

Reserve Force Readiness System (RFRS) Customer Satisfaction Survey Results

Surveys Conducted July-Aug 2010 and July-Aug 2011

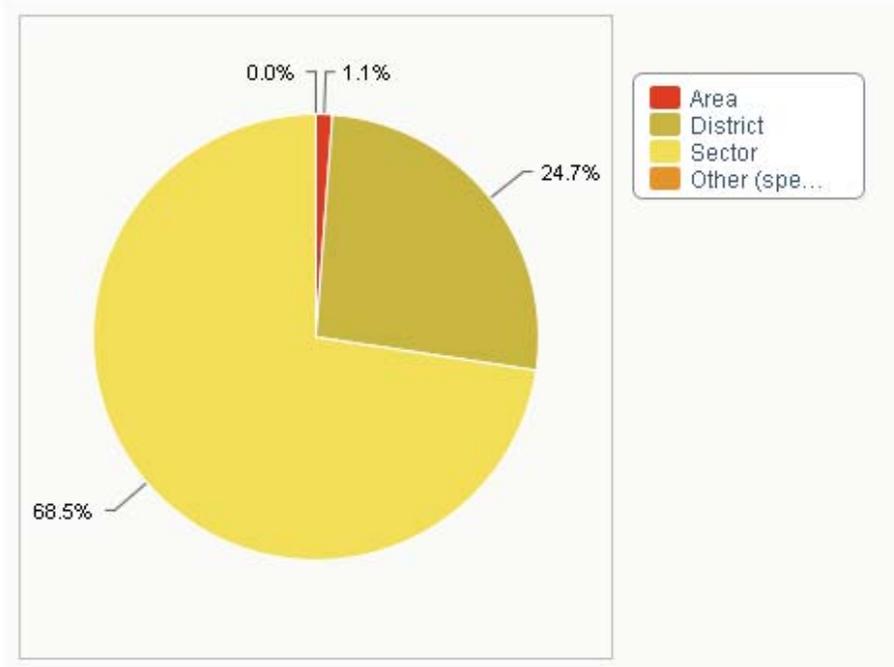


Total number of responses collected: 89

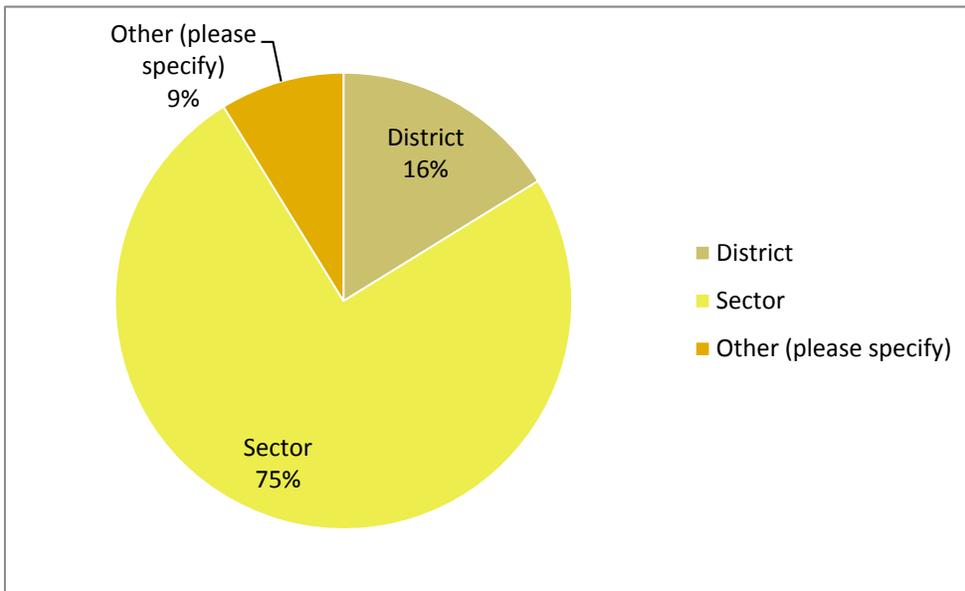
Date of report: 12/22/2011

1: I'm assigned at a... (Respondents could only choose a **single** response)

2011 Results:

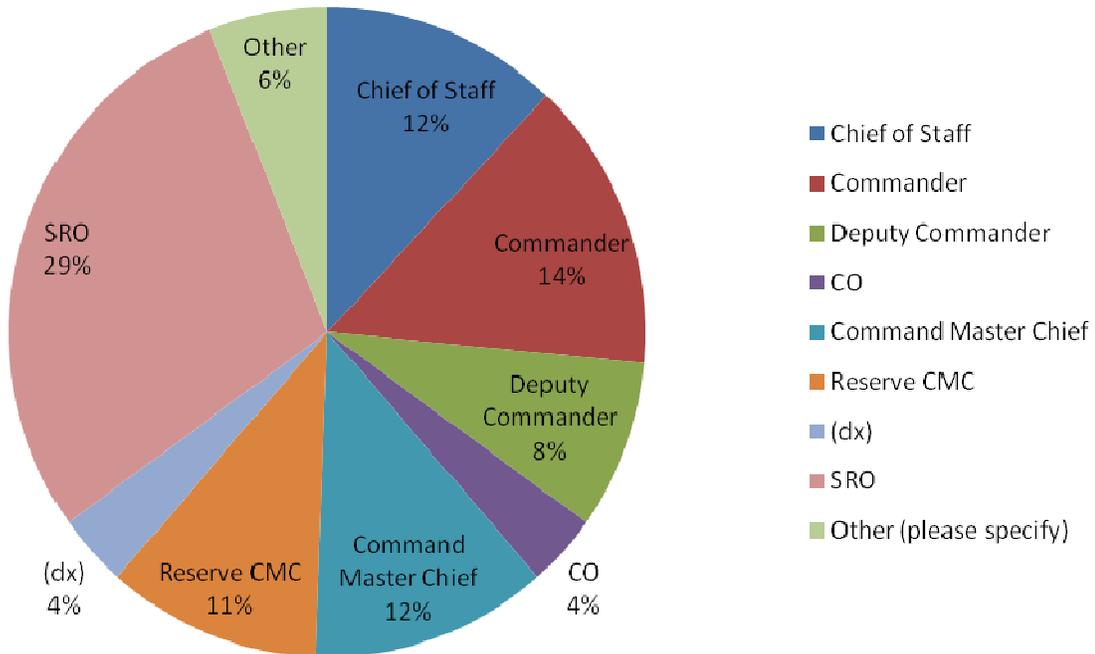


2010 Results:

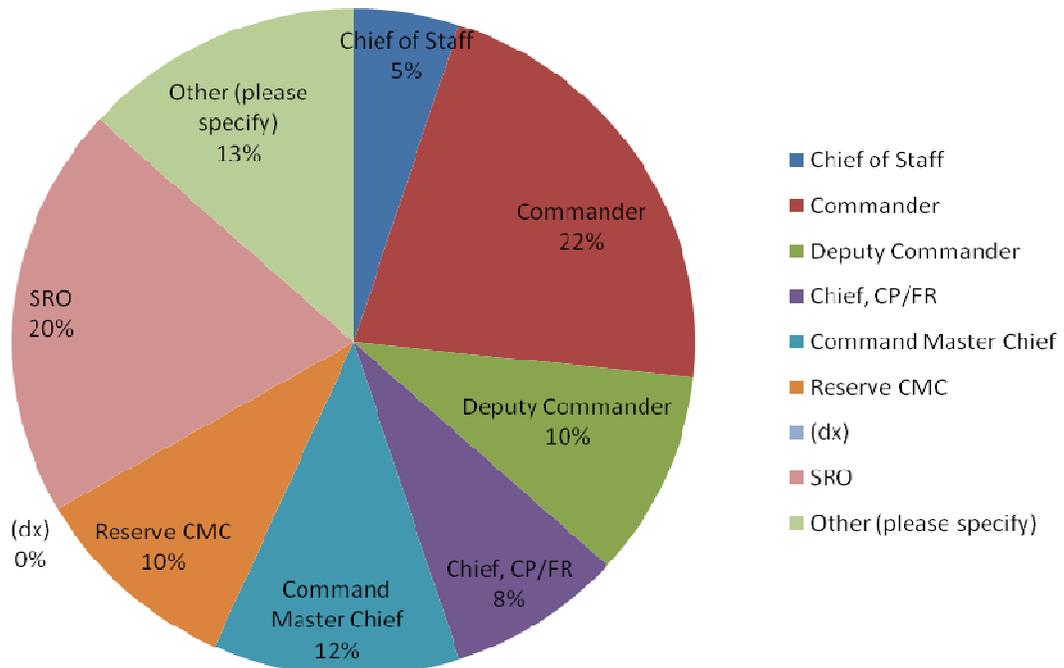


2: My position at my unit is... (Specify:)

2011 Results:



2010 Results:



Reserve Force Readiness System (RFRS) Customer Satisfaction Survey Results (2010/2011)

2011 Results:

Response	Number Each
Chief of Staff	10
Commander	12
Deputy Commander	7
CO	3
Command Master Chief	10
Reserve CMC	9
(dx)	3
SRO	24
Other (please specify)	5
<i>Department Head</i>	2
<i>Full Time Support</i>	1
<i>Investigations</i>	1
<i>Planning</i>	1
Total Responses	89

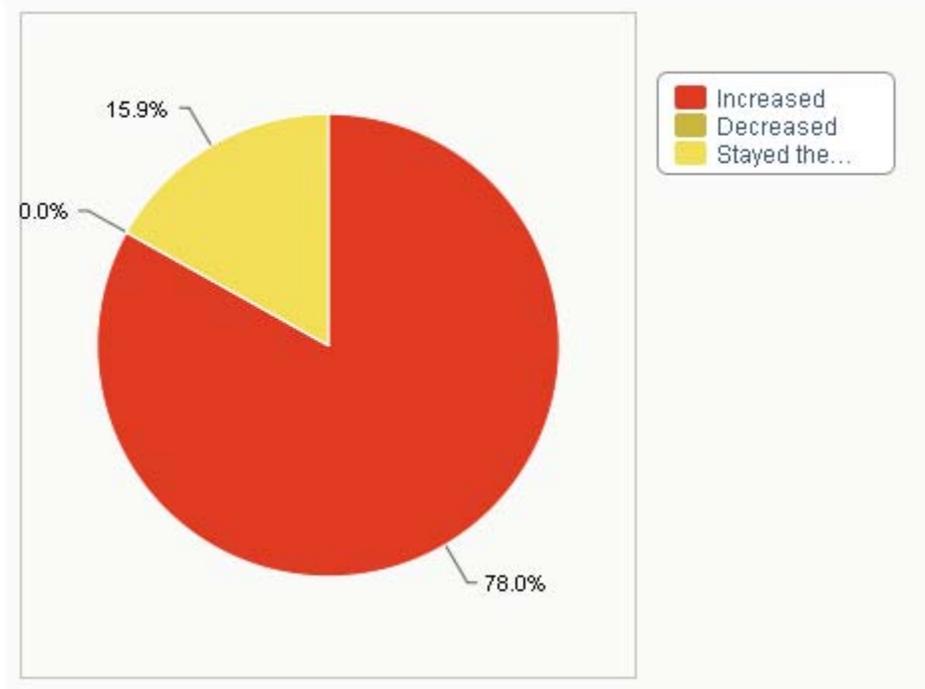
2010 Results:

Response	Number Each
Chief of Staff	3
Commander	13
Deputy Commander	6
Chief, CP/FR	5
Command Master Chief	7
Reserve CMC	6
(dx)	0
SRO	12
Other (please specify)	8
<i>Chief of Logistics</i>	1
<i>Admin Division Chief</i>	1
<i>Admin/Personnel Div Chief</i>	1
<i>Yeoman</i>	1
<i>RFRS FTS</i>	1
<i>Division Chief</i>	1
<i>planning staff</i>	1
<i>Assistant Chief - Reserve, Planning and Readiness</i>	1
Total Responses	60

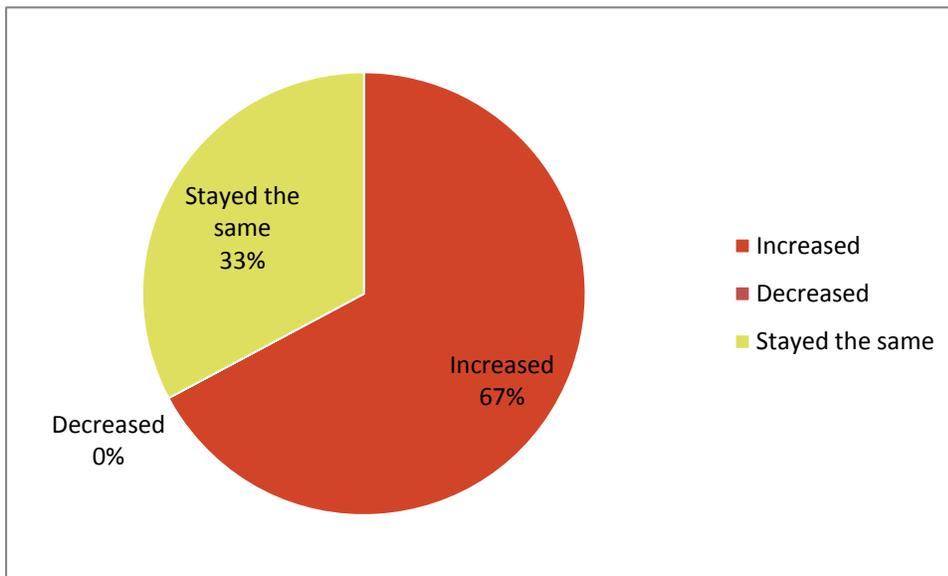
3: As a result of RFRS implementation, my unit's readiness has...

(Respondents could only choose a **single** response)

2011 Results:



2010 Results:



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Please comment:

Response
We have just received our RFRS billeted position at Sector. Though the position is appreciated, it is too early to comment on any definitive results.
Staying on top of the Metrics has been a big improvement in the Sector's Reserve Readiness.
The delineation of AD & Reserve responsibilities with respect to readiness is key ... in our case, it has helped redirect efforts on both the AD and Reserve sides. And FTS is absolutely critical to maintaining readiness ... you need someone with a constant hand on the wheel, ensuring members complete readiness requirements. Otherwise, readiness is an invariable series of fits and starts when managed as a collateral duty.
As measured from CGBI and based on DWH deployment rates
Slightly, mostly due to the Chiefs Mess taking control of their personnel.
My Sector is now leading CG in readiness metrics.
Metrics compliance usually improves after RFRS staff notifies member to correct discrepancies.
we were on of the initial sites. Our staff has significantly improved accountability and support for our reserve program.
Personnel readiness has improved Better coordination and communications flow on reserve issues
Dedicated interaction/coordination/alignment between the active and reserve forces
Better tracking and follow-up on members who do not meet readiness requirements.
Having a staff element with a sole focus on Reserve Readiness has helped us drive readiness much better than in the past.
better tracking of medical & training requirements and ensuring mobilization readiness.
Due to our inability to have consistent senior reserve officer billet filled, coupled with a large geographic area our reserve readiness is not where it needs to be. However, our reserve problems are not the result of RFRS.
Due to the efforts of the RFRS Staff, Sector mobilization readiness increasing from 80% to over 94%, highest sustained readiness in District.
Though it is difficult for me to comment specifically based on the short length of time I have been assigned here, my sense is that RFRS has not helped at either the District or Sector level with much other than removal of non-participating members. While this is a needed endeavor, this should have been the responsibility of the commands, the SPO and the supervisory chain all along. I am also finding that the RFRS staff does not communicate very much, if at all, with the reserve leadership teams or anyone, for that matter. At least one commanding officer has told me, "I have no idea what they do."
Sector Key West has not yet received a RFRS billet.
My RFRS staff is AWESOME and - along with the outstanding work of our SRO - has directly contributed to our 95 percent readiness.
RFRS has been billeted but not filled yet
Within the district - substantial improvements in administrative tasks (including medical) have been observed. RFRS staff members conduct road trips to units and in assembly line order - get folks

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through processes that would have been done piece-meal prior to RFRS
Increased greatly!
We have an outstanding RFRS staff coupled with the full support of the host Active Command
The attention to details and weekday capacity our RFRS staff provides to address readiness issues for our reserves coupled with our reserve organization focused on detailed planning for readiness and competency attainment has had significant cumulative effect on our readiness over the past 2 years. We are consistently maintaining key readiness metrics above 90%.
Our RFRS staff is an incredible asset which provides significant continuity and focus on key reserve issues within the Command.
Having the RFRS staff has allowed a consistent Mon-Fri effort to identify issues and resolve root causes associated with less than optimal deployability and readiness metrics. It's much better than trying to improve over a drill weekend and/or few short days in the office.
Our numbers have gone up significantly since the implementation of the RFRS staff.
The RFRS Staff greatly assists the SERAs monitor compliance and provides real time updates as to new mandates, rather than the SERA finding out about changes on a monthly basis
Having the RFRS significantly reduces the XO or Deputy's need to be involved in all the reserve readiness issues. RFRS are able to monitor, track and engage reservists and active duty leadership at Sector sub-units to gain compliance.
No RFRS at the District level
I have not observed direct improvement.
Recommend reviewing distribution of RFRS billets and positions to make sure they are optimally placed and that field units are appropriately supported. Some commands with large numbers of reserve members seemed to have received less than other units with fewer reserve members. Also, recommend increasing number of RPAs and having them assigned to commands with large numbers of reserve members.
All Sectors should have a full-time RFRS staff, preferably Civilians for continuity purposes. At Sector UMR we have Ms. Robinson (GS-12) & Ms. McDonnell (GS-6) who do a great job which results in Sector UMR having some of the highest Reserve metrics in the entire CG.
The RFRS staff at SUMR actively work on trending issues with the SELRES workforce and ensure that reserve readiness and administrative issues are resolved at the lowest level.
"Readiness" metrics have improved...not sure necessarily "as a result of RFRS..."
While I cannot comment on the readiness of the Reserves prior to RFRS implementation, I assume that the readiness has increased.
Very significant gains in readiness upon RFRS implementation
The choice to assign a BMC with extensive TMT/competency management was a superior decision as the RFRS member easily de-conflicts TMT issues and has a keen knowledge of competency requirements
There have been some improvements to reserve readiness as a result of RFRS staff. However we only have one RFRS staff member assigned to our unit, a YN1. We need at least one additional, more senior member like a chief petty officer or JO to interface with Stations.
RFRS has led the way for our Reservists to fully integrate into all operations at Sector - VBST, Port Operations, Planning and Logistics.
RFRS provides essential support; great asset!

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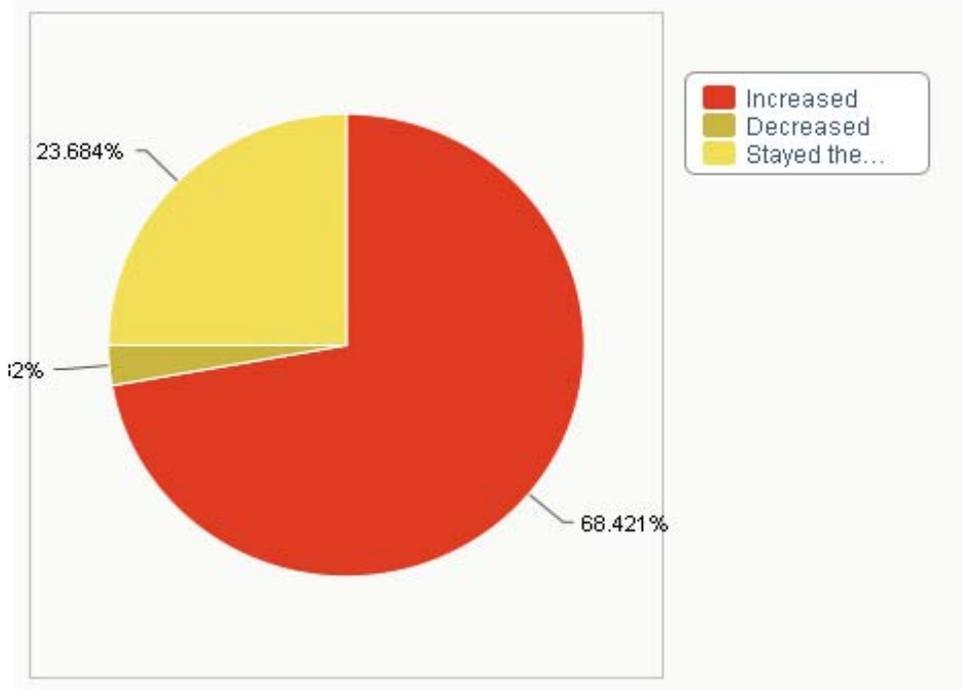
I think these guys bust ass for us!!!

	Comments Submitted	42
	Responses Received	82

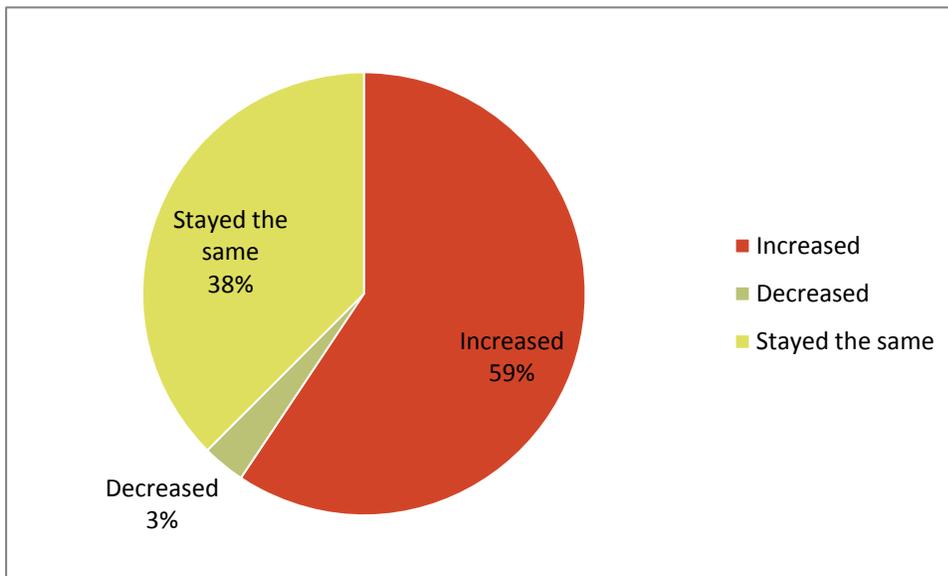
4: My unit's access to Reserve-specific guidance and resources has...

(Respondents could only choose a **single** response)

2011 Results:



2010 Results:



Reserve Force Readiness System (RFRS) Customer Satisfaction Survey Results (2010/2011)

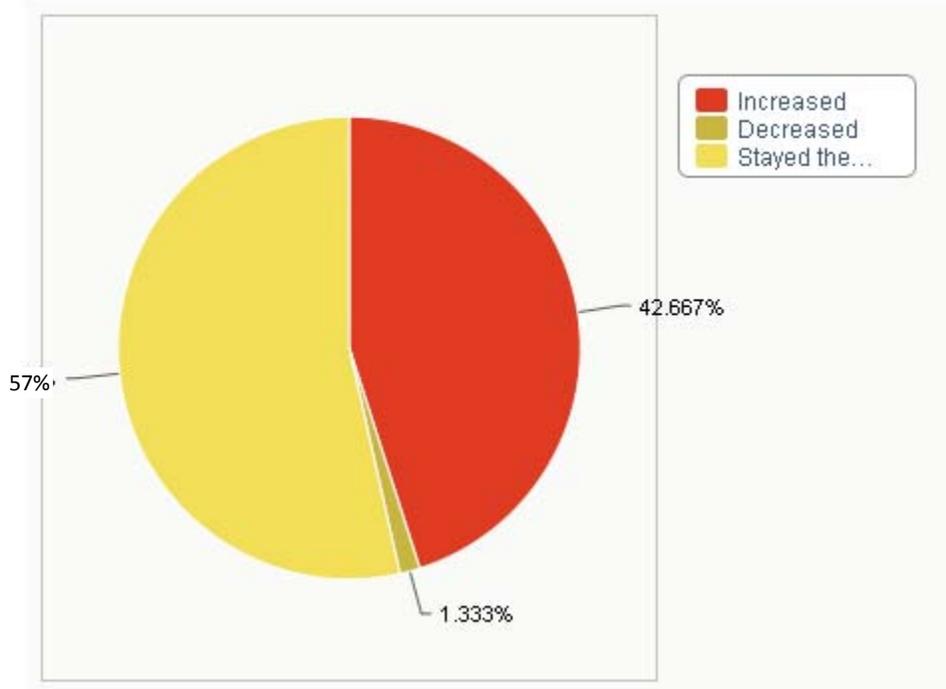
Please comment:

Response			
We just got our FTS on board ... anticipate access will increase as the member becomes immersed in the job.			
RFRS attendance at annual conferences has been very beneficial.			
Getting everyone up and running on CAC-RAS continues to be an issue.			
RFRS CDR billet was filled with a LCDR, albeit a very competent one. The individual was permitted to retire early to accomodate family concerns. Backfill is a fleetup recently minted LCDR and an ADOS E7...not ideal but workable short term as we balance respecting a Shipmate and honoring our Service.			
RFRS and SRO work closely together to ensure consistent and accurate guidance is provided			
Superb support by the rfrs staff from status of training to assistance with OER administration and endorsement drafting.			
Again, because of the small number of reserve members we have and the lack of senior leadership within our reserve program we have seen little change in reserve readiness our use of available reserve specific guidance.			
Significant increase in communication to all Reservists is directly attributed to the RFRS Staff.			
The RFRS staff has not become a resource for the reserve members. I have seen models where this is true, however. The D1 RFRS staff sends regular correspondence to members with new Reserve guidance links, relevant messages, etc.			
More aware of online resources			
The networking and flow of information has grown ten fold. This is not only driven from our local RFRS Staff here at Sector Northern New England, but also the that the trickle down effect from D1 DXR is outstanding.			
Our RFRS staff is extremely knowledgeable and accessible by our reserve supervisors and members to address a variety of needs including orders, lodging, re-enlistments, advancements, readiness, etc. They work during our drill weekends to be available as a support resource and their commitment to our success is clearly evident.			
Same response. Mon-Fri access and dissemination of information has been very helpful.			
RFRS is there to offer assistance when needed.			
RFRS remain in constant contact with D7 and HQ for most recent guidance and rely on a wide range of resources.			
We have had personnel turn-over in leadership.			
I depend heavily on Dxr staff for resources and support.			
The RFRS staff actively distribute/share reserve specific guidance and information to the SELRES workforce.			
The newly assigned RFRS member works extensively with the AD and Resv. Command Cadre to ensure guidance and resource delivery			
Our RFRS staff is extremely knowledgeable and accessible by our reserve supervisors and members to address a variety of needs including orders, lodging, re-enlistments, advancements, readiness, training requests, etc. They work during our drill weekends to be available as a support resource and their commitment to our success is clearly evident.			
		Comments Submitted	20
		Responses Received	76

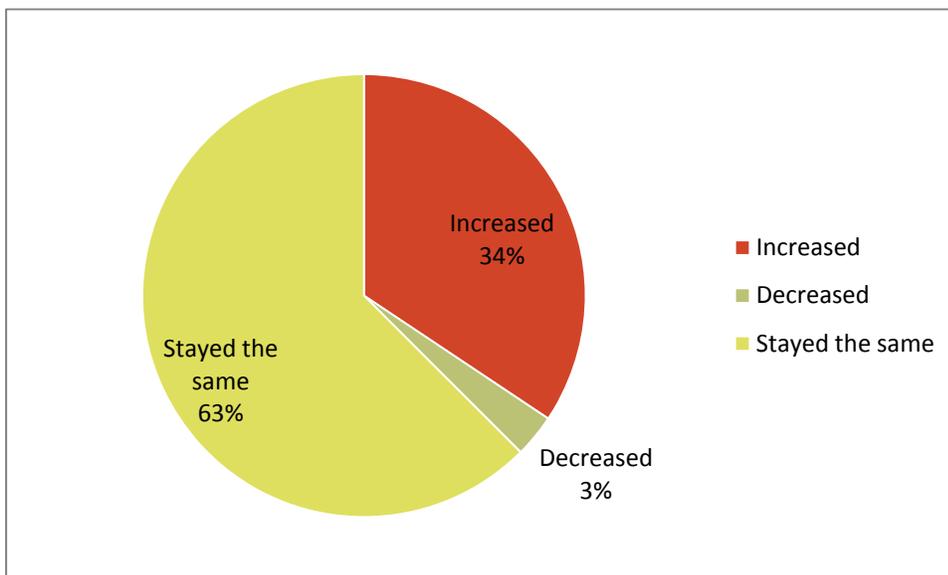
5: My understanding of my responsibilities regarding Reserve personnel assigned to my unit has...

(Respondents could only choose a **single** response)

2011 Results:



2010 Results:



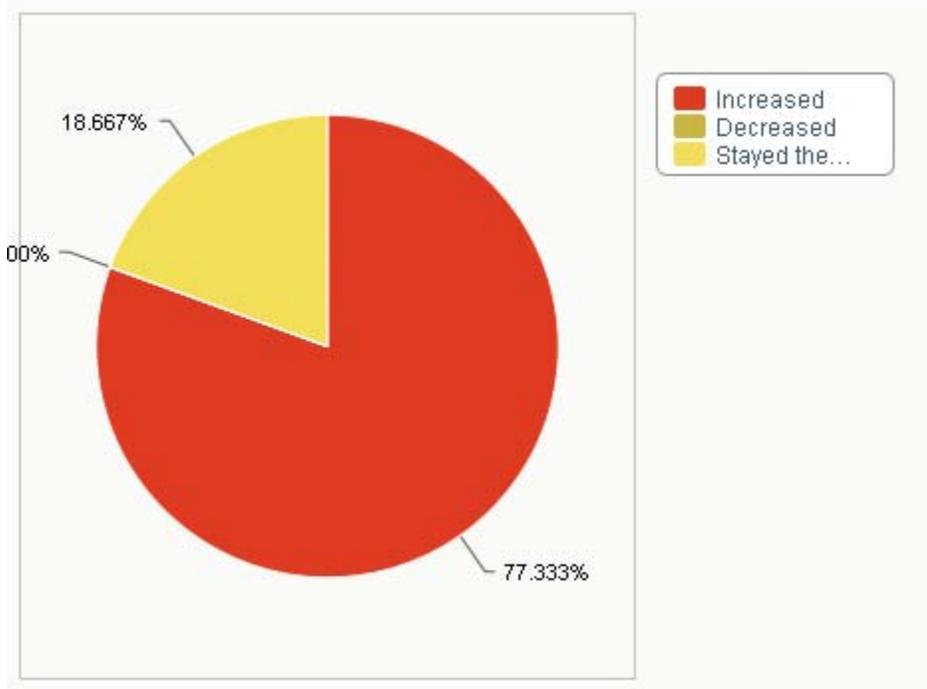
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Please comment:

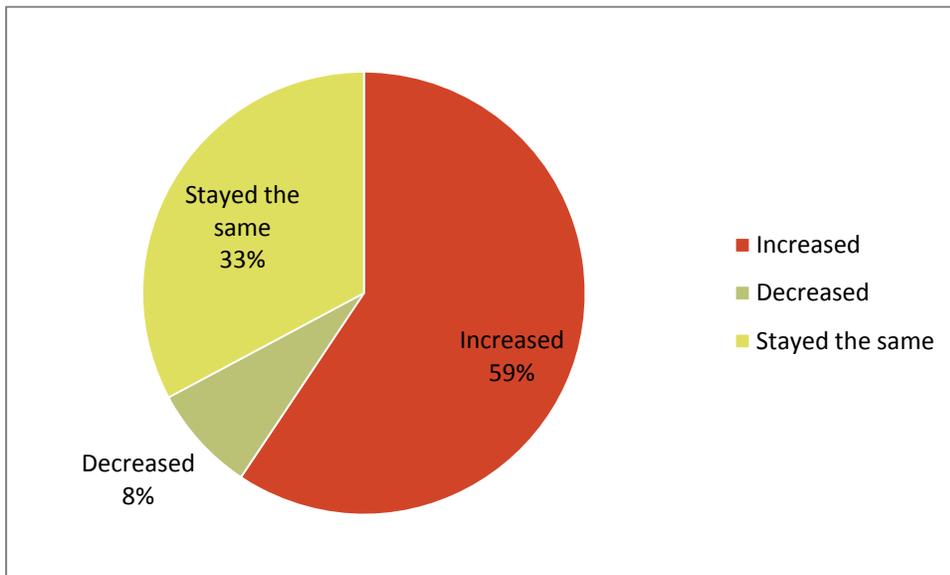
Response			
My knowledge is very good, however, I have recently heard a different and less strategic approach to purpose of RFRS...that YN is the desired skill set. Ideally, a CWO or above would lead the staff with a YN and others in support.			
Every reservist has different needs and challenges. Often difficult to satisfy everyone's needs versus wants.			
These folks have kept me in the loop. Was also able to participate in the Reserve policy board so it cuts both ways.			
I've enjoyed a close working relationship with Reserves throughout my career along with an understanding of how the reserve program fits into the organization.			
Primarily due to being new to assisting with the management of the reserve program.			
Each month, RFRS Staff holds meetings to discuss Reserve personnel assignments.			
Again, no impact, but this is probably an overall negative, because there really should be an INCREASE.			
My understanding was that Sector Key West should have already received a RFRS billet.			
My duties and responsibilities as a Command senior Chief are still the same. At least now there is a staff to support our efforts.			
Having been an XO with a SRO that wasn't able to be very engaged due to his civilian job, I've been very familiar with all things related to the reserves for years so my knowledge and understanding of my responsibilities has not changed.			
No reportable comment.			
As SRO, my responsibilities have not changed.			
The SUMR RFRS staff assist and provide supervisors with information regarding the Reserve Program.			
The RFRS's exceptional implementation of the ITP that ties the competency responsibilities to a direct career path has focused competency attainment efforts.			
Our responsibility to be ready and competent was already evident per the Commandant Reserve Policy Statement as RFRS was transitioning so while the RFRS staff is a great resource, the focus on our responsibilities as reservists was already underway.			
		Comments Submitted	16
		Responses Received	75

6: My level of confidence in my unit's ability to mobilize Reservists has... (Respondents could only choose a **single** response)

2011 Results:



2010 Results:



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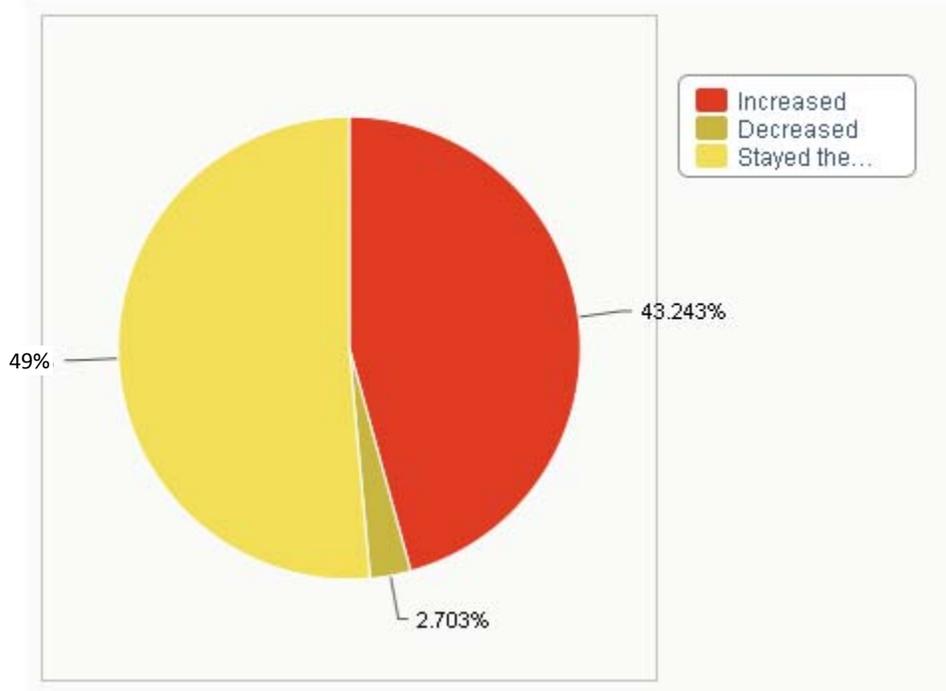
Please comment:

Response			
We have a better understanding of who does what.			
DWH showed us how quickly we could mobilize our reserve forces.			
High level of readiness.			
My Sector mobilized a large percentage of reservists for DWH.			
Evidenced by DWH response. I think the CG Reserve showed the tremendous commitment, skill, and leadership abilities of our reservists.			
Mass mobilizations, such as Deep Water Horizon, certainly proved that reservists could be mobilized on short notice, but the mobilization process could be improved.			
did a nice job during DWH - mobilized over 50%.			
Having the RFRS' billets on staff ensures that is the case.			
Better visibility of the reserve program and its "quirks"			
We are much more knowledgeable on the process than in the past. Of course, the Deepwater Horizon experience helped raise our proficiency in this area as well.			
still need an rbs			
Increased slightly, but only because of the number of members deployed to support DWH ops.			
As exemplified during Deepwater Horizon, the Sector was able to mobilize 54 reservists. These efforts are directly attributed to the RFRS Staff.			
Not been impacted by the RFRS program.			
Our readiness and mobilization support for DWH speaks for itself.			
Our members are much more ready to mobilize then they were a year ago.			
Increased admin readiness equates to increased ability to mobilize. Additionally due to Logistical admin staffing shortages on the active duty side, the RFRS billets are critical to assist in the paperwork/admin work needed to mobilize personnel.			
There is still room for improving the mobilization and demob process. We seem to run into the same problems each time there is a mobilization.			
A dedicated staff reviewing Reserve Readiness is a plus because of the issues that they can resolve and bring attention to if needed to ensure that the Sector Commander is well aware of the readiness status of assigned personnel.			
Fast and efficient funding seems to be the only roadblock to speedy mobilization in voluntary solicitations.			
I believe the old way of CPRL and deploying outside the regular drill site has decreased - very good move.			
Our RFRS staff has clearly made a major impact in our ability to mobilize as evidenced by the number of reservist who were efficiently deployed to support the Deep Water Horizon spill response.			
DWH was an example of how these guys made us better.			
		Comments Submitted	23
		Responses Received	75

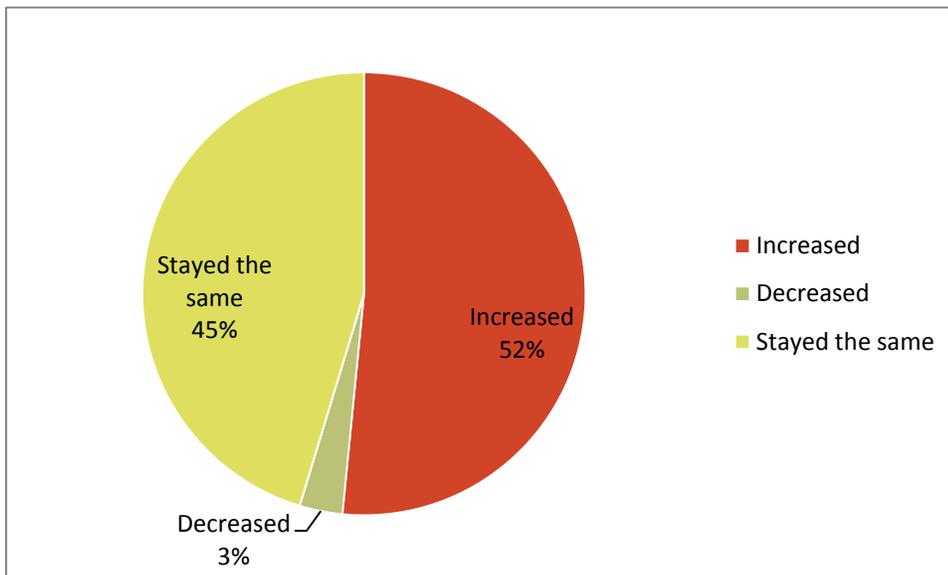
7: My level of comfort regarding my responsibilities to the Reserve personnel assigned to my unit has...

(Respondents could only choose a **single** response)

2011 Results:



2010 Results:



Reserve Force Readiness System (RFRS) Customer Satisfaction Survey Results (2010/2011)

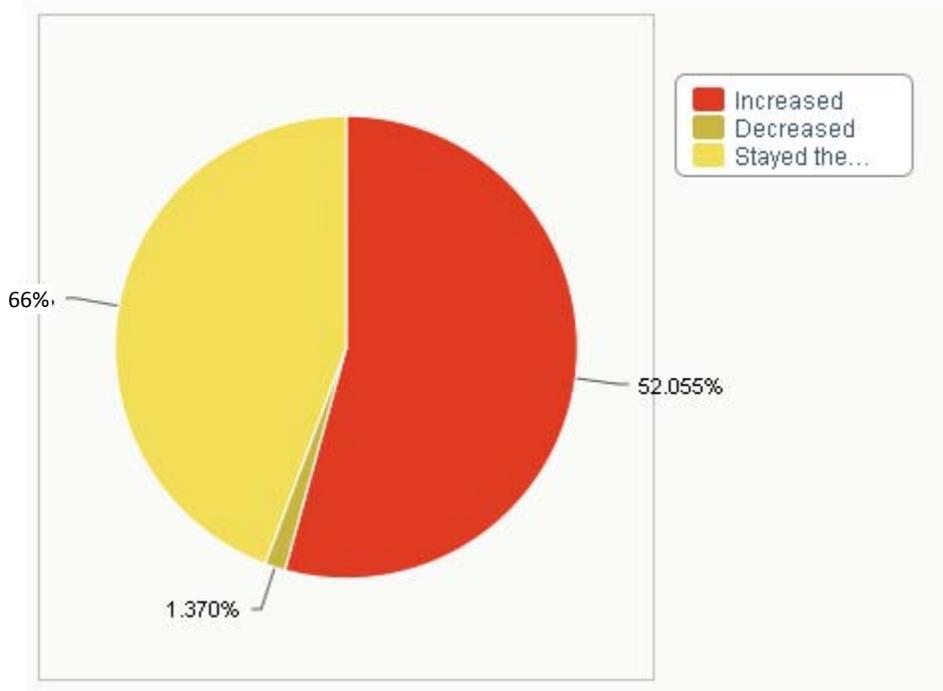
Please comment:

Response		
There are always issues to overcome.		
My RFRS staff (YN1) transferred recently. Not sure her replacement is performing at same level, but hope she will quickly get up to speed.		
Defining the services that RFRS provides to the members would add clarity to the roles and responsibilities of reserve leadership.		
Appreciate having full time experts with the right tools.		
See #5 response		
I've worked closely with Reserve personnel and the Reserve program since 1989 (at District, Group & Sector levels w/numerous mobilizations over the years) so I have always been familiar with unit responsibilities toward Reservists.		
RFRS provides a good place to find these resources.		
Our RFRS Staff is extremely proactive in addressing all reservist questions. Timely communication from the staff to the reservist is found throughout the Sector.		
The RFRS has caused more confusion than anything else.		
I am more confident knowing that I have the resources and support of our local RFRS staff		
Again, already familiar with reserve program.		
Since RFRS implementation, many others are supporting this effort too, allowing me to better fulfill my responsibilities.		
RFRS has helped to improve reserve support. However we still seem to have many of the same issues that plague the reserve program; such as difficulty getting quals and reserve members still not meeting their own readiness measures without being nagged by the RFRS staff.		
With the support provided by the RFRS staff, my comfort level that our part time leadership (E7 and above) can effectively manage the training and readiness for the various training groups within our organization is certainly higher. RFRS is a valuable resource and provides a conduit to full time, weekday support that prior to implementation was hit or miss at times.		
My level of comfort???		
	Comments Submitted	15
	Responses Received	74

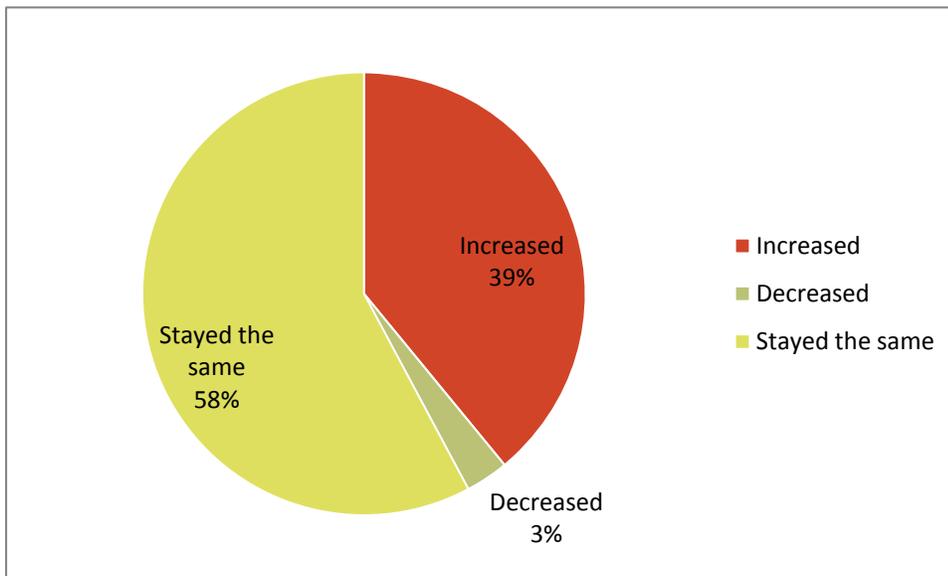
8: Accessibility to training for my unit's Reserve personnel has...

(Respondents could only choose a **single** response)

2011 Results:



2010 Results:



Reserve Force Readiness System (RFRS) Customer Satisfaction Survey Results (2010/2011)

Please comment:

Response
With limited training budgets, the reserve forces are put behind the AD. Advanced ICS training slots are particularly difficult to get.
Use of Reservists on WQSB created mandated training reflected in ITPs
excellent access to training.
Prior to RFRS, I was convinced we had the worst FOT in the CG. Our reservists could not get any formal training. After RFRS we now have personnel receiving regular formal training, such as C-Schools and workshops.
Obtaining training on the weekends has always been a difficult task. ICS training is especially difficult because there are not many who can sign off PQS.
This is a challenge, one that has always existed but I do believe it has improved over time and with the incorporation of RFRS.
RFRS helps coordinate training throughout the unit and AOR to meet the needs of the members
Some areas have improved - better coordination between units - but other areas are harder with the reliance on the CAC. It makes it more difficult to do online training from home in remote areas that still rely on dial-up service.
I think accessibility is about the same, but awareness of who needs training has increased... we know who to push for various training needs.
With a dedicated staff it appears that reserves are kept better aware of training opportunities.
CGBI and the District's use of this tool probably also equates to our increase in getting our reserves required training.
The RFRS Staff over communicated training opportunities and works directly with the reservist to ensure timely entry of training request.
I see little effort in this regard, though there is at least some communication about ICS training.
It goes without saying, but a competent support staff such as ours can only improve upon the units training resources and invent new creative ways to improve our readiness.
Being able to coordinate drill weekend activities during the work week has been a force multiplier relative to training.
Accessibility has increased some because I have a full time staff that can track and look for training opportunities. However, we're still not always able to pay for the additional training opportunities due to fiscal restraints (OTD, etc).
On some points, increased; in a couple areas - decreased, possibly due to limited funding and poor planning/communication.
Training opportunities have increased significantly (ICS, reserve boat colleges, prevention colleges, etc.) as a result of RFRS implementation.
RFRS staff seeks and provides needed info for the reserve workforce.
The training piece is the focus for the near term. I expect that training issues and accessibility to training will improve steadily going forward.
The ITP process shows promise. However, the TQC execution is severely broken with regard to reserves. TQC class convene lists rarely provide even 20 days notice and reservists have a 45 day window. TQC NEVER lets members know they are NOT selected for a seat. As such Reservists must have multiple class requests with a final set of last ditch orders. Additionally, Reservists must obligate all ATU 90 ADT-AT prior to 1 July to adhere to cognizant District spend down scorecards. Competency

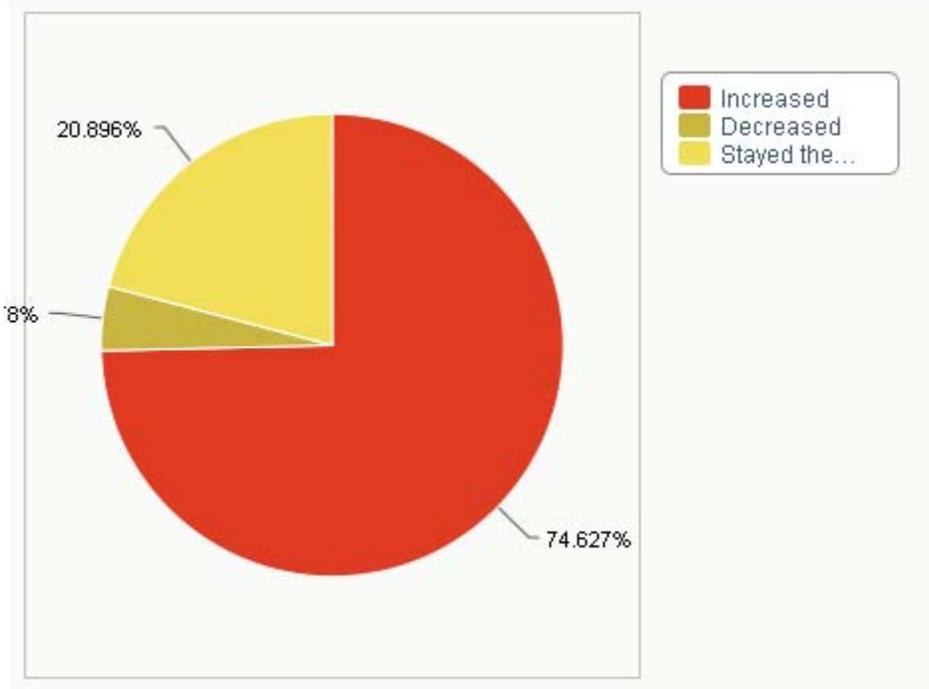
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<p>Training (other than A-Schools) with regard to reservists remains difficult to impossible for individuals to plan.</p>		
<p>Our reserve supervisors have always aggressively pursued training. Prior to RFRS, training was coordinated through the ISC (pf) staffs and we were already planning local training colleges. RFRS plays a significant role in facilitating the training requests and logistics for the various training evolutions so execution has become easier.</p>		
	Comments Submitted	22
	Responses Received	73

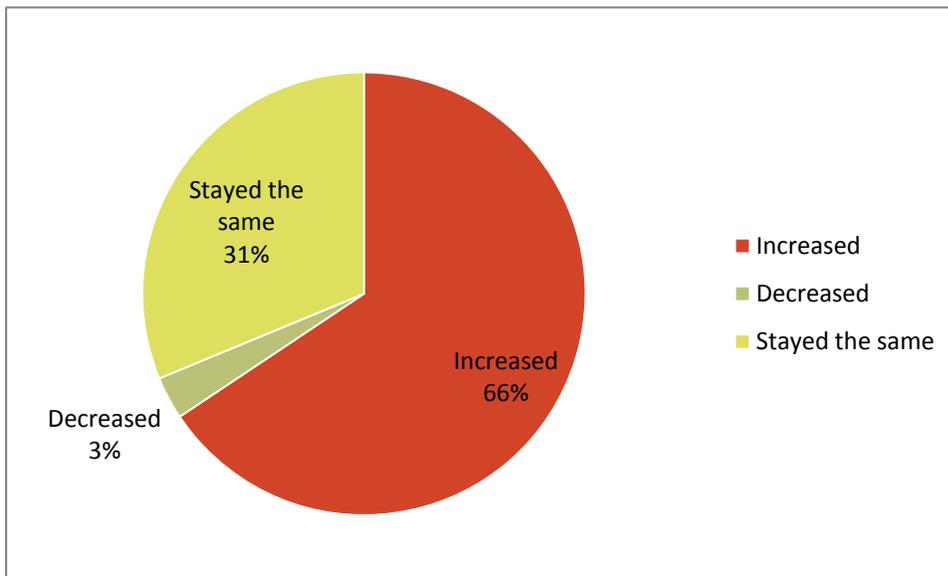
9: Reserve personnel support has...

(Respondents could only choose a **single** response)

2011 Results:



2010 Results:



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Please comment:

Response
New FTS at the unit.
Remains strong.
The active duty command has been very supportive of all reserve issues and continues to address any concerns and challenges that occur.
Absolutely improved.
I subscribe to the Reserves being a part of our organization verse a separate entity within it. I was pleased to see that FORCECOM has received RFRS billets to ensure Reserve equities are incorporated into TTP, Training and Assessment. This will further provide us with the support necessary to prepare our reserve personnel and set them up for success in their chosen field.
Support has not really changed since RFRS was implemented in my Sector 2 years ago.
Primarily due to the loss of personnel and no new members replacing them.
RFRS has become a one stop shop for all issues pertaining to Mobilization Readiness and member support. As an SRO of a large operational Sector, I have extreme confidence in our staff. The confusion caused by this ambiguous and poorly-defined staff has caused more harm than good, particularly at the Sector level. Despite the good intentions to have Reserve resources fully supporting reserves, by making them part of the regular active duty command, what I have observed is: district (dxr) members being temporarily assigned to other positions, RFRS at all levels being seen as a great resource to fill a whole bunch of collateral duties, RFRS taking action without consulting a single reserve member for processes that could use such input (why do we have SROs if we don't consult them), and so on. This is not just true in my District, but in others as well.
Addition of SERA greatly aided in individual support
Our RFRS has done an amazing job, couldn't do without him.
Yes, through the outstanding efforts of our Team supporting all facets of our Reserve personnel. Whether it be direct support to the member or to his or her family when mobilized. Our RFRS staff/ team is more than aware of the family members left behind and are there to offer support and follow through as needed. We are extremely fortunate to have LT Hewes leading our RFRS staff and kudos to her for ALL her efforts! Thank You for this opportunity, SC Hart
Investing in the RFRS staff has been key to increasing readiness and certification levels within the reserve program, and ensuring a fully capable force ready to deploy when needed.
RFRS manning as certain sectors is woefully inadequate given the expanding potential uses of reserve forces. While sectors with average RPALS continue to grow RFRS staffs, some with significant numbers of reserves remain at the same manning levels year after year.
Support has increased significantly since you've gone from one active duty XO/Deputy and one SRO overseeing the management/readiness to a full time staff of 4-5 people.
I have over 200 Reservists who drill at 8 different geographical locations throughout my Sector, yet my RFRS staff is only 3 people-the same as many Sectors with significantly fewer Reservists/locales. It is very hard to give enough attention to all Reservists w/ such as small staff-which by the way, is in danger of losing one of its members due to a pending PAL change.
While it has increased, the RFRS personnel have put an additional burden on our Planning staff as no supervisor billet was included with the allotment of RFRS staff.
Excellent support!

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<p>Having dedicated RFRS personnel to support and assist SELRES is definitely a strong way to show reserve personnel that they are important by having "reserve experts" that can resolve common reserve issues that may not be as prevalent or specific on the active duty side of the house.</p>		
<p>Because the RFRS staff has a dedicated YN and is sitting in logistics, not planning (where the Sector construct placed the RFRS billets).</p>		
<p>With dedicated ACDU cadre, 90% readiness in: Admin, medical, MTA/B and local training should no longer be a problem...we now need Clear Competency/C-School/ICS position specific course support from the TQC process.</p>		
<p>Overall support has increased but we can still do much better. Our unit only received one active duty RFRS billet (which was already assigned to the SPO). We would benefit greatly from an additional more senior RFRS staff member to supervise and support the YN1 and interface with Station CO/OICs.</p>		
<p>Our Station COs have fully integrated the Reserve force into their operations.</p>		
<p>Implementation of RFRS has definitely resulted in an increase in personnel support at our unit. They provide a full time support arm that our reserve leaders and supervisors can reach out to for readiness and training support.</p>		
	Comments Submitted	24
	Responses Received	67