Prepare notes from Installation Commander to guests as required and deliver to Lodging Office Front Desk supervisor in building 592.

(3) Coordinate with Lodging Office for special catering needs for Distinguished Visitors.

(4) Collect and maintain customer service comment cards and keep appropriate statistics. Ensure feedback is provided to Business Community Activities, Business Operations Division.

(5) Make personal contact with general officers and SES visitors to ensure all reserved accommodations are satisfactory.

(6) Contact Transient Lodging Manager or Chief, BOD should problems arise.

APPROVED BY: Garrison Commander

DISTRIBUTION: Directorates/Staff Offices, HQ USAG FSH

USAG FSH POLICY STATEMENT NUMBER 37

SUBJECT: Quarterly Inventory of Leased and Government-Owned Automated Equipment

PROPONENT: Readiness and Logistics Business Center (RLBC)

1. Policy:

a. Commanders and supervisors, who oversee or supervise personnel (civilian or military), have overall command or supervisory responsibility over property assigned to their subordinates. Commanders have the responsibility to implement and executed the Command Supply Discipline Program and to review compliance with supply policies and processes. Commanders must stress and place emphasis on property accountability throughout the period of their command.

b. The following automated equipment, to include leased equipment, will be treated as sensitive pilferable;

Central Processing Units (CPUs).

Printers.

Notebook Computers (Laptops).

Computer Monitors

File Servers.

c. The Material Management Section (MMS) will forward, in duplicate, a Sensitive Item Inventory Report (ALV-441), to each Primary Hand Receipt Holder (PHRH) during the first week of each quarter. Inventory must be completed and results reported within 15 days. Suspense dates will be established.

d. Inventory reports that are not received by MMS on or before the established suspense date will result in the hand receipt being frozen and/or letter forwarded to the commander or director as deemed appropriate.

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SUBJECT: Quarterly Inventory of Leased and Government-Owned Automated Equipment

2. Supervisors are responsible for ensuring appropriate security measures are established for all automated equipment and government property. For assistance in determining adequate security measures, contact the Physical Security Branch, Law Enforcement Command at 221-0075. Information on maintaining proper accountability of automated equipment may be obtained by calling the MMS, Property Management Branch, RLBC at 221-3378. Guidance in establishing or maintaining accepted supply discipline practices may be obtained by contacting the Plans, Programs, Operations and Mobilization Division, RLBC at 295-0575

APPROVED BY: Garrison Commander

DISTRIBUTION: Directorates/Staff Offices, HQ USAG FSH