



Message from the Director

We are facing serious challenges across the Army and operating FMWR programs on Garrisons has become a fiscal reality fundamentally different from what we have known in the past. In many instances, Army FMWR's are now funding their own utilities; facility and equipment maintenance; custodial; grounds keeping; transportation and minor construction projects from locally generated Soldier dollars. This fiscal situation intensifies our need to continually conduct program reviews to ensure we operate efficiently and continue to provide the most valued Quality of Life programs to our Soldiers and Families at Fort Leonard Wood.

Our most recent review of FMWR activities was in no way a critique of the importance of Soldier and Family programs or the hard working, dedicated people running the programs; but was propelled by decreasing budgets and the need to operate efficiently. The recent reduction in operational hours in the Fitness Centers; elimination of "no cost" swimming and RV storage; adjustments to pricing; seasonal closure of the golf course; and reshaping of our special event programs were in no way a reflection of their importance – but was a hard (informed, careful, thoughtful) choice to work within our revenues and budgets . While our customers are impacted; we also have made tough choices internally by reducing our workforce, furloughing staff and limiting incentive awards. All these measures are not what was planned, expected, or forecasted; however both our customers and our FMWR Team are facing a financial impact at the front and behind the counter.

What many customers do not realize is FMWR is typically the highest employer of Military spouses and retirees on an Installation. At any given time, our workforce at Fort Leonard Wood is comprised of anywhere from sixty percent or higher of spouses and at least twenty percent are former Military members and retirees. Many customers understand FMWR operates with business principals; however most are not aware our income remains on the Installation to support our service members, Families and retirees. The funds earned in each of your FMWR facilities and programs provide all the Army, Air Force, Marine and Navy Military units on the Installation with their unit funds. And when the fiscal year ends, any profits earned locally are reinvested back into Fort Leonard Wood.

We understand there will always be choices when it comes to one's discretionary spending. We respect each of our customer's right to participate or not participate in on-post events, to frequent FMWR facilities and programs; to swim or exercise on or off the Installation; to cater events with outside businesses; but at the end of the day it will always be our promise to reinvest your dollars back in to improving Fort Leonard Wood.

Our number one priority will always be to ensure we continue to provide excellence in customer service, a welcoming environment and programs that enrich your stay at Fort Leonard Wood. We will always respect our customer and do our best to provide excellent service to each person who walks through our doors.

Thank you,