

## Town Hall

February 23, 2011

Began: 1600

Good Afternoon – by LTC McAdoo

### Slide review – March/April/May Post events

HOT TOPIC:

*AAFES HOURS OF OPERATION:*

**Brian Smith (AAFES Area Store manager)**

- Shoppette – Open for 18 hrs instead of 24 hrs

-Taco Bell – re-molding/renovations –no time line for closure of Taco Bell or when it'll open, but it's time for re-modeling of the area, that has to be done.

-Subway – will remain opened, and no time changes will be made.

- Taco Bell – will shift locations to where Baskin Robbins was – better for lines during lunch/dinner hours

-Shoppette in Upper Wetzel – We have worked at it, from AAFES standpoint a shoppette in upper Wetzel would have to at least make \$1000 per day – to break even. According to stats and population, AAFES doesn't think it's possible.

**LTC McAdoo (Garrison Commander)** – I spoke to the board, they came back and said \$1000 a day is what it'll take to put a shoppette there. I've asked them to look at Trailers from AAFES; they can operate out of that and see what kind of money they can actually make. We need to try and prove them wrong.

-**Question** –PX - what about operations hours – maybe we can do something like the commissary does – early bird on certain days. It would be helpful for the spouses left behind during deployment, to be open earlier.

-**Brian Smith (AAFES Area Store Manager)** – We can look into that – no one has ever suggested opening earlier, only staying open later. Again, it'll be based on business during those hours and if it's feasible to do. But we will look into it for the future.

-**Question** – Our current Shoppette is out of the way – maybe the Wetzel shoppette would be better if it was put in a centralized location – they could walk to it (high school age, etc) – since Wetzel is more closely laid together instead of spread out like Smith.

-**LTC McAdoo (Garrison Commander)** – Keeping up with the story of the \$1000 a day. I suggested the trailer option first to see if it's even possible to have a shoppette in Wetzel.

-**Comment** – How much does the shoppette on Smith make daily?

-**Brian Smith (AAFES Area Store Manager)** – Roughly \$30,000 a day in sales at the shoppette here on post right now, less gas.

**BELL RING – 982 was the number drawn – picked the gift card to Exchange (\$25.00)**

HOT TOPIC:

*CMR(Community Mail Room)*

Chris Macri – DHR (Director of Human Resources)

POSTAL SERVICE CENTER – Starting up – electronic notification of packages – package notifications will be sent via email - preregistration card will be in your box beginning March 1<sup>st</sup>. It will let you choose 2 email addresses for notifications (AKO is suggested for 1 of the email addresses). Fill it out the forms which will be placed in your mail box, turn it in the mail boxes at CMR or REP's at CMR desks. Start date of this new program should be NLT (no later then) 1 May.

**HOT TOPIC:**

*Washer/Dryer Survey Results*

LTC McAdoo (Garrison Commander)

– As you can see, the screen shows the results 80% said YES we do want the German style Washers/Dryers. The survey result information was given to IMCOM-E (Mrs. Diane Devins) – her response “we’ll give you \$1.4 million for them.” You will be getting them in your houses if you don’t have them already.

-Plus side –we’ll still keep large washers/dryers downstairs in the basements.

-Plan – we’ll start as soon as the money is released (within next couple of weeks) to purchase systems, 1<sup>st</sup> cut of homes that will receive them are families of Deployed Soldiers – 4<sup>th</sup> floor to 1<sup>st</sup> floor in each building. Again, there are 680 homes that needs these system, that’s a LOT, it wont happen in 2 months, it’ll be probably 1 year to get all installed. But we have come a long way and we’ll get their soon!

**HOT TOPIC:**

*Wetzel – New Town Homes*

– 1<sup>st</sup> of June, these building will be evacuated (11 bldg’s) – and made into townhomes – nice homes like K-Town (picture shown on screen) – These are for E-1 to E-6’s only to live here, not E-7’s and above and not officers. Project to be completed will be 2 years (long term project, 90 in total in all at Wetzel)

**Past issues:**

-DPW U-Fix-It-Store – Moving and replaced by Hill Top Theatre

-Arts and Crafts will move to old museum (by HoC) – Spring time 2011

-New ATM’s – Lagerhoff and by Wetzel (Photo shown of both ATM’s)

-New Dumpsters – cages going around post – getting rid of old metal and replace with plastic ones.

Hopefully by spring/summer they will all be done around post.

-ICE (Interactive Customer Evaluation) – the only way we know at Garrison if we’re doing the right job for you as a community. Please fill them out – NO ONE should be pressuring you to fill these out. Please try to do the ICE surveys online if you’d like. Please put name/email so we can respond to you.

-Community Bank – doing some renovations – they will be parking a trailer (Spring time) then they will open back up. It’ll be shut down for 3 days during a week (Wed – Fri) to move into the temporary trailers and reopen on Monday of the following week. The ATM at the Bank will not be available for those 3-4 days, but it will be back open at the trailer.

**BELL RING – 931 – MOVIE TICKETS (2)**

**YELLOW CARDS Questions:**

**Read by CSM Reddock (Garrison Command Sergeant Major)**

- 1) **Question:** North Tank Trail Gate (NTTG) – how long is construction expected to last?  
Can we open Chicago gate during that time?

**DPW (Mr. Jerry Walters)** – Major project to replace gate to wall – we'll re-open one of those gates while NTTG it's closed.

- 2) **Question:** Last year there was no coverage in the Herald Union at Graduation – will we have coverage?

Overall we need more newspaper coverage for activities on BMC (Baumholder Military Community)

**LTC McAdoo (Garrison Commander)** – If you've been down range you know it's important to see your son/daughter graduate – they have tried to pipe it down range. We're working with 170<sup>th</sup> to pump it there during the event – maybe have the Battalions clump together to view it. We have also already established that we'll record the event and make DVD's to send to families so that no one misses the event, especially down range.

Newspaper issues – Please send news to PAO (Photos/stories, etc...) we'll get the coverage for your event. We can only be so many places with the manpower that we have. And we cover all those events, but if you have an event or news that you want covered, please contact PAO (Public Affairs Office) and we'll get coverage out there.

- 3) **Question:** My amime club was shut down on the same day it was supposed to meet at the Baumholder Library by someone higher up, not inside the Library itself. Why was it shut down before it got a chance to really be available to the community as a socializing group outside of other more limited options? I was told it needed to go to BOSS but I am a spouse, not a Soldier, and several other members are civilians as well, why is a venue that was open to everyone being shut down to potentially be open for only a few?

**LTC McAdoo (Garrison Commander)** – I'm not sure why it was not set off after it was supposed too. We can surely look into things like this in the future.

- 4) **Question:** Lower Wetzel Gate – It has been closed for some time now – will it be open anytime soon? And now the Upper Gate is open and it's a big inconvenience – I've seen huge trucks stuck because the way it's situated.

**LTC McAdoo (Garrison Commander)** – As far as I know – it was modified about 1 ½ months ago, the intent was to make it large especially for large trucks/vehicles going out– so that whole plan didn't make much since because there is already damage to the new system because it's not wide enough. As far as the Lower gate, it's a matter of money and manning – it's opening for PT in the morning, but other than that it's closed. There is no plan to keep it open after that – except for pedestrian gate. It costs \$250,000 a year to man by 1 person. We have already been told to make cuts expenditures at places and having this gate open just isn't feasible.

- 5) **Question:** Look into getting hourly child care for Gym for spouses that which to work out.

**LTC McAdoo (Garrison Commander)** – Right now they have a small area at each gym facility to put your child, but you have to be there to watch them. If we are install a child care facility it would be expensive and a lot to cover. For right now we'll have to continue with "You watch your child while you work out" – maybe check at CYSS for hourly care.

**Question** – what about taking turns/volunteer of taking turns at the gym to watch kids?

**Bonnie Phelps (Director CYSS)** – We've increased the number of FCC providers– you can call the Wetzel CDC and they can give you the info of FCC for hourly care. They are very well monitored providers – they get random visits and health/safety inspections from personnel on post.

**Question** – More of a comment – change in hourly child care availability – when our spouses are deployed you get more free hours – I think they should be able to increase the hours they are open during the day/week – so that we can utilize our free hours you give.

**Bonnie Phelps (Director CYSS)** – we discussed it at our management meetings – to be able to regulate enough time for all, we can only give so many free hours to each family – along with we can only employ people from this community and it's hard to recruit people to be there to want to work at 0545 to 1800 at night, etc. More people in community need to step up – it's very expensive to keep facility open. It's trying to meet the needs of community.

**Comment** – all hourly care is only on Wetzel area – can we use Smith too?

**Bonnie Phelps (Director CYSS)** – Smith is full; we cannot utilize Smith at all.

**Comment** – what about using SKIES at Smith?

**LTC McAdoo (Garrison Commander)** – It's all about people stepping up to work – we can stay open if we have the personnel to “man” the centers.

**Comment** – It took me a while to get the information to jobs to get hired - maybe it needs to be put out there more for people to apply

**LTC McAdoo (Garrison Commander)** – ok, We can spread the information/sources further –to make it smoother than possible.

**Bonnie Phelps (Director CYSS)** – THANK YOU for your comment m 'am – we decided there was a split between the jobs info – we decided to have a mentor for each new employee to reach the final goal.

**CSM Reddock (Garrison CSM)** – Just an FYI: Child care tonight ends at 1800 not 1700.

- 6) **Question:** I heard this post will not be an Infantry/Artillery base anymore – do we need to start planning to move and be relocated?

**LTC McAdoo (Garrison Commander)** – Ma'am there are rumors everywhere – Baumholder isn't going anywhere. After the deployment the guys/gals will come back here, they aren't going anywhere else. COL Matlock doesn't expect anything to happen before the next deployment.

#### **BELL RINGS – 986 – Movie ticket and Java Café**

- 7) **Question:** DHR – will CPAC hold an info session to USA Jobs transition?

**Chris Macri (DHR)** – YES we just got a debriefing and we just got trained on USA Staffing program - leaving CPOL into a similar format like USA Jobs – YES CPAC is planning on having briefs like a Wagon Wheel type brief – the community will be invited to attend, so everyone will understand how to use the new system.

- 8) **Question:** Barber shop doesn't sanitize their clippers between customers – this isn't sanitary or satisfactory in the States and shouldn't be here at Baumholder.

**Brian Smith (AAFES Area Store Manager)** – I don't know but I will write down and ask. I will contact the department heads directly to do a random check. I'll follow up on that. I'm very sorry that this happened to you.

- 9) **Question:** I don't think we should have to go to Ramstein to get good stuff at the PX – our PX doesn't have anything good and runs out all the time.

Along with the movie theatres – we always having to go to Ramstein to see movies – they aren't any good movies here and they aren't ever open.

**Brian Smith (AAFES Area Store Manager)** – Ok, we do a selection of items to have in our stores, we don't have the room for more stuff, we only have 4,700 square footage split up between

three stores— since we don't have more room we will have to move other things out to get items you want. We are waiting for a new facility but no idea when we'll get the new facility. If there is something you want, buy it at Ramstein, we will shuttle it here on Wednesdays.

**Questions** – But let's make better use of the space we have. If we ask for certain things and we were we are told we can't get to go to Ramstein.

**Brian Smith (AAFES Area Store Manager)** – We put out what the AAFESS Corporate gives us. We have a Large DVD section at the Power Zone, one of the largest out there. I need to know which categories you are talking about – I'd like to get ideas of how we can please everyone and needs of majority of community. Get with me afterwards, and we can talk. Certain things I can't have, Coach Bags and apple computers, we just can't have them here.

-MOVIE's –

**-Brian Smith (AAFES Area Store Manager)** - I'm told that there 1 only 1 more roll for the entire Europe theatres – 1 movie has to be shared by all theatres. I will try to get them to release faster. It won't be same day release but it'll be within reason.

**-Comment:** More movie's within the week instead of just Weekends. (Friday movie only showing on Friday, then it's sold out and you have to go to Ramstein because we don't play it again on sat/sun...etc...)

**-Brian Smith (AAFES Area Store Manager)** – I'll check on it.

**-Comment:** What about movie's during the Day?

**LTC McAdoo (Garrison Commander)** – They can try it but it's about selling movies during the day. It's all out making money; they have to continue to have people go if you want it open during the day.

**Comment:**

Furniture: Can we put a catalog together for available stuff at Ramstein in the furniture store?

**-Brian Smith (AAFES Area Store Manager)** – Yes, we can put together something so you can see it – it won't be the same as going to the actual store and sitting on the furniture, but we can most definite make a booklet for you to review.

**-Comment** –Would it be possible to have family movies that our children can go to on weekends, especially while guys are deployed. We are lucky to be close to Ramstein as we are, but would it be possible to get it here?

**-Brian Smith (AAFES Area Store Manager)** – Ok, got it, we'll look into it

**-Comment:** The PX here will carry something, they run out and I have to go to Ramstein.

**-Brian Smith (AAFES Area Store Manager)** – Usually it'll be a rotation; our warehouse is on the east coast of CONUS (Continental US). We have a small distro place that deals with regular stuff (toilette paper.etc...) located in Germany, but we have to anticipate stuff during deployment – sometimes it'll still not enough. We'll receive the major container in 2 days from now, that'll put more stuff back on shelf.

10) **Question:** Playground, (See photos that were brought) show beer bottles, there is profanity all over equipment.

**-CSM Reddock (Garrison Commander)** – I will look at that with DPW.

11) **Question:** Playground – I just recently moved to Upper Wetzel – I needed to know, does BMH have a requirement about children with children under 12 without child supervision. Also, people let their dogs run up on others at the playground. Children running in front of cars. Dog feciease issues all over the playground and around housing – and are there designated areas for dogs to go to the bathroom?

**-LTC McAdoo (Garrison Commander)** – Housing hand book has specific instructions with children on post playing a playground and being on post by themselves at certain ages. Dog handbook as well, directing where the specific bathroom areas are for pets. If you see these violations, please notify the MP's – they will go and knock on doors and give citation/warning to those people violating. If it's severe enough and people keep violating the rules and receive warning citations, they can be barred from post!

12) **Question:** Who maintains the playgrounds? Is it possible to install garbage stalls at playgrounds?

**-LTC McAdoo (Garrison Commander)** – DPW does routine maintenance at playgrounds – we can certainly look into putting garbage cans at the playgrounds, however, people will begin to put their large trash bags and other things around the playground as well, and it may get cluttered with trash - but if we put trashcans out at playgrounds, DPW will pick up the trash.

**-Comment** - We have one at our playground (right here on Smith, by CMR), DPW doesn't come by and pick up any trash – there are maggots and it's just a health hazard.

**-LTC McAdoo (Garrison Commander)** – We will have DPW go out there and clean that up.

13) **Question:** Can we put some type of Water Park on post? Other posts like in Italy have them – so our kids have something to do during the summer?

**LTC McAdoo (Garrison Commander)** – We don't live in a climate like Italy is, the summer is very short here, there are no plans at all, not feasible for this type of thing. We can take a look and see what other communities are doing.

14) **Question:** With soldiers deploying, they are suppose to keep track of building management. You can walk outside there is trash everywhere – no one picks up trash around their houses or my trash cans or anything.

**SFC PIKE (Housing Representative)** – The deal with Building Coordinators – we lost a lot with deployment. We are working to refill these positions. If you have issues, please call Housing Office, I will come out and do a check and look at cleaning rosters, get with individuals to get all the occupants to get it all in order. I will even set up a meeting with the building, if you don't have cleaning rosters, and we can come up with one ourselves.

**-LTC McAdoo (Garrison Commander)** – The community belongs to all of us – Soldiers are gone, but there are still people here to take on tasks. If you have problems, talk to SFC Pike directly.

15) **Question:** What's the "cue" is to repair the pedestrian stairs? There are stairs all over Baumholder that have been marked and barricaded for over a year.

**-Mr. Jerry Walters (Director of Public Works)** – We have projects coming up – the stairwells are mostly so old we can't just fix them with concrete – they must be taken out and redone. We're looking at other places that we can do a side walk.

**-LTC McAdoo (Garrison Commander)** – Doing outside work in Baumholder is a seasonal job – can't have concrete set like its suppose to when it's snowing outside, so we must wait until we have nice weather to do projects like this.

**-Comment:** Is there a way to get to get a walkway by the main gate?

**-LTC McAdoo (Garrison Commander)** – Ma'am if you want to get with us after this we can look at the maps of the post and see where it's possible to put walkways.

16) **Question:** CMR Hours are too short and the lines have been extremely long. Can we have better operation hours or more people working?

**-Chris Macri (Director of Human Resources)** – I do need more people working – I just don't have the people or the room – we are looking at hours changing, opening lines in peak hours, but when I shift to open for peak hours, the peak hours move. We are trying the best we can. We are looking for more efficiency for the entire facility.

**-LTC McAdoo (Garrison Commander)** – Maybe opening hours for mailing deployment packages only – that is something we can look into in the future. Maybe open early one hour to meet those needs.

**-Comment** – I heard the positions you are referring to are only volunteer work.

**- Chris Macri (Director of Human Resources)** – Yes, we take volunteers, and we just don't have room for people to hire full-time.

**- Ciara Luna (Volunteer Coordinator)** – We have positions up for volunteer's at the CMR – please come see me or log onto our website and we'll be happy to help you.

17) **-Question:** Dog Park? Is it possible to have one on post?

**-LTC McAdoo (Garrison Commander)** – I haven't programmed that in anywhere. But we can look into that.

18) **Question:** Speeding on post – the Taxi company will run you over, get on your bumper and park at door way entrances around post.

Also, stairwell conditions – dog feces not being picked-up, stairwells need painting, trash all over stairwells of housing.

**-CPT DeFrancisco (Director of Emergency Services)** – We are continually working on getting all violators – specifically for safety in community. We are trying to bring back a specific traffic section to catch these people and enforce these laws. If there are issues with parking, call my office/desk sergeants and we'll have someone come out – but if we don't know about it, we can't fix the problem.

**-LTC McAdoo (Garrison Commander)** – Taxi service, they are here by good graces of community. Please let us know these people and they won't be allowed on post.

**-Comment:** What if it's the actual MP's speeding on post?

**-CPT DeFrancisco (Director of Emergency Services)** – Please let me know and we can handle it – I need their license plate number – so if you get it then we can address it to the person.

19) **Question:** Java Café / CMR – Issues with who is suppose to clean the facility – it's a shared responsibility but the Java Café is always the ones who clean up.

**-LTC McAdoo (Garrison Commander)** - I thank you for cleaning when I've asked you to do it before and you at the Java Café have done it and not complained, so thank you. But you're correct it is a shared building and a shared responsibility.

**-Chris Macri (Director of Human Resources)** – That's a shared responsibility – I will make sure the Post Master delegates those duties.

**\*\*There is no soap in any bathrooms – get with Chris Macri\*\***

20) **Question:** Why is Smith Elem. Parking so limited? It's so hard to find a place to park– and my child is in kindergarten and I have to walk him/her in every day. If you find a parking spot, it's usually someone elses and they will park behind you and go to work, leaving you stuck in that spot.

**-LTC McAdoo (Garrison Commander)** –It's an old building, it was put there long before the rest of the post was built up and they didn't take into consideration the amount of people that would be going to that facility , we have free parking in the back of school and then walk around

**Comment:** You can't go to that back parking from 0747-0815 – it's closed.

**-LTC McAdoo (Garrison Commander)** – If you're going to be here until 2014 then you won't have to worry the, because that school won't be open – but I hear your concern and we'll see what we can do.

**-Comment:** they were already trying to figure out a way to make it possible for kindergarten parents to allow to have special parking. Or have 6 graders to walk the kids to the class.

21) **Question:** Can we put a cigarette smoking butt can at each entry way.

**-LTC McAdoo (Garrison Commander)** - We can look into that, but it's a function of the stairwell/building coordinator to mandate people picking up those butts.

#### **RING BELL – 926 – Jacket**

22) **Question:** During the summer there is a summer enrichment service offered to the students. If there is a child who needs a little more for their education before entering the next grade, why is there no or is there a curriculum based summer school available to school aged students.

**-CSM Reddock (Garrison CSM)** - No one is here from DoDDS – but we will get an answer from them and post on the Town Hall notes.

**-Response from Pam Johnson - SLO (School Liaison Officer) on 2/24/11** – There is only a summer enrichment program offered during the summer season. However, you can utilize the website: [www.tutor.com](http://www.tutor.com) throughout the entire year, which helps a lot of the students.

23) **Question:** I just would like a gospel night or day at the bowling alley. I have already reserved two nights one in March and in April. Can we please have it to continue?

**-Amy Bontrager (Interim Dir of Family, Moral, Recreation and Welfare)** – I will talk to the Operations Divisions about it and we'll see what we can do.

**-LTC McAdoo (Garrison Commander)** – We can always have a space for event like this - but understand there are Soldiers there that like to drink and bowl. If you want an alcohol free event then you'll have to reserve the entire facility.

24) **Question:** New Dumpsters – they are nice but the lids are light and they pull up and trash goes everywhere.

**LTC McAdoo (Garrison Commander)** – We will take that concern down – didn't know there was a problem – we'll have DPW look into it.

25) **Question:** Hill next to Wetzel by gas stations – when it snowed this past weekend, we called MP's because you couldn't go down that hill (this is off post) and they it's not our problem – we don't maintain that area. Don't we pay the city money to maintain it for us? Why can't DPW put salt out there, etc?

**-LTC McAdoo (Garrison Commander)** – We are not authorized to do anything in the city of Baumholder. The city has to pay them on a Sunday to fix it. We aren't authorized to Salt or cover that area. You don't have to travel those roads. If you are an employee – you are not required to travel to get to work if it's bad outside.

26) **Question:** Dental services – not complete before deployment. Why are they letting them deploy with cavities?

**-LTC McAdoo (Garrison Commander)** – I can't speak for COL Howell (from Dental) but I will tell you that if a Soldier deploys with a Category 3 (Cat. 3) they either got it right after teeth was

inspected or they didn't go to Dental before they left – but it is mandated that they go to Dental before deployment. That's part of the Soldier readiness process.

27) **Question:** My van got wrecked because roads weren't iced. Can we hold the post liable?

**-LTC McAdoo (Garrison Commander)** – Call JAG to see if you can, but I doubt the post will be held liable, since you were driving when the weather was not icy. We only have a limited amount of Icer's / Salters at DPW, and we do as much as we can – the main roads are the roads that are iced/salted first. You can always call in to work and say roads are too bad.

**Comment** – Roads were Amber, no one expected them to be that bad. There 11 wrecks that day.

**-LTC McAdoo (Garrison Commander)** - Talk to DES and he can explain it to you.

LTC McADOO - ARE THERE ANY MORE QUESTIONS?

THANK YOU ALL FOR ATTENDING

END – 1738.

Notes by Carrie O. Dixon