

CUSTOMER SERVICE STANDARDS



Our customers are entitled to:

- Fair, courteous and professional treatment at all times.
- Reliable and consistent service and products.
- Accurate and current information.
- Timely response.
- Reasonable access to appropriate staff.
- Two-way communication.
- Opportunities for collaboration and partnerships.
- Consideration of their opinions, suggestions and concerns.

In addition,

our customers are entitled to:

- Technical assistance, training and guidance if requested.

Most of all,

our customers are entitled to:

- A working relationship based on genuine honesty and integrity. We will honor our obligations and commitments to our customers, each other, and the Fort Drum community.

OUR CUSTOMERS



- Units (Active, Reserve, & National Guard)
- Individual Soldiers
- Military Family Members
- Civilian Workforce
- Retirees
- Tenant Activities
- Higher Headquarters
- Local Community
- Coalition Partners

CUSTOMER SERVICE PLEDGE



We will:

- Be courteous at all times.
- Provide reliable & consistent service, products, and information.
- Provide reliable/convenient hours of operation.
- Provide a work area, professional in appearance.
- Demonstrate we care by listening and showing genuine interest.
- Handle concerns quickly and fairly.
- Be responsive; provide prompt, on-time service - as promised.
- Be realistic about our capabilities.
- Strive to get it right the first time.
- Be flexible and offer alternatives.
- Establish relationships based on honesty and integrity.
- Treat each other with respect and dignity.
- Exemplify pride in our job, where we work, and whom we serve.

US Army Garrison Fort Drum New York



Fort Drum - The Army's Best Kept Secret

Plans, Analysis and Integration (PAI) Office
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Fort Drum, NY 13602

GARRISON MISSION



Provide quality installation support to our Soldiers and their Families that is equitable to their quality of service and sacrifice to our Nation.

VISION



A Garrison Team that cares for its people, fosters a positive environment, and in turn, provides first class service to its customers - **The Soldiers and Their Families**. A place where Civilians and Soldiers enjoy working side by side, are proud of their accomplishments, and strive for excellence every day.

MOTTO



Fort Drum-The Army's Best Kept Secret

VALUES



The Army Values are accepted and adopted as the Garrison's Values.

Loyalty: Bear true faith and allegiance to the Army, its leadership, and Fort Drum, and ultimately to the Soldiers, Family Members and the civilian workforce that we serve.

Duty: Fulfill our obligations

Respect: Treat our customers, fellow workers and supervisors with dignity and value; just as we expect to be treated.

Selfless Service: Put the welfare of customers, partners and subordinates before our own.

Honor: Perform to the full extent of our abilities.

Integrity: Do what's right, legally and morally.

Personal Courage: Face the challenge or adversity (physical or moral), and accomplish the "hard right" without compromise.

GOALS



1. A high performing, well-led, affordable workforce of the proper size that is technically competent, agile, motivated, knowledgeable, and postured to meet the challenges of today's and tomorrow's missions.

2. Realistic training capabilities that optimize installation and regional resources (land, airspace, water and facilities) for current and future missions.

3. Infrastructure self-sufficiency, including on-post renewable sources of energy.

4. Optimal infrastructure growth through community partnerships, use of emerging construction and reclamation technologies, and sustainable natural resources utilization.

5. An installation organized and structured with adequate manning, equipment and facilities to sustain the transformed tactical force with the capability to anticipate future force requirements and the ability to rapidly adapt to emerging technologies and changes to force structure and doctrine.

6. Fort Drum and region's quality of life makes it the installation of choice.

7. Efficient, effective, and responsive business practices that optimize changing resources for current and future missions.