

Issue #	Subject	Town Hall Date	Agency	Issue Statement	Response	Category
16-31	Wasted Energy Cost Fort Bragg \$\$	8/17/2017		I was in a meeting recently and it was mentioned that Fort Bragg loses millions of \$\$ on wasted energy. They mentioned that air conditioned buildings have doors and windows left wide open, that people are finding creative ways to make the AC run both during the day and even after duty hours.	More command emphasis is needed to make Soldiers and civilians aware of energy misuse and conservation practices. Much of the energy wasted revolves around occupant behavior and simply not knowing how it affects our energy cost.	Complete
16-30	Boingo Wi-Fi disconnection in the Barracks	8/17/2017		My Boingo WiFi in the barracks keeps getting disconnected. I am paying for wifi service that I cannot use due to someone disconnecting it. The problem is that my internet connection is not in my room, it is someone else's room and when it gets disconnected, all of us in the building who use the internet loose internet service!!	Boingo Wireless, Inc response: Every week a list of disconnected Access Points will be sent to the FSBP contact for the Barracks they are responsible for to have them plugged back in, this has been ongoing, however support is needed from Garrison level down to Command level to make sure it is adhered to.	Complete
16-29	Age Limit for Lap Swimming	8/17/2017		Can you explain why there is an age limit difference when lap swimming? The lap swimming/unit training pool has a 16 yrs and above age limit to lap swim while the swimming/recreation pools do not have an age limit to utilize the lap pool during designated hours.	The main purpose of the Unit/Training pool is to support Soldier Readiness, one of the components of Readiness is Physical Fitness. We allow other registered user groups to benefit from the use of this facility, which is allowable by regulation, although the main purpose is for Active Duty Soldier Readiness. . As part of the risk assessment to allow the facility to operate this summer, we set the age restriction for Atchley at 16 and above.	Complete
16-28	Fees for Lap Swimming	8/17/2017		Can you explain why there is a price difference when lap swimming? The swimming pools/recreation pools charge an entrance fee while the lap swimming/unit training pool does not charge a fee to lap swim	Aquatics is broken into two different programs, Recreational Swimming and Aquatics training. The programs are in different funding categories. Aquatics training receives funding and Soldier staffing support through Borrowed Military Manpower. The main purpose of the Aquatics Training Pool is to support Soldier readiness through unit training and physical fitness through lap swimming. The Recreational Swimming facilities are not funded to support readiness and physical fitness and require fees to offset labor and other operational expenses.	Complete
16-27	Food Truck Schedule at SSC	8/17/2017	AAFES	Twice this month my coworkers and I decided to eat at the food trucks that service the Solder Support Center. Both times we went to the front and the back of the building looking for the vendors and there were no trucks. We wasted a lot of our lunch hour walking around looking for one of the food truck vendors.	The Exchange Services office has been working to provide food options to Soldier Support; unfortunately the demand has far exceeded the availability of food trucks. Our current truck, Hopkins Barbeque who would normally be there on Monday and Wednesday during lunch hours, had a previous obligation out of town until August. We appreciate your patience as we work to bring additional food truck options to Ft. Bragg	Complete
16-26	Speed Limit Signs hard to see at SSC	8/17/2017	DPW	The Speed Limit signs that are in the parking lot of the SSC, are very easily missed. People that I have spoken to didn't even know that they existed on the front or the back of the building. Since drivers are not noticing them, they are going too fast for a highly pedestrian populated area.	DPW will post a DMOP to have 10 MPH signs posted at the following location thru-out the complex: Intersecting points on Normandy Dr and All American Expressway; Primary ring road around complex; Approach lanes serving parking lots and all signs will be fabricated to a MUTCD size standard.	Complete
16-25	Child Care for Victims of Domestic Violence while meeting with a Victim Advocate	8/17/2017	DFMWR/CYSS	Victims of domestic violence come to the Family Advocacy Program (FAP) office on a daily basis seeking help and support. Some victims are accompanied by their children. For these victims, there is a special concern. When the victim meets with an Advocate, the children must accompany them because FAP has no certified/authorized personnel to provide childcare. This is an issue for the parent and the Advocate because details of the incident (sometimes graphic) may be overheard by the children.	The CYSS and ACS Victim Advocate offices worked together to develop procedures to meet the needs of victims of domestic violence who require child care as described above. Child care arrangements will be made directly between identified Advocates and CYSS management located at Maholic Child Development Center (CDC). Spaces will be identified, an 'emergency registration packet' requiring minimal information will be completed for children not already registered with CYSS and a voucher to pay for the care will be provided by ACS. Children 12-months and older may be accommodated for up to 3 hours at a time at Maholic CDC, the hourly care center in the SFAC or at Loreda CDC.	Complete
16-24	No Bicycling Events held on Post	N/A	DFMWR	Why doesn't DFMWR hold a bicycling event? There are marathons, 5Ks, walks, but nothing for cycling	Cycling events take a large support footprint and require a large amount of road usage and thus road closure or at the very least road control. The Installation has entertained requests from outside cycling groups to host events on FT Bragg or in partnership with outside municipalities. Unfortunately, when the action is staffed across the Garrison Directorates it becomes very apparent that the cost in resources i.e. mostly police and emergency services and the amount of roads that will be need to be closed and the time of these closures is more than the staff is willing to recommend to the commander to accept	Repeat
16-23	Linden Oaks Parkway Intersection	8/17/2017	DPW	The traffic at Linden Oaks housing during peak times at the first intersection when you come in the gate (Linden Oaks Parkway)	A field investigation completed by our office on 5/5/16. Our observation indicates that motorist who probably live in the community are very respectful of the children crossing the roadways. Based on this study we do not recommend any further traffic engineer changes at this time.	Complete
16-22	Shop for Cards	N/A	DHR	There is no clear policy or guideline to access the Shop for Card i.e. Commissary Agent Cards for Soldiers whose Families are in need of such. When contacting the ID card facility designated point of contact for such (Commissary Agent Cards) at Fort Bragg staff referenced requirements that vary in degree and their is no specific set of standards or policy to determine eligibility.	If motorist are observed driving disrespectfully during this period we recommend that the PMO post a patrol unit at the intersection during these school periods.	Non-issue (person was contacted)

16-21	Baby Changing Tables in restrooms	8/17/2017	DPTMS	Recently I was in the Main Post Theater and a mother was changing her baby's diaper in the female bathroom. She had the baby laying on the floor since there is no changing table in the bathroom.	With year-end closeout the money is not available but the changing table has been added to the future budget forecasting and planning	Complete
16-20	Offer Evening classes	3/16/2016	DFMWR	why are most of the MWR events or classes that are being offered on post during the week & during working hours, spouses that have jobs are never able to attend anything without taking vacation time (e.g. health convention, infant massages etc).	16 March: awaiting clarification from guest in order to proceed	Repeat
16-19	Saturday/Eveing Child Care	3/16/2016	CYSS	why is daycare and hourly care only open Monday - Friday? I know other installations offer hourly care on Saturdays as well as late in the evening during the week.	Fort Bragg CYSS offers hourly care until 6:00 p.m. at Maholic Child Development Center. Unfortunately, due to very low usage we are looking at a recommendation to close at 5:00 p.m. instead. We may also have to recommend moving the closing time for hourly care at Alexander CDC in Linden Oaks from 5:30 to 4:30 p.m. because of very low usage. In the past, we offered Friday evening and Saturday daytime hourly care for infants through 5th grade once a month for several years. It, too, was so underutilized that we had to discontinue the program. We are working with the MWR Recreation Branch to determine the best hours to offer hourly care when the new facility (Loredo CDC) next to Hercules Physical Fitness Center opens later this summer. Once opened, we will monitor the demand to ensure we are offering the most hours possible for our patrons, however maintaining those hours depends on actual usage."	Complete
16-18	Veterinarian Services	3/16/2016	WAMC	Will veterinarian services be re-opening? If not how will the policies be updated to reflect such for instances like dog bites? What is standard procedure for dog bites?	The Veterinarian Clinic is open for business. They can be reached at 396-6473 or 396-9120. If there is a stray dog issue, please contact the Cumberland County Animal Control. Anything related to Dog bites are managed through the Veterinarian Clinic (phone number listed above)	Complete
16-17	Aggressive Dog Policy	3/16/2016	Corvias	Are there policies to remove aggressive dogs from housing areas? There is a very aggressive dog in my neighborhood and I am terrified that a child will be attacked or worse. The MP's have been called several times to talk to the owners but the behavior issues still haven't been fixed.	The Military Police enforce the installation's breed restriction policy that restricts aggressive breed dogs from residing on the installation. If there is a dog in housing that is aggressive in behavior, the Military Police would be the appropriate agency to respond. In addition to making a call to the Military Police, residents can fill out a CIR report at their community center as a follow up; however, this should not be used as a substitution to calling the appropriate agency responsible for handling the situation.	Complete
16-16	Neighborhood Speed Limits	3/16/2016	DPW	Why aren't ALL housing neighborhoods 15 MPH?	Roadways on Fort Bragg are posted with different limits depending on road conditions, unit-housing congestion and security concerns. Streets in residential areas function differently depending on how they are used by motorist. Enclosed neighborhoods with limited thru street connections are posted with speed limits varying from 15 to 20 mph. Street geometric conditions and housing proximity are evaluated to establish the appropriate limit. Arterial streets that extend thru a subdivisions are usually posted with 25 mph limit signing. Speed limits lower than 25 MPH are considered unrealistic and difficult to enforce. School speed zone limits are usually set in the 20 MPH range. They take precedence over the other limits during certain school periods. These general guidelines are practiced by DPW in the maintenance of our road system.	Complete
16-15	Street Lights on Gruber during PT	3/16/2016	DPW	It is dark at 0630 when I am on the road and the soldiers have to run in the road on certain portions on Gruber due to the terrain. There are no street lights between the AA bridge and Knox St and you cannot see them in the new black PTs (even with their belts on) until you are so close that you almost could hit them. I understand they have to do PT, but that area is not meant for it and the safety of the soldiers really worries me. Monday morning a group of soldiers nearly did get hit- I was coming down the hill and heard a car's breaks screech as they saw the soldiers at the last minute in the road, but could not get into the fast lane because other cars were there. I would seriously hate to hear about a soldier being hit on Gruber	We confirmed that this segment of Gruber Road between AA Bridge and Knox St are not lighted and pose a risk just like any other roadway without street lighting. DPW does not have a plan to upgrade or add street lights in this area. Units/individuals must comply with Fort Bragg Regulation 385-10, specifically Paragraph 22-14 when on the Roadway. They are not supposed to be on the roadway (equal to or greater 35MPH) and we do not have the resources to use in this constrained environment when simply following existing rules will solve much of the problem.	Complete
16-14	Cameras on Bragg Lines	3/16/2016	DoDEA	Motorists are passing right through the children's buses as they are boarding and the stop sign is out. This happens at least several times a week in the Anzio Acres neighborhood. I'm not sure what can be done about this (I've called the school and the PMO)- but it is getting really bad. I suggested finding out if Bragg Lines could get cameras installed on the school buses but haven't heard anything back about that. All I ever hear from the school is that they aren't in charge and that it is a contracted out job to Bragg lines, nobody seems to want to do anything except make excuses and it is very frustrating	There has been conversation with the bus company about the installation of cameras and they will look into that possibility. The most effective method to bring a stop to this unsafe and illegal action is for the person who actually sees the offender to write down the description of the car and the license tag and turn it into PMO. We have been assured by PMO that if this information is turned in, action will be taken. If this is happening several times a week, it is our hope that community members will be vigilant in their observations and take down all possible information concerning the offender and turn it in to police officials. We are reminded at every Town Hall meeting and Community Information Exchange meeting that we are all empowered to help put a stop to illegal activities. Technically and legally what the schools have told the caller is correct, we do not own the buses, however, as with all cases, we will do whatever we can to stop illegal activities and take whatever action is necessary to keep our children safe.	Complete

16-13	Bataan Neighborhood Playground	3/16/2016	Corvias	Many of the on post neighborhoods on Bragg and elsewhere have some type of playground. However, there are several homes on London Dr in Bataan Neighborhood and no playground. Are there any plans to put something up for our little ones?	There is a playground located on Baltic Circle that serves that area to include London Drive. We are always looking at ways to improve living on post for residents and we will take this request into consideration for future possibilities, however, at this time we do not have any plans on adding additional playgrounds to the communities.	Complete
16-12	Remove Stop Signs	3/16/2016	DPW	Remove some of the stops signs going down Woodruff Street and Letterman Street. Every intersection is a 4-way or 3-way stop, and it just doesn't make sense. Woodruff and Letterman should have the right-of-way, and the side-streets such as Sturgis, Humphrey, Hamilton, and Grenado should be the only ones with stop signs. For some reason the very bottom loop of Humphrey has the legal right of way even though it's a small residential street with about 7 houses. It makes no sense that traffic along Woodruff should have to stop at that intersection.	awaiting agency response	Unattainable
16-11	Flight Line Park	3/16/2016	DFMWR	We are a Girl Scout troop of military children in Linden Oaks and we would like to know why the big playground by the airfield on Pope AFB has been closed off for so long. We think all the children of Fort Bragg and Pope would benefit greatly by this park being repaired and would like to know if there is any way that we can assist to make this happen.	Duplicate Issue #13-15	NO ACTION
16-10	Butner/Reilly Intersection	3/16/2016	DES/PMO	Every morning I sit at the Bunter/Reilly Road stop light around 0615-0630. I notice an increased amount of cars cutting through the DPW parking lot to avoid having to stop at the red light. The cars are speeding through that parking lot and it is becoming worse as the weeks go on and more people are cutting through.	We understand that traffic congestion is not the most enjoyable part of traversing Fort Bragg roadways and we also recognize that impatient drivers use any means to expedite their timeliness to arrive at their intended destination. While this is of great concern to the Provost Marshal Office, we cannot block specific parking lots, such as the one in question, as we would impede emergency responders from expeditiously carrying out their emergent responsibilities. However, we will randomly employ increased law enforcement presence in this particular parking lot to address this concern.	Complete
16-09	Weekend DFAC Schedule	3/16/2016	DFAC	I am always having to ask my buddies which DFAC is open on every weekend. Where can I find this information?	The DFAC Menus are posted on the following Facebook sites: 18th ABN Corps, 18th ABN Corps Food Service and the FT. Bragg Installation Food Service. The Installation Food Service Office distribute the menus to all FT. Bragg Dining Facility's. In addition, the DFAC staff post the weekend schedule on the bulletin board upon entrance of the DFAC. Also, the individuals can contact their unit Boss Representative for menu posting and DFAC Hours.	Complete
16-08	Wireless WiFi in Barracks	3/16/2016	AAFES/DPTMS	In 2015 wireless Wi-Fi was installed in the 82 AB DIV barracks. Why is it that Soldiers in my unit, 525 MI BDE, are not give the same option to choose between Time Warner and Boingo?	Wireless Wi-Fi is offered through Boingo in all barracks on Fort Bragg except for 21 buildings. 525 MI BDE has 2 barracks that house single Soldiers and Boingo wireless Wi-Fi is not offered in either of those buildings at this time. The installation of wireless Wi-Fi is being conducted in different phases across the Fort Bragg. Phase 1 occurred in the 82 ABN DIV area, Phase 2 begins in March 2016, and both of those phases have been funded through Boingo and not the Army. Phase 3 will mostly consist of mainly the Smoke Bomb Hill areas and at the NCO Academy and is staged for approval this month. The two 525 MI BDE barracks are currently in the planning stage of Phase 4. Since it is wireless network, the Wi-Fi Network is accessed from radio signals. There is a 'line-of-sight' issue that needs resolved with NETCOM before installation of Phase 4 can begin. If the 'line-of-sight' issue cannot be resolved, then 525 MI BDE barracks will not be afforded wireless Wi-Fi.	Complete
16-07	Condition of Bastogne St	3/16/2016	DPW	I recently drove down Bastogne (behind the post office) and noticed how bad that road is. Is there a plan to repave or repair that road?	DPW funded a major roadway improvement project specifically Repair/Restore Bastogne Road from Zabitosky Road to Reilly Road in FY16. The subject project proposes to widen Bastogne Road from two lanes to three lanes with left turn lanes at Zabitosky Road and Reilly Road. The three lane section will also provide a left turn lane treatment into the post office driveway which is currently blocked. In addition, the traffic signals at the two intersections will be modified to provide a protected left turn phase onto the Zabitosky Road and Reilly Road. Projected Construction Schedule: 1. Anticipated Contract Award: NLT Sept 2016 2. Anticipated Construction Start: Early 2017	Complete
16-06	Empty Cleaners on Pope Army Airfield	3/16/2016	AAFES	The cleaners on Pope Army Airfield vacated in Oct 2014. Are there plans to place another business in that building or what will happen to that space?	The Cleaners did close due to low volume. A contract has been awarded to Dominos for dine-in and delivery. Projected opening June 2016.	Complete

16-05	Fees at Smith Lake	3/16/2016	DFMWR	Both Company and Battalion FRG's have provided feedback that Smith Lake fees are too expensive. Though they try to use Fort Bragg, it's just too expensive. It's not just the FRG's as the Boy Scouts are priced out for camping too.	The fees for all Ft. Bragg park and picnic areas, to include Smith Lake, Wilson Park, Flightline and Woodland park have long been established and were last changed in 2010 to streamline operations due to BRAC of Pope AAF and have since not been increased. -In accordance with AR 215-1 CH 8, Fees may be charged to recoup all or part of any NAF costs associated with providing "checkout" of APF outdoor equipment and for all category B outdoor recreation programs and activities, to include those used by units, youth programs, and all other installation activities. -In accordance with AR 215-1 CH 12-8, prices, user fees, and charges are structured to meet cash management goals for sustainment of an MWR program and its operations, to cover capital requirements and overhead expenses, and to satisfy budget requirements for support. -Fees charged in category B MWR programs will cover NAF expenses incurred and may include a reasonable profit on the NAF investment (such as labor, supplies, material). The custodial, maintenance and program staff within ODR is not APF supported, APF support is also not available for non-payroll expenses. -IAW AR 215-1 CH 12, Special prices and privileges will not be given to functions designated as "command sponsored." No person or group of people will receive special prices or privileges that are not available to all patrons except as provided in paragraph 12-9 (discounts). -Discounts may be offered if they are offered consistently and are equitable. A.Lower prices for junior enlisted personnel. B Discounts when tailored to various major target groups, such as single Soldiers, retirees, Family nights, seniors (65 years of age and over), and birthdays, provided other groups are also provided the same opportunity when requested. C Group rate, if all parties of the same size are given the same rate. -Fees for the Ft. Bragg park and picnic area for groups or units with military ID card are 25% cheaper than for non-ID card holders.	Complete
16-04	Food Facility on Pope AAF	3/16/2016	AAFES	Will another food facility be established so Airmen will have access during dinner time on Pope Army Airfield? Some Airmen don't have cars to dine off the installation	A contract has been awarded to Dominos to move into the old Cleaners location. Projected opening June 2016. They will offer dine-in and delivery.	Complete
16-03	Flight Line Park	3/16/2016	DFMWR	Flightline Park is unusable as it is. This is a huge disadvantage to the families with young children who love the park and airplanes!	Duplicate Issue #13-15	NO ACTION
16-02	Recycle Bins at South Commissary	3/16/2016	DPW	The South Post Commissary had recycle bins at the end of their parking lot. People are still wanting to drop recycle bins items at that location even though the bins are not there.	The DPW is not resourced to pick up recyclable materials and trash deposited at the South Post Commissary. Individuals may drop off recyclable materials 0730-1600, Monday through Friday at the DPW recycling center, building 3-1240. The recycling center is in the DPW Campus on Reilly Road just before entering Pope Field. The recycling center is being the Environmental Compliance Branch, building 3-1137.	Complete
16-01	Clothing Sales Staff	3/16/2016	AAFES	At Clothing Sales, the staff members are selling Army Insignia to Air Force personnel (young airman). The Air Force items are separate from the Army items.....can this be fixed?		Sending to I.C.E.