

<u>Issue #</u>	<u>Subject</u>	<u>Date</u>	<u>Agency</u>	<u>Issue Statement</u>	<u>Response</u>	<u>Category</u>
-	<b>2015</b>	-	-	-	-	-
15-52(F)	Barracks Upgrade	8/27/2015	DPW	Will the barracks be upgraded	Without specific identification of a barracks facility number we are unable to provide a specific response, however the Directorate of Public Works (DPW) has a continual annual and Long-range plan for barracks renovation and modernization. Many factors influence the timing of project execution as part of these plans such as age and condition of the barracks, projected utilization of the barracks, and availability of funding. For information on the programming of maintenance/repair/renovation/modernization of a specific barracks, please contact DPW Housing at 910-6434676.	NO ACTION
15-51(F)	Butner Primary School Crosswalk	8/27/2015	DPW	Why is there no cross walks in front of the schools? (Speaking about Butner Primary). The cross walk in on Bastogne and the school is on Normandy. Cars like to speed down that road and don't pay attention to parents and children crossing.	DPW Traffic Engineer completed on-site investigation and confirmed that the pedestrian crosswalks are present at the road intersection of Bastogne Dr and Normandy Dr which provide a direct access to Butner Primary School. Traffic Engineer believes that it is a safest point for pedestrians to cross and facilitates a minimum disturbance to vehicular traffic in the area.	NO ACTION
15-50(F)	Walking & Biking Trails Expansion	8/27/2015	DPW	Is there an overall installation plan to expand walking & biking trails throughout the garrison that are separate from sidewalks and roadways?	This issue was part of the Thoroughfare Improvement Plan of 2006. It was also part of the Alternative Transportations Study conducted in 2008. The topic was addressed during the Town Hall in 2010 and discussed in the CRWG from 2010-2012 where it was listed as unattainable at that time due to funding restraints.	UNATTAINABLE
15-49(F)	Soldier & MWR Gym Staff Duties	8/27/2015	DFMWR	Whenever I go to the gyms here at Fort Bragg, the paid MWR staff are sitting in the office on their phones or surfing the internet. That is true of all times of the day. The Soldiers tasked to do Gym Detail are cleaning, checking ID cards, and other work. Why do we take away from Soldiers' time to train so that they can do the jobs the MWR staff are paid to do?	Civilian employees at the fitness centers should be actively engaged in similar activities as the Borrowed Military Manpower Soldiers, the exception would be managers who have administrative tasks that they conduct that require more time in the office v. at the desk or on the floor. Army Baseline Standards for hours of operation for fitness facilities state that there should be one facility on an installation that is open a minimum of 90 hours per week. Here at Fort Bragg we average 92 hours a week across 14 facilities, with Callahan open 19 hours a day, totaling 133 hours per week, and several others just shy of that total. A decision was made by the Senior Commander, several years back, to provide Soldiers to help to man the physical fitness centers in order to allow for extended hours of operation above what MWR is funded to support. This should not be in place of work being done by civilian employees, but is to augment that work. Concerns raised in this "Issue" have been shared with the fitness center chain of command to ensure that the work load is shared among the employees and to address concerns regarding the use of personal electronic devices in the workplace.	NO ACTION
15-48(F)	On-Post Day Care for Hospital Shift Workers	8/27/2015	DFMWR	How come there is no daycare on post that accommodate the soldiers that work shift work at the hospital.	CYSS provides Family Child Care homes for nontraditional work hours. These homes are regulated just like the Child Development Centers. Inspections and oversight are conducted on a regular basis. It supports the needs of the families so that children can be nurtured and receive the same quality driven child care. If any further questions or concerns please feel free to contact Karen L. Miller CYSS, Coordinator at 910-396-1951.	NO ACTION
15-47(F)	Transportation to Linden Oaks Schools	8/27/2015	DoDEA	Why is there not bus transportation for both schools in Linden Oaks. (Shugghard & Gordon)	Ft. Bragg (DoDEA) District does provide bus transportation for students based on the following regulations/guidelines. If an elementary school student resides more than a mile from the school, we provide bus transportation. If a middle school age student resides more than 1.5 miles from the school, we provide transportation. All students who live within the aforementioned distances are classified as walkers.	NO ACTION
15-46(F)	WOMACK Town Hall	8/27/2015	WOMACK	Is there going to be another town hall for Womack soon? I'd like to post about my experience getting care but I feel it would be more appropriate for the Womack town hall	Thank you so much for inquiring about the next Womack Army Medical Center Facebook Town Hall Meeting. There is not a set date for the next meeting, but we are working on scheduling one in the near future. Once the date and time are determined, we'll post the information on the Fort Bragg and Womack Army Medical Center Facebook pages. The next meeting will be hosted on Womack's page.	NO ACTION
15-45(F)	Appointment Turnaround Time at Family Medicine Clinic	8/27/2015	WOMACK	It's very frustrating to try to get an appointment within Family Medicine Clinic at Womack... I called yesterday and the first appointment they could give me was for the middle of October! Switching to standard isn't an option, but this is not ok...	Unfortunately due to empanelment and staffing mismatches the FMRC has limited access. For acute issues patient can call the nurse advice line and receive an urgent care referral if there is not availability within the clinic. Alternatively there is limited surge capacity in the clinic to handle acute issues. Additional methods of obtaining appointments are Tricare Online and Secure Messaging (Relay Health). Each day new appointments are released for those patients desiring same day access.	NO ACTION
15-44(F)	Not Assigned a PCM at Clark Clinic	8/27/2015	WOMACK	I am assigned to Clark Clinic. I currently have no doctor and cannot get an appointment. I am complicated, need a DO to do manipulations. I have not been able to get medical care now for over a month. What are the plans to alleviate this? Can people who need care get assigned off post without having to pay for it? I need a doctor as do other patients assigned to Clark.	Leadership is in the process of reassigning some of Clark Health Clinic's patients to different Primary Care Managers (PCM). Patients should have an assigned PCM once all reassignments are completed. We apologize for the inconvenience. Requests for Tricare Prime Enrollment to the network are reviewed on a case by case basis.	NO ACTION

15-43(F)	Transportation to After School Programs in Linden Oaks	8/27/2015	DFMWR	My issue is why would you rezone (military) children to an elementary school further away from their home/parents jobs (Bragg mostly) then NOT provide transportation to the after school programs on base? A lot of parents told me they got waivers to send their kids on post because they wouldn't have after school care and it was the only way for their child to have a ride to and from school for the program. I was also told that Harnett county didn't have enough buses or were not allowed on post which again I found to be untrue I know for a fact that Overhills High children live on Linden Oaks and yes they have a Harnett county bus drive them to and from school making it easy for them to attend the teen center. The children that attend the middle school on Ft Bragg's main post are bused to the Linden Oaks Teen Center/SAC. I'm saying all of this to let it be known that there are many military families living off post near Linden Oaks or who work on main post with children able to attend after school programs but do not have the transportation to get there (because we are at work)! I spent half my summer driving my teens to the teen center. It would be nice to have a bus/shuttle to pick these kids up. We will then have a sense of safety for our children and that we are still apart of the military community.	CYSS in Linden Oaks is currently serving 3 off post schools and as the population and need for service in Linden Oaks grows, this may change to eliminate some of the off post services. Harnett County Schools in the past has allowed parents to request one of these three schools in order to resolve transportation concerns. There are over 50 elementary schools off post in Harnett and Cumberland County serving military children, CYSS simply does not have the resources to provide transportation to all the off post locations. There is currently no transportation from main post to Linden Oaks SAC/YC. As much as we understand the issue we are not able to provide any additional transportation.	NO ACTION
15-42	Illuminated and Flashing Crosswalk	8/27/2015	DPW	Dangerous foot traffic area located on Normandy Road at the Reception Company. Soldiers cross Normandy to gain access to the DFAC/SFAC/WTP. Although there are crosswalks on Normandy, none are located in a logical location at the Reception Company. I witness Soldier foot traffic in this area daily between the hours of 0500-0700. Soldiers cross at their risk at the indicated location during hours of darkness.	After reviewing and researching the request, a work order will be submitted to relocate the crosswalk at the Dental Clinic to the corner of Half Street and Normandy with pedestrian markings and signs.	combined with issue 15-34
15-41	Vacant Building on Post	8/27/2015	DPW	While driving around the installation you notice vacant buildings. Is there a way to keep the Fort Bragg Community up to date on the plans for occupying, demolishing or renovating those buildings? An example would be the elementary school on Pope AAF.	The Master Planning Division provides this information annually at the Real Property Planning Board. This year, we are working with the Command Group to schedule the Real Property Planning Board for early October 2015. Periodically, we also plan to publish articles in the Paraglide providing updates to the Fort Bragg Community primarily on the status of our demolition program.	NO ACTION
14-40	Old Equipment in the Gyms	8/27/2015	DFMWR	Patriot Point Fitness Center recently opened and that facility has brand new equipment. The other gyms on Fort Bragg get a lot of use from both Soldiers and Family members. Is there any plan to replace or upgrade some of the equipment in the other gyms that are wearing out or old?	Currently the crosswalk leading in the Solider Support Center handicap parking lot has a push-activated lighting system and has been upgraded within the last year. Therefore, no modifications will be made to this crosswalk.	NO ACTION
15-39	Old Ft Bragg Club	8/27/2015	DPW	With the Catering and Conference Center now open for business, this leaves the old Fort Bragg club empty. There is a lot of space in that facility and I haven't heard what the future plans are for the old Fort Bragg Club.	The DPW is developing potential Courses of Action (COAs) for this cherished and historic facility. All COAs will require funding because of significant mechanical failures, potential historic mitigation, and renovations to repurpose the facility. The structure is a contributing element of the Old Post Historic District and the DPW is consulting with the State Historic Preservation Office as required by the National Historic Preservation Act. The Fort Bragg Commanding General will make the final decision concerning the disposition of the building after development of the COAs and cost estimates is complete. The DPW is in the process of mothballing the building to prevent deterioration until a final decision is made by the Commanding General. It will likely take at least 2 years before funding and requisite approvals are obtained.	NO ACTION
15-38	Landscaping at SSC	8/27/2015	DPW	The Soldier Support Center has so many agencies located inside. It is often the first impression a lot of Soldiers and Families have of Fort Bragg when they first arrived to the installation. When you stop to take a look at the outside area you notice the unkept grass, brown grass spots and dying vegetation. It definitely doesn't look welcoming and inviting.	Fort Bragg's housing inventory is diverse with more than 50 home types. Monthly rates for all homes are set at the BAH amount for the rank band assigned to the specific home. Periodically, Corvias Military Living will offer move-in special rates for designated home types. These rates can be found on Corvias' website ( <a href="http://Bragg.CorviasMilitaryLiving.com">http://Bragg.CorviasMilitaryLiving.com</a> ) along with availability information for all homes in their inventory. It is recommended that all persons seeking information regarding availability and rates of specific homes on Fort Bragg contact the Corvias Military Leasing Center located at 426 Souter Place in-person, by phone at (910) 495-0878 or by email at <a href="mailto:BraggRelocation@corvias.com">BraggRelocation@corvias.com</a> . A team of professional leasing and relocation specialists is available Monday through Friday 8 AM to 5 PM and Saturday 10 AM to 3 PM to answer any questions and to fully explain the different pricing levels, limited-time specials as well as housing eligibility and application requirements. The Leasing Center is specially designed to provide outstanding customer service to the area's active-duty population as well as newly eligible groups, including retired military, National Guard/Reservists and DoD Civilian Employees.	NO ACTION

15-37	Price List for On-Post Housing	8/27/2015	DPW	Civilians and Retirees are authorized to occupy on-post housing. When doing research to see if this was an economically sound option for my family it was difficult to locate the published rates. It shouldn't be so challenging to locate the prices to the houses so that we could decide if we could afford to live on post or continue rent off post.	Fort Bragg's housing inventory is diverse with more than 50 home types. Monthly rates for all homes are set at the BAH amount for the rank band assigned to the specific home. Periodically, Corvias Military Living will offer move-in special rates for designated home types. These rates can be found on Corvias' website ( <a href="http://Bragg.CorviasMilitaryLiving.com">http://Bragg.CorviasMilitaryLiving.com</a> ) along with availability information for all homes in their inventory. It is recommended that all persons seeking information regarding availability and rates of specific homes on Fort Bragg contact the Corvias Military Leasing Center located at 426 Souther Place in-person, by phone at (910) 495-0878 or by email at BraggRelocation@corvias.com. A team of professional leasing and relocation specialists is available Monday through Friday 8 AM to 5 PM and Saturday 10 AM to 3 PM to answer any questions and to fully explain the different pricing levels, limited-time specials as well as housing eligibility and application requirements. The Leasing Center is specially designed to provide outstanding customer service to the area's active-duty population as well as newly eligible groups, including retired military, National Guard/Reservists and DoD Civilian Employees.	NO ACTION
15-36	Hunting Check In/Out	8/27/2015	DFMWR	Fort Bragg does not have a web based or telephone enabled hunting check-in/out system. If you want to hunt on the installation you are required to drive to McKellar's Lodge to sign out the evening prior to your hunt and then back to McKellar's NLT the designated time the day of your hunt. This eliminates at times an hour of potential hunting time. Using a web based or call-in system is more efficient and modern. Other garrisons provide the web based or call-in systems. Recommend that those best practices be evaluated for implementation at Fort Bragg by the responsible agencies.	Fort Bragg is in the process of developing an automated hunter signout system. We anticipate this system being in place by 5 September. Established 'No Later Than' times to sign back in from hunting are 90 minutes after sunset and at least a full hour after any legal hunting time and complete darkness. Signing in by this time should not impede on any legal hunting activity	Complete
15-35	Tree on Macomb	8/27/2015	DPW	When you exit the parking lot directly across from CPAC onto Macomb there is a tree that is right by the curb that impedes the driver's sight. You must pull practically into the road to see if there is oncoming traffic.	This was turned in as a work order. After reviewing and researching the request, a work order will be submitted to relocate the crosswalk at the Dental Clinic to the corner of Half Street and Normandy with pedestrian markings and signs. Currently the crosswalk leading in the Soldier Support Center handicap parking lot has a push-activated lighting system and has been upgraded within the last year. Therefore, no modification will be made to this crosswalk.	NO ACTION
15-34	Crosswalk on Normandy Rd.	8/27/2015	DPW	The present crosswalk leading into the SSC handicap parking lot should have lights like the crosswalk that light up when the switch is activated, similar to the one at FORSCOM and the other crosswalk that leads into the Dental clinic be removed and placed at the corner of Hall Street and Normandy, this will make it more safe for the Soldiers crossing over to the barracks located at the the corner of Normandy and Reilly Road.		COMPLETE
15-33	Homework Lab	8/27/2015	DODEA	The issue is that the people that have homework take up the computer lab and we have to do something educational until 5:00. Sometimes I don't get to play on the computer.	Chay Youth Center allots 10 – 12 computers daily for homework. This is a tremendous resource to those students without computer access at home. The majority of the textbooks for this age group is now online. Daily there are 3 – 5 computers devoted after school for recreational use with headsets to ensure they do not disturb those doing homework. Army-level CYSS is in the process of contracting with a commercial vendor to attempt to take all the computers in labs off the Army network (which limit the software approved by NEC that is available) and install WiFi to all Army Youth Centers which will open up opportunities for both homework and recreational use throughout the center. In line with this, Fort Bragg CYSS is in the process of contracting to upgrade the labs with newer computers, laptops, and tablets to implement when WiFi is available. There is no confirmed timeline on the Army Contract; however, as soon as information is available, CYSS will post the information on the CYSS website. Update 18 Feb 2016: Estimated WiFi installation date is Aug 2016. Update 19 May 2016: Reviewed and this remains active Update 11/2016 - awaiting arrival of equipment Updated 02/17 Installation of the Wi-Fi is complete and operational.	COMPLETE
15-32	Passport Office	8/27/2015	DHR	There is only one passport office for the entire Fayetteville community to include Fort Bragg. They only have 2 rude ladies working on it, appointments are hard to get, and long waiting times for walk-ins. No military appreciation whatsoever.	The Fort Bragg Installation Passport official passports only. We do not process tourist passports. Customers are seen on a walk in basis from 0900-1600 daily for passports/visas related to official government travel only. The Main Post Office located at 301 Green St. is an acceptance facility for tourist passports. The office has no affiliation with the Fort Bragg Installation Passport Office. We are unsure of the customer's experience with the facility, however, when contacted on 4 Jun 15 the passport agent indicated the next available appointment was on 18 Jun. The agent was never rude or condescending. Although the City of Fay only has one passport office, there are several in the area, Sanford, Broadway, Clinton, and Benson. Also individuals can complete their forms and mail them for a renewal but all first time applicants must apply in person.	NO ACTION
15-31	Army Reserve Building	8/27/2015	DPW	I am an FRSA for SF Command and my issue is concerning the Army Reserve Command Center building. For years, the units on Fort Bragg have reserved the Army Reserve Building for Christmas parties. It is a great location. Recently I have been told that the new POC Margarita Rody 910-396-6837 stated that she decided not to allow the Army to utilize the building anymore. When I asked why, she said that the building belongs to the Reservist and it is a hassle keeping up with who wants to reserve the rooms throughout post. I explained in the past we were aware the Reservist had the first priority but if you are not utilizing the building why can't we book our holiday party there. She said this the new rule since she is the POC to reserve the space.	DPW is not in charge of the Army Reserve Center. The management of the building falls with the staff of the building. Arrangements can be made with the staff.	UNATTAINABLE

15-30	Soldier Support Maintenance	8/27/2015	DPW	Put a qualified person in charge of the maintenance of the building that understands the importance of first impressions. Millions of dollars and man hours went into the make over of the entrances of the Soldier Support Center and nothing has been done to maintain it. The person in charge of maintenance is a contractor that spends all his time on the loading dock painting and putting up signs wasting money on things that could wait, but won't bother to replace the ceiling tiles in the handicap entrance that have been laying on the floor for months. At the entrance weeds are taller than the crape myrtles. Hoses were purchased to keep the area maintained but nothing has been done. The back entrance is the same grass so tall. Every new Soldier that reports to Bragg sees the building first this is not the impression they should get. If you ask the people they will say I just don't care for the maintenance person but that is not the case I have worked on Bragg since 1992 and in this building since 2007 and it has never looked like this inside or out because we had someone who cared about the building and the people. That makes a difference.	This issue was withdrawn per DPW.	NO ACTION
15-29F	Motorcycle Parking	2/26/2015	DES	Motorcycle parking everywhere. It makes me sick to see a bike in the stripes of handicap spots. They are there for a reason so cars with ramps can load in and out.	DES is committed to rectifying the problem by making sure our law enforcement patrols are also aware of problem through shift briefs and targeted enforcement. We will also post to social media to reach the majority of the community to include our off post service affiliated population.	NO ACTION
15-28F	Stray Dogs	2/26/2015	DES	The MPs cannot be called concerning a stray dog unless the dog is aggressive and attacking someone. Animal control cannot be called because they cannot come on base.	Fort Bragg does not have a dog catcher to pick up these dogs. Instead law enforcement officers pick up stray animals. However, the answer should never be "No, we can't help". The issue has been rectified and proper training is given when needed. The Garrison is in the process of resolving the stray animal issue that will provide the best animal control support option for the community.	COMPLETE
15-27F	Speeding in Neighborhoods	2/26/2015	DES	The neighborhoods need to be patrolled better for speeders. Patrols need to address those that are not parked correctly in the housing areas. Park in your parking spot.	Manpower is limited and there are a high number of calls for service throughout the day. The community police offers service all of the Fort Bragg Housing areas, so enforcement is not a daily, rather a weekly occurrence. Please inform DES of those streets within the housing area have speeding issues.	NO ACTION
15-26F	Outdoor Roller Rink	2/26/2015	DFMWR	The outdoor roller rink is in serious need of repair.		UNATTAINABLE
15-23F	Snow Make Up Days	2/26/2015	DODEA	Have the snow make up days been announced?	The dates for snow make up have been determined and given to the public.	COMPLETE
15-22F	Road Repair	2/26/2015	DPW	Fixing roads in neighborhoods, and having allotted parking for each house. Line and numbers for each house should be fixed. When complaints are made to housing, they make claims of empty promises, and lies.	DPW has developed a road infrastructure repair and replacement plan, however because of the magnitude of the road inventory within the housing neighborhoods it will take several years to complete the identified workload in a prioritized manner. When repaving is accomplished the appropriate lane delineation and striping will be included in that work. Due to the length the issue will take for completion it will be labeled unattainable.	UNATTAINABLE
15-21F	Repave Mini-mall Service Road	2/26/2015	DPW	Is there consideration for repaving the road behind the Mini Mall?	Due to current environment, and critical maintenance needs of higher priority roads across post, the service road behind the Mini-Mall will continue to be maintained by way of pothole repair. Due to funding repairs must be focused on high volume roadways.	UNATTAINABLE
15-20F	Chicken Road Repair	2/26/2015	DES	Can you fix the dip to the old Chicken Road ACP, or open the middle lane till funds are available.	This issue needs an update.	UNATTAINABLE
15-19F	Larger Bark Park	2/26/2015	DPW	We need a larger bark park.	Corvias is evaluating all the spaces that would be available for a bark park. After the Out-Year Development Plan for the RCI housing inventory is completed it will be decided which land will be used for a new Bark Park.	COMPLETE
15-18F	Separation of Housing	2/26/2015	DPW	How come I have to live next door to an E3 and E4? There is no housing for E8s. I am stuck in a 1200 sq ft home because we only have 2 kids and there are no other options for SNCO housing.	Corvias in an effort to maximize occupancy has made rank band eligibility adjustments in some of the SNCO homes within the neighborhoods. Corvias has offered these families a chance to move into SNCO housing to a larger, nicer home in Linden Oaks.	NO ACTION
15-17F	Yard Maintenance in Quarters	2/26/2015	DPW	When do we start holding Corvias accountable for taking care of the neighborhoods? Making sure people follow the handbook and maintain the outside of their living quarters and making sure trash isn't everywhere instead they are worried about getting more money for electric.	Corvias performs neighborhood inspections weekly to ensure rules and policies are being followed. They allow residents time to correct violations. Maintaining the neighborhoods is a shared responsibility. If there are issues notify your neighborhood center team.	COMPLETE
15-16F	Neighborhood Center Gyms	2/26/2015	DPW	Why are the neighborhood center gyms not open 24 hours, we have keys to access them and they have cameras in there to monitor them. And why can't the equipment be upgraded? It is sad when the down range equipment is in better shape than in the community center. We give up our BAH and we receive nothing in return. Where is the 50 million going?	When our neighborhood centers were originally opened, the intent was to grant 24 hour access to residents, however we have had numerous occurrences of significant vandalism in multiple neighborhood centers during the last several years. While we have cameras in the center, not all areas of the building can be monitored and in some cases when residents have brought very large crowds into the center after 10 pm it has not been possible to identify the responsible persons. The extreme large costs of the vandalism forced Corvias to have to limit access to the neighborhood centers to the current hours of operation. Corvias regrets the very costly and willful misconduct of a very small minority have forced this reduction of services to all residents.	UNATTAINABLE
15-15F	Bus Stops at Linden Oaks	2/26/2015	DPW	The children at Linden Oaks need some type of shelter to protect them from the elements while waiting for the school bus.	Historically, we have found school bus stop shelters to be barely utilized by residents and instead have been targets for vandalism. Due to the continual damage to the bus stop shelters that were in place within the other neighborhoods on Fort Bragg and the significant costs for associated repairs to the shelters, those shelters have been removed. Based on the historical lack of use of bus stop shelters, at this time there are no plans to install bus stop shelters within any of the Fort Bragg housing neighborhoods.	NO ACTION

15-14	Housing	2/26/2015	DPW	With the recent announcement that civilian employees will be allowed to move in to post housing it seems that it would make more sense to have E5 or E4 and below be mandated to move in. They are the ones who are seen most often in AER, and this would also allow their children to attend on post schools. In addition the Families/Soldiers would be saving on gas.	While there may be some Service Members who would benefit from living on- post, and while we consider living on-post to be a privilege, the choice to live either on-or off-post is ultimately an elective on the part of those eligible to reside in on-post housing. A decision was recently made to expand eligibility of on-post housing to accompanied DoD Retirees and current accompanied DoD Civilians because the occupancy rate of on-post housing has declined due to fewer Service Members, to include E4s and E5s, making the choice to live on-post.	NO ACTION
15-13	Flight Line Park	2/26/2015	DFMWR	Repair the playground defects and open the playground for use again. It is a favorite park for several Families. My son cries every time when we go by there.	We are currently working the project to get the flight line park playground repaired. The deficiency came up in an inspection last year and due to the level of the safety concern, we could not keep the playground open. The existing mulch was an insufficient depth to absorb a fall from height, and the height of the playground elements did not leave room for us to just add more mulch to overcome the issue. The cost to correct the project is significant and we did not have the funds available last year to complete the project. We recently received our approval for this year's budget and we are in the process of contracting the replacement of the mulch, with a rubberized surface that is more accessible for individuals with disabilities, and will not require constant maintenance to be able to absorb the energy from a fall. Once this project is awarded and completed, the playground will reopen. We are also working to add two additional picnic pavilions to the park. <b>Update 5/15</b> - Awaiting award of the contract for the project to begin. Update 5/19/16 A re-assessment of the park needs to be completed to determine what equipment needs to be replaced. Update 11/2016: Work in currently underway. Estimated completion date end of the 11/16. <b>Updated 02/17</b> Park is open and being utilized by the community	Complete
15-12	Chewing Tobacco and E Cigarettes	2/26/2015	GARRISON	Use of chewing tobacco in work place. Soldiers with a mouth full of tobacco, carrying bottles to spit in during work day and in meetings. The use of e cigarettes in the workplace and indoors on Fort Bragg. The safety is unproven and it is unpleasant to work next to a person puffing away on one.	Garrison truly understands the significance and importance of establishing environmental health policies that maintain a supportive, safe and healthy environment for the entire Fort Bragg community. Currently, the Department of Defense and the Department of Army have regulations and policies that address Health Promotions. Army Regulation (AR) 600-63, para. 7-2a-b, pg. 25, states the following: a. Using tobacco products (to include cigarettes, cigars, cigarillos, smokeless tobacco, inhaled tobacco, and all other tobacco products designed for human consumption) harms readiness by impairing physical fitness and by increasing illness, absenteeism, premature death, and health care costs. Readiness will be enhanced by promoting the standard of a tobacco-free environment that supports abstinence from, and discourages the use of any tobacco product. b. Full cooperation of all commanders, supervisors, Soldiers, and Army civilians is expected to ensure people are protected from the harmful effects of tobacco products." Additionally, AR 600-63, para. 7-3a., pg. 26, states the following: a. Tobacco use is prohibited in all DA-occupied workplaces except for designated smoking areas, as authorized by DODI 1010.15, Smoke-Free DOD Facilities. The workplace includes any area inside a building or facility over which DA has custody and control, and where work is performed by military personnel, civilians, or persons under contract to the Army." Currently the following XVIII Abn Corps and Fort Bragg Master Policy 34, Fort Bragg Smoking Policy States: 6d(2). Smoking is prohibited in all interior space owned, rented, or leased over which DA has custody and control, with the exception to areas which are designated smoking areas." Additionally, Master Policy 34 states: "6f(1). All forms of tobacco are prohibited, including, but not limited to, cigarettes, cigars, pipe, dip snuff, and chew. Use of tobacco is defined as smoking, dipping, chewing, snuffing, or any new novel means of absorbing nicotine from tobacco products. Again, there are regulations and policies in place; however, the problem that we have is that we do not have the full cooperation of all commanders, leaders, supervisors, Soldiers, and Army civilians to obey and enforce the standard especially concerning smokeless forms of tobacco as well as nicotine vapor products such as e- cigarettes. Additionally, many people misinterpret the policies to fit their own personal needs.	NO ACTION

15-11	ACS Class Times	2/26/2015	DFMWR	ACS offers a long list of what appear to be wonderful programs, classes and support groups each month. However, almost without exception, these events are only offered Mon-Fri between the hours of 0800-1630. How are couples and Families supposed to be able to attend these events when the spouse works and/or the Command does not release the Soldier to attend? Some of the couples' workshops are more than one or two days and require that both be there the entire time to even receive the materials.	We make every effort to make sure our classes are offered during the times our customers want them and to make them accessible by offering some classes at neighborhood centers. We have a great deal of experience with providing classes during the weekends and after 5:00 pm as well, having rotated almost every one of our workshop offerings to these times. We only ask that 5 persons show up in order to hold these classes but unfortunately have experienced a 100% cancellation rate due to no or low registration for these workshops. This included our varying parenting classes, couples classes, and life-skill classes that we offer during the weekday. The only class that has been successful in the evenings is our Fatherhood class and we continue to offer this session periodically in the evenings and receive more than the minimum required attendance. Despite this we always keep trying out after hours workshops and are starting a weekend play morning soon. Some alternative suggestions might be to work with unit leaders to emphasize the utility of allowing a Soldier to attend 8 hours of total training of this nature per year? The many ACS workshop topics clearly are a help for help service members personally. But they also teach important skills that a service member will find invaluable for mentoring peers or neighbors who may be experiencing problems. Unless attending a certification course, we at ACS are happy to work with customers who may need help in getting a workshop done or who cannot attend the whole course. For example, the Family Advocacy Program will be happy to get customers the books and materials even if they cannot attend the whole workshop - parenting, couples workshops and other courses. <b>Update 5/15</b> - Hosting evening classes will be given another trial run and attendance documented to determine if it can continue. <b>Update 8/26</b> - Agency recently offered evening trainings 15 times that were cancelled due to lack of participation over a 4 month period.	COMPLETE
15-10	Park and Ride	2/26/2015	DOL/LRC	The Lime Shuttle Route only runs in the mornings. It would be nice to be able to use the South PX as a Park & Ride. Take the Lime Route to work and then return. Currently this is not possible because there is not a shuttle in the evenings.		COMPLETE
15-9	Pregnancy and Infant Loss Support Group	2/26/2015	WOMACK	Womack does not offer any type of Pregnancy & Infant Loss Support Group. A significant amount of military spouses suffer miscarriages and yet there is no local support. We have groups for pregnant women, deployed spouses, exceptional Family members, wounded warriors, surviving Family members and yet nothing for the Families that are dealing with this type of loss. Fort Bragg operates a high pace tempo so often the Soldiers could be deployed when the loss occurs. Soldiers and their spouses need a place where they can share with other's going through the same type of loss.	Womack does offer a Pregnancy & Infant Loss Support Group, "AGAPE Support Group". This group meets from 6-8 pm at Watters Center, Fort Bragg, every fourth Tues. The program has been in existence for over 8 years. Every year on 15 Oct, Womack hosts the annual "Walk to Remember" event to support Pregnancy & Infant Loss Support Group parents. This year, over 70 parents attended the event. It was widely advertised through media on post and off post. Also the flyers are positioned in the Birthing Unit.	NO ACTION
15-8	Temperature Control	2/26/2015	DPW	Today's temperature is 80 degrees and the air conditioning system at the Soldier Support Center has been turn off. This is something that takes place on 1 Oct. It would be great if the decision to turn the AC system off would be based on outside temperatures as opposed to the season. It is understood that typically temperatures should be much cooler this time of the year. However, for whatever reason, they are not.	Facilities that require a seasonal (manual) changeover from heating to air conditioning in the spring and from air conditioning to heating in the fall are known as "two pipe" buildings, meaning that they are provided either hot or cold water for HVAC, but not both at the same time. (They are called "two pipe" buildings because there is one supply pipe and one return pipe.) Service to these buildings must be manually changed at one of the central distribution plants, and this changeover date is set each year (typically 15 October in the fall and 15 May in the spring). The Soldier Support Center is what is known as a "four pipe" building, meaning it is supplied with both hot and cold water for year-round comfort. Individual HVAC units should be able to supply either heating or air conditioning at the user's request via the thermostat. There may be special cases, however, where the unit does not deliver the expected result, and one example of that is if the unit has previously been adjusted to provide better cooling during the summer (reducing available heat in the winter), or vice-versa. DPW requests that anyone in the Soldier Support Center who is concerned with the performance of their HVAC system contact Mr. Mike Creager, Soldier Support Center Building Manager. His telephone number is 910-907-3581, and his office is in the basement level near the main elevator stack. Mr. Creager can help coordinate service on the units if there is a mechanical failure, and can also help educate users about their systems and how to best use them. <b>Update 5/15</b> - As the weather becomes warmer the AC units will be fully operational. If there are problems a work request must be submitted.	COMPLETE
15-7	Traffic Signage at North PX	2/26/2015	DPW	There are no traffic signs leaving the north px parking lot. No stop sign or even yield signs. This is very dangerous.	DPW has performed a field investigation, identified any missing signs, and has completed repairs and sign re-installation in the North Post PX parking lot complex.	COMPLETE
15-6	Parking for Expectant Mothers	2/26/2015	DPW	There are currently no pregnancy/expecting mothers parking outside south commissary/px facility.	DPW has ordered four expecting mother signs for placement in the South Post Commissary parking lot; those signs will be installed once they are received by DPW. <b>Update 10 Mar 15</b> - Signs have been installed.	COMPLETE
15-5	Built in Child Care at Gym Facilities	2/26/2015	CYSS	weight control is an ongoing issue for Soldiers and Family members. New parents, single parents, and dual military Families often struggle to find child care after duty hours so they can work out. Often Soldiers turn toward an off post gym membership but that is expensive and they may be locked into a contract.	An hourly care facility specifically designated for physical fitness partons has been approved for Fort Brtagg. Construction is tentatively slated to begin FY15	Complete

15-4	Newcomer's Briefing at Reception Company	2/26/2015	GARRISON	At Fort Campbell the retention office presented a newcomers briefing. That way they were able to reach all incoming Soldiers. Also, they had a separate spouse one at the same time then both met back for lunch and final information. There is so much information that the new people are not getting.	All in-processing requirements for newly arrived Soldiers are dictated by the Soldier Readiness Program (SRP). All Army installations are required to support and ensure that incoming Soldiers are in-processed at the installation- level in accordance with SRP Level 1 requirements. SRP Level 1 is the state of readiness that all Soldiers must maintain at all times. SRP Level 1 state of readiness requirements include: Personnel Services, Medical/TRICARE, Dental, Finance, DEERS/ID Card/tags, Legal and Security. Other requirements dictated at the Army level for in-processing at the installation level include 8- hr Financial Readiness Training (SPC and below), Master Resiliency Training, Sexual Harassment and Assault Response Prevention (SHARP) and Total Army Sponsorship Program. Here at Fort Bragg the Senior Command and Garrison Commander incorporate various newcomer briefings, Central Issue Facility (CIF) Equipment Issue, education, Army Community Service (ACS), Housing, Provost Marshall Office, and Better Opportunities for Single Soldiers (BOSS). These are in place to ensure that each ready Soldier arrives at their gaining unit as soon as possible. We would like to ensure that all in-processing Soldiers receive as much information as possible during installation level in- processing before reporting their gaining units however, there are many requirements that can be accomplished at the BDE/BN/CO level. Each installation can mandate other non-SRP Level 1 in-processing requirements. At the installation level there is no mandatory requirements for in-processing at Retention nor during Newcomers Briefings. Based on the number of Soldiers that annually in-process through Fort Bragg and the various major subordinate commands, we cannot conduct the same additional non-SRP Level 1 functions that other installations may have.	NO ACTION
15-3	Classes at Rec Rental	2/26/2015	DFMWR	Outdoor recreation owns canoes and kayaks why not offer classes at Smith Lake or even on the Cape River? If classes were advertised that the equipment would be available, and charge a small charge such as \$10, there would be a lot of participation.	We offer a few guided programs throughout the year. Last year's river trip was cancelled due to high water and dangerous conditions (a lot of downed trees and debris in the river). Canoes and paddle boards are available for rent at Smith Lake in the summer time and staff provides a safety orientation and basic paddling techniques. Additionally, Smith Lake beach operations were suspended for the greater part of the 2014 summer season due to construction projects that warranted the lake to be partially drained. Canoe floats are scheduled Apr 18 and 25 on the Cape Fear River. The fee based water sports instructional program to include learn to wake board and learn to kayak is part of the ODR program schedule and is pending contracting/hiring certified instructors.	UNATTAINABLE
15-2	Installation Maps at Gates	2/26/2015	DES/ACS	Recently I went through the Randolph Gate and asked if they had maps, was told that I could get a map if I went through the All America Gate, or I could go to ACS. If ACS is supposed to have maps, why can't they be at all gates. That is where visitors start and a map would be useful.	Thank you for providing us with your feedback to better serve the entire community. Each of our Fort Bragg Access Control Points has Installation Maps in order to accommodate a patrons request for directions. We apologize for any inconvenience you may have encountered during your visit to Fort Bragg. We will ensure that current guard force members are briefed about the maps and each guard booth will have handouts in order to provide to the community and visitors. In addition to the aforementioned, Fort Bragg's Army Community Service webpage ( <a href="http://www.fortbraggmwr.com">http://www.fortbraggmwr.com</a> ) has a link for map and phone directory support in advance of your travel plans to the installation. Lastly, thank you again for your valuable feedback and we appreciate your remarks and suggestions to better serve this great installation. <b>Update 3/12/15</b> - The guards at the gates have access to the maps. They will be retrained to offer maps. PAO has received an additional supply of the maps.	COMPLETE
15-1	Clark Clinic Pharmacy Wait Times	2/26/2015	WOMACK	Recently there were so many people in line, it extended into the hallway on Team 1. This was a HIPAA violation and everyone was told to get out of the hallway - but there is NO PLACE TO STAND. Additionally, the electronic marquee does not work and people are randomly standing in line because they cannot tell if their prescription is ready. This has been an ongoing problem for many, many months and is a waste of everyone's time, energy, and patience. Soldiers are missing work, Family members are in the line with sick children, and the problem has only gotten worse since I made a complaint months ago.	The Clark Pharmacy is due for a major equipment upgrade, which will involve the installation of a robot to aid in the prescription filling process and improve both waiting times and safety. Originally, the upgrade was expected in Jul 14, but contract delays have pushed the installation back, and we are now optimistic that the installation could take place in the next several months. In the meantime, even the name board has become nonfunctional because the computers are Clark (also scheduled for an upgrade at the same time as the robot installation) are so outdated that they cannot run the software program need to meet the security requirements for network system at Womack.	COMPLETE
15-00	Duplications between agencies on background checks	3/1/2015	Unassigned Update 2/18/2016: DPTMS	Numberous agencies are required to conduct background checks for volunteers however there are many duplications and not standardized background checklist	The IMCOM SOP with standardized forms to conduct background checks required by AD 2014-23 is to be finalized in Aug 2015. Share Point database is being developed. Update: 2/18/2016 The issue continues, awaiting IMCOM guidance. Update 5/19/16 with the Army wide form in place, this is now Complete	COMPLETE
14-47	High School on Post (Repeat)	8/21/2014	DoDEA	Not have a High School on post. Providing limited transportation to high schools off post. Plus Soldiers have to pay \$ to transport their child on and off post. Transportation will only pick up and drop off at the teen center	DoDEA does not plan to build a high school on Ft. Bragg due to the fact that students in the 16 high schools in Cumberland County are achieving at an adequate level. DoDEA does not have funding to build additional high schools on bases in the United States. DoDEA is not authorized to provide transportation to schools off Fort Bragg. Cumberland County provides transportation for high school students on Fort Bragg who attend E.E. Smith HS. Harnett County provides transportation to high school students living on Linden oaks to attend Overhills HS.	UNATTAINABLE
14-46	Speeding near USASOC Headquarters	8/21/2014	DES	When you enter Fort Bragg through the Yadkin Gate and cross over Reilly and travel towards USASOC Headquarters there are constantly speeding vehicles. I understand that you cannot be everywhere at once, but would think a week or so at this location would deter some folks from speeding.	Thank you for providing your comments in reference to the perceived speeding problem on Yadkin Road. We are taking proactive measures to ensure compliance with speed restrictions in that specific area. Additionally, we will focus law enforcement assets law enforcement assets in that area and the surrounding area during our targeted speed enforcement missions.	NO ACTION

14-45	Paving Parking Lot	8/21/2014	DPW	Parking lot for the refill center not paved. Very difficult for the people with walking issues, almost impossible for anyone with a walker.	The current prescription refill center is in the footprint of a large construction project scheduled within the next year or so, at which time the refill center will be relocated on post. Improvements to that facility made today would be demolished during that construction. DPW asks for your patience and understanding during this time of transition in that area.	NO ACTION
14-44	Community Clean Up Project	8/21/2014	DPW	I am a new resident on Fort Bragg as well a new military spouse. Litter is a marked concern on Fort Bragg. I am not addressing this concern to belittle or complain about Fort Bragg residents, and Soldiers; rather my intent is to find a solution. Fort Bragg is in a very sad condition of apathy. And it is not the Soldier's sole responsibility rather it belongs to everyone on base, particularly the Families. Adults bear the responsibility of being role models and instilling a sense of community responsibility in our children. In my short time at temporary quarters while we are waiting to move into our base house, I have seen a field littered with wrappers and water bottles after children's soccer practices/games; I have also seen water and sport bottles left after Soldiers PT time and cigarette butts accumulating around our temporary lodging. I picked up 46 water and sport bottles this Saturday morning after my run on the track around the field.	There is no quick solution or answer for this issue; however, community clean- up programs are a great way to partner with our Fort Bragg residents in order to maintain clean, safe and presentable neighborhoods across the installation. We will begin formulation of a plan and talk discuss with the identified partners to see if they would be interested in this initiative. The Garrison would work with the volunteers to ensure signage and supplies are provided as needed for monthly community clean-up. We will certainly follow up with the submitter of this issue for feedback and participation. <b>Update 12/14</b> - This project continues to be worked on. Garrison CSM stated that some units are already doing the cleanup. <b>Update 5/15</b> - DFMWR Director stated this clean up project should be a project that units take on. The locations that need clean up could be adopted by units for volunteer time.	COMPLETE
14-43	All American Road Repair	8/21/2014	DPW	At what point will the installation (or DOT?) do something to repair the areas that are sinking on the All-American between the ACP and Reilly Road exit (both directions)? We go thru this routine every few years and each time it's repaired it doesn't take long to start sinking again. Isn't there a permanent solution that in the long run would cost less to repair?	The All American Freeway was identified for repair in June of 2013 and the contract for repair was awarded in May of 2014; the repair was completed in June. DPW spends approximately \$400,000 to repair the road every four years. The road was built on ground that is prone to settling, and this repaving cycle will likely continue into the future because other road bed repair options are not realistic in our current resource-constrained environment.	COMPLETE
14-42	DMV Office on Post	8/21/2014	DPW	The DMV in Fayetteville doesn't seem adequate. Fort Bragg used to have a DMV, it needs to come back.	DPW Master Planning Division has previously offered the North Carolina Department of Motor Vehicles (DMV) various location options for a DMV office on post. In November 2013, Mr. Kelly Thomas, the new Commissioner of DMV, said that the DMV was not interested in an additional office location on Fort Bragg because the DMV had instead made a business decision to increase the size of the DMV office in Eutaw Village shopping center to accommodate the increased demand in the Fayetteville and Fort Bragg area. Further, he stated that the DMV would not invest taxpayer money in an office location on Fort Bragg because a majority of taxpayers would not be able to utilize it due to the restricted access. The DMV has vehicle and license plate renewal offices in Spring Lake, Fayetteville, Hope Mills, and Raeford. A new location east of Fayetteville in Stedman will be opening in the summer of 2014.	UNATTAINABLE
14-41	Child Care Center Policies	8/21/2014	CYSS	There are significant differences in the procedures at Maholic and Rodriguez Child Care Centers. The policies were not explained ahead of time and were enforced at the first visit after each child reaches 1/2 birthday.	A meeting has been scheduled for Tues, 19 Aug to discuss the conflicting information and come up with consistent practices in all hourly care facilities.	COMPLETE
14-40	Grounds Maintenance at Soldier Support Center	8/21/2014	DPW	Money was spent on beautifying the Soldier Support Center with plans, trees, etc., but who is going to maintain them? Some of the trees are over from the storm, beauty bark is all over the sidewalk, and there is a huge pile of weeds in the cement structure. If there isn't money for the contractors to maintain it, the Soldiers should have done it during clean sweep. Also there are many ant hills that need to be treated.	Thank you for identifying this area as one that is in need of additional grounds maintenance attention. The intent of all recent landscaping projects has been to develop low impact and low maintenance, but also visually appealing, areas. The landscaping is currently maintained; however, the frequency is only that which can be accommodated with the military detail. It is not the same frequency as was provided several years ago by a contractor. Unfortunately, this is the reality of our current budget situation.	UNATTAINABLE
14-39	Shuttle	8/21/2014	DOL	Many Biazza Ridge residents only have one car which the service member uses. There is a shuttle which picks up in the neighborhood however you have to transfer and total the trip is at least an hour to get to the other neighborhoods. Many Families have young children and that amount of time on a shuttle is stressful. Would it be possible to link the shuttle which picks up in Biazza Ridge (South Shuttle) with one of the neighborhoods on their route?	Unfortunately at this time due to government cutbacks a re-engineering effort was conducted based on ridership's and an adjustment to some of the shuttle routes had to be made. The Fort Bragg Shuttle system currently does not have the ability to service all the housing areas on post. The current housing areas we service are: Bataan, Casablanca, Bougainville, Woodland Heights, Hammond Hills, Nijmegen and Biazza Ridge. The best transfer point is currently at the Mini Mall as each route accesses this stop. We will keep your suggestion in mind should future routes develop.	UNATTAINABLE
14-38	Gym Hours on Fort Bragg	8/21/2014	DFMWR	Currently the gyms on post close at a set time. Why not have at least one of them open for 24 hours.	Fort Bragg DFMWR currently operates 13 Fitness Centers to meet the needs of the military community. These facilities are open for a combined total of 1,206 hours per week. The average facility operates 93 hours per week. Callahan Physical Fitness Center (PFC) is open year round from 0400-2300 daily for a total of 19 hours per day and 133 of the 168 hours in a week. Six of our facilities are open Monday through Friday from 0500-2200 with additional hours on the weekend. Our analysis has shown that usage drops off significantly in the last hour that the facility is open and is also relatively low in the first hour that Callahan is in operation. The usage trends begin to taper off incrementally after 1700. We feel that the current hours of operation allow all members of the Fort Bragg community the opportunity to work out either before or after their work shift. We have not seen where there is significant demand or mission requirement to justify operating a fitness facility 24 hours a day.	NO ACTION
14-37	Club on Fort Bragg	8/21/2014	DFMWR	Soldiers would like to have some type of club to attend on Fri and Sat nights. Can't leadership and MWR figure out a way to have a club, this would keep Soldiers safer and also bring money to the installation.	FMWR strives to provide customer-focused quality of life service and programs for our customers. Sports USA (SUSA) is open Friday from 1100- 2300 hrs and Saturday from 1300-2300 hrs. SUSA offers a casual, fun atmosphere where people come to meet, play games, watch sporting events and eat. SUSA menu includes pizzas, wings, sandwiches, Nathan's all beef American Hot dogs, subs and a variety of other great foods and a full service bar. SUSA has pool tables, video games, dartboards and sand volleyball courts for our customer's enjoyment. SUSA is located on Longstreet Drive just west from the intersection of Reilly Road, building 3-2102.	NO ACTION



14-36	Closure of Longstreet During 5K	8/21/2014	DES	On the day of the 5K here on post all of Longstreet is closed. This makes it difficult for Soldiers who live in the barracks on Longstreet.	The Provost Marshal Office takes the safety of our motorists and pedestrians very serious. As you may know Hedrick Stadium is the gathering point for the event, which usually draws quite a crowd of participants, both runners and walkers. The entrance onto Longstreet places the most participants in one location o the route at any one time and in order to ensure their safety it is imperative that we completely block Longstreet. I would offer that there is access to the barracks complexes on Longstreet via Butner road at the following crossovers: Bigler St., Cole St., Keerans St., Weritch St., Spooner St., and Gruber Road. You can also access Modularity Village off Butner Road at Malvesti St., across from the JSOC compound.	NO ACTION
14-35	Fence at Gruber and Bragg Blvd	8/21/2014	DES	There is no fence on the corner of Bragg Blvd and Gruber. People can come on to post without being checked for IDs. There had been some recent issues regarding teenagers walking in through that area, or strange men. It's supposed to be guarded but it has not been guarded for a long time, so why risk our community not closing that area of permanently? We have small children who play outside near the area. Why must the post wait for something as big as a child kidnapping or huge community burglaries to occur for you to finally do something about this! Among dozens of women in our community, we are taking a stand for the safety of our Families, especially in the times that our men are deployed, we are asking for permanent fencing in all areas on post that have an open gap with no security. Let's not wait until something so tragic happens in our community. Things like these are extremely preventable.	Our law enforcement professionals take an active role in policing our communities in order to safeguard our Families. With yours and the community's assistance, we ask that each member take a moment and review the Fort Bragg Home Alone Master Policy 87 and to continue providing adult supervision when our children are outside at play. By doing so, this will prevent an opportunity for a potential child kidnapping. And with the assistance of the community reporting a potential suspicious individual we can respond in a timely manner preventing the possibility of an incident before one occurs. We have a plan to assist DPW in gaining necessary funding and fix this location in FY15. In the mean time our security professionals continue to conduct checks of installation communities and the perimeter to ensure the safety of our installation. Your comments are essential to assisting us of with identifying areas of concern so we can evaluate, and if necessary take the appropriate corrective action in order to eliminate vulnerabilities. <b>Update 12/14</b> - DES states there is a fence in this location.	COMPLETE
14-29	Pet Park on Pope	2 /27/2014	DFMWR	Has there been any consideration to turning one of the abandoned baseball fields on Pope into a dog park? The field on the east side of Warhark is already fully enclosed and many that live on Pope use it as such.	There has not been consideration of that area as future dog park location by DFMWR. We were not aware that currently being used as such by residents. Currently DFMWR is not using that area for youth sports, but may refurbish them for future baseball seasons. We do not currently have any funds budgeted for construction of a dog park.	NO ACTION
14-28	24 Hour Childcare	2 /27/2014	DFMWR	CDC hours could there be one facility that is 24 hours for the Soldiers who have duty or early work call. I am a single ES with 8 years and I spend anywhere between \$250-\$400 a month extra in childcare cost for hours the CDC doesn't cover....		UNATTAINABLE
14-27	CYSS Activities	2 /27/2014	DFMWR	CYSS activity hours are only set up for Families who have only one Family member working...there are very few if zero programs offered for younger children after 1700.		UNATTAINABLE
14-26	PT in Housing Area	2 /27/2014	GARRISON	Is Command PT authorized INSIDE base housing neighborhoods?	Fort Bragg Pam 600-2, Appendix A addresses this issue. "Formations will not conduct PT in any housing area. No group above squad level will run in the housing area. All runners will utilize the sidewalk.	COMPLETE
14-25	Gavin Hall ID Card	2 /27/2014	DHR	It's ridiculous 82d Soldiers can only go to Gavin Hall for an ID Card. We can't go to the Soldier support Center. Instead we are made to wait hours to get a new card and not be available to do any work that needs to be done back at companies/troops/batteries. It needs to change.	The Fort Bragg main ID Card Facility adheres to ALARACT 097/2009 UTILIZATION OF DEERS/RAPIDS DEPLOYABLE WORKSTATIONS SUPPORTING PSDR EQUIPPED MTOE BDE ORGANIZATIONS, DTG 061756Z APR 09 and MILPER Message Number 13-074, UTILIZATION OF DEERS/RAPIDS DEPLOYABLE WORKSTATIONS SUPPORTING PSDR EQUIPPED MTOE BDE ORGANIZATIONS, DTG 061756Z APR 09 AND MILPER Message Number 13-074, UTILIZATION OF DEERS/RAPIDS DEPLOYABLE WORKSTATIONS SUPPORTING PSDR EQUIPPED MTOE BDE ORGANIZATIONS date 18 Mar 13. The Fort Bragg main ID card facility has a working relationship with all Commands equipped with a DEERS/RAPIDS Deployable workstation and provide service to a command's Soldiers if their system in inoperable or deployed.	NO ACTION
14-24	Housing Maintenance	2 /27/2014	DPW HOUSING DIV	I would like to know why can't the housing office give us some kind of time frame for the maintenance to come to your house. In Biazza Ridge, after you call in an order, they just show up sometime between then and two weeks later! I refuse to sign the right to enter paper and I'm glad I did! Last week the electrician broke my damn entertainment center by sliding it across the floor after I clearly said that it was too heavy, please don't move it. Now I had to claim it through the insurance and probably won't get enough money to replace it! Not even a year old.	Corvias' procedures for scheduling maintenance/repair visits for residents who have not signed a Permission to Enter agreement is to designate a date selected by the resident with either a morning or afternoon four hour response timeframe based on the resident's preference. Designation of a morning or afternoon window for response is a standard industry practice. Corvias protocol requires any furniture that hinders execution of maintenance or repairs by a technician to be moved by the resident. In this instance the Corvias technician acknowledged moving the entertainment center with the prior approval of the resident as well as the damage occurred during the movement. Corvias has reprimanded the technician and provided refresher training to all Corvias technicians and subcontractors on the prohibition against movement of resident property. Corvias is assisting the resident with submission of a claim against the Renter's Insurance policy that is provided by Corvias to all residents.	COMPLETE
14-23	Stoptlight in Bataan	2 /20/2014	DES	We live in Bataan and in the morning it is so dangerous to get out of the neighborhood. Since the stoptlight does not work until 9:00 am. People come off the gate flying. I take my son to preschool at 8:30 am and I have to turn right and then go to the next stoptlight and turn left. I have to make a just to get out the Butner gate. Something needs to be done about the morning.	You have identified one of many non-pedestrian friendly intersections that Fort Bragg is looking to change in the future, to provide a more pedestrian and bicycle friendly installation. Unfortunately, there is no easy solution for your situation at this time. The volume of traffic entering post on Butner Road between 0530 and 0900 hours every workday is significantly large, and to facilitate that movement the light is set to allow for a continual flow of traffic so that it does not backup on Bragg Blvd into Spring Lake and down Murchison Rd. Anyone wishing to cross Butner Road exiting the Bataan neighborhood on Seay St whether it be a vehicle or pedestrian have the option of turning right and using the traffic light at the intersection of Butner Rd and Chute St. This will take you more than a block out of your way, but because the traffic volume each morning there does not appear to be another workable solution until changes are made to the traffic pattern entering post at the Bragg Blvd and Butner Rd intersection, at some point in the future.	NO ACTION

14-22	Traffic Around Bowley ES	2 /20/2014	DODEA	<p>I would like to know if anything can be done for Bowley ES in regards to the traffic. I know this question is asked a lot, but it is a serious safety concern for many. There are times when the lines to pick up kids block the road completely. I know this because I have been that person several times. There is no place for me to get out of the way (sometimes for more than 5 min), and when I do the people who have been inconvenienced go speeding by within inches of my car because I am still partially in that lane. I have been told many times that because we are not over 1 mile away that I could walk...Well if it were not for my severe allergies and injuries from a past car accident, I would.</p> <p>Unfortunately that isn't an option for me. I was also told that we could not get busses for the same reason. If that is the answer, then perhaps there is a third option that has been addressed.</p> <p>There is a back parking lot, that is larger than the front loop where the older kids get picked up. Perhaps we could move the buses to the front loop and have the older kids get picked up in the back where the buses currently are and it would reduce the amount of people on the road in front of the school, which will in turn reduce or eliminate the blocking of the road completely.</p>	<p>The district superintendent's office is working on the Bowley traffic issue. After observing the dismissal process and consulting with school officials and our district safety office, we feel Bowley ES currently employs a traffic plan that fully utilizes all available space in a manner that is safe for everyone to the greatest extent possible. They "double stack" cars in the drop off/pickup line at the side of the school. They employ a single line for drop off/pickup at the front of the school and cannot use double lines as they have to leave open one lane for the CYS bus to drop off and pickup students. The school cannot use the back parking as it is used for buses and also needs to have portions of the parking lot open so delivery trucks can come into the back of the school. As for the both lanes of traffic being blocked, this does happen. A majority of the students that attend Bowley are within walking distance of the school. There is an overflow because parents choose to drive. There is a viable and practical solution to cutting down the traffic at Bowley and that would be walking the children or car pooling.</p>	NO ACTION
14-21	Drivers on Manchester Road	2 /20/2014	DES	<p>I have an ongoing concern with careless drivers on Manchester. Is it possible to have more MPs patrolling the area?</p>	<p>The PM office is continually conducting traffic enforcement on Manchester that results in significant citations being issued for aberrant driving behavior. Additionally, dedicated law enforcement patrols have been incorporated into the patrol distribution plan to assist with combating this specific issue and targeted enforcement is ongoing.</p>	COMPLETE
14-20	ACP Near Joel Clinic	2 /20/2014	DES	<p>Why is there only one access point into East post (Joel Clinic) from Murchison Road. They have closed or limited opening the gate from Bragg Blvd.</p>	<p>The IMCOM standard for providing manpower at an ACP requires a minimum of 115 cars per hour entering the ACP. Manning requirements and hours of operation for our ACPs are based on quarterly traffic studies. The Gruber and Bragg Blvd ACP did not meet the IMCOM standard for manning the ACP from 1400-0500 Mon-Fri on weekends. Based on these results the hours of operations at the Gruber ACP were changed.</p>	NO ACTION
14-19	Bastogne Gables Traffic	2 /20/2014	DES	<p>Here in Bastogne Gables there are stop signs that are being ran all the time especially on the weekends. The street is Letterman that stops at Sturgis St. It's a one way and I see people flying up the street when it's clearly a one way.</p>	<p>The PMO placed the Bastogne Gables community on a targeted enforcement plan to help mitigate this poor driving behavior. Additionally, your concerns are thoroughly briefed at the law enforcement guard mount for increased presence and enforcement measures during routine law enforcement patrol distribution in your specific community.</p>	COMPLETE
14-18	Driving on Honeycutt	2 /20/2014	DES	<p>People constantly drive the wrong way on Honeycutt Rd in front of Murray primary school due to the line of parents that waiting to pick up children. Too many times I witness close calls. Cant here please be an MP who sits in the DENTAC parking lot to do</p>	<p>The PMO conducted a traffic survey on 7 Mar, which revealed 1 vehicle that violated NC traffic law by driving a motor vehicle the wrong way against the normal flow of traffic. The violator was cited and additional targeted enforcement periods will continue throughout the school year.</p>	COMPLETE
14-17	Speed Limits in Housing	2 /20/2014	DES	<p>I would like to understand why the speed limits increased from 15-25 mph in residential areas? There are way too many kids and people are just flying by now.</p>	<p>The PMO recognized that increasing the speed limits in residential areas created an unneeded safety risk to the community. As a result the PMO recommended that the speed limits in the residential be reduced back to 15 miles per hour. The PMO conducted a survey between 6-13 Mar. The results of the survey revealed that the speed limits signs were reduced back to reflect the maximum allowed speed in the residential areas as 15 miles per hour.</p>	NO ACTION
14-16	Murray School Traffic	2 /27/2014	DODEA/DES	<p>People are constantly drive the wrong way on Honeycutt Road in front of Murray School due to the line of parents that are waiting to pick up children. Too many times I witness close calls. Can there please be a MP who sits in the DENTAC parking lot to do what needs to be done to stop this?</p>		COMPLETE
14-15	ACP at Odell Road	2 /20/2014	DPW	<p>Those who enter or exit the installation on the North side of post have experienced increased traffic congestion at the gates. In the near future construction on the new intersection at Murchison Rd will start compounding the current congestion. Rumor has it that another gate will be installed at Odell Road in Spring Lake. Is there an accessible timeline where we can keep updated on all of this?</p>	<p>The Odell Rd expansion is a future NCDOT project that is currently in the planning stages, but we're looking out a number of years before it becomes a reality. The Ft Bragg Garrison has and will continue to work with the NCDOT to ensure future development along Odell Road in Spring Lake is compatible with an will support a future ACP in that vicinity. NCDOT's anticipated milestones related to the Odell Road expansion project include beginning environmental studies in 2014, finalizing that documentation and holding public hearings in or around 2016, and right-of-way purchase and project award in or around 2022-2023.</p>	UNATTAINABLE
14-14	Joel Health Clinic	2 /20/2014	WOMACK	<p>For the last two months it has been near impossible to get an appt without going through the patient advocate. Yesterday the earliest available was 8 Apr, 40 days away. That is ridiculous. My Family and wife can get appts at the Troop and Family Health Clinic or Womack Family medicine next day. The only thing they tell us at Joel is to come in everyday at 715 to see about a same day or come to sick call. They will not see a Soldier at sick call without an acute reason. There is absolutely never a same day, let alone with my actual PCM. Besides that Soldiers can't miss PT everyday to get an appt. Tricare says I have to be assigned to that clinic. It's becoming ridiculous.</p>	<p>If the medical problem is acute and there are no appointments available, the patient is triaged by the Team RN, and the patient's condition discussed with the provider. If it is medically needed, the patient is walked in to see a provider. Acute care is never denied or pushed back. Acute and established appointments (address chronic issues) are also available at Tricare Online or requested through Relay Health 24 hours a day. Patients should not have to come to the clinic every day to schedule an appointment. If they come on sick call for a chronic condition that is not considered acute, an appointment can be scheduled in the clinic before they leave. WE will make every effort to accommodate the patient's needs in a timely manner and to schedule an appointment with their primary care provider. If the patient is dissatisfied with what we offer, the Patient Representative, Maribel Ashton, or one of the supervisors can intervene to bring satisfaction to the patient.</p>	NO ACTION

14-13	Appointment Wait Times	2 /20/2014	WOMACK	There is currently a push to bring TRICARE Prime dependents who are seen off post (civilian providers) back on post to be seen. There is already a 3+ week wait for any care, and excessive wait times in the ER for emergency care. What are the short term and long term plans to alleviate the additional wait time that will be realized with more patients, and ensure standard of care doesn't continue to drop?	Womack Army Medical Center recently increased the number of Family Physicians, Pediatricians, Family Nurse Practitioners and Physician Assistants which allowed us to enroll more beneficiaries to WAMC. WE have additional hiring actions in place for more Family Physicians, Midlevel Providers and an Internal Medicine Physician. We are also hiring more nurses to provide care for our patients. WE encourage our patients to use additional means of communication such as TRICARE On Line and Secure Messaging. Secure Messaging allows patients to communicate with their Health Care Team electronically and may preclude the need for a face to face visit.	COMPLETE
14-12	High School Students	2 /20/2014	CYSS	What can be done about our high school students that live in Linden Oaks being bounced back and forth between 2 different high schools every year? If we want our kids to remain at WH transportation will be cut. It's hard enough on military kids with moving and changing schools, now they can't even have security of attending the same HS without moving.	All the points in the issue were accurate. According to Harnett County Schools: At the beginning of the school year, Overhills High School was capped and new students were being transferred to Western Harnett High School with transportation provided. All students that live in Linden Oaks that were redistricted to Western Harnett High School were given the option to enroll at Overhills HS where the cap was lifted at the beginning of the second semester.	NO ACTION
14-11	Inclement Weather Policy	2 /20/2014	GARRISON	What was command thinking asking employees to come in at regular time today (14 Feb) after 2 days of snow/ice and not enough time for it to melt? The Soldier Support Center entryways were not prepared in any way for employees to report to work – roads were still dangerous off post with large patches of ice, cars still sliding across major thoroughfares such as Skibo and Morganton Roads, side roads still untouched and covered in snow/ice, the parking lot, although plowed had thin sheet of ice making it equivalent to an ice rink. Why is it difficult to understand that we are not used to this kind of weather and most are not prepared, both equipment wise, driver ability, nor do we have the right kind of shoes/boots.	The Garrison takes the safety of the Soldiers and Family members seriously. After reviewing the streets both on and off post it was determined that there was no risk to their safety in entering the installation.	NO ACTION
14-06	No food facility in the Soldier Support Center	2/20/2014	DFMWR	The Soldier Support Center no longer has a DFAC and no longer has a Subway. There is only the one AAFES barbecue trailer and it is too expensive	DFMWR is dolisiting for a vendor to provide food service at the SSC in the old DFAC area. Updated 18 Feb 2016: There was another site visit for earlier this week and this the interested party is willing to move forward. Update 5/19/16 - MOU between AAFES and the Garrison should be signed this week. Updated 11/2016 - A business has accepted offer and contract is being finalized before renovation begins. <b>Updated: 02/17</b> Discovered a discrepancy on the blue prints. Reaching out to the proposed contractor to discuss options on the remodeling project.	ACTIVE
14-04	Utility Deposit Waivers	2/20/2014	DPW	Deposit waivers established at the SSC for off-post utilities require a Fort Bragg Federal Credit Union bank account and a minimum deposit of \$50 to open an account if the Soldier does nto bank with FBCU. This causes a hardship if the Soldier banks with USAA or First Citizens.	The Garrison Commander asked that DPW contact other financial institutions and see if they are interested in supporting. DPW is in talks with Pentagon FCU. <b>Update 3/12/15</b> - Fort Bragg Credit Union is the only financial institution that is willing to participate in this program. The Pentagon Federal Credit Union and First Citizens do not.	UNATTAINABLE
14-01	Mcridge and Chicken Road	2/20/2014	DPW	Excessive traffic going out of Chicken Gate at close of business. This increases time by 15-30 minutes daily.	This intersection will be upgraded and redesigned as part of the I295 construction (All-American Expressway to Clifdale Road) which is scheduled to be awarded by May 2014. Once the new intersection is in place, a traffic signal will not be required for safe and orderly traffic flow. <b>Update 12/14</b> - As the I-295 project is completed this intersection will get fixed. Also awaiting on funding.	UNATTAINABLE
	2014					
13-73	Phone Calls to Child Protective Services	11/26/2013	DFMWR	I would like to know what is going to be done about these "anonymous" phone calls to Child Protective Services that some of these wives enjoy doing here on this base. I have been indirectly involved when my daughter had CPS called on her for very false allegations of non-existent child abuse last year. I see this as a growing issue when clearly there have been no signs of abuse in many of these children on this base but still the Families have to be put through the wringer just so some can make trouble for others. This happens more than Garrison realizes and I think "anonymous" phone calls should be accepted anymore. Everyone should have a right to face their accuser in these situations and if the information cannot be released to the Family then it should be released to the Command. If at that point it cannot be released to the command, then the Family should be advised to get a lawyer to have this information released then. I did ask a Social Work Services worker if a lawyer would be able to give this information out and she wouldn't give a straight yes or no, in fact she didn't say a thing she skirted around the question. Now when the problem of CPS being called on one Family multiple times by "anonymous" people something should be done when all these allegations have been continuously unfounded.	It is a state law in NC and most other states. The law for our state can be found by Googling "North Carolina General Statutes, 7B-301". The law is actually written from the perspective that if a child protective services worker receives an anonymous call by someone who refuses to give their name, the staffer must still do everything they can to investigate the claim. This is because "you never know" what is going on and workers in the field know all too well that the most minor appearing situation may be all the indication there is about a highly dangerous child situation. States even have laws that protect reporters from legal liability as long as reports are made in good faith. Although anonymous reports can be made in every state, child welfare agencies generally discourage anonymity for many reasons. First, knowing the identity of the reporter can help the child welfare worker gather information during the investigative process to ensure the child's safety. Second, if the case goes to trial, the child welfare worker may need to rely on the reporter to be a crucial evidentiary witness. The law could also be intended for those occasions when a well meaning bystander, neighbor or teacher is very concerned about a child to the point of needing to try to find help, but at the same time wishing to preserve their relationship with the family, who often may have very few other supports.	NO ACTION
13-72	Traffic at Chicken Road Gate	11/26/2013	DPW	The traffic in the am is terrible at the Chicken Road Gate. It seems even worse since the intersection and light at ammo point has been added earlier this year.	Improvements to eliminate the congestion problems have already been identified, designed and funded through the President's Military Construction Budget for FY12. Construction started in FY 12 and is scheduled to be fully operational by Aug 2014. The Chicken Road ACP will be relocated over a mile west of where it is now. Also, the new ACP will be expanded to a six lane capacity in accordance with the latest Army standards.	UNATTAINABLE
13-71	Physical Fitness Programs on Post	11/26/2013	DFMWR	Are military Families residing on post allowed to charge people for Non-Army approved physical fitness programs! I know of Families that have been getting paid by other people residing on and off post to do T-25, Insanity, Beach Body, etc., and have even advertised through social media, advertisements, and such for people to come to their home to do these programs. I thought this was prohibited on base?	This is not permitted unless they go through the solicitation office and also get approval through the Corvias Housing office as a business. Residents are asked to report this if they see this happening.	NO ACTION

13-70	Intersection of Armistead and Butner	11/26/2013	DPW	Traffic has grown too busy for the intersection at Armistead and Butner. There needs to be one/two (left and right) turning lanes coming up Armistead to the light. The traffic now backs up every morning sometimes as far back as Sky Train Street. I have been in an even longer line at times. The vehicles that have to wait from that point usually sit through 3-5 changes of the light...ten minutes or longer. Drivers get impatient and sometimes run the red lights! I never try to drive on Butner to Armistead (turning left at the same light) because it is definitely too dangerous to do that! I have recently spoken to a gentleman in the highway department at DPW and he stated there are no plans to correct this increasing problem!	Traffic counts taken in 2013 indicate that the traffic volume on Armistead St from Pope AAF direction has increased significantly. As an interim improvement to reduce congestion the signal timing on the north leg of Armistead St to a maximum green time of 50 seconds from 35 seconds. This should reduce the wait time to clear the intersection. The intersection of Butner Rd. at Armistead St is listed on the Fort Bragg Transportation Improvement Program Priority funding list. Proposed permanent improvements include widening both Butner Rd and Armistead St for exclusive left and right turn lanes. Traffic signal upgrades include adding protected left and right turn signal phases. When funded these improvements should reduce congestion and increase the safety factor at this location. These traffic improvements will begin when IMCOM makes the funding available to the installation. <b>Update 12/14</b> - This issue remains active awaiting funding. <b>Update 5/15</b> - DPW continues to work on funding the issue.	COMPLETE
13-69	Windows for Paying for Gas	11/26/2013	AAFES	Persons paying with cash for gas must come inside and wait too long in lines (often with children in the cars).	Thank you for your suggestion. Because a marked majority of drivers choose pay at the pump, the Army & Air Force Exchange Service does not build Express facilities with "pay windows." At Ft. Bragg, for example, 92% of all fuel transactions are conducted at the pump. As a result, the added expense of personnel to operate a "pay window" as well as added construction costs to modify existing facilities would be prohibitive and impact revenue provided to Morale, Welfare and Recreation. With that said, we will review traffic patterns here at Ft. Bragg to ensure facilities have the appropriate staffing to process in-store transactions in an expeditious manner. Again, thank you for sharing your input on this matter. Your feedback is appreciated.	UNATTAINABLE
13-68	Landfill Use	11/26/2013	DPW	Soldiers were clearing out some buildings and the stuff should have been recycled. But the Soldiers did not want to go get the necessary vehicle to do so. Instead all of the items were taken to the landfill. These items could have been recycled and the money given back to the unit. If the landfill would have refused the Soldier would have had to recycle it.	Materials entering the Fort Bragg Landfill are screened by two environmental employees who are responsible for making sure prohibited items, such as recyclables, are managed correctly. If the type of material is accepted at the landfill the user is directed to the designated area. The landfill recycles; steel, aluminum, cardboard, tires, pallets, dimensional wood, land clearing debris, yard waste, concrete and asphalt. If the type of recyclable is not accepted at the landfill than users are directed to the Fort Bragg Recycling Facility which recycles; steel, aluminum, cardboard, shredded paper, magazines, newspapers, plastics (1-7), wire, personal electronics, pallets, cooking oil, printer cartridges and glass. Hazardous items (i.e., batteries, aerosols, paint, motor oil, antifreeze, fluorescent bulbs and solvent) can be recycled at the Hazardous Waste Facility. Facility hours are as follows; Landfill M-F 0730-1500 - Recycling Facility M-F 0730-1600 - Hazardous Waste Facility M-F 0730-1600.	NO ACTION
13-67	Donation Bin at the Airborne Attic	11/26/2013	DFMWR	The Thrift Shop at Fort Bragg has a donation bin, where people can put items in when the thrift shop is not open. I think this is a good idea and I would like to see a donation bin at the Airborne Attic also. The one at the Thrift Shop fills up quickly and items are left near it – and when it rains it creates a problem.		NO ACTION
13-66	Throckmorton Library Hours	11/26/2013	DFMWR	The library on post is closed on Sat. This does not make much sense when people are off on Sat. Why not be closed on Fri when most of the installation is on a furlough day, or often it's a training holiday. Sat is the time when Families take their children places, and the library is a wonderful places.	The library was closed on Sat due to the furlough. It is now open on Saturdays.	COMPLETE
13-65	Throckmorton Library Coffee Shop	11/26/2013	DFMWR	I visited the library and noticed there were a lot of Soldiers and Family members in the facility. Then I noticed there was a coffee shop however it had never been opened. MWR is losing money every second that coffee shop is not open. Soldiers and Family members would support the facility.	There currently is a staffing issue. As soon as DFMWR is able to get the coffee shop staffed it will open. <b>Update 12/14</b> - By the next CRWG in Feb the coffee shop should be up and running and staffed. <b>Update 3/12/15</b> - Coffee shop is up and running. It offers drinks, snacks and sandwiches that can be eaten at the computers.	COMPLETE
13-64	Signs at Throckmorton Library	11/26/2013	DFMWR	As I was trying to find Throckmorton Library I did not notice it until I made a U-turn and finally saw the sign. There should be signs on both sides.	We are aware of the signage issue concerning the Throckmorton Library and have a work order in place to request additional signage (PA-400-21-3P.) Due to strict guidelines in place for the area, which is considered Old Post Historic district, the Library signage process can be lengthy. We are in communication with DPW regarding the concern with the current sign that is place while trying to stay within the Installation Design Guides (IDG.) <b>Update 3/12/15</b> - Signs have been installed.	COMPLETE
13-63	Foreign Language Events	11/26/2013	DFMWR	I have Russian, Ukranian, African, Thai, Danish, French and African Soldiers in my Battalion. When one comes into the unit and I see that they speak a foreign language I tell them of the others in the battalion who are fluent in that language. It would be great to get these foreign language speakers together.	An event could be coordinated through the Multicultural Program. If the group wants to actually start a club they would need to contact the private organization to establish.	NO ACTION
13-62	Recycling Program Vouchers	11/26/2013	DFMWR	These vouchers are issued in the amount of \$100. Any money over \$100 is credited to the next quarter. Also if you want to rent something from MWR that is only \$75 you have to pay with a \$100 voucher and then find something to rent that cost \$25.00	The vouchers are now issued in increments of \$50.00	COMPLETE
13-61	Cleaning Crew for the New FRG Center	11/26/2013	DFMWR	It has come to my attention that the new FRG Center on Pope does not have any type of cleaning crew available to clean the brand new building. The employees are having to do all of the cleaning, bathrooms, trash, etc., due to budget cuts. This building won't take long to be trashed and it isn't fair to the current staff to be asked to do the cleaning.	As soon as they resume the custodial contracts the new FRG Center will be included. We're in the same boat as everyone else on post unless there has been a change in the custodial contract. As of 12/17/2013 the contract has been signed and the cleaning team will resume cleaning the FRG Center.	COMPLETE

13-60	Gym Facility in Old CIF Location	11/26/2013	DFMWR/ DPW	Since CIF has departed the building, there is extra space where they were located. Suggest a portion of that space be used to put workout equipment for the employees that work in the building. If a person wants to work out during their lunch hour or directly after work, they can go in there and get a good workout. The exercise equipment can come from the gyms that have excess equipment or the ones that may be getting new equipment. Instead of turning that equipment in or selling it at the FMWR auction, that equipment can be used in the Soldier Support Center.	The administrative portion of the space vacated by CIF has been converted to briefing space to assist with the in-processing of Soldiers to Fort Bragg. The remaining warehouse space is being utilized as storage space. This is a very wide open space with limited heat/air conditioning in only a portion of the space. In speaking with DFMWR about a possible fitness center within the SSC they stated the funding for equipment and personnel is not available at this time. In order to establish a fitness center there must be manpower to supervise the space, oversee/inspect equipment functions for safety/health issues, clean the equipment and space, etc. There would also be a cost for equipment repairs and maintenance. DFMWR further stated there are 13 fitness centers located across Fort Bragg. Two of these (Frederick and BlackJack) are easily accessible from the SSC using the Fort Bragg Sustainable Shuttle.	UNATTAINABLE
13-59	Food Court at New Mission Training Complex	11/26/2013	AAFES	What is the status of the food court over by the new Mission Training Complex? Rumor or Fact?	Rumor.	NO ACTION
13-58	Fitness and Running Trail	11/26/2013	DFMWR	There used to be a fitness/running trail behind Wright Field, can it be refurbished.	The 82 <sup>nd</sup> Sustainment Fitness Trail was Permission Only or a Troop Construction project that was funded by the 507 <sup>th</sup> Combat Support Group. "Ownership" of the fitness trail is not specifically assigned to a responsible entity, but inherent "ownership" is realized by those units within the geographical proximity for the fitness trail. Funding for sustainment, revitalization, and maintenance does not fall under the cognizance of FMWR, but specific jurisdictional assignment would have to be addressed in order to ensure that fitness trails aboard Fort Bragg are maintained in suitable and sustainable condition for community utilization.	ACTIVE
13-57	Indoor Pool on East Bragg	11/26/2013	DFMWR	There used to be an indoor pool on East Bragg, can it be refurbished and opened? It would create additional recreation opportunities and PT training opportunities for the Soldiers on this side of post.	The swimming pool on East Bragg, Allen Pool, which was built prior to 1941, has severe mechanical issues. The pump system is completely inoperable, there is a very large crack across the entire deep end and the bathhouse is not able to be renovated. A few years ago, DPW hired a professional aquatics consultant to explore the opportunity of refurbishing the pool. At that time, it was determined that the pool was non-repairable or able to be renovated in its current state and the contractor recommended full demolition of the pool. The contractor explained that the cost associated with such a project would be far more expensive than building a completely new pool. At this time, there is not available funding to construct a new pool on the installation.	UNATTAINABLE
13-56	Utility Bills on Post	11/26/2013	DPW	On post housing with us having to pay extra every month on our electric and gas bill each month, I feel that we should not have to give up all of our BAH. Our house is always above 75 and we are still always over the allowed rate. I don't feel that the homes are being looked at correctly as 19 homes on one street in Pope are empty. I feel that the people who live on post are being taken advantage of as we have to foot the bill for all the empty homes. If you want more people to move on post and not have so many empty homes do something about the amount we have to pay for the quality or lack of for the home. The homes are nowhere near energy efficient and we are the ones who are paying for it. No way would I pay \$900 a month for a duplex off post just like this one.	The Live Army Green Resident Utility Program as directed by the Department of the Army is part of the Army program to reduce utility consumption in CONUS facilities by 20%. The Live Army Green Program requires Residential Communities Initiative residents to only be responsible for their energy consumption. Any Bragg Communities LLC resident who has concerns regarding their monthly utility bill can request Corvias Military Housing conduct an energy audit of their home to evaluate not only the energy efficiency of the house, but also the energy consumption generated by electronics as well as living style.	NO ACTION
13-55	Light at Butner and Reilly Road Intersection	11/26/2013	DPW	Butner/Reilly Intersection has MANY accidents. I believe it is partially if not mainly due to the extended green light at that location. My husband was almost in an accident due to this extended green light, and the SMALL sign that states it is extended. I didn't even know it had an extended light until he told me so I could be careful. I have yet to see the sign even when going through that intersection. Traffic back-ups almost daily and wasted resources (MPS, medical personnel, tow trucks, clean-up crews, etc.) are being dedicated to this preventable and dangerous intersection. The idea behind the extended green light is to reduce traffic backup at that location, however the small benefit of the additional green light time is FAR outweighed by the constant back up due to the frequent accidents.	The intersection of Butner Rd. at Reilly Rd. is one of the busiest intersections on post. Butner Rd has very high left turning movements as well as thru traffic volumes. Butner Rd is a four lane road with no protected left turn lanes on either approach. Traffic attempting to turn left off Butner Rd has to make the turn out of a combination left turn- thru lane. In order to move as much traffic as possible under these conditions the traffic signal provides about 15 seconds of advance left turn arrow "protected movement" in this lane. The signal then changes to a permissive phase or green ball. At this point the inside lane traffic is shared by left turn and straight thru traffic. The reason for the sign is to advise all motorists in this lane of the green phases (left turn arrow and green ball) and to be aware of the extended green time. This is not a perfect situation but we are trying to move as much traffic as safely as possible thru the intersection. Without this extended green light, motorists in the past often had to wait three or more traffic cycles in order to clear the intersection, and many motorists ended up blocking the intersection to make a left turn movement. This in turn caused even more accidents and additional traffic delays.	ACTIVE
13-54	Employee Customer Service	11/26/2013	CPAC	Employment for spouses with licenses that cannot work on the civilian side because the civilian side does not recognize their license from the other state.		NO ACTION
13-53	Childcare at the Wounded Warrior Complex	11/26/2013	CYSS	If the childcare center at the Wounded Warrior complex is not being used on a regular basis wouldn't it make sense to open it up for hourly childcare?	The childcare center is for Wounded Warriors children only. A waiver was sent to IMCOM to allow hourly care of non wounded warrior children. The issue is still being worked by DFMWR. <b>18 Feb 2016-</b> Center is open and will expand to include hourly care for other patrons.	COMPLETE
13-52	Scoreboard at Youth Field	11/26/2013	DODEA	MWR needs to put in a permission only work order so that a scoreboard that is already purchased can be installed. DPW has no record of a work order. Between DPW, DFMWR, and CYSS I am receiving the runaround. The scoreboard is needed and is already purchased, it's not doing anyone any good in a warehouse.	Scoreboard has been installed.	COMPLETE

13-51	Transportation Phones	5/30/2013	DOL	The transportation office (396-5246/6261) does not have voicemail and it is very difficult to get anyone to answer the phone. Today between the hours of 9 and 4 it took me 18 different attempts to get someone to pick up the phone.	The reason for the sign is to advise all motorists in this lane of the green Phases, (left turn arrow and green ball) and to be aware of the extended green time. This is not a perfect situation but we are trying to move as much traffic as safely as possible thru the intersection. Without this extended green light, motorists in the past often had to wait three or more traffic cycles in order to clear the intersection, and many motorists ended up blocking the intersection to make a left turn movement. This in turn caused even more accidents and additional traffic delays.	NO ACTION
13-50	Social Security Numbers	5/30/2013	DHR	Service member social security numbers on military orders and other documents lends itself to increased opportunity for Identity Theft (submission of orders to retail/landlords who need this information to conduct business, misplaced paperwork/electronic files by NCOs, etc.)		Moved to AFAP
13-49	Speed Bumps and Patrols	5/30/2013	DPW	Speeding in neighborhoods.	We appreciate you bringing the size of the sign to our attention. In order to increase awareness to approaching motorist we will have the sign enlarged.	NO ACTION
13-48	Night Time Firing	5/30/2013	Garrison	Completely advocate training. Understand the need and complexity of night time training. Recommend cutting it off at 0001 M-F. My Family lives off of Plank/Chicken and the 0200, 0230, 0300 training with artillery and helicopters is getting excessive. We have small children and the heavy cannons wake them in the early hours and exhaust them for school. In forging and maintaining the strong bond with the surrounding communities, would think that zero dark thirty can be planned and executed within four hours of dark and resume again at 0500. As a military Family we can cope to the fullest extent and we are annoyed, imagine what pure civilians are thinking.		NO ACTION
13-47	Paraglide Papers	5/30/2013	PAO	I walk through my neighborhood every day and see five to six Paraglides piled up outside homes (yes they are occupied) and I feel this is just a waste of money.	Thank you for your interest in roadway safety on Fort Bragg.	NO ACTION
13-46	Bark Park	5/30/2013	DPW	I went to the Bark Park on Bastogne this past weekend and each of the entry gates were inches deep in mud. With the constant traffic in and out, the ground at the gates has become an area where water does not drain and all are now mud pits. Most users have brought their dogs by car, and not only have to deal with muddy shoes from having to walk thru it, but also have to figure out how to get the dogs home who now have mud on their paw and underneath their bellies. There is no running water in the area so you can't "hose them down." Also, there needs to be benches along the fence inside the run areas where owners can sit and chat while their dogs are playing.	Corvias has recently completed several repairs to the Bark Park located on Bastogne Drive. Corvias has replaced all of the perimeter fencing to eliminate the holes that had developed at the bottom of the old fencing and re-graded the entrances to both sections to ensure water does not collect at the entrances. While the bark park currently has some bench seating inside each section of the park, Corvias will be installing a 12' x 12' picnic pavilion with a picnic table inside each section of the bark park by late summer 2013.	ACTIVE
13-45(F)	CDC Care and Safety	4 /2 /2013	DFMWR	I have a 5 and 7 year old and can never get care for them. So many of the CDCs only take one age group though, so if you have multiple age groups multiple children you can spend an hour and have to go to 3-4 places just dropping kids off.		COMPLETE
13-44(F)	Chili's on Post	4 /2 /2013	DFMWR	When in 2013 can we expect the Chili's Restaurant to open?	The name brand casual Dining Facility or Chili's is still pending final contract review and implementation. Until we have ea formal signed contract we cannot provide an accurate time line for opening. We will keep the entire community posted as new information becomes available. Further questions can be directed to 396-2886.	NO ACTION
13-43(F)	CDC Care and Safety	4 /2 /2013	DFMWR	After all the negative press about CDCs Bragg and Army wide, what is being done to ensure the safety of our children at the CDCs? Can we get an update on the babies and tummy time. What is being done now that the story has gone public, are the workers still there, and will Fort Bragg be putting out a statement? According to the article the center's license was revoked only 34 months ago and is currently on probation. I am glad they have cameras but does anyone watch them or even "check up" to see if the daycare providers are doing their job correctly. Parents have to trust these providers with their babies, I am pretty sure they'd like to know if they can be trusted but this proves to me that they can't. I left my kids at a super Sat event and my son had not been changed in almost 6 hrs. When I picked him up wet to put him in his car seat, his diaper was so wet it busted open and soaked his clothes. when I demanded an answer the worker got pissed and said she just changed him before I walked in. My kids have not been back. I took my pre-K to Robinson CDC once a year ago for 2 hours so I could go shopping. She attends school and she was scared out of her mind and cried the entire time. I was not happy with the treatment I got either. I refuse to use any on post CDCs because this incident that I am referring to happened shortly after this child's death last year at a different CDC. It seems to me that Fort Bragg needs a serious overhaul of its policies in the CDCs. If my 5 yr old can't even deal for 2 hrs, I can't imagine leaving my 1 yr old who cannot talk and tell me what happened while I was gone. Garrison needs to wake up on this. After the tragic events in Newtown, I was very concerned to learn FBNC CDCs have no "active shooter" plan. Per our CDC's administrator, the center relies upon nearby gate guards for protection. I love Prager and the caregivers but considering the proximity to the Butner ACP/Bragg Blvd, I can't help but question the CDC's preparedness and ability to react in such a crisis.		ACTIVE
13-42(F)	Holiday Inn Express	4 /2 /2013	DFMWR	Will visitors (non-military) Family Members can stay on post with this Holiday Inn Express?	Beginning 1 May visitors, military and non-military who pass through the checkpoint onto the installation are eligible to reside in the Holiday Inn Express Lodging.	NO ACTION

13-41(F)	Abandoned Vehicles	4 /2 /2013	DES	It would be nice if the abandoned vehicles from people who moved away months ago were hauled out of the overflow parking spots on Croatan. This would eliminate some of the street parking and allow me to get out of my driveway.	Please feel free to call Military Police Dispatch at 907-4813 and report any abandoned vehicle. Please provide a description of the vehicle so that Law Enforcement can positively identify the vehicle you are reporting. Law Enforcement will tag the vehicle for tow, which gives the owner due notice and 72 hours to move the vehicle or correct the vehicle discrepancies (such as repairs or obtain proper registration). Please remember that an operable vehicle that is properly registered and properly parked will not be tagged, however a vehicle that appears to be parked for an extended period and does not appear operable (has a flat tire or is on jacks) and/or has expired registration or missing registration will be properly tagged for tow and removed after the 72 hours pass.	NO ACTION
13-40(F)	Mail Issues	4 /2 /2013	DHR	I sure hope the older lady with curly hair and glass on Fort Bragg is replaced, I hated having to go to the post office and most recently we were using funds we had raised to send some care packages, her response to us use dollars and quarters, was "seriously your going to pay in all dollars and quarters for your postage. Not only have they lost and damaged one to many of my packages, I just had my last straw with her attitude and ho she deals with her Soldiers and patrons. I have seen all too many times just how much she seems to HATE her job. Why does the mail take so long to send. I sent a letter from the Bragg Post Office and it took 2 1/2 weeks for a card. And a package I sent wasn't priority and took much longer than the expected delivery. something is not right about the way they organize or send out packages there. I have resorted to going off post to mail everything. So all mail on Pope and Bragg will only get delivered 5 days week starting in Aug.	- The United States Postal Service (USPS) is an independent Non-DoD government activity that operates on Fort Bragg. - Questions, suggestions, and/or complaints on Post Office operations to the USPS.COM web site which has a customer service section for consumer feedback. USPS management will address and respond to submitted inquiries.	NO ACTION
13-39(F)	Response to Medical Issues	4 /2 /2013	WOMACK	I am really disappointed that my question was one of the first posted, 54 people commented and it wasn't addressed. Maybe I will have to take your suggestions and go in person at the next one. Either that or switch to standard. Were my questions answered? I cannot find anything addressing not be able to get appts/nurse advice. Fort Bragg said if your question wasn't answered in a few days and they will send it to the "right person" for an answer. That's Bragg for you, dodging questions. It will never be answered. I did an ICE complaint about my situation and never heard anything. Why are our concerns about health care/clinic appointment/ER and AMIC never answered. I know this has been asked at many Town Halls meetings and nothing is ever done, very disappointing.	Fort Bragg administrators the Fort Bragg Facebook page. If the questions received are read aloud during the Town Hall, Womack personnel can address those issues. If the comments are posted after the Town Hall, the staff has to send them to Womack to be researched and answered. When the answers are obtained from the departments, we send them back to Fort Bragg t post on the Facebook and/or to distribute at the next Town Hall. Womack Army Medical Center does not have visibility of the issues on the Fort Bragg Facebook page. If patients want to have their questions answered, they can send the comments to the Womack Facebook page.	NO ACTION
13-38(F)	Advice Line	4 /2 /2013	WOMACK	The advice line is still open I called yesterday and talked to them. There just only open specific hours. If you call the ER and ask for advice they won't give it to you because it's a liability. I did an ICE comment and never heard anything. We should have someone available to talk to and find out if we need to go to the ER after clinic hours. Someone just to explain the circumstance to and make quick determination if emergency care is warranted. Way more efficient than tying up an already overworked and understaffed ER.	The advice line is available 24 hr/day, 7 days a week. There are RNs in the primary care clinics during the hours of 7 am – 7 pm. From 7 pm – 7 am we have an answering service, which will contact the on-call advice professional. They will call the patient back. 907-NURS reaches either the RNs during the daytime hours or the answering service after hours.	NO ACTION
13-37(F)	Penalties for Missed Appointments	4 /2 /2013	WOMACK	A fee for missed appts would be a good idea, lots of logistics to work out though. My husband's old unit does that (Article 15) however, it's only for the Soldiers or spouses and children which is the underlying issue, not so much the Soldiers. A reprehend should be put against neglectful spouses who don't take their children to scheduled appointments or themselves. I agree with a fee. I agree with a fee for missed appointments. There is a 24 hr line anyone can call to cancel appointments. We have all the means to cancel appointments, a fee for missed ones is not a hardship. I agree with the "wasted" money that TRICARE is paying for unnecessary ER visits part of the problem (probably a good chunk of the problem) is cancelling appointment. In the real world if you do not show for an appointment you are charged an office fee.	Fees and payments associated with the TRICARE health benefit are determined via TRICARE policy. At this time there is no supporting policy to impose a financial penalty for missed appointments. Similarly, UCMJ actions are applied to uniformed personnel only. The Womack Team appreciates the support of our 24 hr line to cancel appointments as well as the TRICARE online website for appointment scheduling/cancelling. Another venue for this suggestion may be the Army Family Action Plan Conference. For additional information contact ACS at the Soldier Support Center.	UNATTAINABLE
13-36(F)	Referrals	4 /2 /2013	WOMACK	The referral line is no good as in it is impossible to get a hold of someone. And that mailbox is full of messages. How about waiting almost 2 months for your specialty referrals appointment, just to show up and find out your appointment isn't in the system. Then you have to wait another month for the next available appointment. The quality and care is lacking extremely. I have asked the advice nurse a couple times for a referral to an urgent care clinic and they told me NO, go to the ER. Well my son wasn't sick enough to take to the ER but was sick enough to see a doc. Well needless to say we just waited it out. Like I said I don't even try to make appointments anymore I just take my son to the Cape Fear Children's ER if need be. I did wait so many days to do the referral, but when I called no answer and the machine was full so you couldn't even leave a message. Then when I finally go through 30 min later, the woman hung up when I had to deal with 2 more referrals. It took my 3 hours and calling over 60 items (still unable to leave a message) to get back through and then I was given VERY INCORRECT information about the referral. When will this be dealt with and why has it become so bad recently.	In order to book a specialty appointment you must first get a referral from your PCM. Once you receive a referral wait 48-72 hours prior to calling. Call 907-APPT (Option 2). You can call any time 24/7 and leave a message. Clerks will be available to answer phones during normal business hours, 0730-1630 on all weekdays. Specialty referrals will be closed all federal holidays. If you call and there is no answer, please leave a detailed message with a call back number so the clerk can call you back. We are currently responding to all voicemails NLT the next business day. If you wish to walk in to see a specialty care representative face to face our doors are open from 0730-1630 to assist you.	NO ACTION

13-35(F)	Answering Phones at Clinics	4 /2 /2013	WOMACK	It took me three days to get a hold of someone. I called repeatedly and no one would answer. The machine to leave messages was full. How come that walk in to talk to someone is only from 7:30-11:30? What are they doing in the afternoon? Because they sure are not answering their phones! It makes me wonder if anyone is actually working in that office or just sitting around and getting paid for doing absolutely nothing. I would like to have someone explain to me why Developmental Clinic does not return calls. I have placed several calls to the clinic and it has been 3 weeks now and still no phone back..called patient rep to get help and it has almost been a week since they called me back. They told me they are waiting on Developmental Clinic to call them back?	In order to book a specialty appointment you must first get a referral from your PCM. Once you receive a referral wait 48-72 hours prior to calling. Call 907-APPT (Option 2). You can call any time 24/7 and leave a message. Clerks will be available to answer phones during normal business hours, 0730-1630 on all weekdays. Specialty referrals will be closed all federal holidays. If you call and there is no answer, please leave a detailed message with a call back number so the clerk can call you back. We are currently responding to all voicemails NLT the next business day. If you wish to walk in to see a specialty care representative face to face our doors are open from 0730-1630 to assist you.	NO ACTION
13-34(F)	Getting Appointments	4 /1 /2013	WOMACK	I have been having trouble getting a six month well baby scheduled for the end of Mar at Womack. Today I was told to keep calling back every day. I know how frustrating this is. I was told if you walk into your clinic to be seen, they cannot refuse service. They have blanket spots for appointments like the ones you have all spoken about. Healthcare at Fort Bragg is the worst we have ever experienced in our 12 years in the Army. The appointment clerks think they are in charge and are so rude, appointments are never available in a timely manner, and the wait time to speak to someone is ridiculous. If there isn't enough room on post, refer Families off post so that they can get the care they need. We don't need excuses, we need solutions. Getting appointments has become a problem.	The one complaint specific to OBGYN (paragraph 6) seems exaggerated. Though possible that during very rare occasions a phone may not be answered in a timely manner it is highly unlikely that n one would answer the phone on multiple occasions. Did the patient have the correct number to our clinic 907- 8333. When calling the appt line press option 1 to book Primary Care appointments the phone lines are open 0700-1800, Mon-Fri. You will be offered an appointment with your Primary Care Doctor. If there are no same day appointments you will be referred to a Triage Nurse. We ask you to book regular routine appointments 2-3 weeks before in order to get the date/time of your choice. To book a specialty appointment you need a referral from your PCM.	NO ACTION
13-33(F)	Statement of Pregnancy	4 /1 /2013	WOMACK	I have been trying to get birth records from my boys for the last month and Womack keeps telling me the computers are down. How long does it take to get a statement of pregnancy. I asked for one back in Dec and still don't have it. I have been to Robinson 3 times trying to get it. They keep telling me they will give it to Picerne because it is not illegal with the way they were doing it. I am still waiting for Picerne to contact us. We have been trying to get on post housing but we are not getting anywhere with the clinics. They tell one story after another.	On 19 Mar 13, RHC Patient Representative contacted Ms. King regarding her concern. An investigation was conducted and unfortunately, there is no record of Mrs. King submitting a request from RHC. Ms. King was contacted on 21 Mar 13 informing her to please come to the RHC and complete another packet. She was instructed to inform RHC Patient Rep upon completion of the paperwork and she will follow up with Mrs. King regarding the status. As of 21 Mar 13 Mrs. King verbalized understanding of RHC's plan for patient medical care and our response to patients concern. Mrs King is disappointed, but satisfied with our response. She has no further concerns. Mrs. King was provided the contact number for the RHC Patient Advocate in the event she has any additional questions regarding this matter.	NO ACTION
13-32(F)	AMIC Clinic	4 /1 /2013	WOMACK	Can you please bring the AMIC back! Getting doctor appointments when you are sick is nearly impossible and going to the ER for a virus or cold is ridiculous. Can we bring the AMIC back! We are wasting money on ER visits and regular appointments are hard to come by. The AMIC was awesome when it was open. All that sending people to the ER is doing is over booking the ER and taking up space for people who have an emergency, it's sad! I think its because the Army is downsizing, that's why the AMIC is closing and the advice nurse line has been or will be closed. I struggle with getting an appt and getting prescriptions filled promptly. It shouldn't take 3 days to get a hold of someone to make an appt. For the record I worked at one of the clinics on base and all of us were against AMIC closing. It was the general in charge at Womack who issued it.	The Acute Minor Illness Clinic (AMIC) was closed last year in order for the Primary Care Clinics to extend their evening hours for their beneficiaries. The expansion of hours in the patient's clinic answered several Town Hall, Patient Relations, Facebook and other concerns from patients who requested routine appointments during extended hours. This would benefit those patients who worked or had transportation issues during the day. the AMIC did not provide comprehensive, chronic or preventative care due to their mission of treating only acute minor illness. Flu shots and other immunizations are also available in the Primary Care Clinics during extended hours.	NO ACTION
13-31(F)	Bougainville Parking	4 /1 /2013	DES/DPW	My Family has stopped our Family walks because it isn't safe to walk around Bougainville anymore because the sidewalks are ALWAYS blocked, in upper enlisted by cars and lower enlisted by trash cans and everyone speeds through the neighborhood because speed limits are not enforced. It is sad, I love being able to have that Family time but it's not safe anymore. I wish it would be addressed. I am sick of having to walk my kids in the grass where there is dog poop or walk on the road because cars are parked on the side walk and trash cans are not brought back like they should be! Something needs to change. People park on the street in Bougainville when they have plenty of room in their driveways! This take space in higher rank housing in single Family homes not the town homes.	(DPW) – In coordination with the Directorate of Emergency Services Provost Marshal's Office, Picerne Military Housing is developing a plan to limit parking to one side of the street only in selected neighborhoods where parking congestion is resulting in traffic safety hazards. The plan will be implemented in a manner that will ease traffic management enforcement efforts by law enforcement personnel. Projected timeframe for implementation to begin is the next 30-60 days.	ACTIVE
13-30(F)	Crossing Guard at Irwin and Butner	4 /1 /2013	DES	There was a crossing guard stationed between Irwin and Butner school a few weeks ago..what can we do to get one back over there before and after school? The Soldier assigned to this job was WONDERFUL. Very kind to the kiddos and was very attentive, how can we get this Soldier back on this duty before and after school? He did a great job and deserves a high five.	Thank you for your compliment and acknowledgement. Due to a reduction in resources the School Crossing Guard Program has been eliminated. Parents are encouraged to volunteer to provide this service for their children at their respective schools. Please contact Mike Thornburg, Education Operations Chief, NCDDESS at 907-0266 to volunteer for this very important service to your community.	NO ACTION



13-29(F)	Speeding and Traffic Safety Issues	4 /1 /2013	DES	On Manchester Road it has become unsafe due to reckless drivers. On many occasions I have witnessed drivers passing in dangers condition. I am also concerned with the high rates of speed the other drivers on post. Is it possible to have MPs patrol road especially at peak traffic times? What can we do about the people that speed on Sicily Dr where the kids from Albritton are crossing the bridge - I sit there every day and it is so dangerous! People act like there are no stop signs on that street and treat it like a drag strip. I don't appreciate the people blocking Armistead to pick up their child. They need to have someone out there directing traffic and more parking available nearby to park and pick up their children rather than blocking a main street of Pope. I have seen a kid who was on a bike crossing from school who almost got hit by a car because they were passing in the wrong lane it is an issue that does need to be taken care of ASAP. Douve Place is used all the time 15 mp and people go 40. You can't let your kids play out front for that reason. There are kids riding skate boards and bikes down the street all the time and the people across the street have their 5 yr old playing outside unsupervised. Sadly I doubt anything will be done until something absolutely terrible happened.	The Office of the Provost Marshal continues to aggressively patrol housing areas, school zones and crosswalks; however, Military Police cannot be everywhere. The Law Enforcement Professionals rely on the community to be responsible, respect traffic laws, and hold each other accountable. The Provost Marshal still encourages all to report suspicious or criminal activity when observed in our neighborhoods by calling 911.	NO ACTION
13-28(F)	Parking at Knox and Scott	4 /1 /2013	DES	There are still parking at stop sign on Knox and Scott. People parking on the stop sign are causing major traffic issues and there have been multiple times of almost head on collisions. It is illegal to park on the stop sign line so why are people not being ticketed?	The office of the Provost Marhsal (PM) continues to aggressively patrol all areas of the installation and enforce law related to traffic infractions to include parking, however Law Enforcement Professionals rely on the community to be responsible, respect traffic law and hold each other accountable. The PM still encourages all to report parking violations, suspicious activity or criminal activity when it is observed in our respective work areas or neighborhoods.	NO ACTION
13-27(F)	Kids on Fort Bragg	4 /1 /2013	DES	What is the legal age for kids to roam on their own? I have a park right behind my house and I still sit out there with my 5 and 3 years olds watching them play and there are days when I am the only parent out there with 5+ other kids that are ranging from ages 4-8 probably. With no parents in sight and I have watched a few walk home and they don't live close enough for their parents to be able to see them. And then when kids start fighting or throwing mud/rocks/sticks I don't want to step on any toes but I also don't want my children to get hurt.	The Fort Bragg Child Supervision Guidelines can be found in Master Policy 87. The summary of the policy is children 4th grade and below must have "Direct Supervision at all times". The 5th and 6th grade children (at least 10 years old) must have "monitored care". Please feel free to call the MPs at 907-4813 anytime you suspect that children are not supervised in accordance with the Master Policy.	NO ACTION
13-26(F)	Parking and Traffic	4 /1 /2013	DPW/DES	Make Irwin so you can only turn into the school from one lane instead of both. This would leave a lane open for those not turning into the school. The housing group should just hire a few tow companies and start towing them away, maybe just to holding area. The owners would get the hint. Parking on Lindley makes navigating for emergency vehicles a problem. I am sure the MPs who patrol this area have seen the problem. Both Picerne and MPs have been notified of the cars parking on both sides of the street, but nothing has been done. Can we place no parking signs up?	The Office of the Provost Marshal (PMO) is seeking assistance from DPW and Picerne Military Housing to resolve the actual causation of the issues. The PMO can enforce parking and traffic violations related however, the traffic engineering, traffic signage and congestion cannot be solved by enforcement alone. Please feel free to report traffic or parking violations by dialing 907- 4813.	ACTIVE
13-25(F)	Traffic on Normandy	4 /1 /2013	DES	Drivers are turning into the school from both lanes even though there is a sign on Normandy of no left turn.	The Office of the Provost Marshal is seeking assistance from DPW and DODEA to resolve the actual causation of the issue and the overwhelming traffic dysfunction in this area as a result of poor traffic engineering, planning and signage. The issuance of Citations does not resolve the source of the problem in this area which is caused by numerous vehicles attempting to travel and return from the same destination at the same time in a very congested, unimproved infrastructure.	NO ACTION
13-24(F)	Blocking Driveways on Rhine Road	4 /1 /2013	DES	As a resident of Rhine Road I am concerned that in the case of an emergency I could not leave my cul de sac (if my driveway isn't blocked and I can get out of there first) nor could emergency vehicles get in.	The Office of the Provost Marshal (PMO) is seeking assistance from DPW and Picerne Military Housing to resolve the actual causation of the issue. The PMO can enforce parking violations related to obstructing the flow of traffic. Please ask your neighbors not to block in your driveway and if vehicles are parking illegally or blocking a fire lane, please do not hesitate to call the MPs at 907-4813 to report the violations.	NO ACTION
13-23(F)	Teenagers out Past Curfew	4 /1 /2013	DES	We have had some events where teenagers that do not live in our neighborhood (Corregidor Courts/Bougainville) just hanging past curfew in the back on the playground and then, in the mornings found garbage, not to mention condom wrappers and handmade knives.	Please call 911 when you observe juveniles unsupervised after curfew. You can remain anonymous when you call if you so request. The Provost Marshal Office encourages our community to report suspicious activity or illegal activity when it occurs on the installation.	NO ACTION
13-22(F)	Lighting and Security in Housing	4 /1 /2013	DPW HOUSING DIV	I have noticed that in all housing common areas there is no illumination and it is very dangerous at night. We have had some events where teenagers that do not live in our neighborhood (Corregidor Courts/Bougainville) just hanging past curfew in the back on the playground and then in the mornings found garbage not to mention condom wrappers and handmade knives. Is there anything that the installation can do to get with Picerne so we can have lights in the back?	(DPW) – Picerne Neighborhood Center personnel have met with the Facebook poster and have satisfactorily addressed cited maintenance concerns. In addition, Picerne Military Housing personnel are reviewing the lighting of the cited area with Sandhills Utilities Services, Fort Bragg's electrical services privatization partner to identify any need improvements.	Complete
13-21(F)	Smoke Bomb Hill	4 /1 /2013	AAFES	What are some of the upgrades to Smoke Bomb Hill?	At the current Smoke Bomb Hill a new mega food court and express store will begin construction in FY14. There will not be a gas station. As part of the food court there will be an Express with a Mega food court. Currently planned, is an Arby's with a drive through, Wingzone, Subway and a Dunkin Doughnuts.	ACTIVE
13-20(F)	Moving Housing	4 /1 /2013	DPW HOUSING DIV	I would like to know why we cannot move to a different housing area if we choose to pay for all of it ourselves. My husband chose our housing area (Linden Oaks) before I got here, well we both work on main post and make the 45 minute to an hour drive (with traffic) each way every day. This is ridiculous and not economical for a Family. We have addressed this with Picerne and they said there was not anything they could do. Even with paying a moving fee it would save us money and time!	Picerne Military Housing policy permits relocation within the Bragg Communities LLC inventory when changes in Family size, rank or documented medical conditions result in an increased housing size or floor plan requirement. Associated costs for in-between occupancy maintenance over and above repair of damages typically exceed \$3,000 per home making it cost prohibitive to allow residents to relocate to another home solely based on convenience.	NO ACTION

13-19(F)	Housing Utilities	4 /1 /2013	DPW HOUSING DIV	We are being metered now. Unfortunately the old sliding glass door doesn't fit correctly so that the heat is pouring out a one inch gap maintenance says they can't fix and the casing around the upstairs bedroom windows are cracked and letting the cold in	The Live army Green Resident Utility Program as directed by the Department of the Army is part of the Army program to reduce utility consumption in CONUS facilities by 20%. The Live Army Green Program requires Residential Communities Initiative residents to only be responsible for their energy consumption. Any Bragg Communities LLC resident who has concerns regarding their monthly utility bill can request Picerne Military Housing conduct an energy audit of their home to evaluate not only the energy efficiency of the house, but also the energy consumption generated by electronics as well as living style.	NO ACTION
13-18(F)	Housing Maintenance	4 /1 /2013	DPW HOUSING DIV	I want to know what can be done about housing. When we first got this housing I wasn't here my husband picked the housing, moved in, and I moved up here about two months later. This was our first time living on our own in a place, we didn't know that we were supposed to walk through the house and tell them what was wrong to be fixed and nobody told him this or walked through the house with him. What is being done about maintenance issues in on-post housing? I know several people have been told that, due to budget cuts, housing can't afford to make certain repairs. I know I submitted a work order for the porch when we moved in back in Sep and it is still not fixed. That's minor compared to some repairs. We pay all our BAH to live there, where does the money go? Our neighbors have part of the roof showing and housing keeps pushing it off. Maybe this is why they have not been back to fix our door. They said there was a stripped screw and they would be back later to replace it. Have not seen them.	Picerne Military Housing prides itself on providing the most responsive maintenance services possible maintaining an overall completion timeliness rating of 97%. While the Fort Bragg Garrison is currently faced with significant funding challenges, those funding restrictions will not have any impact on Picerne Military Housing's ability to respond to residents' maintenance requirements. Picerne maintenance personnel are addressing the specific concerns presented by Facebook participants in the recent Installation Town Hall and have actually completed almost all of the identified requirements to the satisfaction of the residents. To report concerns regarding housing, please call your neighborhood center.	NO ACTION
13-17(F)	Rodents	4 /1 /2013	DPW	We have a recurring rodent problem, ever since the sewage pipe work started. The pest control people have been working diligently on it, but their hands are tied due to restrictions on chemicals, etc. It is beginning to affect my children's health and we are seriously considering moving out.	Picerne maintenance personnel are continuing to work with the resident to resolve the pest control issues cited with any and all approved methodologies in the Fort Bragg Integrated Pest Management Plan.	NO ACTION
13-16(F)	Signs on Post	4 /1 /2013	DPW	Can signs be posted on Pope by the outside memorial and planes to not stop and take photos in the middle of the road. On several occasions I have had to hit the brakes because someone thought I would be a great idea to stop and one got out to take photos. All blowing horn does is nothing to them what can be done?	The complaint the customer is waging is a behavior item. The speed limit is 25 mph in that section and there are also a couple of pedestrian signs in the vicinity. There is not a Manual On Uniform Traffic Control Devices (MUTCD) sign information motorist of not stopping to take pictures. If it is not in accordance with MUTCD and NC General Statute (NCGS), the military police cannot issue tickets or enforce the signage. B - The installation architect and a working group determines the location for enroute signs about 5 years ago. Since then DPW has increased the size of the font on all of the enroute signs. The size of the font cannot be increased any larger. The sign blank is the largest item DPW can produce and the only way to do larger fonts is to reduce the items listed on the signs.	COMPLETE
13-15(F)	Sidewalks and Curbs	4 /1 /2013	DPW	: I would like to see a sidewalk from the Pope area to the rest of the base. There are no sidewalks from Armistead entrance on Butner, Butner and Reilly or Butner to the area where the North PX and Commissary are located. More sidewalks to ensure pedestrians are safe will help encourage walkers. Families with strollers need sidewalks to be more active. They need to fix all the curbs, they are not stroller/bike or kid friendly. The sidewalk is broken right in front of my home (Bougainville) and we almost had a small child bash her face on it! I have noticed there are not many sidewalks on post I was wondering if there was a plan to put more in. It has become very unsafe for pedestrians with all the construction and parts of sidewalks have been torn up.	Sidewalks are actually planned and initially designed in every new facility/building construction project as required in the Fort Bragg Installation Design Guide. Unfortunately, the actual execution and construction of sidewalks for a new project often becomes an issue of cost trade-offs; meaning that the budget for a new construction project sometimes may or may not always stretch to pay for all of the facility design elements initially planned.	ACTIVE
13-14(F)	Speed Bumps on Dougherty	4 /1 /2013	DPW	Speed bumps should be put back into place down Searight. Far too many people are flying down this road.	The Garrison Commander has directed DPW to have consistent speeds throughout post to facilitate the flow of traffic. Speed limits in housing areas are 15 mph; access roads are 25 mph. In addition, speed measuring signs are installed as necessary to discourage speeding. Speed bumps are not authorized per Army Regulations as they are obstacles for emergency vehicles and road clearing equipment such as street sweepers and snow plows.	NO ACTION
13-13(F)	Pot Holes	4 /1 /2013	DPW	I have some concern with the parking lot of Burger King and the 24 hr shoppette of Gruber and Riley. There are several pot holes that are impossible to miss. North Dougherty is TERRIBLE! Please fill the potholes on Corregidor Courts, especially the one on the corner of Souter and Grimes. All American between Normandy towards Zabitowsky, merger of Gruber onto All American.	All potholes on All American were fixed on 11 Mar. Potholes in Corregidor Courts, Bougainville, Casablanca, and Anzio Acres are scheduled to be repaired 18-28 Mar 13. to report a pothole call 396-0321.	COMPLETE
13-12(F)	Paving Rhine Road	4 /1 /2013	DPW HOUSING DIV	Why was only part of Rhine Road paved last Dec? Are they planning on coming back to finish the rest or was that the only part of the road that Fort Bragg was responsible for taking care of?	Picerne Military Housing began paving the section of Rhine Road between Monteburg Road and Douve Place in Dec prior to the closing of asphalt plants for the cold weather season. The remaining portion of Rhine Road will be paved in late spring 2013 after the end of the school year to minimize associated traffic congestion. The project will last approximately five weeks and will involve closing down one lane of traffic. Flag men will be utilized to minimize disruption to the flow of traffic and to ensure residents will have access to their driveways.	NO ACTION
13-11(F)	Shuttle Issues	4 /1 /2013	CPAC	Who determines what employees are mission essential?	Mission Essential employees have this annotated on their job descriptions.	NO ACTION

13-10(F)	Shuttle Issues	4 /1 /2013	DOL	Will the shuttle ever come to Nijmegen neighborhood center? I have never seen it, I asked and it wasn't one of the stops. That was four months ago. Another idea, what about having the shuttle run from 0515-1800 then Soldiers could use the shuttle to get to work each day instead of driving in traffic? Maybe offer incentives for using the shuttle. They have a shuttle in Linden Oaks but it only runs Mon-Fri 1000-1700. The times are useless and that is why no one uses it. I was using it all the time on the weekends with the kiddos but they cut weekends.	The stop for Nijmegen is at Bastogne Dr. and Luzon St. which will service the Nijmegen neighborhood center. Per AR 58-1 Section 5-2 paragraph F states "Scheduled activity bus service routes will not include housing, recreational, or shopping areas, unless such as areas cannot be reasonably avoided in servicing the authorized locations." Which means that we cannot go directly into the housing areas with shuttles buses due to safety concerns.	Complete
13-09(F)	Awnings at On Post Schools	4 /1 /2013	DODEA	Some of the schools need awnings to keep the children dry while waiting for their parents to pick up.	We will place this on our list of needed projects, however, during this budget crisis, response will not be soon.	ACTIVE
13-08(F)	Safety Hazard Behind Holbrook Elementary	4 /1 /2013	DODEA	There is a major safety hazard at the rear of Holbrook Elementary School which has been there for many months. It is a hole approximately forty feet from the exit doors, near the fence for the creek and within two feet of the ridge that students must cross in order to visit the rear playground at recess. It also presents a hazard for small children who accompany their siblings to and from school. The presence of this hole presents a major risk for serious injury. Due to its location it is unclear which department would be the appropriate one to report it to.	We currently have 4 shuttles that run starting at 0600. White routes, Early bird gray, and Lime Route. Due to ARs we are unable to modify the contract at this moment in time to incorporate making more of them available.	ACTIVE
13-07(F)	New Building on Bastogne	4 /1 /2013	DODEA	What is the new building on Bastogne? I was told it was the new building for Butner.	The new building project on Bastogne is the new Superintendent's office complex. Our offices currently remain in old Irwin School on Knox Street, a building we have turned back over to the Army. We will move to the new building when it is finished next fall. Butner's replacement will begin in 2015.	NO ACTION
13-06(F)	Asbestos in Schools	4 /1 /2013	DODEA	I know there is a plan to tear down and rebuild every school on Fort Bragg. They are working on McNair right now and are doing Murray next. It is a logistic nightmare to rehome (school wise) the kids. I do agree that testing should be more readily available, and this is the first I'm hearing of asbestos in the schools! At least Holbrook was notified! My son attends Murray (the oldest school on Bragg) and I have heard NOTHING of this.	Unfortunately due to pulling back of the Borrowed Military Manpower (BMM), to support other critical missions the route for Linden Oaks shuttle was stopped on 1 Apr.	ACTIVE
13-05	Light at Butner and Gruber	2/28/2013	DPW	It has been great to see work crews adding lights and turning lights on Butner Road. Will they be putting in a light at the intersection of Butner onto Gruber at the end of the day and a light would help cars safely navigate the intersection!	Sep 13 - The 2013 DPW traffic study warrants a traffic light at this intersection and will be worked up as Civil Champion's program to compete for FY14 project funding.	ACTIVE
13-04	Change to Pope Shuttle	2 /26/2013	DOL	I don't know if the Pope Shuttle is being used much, but it does not do what we had gone to the Town Hall meeting for over a year ago to ask for help with. The issue is people on Pope need to get across butner from Reilly or Armistead. We are willing to walk/bike to get where we need to go. However, we desperately need a crosswalk to do that. We were told this is not going to happen. They only hope is for a bus to take us from Pope across Butner and drop us somewhere on the other side of Reilly. When the Pope bus was started, it did not solve our problem. WE have to ride the bus all the way around Pope and then to the North PX. This is a long way from just crossing straight across the road which is what we really want.	After extensive and thorough review of the existing shuttle routes, on Dec 7, we made the following re-engineering adjustment to Orange and Sky Blue routes. Orange Route - Stops adjusted and added to get across over Butner Road onto Pope and stopping at the Carolina Inn. After leaving the Carolina Inn we proceed off of Pope across Butner and we added the Cleland Ice Rink and 525 BSB stop on the other side of Tuner to safely transport customers across Butner from Pope. The Orange Route also has stops t Womack, 82d PX, 82d Abn CAB DFAC, and Sports USA which will allow Pope customers access to a wide variety of options. Womack is one of our major hubs and from there anyone could travel to all areas that we service. Sky Blue Route - Adjusted from Hillcrest Heights traveling down Armistead crossing over Butner and stopping at the PMO Training Field, and then traveling down Butner Road to Bataan Housing Area to a stop at the traffic circle at the end of Seay Ave. After leaving the traffic circle at the end of Seay Ave we continue to travel across Butner Rd to the North Commissary. This will allow us to safely pick up the passengers on one side of Butner and transport them to the other side. TMP completed this requirement by re-engineering these routes that addressed all of the concerns associated with crossing Butner. Also by adding stops to the Orange route the Pope customers will have access to connect to all of the other areas of the base from Womack Hub. Maps found at <a href="http://www.army.mil/directorate/logistics/ito">www.army.mil/directorate/logistics/ito</a> .	COMPLETE
13-03	Sign on Hobson and Plank Road Gate	2 /26/2013	DPW	There needs to be a larger sign at the Hobson and Plank Road Gate. You cannot see the sign.	Our traffic engineers will conduct a on-site inspection to determine if the location, size, shape, and color of the existing signs at this intersection meet both the Federal Highway Administration's Manual on Uniform Traffic Control Devices (MUTCD) and the fort Bragg Installation Design Guide. If any signs are missing or don't meet the requirements, our DPW team will make any and all corrections to bring the intersection back in line with published standards.	COMPLETE
13-02	Womack Employment	2 /26/2013	CPAC	My husband has been stationed here at Fort Bragg for over a year. I am a Registered Nurse and have been unable to find a job on base since I have been here. I have enrolled in Spouse Preference, hand delivered resumes, and submitted resumes online without any calls for interviews. I was informed that Womack would not hire unless I could do rotating shifts. That is not feasible when my husband is deployed which he is currently. I would really like to work again and get in the Federal System so that I can transfer easier if we ever PCS somewhere else.	The Medical facility is a 24-hour operation and requires shift-work in order to meet mission requirements. There are some positions that do not require shift-work; however, they are only recruited when a vacancy becomes available. All competitive recruitments are subject to PPP and spousal preference. It is not feasible for the Womack to change positions from shift work when their mission requires such as a condition of employment. They must maintain the 24 hours operations. As these are federal civilian employment opportunities, all positions are subject to Merit Principles of fair and open competition for all applicants as well as applicable Law, Executive Order, or other pertinent requirements.	NO ACTION

13-01	Sidewalks Around Construction Areas	2 /26/2013	DPW	Why are there not sidewalks surrounding new construction? Much of the new building construction around Fort Bragg does not include sidewalks. For example, the new (not yet finished) motor pool on Armistead between Woodruff and Letterman does not have sidewalks. It does have new plants that make it difficult to run/walk on the curb. On an installation where running and fitness are so important new construction without sidewalks seem ridiculous.	DPW completely agrees with the customer. Sidewalks are actually planned and initially designed in every new facility/building construction project as required in the Fort Bragg Installation Design Guide. Unfortunately, the actual execution and construction of sidewalks for a new project often becomes an issue of cost trade-offs; meaning that the budget for a new construction project sometimes may or may not always stretch to pay for all of the facility design elements initially planned. When the construction bid comes in under budget it is easy to find and include sidewalks in the final project. But then the construction bid is higher or is just enough to cover the budget-customers will sacrifice sidewalks (as the case with the unit from the 525 BfSB motor pool example) to get more of what they actually need inside the facility paid for and built. However, there are other recent examples across post where sidewalks could be funded in the bid's budget and are included in new construction projects; 3d BCT Motor Pool and both 1st BCT and 2d BCT Barracks Complexes.	NO ACTION
12-99	FRSAs	8 /30/2012	G1	The Family Readiness Support Assistants are a wasted position at the company and battalion level. Soldiers and Families are not getting the necessary information from the FRSAs. This is defeating their entire purpose for the Army.	Per Mr. Alderson the FRSA program is being changed. As the current position are vacant they will not be filled. The Garrison Commander concurred with Mr. Alderson.	No Action
12-98	More Activities on Post	8 /30/2012	DFMWR	There are not enough activities such as concerts on Fort Bragg. New people to Fort Bragg are not feeling welcomed. Fort Bragg is one of the largest bases and there should be more activities that can be enjoyed by Families. Concerts should be a variety of music that all Families would enjoy.	Throughout the year there are a range of events that are open to all ages and appeal to the diverse culture we have at Fort Bragg. Within DFMWR there are multiple ways to learn about our upcoming events. There is a monthly electronic newsletter, The Buzz, Fort Bragg MWR Facebook Page, monthly In Motion magazine, and the Fort Bragg MWR website. We encourage all new, potential, and current Fort Bragg residents and surrounding areas to visit <a href="http://www.fortbraggmwr.com">www.fortbraggmwr.com</a> where information can be found on all MWR programs. CYSS and ACS also offer programs for Families.	No Action
12-97	Teen Event Advertising	8 /30/2012	DFMWR	Teens both on and specifically off post do not get the information on events being held on post.	CYSS program flyers are made and posted throughout MWR facilities. A website is available that lists CYSS programs. Programs and events are posted on several Facebook accounts and Twitter is also utilized. School Support Services posts information on their website. Programs and events are printed in the Paraglide and In Motion magazine. <a href="http://fortbraggmwr.com/sls/category/teens">fortbraggmwr.com/sls/category/teens</a> or <a href="http://www.facebook.com/fortbraggschoolsupportservices">www.facebook.com/fortbraggschoolsupportservices</a> or <a href="http://facebook.com/loteens">facebook.com/loteens</a> or <a href="http://twitter.com/braggteens">twitter.com/braggteens</a> or <a href="http://www.twitter.com/loteens">www.twitter.com/loteens</a> . In addition teens can subscribe to text message notification through twitter free by texting "follow braggteens" or "follow loteens" to 40404.	Complete
12-96	Army Career Tour	8 /30/2012	DFMWR	Military teens would like to see what being in the military is like. They only have the chance to see what their Soldier Family member is doing. Seeing more would allow them to make a good choice on whether to enlist or not.	Children can go through Guidance Counselors; Guidance Counselors can contact School Liaison Officers to try to coordinate a "shadow" opportunity for military careers. Additionally, Fort Bragg Youth Education Support Services offer an annual Teen Soldier for a day opportunity. The event is open to the first 48 both civilian or military. Teens learn PT, drill and ceremony, road marching, jump tower training, MREs, skills engagement training and convoy training. The conference is usually in Aug and registration goes quickly.	Complete
12-95	Overseas Communication	8 /30/2012	DFMWR	Some Family members do not have the equipment or items needed to communicate with their loved ones overseas.	The USO now located at the Soldier Support Center will offer this service very soon. Please call 495-1437. Currently, the library offers wi-fi free of charge. Soldiers and Families utilize the wi-fi daily for Skype sessions. Library meeting space is limited and available to groups of six or more.	Complete
12-94	Shuttle Transportation for Teens	8 /30/2012	DOL	The drop offs and pick up zones are not convenient. Often kids have to walk long distances in order to get to a pick up spot. One incident a teen was told this is not a pick up zone only a drop off.	We have tried to be as convenient as possible when it comes to servicing the Families and the housing areas here at Fort Bragg. We have come up with the best and safest solutions possible when it comes to where to place the stops near the housing areas. Per AR 58-1 Section 5-2 paragraph F states "Scheduled activity bus service routes will not include housing, recreational, or shopping areas, unless such areas cannot be reasonably avoided in servicing the authorized locations. We service and stop at the shopping areas (North/South PX, shoppettes, and North Commissary) because they have been designated as HUBS and switching stations where Soldiers and Families can safety change shuttles and get to other areas on Post. All of the stops are pick up and drop off zones and all of these stops have been selected with safety being the number one priority.	No Action
12-93	Transportation to Activities	8 /30/2012	DOL/ DFMWR	Transportation is not available to some teens off post. Teens off post would like to attend activities.	DOL has a shuttle route which operates 7 days a week from Linden Oaks, 14 and up can ride unoccupied with parents approval. FAST hour connection to the Yadkin Road Gate, Spring Lake Shuttle connection to Fort Bragg Multi- Modal Hub on a daily basis is in process. FAST Jobs Transit program initiative to connect FAST busses to/from Fort Bragg is proposed start TBD. Moore County Public Transportation is working to execute a 25 passenger van pooling initiative to and from Fort Bragg and Fayetteville as Jobs initiative.	No Action
12-92	Saturday Activities at Tolson	8 /30/2012	DFMWR	There are no activities at Tolson on Saturdays. Most of the activities are during the week. Teens are available for activities on Saturdays.	Youth Services publishes a monthly calendar and has sports leagues for teens. Tolson offers special events and club options on Saturdays, as well as Youth Leagues up to age 18. Teen staff set up tables at the servicing high school for Fort Bragg to ensure information is getting out to teens. Per CYSS Director more teen participation is needed, the activities are offered but the turn out is low. Some sign up but do not show up.	No Action
12-91	Travel Trailers on Post	8 /30/2012	DPW	We are family of six that enjoys camping in our travel trailer. We also use our trailer to reduce costs during a PCS as our Family size requires that we purchase two hotel rooms. Unfortunately, RVs are not allowed to "spend the night" on post which makes vacation preparation difficult. Performing routine maintenance is difficult as well. Our trailer fits in our driveway and we would like to be able to use this space to prepare for a vacation, PCS, etc.	Effective Aug 12, Picerne will be implementing a 72 hour placard/pass that residents will display in a prominent place on their recreational equipment. The pass will allow residents to temporarily park a trailer, camper, boat or other recreational equipment in their driveway/parking space for up to 72 hours. This will ensure that residents have the proper authorization and are following the temporary parking guidelines. Residents with questions about this new program or who would like to acquire a temporary pass for their recreational vehicle should visit their Picerne neighborhood center.	Complete

12-90	All American ACPs	8 /30/2012	DES	When leaving for lunch noticed the All American Gate traffic to enter post was backed up to Santa Fe. When returning from lunch it was still backed up. When arrived at the actual gate there were three lanes closed, this was at 1:30 in the afternoon.	Fort Bragg provides optimal manning on the gates to cover all the lanes during inbound peak hours. The manning is reduced at 1300 hrs (swing shift and mid shift) in order to continue to keep the prime number of lanes open during the peak hours. The PMO is not resourced to maintain the peak manning for the ACPs longer than the currently defined peak hours due to fiscal and personnel reductions. Fort Bragg PMO encourages the motoring public to remain on the installation during lunch or use other ACPs for re-entry.	No Action
12-89	Soldier Support Center Trash Cans	8 /30/2012	DPW	At the Soldier Support Center there used to be a trash can outside (info desk side) now there is not any. People sit down and are always around there, they need a trash can.	Several years ago numerous trash cans were placed in and around the Soldier Support Center for customer use. Since that time there have been frequent issues with building occupants placing items in these cans that should have been carried to the dumpsters instead. For example: pizza boxes, delivery boxes, bags of trash from offices within the facility, etc. These items fill up the cans to quickly and they then overflow leaving an unsightly mess. the Building staff recently reevaluated the usage/need for the numerous cans and removed those that were not being used regularly by SSC customers. Smaller trash cans are provided for the customer use just inside the two busiest entrances and at several locations in the main hallways on the first floor and in the basement. Larger cans are still in place for customer use in the main lobby area and near the coffee shop.	No Action
12-88	Soldier Support Center Sidewalks	8 /30/2012	DPW	The southeast entrance/exit to the Soldier Support Center is not easily accessible for those with strollers, carts, or wheelchairs. There is no ramp to reach the sidewalk, and the gate is always closed, so you have to walk through a narrow walkway of dirt, rocks, and grass before even reaching the sidewalk.	The southeast entrance/exit to the SSC has already been identified and is planned to receive the sidewalk upgrades listed by the customer in their issue. These are part of a larger project to phase-in sidewalk improvements for the entire building that has been broken down into four individual project areas or segments for execution. Two of the segments have already been completed with the final two currently on-hold awaiting funding. The southeast entrance is the last segment scheduled for execution. Update Sep 12 - This was identified as the last project to be done in the upgrade.	COMPLETE
12-87	Community Garden	8 /30/2012	DFMWR	We want to get a community garden on base. The problem is getting support and approval in order to get a location for the gardens. Also, it has been brought to my attention that oversight of the project is an issue due to limited funding and manpower.	Garden plots were established at Pope AAF however, in Dec 11 patrons were informed the plots needed to be vacated due to contaminated soil in the area. Since that time, Environmental Branch conducted testing of the soil located in another area adjacent to Habanero's Grill. This particular area tested below EPA standards for contaminants. It was recommended the garden plots be rebuilt in this area. The difficulty with the selected area is there is no water source; a critical element in the garden plot success. The projected cost, not including the water line and above ground spigot, is approximately \$6,000. A form DA 4283 was submitted to DPW requesting approval and cost estimate and is pending approval. FMWR staff is developing volunteer positions which will be submitted for recruitment through the VMIS system. Additionally, requests for sponsorship to assist with monetary constraints will be submitted through DFMWR Marketing, Sara Matherly, Mgr, 394-4192, sara.matherly@us.af.mil.	NO ACTION
12-86	Opening Morganton Road from East Side	5 /31/2012	DES	Traffic increasing outside Chicken Road Gate. With new construction of facilities ongoing outside of Chicken Road gate, are of old ammunition storage facility, traffic is becoming cumbersome and soon it will be likely for increased accidents as frustrated motorists take more chances to merge in and out of traffic.	DES - The above suggestion requires traffic engineering, facility, infrastructure and major roadway construction, in addition to potential land annexation(s) all of which are DPW related missions rather than Emergency Services related. DES provides the manning and force protection systems for these access control points when directed and resourced by the GC. DES defers to DPW. DPW - The Transportation Improvement Plan has outlined an option that would create a connecting access road from Cliffdale Road to Patriot Point that would meet the need, it was not included in the Patriot Point projects because of the cost. One suggestion that might help ease traffic congestion is a protected left hand turn lane from East Loo Road into the Patriot Point area. The contract is due to be awarded some time this year.	Active
12-85	Down Syndrome Support Network	5 /31/2012	DMWR	ACS/EFMP does not have a Down Syndrome support network set up on the Fort Bragg for Families to obtain information, support, adequate resources, or any other additional services. There is no way for Families to connect with each other or reach appropriate resources available throughout the greater community because ACS/EFMP does not promote any non ACS/EFMP sponsored activities yet Fort Drum, Fort Carson, Fort Benning, Fort Bliss, Fort Hood, Fort Stewart, and JBLM all have these or newsletters with these resources and information available on their ACS websites. Fort Bragg only identifies resources for Autism and they do in fact advertise Walk a Mile for Autism on their website/Facebook page which is not run or sponsored by ACS (funds generated go to Cumberland County Special Olympics). The only support group offered under ACS/EFMP webpage is for Autism, not Down Syndrome.	Currently the Fort Bragg EFMP is in the process of updating their website to include a "useful websites" page that will provide direct links to various local and installation services available to all EFMP Families. This page will include a disclaimer that the Army neither endorses nor supports these organizations. We cannot support posting non-federal entities to our ACS website, unless we are prepared, and able to list non-federal entities. Since we cannot put all of them on our website, we restrict the posting to official ACS activities. PAO is available to list events of interest from any non-federal entity. Under JER 3- 209, endorsement of a Non-Federal entity, event, product, service, or enterprise may be neither stated nor implied by DoD or DoD employees in their official capacities. There is an exception for non-federal entities like the Combined Federal Campaign, the Army Emergency Relief, etc. See JER 3-210. Thus, we typically do not list other organizations on official websites since it looks like the Army endorses them.	No Action

12-84	Pope RV and Boat Storage Lot	5 /31/2012	DFMWR	After attending one of the recent Town Halls, I learned of upcoming changes to the Pope RV and Boat Storage lot to include new security measures (cameras, possibly additional lighting) as well as expansion and a key pad entry. On 16 Mar 12 my spouse and I went to get our boat out of the gated storage lot, to find it had been tampered with severely since we had parked it there in Nov. Somebody had moved or blocks out from under the boat, pulled it across the storage lot towards the entry gate (tearing down part of the retaining wall it was backed up to), and after they couldn't get the lock off the hitch, they left the boat pushed up against somebody's RV. The lock was so damaged we couldn't use the key and had to pry it off. We spoke to the Pope Auto Skills Manager letting him know what we discovered. He mentioned our boat had been backed up to the RV for the past two days, but he thought the boat had possibly belonged to the owner of the RV and was going to contact them the following day and have them move the boat. I want to know what the current status is of this project and when security cameras are going to be installed in the storage lot.	We are in the design phase of renovating the Pope RV Lot. This project will expand the current foot print of the RV lot, to accommodate the Solders of Fort Bragg. Within this project, we have security cameras and lighting included in the scope of the project, in hopes that they will detour criminal activity. The project will be completed in FY13. Update Sep 12 - The project was transferred and funding was not obtained in time. DA 4283 for funding has been submitted and funding is expected in FY13.The funds to install electric were not transferred to DPW as I stated. Update Jun 13 - MWR RM is waiting on service agreement from DPW in order to request funds to transfer. The initial RFF was sent to the requestor, not RM, but is attached to this email with RM on the cc line. The PR for the gate itself has been submitted and pending final approvals and acquisition.	Active
12-83	Brown signs at Green Ramp	5 /31/2012	DPW/DPTM	I am looking for an update on the brown assigned parking signs. It was my understanding that many had been removed as they were unapproved. If this is the case I would like to know about the brown sign at green ramp. If it is an approved sign then two it needs to be removed. Tonight while Families were awaiting Soldiers returning from Afghanistan they were told they must move cars from those two spaces. Families with children had to leave the hangar and move the vehicles. We even overheard the civilian who parks there saying, "Hey that's my space you need to get out of it, turn your head around and read the sign". This is absolutely a ridiculous way for a civilian working on this post to be speaking to Family members! This man even parked behind another vehicle blocking them in.	DPW - The signs have been removed and it has been noted that the repainting work that was done to turn 2 spaces into 1 was illegal and they were removed and repainted. The DPW crew will monitor the situation to ensure that staff does not attempt to recreate these signs or any other unauthorized parking reservations and measures. DPTM - All employees have been briefed by Mr. Vince Myers on ensuring the facility is a customer focused operation and all people are to be treated with dignity and respect.	Complete
12-82	Wider Sidewalks Along Percy in Linden Oaks	5 /24/2012	DPW	There needs to be a sidewalk between Gordon Elementary and the Linden oaks Clubhouse. Children and Soldiers doing PT have to run/walk/ride in the street creating a danger to pedestrians and cars. Children ride their bikes on Percy to get to school. I've seen mothers pushing strollers as well. Teens are constantly riding down the middle of Percy to get to the Clubhouse.	Per the Feb Town Hall Picerne is putting a sidewalk along Percy Blvd to the Clubhouse. The new walkway will connect to the existing crosswalk. This issue will be combined with 72-12. Update May 12 - Sidewalk is complete.	Combined with 72-12 and Complete
12-81	Port-a-potty at Linden Oaks Gate	5 /24/2012	DES	A port-a-potty is one of the first things you see when coming into the Linden Oaks gate. Tacky and I can't imagine the smell in the summer.	The latrine has been relocated.	Complete
12-80	Lights at Linden Oaks Gate	5 /24/2012	DES	People are not turning off lights when coming through the Linden Oaks Gate.	Turning off lights is not a requirement it is a preference.	No Action
12-79	Events Schedule at Linden Oaks	5 /24/2012	ACS/DPW/PICERNE	There are many different playgroups (through ACS), classes through community members, CYS, etc), and other events offered in the Linden Oaks area, but there is not a central location where these events are listed. I asked at the Picerne Housing office if these events could be included on their newsletter calendar as a way of connecting community members, but they said this was not possible.	Fort Bragg's Housing areas carry a very strong sense of community. To ensure residents get acquainted with their own neighborhoods, both on main-post and off, each Picerne Center publishes an area specific newsletter with events calendar every month. Due to limited space, some recurring weekly/monthly meetings unique to Linden Oaks may not be listed, but special up and coming activities are included whenever possible. Apr and May Linden Oaks Newsletter included separate promotional flyers for key events to help spread the word. A central calendar is also kept at the neighborhood center for residents. You can contact the neighborhood center to request community wide special events. Picerne is working to "Go Green" with the newsletter program to no longer print paper copies, but distribute electronic versions through resident email distribution lists, but more to come.	Active
12-78	Security Issues at Linden Oaks	5 /24/2012	DES	Seemingly lack of communication to Linden Oaks community on security issues. For example, there was a loose dog that bit a child. The school and no residents were notified. Residents had to rely on word of mouth and Facebook.	The Fort Bragg PMO is not resourced to publish, manufacture and distribute flyers at ACP's for the sake of passing on security information. Fort Bragg has over 17 separate Access Control Points that facility the flow of over 90,000 vehicles daily. The PMO has created multiple means of communicating to members of the residential community to include, NIXLE, Community Policing Officers, neighborhood Meetings, Fort Bragg Paraglide articles, tips, and announcements in the "Provost Marshal Corner" Facebook, and Variable Message Boards for urgent, area specific messages. community Members can also call the PMO Desk Sgt or the Community Policing Officers at 396-0392 for questions or concerns regarding their specific community.	Complete
12-77	Shoppette and Gas Station at Linden Oaks	5 /24/2012	AAFES/ Garrison	The shoppette at Linden Oaks has closed due to reported "financial issues". I would like to see the Garrison support the Soldiers and Families in Linden Oaks with a Commissary, Shoppette and Gas Station.	At the Feb Town Hall the Garrison Commander stated that he would be meeting with AAFES to address the issue of reopening the shoppette. Update Mar 12 - Garrison Commander met with AAFES for initial discussions. Additional meetings are scheduled. Update Jun 13 - AAFES has no plans for the project. DPW says that Corvias is interested but needs a letter from AAFES stating that they are not wanting the project.	Active
12-76	Fostering Stray Animals on Post	5 /24/2012	Vet Clinic/DPW	Based on the number of dogs you are allowed to have in housing it makes it impossible to be a foster to any animals. There is a large population of animals that require fostering, its only temporary. However the regulation does not allow for more than two dogs per Family.	The number of pets allowed each housing unit is determined by each Privatized Housing Partner on each installation. Picerne has stated that their policy is two pets per resident. Considered moving issue to AFAP, however with all the different housing partners it is something that each installation would have to take on.	Unattainable

12-75	Big Voice for Linden Oaks	5 /24/2012	PAO	Linden Oaks currently does not have an early warning system or the big voice in the sky.	Although Linden Oaks does not have a Giant Voice for mass notification a mass notification capability does exist. Currently there are Early Warning notification capabilities located at the Fire Department, Child Development Center and the school. Additionally, in the event mass notification is required the current method of delivery is through loudspeaker support provided by either the Fire Dept or Provost Marshal Office. In order to provide permanent mass notification capability three poles to cover Linden Oaks are planned for future installation.	Active
12-74	Food Handlers Course	5 /24/2012	Womack	FRG volunteers are expected to attend food handlers course, but the classes offered are geared toward DFAC workers; they are long and cover a lot of material/situations that are not applicable to FRG fundraisers.	According to TB MED 530 para 2-18 all food service employees are required to receive food handlers training. Preventative Medicine offers this training for free on a monthly basis. The following are also approved courses and may be offered online, but also may incur additional fees that the organization would be responsible for. Education Foundation of the National Restaurant Associations Applied Food Service Sanitation Course. Call 1-800-765-2122, ext 380. Quartermaster Center and School's Food Service Supervisor Training. Educational Testing Service/Defense Activity for Nontraditional Education Support's Food Protection Certification Program. Call 1-800-257-9484.	Repeat Issue
12-73	FRG Training Classes	5 /24/2012	ACS	Many volunteers work and go to school. It is difficult to make it to classes on post, but they want to volunteer.	Unit Commanders may, and are encouraged to, require FRG volunteers who hold certain positions (FRG Leader, Key Caller, and Treasurer) to take training. Online training is available via <a href="http://www.myarmyonesource.com">www.myarmyonesource.com</a> and can be accessed by logging into the site. Once the user is logged in, scroll on "Family Programs and Services" from the main banner. Select "eLearning Center" and then click on the link "Online Courses." The FRG Leader duties, Key Caller responsibilities, funding for FRGs, ETC. Once all modules within the training are completed, the student will have the opportunity to print out a certificate of completion.	No Action
12-72(OF)	Baby and Toddler Classes	5 /24/2012	ACS	Most activities for babies and toddlers take place on post, which can be difficult for parents living on Linden Oaks to attend because of the added time.	Currently ACS New Parent Support and Family Advocacy Program provide two play mornings per month at the Club House, Scream Free Parenting at either the Lodge or the Club House every other month (Apr 23-26 at the Lodge and Jun 25-28 at Club House) and are a developing a teens class that will start in Mar 12. We agree, it is vital that we are there for you and we are working on bringing more classes there! New Parent Support home visitors are also available to come to the homes of parents of 0-6 month old children up to once per week with great training, support and information. You can contact 396-2622 if interested in a home visit.	Ongoing
12-72	Gordon Elementary and Linden Oaks Clubhouse Sidewalk	5 /24/2012	DPW	There needs to be a sidewalk between Gordon Elementary and the Linden Oaks Clubhouse. Children and Soldiers doing PT have to run/walk/ride in the street creating a danger to pedestrians and cars.	Picerne is putting a sidewalk along Percy Blvd to the Clubhouse. The new walkway will connect to the existing crosswalk. Update May 12 - The sidewalk has been completed.	Combined with 82-12
12-71	Garrison Communication	5 /24/2012	Garrison	There appears to be limited communication between Linden Oaks and Garrison. Town Hall meetings for Linden Oaks are occurring yearly and there is no formalized method of communication between Linden Oaks Community and Garrison.	Per the Deputy Garrison Commander the Garrison Commander is conducting a Linden Oaks Town Hall on 22 Feb, 1600 at the Gordon Elementary Cafeteria. He regrets that it has been so long, his intent is quarterly.	Complete
12-70	North Commissary Roads	2 /9 /2012	DPW	More signage at North Post Commissary/PX at streets that are in the middle of the 2. There is minimal "one-way" signage on these roads before the parking lot.	DPW traffic engineers have evaluated the signage at these intersections and have determined that the existing measures (ground marking painted arrows and one way signs) meet the published MUTCD (Manual of Uniform Traffic Control Devices) standard. Standards under the MUTCD determine signage by the volume of traffic utilizing the roadway. Souter Street is already at the signage standards for the volume of traffic it supports and no further signage is required.	No Action
12-68	Bullying in Neighborhoods	2 /9 /2012	DES/DODEA	We have a problem with bullying in our neighborhoods. I have seen children being very mean to each other in the parks and even spreading rumors about each other at school. I am talking about elementary-aged kids. Bullying is a big deal, and the effects it can have on those being targeted are debilitating. Our Soldiers do not need to be worried about or children feeling unsafe in their own neighborhoods. We need to address this so that the Soldiers can focus on the mission and not worry about what is going on with the kids in the neighborhoods back home.	DODEA - Bullying prevention is a to priority for DODEA for SY 11-12. DODEA counselors are conducting anti-bullying/conflict resolution sessions with students at all our schools. Students need to report incidents of bullying to a teacher or other staff member as soon as it occurs. Many of our schools also offer a character education component to students. DES - When bullying leads to physical contact, the Fort Bragg Provost Marshal Office will charge offenders with the appropriate assault charges which could result in fines, criminal records and the loss of residing on-post privileges or attending on post schools.	No Action
12-67	Spouse Preference Duty Station than Sponsor	2 /9 /2012	CPAC	Sometimes military spouses have to live apart from the spouses for a variety of reasons. When this occurs it is difficult for a military spouse to find work when no spouse preference is available placing an even greater burden on already stressed Families.	There is no action possible at the local and command level, as the requested solution would require amendment to EO 13473.	Move to AFAP
12-66	Part Time Employment for Spouses	2 /9 /2012	CPAC	I am a military spouse looking for working around the Fort Bragg area. It seems as though whomever is in charge of hiring doesn't consider part-time. There are jobs available for individuals with degrees but none of them are part-time (or would only pay for the gas to get there). Often times, military spouses would love to work as well as be a responsible, loving mother but we cannot commit to a full time job. More (part time jobs in areas that require higher education, would benefit the employer (spouses missing less work because they have more time to accomplish other tasks) the Family) getting dinner on the table, cleaning etc), and the Soldier (much less stress placed on the Family and the SM). This is the "New Army" help spouses in their desire to be a supporting spouse of the SM, a loving parent, and a woman/man with goals.	Unfortunately, regarding employment for appropriated fund positions - Civil Service - on a part time work schedule, opportunities are very limited. The manpower authorizations are established within the various Commands for full time positions to hire 2 part time employees versus one full time employee would not be cost effective, nor would it provide the continuity that is required within the organizations. For those areas such as the commissaries and the on-post school system (DoDEA), part time employment is more viable, as it would be also for non-appropriated fund activities such as recreation, libraries, clubs, sports, etc., as well as for non-government agencies within the Fort Bragg area.	Unattainable
12-65	Pot Holes	2 /16/2012	DPW	Can someone please repair some of these pot holes on post, some are quite dangerous to the suspension/alignment of the vehicles, let alone close to deadly to motorcycle riders. Some of the worst are located on Normandy between Honeycutt and All American.	The submitter was notified about the pot hole number. DPW is investigating the mentioned pot holes. The pot holes that were mentioned have been fixed.	Complete

12-64	Masons Organization on Fort Bragg	2 /16/2012	Garrison	Mason groups are ruining the enlisted ranks. I have seen more and more Soldiers here at Fort Bragg (and all over the Army) becoming members of the secretive, private, international brotherhood of masons.	There is no Army prohibition against joining fraternal groups and it would be a violation of a Soldier's Constitutional rights to ban a particular group like the masons. However, if there is evidence of discrimination and/or low unit morale surrounding fraternal groups, they should be reported to the Inspector General for investigation and action at the appropriate level of command.	No Action
12-63	Agencies in the Soldier Support Center	2 /16/2012	Garrison	Rumors that some agencies are/will be moving out of the Soldier Support Center. There has been discussions recently stating there are some agencies housed in the SSC that will be moving out. This defeats the purpose of the building being designed as a "one stop shop".	Occupancy of the Soldier Support Center (SSC) is continuously reviewed by the Garrison Commander to insure maximum utilization by agencies/organizations that facilitate or enhance Soldier/Family in and out processing and support. The upcoming relocation of the WTB from the SSC to its new campus across Normandy Dr has provided an opportunity to once again bring into the SSC new agencies/organizations that support our one-stop Soldier and Family support mission. If an agency moves out of the SSC it is based on a recommendation from agency leadership to the Garrison Commander as in the best interest of the agency and the SSC mission.	No Action
12-62	Lending Closet	2 /16/2012	DFMWR	Household items are available for Families PCSing to or from Fort Bragg. Items are loaned for a designated period of time while waiting shipment of travel. Items available include small electrical appliances, pots, pans, dishes, and ironing boards.	Per the Relocation Program Manager the Lending Closet does lend items to non-PCSing Families on a case by case emergency basis. The Families just need to go to the Lending Closet and fill out paperwork, and obtain approval from the Relocation Program Manager.	No Action
12-61(OFF)	Crosswalk Lights on All American and Normandy	12/8 /2011	DPW	The crosswalk lights on the corner of All American and Normandy do not seem to work and are causing a hazard to those trying to cross. Additionally all cross walks on post need to be re-painted and have better signage so that walkers; Soldiers, Family Members can remain safe.	DPW has investigated the light and found definite mechanical repairs were needed. The light is fixed. The crosswalk closest to Rodriguez CDC has been re-painted. Both issues are closed.	Complete
12-60(OFF)	Stoplight at Reilly and Yadkin	12/8 /2011	DPW	There is a problem with the "monitor" that alerts the light that someone is sitting at the intersection to turn from Reilly (traveling South) onto Yadkin leaving post. Many times the lights will "skip" the turning lane lights until someone pulls into the lane.	The intersection has been reprogrammed and the issue has been resolved.	Complete
12-59(OFF)	Left Turn Onto Reilly from Butner	12/8 /2011	DPW	Taking a left turn onto Reilly Rd from Butner to go onto Pope Air Field is dangerous in the morning between 0530 and 0615. The left turn signal does not come on unless there are at least three or four vehicles waiting. The problem is at that early in the morning there isn't always a lot of cars turning.	The installation is aware of the traffic congestion in the area and working toward a long term solution. When Murchison Road construction is complete, some of the traffic burden will shift from Bragg Blvd and Butner Road ACP to the Randolph Street ACP, which is being planned to accommodate more vehicles. In the interim traffic volume at this intersection is too heavy to post "no turn on red" movement at the Souter St intersection. DPW will continue to monitor the congestion and make necessary adjustments as necessary in order to promote safety on the installation. Update Sep 12 - The solution to this customer issue is long term and considered several years out. Upgrades to this intersection are estimated at \$900K and funding for this project is categorized as TBD. Update Jun 13 - It has been determined that a light is needed during peak hours at this intersection. This will be added to the FY14 plan for funding.	ACTIVE
12-58(OFF)	ICE Website	12/8 /2011	PAIO	The ICE website does not work I have tried several ways, but no luck.	An email was sent to the submitter. The ICE manager sent a response to the email listed on the issue. The submitter was also called. A response will be given once the submitter has spoken to the POC. Update May 11 - Submitter was notified by ICE Manager, they are satisfied with the response.	Complete
12-57(OFF)	Safety at Shughart Middle School	12/8 /2011	DPW/Housing Division	No lights on the sidewalks for the children walking on the paths home from Shughart Middle School in Linden Oaks.	DPW representative stated that they would look in to the lighting at the woods near the school. The Garrison Commander asked this to be done as soon as possible. Update May 12 - According to the Garrison Commander they have increased the patrols at Linden Oaks. There will be no infrastructure redesign. There will be additional lighting. Update Jun 13 - DPW stated that they did survey the children's walking both in the morning and afternoon and never was it dark enough to need lights. The project would cost \$450,000 and there simply is no funding. Issue will be labeled unattainable.	Unattainable
12-56	North Post Shoppette and Gas Station Traffic Flow	12/8 /2011	AAFES	At the gas station located at the North/New Commissary having limited exits and entrances to the gas station. It is important to have another exit or entrance on the end side of the gas. We have witnessed and also almost became accident fatalities.	AAFES: The post responded to your request to do a traffic study and came out to stripe the parking lot to include directional arrows. They also placed large flower pots blocking lanes to prevent customers from driving the wrong way. It is the post decision to change the direction of the road. DPW - DPW traffic engineers have completed a project on 21 Nov 11 to improve the traffic flow and directional signage at the North Post Shoppette. These changes allow motorists to safely follow one-way traffic control measures at the entrances/exists, gas pumps, and store-front. It should take 2-3 weeks before drivers will adjust to how the new traffic pattern is meant to flow.	No Action
12-55	Unattended Cars at Gas Station	12/8 /2011	AAFES	Can anything be done about people getting gas and then leaving the car parked at the pump while they go into the shoppette to shop/get pizza? I realize that this is an issue of personal courtesy but it is becoming an issue, as cards are left for 15-20 minutes meaning that gas pump is unable to be used for 15-20 minutes and backing up the already busy other pumps. This is not in reference to someone who goes in to prepay for gas.	According to the AAFES Manager there are signs posted on each pump concerning patrons leaving their vehicles.	Complete
12-54	Pope Storage Lot Access	12/8 /2011	DFMWR	When a person rents a spot in the Pope Storage Lot they are being charged either \$30.00 or \$40.00, where is the money being used? In addition when a person wants to get to their storage items they must first go to the Auto Skills and get a key. They go get their vehicles out then must go back and return the key. If the Auto Skills is not open they must then go to the Airborne Inn, wait in line and sign out a key. Either way when patrons are moving around to either location the roads are not that big and it is dangerous to maneuver those vehicles to get to the Auto Skills.	MWR is currently working on a project to expand the Pope Storage Lot. With the expansion will be a keypad entry system for 24/7 access. We plan to have the project completed by the end of 2012. Update May 12 - The keypad will be a part of the MWR design plan per the GC.	Active



12-53	Purchasing WIC Items at Commissary	12/8 /2011	DECA	Those items that are eligible to be purchased with a WIC voucher are not on the shelves at the commissary. The WIC office states that it is up to each vendor to put them on their shelves. Making it easy to see which items are eligible would definitely make it easier on the shoppers as well as the staff.	All WIC items are clearly identified in both commissaries by WIC stickers located to the right of the price label in front of the product. If there is an item in question please feel free to contact management during your visit.	Complete
12-52	Safety at Schughart Middle and Elementary Schools	12/8 /2011	DES	Security at Shughart Middle and Elementary Schools is a problem. A few weeks ago a school door was vandalized when someone shot at it approximately 2-3 times. A storage unit utilized by the Chapel was broken into and items were stolen. What can be done to protect the school from similar occurrences?	The PMO defers a portion of this issue to DODEA for response and funding related to outside security cameras, alarm systems, motion sensor lights and more. The PMO conducted a full crime scene on the damage to the back exterior door which occurred from stray bullets fired from the wood line north of the school. This damage was originally reported by Law Enforcement during a security check of the facility on the mid-shift. Evidence taken from the door and evidence found on the edge of the wood line (near the property boundary) confirmed that a .22 caliber long rifle caused the damage from a notable distance equivalent to that of the wood line. The bullets did not penetrate the door, however the door was removed from the facility as evidence to be properly examined and evaluated by forensic experts as requested by the PMO. Linden Oaks still maintains the highest amount of law enforcement coverage per capita and also maintains a crime rate much lower than the average for this size population. Update Dec 11 - The PMO has stated that the door has been reviewed and it has been determined that the bullets came from someone hunting rather than actually intentionally shooting at the school.	No Action
12-51	After School Transportation	12/8 /2011	DFMWR/CYSS	Before the restructuring of the schools on Fort Bragg, Tolson used to pick up kids after school and took them to that location for free. Now the 5th grade children at WWK and they have to pay a fee. In addition WWK is really designed for younger children.	All transportation for School Age Services children is provided at no cost to parents. The Department of the Army fee policy requires CYS Services to follow the local school configuration when determining which grades attend SAS programs. In Jun 10, when the Fort Bragg Schools announced that 5th graders would move to the elementary schools beginning in the 2011-2012 school year, we began plans to reconfigure the SAS and youth programs so that the 5th grade would attend SAS. In addition, the Dept of Army fee policy for School Year 2011-2012 specifically states that 5th graders at all Army installations fall under the SAS program. We have no authority over off-post programs to tell them what to charge for their services.	No Action
12-50	Picerne Relocating	12/8 /2011	DPW/Housing Division	With Picerne moving out of the Soldier Support Center doesn't that defeat the purpose of the Soldier Support Center being a one stop shop for the Soldiers and Families?	Most visitors to Picerne's Leasing and Relocation Center are military Families who are evaluating their housing options prior to PCSing to Fort Bragg. Due to limited leave time, however, many of these Families inquire about their housing options on Sat. The Picerne Leasing and Relocation is open Mon-Sat, but the Soldier Support Center is only open Mon-Fri. As a result, the Leasing and Relocation Center has operated at an alternate office location on Sat. If Picerne's leasing and Relocation Center were to relocate, this would provide one consistent and convenient location for Families to visit Mon-Sat, thereby, improving customer service.	No Action
12-49	Womack Dining Facility	12/8 /2011	WOMACK	No hot food/salads available at Womack Hospital during the late evening. We work three different shifts and there is nothing open for nurses and doctors to purchase hot food or salads.	Current resources are insufficient to support extended hours at this time. Providing food support for minimal staffing during the late evening hours is costly and is generally cost-prohibitive. Salads, hot foods, and to-go items are available from the dining facility until 1800 and can be purchased and stored for later use in the work area. At this time, dedicated space in the pharmacy area is not available for food service utilization.	Unattainable
12-48	Reflective Belts for Soldiers	12/8 /2011	Garrison	Soldiers are not wearing reflective belts especially on Normandy between Reilly and All American. There are Soldiers in uniform and PTs not wearing reflective belts in the early morning hours and crossing all over the street, they are hard to see especially in the rain and during dawn hours. This causes extreme danger to themselves and those in vehicles.	The Corps PAM 600-2 page 36, paragraph 11 requires the wear of the adjustable yellow reflective belt while in summer or winter Improved Physical Fitness Uniform (IPFU). It is unit leadership responsibility to ensure the proper uniform is maintained. A Safety Gram was published a little over a week ago reminding the leadership across the Installation on safety issues during hours (PT) of limited visibility. Wearing of the reflective belt was included within this message.	Complete
12-47	Removal of a Civilian Employee	12/8 /2011	CPAC	The FRSA Program is one of the most valuable programs instituted by the Army for our Families. Most of our FRSA's do a fabulous job, however, there is a population that do not. This is a drain on an FRG and often counter-productive to the program. It also sheds a bad light on the program and could jeopardize its existence. Removing a "bad" FRSA is virtually impossible and extremely cumbersome at best. Most commanders don't have the time/knowledge as to how to navigate the process. Unfortunately this dead weight is passed on to the next commander, or moved to another unit as a "rehab". This makes it even more difficult to remove an FRSA at a later day. Because the FRSA works primarily with Family members, the commander is often not even aware of the extent of the problems.	FRSAs are DA civilian employees who are subject to the same rules as other DA civilian employees. Setting up a separate expedited disciplinary system for FRSAs is simply not possible within modifications to federal statutes and regulations followed by negotiation with the Union.	No Action
12-46	Civilian DOD Police Officers at Gates	12/8 /2011	CPAC	Civilian DOD Police Officers have been permanently removed from Fort Bragg proper to Linden Oaks to pull gate guard duties. Many are prior service who did not apply for a position which would require them to stand on their feet for 12 hours a day. Moreover there are specific gate guard positions that were offered by CPOL for Fort Bragg. These officers provide a wealth of experience in handling police related matters, and as they are not Soldiers they are less likely to be intimidated by a higher ranking Soldier in an effort to get them to turn a blind eye to that higher ranking Soldier's wrongdoing.	Due to a lack of funding, the Garrison will not be able to hire additional security guards for the Linden Oaks subdivision. Therefore, our Police Officers are assisting in providing for the security of the subdivision.	No Action

12-45	Reilly Road Gates	12/8 /2011	DES	The Reilly Road Gate in the mornings randomly has one of the lanes closed to traffic and you never know if one of them are closed until you get up on the gate and see the cone set in front and you also never WHAT lane will be closed. NO LANES should be closed before 0900 in the morning. The Reilly Road gate needs to have all 3 lanes open in the morning. This morning they shut down the left hand lane and yesterday it was the far right hand lane. This is so frustrating and it causes a long back ups and slower traffic in the mornings.	This issue was combined with issue 9-12. Response addresses both issues.	No Action
12-44	USO Location	12/8 /2011	USO	The USO on Fort Bragg is fabulous, and the director has done a great job, however the facility is not big enough for an installation this size, and its location makes it accessible to only a small percentage of the Soldiers on Fort Bragg.	The USO will move its offices and operations to the Soldier Support Center in the spring of 2012. The new location will be Family friendly, and not include a recreation center program. USO is now open.	Complete
12-43	Gas Station Sign at Malonee Village	12/8 /2011	AAFES	The gasoline station at the Malonee Plaza does not have a sign displaying the price of gasoline. The station, since its opening in Jun 10, has had no permanent sign to show gas prices. At my suggestion AAFES erected a temporary gas price sign which was up for a short period time. I am told that the temporary sign was taken down by a member of the Garrison Staff. Civilian gas stations and other gas stations on Fort Bragg have gas price signs for customers' information, Malonee customers deserve the same.	AAFES is reengaging with DPW to authorize the temporary gas sign to be positioned again until the new monument sign is funded and installed pending project approval. Estimated project start date is Jan 2012. Update May 12 - Issue will be closed per the GC, the sign will be done by the end of Jun.	Complete
12-42	Picerne Housing Fence Rentals	12/8 /2011	DPW	The rental price of chain link fencing in housing areas is exorbitant. The set up/break down fee is approximately \$150. The monthly rental fee is \$48 per month. If a Family remains in housing for 24 months that is a total of \$912, if a Family stays for 48 months that is \$1824. The total cost of fencing materials is significantly less for one fence. I understand that some Families may rent fences for less time but realistically most Families stay longer. The fencing is practically gauging military Families.	Picerne allows residents to purchase and maintain a fence at their own expense while they live in housing. According to the Garrison Command's on- post pet policy, residents must have a fence around their yard if they plan to let their dog outdoors without direct supervision and a leash. Bragg communities LLC residents who own a dog that is allowed outside the home without direct supervision have the option to either purchase or rent a fence. Residents may use a fence contractor of their choice as long as the company meets the established on-post fencing guidelines. A cop of these fencing guidelines is available at each Neighborhood Office. The prices set by these independent fence companies for their services (set-up, monthly rental fee, and tear down cost) is not regulated or controlled by Picerne. The agreement is between the resident and the company they select for fencing. Regardless if the fence has been purchased or rented, the fence is required to be removed at move-out at the resident's expense.	No Action
12-41	Strong Bonds	12/8 /2011	CHAPLAIN	Strong Bonds is a very successful and beneficial program for spouses, couples and Families. There are few selections (I've been told) in the present Strong Bonds list of acceptable "program" titles for senior level spouses. Many senior level spouses are experiencing multiple deployments as well and sometimes without the support of a unit or within a unit, volunteering significant amounts of time in support (as do the FRG leaders. although some issues remain the same irregardless of age, senior spouses encounter different issues and generally speaking are a different "season" in their life.	Special Strong Bonds events can be conducted for Senior Leaders. The Command Chaplain will submit a onetime request through his Technical Chaplain Chain of the Office of the Chief of Chaplains requesting departure from the traditional Strong Bonds curriculum. An explanation of the curriculum to be used and how it will be facilitated must accompany the request for exception to policy. The XVIII Abn Corps HQ will be conducting a Senior Leaders SB event in Feb 12. This event will be for the Families of Colonels and above.	No Action
12-40	Stop Light at Butner and Seay Street	12/8 /2011	DPW	The stoplight inside the Butner Gate at Butner Road and Seay St. is a blinking light until 0900. School starts at the CDC next to the commissary at 0830. It's dangerous and scary to cross that road coming from the housing development. I'd like to be able to walk my son but the cars don't stop for pedestrians because they have a blinking yellow light. Everyone is aggressive and hesitant to yield right of way. Even coming home, cars turning left from Butner Road toward the commissary do not stop, even though their light is blinking red, preventing cars from going straight across the intersection. Cars turning left out the gate from the housing development and cars going straight sit at that light for 10 min or more at times waiting for cars to yield. It's really scary scenario to drive in with two small children in the car. I'm afraid every morning of an accident occurring.	The issue you are experiencing is dictated by the 1200-1400 vehicles coming in through the Butner Gate during an average peak hour in the morning. DPW has a new Access Control Point (ACP) at Butner under design, which will allow the signal light at Butner under design, which will allow the signal light at Butner and Seay to be fully functional system, making all traffic, stop when the pedestrian attempts to cross the street. Currently the funding for this upgrade is not available and our recommendation in the meantime to access the CDC is the Butner Road and Chute Street intersection. While not the most convenient route, this would be the safest way to cross Butner without risking safety.	No Action
12-39	Facebook Safety	12/8 /2011	NEC	For Facebook there are several concerns with threat to OPSEC and facial recognition. There was a study done Facial Recognition Tools Facebook Photos Threaten End to Anonymity Study 565285. It isn't too difficult to get someone's address by use of other sites once you have the name.	The intent of Army leaders is to use Facebook as a way for Soldiers to "tell the Army story" and to disseminate strategic, unclassified info. This is per OPORD 09-14 and OPORD 11-62.	No Action
12-38	Motion Lights in Quarters	12/8 /2011	DPW/Housing Division	It is the responsibility of the government to protect the Families while the Soldiers are deployed. If not through alarm systems then in other ways, possibly motion lights on all sides. When the Soldier is deployed the spouses are soft targets. The rapist on post had many women concerned. People were bringing in large dogs for protection, but my child was chased down the road by one of these dogs in Linden Oaks and was fortunate to get away. The security of these homes needs to be upped.	Since these major duties encompass performing access control work, the duties of those police officers assigned to Linden Oaks are considered to be within the scope of their position description. The majority of home burglaries nationwide occur during the day time, when most people are away from home. Thus lighting has its limitations in deterring crime. The primary purpose of outdoor lighting is to help identify a potential threat or safety hazard, not to deter criminal activity while it is taking place. Keeping in mind energy consumption, Fort Bragg housing areas feature lighting in areas with high foot traffic, including driveways, porches and parking area. Motion sensor lights are activated by outdoor movement; however they can be triggered by any form of movement, including those of neighbors, friends or pet. Thus, their use may create an unreliable and false sense of security or become a nuisance to neighboring homes. In addition, the installation of additional exterior lighting on each home would result in sign cant additional costs for installation, maintenance and utilizes and would reduce funding available for the valuable community services we now provide. To deter criminal activities during the day or night, on post Families should remember to take defensive measures such as keeping all doors and windows locked when not in use and participating in a neighborhood watch program.	No Action

12-37	Chaplain Retreats Childcare	12/8 /2011	CHAPLAIN	At the recent retreats there is nothing in place to keep the children in. Parents are coming and going and most children know how to open the doors. Specifically the last one there was a little girl walking down the hall by herself, I asked one of the caretakers if she was one of ours and she grabbed her and took her back. This wasn't the first time this happened. A friend of mine had her child walk unattended into her room.	The Garrison Chaplain, CH COL Hillis will notify the Corps Chaplain's Office. The Corps Chaplain's Office provides oversight of the Strong Bonds Retreats. He will recommend that Unit Chaplains who plan and execute Strong Bonds Retreats ensure the most appropriate safety measures and programs are executed for children of our Soldiers and Families.	No Action
12-36	Randolph Street Safety	12/8 /2011	DES/DPW	Issue a: The majority of FORSCOM personnel are not even here, and yet every time I drive down Randolph, there are multiple Soldiers and civilians illegally crossing the street on foot over four lanes of traffic. An accident is inevitable. With the high volume of traffic on this section of Randolph, this is an unsafe crossing environment, even if there were a crosswalk, especially since there are lights and safe crossing in both directions.	The Provost Marshal Office (PMO) is not resourced to provide crosswalk monitors especially during peak traffic and PT times. Drivers should be aware that this is a high pedestrian area as well as a school zone area. Unit personnel should continue to emphasize proper pedestrian crossing and driver vigilance. Random enforcement efforts have covered this area for enforcement of "jay walkers" where numerous warnings have been issued for personnel crossing adjacent to the bus stop area. PMO will continue to monitor as resources permit. Recommend deferral to FORSCOM safety office for education and awareness campaign. Recommend DPW involvement for additional crosswalks or pedestrian fencing adjacent to the South Sidewalk along Randolph Road. Update Mar 12 - The only Garrison approved crosswalk for this location is already in place and is in full compliance with the NC Dept of Transportation pedestrian crosswalk regulations. DPW is working to install No Jay Walking signs to further educate pedestrians. Update May 12 - Per GC incidents on this street have decreased, DES will enforce the policy. Signs have been installed.	Complete
12-35	Emergency Notifications on Post	12/8 /2011	GARRISON	When the earthquake happened I noticed that soon afterwards the FORSCOM building evacuated its building for safety reasons, which leads me to wonder why other buildings on Fort Bragg were not evacuated. Why do some buildings or organizations have different security parameters? Aren't all people at Fort Bragg equally important? I don't even think the building along Macomb Street in the basement was notified that an earthquake even occurred let alone suggested that anyone evacuate, and those are some old building! I would think one of the safest buildings on Fort Bragg would be the new FORSCOM building and they were the ones who evacuated.	It was assessed by competent Fort Bragg officials following the earthquake that there was no threat to life, health, or safety and no reason to evacuate buildings installation-wide. However, individual tenants and building managers can evacuate buildings on their own authority. It appears that HQs FORSCOM choose to do what they did on their authority. It should be noted that HQ FORSCOM is a tenant on Fort Bragg. The Senior Commander for Fort Bragg is the Commander of XVIII Abn Corps. The Senior Commander Fort Bragg made the assessment there was reason to evacuate building post wide. However, if the assessment had been otherwise, then the Mass Notification Alert loud speakers would have been used to alert the entire installation.	No Action
12-34	Entering Fort Bragg with Enclosed Trailer	12/8 /2011	DES	Presently only active duty Soldiers can enter any ACP gate pulling an enclosed trailer. Military retired and DOD civilian personnel with vehicles towing an enclosed trailer are required to go through the Knox St/Bragg Blvd entrance only. I have both a retired military ID and a DoD Civilian ID Card but again, must go through the Knox St gate. It should also be noted that when I go through Knox St gate the security guards look at my Id and waive me through without inspecting the trailer. What is the logic in requiring different procedures for active and retired personnel?	An enclosed trailer is categorized by the ACP Decision Matrix dated 2010 as a commercial vehicle. All commercial vehicles are rerouted to the Knox Street Truck Plaza due to the Force Protection capabilities and personnel that are present at the Truck Plaza. In some cases a commercial vehicle may be authorized through the Knox Street ACP without inspection due to specific information or circumstances at the ACP during that time. The Command has authorized active duty Soldiers to enter other Access Control Points while operating a commercial vehicle in order to accommodate Soldier PCS moves, quarters move, and proper storage of trailers for personnel who reside on the installation. On multiple occasions, retirees attempted to enter the installation to conduct commercial business i.e., landscaping, contractor work, construction sub-contractors, cement truck drivers, fuel delivery, mobile vehicle detailing, catering, etc.) on the installation with the expectation that their commercial vehicle did not need to be inspected due to the retired status and therefore gained a business advantage to get on the installation without proper processing or contractor vetting. These commercial vehicles operated by retired service members and civilians were being utilized in commercial or private business on the installation for financial gain un-vetted. Allowing a retiree or DA civilian to circumvent security procedures for the convenience of their financial gain could pose an unfair business opportunity to those who are not in this category who must also adhere to the security protocols established by the installation.	No Action
12-33	Registration of CYSS at WWK	12/8 /2011	DFMWR /CYSS	I remember hearing from my FRSA that post was working on moving the registration center for CYSS to the WWK but when I asked her when it would be completed she said that she wasn't sure.	Forms, information and annual registration are required by Department of Army and cannot be waived by Fort Bragg CYSS, however, we continue to work on a variety of ways to make the process easier for patrons. CYSS Parent Central Services has received approval for an additional 2 flex employees to help cover staff lunches and high volume registration dates. Additional staff will provide significant relief. The DFMWR Director has stated that the project for moving registration to WWK is 65% project complete. The site should be open in FY 2102. Update May 12 - This issue will be combined with 172-11 (OF) and 103-10 per the GC.	Moved
12-32	CYSS Appointment Staff	12/8 /2011	DFMWR/CYSS	I was in CYSS for 30 minutes recently waiting after I had signed in. When I asked how much longer until I would be seen, I was informed it would be probably an hour and a half longer. I had to leave because I would have missed another appointment.	We apologize for the inconvenience you experienced! One of the practices we put in place to cut down patrons' wait times is the ability to make an appointment, so we are doubly sorry that you met with resistance to that suggestion. In addition, we have recently added two "flex" positions to the Parent Central Services staff and hope they will be on board soon to help during lunches and peak registration times.	Complete
12-31	Charge for Recreational Activities	12/8 /2011	DFMWR	More and more recreational activities on military bases are charging a fee to use them, i.e., swimming pools. Family members should not have to pay to use a swimming pool or swim in a lake.	All swimming pool use through 2011 has been free at Fort Bragg, but unfortunately those days are probably gone as we enter a new fiscal reality, with funding cuts to MWR and other programs, as we enter 2012. Fee-for-use swimming will very likely become the norm as we open outdoor pools and Smith Lake for use in FY12.	No Action

12-30	Preschool at the CDCs	12/8 /2011	DFMWR/CYSS	We live in Linden Oaks and my 3 ½ year old is going to Rodriguez for preschool two times a week for a few hours. During registration the CYSS office was very crowded. We were there 45 minutes after opening and by the time we were seen most of the preschool programs were already filled. We did not get the program we initially wanted. I am annoyed because we had to drive all the way to Bragg two times a week just so my son can be in preschool for a few hours.	We are aware of the popularity of the part-day programs and please that parents recognize the quality programming offered for their children. With the number of children on wait lists for full-day programs, we have been unable to significantly increase part-day spaces. The second facility that will be completed in Linden Oaks is a large child development center. Due to its location and size, we will offer full-day, part day pre-school Strong Beginnings (Prek) and hourly care for children 6 weeks - 5 years of age. According to the latest information received by the contractor, we expect occupancy to occur sometime during the late spring, early summer of 2012. Once we are more certain of the opening, we will market the program through Picerne PAO and CYSS information channels. Update May 12 - Per GC this will remain open until the Linden Oaks Youth Center is established and the new CDC is complete. The design is at 100% and will be completed in FY13. It has been funded in 2012. Time frame for completion is Dec 12. CYSS continues to work on making registration easier with the forms, and information required.	COMPLETE
12-29	More at Four	12/8 /2011	DFMWR/ CYSS	The More at Four Program is an important program for young children to get necessary start prior to entering the school. Community Programs are difficult to get into, expensive, or do not have adequate coverage for child care for the Soldier's work schedule (before and after care).	Fort Bragg Child Development Centers use the same curriculum (Creative Curriculum) as NC Pre-K, formerly known as More at Four. In addition, we also offer Strong Beginnings, a part day pre-kindergarten program specifically designed for children who will attend kindergarten during the coming school year. During Oct, the Strong Beginnings part day program will move into the Pope School Age Center and expand the number of spaces available. We are also piloting a program for the 4 year olds already enrolled in full day preschool at Pope CDC to provide them with the Strong Beginnings program three hours each day and hope to extend to other Child Development Centers in the future.	No Action
12-28	Chicken Road Gate	12/8 /2011	DES	The Chicken Road gate is closed on the weekends. If a person is turning left from Canopy (by the South Post PX/Commissary, it appears the gate would be open because the gate isn't shut. It is blocked off further down past the back truck entrance to the PX. It is frustrating because there are not any signs posted stating the gate is closed.	Chicken Road ACP is open 24/7 despite the lack of traffic at night and on the weekends.	Complete
12-27	Golf Cart Paths	12/8 /2011	DFMWR	Non-golfers using the carts paths around the courses for walking/running and biking. One weekend I stopped an individual who walked from Randolph Street onto the 11th fairway cart path and proceeded to run, with IPOD earphones on, up to the fairway with their back to the group teeing off the 11th tee box. The individual could have been gravely injured if struck with a golf ball. Also, I have to pay for the privilege of using those facilities. They are not.	Current Ryder has two signs posted on the golf course warning individuals about entry onto the course (starter building and 12th tee box where the old tank trail started). A work order has been completed to DPW to furnish 6 additional signs to be installed around the course at strategic places where individuals might enter the course.	No Action
12-26	Essayons and Gruber Road ; Sapper and Gruber Road	12/8 /2011	DPW	There are a lot of accidents at the corner of Essayons and Gruber Road. Also there are issues with the corner of Sapper and Gruber Road. There are at least three accidents a week at both of these corners. It is very unsafe for personnel who are trying to make a left turn on to either of the roads off Gruber Road.	DPW has two corrective actions, which will reduce the hazards and promote safety in this area. Unfortunately, both options are lacking the required funds to correct the deficiencies. When these funds become available, DPW will be able to correct those deficiencies. Currently, DPW and the Provost Marshall's Office (PMO) are monitoring the area in order to reduce the potential accident contributors and provide measures of safety for the motorist and pedestrians in the area.	Complete
12-25	North Commissary Addition	12/8 /2011	DECA	The North Commissary needs to add tables and chairs in the deli area like when they first opened. The South Commissary currently has tables and chairs for the customers. The North Commissary has good sandwiches which are now available only on a "take out" basis. The deli has recently started making hot Panini sandwiches which are delicious but no convenient place to eat them while they are hot. Having a place where customers and grab a sandwich and sit down and it would certainly enhance the Customer Service of our North Commissary. In addition it would benefit the other commissary customers who may need a little rest during their commissary shopping.	The North Commissary does not have space to provide a sit down eating area, with the limited space. The Manager is considering putting tables and chairs in the foyer but the foyer is not conducive for either winter or summer temperatures.	Unattainable
12-24	High School on Fort Bragg	12/8 /2011	DODEA/GC	High school age children living on post have poor educational opportunities. Children are sent to E.E. Smith which has a disastrous educational record. There are additional problems at that school that detract from students getting a valuable education.	Students on post are districted to E.E. Smith but not required to attend. Students can apply for choice programs at other high schools. Massey Hill HS has a high performance record and MWR provides a fee-for-service bus to Massey Hill. Academic performance at EE Smith is improving. They have made significant progress in the last couple of years and have one of the best safety and security records in the county. The GC is working with the county on a HS project, but the school would have to be constructed and funded by the county. Fort Bragg is willing to donate the land but at present time the county does not have the funding. If it becomes available, a HS will be built per an agreement between county and Fort Bragg. Update May 12 - Per GC Fort Bragg is awaiting the State Board approval for the school to be a Charter School. This should be decided by Sep 12. Update Jun 12 - Proposal for charter school was rejected by a state advisory committee. There are plans to appeal. Changes had been made to the application after the deadline which is prohibited. The revision was to remove five board members because of a military regulation.	Active
12-23	On-Post Activities for Children	12/8 /2011	DFMWR	No MWR/CYSS activities for children under 18 months and very limited activities for children under 2 years. Off post activities are available but very costly.	SKIES Unlimited in partnership with Fort Bragg Aquatics, offers Learn to Swim for children 6 months to 3 years with parent. Class has been scheduled for Sat since the start of school but there are still three vacant spaces for the current session. Next session starts in Jan 12. Cost is \$45 for 8 X 30 min classes per session. All the SKIES Unlimited programs are taught by contractors and we go by their availability to teach during the day. The coaches working the gymnastics contract attend college in the morning/early afternoon so the earliest that they can start is 1545. In addition tumbling, dance, mini monet art classes have been offered. Dialogue has been initiated with the Little Gym in Fayetteville but the owner doesn't have enough staff to branch out on post, she wants the post students however cost is still prohibitive. In addition ACS New Parent Support offers a play morning free of charge.	Complete - Classes are continuously offered for children 18 months and under 2 years.

12-22	Use of Computers in the Soldier Support Center FRG	12/8 /2011	ACS	Soldiers in-processing are unable to access AKO to print their paperwork. In addition there is not a copier, or fax machine in the whole building for Soldiers to access.	Soldiers can use the copiers and the computers within the guidelines that allow the FRG to conduct business. Soldiers cannot make multiple copies, however one on one may be accepted. If Finance sends Soldiers to the FRG Center to copy orders after a briefing, we will not allow this because it fills the FRG Center and the customers the FRG Center was designed of cannot be serviced. The FRG Center cannot be the support provider for copying needs when departments within the SSC are not providing the service. Soldiers are allowed to use the computers in a T1 capability on a space available basis. However, the mission of the FRG Center is for Family members, and FRG volunteers. They often don't feel comfortable with having Soldiers around while working. The FRG Center will continue to make the computers and copier available on a space available basis. As the Family customer base increases the time allotted for Soldiers will decrease.	No Action
12-21	Evening Sports Physicals	12/8 /2011	WOMACK	There should be evening appointments for sports physicals open the month prior to the start date of school. This would make it easier for those who work to take their kids on post for sports physicals.	The Department of Family Medicine Primary Care Clinics will join forces next year for a Saturday Sports Physical Day prior to the new school year.	Complete
12-20	Housing Regulations	12/8 /2011	DPW/Housing Division	Housing regulations are not enforced consistently. Complaints about residents who ignore the regulations, to the detriment of their neighbors' quality of life, are heard by housing officials, but action is not pursued. If a rule is going to be in the contract we sign when signing into housing, please enforce it.	Picerne Military Housing strives to provide the best quality of life for its residents. If a resident submits a complaint in regards to a neighbor, Picerne will investigate the complaint and, if warranted, the neighbor will receive a violation. Each neighborhood center consistently follows a violation protocol and policy. Violations are only discussed and handled with the resident who receives the violation. A result, the resident who submits the complaint will not be notified if action is pursued. We encourage residents to resolve all Family housing needs/issues through your neighborhood center, however, if you have attempted to do so and believe your concerns have not been resolved you can contact the Picerne Military /Housing Program Office or the Fort Bragg Housing Office to elevate your concern.	No Action
12-19	Use of Pools in Neighborhood Centers	12/8 /2011	DPW/Housing Division	During the summer months the post pools are great. At least for those who have older kids who can stand up in them. However, for those of us who have smaller kids (and especially more than one small kid) as well as older kids who want to play in the pools, it can get difficult to do this when you can't let the little ones play. The Rec Centers in each of the neighborhoods have beach- entry pools however those of us who live off-post are not allowed to use them. The only pool we can use with that type of situation is the indoor pool at Tolson, which is so hot and steamy and smells so strongly of chlorine that we can't stay there that long. While I understand the housing is privatized, things like this on post should be able to be utilized by all military card holders.	Picerne Military Housing offers nine Family housing pools to on-post housing residents. All of these pools are a benefit for military Families who live on post in Picerne homes and pay into the Picerne program through their BAH. Their BAH goes to pay for maintenance and operation of all Picerne homes and neighborhood center pools will only be opened to residents who live on post. Lifeguards and management monitor the number of residents allowed inside the pool are at any one time to stay within maximum safety capacity requirements. The limitation of Picerne pools to Picerne residents ensures the safety of everyone who visits the pool, including smaller children and ensures resident's access to the pools. Off post Families are more than welcome to use the Picerne pools as a guest of someone who lives on post.	No Action
12-18	Pope Gym Equipment and Childcare	12/8 /2011	DFMWR/ CYSS	The Fort Bragg community has grown immensely over the last five years. Our physical fitness centers play an important role in supporting the wellness message and Family health. Not all Families have access to Picerne Neighborhood Centers and need a place they can choose fitness with a Family. Fort Bragg recreation should develop and implement a child care/child watch center in one of the facilities as soon as possible. Pope Fitness Center has the right idea, but the workout equipment is limited to cardio and does not encompass a total body workout. The Army Family Covenant funds the development of new childcare centers on post everywhere, would this not serve as beneficial to the community and qualify for the fund to either renovate or build such a center/activity.	A dedicated Child Care Center is scheduled to be built in FY12 in the parking lot of Airborne Lanes next to Atchley Pool, Towle Court and Tucker Fitness Centers. This center is to support patrons of the FMWR facilities and other organizations in the area, so parents can drop their children at the Child Care Center and exercise.	Complete
12-17	"Contact Us" Form on the CYSS Website	12/8 /2011	DFMWR/CYSS	The "contact us" form on the CYSS website does not seem to work. We have initiated contact at least four times, and have not EVER received return communication. Some of our issues have yet to be resolved. For the ones requiring immediate action, action, action was not attained until we showed up at the Soldier Support Center CYSS office in person. This is unacceptable.	There are four CYSS staff members that check this email account regularly and respond to the questions or requests made. We were unaware of any requests that did not receive a response and are very sorry for your experience. Please contact the CYSS Director 396-0124 with any resolved questions.	No Action
12-16	Town Hall Issues	12/8 /2011	ACS	90% of the submitted Town Hall issues are marked complete. The STATUS column primarily explains or justified a reason for not addressing or fixing the submitted problems. Many of the comments in the status column don't even address the submitted issue.	The spreadsheet is being worked to be more specific on the disposition of the issues. If issues can actually be fixed it will be labeled complete once the problem has been fixed.	Ongoing
12-15	Parks in Housing Area	12/8 /2011	DPW/Housing Division	Many parks in Biazza Ridge have been victims of vandalism and have not been repaired. The slides have been set on fire and removed, only to be replaced with "chain link fences" to prevent people from falling from the equipment. Also the basketball courts in the neighborhood are in poor condition and are used very frequently. The concrete pads are torn up pretty bad, which leads to the replacement of shoes and balls very often. Also the park between Graham and Sisler often referred to as the "Sand Park" is in horrible condition. It is the only park in the neighborhood that has not been updated and is used heavily. The sand needs to be removed/replaced or upgraded to help deter the Many stray animals from using it as a bathroom.	Fort Bragg Housing Office has conducted a complete survey of all playground areas within the Biazza Ridge neighborhood and is working with Picerne Military Housing to develop a plan for corrective action to ensure playgrounds offer an enjoyable and safe environment for residents. Residents who observe persons vandalizing playground equipment or stray animals within any of the Family housing neighborhoods should contact the Provost Marshal's Office. Damaged playground equipment should also be reported to the appropriate neighborhood center for repairs.	No Action
12-14	Office Comm indicator	12/8 /2011	NEC	We all have Microsoft Outlook on our computers can we maximize this tool by using innovative ways to communicate in the workplace?	The contract expired on 31 Mar which is required for communicator to work. A new contract has been submitted and is in the 180 day analysis phase.	Active

12-13	Albritton School Lunches	12/8 /2011	DODEA	Students at Albritton are not eating the food prepared for lunch. The lunches are going to waste, and kids who do not eat their lunches might not be performing to their academic potential.	The cafeteria at Albritton Middle School meets DODEA and federal guidelines for nutrition and hygiene. According to USDA standards, we are serving healthy foods by offering more fruits and vegetables, whole grain foods, and foods low in salt, sugar and fats. Salads and pizza are served every day as alternative choices to the fixed menus. the Cafeterias in DODEA are not authorized to serve foods prepared by commercial restaurants/franchises.	No Action
12-12	Out-Processing	12/8 /2011	DHR	Out-processing due to ETS, Chapter or Retirement requires a degree here. It is the most confusing process I have ever dealt with. Other posts were easier.	Space limitations within the Soldier Support Center restrict the ability to locate all out-processing agencies on a single floor. All Soldiers are provided an Installation Clearance Record Activities and location sheet when given their out-processing paperwork. This record gives locations, and hours of operation for each organization. A number of agencies are "pre-cleared" for Soldiers prior to them receiving their clearance papers and negates the need for Soldiers to personally out-process those agencies. The Post Deployment Health Risk Assessment (PDHRA) office is located in the Soldier Support Center and belongs to the medical command and the hours are 0730-1600.	No Action
12-112	Traffic at Schools	8 /30/2012	DODEA	It would be nice if the schools could have a central drop off point so parents do not have to go to multiple places to pick up children and wait in numerous lines.	Per Mr. Thornburg, DODEA the schools looked into having one drop off/pick up point but due to the safety of getting the children to one point makes this impossible. One way to reduce the amount of wait times is to stagger start and end times which has been done. Parents are encouraged to walk their children.	Unattainable
12-111	Use of Linden Oaks Gym by Non Military	8 /30/2012	DES	Patrons of the Picerne Lodge do not feel safe because teens are propping doors, cussing, making scenes. Teens are also in the playground.	Per the Provost Marshal has determined that the visitors were actually friends of Linden Oaks residents. They were using the facility without the actual dependent present. Additional patrols have been added and that has helped reduce these incidents. In addition an officer is available for the residents, the GC has asked residents to get to know him and introduce themselves. Picerne will add a "Linden Oaks Police Corner" to the newsletter.	Complete
12-110	Speed bump at Linden Oaks	8 /30/2012	DES	The black speed bump at Linden Oaks does not stay in place, it isn't even necessary to have a speed bump in this location. Please remove.	Per Provost Marshal the speed bump has been removed.	Complete
12-11	Handicap Parking at Soldier Support Center	12/8 /2011	DHR	Delivery trucks and delivery vans (Coke, Fed-Ex, LeBlue, etc.) and the MWR Courier Van parking in the handicap parking of the Soldier Support Center to deliver their items in addition to the shuttle service bus/van blocking the access ramps onto the sidewalk area, prohibiting individuals who are wheelchair bound, or other individuals with handicaps from accessing the sidewalks, without difficulties. In addition, the vendor traffic in this lot creates safety issues - not only to personnel but also the vehicles parked in the lot, due to the lack of space in which to maneuver a vehicle of the size some of the trucks are.	Deliveries are supposed to be made using the main loading dock at the Soldier Support Center. Building occupants are reminded of this frequently and of the issues involved with deliveries made using other building entrances. The MWR Mail Courier has als	No Action
12-10a	ACAP Briefings	12/8 /2011	DHR	As a Soldier trying to ACAP, I feel that the policies regarding timing (ex 60 days out from "ETS" date are confusing and nobody I ask in my unit seems to know the relevant information.	Senior Army leadership is conducting a final review of the new Army Transition EXORD scheduled to be signed at the end of FY11 or early FY12. The EXORD identifies the benchmarks in the transition process and will eliminate any confusion of the process. Notification will begin 18 months from separation for ETS Separations and 24 months for Retirees. The following is the schedule: ACAP NLT 12 months before separation date and complete DD Form 2648. Initial/individual counseling an development of ITP NLT 10 months before separation date. TAP NLT 9 months before separation. Va Benefits Briefing NTL 6 months before separation. Create and produce resume of choice NLT 5 months before separation. Deployment with less than 12 months remaining upon redeployment complete before deploying: DD Form 2648, initial counseling, TAP Workshop, and begin the development of ITP. Complete the VA Benefits Briefing upon redeployment or within 6 months of separation. Update May 12 - Per the GC the EXORD is out and changes are being made.	Complete
12-109	Lifeguards at Neighborhood Pools	8 /30/2012	DPW	Horseplay is becoming out of control at the neighborhood pools. Lifeguards need to have a stronger voice.	Patrons under the age of 14 must be accompanied by a parent. The GC states that Picerne has the authority to ask a Family to leave after several warnings for the day. If further issues arise, the GC can be notified. Update Aug 12 - Per DPW the lifeguards are trained for lifeguarding duties. After one incident of roughhousing the children will be taken to the parent.	Complete
12-108	Swimming Classes at Neighborhood Pools	8 /30/2012	DFMWR/DPW	The neighborhood pools should provide swimming lessons for infants.	DFMWR is open to providing classes at the neighborhood pools. Picerne will allow DFMWR to use the pools for swimming lessons.	No Action
12-107	Linden Oaks Parkway Sidewalk	8 /30/2012	DPW	The sidewalk at Linden Oaks Parkway needs to be extended.	Picerne is conducting an analysis to see if an additional one is needed. Update Sep 12 - This issue was to be included in the Action Tracker in the Management Council. Update Jun 13 - Picerne is evaluating and developing a project for a sidewalk extension on the western side of Linden Oaks Boulevard between Atlantic Coast St and Percy Blvd. Corvias (formerly Picerne) has given no timeline yet for project. Update Sep 13 - Corvias completed the sidewalk extension Aug 23; sidewalk extended from Atlantic Coast to Percy Blvd.	Complete
12-106	No Left Turn Sign at Linden Oaks Parkway	8 /30/2012	DPW	On the Superstreet there needs to be a No Turn on Left sign.	This issue will be a part of the traffic analysis during the month of Sep. Update Sep 12 - DPW traffic engineers verified that the NC Dept of Transportation, which owns and maintains Hwy 87, does have all the required signs and pavement markings in place at this location. To include the No Left Hand turn sign as mentioned in the submitted issue.	Complete

12-105	Four Way Light Lindley and Linden Oaks Parkway	8 /30/2012	DPW	Due to safety reasons a light is needed at Lindley and Linden Oaks Parkway.	A traffic analysis will be conducted during the month of Sep to determine the need. Update Sep 12 - DPW has completed the traffic/pedestrian count of this intersection and determined that a new pedestrian crossing with flashers is required. A work order will be generated and the new crossing will be programmed as a SAF project in FY 13. Update Jun 13 - DPW is going to post signs by the school that say "no left turn" and this will reroute traffic during peak traffic hours. this will work until the NCDOT approved light is installed in first quarter FY14. Update Sep 13 - DPW is funded in FY13 to install a solar powered/actuated, pedestrian crossing warning flasher and pavement marking at the intersection of Linden Oaks Pkwy and Camel Dr. Contract was awarded and issued NTP on 23 Jul; equipment is on order with expected delivery date of mid-Sep; anticipate 1-2 weeks to complete the work once the equipment arrives.	Active
12-104	Housing Policies	8 /30/2012	DPW	Fire pits, trampoline fences, clothesline and vegetable gardens.	Fire pits follow the same guidelines as portable grills. They must comply with state law, 25ft from residence. Trampolines must be within a fence per SJA for liability reasons. A temporary clothesline can be installed in backyard for drying military gear for 72 hours. No change to the rule of vegetable gardens, must be raised and can only be in the backyard.	Complete
12-103	Post Office Boxes on Fort Bragg	8 /30/2012	DHR	US post office boxes are almost impossible to track down as a newcomer to post. It seems that one can only find a box at the few post offices, which are challenging to find and inconvenient. This only adds to the challenge of PCSing onto post.	Mail boxes located at Fort Bragg post office are controlled by the US Postal Service (USPS) a separate government agency not under DoD. Unfortunately the post office on post has a limited number of boxes which are issues on a "first come first serve" at cost. Newcomers/PCS can coordinate 396-5555 with the OMDC for general delivery of mail for a period of up to 30 days at which time the newcomer must make arrangements for mail and complete a change of address card with the OMDC providing their new current address.	No Action
12-102	Civilian Position at Womack 2North	8 /30/2012	WOMACK	Our wounded Soldiers are not being treated/cared for in the manner of which they should, in 2North, which is where our wounded warriors are placed in the Womack Hospital. There is a lacking of information and understanding upon being discharged from Womack and going to WTB. As a result of the above, it leaves the Soldier and Family feeling neglected, uninformed and forgotten. Basically feeling the need to fend for themselves which inadvertently causes unwarranted stress and anxiety.	There is a current plan of action for Soldiers who are admitted to Womack via Air EVAC. The Soldiers are met by a WTB squad leader who introduces himself and welcomes them to the WTB. During the inpatient stay the Soldier is visited by HHC Cadre and a Nurse Case Manager (NCM) who explains the process for entrance and orientation to the WTB. The inpatient NCM collaborates with the WTB NCM to prepare for the patient's discharge. Senior NCM for WTB will notify inpatient NCMs of WTB NCM assignment for inpatient Soldiers upon arrival. WTB NCM will attend morning meetings with WAMC nursing staff to identify any unmet needs for inpatient WTB Soldiers. WTB Surgeon will meet with medical staff to review in processing requirements of WTB Soldiers in order to enhance communication between the Surgeons/inpatient physicians, WTB Primary Case Managers and improve the knowledge and explanations for Soldiers. For Soldiers with complicated needs, a care conference with inpatient and WTB staff will be held to develop a thorough discharge plan prior to discharge.	No Action
12-101	Playground Trashcan	8 /30/2012	DFMWR	There is a playground located behind the Throckmorton Library and there is no trash can located there. A person has to run over to the actual library to throw their trash away, and sometimes this isn't really feasible depending on the trash.	A trashcan has been placed in the location requested by the library.	Complete
12-100	New AAFES Signs	8 /30/2012	DPW	The new AAFES signs are yellow and distracting and stick out like a sore thumb on an Army base where everything is brown and white. The other signs are red, white and blue.	At the 12 Jun Town Hall the Garrison Commander said the awnings would be changed back to the regular ones instead of the yellow by the end of the week.	Complete
12-09	Reilly Road Gates	12/8 /2011	DES	When entering the Reilly Road gate in the morning often times a lane is shut down which causes huge backups. This has been observed since the MPS have taken over the gates. When the lane is closed drivers are not aware until they get right up to it.	All lanes are open on Reilly Road ACP during the AM peak inbound hours from 0500-0900. In addition to the standard manning, these lanes have also been augmented with Soldiers assigned by Operation Fast Lane during the same hours. If you observe shortages at this ACP, please contact Chief of Operations, 432-1200.	Complete
12-08	Loud Music in Housing Area	12/8 /2011	DES	Loud music played constantly on Douve Street even after dispatch is called. Almost every weekend, Friday night and Saturday night, at hours such as 0300 till dawn. Multiple complaints of extreme loud noise.	Fort Bragg law enforcement will investigate this issue and cite the offenders if violations are observed. Please ensure disturbances are reported when they are in progress. If the correct response or results are not given, call back and ask for a supervisor.	No Action
12-07	Federal Hiring Freeze	12/8 /2011	CPAC	In these days of trouble times as they are, we need many people working as possible. They will be paying taxes, and putting more money in the budget to pay our bills. It will also help in getting jobs done faster, and cleaning up the back log, that DPW has.	DPW is one of the Fort Bragg Garrison activities and employs the highest number of civilians. The Garrison reports to the IMCOM which governs and controls all installation support services and functions throughout Army. The hiring restrictions remain in effect; however, authorized vacancies are being matched and filled by surplus Garrison employees. Only if there is no match can a request be forwarded to IMCOM for approval to hire through normal procedures. Unfortunately, the length of time that the hiring freeze will remain in effect is unknown.	No Action
12-06	Commissary Entrance	12/8 /2011	DECA	It would be in the best interest of the government, as well as the Families and employees on post if the DA Civilian employees are allowed to shop in the commissary. The revenues the government would receive would be greater due to having more customers.	This is a DA policy recommend submitting as an AFAP issue.	Moved to AFAP
12-05	Post Entrance Standard ization	12/8 /2011	DES	When entering the installation I do so with two teenagers; one is 14 and one is 15. When the contracting agency is at the gate all over the age of 16 must show their ID. When entering the gate with Military Police it is all over the age of 10. This discrepancy can cause delays at the gate. Each time this happened I have questioned the gate guard and they both understand their policy is different from the others.	As of 2100, 30 Oct 11, as one collective team all Fort Bragg ACPs are manned by the Department of the Army Security Guards, Military Police and augmentation Soldiers. There are no longer any contract security guards manning the ACPs. The policy pertaining to teenagers providing ID for access control is as follows: All personnel 17 years or older, and attempting to gain access to the installation, must provide appropriate photo identification to the access control guard. When a teenager is escorting an individual onto the installation they must be the age of 16 and possess a valid DA/DOD issued ID card. All guards, regardless of whether they are MPs are trained on the above standards in accordance with Fort Bragg Access Control Standard Operating Procedures. Please contact CPT Judd or Chief McQuain at 432-1200/1199 for any further information.	No Action

12-04	CYSS Children's Ages in CDCs	12/8 /2011	DFMWR	In the CYSS CDCs they have combined infants and pre-toddlers into one room. My understanding is that this was done to help the babies learn. However, I don't think this is a good setting for either age group. The infants (6 weeks - 12 months) need to be able to explore freely without an unsteady pre-toddler in the same area. At the same time it would make more sense to move the pre-toddlers into rooms with older kids so there is little regression. I have seen pre-toddlers try to get into a bouncy seat like an infant. I think it is a potential safety risk to keep these two age groups in the same room.	Department of the Army policy is to have children in mixed age groups of at least an 18-month span. The policy is based on nationally recognized, developmentally appropriate practices. Staff that work with infants and pre- toddlers are trained to work with these very young children to provide a safe environment and to offer activities and one-on-one interactions that are personally designed to help each individual child to attain skills to help them grow and develop.	No Action
12-03	Polo Field Track	12/8 /2011	DPW/DFMWR	Currently around the track at the polo field there are quite a few marks indicating the mileage written in chalk, etc. Units have made their own marks.	As part of the proposed lane expansion of the polo field walking track to begin in Nov. DPW will install distance markers at set intervals. The track is being expanded from 8 feet up to 12 feet wide. This will meet customer's needs and prevent individuals from creating theory own markings and potential y damaging the new track's all-weather synthetic surface. Update Mar 12 - MWR Sports is waiting on contractors to provide cost estimates on applying the markings to the track area. We should receive quotes by 20 Mar. If the final quote is below \$2K, the project will be completed quickly. Update May 12 - Per the GC this will be completed by the end of May. Update Jun 12 - Polo field has been marked and patrons can see their distances.	Complete
12-02	Albritton Classes	12/8 /2011	DODEA	Albritton Middle School students don't have a wide variety of classes to choose from. Students who don't take classes that interest them would be at a disadvantage in their knowledge in the future. Albritton Middle School students who want a higher education are limited by course selections. Students should be able to take pre-requisites in middle school so students can have more time to take higher level courses in high school.	Albritton Middle School offers students a variety of electives. A complete list of course offerings is available at the school. In addition, students in grades 7 and 8 have the opportunity to take algebra, geometry, and Spanish I for high school Carnegie units. DODEA does not offer honors classes to middle school students. Online classes may be available for students under special circumstances. Honors classes begin in the 9th grade for DODEA students.	No Action
12-01	Payments for Pope Woodshop	12/8 /2011	DFMWR	As the Army continues to find better ways to protect our Soldiers and Families from identity theft, I would like to see the requirement for a sponsor's SSN on hand written checks go away. Specifically, at the Pope Woodshop, when writing a check for supplies and usage time, I either have to pay in cash or write a check that includes all of my husband's unit info and his personal SSN. Is this absolutely necessary or can my military ID card be used as verification when I write the check as I would if I was in the commissary?	Per AR 215-1, Appendix G, G5 if SSNs are retained in an MWR database controlled by MWR programs or garrison MWR entity, the SSN need not be written on checks. Checks cashed by clubs for members will be annotated with club card number. Checks cashed by other MWR programs and NAFIs will include the patron's name, SSN and home address. Active and DOD employees will include their place of employment. MWR does not retain a database of all customers unlike the commissary and PX retaining a database of all customers. Each facility that takes checks it is posted what information is needed to be written on each check.	No Action
11-56(OF)	DODEA Special Programs	2 /16/2010	DODEA	There is no consistency with the special programs within the Fort Bragg schools such as the Spanish and gifted programs.	Foreign language in the elementary school is a DoDEA Pilot Program. Currently Devers, Murray, and Bowley Elementary Schools participate in this program. Fort Bragg Schools has requested that all district elementary schools be included in this pilot project, but to date have not received approval. For the 2010-2011 school year there will be a full-time gifted education teacher in each elementary school. Holbrook and Pope Elementary Schools will share a gifted education teacher.	Complete
11-225	Staffing in the Soldier Support Center	8 /18/2011	DHR	The Soldier Support Center needs a small detachment of Soldiers to assist staff with missions around the Soldier Support Center	DHR Director discussed the issue with Soldier. It was also referred to the Garrison CSM and per his direction issue is now complete. Update Aug 11 - The Garrison Commander stated that the Soldiers at the information desk in the Soldier Support Center should know the locations of offices within the building. The Subway located outside the SSC will move to Simmons and a Subway will be reopened near the coffee shop in the SSC.	No Action
11-224	Signage Around the Soldier Support Center	8 /18/2011	DPW	There should be better signage around the Soldier Support Center. When someone enters one door, it's not clear where they should go, such as directions to CIF.	There are exterior signs posted along the main entrance road (O'Brien Loop) directing customers towards the main entrance and CIF. There are for customer entrances into the Soldier Support Center, two on the first floor and two in the basement. Each of the customer entrances has an exterior sign annotating the entrance name and each has an interior directory listing all agencies and their locations. In addition there is manned information desk on the first floor at the main entrance which can also be seen from the other first floor entrance. There are also numerous smaller directional signs along the hallways on the first floor and in the basement. To further assist customers colored lines are painted on the walls in the basement with the directories referring to the appropriate color to follow to reach the desired destination. Update Aug 11 - No action - information already exists.	No Action
11-223	Bike Paths on Fort Bragg	8 /18/2011	DOL	I see a lot of Soldiers riding bicycles to work on the road and almost getting hit because people don't know how to drive.	The installation has funded two studies to identify bicycle and pedestrian routes on Fort Bragg. These studies produced plans for a comprehensive network of bike lanes and sidewalks throughout the cantonment. Individual projects to implement the recommendations of the study have been prioritized and included on the annual work plan, subject to availability of funds. The DPW is also seeking outside sources of funds for the construction of these paths. Update Aug 11 - DOL stated that the bike paths have been identified and signs placed in partnership with the Fayetteville Bike Club. The GC is working to make Fort Bragg a pedestrian/shuttle friendly installation. Update May 12 - According to the GC all that is left is the lanes marked in the pavement.	Active
11-222	Wackenhut Gate Personnel	8 /18/2011	DES	On quite a few occasions the greetings from Wackenhut Gate personnel have been not quite appropriate. They have not bee downright offensive but a greeting such as "hello beautiful" isn't what I expect from a trained professional (and stranger) who is supposed to be securing the gates and verifying ID cards.	All guard personnel have received training on Inter Personnel Communication (IPC). Fort Bragg has recently added a uniformed response of "All the Way" to the greeting of the day. Guards continue to receive in-service training throughout the year.	Complete



11-221	82d and XVIII ABC JAG Services	8 /18/2011	JAG	Some Soldiers are using both the 82d and XVIII ABC JAG services for divorce/separation briefs. By attending both briefs, spouses cannot attend and use JAG services at least one because there is "conflict of interest".	Every potential client must sign a disclaimer stating that they are not represented by another attorney so as to prevent the "shopping around" anticipated by this question. In the event an individual has used all three offices, it will most likely be due to an intentional attempt to conflict out their spouse. This would be someone who has been down this road before, a savvy, divorce veteran and that is a case in which the spouse needs immediate civilian attorney assistance before the spouse conflicts out of all the local civilian attorneys as well. In order to prohibit the person from using all offices there would have to be a way to confirm that they had been at the other office. A list is not possible. Under the rules of professional responsibility, the identify of a client is in and of itself confidential, and an office cannot confirm whether that individual has attended another brief or met with a different LAO, other than to ask that individual. XVIII Abn Corps requires the persons attending the brief to sign a disclosure saying they have not seen another attorney on this issue. If the person is being honest, they are not seen at XVIII Abn Corps if they have already been seen at the 82d without permission of the attorney at the 82d.	No Action
11-220	Housing Maintenance	8 /18/2011	DPW	Regarding maintenance for housing - need more specific time frame for repairs. Whenever I call for a repair - bad electrical outlet, water leak, dishwasher repair, etc., I am told by housing that maintenance will be there sometime in the next three business days. Because I do not have a PTE due to liability issues with owning a dog, that means I have to be trapped inside my house until all three days have passed or maintenance arrives. I have asked repeatedly for maintenance to call me in the am of the day they will be arriving and/or for a four hour window of arrival so my schedule can be considered as well. This has been repeatedly denied ever since we have had a change of staff at housing. In years past this was never a problem and was a tremendous plus as I have several daily volunteer commitments I attend to. Needless to say this causes undue hardship for both myself and my children's schools. Please note granting PTE to housing means our dog would need to be locked up every day all day long and this i simply not an option, especially with all the recent break-ins in our neighborhood, one being right next door where there is no free-roaming house dog. Even a temporary PTE is not an option with the break-ins.	It is our practice to work with Families if they have a particular scheduling need. Picerne's policy for routine work order response is within three working days from when the work order is placed. If no PTE is signed, and the resident would like to schedule a time within a four hour block, they can do so at the time the work order is called in. To avoid further confusion this will be reviewed at the next staff meeting. Update Aug 11 - The GC has directed Picerne to publish a new policy concerning the screen doors in housing. DPW will investigate the poor customer service in the neighborhood centers. Issue remains active pending action/additional information provided by DPW/Picerne. Update Mar 12 - Policy is stated. An appointment for a specific date within four hour block of time, i.e., am or pm is scheduled with the resident at the time the maintenance request is submitted.	Complete
11-219	Use of Tucker Pool	8 /18/2011	DFMWR	What is up with the Tucker Indoor Pool? I know that it is not open like it used to be. I also heard that it was now for unit training. I know that it is summer season now, but in the winter, the only indoor pool for exercise is the Tolson pool and its always so crowded.	Tucker Pool is scheduled to open in Sep 11. The operating hours of that pool are to be determined, however, the pool will be scheduled for lap swim, unit training, and swim team practice. Tolson Pool will also be open for the winter season. Tolson Pool will be used for lap swim, water exercise, and Learn to Swim. With the addition of another indoor pool there will be plenty of room to swim. Update Aug 11 - Issue will be labeled no action.	No Action
11-218	Bikes in the Skate Park	8 /18/2011	DFMWR	Can you let bikes be in the skate park?	The Picerne Skate Park is an unsupervised skate park near the Biazza Ridge Neighborhood. As a result those utilizing the park skate at their own risk. According to the Picerne Skate Park Facility rules, all bicycles and/or scooters are prohibited. The skate park, therefore is not appropriate for safe bicycling, nor does it have a sufficient amount of space to allow a safe co-mingling of skaters and bicyclists. The co-mingling of bicyclists and skaters may cause the park to become overcrowded and expose residents to an increased risk of injury. Update Aug 11 - DPW states that currently bikes are not permitted in the skate parks. They were designed for skateboarders and it would be unsafe to include the bikes. There are plans to build a skateboard/BMX bike area behind Cleland, funding has been approved for FY12. Currently there is a bike area at Heritage Village. Update Mar 12 - DPW submitted contractor survey drawing at 65% for review by SHIPO and they have until 16 Mar to respond. By 1 May the design drawings should be 95% complete. After the 95% construction can begin, timeline is start 1 Jun 12, completion 1 Aug. Update May 12 - GC the design is 100%. At the end of the summer 12 the skate park will be open to BMX bikes.	Active
11-217	Crossing at Long Street and Reilly Road	8 /18/2011	DES	I am very concerned about the Soldiers crossing at Long Street and Reilly Road during morning PT. On several occasions I have almost hit several Soldiers that crossed between the cars at a red light. I make a left turn from Reilly Road to Long Street on my way to work each morning. Here is a specific event from last week. Several Soldiers came out from behind a large truck to cross the road. It was not at the crosswalk. I had to slam on my brakes and the two cars behind me also had to slam on their brakes. This has happened on several occasions over the last year. If it was one time occurrence I would not be compelled to bring it to your attention. Killing or injuring someone else's father, mother or child would change many lives forever. Please help us to prevent this now.	The Garrison Commander has a policy requiring all individuals to utilize the provided crosswalks. Unfortunately, many individuals do not adhere to post policy, creating a very unsafe situation for themselves and motorist. The Provost Marshalls office does periodically conduct surveillance of several intersections and cite violators. Update Aug 11 - Move to GC and DES. The 18th Abn Corps and Fort Bragg Garrison determine the PT routes around unit areas and have established common practices. Manning of these blocks is supported by Borrowed Military Manpower (BMM) through unit channels. Continuous assessments are ongoing to improve and better control PT routes on such a large installation as Fort Bragg.	Complete
11-216	Womack Cancellation Line	8 /18/2011	WOMACK	Considered at fault for missed appointments because the cancellation line did not work properly or Tricareonline doesn't link up well with the existing appointment system because appointments did not reflect.	It is true that Womack Army Medical Center's Audio Care System and the TRICAREONLINE (TOL) appointing system are two separate entities - there is no interface. If an appointment is made on TOL, that appointment must be cancelled on TOL. Womack's Audio Care system provides patients with the ability to make and cancel appointments (907-APPT or 907-CNCL), as well as access to their appointment information up to 45 days out. Update Aug 11 - Womack Commander has asked that patients please be patient they are working on the issue.	No Action

11-215	Moving from Non-Renovated to Renovated Quarters	8 /18/2011	DPW	Allow Families to be put on a waiting list for a renovated home or if there are homes sitting empty, allow them to move into one. This would speed up the renovation process rather than waiting until a Family moves out. It would also make quality of life better for the Families. Not having to wait until there is a change in rank or change in Family size to have a renovated home.	Periodically, construction and development plans require that current on-post housing residents in areas under the development be relocated in order to facilitate the required work in their home or area. This is necessary for Picerne to fulfill its congressionally approved 10 year plan by the 2013 deadline. Prior to moving on post and signing a lease Families should review available home types and wait times. Once a selection is made Families cannot move unless: Construction and development plans require the Family to move, change in rank status or Family size, or an approved Exception to Policy. The wait lists would increase with Families waiting for renovated homes, this would affect the incoming Families. The older homes wait list would increase as well, they would be considered temporary lodging. It should also be noted that sometimes a house is vacant because the Family has not arrived yet. Update Aug 11 - Issue will be labeled unattainable per the submitted issue.	Unattainable
11-214	Crosswalk on Reilly Road and Butner	8 /18/2011	DPW	Need a crosswalk on Reilly Road so that walkers and bikers can cross Butner. There is no crosswalk anywhere along Butner to get to or from the Pope Field side. This is a very busy intersection and I have seen many people trying to cross it in different and none of them are safe. Sometimes people in cars stop for the person to cross the road. But then I have seen other cars behind that person almost hit the car that stopped. I have seen a couple with dogs on leashes cross Butner between the intersections at Reilly and Armistead. There was a near accident with that one too. This is a real problem that needs to be addressed before there are injuries. This needs to be fixed in the next few weeks, not years. This is a real safety issue.	Fort Bragg is reviewing the feasibility for placement of additional safety devices at this location. Currently, the data collected at this location indicates that an additional pedestrian signal will not necessarily create a safe crossing environment. The amount of cars traveling in this area will make it an unsafe condition to allow pedestrians to cross at this leg of the intersection. The recommendation of the Post Safety Office discourages pedestrians from cross in the manner that has been suggested due to the high risk of a car hitting a pedestrian. Fort Bragg will continue to monitor conditions at this intersection and develop projects that create a safe environment for pedestrians and vehicle. Update Jul 11 - the XVIII Abn Corps Safety Office and DPW Traffic Engineers have monitored this intersection and both departments have determined that adding another "pedestrian crossing" at the Butner and Reilly intersection will create a very unsafe condition for people trying to cross Butner. The recommendation is the use of Armistead and Reilly intersection for individuals crossing Butner. This is the safest place to cross without endangering people and creating a situation for vehicle accidents. Update Aug 11 - Mr. Jackson, DPW stated that a master plan of crossing points is being developed. The GC added that it is more effective to "tunnel" rather than build overpasses. Areas that are feasible will be prioritized for future funding. Issue as written and based on funding is now labeled unattainable.	Unattainable
11-213	Traffic Signal on Bastogne Road	8 /18/2011	DPW	There is a light at the mini mall on Bastogne Road as you exit the mini mall onto Bastogne. You cannot tell if it is ok to go or not because the light is only for Bastogne not the mini mall parking lot. There is going to be an accident.	DPW has developed a project that removes this particular intersection, prohibiting entry onto Bastogne Road. The traffic will be permanently routed to Reilly Rd as the new traffic pattern for the Mini Mall. DPW is currently waiting on funding for execution of this project. Issue will be labeled ongoing. Update Aug 11 - The GC stated that within 90 days you will no longer be able to enter Bastogne from the mini mall. Traffic will be permanently routed to Reilly Road with the new traffic pattern.	Complete
11-207	Food Handlers Course	5 /19/2011	WOMACK	Requiring FRG members to physically attend a food handlers course to participate in food related FRG fundraisers is yet another burden on our FRG members. It is not a hands on course and should be offered on line with a downloadable certificate.	According to TB MED 530 para 2-18 all food service employees are required to receive food handlers training. Preventative Medicine offers this training for free on a monthly basis. The following are also approved courses and may be offered online, but also may incur additional fees that the organization would be responsible for. Education Foundation of the National Restaurant Associations Applied Food Service Sanitation Course. Call 18007652122 ext 380. Quartermaster Center and School's Food Service Supervisor Training. Education Testing Service/Defense Activity for Nontraditional Education Support's Food Protection Certification Program. Call 18002579484.	Complete
11-206	Recruit FRG Positions	5 /19/2011	DFMWR	It is often a challenge to recruit for volunteer FRG positions. Our Family members are overburdened as it is juggling careers, Families, deployments, etc. Requiring volunteers to physically attend trainings that could be provided by other means adds to the challenge of recruiting for these vital FRG positions.	Unit Commanders may, and are encouraged to, require FRG volunteers who hold certain positions (FRG Leader, Key Caller, and Treasurer) to take training. Online training is available via <a href="http://www.myarmyonesource.com">www.myarmyonesource.com</a> and can be accessed by logging into the site. Once the user is logged in, scroll on "Family Programs and Services" from the main banner. Select "eLearning Center" and then click on the link "Online Courses." The FRG Leader's Training is located under the "Getting Involved" heading, is self-paced, and covers FRG Leader duties, Key Caller responsibilities, funding for FRGs, etc. Once all modules within the training are completed the student will have the opportunity to print out a certificate of completion.	Complete
11-205	Fort Bragg Grounds Maintenance	5 /19/2011	DPW	The grounds maintenance company contracted by Fort Bragg cut all shrubs/bushes in the late fall. Flowering bushes are to be cut in late spring, after they bloom. If not, buds are removed and they will not flower properly in the spring. Many flowering bushes are now void of flowers. Ignorance of this issue by a landscaping company is not acceptable. Safety concerns related to overgrown bushes is negligible. If the contract is to trim once a year, change the contract.	We appreciate the suggestion and will ensure that this is reviewed and discussed by the Fort Bragg Arbor Board. The Arbor Board follows the recommendations of the NCSU Cooperative Extension guidelines for pruning. Currently Fort Bragg is not funded to provide any landscaping for the installation.	Complete

11-204	Normandy Appearance	5 /19/2011	DPW	The Normandy neighborhood looks very shabby. Half of the yards do not/have not had grass/lawns for years. The houses are stained and have a dirty appearance. In the past, they were power washed on a regular basis, and this was not an issue despite the Historical Society's historical designation. Gutter maintenance is not done on a regular basis causing rotting wood, and peeling paint on the wooden eaves.	Providing housing Families can call home is very important to Picerne. Normal yard maintenance have been increased to include quarterly fertilization treatments which enrich the soil. In 2007 the Fort Bragg Cultural Resources Management Program in conjunction with the NC State Historic Preservation Organization established the "Old Post Historic District Design). In accordance with their regulations we cannot power wash the homes, but we can chemically clean them. We are currently scheduled to clean all of the bungalows around the Main Post Parade Field this summer and are already contemplating extending this project if possible The more complicated process of chemically cleaning is a large undertaking that has to be balanced with the rest of the repairs and required maintenance. Picerne is working hard to keep our gutters clean and functioning. Routine gutter cleaning began in Jan and is done throughout the year. Any residents who are concerned that their gutters need cleaning they will be addressed on a case by case basis.	Complete
11-203	Childcare Vouchers	5 /19/2011	DFMWR	I volunteer with ACS, but because my son does not meet standards for child care he does not receive it. But I do not accumulate child care hours (age limit.	Limited child care (10 hours per week) is offered to ACS volunteers to enable those with young children the opportunity to learn new skills, meet other spouses, and/or to familiarize themselves with the resources available in the community. Child care hours are not "accumulated" nor are they transferable. The "Bragg Bucks" incentives serve as a small token of appreciation for the hours recorded in the web system by the individual volunteer. These hours/bucks are specifically for that volunteer and are not transferable to other individuals. Funding is not available to allow for the purchase of items for individuals from other facilities such as the Bragg n' Barn, which is a non-profit organization.	Complete
11-202	USO Information	5 /19/2011	USO	Issue a: We recently moved here from Fort Hood which had a VERY ACTIVE USO. In the six months that we have been here I have not been able to figure out where the Fort Bragg USO is located nor what services they offer. I get emails from the my FRSA all the time with information from all the agency's on post but in the three months I have been an FRG leader I have yet to receive one thing about what the USO has to offer for Soldiers and Family members.	Response a: Since coming on board the USO of NC Fort Bragg, Renee Lane and Bev Jackson have made every attempt to connect with FRSA's and FRGs across the installation and Pope. We have attended predeployment meetings, arranged for services at redeployments, provided Care packages and Rack Packs for the thousands of Soldiers, conducted Unite through Reading sessions for deploying Soldiers, provided food for military Families at Thanksgiving and continue to make inroads where our predecessors did not. We can be contacted at rlane@uso-nc.org or bjackson@uso-nc.org or 495- 1437. Response b: We have discussed with the GC some of the difficulties we face at our present location and what we can and cannot provide Soldiers and Families from this site on East Bragg. Our current facility is a recreation center - it is Soldier friendly, not necessarily Family friendly. But we do have a great space and are grateful to be on post to service our Military Families in the best way possible. Update May 12 - The USO has moved to the Soldier Support Center in the former SFAC location on the first floor and is open for business.	Complete
11-201	Temporary Lodging for Domestic Violence Victims	5 /19/2011	DFMWR/LODGING/FAP	When a victim of domestic violence has no place to go, why can't we offer some type of temporary on post location away from the situation.	Lodging - Would be willing to support short term emergency domestic violence victims if guest rooms/funding for the room were available. Army Lodging at Fort Bragg currently works with units to house domestic violence victims for short term emergency durations only. The unit/victim pays the full lodging room service fee rate. When a unit requests short term lodging for a victim and funding is unavailable the unit/victim are referred to the Emergency Family Services or the Red Cross for funding support. The unit guarantees payment pending the outcome of emergency funds issued to the victim. Lodging would be unable to support holding or specific rooms or holding available space pending the need to house a victim. The unit or agency sponsoring the victim would be the liable party, in the event an incident occurred while the victim was residing in lodging. A protocol between Lodging, the Advocate Agency would need to be developed to support the initiative. Family Advocacy - Concur with Lodging response. Lodging already provides this service but it should not be necessary to hold rooms. Army regulations require that such lodging either be paid for by the person/Family or that the individuals make appropriate application for support through the AER program. Victim Advocates are available day/night to provide female victims with lodging at local domestic violence shelters. This is often preferred for victims of domestic violence over post lodging because they have protocols and staff better equipped to support victims and respond to the many dangerous situations that can occur when, for example, offenders see out or find their victims.	UNATTAINABLE
11-200	Duplication of Installation Programs	5 /19/2011	USASOC	Why does USASOC have duplicate services like ACS? Seems like here at Fort Bragg we are all one Army and there are multiple duplicate services being offered. Some examples are AFTB classes and the volunteer program being separate from the installation.	USASOC has not participated in AFTB now for approximately two years. We rely on the various installations we have units stationed for their ACS programs to support USASOC Soldiers and their Families. USASOC does have our own Volunteer Program at Fort Bragg but our volunteers also support and volunteer their time and services in support of Fort Bragg activities and functions. some of our Family and Soldier programs are designed to specifically support ARSOF Soldiers and their Families, like ARSOF 101, based on their needs and command directives.	Complete

11-199	Army Family Team Building Marathons at Night	5 /19/2011	DFMWR	Some of the classes in other areas of ACS other than what the FRG Center offers should be offered in the evening so people who work may go to them.	The AFTB Marathon is a full week, 40 hours of training. Offering the marathon in the evenings would stretch the training out for weeks. Although it is possible to schedule, the probability of students committing every evening from 1800-2100 for 13 continuous days isn't probable. Since AFTB is a volunteer based program, there would need to be a similar commitment from the volunteer instructors to conduct the trainings. Concept Blocks of AFTB classes were offered in the evenings during 2009/2010. Within that timeframe, only one student signed up the entire two years for evening classes. The demand for evening or weekend classes is not substantial enough. There is Level I class offered twice a year on Sat. Average attendance is 10-12 people. If there is enough interest, future evening classes can be added to the schedule.	Complete
11-198	Enrollment of Infants in DEERS	5 /19/2011	DHR	When I had my son at WAMC in Nov 10, we were given a "Mother's Verification" form for his birth. We were instructed by Mother Baby Unit and PAD that we needed to take this form to DEERS to enroll our son and then we would have access to health care for him. We did this and the DEERS office told us that we had to have a certified copy of his birth certificate. However, Cumberland County does not issue a birth certificate immediately following the birth. It took us over 1 month to obtain a certified copy. During this time, we were unable to enroll him in DEERS. Not having our son in DEERS made it difficult to arrange for medical care. We were able to obtain appointments in the PEDS clinic but only after my husband spent over 1 hour on the phone explaining the situation and standing firm that we needed an appointment for care. In addition while in the DEERS office the woman told us that other Families had also been experiencing this same issue. How can there be such a disconnect between two on-post agencies?	An original or copy of certified birth certificate or, certificate of live birth authenticated by the attending physician or other responsible person from a U.S. hospital or medical treatment facility (MTF) is required to complete newborn enrollments in DEERS. The Fort Bragg ID Card Facility had previously informed WAMC that the Mother's verification form did not meet the requirements for enrollment. WAMC was informed that a certificate of live birth authenticated by the attending physician could be used in lieu of birth certificate issued by the State of NC. Enrollments should be accomplished as soon as practical and within 30 days of birth. Immediate enrollment should preclude delays in acquiring necessary medical appointments for the newborn.	Complete
11-197	Lab Staffing at Clinics	5 /19/2011	Womack	The lab facilities at the clinics are not properly staffed. All available positions at each clinic are not filled, and some clinics are staffed disproportionately, and not according to usage/# of patients/# of lab draws per month. This creates work overload for staff and longer wait times for patients.	The lab at Robinson Health Clinic has less staff than the other clinics, and is not adequately staffed for its workload. Last year two additional lab techs were requested but the request was denied. Due to budget restraints, all hiring actions, including vice/fill actions are not immediately approved. They are prioritized, and only a certain percentage are approved every month. This slows down the process to hire new personnel when a vacancy occurs. Update May 12 - Womack is making changes and have accepted many volunteers to assist with things like blood draws.	UNATTAINABLE
11-196	AER, AUSA, CFC Campaigns	5 /19/2011	DFMWR/FRP	AER, AUSA, CFC campaigns etc., this seems to be an ongoing campaign of every two to three months that Soldiers are asked to donate money to some Army related charity. My problem is that Soldiers are more times than not voluntold to donate the money. I k	DFMWR - There are not ongoing year round campaigns for AER, AUSA, and CFC. Once a year both CFC and AER have sanctioned campaigns, in fact, they are the only Army sanctioned fund raising campaigns allowed by the Army. AUSA should not have any ongoing campaigns, they are a private organization and as such must request in writing any fund raising initiatives. They would not be allowed to conduct any campaigns of this nature. According to AR 600- 29, para 1-8 any campaign practice that involves compulsion, coercion, or other action that is contrary to the concept of true voluntary giving is prohibited. AER - Individuals goals, quotas, or prescribed amounts for individual contributions are not permitted nor will lists of non-contributors be compiled for any reason. The campaign is based on voluntary contributions. Practices that involve compulsion, coercion or reprisal to Soldiers because of the size of their contribution or their lack of contribution are prohibit. Incidents should be reported to 396-2507.	Complete
11-195	Stop at Macridge and Chicken Road	5 /19/2011	DPW	The 4 way stop at Macridge and Chicken Road (just outside of the chicken road gate) is extremely congested in the morning and evening and the stop sign gets hit all the time.	Beginning at 0500, 21 Mar 11, the Chicken Road Access Control Point (ACP) will reopen for all access. The current traffic detour is temporary and normal routes will be restored when construction has been completed. DPW will evaluate the recommendation, after the construction, to determine the feasibility of a signalized intersection. Improvements to eliminate the congestion problems are in the President's Military Construction Budget for FY12. The Chicken Road ACP will be relocated over a mile west of where it is now. also, the new ACP will be expanded to a six lane capacity in accordance with the latest Army standards. Update Aug 11 - No change. Update Mar 12 - Final design review underway to construct the new Chicken Road ACP. Signage will soon be upgraded, the GC wants the issue closed.	Closed
11-194	Smoking at Womack	5 /19/2011	Womack	All entrances to Womack have concrete cigarette disposals and sand ash trays on the sidewalks including the: Reilly, All American, Orthopedic, and Ed entrances. Every single time I bring my daughter to Womack for her allergies, we have to walk through Womack employees smoking on the sidewalks that specifically say no smoking. The last time I brought her in, she had to breathe in smoke from an employee, which caused her to cough even worse than when I brought her in. The culprit, no less, was wearing their ID badge. I made it a point to watch from my car for 20 minutes the last time I was at the hospital, and I counted 13 different employees (both Soldiers and civilians) smoking at the entrances. It seems pretty clear that Womack could care less about enforcing their own policy and keeping our children's health a priority.	The Womack Commander has a team working toward a tobacco-free campus goal. This is not easy and requires a coordinated effort by all the staff. Initial efforts are to restrict tobacco use to specific, designated areas and work towards the elimination of tobacco from the campuses. In addition Womack is working with the local union and must honor existing contracts until renegotiated. The commander is committed to a tobacco free goal, but it will take time to implement. Update May 12 - Per the GC Womack has moved their entire smoking area.	COMPLETE

11-193	Screen Doors in Linden Oaks	5 /19/2011	DPW	There are no screen doors in the homes in Linden Oaks. This inhibits ventilation, increases energy usage, because doors are frequently left open, and must be closed even when the weather would warrant no AC and heat. It limits sunlight. It also limits visibility of children playing outside. Most homes off post and many on Post have storm/screen doors installed. It is cost prohibitive to expect occupants to purchase these doors, because upon PCSing it is not something that will probably be used again.	Correctly installed storm doors offer some advantages, such as energy savings. However, if slammed, improperly latched, or blown by a strong wind, these advantages may quickly be negated by the resulting damage to door frames. To prevent excessive damage, regular maintenance is needed to ensure the proper functionality of storm doors. These long term maintenance costs were closely evaluated when deciding whether to install storm doors as part of the agreed upon scope of work for on-post housing improvements. To prevent storm doors from becoming a maintenance and care burden for residents, storm door installation is optional and considered at the resident expense. On-post residents may choose to install a storm door if they so desire, and therefore, assume responsibility for any damages the door may cause to the door frame. To enhance consistency and promote curb appeal among neighborhoods, there are currently two approved storm door options. Update Nov 11 - Having a screen door on Picerne Military housing is a resident's choice just as a resident living off post. Picerne cannot incur the expense of adding screen doors to Linden Oaks. Residents are given the options when moving in where to purchase a screen door.	Complete
11-192	Training for FRSAs, FRG Leaders, Rear D Command	5 /19/2011	DFMWR/MOB	There should be training that the FRSA, FRG Leader, Rear Detachment, and Command does together so everyone is on the same page of what everyone is supposed to do.	In all the trainings that we do for FRSAs, FRG Volunteers, Rear Detachment and Pre-Command we strongly recommend meetings with the commander or rear detachment commander to ensure a line of communication is established and that the FRSAs and FRG Volunteers understand what the Commander's FRG plan is. We can, however bring a team building class to the unit. This class takes approximately two hours and describes the roles of the FRG Team. You will work through scenarios that the FRG may face; identify the issues and the responsibilities that each team member has to resolve. This class is not appropriate for community training, but is offered, on request, to be conducted in the units. It is recommended that this training be done at the battalion level and that FRSAs, FRG Volunteers, FRG Liaisons and Commanders attend. This training can be requested by going to <a href="http://www.fortbraggmwr.com/request.php">www.fortbraggmwr.com/request.php</a> , calling 432-3742, or contacting your assigned Unit Service Coordinator.	Complete
11-191	Pharmacy Wait Times	5 /19/2011	WOMACK	The pharmacy wait times at all of the MTF locations are long and seem to have gotten longer.	The pharmacy at Womack will be opening more windows to service customers. In addition they will have more space to actually fill the prescriptions. All of this should reduce the wait times.	COMPLETE
11-190	Vet Clinic	5 /19/2011	VET CLINIC	I have called the Fort Bragg vet clinic dozens of times during all hours of operation and the phone just rings and rings. I can rarely get through. The receptionist stated that they are shorthanded and if someone is on the line, it just continues to ring. This leaves the caller to assume that nobody is going to answer.	The vet clinic has hired two new receptionists and has retrained all. Previously they thought that if they had a client in front of them, it would be rude to answer the phone. We are having them answer the phone, so that the call is acknowledged, and putting the caller on hold until they are finished with their client. Currently, the phones all have separate numbers. Each phone rings three times, and then it moves on to the next, through a series of about six phones until someone picks up or the caller hangs up. Adding a queue system that would notify callers where they are in the line would require the receptionist to enter a PIN to answer the phone that would not be effective. The possibility of having one number to ring for all phones to a person who can actually schedule an appointment is being researched. Update Mar 12 - A new phone line has been installed that should correct the problem. The phone may ring excessive once per month due to the staff helping customers. Update May 12 - Worst case scenario the clinic phone will ring through to the CDR's office if the phones are busy. This occurs maybe once a month according to MAJ Laughlin.	Complete
11-189	Activities at Cleland Ice Rink	5 /19/2011	DFMWR	Nothing for parents to do while children skate (lessons, hockey, free skate) at Cleland Ice Rink. Many parents spend hours at the rink accompanying their children for these activities.	The racquetball area at Cleland Ice Skating Rink is scheduled to be renovated to construct a first and second floor to expand the party area on the second floor and to possibly construct a combative area for military readiness preparation on the first floor combative area is in progress and the tentative completion date is Jun 12. The second floor party area design drawings are at 95% and they should start construction in Jul 12. The tentative completion date for this portion of the project is 30 Sep. Update May 12 - Party Rooms will be complete in Sep. The combative will be completed in Jun.	No Action
11-188	Pope Golf Course	5 /19/2011	DPW	The Pope Golf Course looks like it is a prairie instead of a golf course. Now that Bragg is in charge of Pope is it not going to be a golf course anymore? It is a shame if not.	The Air Force continues to own the responsibility for the maintenance of improved and unimproved grounds for FY11, regardless of the transfer of real property. The Air Force has chosen not to continue to operate this facility as a golf course but instead to allow it to become unimproved grounds. Fort Bragg is currently developing a new master plan for the former Pope Golf Course property. The concept is to develop the land over time as money is available into ball fields and other sports fields. There will be plenty of parking, attractive bathrooms, and other amenities to support a first class recreational complex. Update Aug 11 - This issue belongs to Pope until otherwise noted.	Unattainable

11-187	Stop Light at Canopy Lane and South Post Mall	5 /19/2011	DPW	Since the new gas station at the South Post mall area has opened the back up on Canopy Lane has been long for people entering and exiting the area, especially during peak times (morning and lunch time). I have noticed that in the morning turning off Reilly Road onto Canopy that it can be dangerous because the lane to turn left into the mall area is all the way backed up so that the traffic who has just entered Fort Bragg from Reilly Road and turning left is halted when trying to turn left due to the large back up. If one tries to turn left from Reilly onto Canopy and uses the other lane to bypass the long line turning left into the mall area, then they are hazardously turned in the lane that the cars from the opposite directions use to turn right. There is also a long back up when you try to exist the South Post shopping area.	The DPW has conducted a traffic investigation in conjunction with your request at the intersections of Reilly Road at Canopy Lane and Canopy Lane at the South PX intersection (Hefner Drive). 1. The intersection of Reilly Road and Canopy Lane: DPW is developing a project to upgrade the traffic signal and reduce the signal timing length at this intersection. The reduced signal phasing will help reduce congestion at this intersection. This project is awaiting funding. 2. The intersection of Canopy Lane and Hefner Drive: DPW will conduct traffic counts at all signalized intersections on Fort Bragg this spring. We will request that this location be expedited in order to determine if adjustments to the signal can be made. Update Aug 11 - The equipment is scheduled to upgrade in Oct 11. The installation will continue to seek funds from higher headquarters in order to execute the project sooner. Update May 12 - Per GC this will be fixed this FY. Update Sep 12 - DPW awarded this project in Aug 12 and the work is scheduled to be completed mid Oct. Update Sep 12 - GC and DPW were to look into the possibility of a one way direction for cars entering/exiting. Update Jun 13 - AAFES has not received any complaints from customers. Garrison Commander wants the issue labeled complete.	Complete
11-186	Biazza Ride South	5 /19/2011	DPW	I live in Biazza Ride South. We only have a stop sign when we have to make a right or left on Reilly from Canham.	DPW will conduct a traffic study at this intersection to determine if traffic changes can be made. Canham Drive intersects Reilly Road between two signalized intersections at Yadkin Road and Martin Street. Because of the extremely close proximity to these traffic signals on Reilly, it will be difficult to safely install another traffic signal at this intersection. The data will be analyzed to determine what corrective action needs to be taken to improve driver safety. Update Aug 11 - Issue will be labeled ongoing until funding is obtained. Update Sep 12 - GC wants to know if customers have the option to turn right from Canham Rd onto Reilly and execute a U-turn. Issue remains open until DPW reports back to GC. DPW has analyzed and there simply isn't enough funding.	UNATTAINABLE
11-185	Gavin Hall Bathrooms	5 /19/2011	DPW	The bathrooms on the bottom floor of Gavin Hall near the ID card facility has some problems on a regular basis. The hot water gets extremely hot at times when the toilets are flushed. Its scalding hot water and is dangerous, especially if there are kids washing their hands. In addition, on numerous occasions, there has only been one roll of bathroom tissue in all of the three stalls. So, while there are three stalls, only one can be used.	DPW plumbers have repaired the hot water at the Gavin Hall restroom. For issues such as these, a service order may be requested by calling 396-0321. All restroom supplies are provided by and stocked by the unit.	Complete
11-184	Knox Gate Entry	5 /19/2011	DES	Over the last 6 weeks I have been using the Knox Gate for entry into Bragg. The left turn lane (from Bragg Blvd heading towards Spring Lake) is a two lane left. The road is clearly marked with the right lane feeding into the inspection lane and the left feeding the ID lane and truck lane. People use the right turn lane and then force their way into the ID card lane rather than wait, like everyone else. As a result I myself have almost been side swiped on 3 occasions, have been yelled at, flipped off, and received many derogatory remarks because I follow the lane patterns causing those in the inspection lane not to be able to enter the ID card lane. This is not an uncommon occurrence and I do not want to be the recipient of vehicle damage or anymore derogatory name calling/gestures.	Fort Bragg and NCDOT (North Carolina Department of Transportation) have reviewed this area and the current roadway markings have been placed in accordance with the federal and state guidelines for this type of roadway treatment. Unfortunately, the drivers that you have encountered may not be following the rules of the roadway and are creating an unsafe situation for you and other drivers. DPW will continue to monitor the intersection in addition will inform NCDOT to assist in recommendation for improvements to make this area safer.	Complete
11-183	Butner Road Gate	5 /19/2011	DPW	A big issue is the traffic leaving post at the Butner Road gate. The short term problem is construction, but the bigger problem is between 1630 and 1800. Traffic going east on Butner Road hit several red lights before getting to Bragg Blvd. Cars turning right on red (many without stopping) off a Souther Place, instead of using the Randolph gate plug up the area between the gate and the Bragg Blvd light, stopping all forward traffic at the other lights.	The installation is aware of the traffic congestion in the area and is working toward a long term solution. When the Murchison Road construction is complete, some of the traffic burden will shift from Bragg Boulevard and Butner Road ACP to the Randolph Street ACP, which is being planned to accommodate more vehicles. In the interim traffic volume at this intersection is too heavy to post a "no turn on red" movement at the Souther St intersection. DPW will continue to monitor the congestion and make necessary adjustments as necessary in order to promote safety on the installation. Update Aug 11 - This issue will be labeled ongoing until funding is obtained. Update Sep 12 - Upon further analysis of the area, DPW has determined the customer issue is not related to traffic signal timing or infrastructure problems at this intersection. This is an issue of traffic enforcement to prevent drivers from crossing into the intersection after the signal has cycled to yellow and then red. These drivers then block the flow of traffic for others vehicles travelling through from the other arms of the intersection. This issue should be forwarded to DES for corrective action and enforcement of traffic policy.	Complete
11-182	Wild Dogs	5 /19/2011	DES	There is a pack of at least three dark colored stray dogs that roam within the area bordered by Gruber, Butner, and Reilly. This poses a safety issue for runners and especially my wife and others who run with baby strollers. Recent encounters with this pack have been on Longstreet, Bastogne near pool, and Butner near mini PX and playground.	Animal Control is out attempting to capture the Butner wild dogs daily. Animal Control has set up dog traps with fresh dog food which are checked daily and prior to 1800. The ongoing problem with this situation is the public continues to feed the dogs and free the dogs as soon as they are trapped after duty hours.	Complete
11-181	Direction of Lae Street	5 /19/2011	DPW	Lae Street is still a one way street. With units coming and going and different training we would like it to be a two-way.	Lae Street will be demolished when construction of a company operations facility for the 2nd BCT complex begins in fall 2011. Lae Street has historically been a one way street. Due to the short time frame and limited funding, it is not practical to convert Lae St into a two way street for such a short period of time.	Complete

11-180	Pest Problem	5 /19/2011	DECA/AAFES	Shoppette in mini mall has a terrible rodent problem you can see the open items torn into on the bottom rows. Commissary, and post housing have the same problems.	DECA - The base anemology comes through the store once a month and inspects and refills traps. No signs of rodents at the South Commissary. AAFES - Rodent issue for the mini mall shoppette has been taken care of and the facility is monitoring the issue on a daily basis while working with ECOLAB through monthly preventive visit. A contributing factor at the mini mall is the ongoing construction and demolition that is taking place in the immediate vicinity. This will disturb the native rodent population and force them to seek new habitat and food sources. Efforts to control pest problem are ongoing. DPW - The answer to this is effective implementation of a pest management control program that includes the control of rodent populations. This includes biological, cultural, physical and chemical tools in a way that minimizes economic, health and environmental risks. The control of mice and rats is done with traps and bait stations, especially when food, pets, or humans are exposed or likely to be exposed to the affected areas.	Complete
11-179	Electric Bills for Deployed Soldiers	5 /19/2011	DPW	I am a single parent living on Bragg and I do deploy. When I deployed last time, since there was nobody in my house I asked if I could get a decrease in my rent. Included in my rent are utilities, of which none were being used. I believe as long as you live in housing area where utilities are included, there should be a decrease in rent for deployed Soldiers with nobody living in the house.	Though a deployed Soldier may not be actively using utilities in the home, some utilities usage is required to maintain the home during the Soldier's absence, including the operation of the HVAC unit. If moderate temperatures are not maintained during that period, a significant reduction in electricity consumption should result leading to a utility refund from Picerne.	Complete
11-178(OF)	Sidewalk from Albritton	2 /10/2011	Garrison	The intersection of Honeycutt and Normandy needs to have a sidewalk.	The Garrison Commander said he would relook the intersection of Honeycutt and Normandy. Update Mar 12 - DPW has identified sidewalks on both sides of Normandy between Honeycutt and Sicily, as well as crosswalks across Honeycutt on both sides of Normandy.	Complete
11-177(OF)	Butner Gate Access	2 /10/2011	Garrison	The Butner Gate is near the PX and commissary and yet it closes before those facilities close.	The Garrison Commander stated that we would like to see the Butner Gate open to match the operating hours of the businesses nearby. The Access Control Point guards will be switching from contract to federal employees by July. This will allow the necessary changes to be made in the ACPs. The new ACP hours are 0500-2100 weekdays, 0900-2100 on weekends.	Complete
11-176(OF)	Pot Holes Hotline	2 /10/2011	DPW	What happened to the Pot Hole Hotline? I tried calling and they didn't know what I was talking about.	The pot hole hotline still exists, however the phone is not always answered by the pot hole representative. The number is the same as service order line and they receive more than 300 calls a day according to DPW.	Complete
11-175(OF)	Crosswalks on Butner	2 /10/2011	DPW	We need a crosswalk or signal at Keerans Street parking lot.	The Garrison Commander said he would take a look at the Keerans Street parking lot. Update Aug 11 - This request will be incorporated into a MILCON project which will include the addition of a pedestrian crosswalk in this area. Update Mar 12 - After relooking at the intersection in question an L-shaped pedestrian crossing already exists. Issue will be labeled complete.	Complete
11-174(OF)	Status of Pope Pool	2 /10/2011	DFMWR	What is the status of the Pope Pool?	Mr. Ahern stated that all pools are now run by DFMWR and are free to ID card holders.	Complete
11-173(OF)	Traffic Flow Through Neighborhoods Surrounding FORSCOM Headquarters	2 /10/2011	DES	The neighborhoods surrounding FORSCOM are crowded and will be getting more crowded. What is being done?	According to the Garrison Commander there are currently signs posted prohibiting cut-through, however they are ignored. He asked that the DES take a look at doing some type of patrol. He also stated that once the building opens they will take a look at redesign of the Fort Bragg Club area as well as the roads parallel to Reilly in the Normandy neighborhood. Update May 12 - The traffic is less than expected and the crowding has not been a problem per the GC.	No Action
11-172(OF)	Converting Wonderful World for Kids to a CYSS Registration Site	2 /10/2011	DFMWR	What about converting the WWK Site to a Registration Site for CYSS? The CYSS process of obtaining a membership card is inconvenient for working Families. More locations need to be offered to register kids for CYSS programs.	The plan for this move is being developed. The Garrison Commander stated that originally he wanted it open for the upcoming school year, but doesn't think it will happen. Update Sep 12 - DPW had a legal review returned from the contractor. The Garrison Commander and DPW to review contract.	COMPLETE
11-171(OF)	Integration of Pope Services into the Fort Bragg Websites	2 /10/2011	DFMWR	Why has the Pope Information not been incorporated into the DFMWR website if we are all now Bragg?	Mr. Ahern stated that all information should have been integrated as of Oct 10. He stated that the DFMWR website would be updated if the only information available is the flyers.	No Action
11-170(OF)	Bike Racks at Fort Bragg Schools	2 /10/2011	DODEA	The schools on post should have bike racks to encourage riding to school.	SME stated that all schools have bike racks, but they are underutilized. There will be information posted to encourage the use of bikes as a mode of transportation for the children. In addition DOL added that there will be bike routes mapped out in conjunction with the local bike clubs. The routes are included in the Transportation Improvement Plan for 2030.	Complete
11-169(OF)	Glass Recycling	2 /10/2011	DPW	Does Fort Bragg recycle glass?	The Picerne Recycling Program does take glass according to the Garrison Commander. However, the glass is just broken up and then taken to the landfill. There is not much profit in this, so it is not mandatory to separate the glass from the other recyclables.	Complete
11-168(OF)	Contacting Residents Prior to Start of Work	2 /10/2011	DPW	Residents should be contact before work starts on their quarters.	According to Greg Jackson, DPW, the contractors are supposed to notify residents prior to the start of work and are typically pretty good about this. The Garrison Commander wants to make sure they are doing everything they can to notify residents.	Complete
11-167(OF)	Employee Incentive Suggestion Program	2 /10/2011	Garrison	What happened to the suggestion program?	Plans, Analysis, Integration Office is responsible for the Army Suggestion Program. POC is Rick Clements, 394-6272.	Complete
11-166(OF)	Roller Rink on Fort Bragg	2 /10/2011	DFMWR	Residents want a skating rink on Fort Bragg.	The Garrison Commander asked FMWR to do a business analysis on the feasibility of having a roller skating rink on Fort Bragg. Update Mar 12 - FMWR does not believe a Roller Rink would be sustainable due to there being two successful roller rinks in Fayetteville as well as one in Goldsboro.	Unattainable

11-165(O)	Cell Phone Policy for Workforce	2 /10/2011	Garrison	Employees using cell phones while working with customers.	The Garrison Commander wants cell phone policies for employees when working with customers implemented in all directorates. Currently the Directorate of Human Resources, AAFES, and DECA have policies in place, DFMWR does not, but will put one in place. Update Sep 12 - DHR provided their policy to DFMWR. the DFMWR Director was going to pursue this issue. After discussion there are too many union problems to push this through.	UNATTAINABLE
11-164	AER Loan Process	2 /10/2011	DFMWR/FRP	Family support from AER, a Family of a deployed Soldier living off post with a statement from the Fire Dept official that their house is uninhabitable due to a gas leak was denied assistance for an AER loan because only the deployed Soldier can request aid.	The Family provided a statement from a fire department official stating the home was inhabitable due to a gas leak. Due to the immediate need for the Family to have access to a safe living environment, assistance was approved in the form of a no interest loan and check was cut for food and lodging. The spouse refused the funds because they wanted a grant. In order to qualify for a grant, the Family must not have the ability to repay which, based on the information, they did. The AER counselor suggested that the spouse contact the landlord with the fire dept documentation so that he would be aware of the leak and could make appropriate repairs. The unit provided a grant to the Family.	Complete
11-163	Congestion on Knox Street	2 /10/2011	DODEA	Congestion of Knox Street at a drop off and pick up times for Irwin School. Dangerous to drive or walk through the area at those times.	Parent drop off/pick up of students at Irwin does present some temporary congestion problems on Knox Streets as other school areas. DODEA will request traffic support from PMO, however, cannot direct that support. Long term, the issue will be addressed through redistricting and the building of a new Irwin School on Rhine Road. Enrollment will be reduced by almost half through the redistricting and reorganization of our schools in fall 2011. The Irwin replacement school will be open in 2012.	Complete
11-162	Snow Closing Decisions	2 /10/2011	GARRISON	During the recent snow closings and delays the CORRECT information was not put out in a timely manner. The calls were made late after employees had already begun driving to work.	Fort Bragg has multiple ways for notifying the public on the status of Fort Bragg to include the media, website, Social media sites (Fort Bragg, Paraglide and XVIII Airborne Corps and LTG Helmick's Facebook sites), and the chain of command. The Fort Bragg PAO manages the website, informs the media and the Facebook accounts. This ensures we can reach the widest possible audience quickly. In today's information environment, people get their information in a variety of ways. This past post closure, there were delays in the same message being posted on all sites simultaneously due to the availability of our PAO workforce, speeds of communications and availability of the systems. On Sun and early Mon morning there were technical problems posting to our new website. That was cleared up by 1030. There were multiple changes posted throughout Mon and Tues and all sites reported the same information within 30 minutes of each other.	Complete
11-161	Energy Conservation	2 /10/2011	DPW	Fort Bragg is trying to be green and conserve energy. Why then at night when you drive by the new FORSCOM building are all the lights on, every single floor?	The contractor for the new FORSCOM Headquarters is paying the electric bill for the lights left on. The contractor is currently working at night in order to complete the facility on time.	Complete
11-160	Carpeting in Dining Room	2 /10/2011	DFMWR	It is time consuming to clean the carpets in the dining rooms. Food has to be picked up (such as mac & cheese) before you can vacuum and then you still have to steam clean the carpets. With tile floors, you sweep, mop and you're done.	There are pros and cons for tile and carpet. Industrial grade carpet, specifically engineered for use in restaurants, holds up very well in a dining atmosphere. While it does require daily vacuuming, it only needs steam cleaning semi-annually and actually takes less time to maintain than sweeping and mopping tiles floors. Tiled floors can become hazardous in a dining atmosphere as any spill can lead to slips and falls. We have a combination of tile, wood and carpet in the Fort Bragg Club. Most of the carpet was just replaced, making tile cost prohibitive now. We will, however consult with our designers when they need replacing again to make certain we are using the right material for ambiance, cost maintenance, and safety.	Complete
11-159	Commissary Hours	2 /10/2011	DECA	Why don't both commissaries have the same hours?	As of 24 Jan both commissaries will have the same hours.	Complete
11-158	R&R at Overseas Locations	2 /10/2011	FINANCE	When my spouse deploys to a "safe" overseas location (Morocco) for 9 months, he is not allowed R&R Family is not Pecs's with him, Family is not allowed to visit.	R&R periods are limited to one trip per 12 month period. Both the AR 600-8, Army Leave and Pass regulation and the Personnel Policy Guidance, regulations used to establish orders and authorizations for R&R, state this. The commander determines priority for personnel who are eligible for R&R leave based on the criteria in these regulations as well operational, safety, and security requirements.	Complete
11-157	Manchester Road Snow/Ice Issues	2 /10/2011	Garrison	Manchester Road seems to never get salted/sanded during snow and icy weather. While I understand that Manchester is not a main road, it is the main road for people living in Aberdeen, Southern Pines, Pinehurst, and Whispering Pines. This road has a lot	The Garrison Commander explained that the sanding and salting of the roads is based not only on safety within the cantonment area but also on the traffic count along secondary roads. The rural roads will be re-prioritized if the traffic flow justifies it. He asked that if you live in those areas to use the main arteries to get to post during inclement weather.	Complete
11-156	Airport Shuttle	2 /10/2011	DOL	A shuttle was being looked into from post to Fayetteville or Raleigh.	Currently one company has expressed an interest in providing shuttle service from Fayetteville and Raleigh airports for Fort Bragg customers. Pick up location is the Mallonee Village Multi Modal Transfer Hub. Rates are \$70 for the first person and \$15 for each additional. Phone is 1-800-258-3826 or www.supershuttle.com. According to DPW, the pickup point signs should be completed in Feb.	Complete
10-99	Wheels on Pope	8 /1 /2010	DFMWR	Teens don't have a place to skateboard on base. Creating a skate board park teens would avoid hazardous areas. The Pope Golf Course would be an ideal skate board park.	An inline skating rink is now available at the Cleland Multipurpose Complex. This new, state of the art facility offers teens a safe and open environment to enjoy a similar activity. It is free of charge during open skating sessions and skates can be rented.	Complete
10-98	Splash Time at Fort Bragg Pools	8 /1 /2010	DFMWR	Pool schedules need to be adjusted. The normal schedule has them opening on Memorial Day and closing on Labor Day. The weather here is NC is hotter before that time, and longer than the other.	One Fort Bragg pool will be kept open through October this year. Staffing provides the biggest challenge when changing hours of operation. Lifeguard positions are seasonal and most employees are students. DFMWR will look into getting the pools open earlier next year.	Complete
10-97	Food At Tolson	8 /1 /2010	DFMWR/CYSS	Teens attending Tolson are not satisfied with the food. It is not appealing and they are choosing foods out of vending machines. Due to the bad food teens are leaving Tolson and causing trouble in other areas.	The CYSS Food Program team implemented a food committee over a year ago to solicit youth opinions, while continuing to meet USDA guidelines. Attendance has been good and the discussions have resulted in changes to the menu. The last menu board meeting was held 27 Jul and the next is 18 Aug. The CYSS Food Program has received positive feedback, including ICE Comment Cards on changes to the Tolson menu. Meetings will continue indefinitely.	Complete



10-96	Youth Competitive Activities	8 /1 /2010	DFMWR/CYSS	Lack of sporting events in neighborhood communities. Teens would like to compete and play sports with their friends. Possibly have tournaments and title it "Battle of the Brats"	Youth Services offers these type of events throughout the year. Tolson and Youth Sports offered volleyball the week of 9 July, 3-on-3 basketball tournament the week of 12 July, and flag football the week of 26 July. Events were advertised both on the DFMWR website and at Tolson. Youth were able to register at Tolson and through webtrac with the requirement of only one cardholders having to register the team.	Complete
10-95	Pedestrian Safety in our Communities	8 /1 /2010	DPW	Some areas on Fort Bragg are not safe places to walk. Sidewalks can provide a safe alternative to walking in dirt or grassy areas.	The installation recently received the results from a comprehensive study, detailing specific locations for pedestrian sidewalks. The locations at the Thrift Store, Library and Honeycutt were identified as candidates for sidewalks. We will now work to prioritize sidewalk installation and seek construction dollars as funding becomes available. According to the GC, sidewalks are being added to current paving projects. In addition, when a road is installed, they will also install a sidewalk if appropriate. Update Jan 11 - No change. Sidewalks are programmed as funding becomes available. The engineers are working to prioritize sidewalks per the recommendations of the comprehensive study.	Complete
10-94	Overall Appearance of Fort Bragg	8 /1 /2010	DFMWR/CYSS/DPW	Fort Bragg is not visually appealing and welcoming as it could be. Visitors may not get a positive first impression of the base. Not all buildings are well marked or visually appealing.	Fort Bragg controls the visual impression it gives occupants/visitors through its Installation Design Guide. The guide establishes a theme that promotes efficient, orderly, and aesthetically pleasing buildings, streets, and land without jeopardizing the historical feel. Every new construction project and major renovation must comply with the guide. Fort Bragg is updating the guide to address the unappealing areas. Guide will be completed summer 2011. Funds will then direct the implementation of any project. Update Jan 11 - The IDG update is scheduled to be completed by summer 2011. Project implementation will be completed over the course of several years based on available funding. Update May 11 - No change. Update Aug 11 - Meetings held 11-12 Jul reviewing 35% Installation Design Guide submittal and discussion of way ahead. Completion timeline has moved to spring 2012. Update Nov 11 - Per the GC this is an ongoing process due to funding. The issue will be labeled complete.	Complete
10-91	DFAC Take Out Containers	8 /1 /2010	DOL	Why did they discontinue the take-out option in the DFACs? Specifically, the Soldier Support Center - a lot of employees only get 30 min for lunch so eating in the DFAC is not an option. It was more convenient to be able to run down, get a to-go lunch and take it back than to go off post.	Civilian personnel are not "authorized" to consume meals in DFACs but can be granted the "privilege" by the Garrison Commander when commercial facilities are not within a reasonable distance. In the case of the Iron Mike DFAC, the GC has granted civilians the option to dine at the facility at standard meal rates. Take out for a civilian customer is an unfinanced cost that is incurred directly by the food program provider. Although a diner may pay the standard rate for the meal, someone else is paying the cost for the contract labor along with the paper and plastic products used to carry out the meal. Overhead has been reduced by eliminating the paper and plastic products.	Complete
10-90	Honeycutt Road Gas Station	8 /1 /2010	AAFES	The gas station on Honeycutt Road on the 82d Sustainment side of post puts cones out in front of the gas pumps nightly at 1900. The pumps are credit card/pay at the pumps. Why are these pumps not available 24/7? It is an inconvenience if you are working	The pumps are blocked off nightly so that the store can close down the registers, which typically takes about an hour. Stores have been asked to get this done as quickly as possible to reduce the time we are inconveniencing our customers. The process is being streamlined but the pumps still need to close at least 30 min prior to closing time.	Complete
10-89	Classes for Expecting Mothers	8 /1 /2010	WOMACK/DFMWR	There are currently no classes offered for pregnant women, there are not many in the area either. Exercise classes, water aerobics, pregnancy yoga etc. If health is such an important issue, why is there no classes. They say nurses supervisor pregnancy	There are no current classes for pregnant Family members because there are no certified instructors available to teach pregnancy PT to beneficiaries. There are six civilian PT instructors in training today to become certified pregnancy PT exercise leader by Army Pregnancy PT standards. Further action is left to DFMWR to decide how and when they will provide pregnancy PT to non active duty beneficiaries. Class schedules are to be added to the DFMWR calendars through ACS. Update Jan 11 - As of 28 Jan 11 no pregnancy classes have been added to the MWR schedules. Update Mar 12 - Womack offers a Postpartum Empowerment Group. Update May 12 - GC says this is a Womack issue. Update Sep 12 - GC asked MWR and Womack to do a patron survey to assess actual interest in pregnancy classes. Current classes could be marketed to pregnant women. Active until results of survey are available. Survey results do not warrant separate classes.	UNATTAINABLE
10-88	AMIC Clinic	11/28/2012	WOMACK	Appointments for the AMIC are always booked and the ER is always packed making the wait enormous.	Dept of Family Medicine (DoFM) has significantly increased capacity in the AMIC by hiring new providers, redirecting other providers to work there when not fully occupied in their primary work site, and have active duty providers work extra shifts in the AMIC. AMIC appointment are now open earlier in the day to ensure that the increased capacity can be seen without having to go to the ER.	Complete
10-87	Classes for Single Fathers	8 /1 /2010	DFMWR/ACS/FAP	There are so many programs and classes for single mothers but I never see anything about single fathers. I'm an active duty single father and having two sons is hard and I wish I could find and get together with other single fathers for support.	There is concern about equipping and involving all fathers in their children's care and encouraging leaders to ensure father/Soldiers are afforded maximum opportunity to attend home visits as well as workshops to help them be great fathers. We are in the final stages of creating a Single Parenting Workshop for fathers and mothers which will create a forum for parents to meet each other and create a growing support system of parents.	Complete
10-86	Lawn Maintenance in Housing	8 /1 /2010	DPW	I live at 8 Essen Place. I went to the housing office about the law care that was done. I was told they had 25 complaints in that day. They told me someone would be out on Mon to cut the weeds behind our homes that are now as tall as the windows.	Lawns throughout the Hammond Hills Neighborhood were mowed on 13 & 20 Jul and are scheduled to be mowed again NLT 30 Jul. Visual inspection of the lawn behind 8 Essen Place revealed no presence of weeds. Visual inspection also revealed the neighborhood to be very well kept with no evidence of trash in yards. Picerne Military Housing has sent a reminder to its refuse collection contractor to ensure no trash is left on the ground as a result of their collection operations.	Complete
10-85	Traffic Pattern at Canopy Lane and Chicken Road	8 /1 /2010	DPW	Traffic pattern at Canopy Lane and Chicken Road, long waits to cross or turn onto Canopy Road from Chicken Road especially on weekdays. Traffic on Canopy traveling at 45 mph, it's difficult for cars turning onto it to match that speed quickly enough.	A project to install traffic signals at the intersection of Canopy and Chicken has been completed. The new signals at this intersection are designed to reduce delays, as well as increase safety while moving traffic efficiently in the area.	Complete

10-84	Processing Requests	8 /1 /2010	DPW	DPW is a stopping block for mission essential and critical unit movements. MOB Village sits empty unnecessarily due to their inability to process request. They are so backlogged that it takes over 3 months to get any response from them and it is the norm.	GFEBs is an Army Financial Management System, not a DPW work management system. The DPW has been forced to change many of its previously successful work processes due to the implementation of GFEBs. GFEBs is not a user friendly system, and the DPW is indeed struggling to both operate and manage the system and still provide the same level of support that we have historically provided to our customers. We are working as quickly as we can do understand the intricacies of GFEBs so that we can streamline both the service and work order process and provide timely and responsive support to our customers.	Complete
10-83	Safety at Randolph Gate	8 /1 /2010	DES	Randolph Gate is unsafe. Work has started hopefully to widen it so cars are not lined up from one gate to the next during the morning hours when workers without stickers are trying to get in. Several accidents have occurred near that gate.	The PMO is unaware of "several" accidents occurring near the Randolph gate. These alleged accidents were not been reported if they actually occurred. The ACP construction to improve the lanes, median, canopy and other infrastructure improvements has been completed.	Complete
10-82	Chicken Road ACP	5 /19/2010	Garrison	There is no plan in place to open the Chicken Road ACP on the weekends?	Opening Chicken Road gate on the weekends would be too costly and guards are needed at other locations. The GC agreed to look into the situation, but made no promises. Update Nov 10 - These issues need to be tabled due to the pending DASG conversion. They could be viable topics when we know the actual number of guard personnel that will be working in Apr. The intent is to open Chicken ACP on the weekends, however, manning is still a problem. Possible Cliffdale and Reilly ACPs are 2015 and beyond issues. Update Jan 11 - When troops from 108th ADA occupy their new facilities in the May-Jun timeframe, the Chicken Road ACP will open on the weekend with times TBD. It is unlikely that the ACP will operate 24/7 in the foreseeable future due to funding constraints.	No Action
10-81	Child Restraints on Shuttle Bus	5 /19/2010	DES	Do shuttle buses have child restraints?	Current law does not require restraints on the shuttle buses. Children ages 16 and up can ride alone, however, children ages 15 and younger must be accompanied by parent or guardian.	Complete
10-80	Womack Facebook Page	2 /16/2010	WOMACK	Does WAMC have a Facebook page?	Current MEDCOM policy will not allow Womack to use Facebook or other social media sites. A new policy is currently being reviewed. Update Jan 11 - Womack now has a Facebook page.	Unattainable/ Complete
10-79	Child Safety Seat Requirements	5 /19/2010	DES	What are child safety seat requirements?	Mr. Prouty stated that children who are under the age of 8, or 80 pounds and under must be in a proper restraint or the driver will fined \$100.	Complete
10-78	Warriors in Transition Checklist	5 /19/2010	WOMACK	Those that are medically discharged from the Army do not have a checklist to follow on the process.	According to MAJ Reagan, each WTB Soldier is assigned a case manager to assist with this process. The SFAC should have a retirement checklist for WTB Soldiers.	Complete
10-77	Womack Contact List	5 /19/2010	WOMACK	Womack should have a consolidated list of contacts for all of their services.	A comprehensive contact list for different issues from Womack would be helpful. MAJ Reagan mentioned that information on all departments is located on the website and can also be accessed through the Patient Services Division. The issue will be looked at to see what can be done. Update Jan 11 - A request has been forwarded to the WAMC Webmaster to develop a comprehensive contact list of services provided. This contact list shall include a summary of information, point of contact of information and location. It is important to note that this is a working project which will require continuous revision. The debut of the website is planned for 1 Feb 11. Update Nov 11 - GC labels this issue complete.	Complete
10-76	Flex Release for Soldiers	5 /19/2010		In order to save energy why couldn't the Soldiers be released early because they are on 24 hour recall anyway.	The Garrison Commander cannot mandate the release of Soldiers due to training requirements, and schedules. Adjusting civilian work hours can be looked at, but the overall impact is unknown. Civilians are able to work flex hours if approved by their supervisor.	Complete
10-75	ACP at Cliffdale and Reilly	5 /19/2010	DES	Will there ever be a gate on Cliffdale for the 108th?	As the 108th arrives, adding an additional ACP at Cliffdale and Reilly will be costly and would require renegotiation of the current guard contract.	Complete
10-74	Traffic Diversion from Yadkin/Reilly Gate	5 /19/2010	DPW		According to the Garrison Commander, there will be no diversion from Yadkin to Reilly Gate. The I-295 completion should help with the traffic congestion at the ACPs. In addition, the closing of the Pines Shoppette and gas station will lessen the traffic at Yadkin gate. All the ACPs will eventually be renovated to increase efficiency.	Complete
10-73	Shuttle Transportation in Housing Area	5 /19/2010	DOL	Family members who don't have access to two cars or don't drive need to have access to transportation around the base to designated areas like commissary, post office, movie theaters and medical clinics.	Shuttle routes expanded on 1 Oct from 2 to 7. The routes and schedules can be found on the ITO website. The original two routes were Main Post and East Bragg, with five added routes - North Post, South Post/USASOC, West Connector and Airborne-JFK.	Complete
10-72	Hiring Practices	5 /19/2010	CPAC	How is it that GS6 employee is promoted to a YA2 (GS13 equivalent) supervisory position without competing or meeting any of the qualifications? The time in grade isn't considered within the NSPS, but shouldn't other basic requirements be met.	The NSPS pay band is different from the GS system. A person is allowed to move around within the pay band regardless of time in service. Individuals are considered reassigned rather than being given a promotion as was the case in this issue. According to Irene Herndon, CPAC more competitive promotion announcements will be on CPOL in the future because of the transition from NSPS back to GS. The NSPS transition will be completed at Fort Bragg by Sep 10.	Complete
10-70	Traffic Flow at Yadkin Road ACP	5 /19/2010	DPW	Move the gate in further on post in order to allow for more lanes at the Yadkin Gate. It takes 40 minutes to return from lunch. If we only get an hour lunch we are late. As a result of BRAC we will experience an increase of personnel and this problem will only get worse.	According to the Garrison Commander the Yadkin Gate cannot be moved. The fix will eventually be the I-295 interchange, but that is long term. The average wait time at the gate is only 5-7 minutes. The Pines Shoppette and gas station will close in mid Jul and that should help with the traffic flow.	Complete
10-69	Bicycle Paths	5 /19/2010	DOL	Bicyclists are increasing in numbers and are becoming an increasing hazard on the roads. They are frequently blocked high speed traffic on range causing motorists to suddenly reduce speed or stop. They are a safety risk.	Recon of the bike paths has been completed and the location of the markers has been determined. No markers are in place as of yet. It is expected this will be completed Jan-Mar 2011. The plan is to locate bike route signs at .25 mile intervals along each "yellow" route. Intersections will have directional arrows, should the route turn left or right or both directions. Route colors indicate suggested fitness level of riders to negotiate the path without issue. Update Feb 12 - Issue remains active until paths are marked and information distributed. GC wants a phased map identifying bike path timelines. Update Jun 12 - Issue remains active until the signs are installed.	Active

10-68	NAF Employee Appraisals	5 /19/2010	CPAC/DFMWR	Why are FMWR supervisors not being held accountable for completing NAF employee annual Performance Ratings on time? There are NAF employees whose ratings are overdue more than 6 months. Some managers say they won't do the employees until they get theirs.	The DFMWR Director will be reviewing appraisal status with the Division Chiefs on a weekly basis. The supervisors will be held accountable for late appraisals.	Complete
10-67	Exception to Policy for Housing	5 /19/2010	WOMACK	Children living on post see an off post doctor. In order to get a one bedroom house due to a medical condition an exception to policy is needed. In order to get it the child's records must be reviewed by an Army doctor, but the child is seen off post.	Womack is looking into the policy. Update Jan 11 - Patient should obtain a blank medical statement from the Patient Administration Division (PAD) at WAMC and have their civilian provider complete the form. The form should be returned to the PAD and it will be routed through the proper offices. Patient will be contacted when it is ready for pick up. Patients must understand that the process is not completed until the Deputy Commander, Clinical Services has signed the form and the Chief, PAD has signed its release.	Complete
10-66	Safety in Housing Areas	5 /19/2010	DES	After recent events in the St Mere Eglise neighborhood, the MPs have not notified those living in the community that there had been an attack. The only way it was found out was by going to another neighborhood for a meeting and seeing the flyer.	"Neighborhood Watch" is a community program using residents, not the MPs. Attempts to start two Neighborhood Watch programs failed due to lack of interest. Most law enforcement assets are used to deter and capture serious offenders. The CID, PMO and Garrison Public Affairs offices have the responsibility to inform the public. A crime prevention specialist provides information at all deployment fairs.	Complete
10-65	Stop Sign on Blackjack and Quartermaster St.	5 /19/2010	DPW	A stop sign is needed on Blackjack and Quartermaster St.	A stop sign has been installed.	Complete
10-64	Pot Holes on Longstreet and Manhay	5 /19/2010	DPW	The intersection of Longstreet and Manhay has several potholes and is very uneven.	The pot hole was repaired in Feb. As weather permits, identified pot holes are filled.	Complete
10-63	NCO Club for Enlisted Soldiers	5 /19/2010	DFMWR	No one wants to invest in the safety of the enlisted Soldiers when it comes to weekend activities. If they would repair and open the NCO Club it would prevent most Soldiers from going into questionable establishments off post, many unknowingly risking their careers.	The current NCO Club will be torn down and a \$19M Catering and Conference Center will be built in the same location. Groundbreaking is scheduled for Mar 2011 with the grand opening sometime in early 2012. The Officers' Club is now the Fort Bragg Club and is open to all ranks. As of 1 Apr 10 there is no longer a membership requirement. During the open forum the question was raised about parking at the new conference/community center. The GC stated that there is quite a bit of green space behind the current NCO Club and when Leal House is torn down it will open up additional parking.	Unattainable
10-62	Traffic Flow at Honeycutt ACP	5 /19/2010	DES	Not being able to tell what booth at the Honeycutt gate is open causing a backup at key traffic times.	"GREEN/RED" lane indicator lights are planned as part of the ACP upgrade. Honeycutt Gate is currently scheduled to receive the light upgrades in Mar 2011. The lights will identify to drivers which lanes are open and which are closed. Update May 12 - Per the GC the lanes are now identified whether they are open or closed.	Complete
10-61	Housing Pet Policy in Housing	5 /19/2010	DPW	Picerne Housing does not enforce the pet policy, i.e., no more than 2 animals; no banned breeds; must be up to date on vaccinations and be micro chipped.	The pet policy is enforced in the housing areas. As residents move in with pets they are required to be registered with Vet Services. Complaints are investigated and actions taken if warranted.	Complete
10-60	Fencing Along Honeycutt Rd.	5 /19/2010	DPW	There is currently no fence preventing children or animals from venturing onto Honeycutt Rd. I live on La Fiere St in Normandy.	Fencing has been installed.	Complete
10-59	Availability of Hourly Care Spaces	5 /19/2010	DFMWR/ CYSS	A deployed Soldier's spouse will spend several hours getting a medical procedure. The spouse tried calling CYSS and got rerouted several times. The unit FRSA called and was told they could not fit her in CYSS.	There are currently \$53M in childcare projects in the works. A new 135 capacity modular will open on Sicily Drive offering hourly child care. Additional facilities are also scheduled adjacent to WAMC and near Towle Courts. Individuals who have upcoming medical appointments are encouraged to use one of the 60 FCC homes. The homes have spaces for 240 children and patrons can schedule their childcare ahead based on their appointments. Parents are encouraged to visit the home to become familiar with where their child will be staying.	Complete
10-58	Security/ Speeding in Housing Areas	5 /19/2010	DES	Lack of security on Fort Bragg, especially in the housing area. Speeders on Fort Bragg and Pope AFB.	An email was generated for all Bragg users stating that according to NC Statute, a license will be suspended if the driver is going 15 miles per hour over the speed limit in a 55 zone. The MPs patrol all school zones and housing areas and speed limits are enforced using a flexible speed enforcement plan. The MPs recently conducted "Operation thoroughfare" and 90 enforcement actions were generated in a 10 hour period.	Complete
10-57	Parking at Soldier Support Center	5 /19/2010	DPW	Parking is hard to find at the SSC. Much of the front parking is taken by employees.	The Subway has moved, the trees have been cut down and a new parking lot is under construction. The parking lot to the right of the main entrance has been graveled for additional parking. During the open forum, it was asked if employees at the Soldier Support Center and WAMC could be required to park at the back leaving the closer spots for the patrons. The GC will look into how he can mandate employees to park in the outer spaces.	Complete
10-56(OFF)	DODEA Eligibility Requirements	2 /16/2010	DODEA	Some children are allowed to remain on their current on post school when the Family moves off post or to another on post neighborhood.	DODEA Policy Title 10, Section 2164, US Code and OOD Instruction 1342.26 outline requirements for attending on post schools. If a Family moves off post, students may complete the current school year in their assigned school. This does not include students who are provisionally enrolled based on their sponsor submitting a 90/180 day housing letter when their sponsor either turns down housing or removes his/her name from the housing list. Exceptions due to medical and undue hardship conditions may be submitted to the assistant superintendent and are considered on a case by case basis.	Complete
10-55(OFF)	CYSS Hourly Care Packets	2 /16/2010	DFMWR/ CYSS	An individual tried to register their child in CYSS but they were told by CYSS employee that the system was shut down and that they couldn't verify, so they could not schedule their child.	When scheduling children for the different CYSS services, there are ways to verify registration besides using the system at the registration desk.	Complete
10-54(OFF)	Child Care During the Haiti Deployment	2 /16/2010	DFMWR/ CYSS	An FRG reported that they were told that the Haiti deployment did not qualify for the free childcare according to the Army Family Covenant.	Clarification was needed from DA as to whether covenant funds applied to Global War on Terror deployments only, or for any deployment. The Haiti deployment did qualify and the situation was resolved.	Complete
10-53(OFF)	Exception to Policy for Parking Spaces	2 /16/2010	GC	Will there be exceptions to policy made for additional designated parking spots at the modular bldgs off Butner and Reilly Rd?	The Garrison Commander agreed to look at exceptions as long as they are forwarded through the Chain of Command to DPW.	Complete

10-52(OF)	Housing Door Replacement	2 /16/2010	DPW	There was an incident where the MPS were called and they kicked in a door and the housing office stated it would take 3-4 days before they could get a replacement.	When a door was kicked in by the MPs, the Picerne neighborhood staff ordered the replacement and it took 3-4 days to arrive and be installed. The GC asked DPW and Picerne to ensure adequate stock is maintained for situations such as these.	Complete
10-51(OF)	Fort Bragg Tax Center Appointments	2 /16/2010	SJA	Tried to get an appointment to do my taxes and was told they don't do appointments for anyone but O4 and above.	SJA will see that hours and appointment information are posted. The Tax Center office is open until 2100 during the week and all day Saturday.	Complete
10-50(OF)	On Post Utility Bills	2 /16/2010	DPW	Is it true that residents are going to have to pay for their electricity now?	Meters are being installed in all housing. A benchmark will be set per neighborhood to measure usage. If the usage exceeds the benchmark by 5%, residents will be charged for the overage. If the usage is under by more than 5%, residents will be given a refund.	Complete
10-49	Speed Limits on Post	2 /16/2010	DPW	Too many different speed limits all over post which contributes to wear and tear on the transmission/brakes. In some places you can go 40 then all of a sudden have to reduce to 25 then up again maybe to 30.	The speed limits on post are designed to keep drivers safe. The GC indicated that speeding on Plank Road and other roads in training areas has been a problem and there will now be increased patrols to combat the issue. GC will consider raising limits where it is safe to do so.	Complete
10-48	Soldier Support Center Employee Customer Service	2 /16/2010	DHR/DFMWR	The civilians working at the SSC need classes in customer service. They seem to forget that their purpose is to support the war fighter. We need help from the people hired at these offices and do not need/want to be unnecessarily "referred" to someone else.	All DHR employees receive customer service training. The ID card facility will no longer be open evening or Saturday hours because of the new appointment system. They are also increasing the number of employees to accommodate the increase in customer traffic. The DFMWR requires all employees to have "Operation Excellence" Customer Service Training, a standardized Army-wide training. Training consists of both online and classroom modules aimed to provide employees with the tools and resources to "Choose Excellence" in their interactions with customers. Training will be deployed to the entire workforce in small group settings throughout the next year. Currently Family and MWR employees are taking the online portion, classroom training begins 21 Apr 10.	Complete
10-47	Carpet in Housing	2 /16/2010	DPW	No carpet in housing on post.	All new housing gets carpeting.	Complete
10-46	Patriot Shoppette Hours	2 /16/2010	AAFES	The joke is we (those in the 1st TSC, east Bragg area) are the "step children" of Fort Bragg. Evenings/weekends there is little to access. The shoppettes close early. I use gas off post because they are easier to access than to drive to the other side	Overall sales drives business and current usage does not justify longer hours. The FRsAs are asked to poll their units as to what hours they would like. The shoppette will remain open until 1700 for a 30-day trial.	Complete
10-45	Gruber Road Striping	2 /16/2010	DPW	The only reason why Gruber was painted was because President Bush used Gruber.	The resurfacing and restriping of Yadkin Road is scheduled for April. Certain road projects can only be accomplished during warmer weather. As the weather improves and funding permits, the roads will be prioritized for striping.	Complete
10-44	Security Clearances for FRsAs	2 /16/2010	Garrison	FRsAs from Corps and USASOC are granted security clearances, while the 82d FRsAs just get a background check. If some have it why not all? Some are required to be around sensitive information and those in the PAC shop have them.	GC agrees that security clearances are probably needed. He will present it to the CG for input. Update Jan 11 - The GC confirms there is no requirement for FRsAs to have security clearances. Army intent is for their duties to be clerical in nature.	Complete
10-43	WTB Assignments Based on Injury Status	2 /10/2011	WOMACK	I am a spouse of a Soldier in the WTB and Soldiers are in a way degraded from being a Soldier to being labeled as injured. I know some injuries are severe and regular Soldier stuff is not possible but it seems taking responsibilities away from the Soldier.	There is a comprehensive transition plan which tracks Soldiers once they are assigned to the WTB. The plan involves the Soldier Family members, next of kin, and Primary Care Manager. Every effort is made to allow Soldiers who are able, to participate in their MOS duties. The Soldier's plan is based on the recommended "healing" schedule. Soldiers cannot be assigned to WTB companies based on their respective injury or status.	Unattainable
10-42	Overall Traffic Plan	2 /16/2010	DPW	Traffic will become a major problem. There is very little support for the SW side of town. Between Reilly Gate there is no access to Chicken Rd except for Wayside, 30 miles away to the west. Traffic has been backed up 1/3 of a mile.	The installation Transportation Improvement Plan includes recommendations for improving traffic arteries. The Armistead Gate into Pope Air Force Base will open 1 Apr, however, there will be no left turns from Butner Rd. This will hopefully alleviate some of the congestion at the Butner/Reilly Rd. intersection. Plans to extend the All American to Butner and connect Longstreet to Woodruff are long term and have not been funded. Update Jan 11 - No change. Issue is labeled ongoing due to project ongoing. Update Nov 11 - Per GC it will take 3-4 years before All American can be extended. The project is programmed just waiting on funding. Issue will be labeled unattainable at this time.	Ongoing/ Garrison Commander wants issue labeled Unattainable
10-41	WTB Family Member Information	2 /16/2010	WOMACK	Since my husband transitioned to the WTB I have not had any contact with the unit to tell me welcome, if I have questions, what to expect, nothing. The WTB is for the Soldiers but the Family is forgotten. He has been a part of the WTB for over a year.	There is a robust program in place that includes all Family members and next of kin. The WTB FRSA is tasked to be the liaison between Soldiers and their Family members.	Complete
10-40	Traffic Light on Gruber/ Zabitosky	2 /16/2010	DPW	The light at Gruber/Zabitosky only stays green long enough for 1 dump truck or LMTV to clear before its red again. Lack of a right turn lane increases the traffic load.	The project for the traffic signal interconnect on Zabitosky Rd., which will allow more vehicles to clear the intersection is expected to be completed by the fall of 2010.	Complete
10-39	Pot Holes Reilly/Gruber & Gruber/ Zabitosky	2 /16/2010	DPW	I practically wreck my motorcycle every morning when I drive through the maze of pot holes at these two intersections and watched a car blow out a tire in a pot hole that was headed south on Zabitosky turning left onto Gruber heading east.	The pot holes identified have been repaired.	Complete
10-38	New Civilian Employee Processing	2 /16/2010	CPAC	Why cannot there be a block of time to train and inform new civilian employees what is required by them and their employer as a civil service employee. For example, mandatory training, OPSEC, EEO, PII, POSH, etc.	Mandatory trainings are a supervisor's responsibility. The GC asked that the in-processing procedures be reviewed to streamline and ensure maximum information is provided to new employees as well as supervisors.	Complete
10-37	Fees for Water Aerobics Classes	2 /16/2010	DFMWR	The classes on post used to be free when they were holding them at Tucker Pool. While Tucker is closed for renovations classes are held at Tolson, but they are charging. I know that aerobic classes, spin and yoga are free, what's next charging for those	Due to limited funding, certain classes that used to be free must now charge a minimal fee in order to continue.	Unattainable
10-36	Designated Parking Spaces in Unit Areas	2 /16/2010	DPW	On Fort Bragg there is a tit for tat going on between DPW and companies in regards to designated parking in company areas. Parking on Fort Bragg is hard to come by and in the company areas it should be up to the commander to determine parking.	Based on the Installation Design Guide, designated parking spaces in unit areas are limited to Company level Commanders and 1SGs, Battalion level Commanders and CSMs, and Brigade level Commanders and CSMs. The Garrison Commander must approve any other reserved parking spaces. At the post exchanges, the number of general officers spaces has been reduced, however, this may change due to arrival of Forces and Reserve Commands.	Complete

10-35	Use of the word spouse for Programs and Events	11/17/2010	DFMWR/ACS	Not all individuals who are caring for a Soldier's Family during deployments are spouses. The request was for organizations hosting events/activities to include the "caregiver" (mother, father, etc.) as part of these events.	Every effort will be made to ensure caregivers are included in marketing materials for upcoming classes and events.	Complete
10-34	Personal Property Left Behind by Deploying Soldiers	11/17/2010	Garrison	Soldiers who are deploying leave behind much of their personal property because they do not want to store it. Property in good condition was seen being thrown out of barracks windows. These items could be donated to the Abn Attic or Thrift Shop .	CSM Muhammad stated that he would involve members of BOSS to help with this.	Complete
10-33	Linden Oaks Chaplain Services	11/17/2010	CHAPLAIN	Need a chapel in Linden Oaks.	There is no plan to build chapel facilities at Linden Oaks. The ministry staff will come up with courses of action for alternative locations and times of services. The RSO is currently paying \$1100 a month to use the facility for Chapel Next. The cost of using Tolson based on that cost would be \$660.	Unattainable
10-31	Meeting Space	11/17/2010	DFMWR/ACS	There is no adequate meeting space for large briefings of 300 including childcare and parking.	There is no adequate meeting space for large briefings for 300+, to include parking and child care. Ms. Simpkins, ACS Director stated that she would get with the individual after the meeting to suggest alternate locations that could possibly accommodate her group.	Complete
10-30	Career Counseling for Govt Employees	11/23/2009	CPAC	I would like to use MyCAA to get a degree that will help me in the civil service career. There isn't an office or person whose job it is to assist me with this. The Ed Center has limited personnel to assist. Other bases have this service.	Employees should maximize the career advice and knowledge provided by the CPAC experts to plan their career development and progression.	Complete
10-29	AFAP Conference Invites	11/23/2009	DFMWR/ACS	It would be a good idea to invite the State Representatives in our area and the State Senators to attend the AFAP outbrief so that they can be aware of the issues that Fort Bragg faces.	The AFAP Outbrief is always open to the public. Invitations to state or higher level officials would be at the discretion of the command.	Complete
10-28	Phone Number on MWR Flyers	11/23/2009	DFMWR	The number on the MWR flyers is never answered, and voice mails are not returned. I have left ICE comments and still no change.	An actual individual has been put into place at the main number listed on flyers.	Complete
10-27	Excess Baggage Costs for Family Members	11/23/2009	DOL	Active Duty Family members traveling by air during a PCS move are paying \$15-\$25 for checking their bags. Traveling is a must for military Families. Active duty are waived checked baggage but not the same for their Family members.	Travelers must complete a miscellaneous charge order and hand carry, fax, or email to CTO for excess baggage reimbursement.	Complete
10-26	Turn Lane at Reilly Road/Normandy	11/23/2009	DPW	There isn't enough time to turn onto Reilly Rd from Normandy. Often times you have to sit thru two complete stop light cycles and that light doesn't change quickly.	Reilly Road is not wide enough at that intersection to allow for two left turn lanes. This would increase the accident possibility.	Unattainable
10-25	Sidewalks on Gruber Road	11/23/2009	DPW	On many mornings Soldiers ruck march or run on Gruber Road. Because of the dense vegetation many times Soldiers enter the roadway which is dangerous. A sidewalk should be installed Gruber from all American to Knox Street intersection.	Per the Garrison CSM, Soldiers are not to run on the street - period.	Complete
10-24	Crosswalk with Signal at Butner/Reilly	11/23/2009	DPW	Soldiers are coming out of nowhere crossing the street, and are not in a crosswalk on Reilly. At 40 it is not easy to come to a complete stop at the last minute. At heavy traffic hours, it is hard to see them at the crosswalks.	Stimulus funding has been received for DPW to upgrade the intersection. It will include a crosswalk for pedestrians. Update Jan 11 - Crosswalk signal has been updated.	Complete
10-23	Tree Pruning/ Planting in Normandy	11/23/2009	DPW	The trees in the Normandy neighborhood are reaching the end of their life spans. No one is replanting these large shade trees and if this continues the character of the neighborhood will change completely.	Picerne and DPW have tree maintenance responsibility in Normandy. DPW pruned trees in 08 and will again this winter along with replanting.	Complete
10-22	Traffic Signal at Reilly Rd and Butner	11/23/2009	DPW	In the mornings the light turning from Reilly Rd left onto Butner only allows 2 cars or so to make it through the light. It needs to be longer at that high traffic time.	An upgrade to the traffic signal at the intersection of Butner and Reilly Rd is planned, tentative completion date is Mar 10. The revision will include the addition of a protected left turn phase on all approaches to the intersection. Update Nov 10 - Traffic light completed.	Complete
10-21	FRSA Supervision	11/23/2009	G1	FRSA's are not respected as they should be. The daily conflict is uncomfortable. Promotions are few, very little training. Often the FRSA's are treated as if they don't have a clue by the FRG leader. They are not noticed or appreciated.	These issues should be addressed through command channels.	Complete
10-20	Soldier PT on Longstreet	11/23/2009	Garrison	Longstreet being blocked off until 7:45 for PT. There are other people trying to go to work as well. This isn't fair to the others.	Soldier fitness is number one priority and they will continue to run on Longstreet during the designated PT times.	Complete
10-19	Wait Times at ID Card Facility	11/17/2010	DHR	Very long lines at the ID Card Facility. Having Soldiers waiting 4-5 hours to get an ID and there is no guarantee you will even get one.	An appointment system has been set up to help reduce wait times. Hours have also been adjusted.	Complete
10-18	Speed Limit on All American	11/17/2010	DES	Nobody drives 45 on All American. I am continuously passed, tailgates, and even the MPS drive over 45. Raise the speed limit to 55.	Speed limits have been raised. Limits are raised only if deemed safe.	Complete
10-17(A)	Road Connecting Linden Oaks to Fort Bragg		DPW	The traffic congestion coming from the Linden Oaks Housing Area to Fort Bragg is getting increasingly worse. As FORSCOM relocates and new houses continue to be built in Linden Oaks Housing and surrounding areas the traffic problem will increase.	According to the Garrison Commander, there is no feasible way to connect Linden Oaks with Fort Bragg. A road would interfere with the training area. The I-295 project will help with roads congestion, however, visible results will not be seen for 10-20 years.	Unattainable
10-17	Signage at Robinson Health Clinic	11/17/2010	WOMACK	At Robinson Health Clinic all the clinics are not clearly labeled, some are missing and some are covered up.	Temporary signs have been installed until renovation is complete.	Complete
10-166(OF)	Post Beautification	9 /14/2010	DPW	Fort Bragg isn't the prettiest of military posts, and I don't expect it to be on the cover of Home and Garden magazine but a few more flowers here and there would be nice. The grounds of Womack are so pretty - I wish that more areas on post would look like this.	The Garrison Commander stated that as funding permits and construction projects are completed, certain areas such as the All American gate will get flowers, etc. They will be cautious, however, because making highly visible places more attractive may be a detriment to other areas. These areas should be brought to the attention of DPW or the Garrison and they will be taken care of on a case by case basis. Building number signs and the address numbers are too close together, therefore they are being separated so the building number and address of the building are clearly visible for patrons to see. Update Aug 11 - As funding permits projects are being completed. Issue will be labeled ongoing.	Ongoing

10-165(OFF)	Flies in Deli	9 /14/2010	DECA	Flies in the deli at the commissary.	The commissary is working several solutions. Electric air currents need to be purchased/installed, however funding (approximately \$5K) is needed to complete. Update Mar 11 - Mr. Lehman stated that the contract has been awarded for the electric air currents and should be installed soon. Update Nov 11 - Issue remains open until fans are installed. Per GC AAFES is added to the issue for fans in the food court. Update Mar 12 - The Southpost Commissary is being renovated and the fans are part of it. The expected completion date is the summer of 2012. Update May 12 - Per GC issue will be labeled complete, the fans are in place and the renovation is almost complete.	Complete
10-164(OFF)	Crossing Guards	9 /14/2010	GC	Not enough crossing guards to allow our children to travel safely to and from school.	The installation does not have money for crossing guards. IMCOM has directed elimination of this expense because it is not considered a Common Level of Support. The GC suggested that schools get together and develop a list of volunteers who are willing to serve as crossing guards. Pedestrian crossing lights will be explored so children can press a button to cross streets safely. Update Nov 11 - Crossing Guards have been put in place.	Complete
10-163(OFF)	Infant Death Investigation	9 /14/2010	GC	What is happening with the infant deaths on Fort Bragg?	Town Halls are being set up in the neighborhoods to discuss. To date, testing has come back negative. The Consumer Product Safety Commission (CPSC) is visiting in Oct to do all the possible tests. The results are due Feb 2011. Update Jan 11 - Fort Bragg is doing all that it can to ensure there are no unrecognized hazards in or around our homes that can affect our community. Outside assistance has been requested from industrial and environmental hygienists and experts at the US Army Public Health Command to review all of the deaths and environmental testing results. The CPSC is conducting full spectrum testing of several of the homes where deaths have occurred. Investigation results are expected in Feb. Once results are received, we will know how to proceed to ensure the safety of our Families. Additionally, Fort Bragg has conducted multiple independent tests on the homes where infant deaths have occurred, and to date, no structural or environmental issues have been identified. Update Nov 11 - The Consumer Products Safety Commission and given a clean bill of health to Fort Bragg housing. The U.S. Public Health Command will publish a report on the issue and Army wide suggestions on how to proceed.	Complete
10-162(OFF)	AA Gate Lane Closures	9 /14/2010	DES/GC	Lane closures are creating extremely long lines and traffic hazards for drivers coming on post. The 2nd and 3rd order effects are people speeding on post and driving more aggressively in order to make it to formation/work on time.	According to the Garrison Commander, the new ACP procedures will be implemented sometime in late Nov/Dec. He asked for patience during the upgrades. The All American upgrades will be finished by the end of Oct. Congestion will be the norm as we move into the next year and the influx of BRAC related personnel. The 108th ADA gate should be open by late summer/early fall 2011. Update Nov 11 - Per the GC and Mr. Prouty, DES this issue has been completed with the "Operation Fast Lane".	Complete
10-161(OFF)	Commissary Information	9 /14/2010	DECA		South Post will open at 0730 and North Post at 0800 for self checkout. It will be called the Early Bird. The new North Post manager is Jerry Hamilton.	Complete
10-160(OFF)	Access to Linden Oaks	9 /14/2010	DES	Gate guards at Linden Oaks.	According to the Garrison Commander, due to it's location, Linden Oaks is not authorized an ACP, however, the installation takes the cost of providing guards out of hide to ensure safety of the residents.	Complete
10-16	Heavy Doors in SSC	11/23/2009	DPW	The doors in the SSC are way to heavy. If you are pregnant or elderly it is near to impossible to open the door without help.	The automatic doors have been installed at the front entrance and the handicapped entrance of the Soldier Support Center.	Complete
10-159(OFF)	Break Ins	9 /14/2010	DES	There are been break ins in lower Normandy and there hasn't been any MP/Picerne action to date.	At the direction of the GC, DES is looking into this matter. Update Nov 10 - Garrison and DES have discussed the issue with the Soldiers and their Family members who live in the neighborhood. Due to the personal nature of the issue, specific details are on a need to know basis.	Complete
10-158(OFF)	Home Alone Policy	9 /14/2010	DODEA	Kids under 10 years old are walking to and from school. A form is sent home and parents sign stating that this is fine.	Schools were asked to relook the form that parents sign allowing their kids under 10 to walk to school. The Fort Bragg policy is age 10 and over, otherwise a guardian is required. Update Jan 11 - the transportation/walking form generated at the school has been revised to reflect the Master Policy 87 requirements.	Complete
10-157(OFF)	Speed Bumps in Housing	9 /14/2010	DES/GC	Speed bumps have been removed from all housing areas on Bragg. This has caused a very sharp uptick in the number of vehicles racing through housing.	Speed bumps in housing areas are against Army policy. Garrison has agreed to step up the patrols in the housing areas, especially the school zones.	Complete
10-156(OFF)	Gate Guards	9 /14/2010	DES/GC	It would be more efficient to have a set number of gate guards during morning rush hours. Some gates especially Reilly Rd varies from 3-5 guards and the time that it takes to get on post is greatly affected by the number of people processing the IDs.	The contract for guards at Access Control Points is based on the average daily throughput at each gate. If the average is 1,000, then that is what is used to determine the number of guards needed. The contract is not flexible to allow for additional guards or redistribution of guards during peak hours. This particular contract is not flexible.	Complete - do we need to re-address because of conversion to GS?
10-155	Stop Sign at Woodruff and Chute Street	2 /10/2011	DPW	There are stop signs for Chute St. but not Woodruff. Many times I have almost been hit going through that intersection. I guess some people don't realize there are no stop signs for the people on Woodruff.	After review of this intersection, additional stop signs on Woodruff Street are not warranted due to a good line-of-sight distance on Woodruff approaching the intersection at Chute Street. Chute Street is controlled by stop signs at the intersection. The MP crash history for calendar year 2010 identified two accidents at this location. The DPW will continue to monitor this area and plans to install "Stop Ahead" signs on Chute Street in order to warn drivers of the approaching stop signs. Update Apr 11 - Two new 2015 MUTCD standard Stop signs were installed; two high visibility reflective strips were placed in the channel of the stop sign post and a warning "Stop Sign Ahead" sign was installed on the southbound.	Complete
10-154	Fort Bragg Area Officers' Spouses' Club Membership	11/17/2010	FBAOSC	Why is the Officers' Spouses' Club not open for Enlisted spouses?	As of 2013 the Officer's Spouses Club is now open to all ranks.	Complete

10-153	Soldier Support Center Sidewalks	11/23/2009	DPW	Sidewalks at the SSC are in dire need of upgrade/repair etc. I have seen mothers nearly "dump" children in strollers trying to navigate the holes, dirt/crumbled sidewalk up to the main doors of the building.	Current work at the SSC will include upgrades to landscaping, crosswalks and addition of handicap ramps. The remainder of the sidewalks will be accomplished in future phases of work as funding becomes available. 1/11 - Work ongoing at SSC will include upgrades to many sidewalks and handicap ramps. Remaining phases of work to be executed pending receipt of funding (ACOE) dollars.	Complete
10-152	North Post Commissary Self Checkout	11/17/2010	DECA	Recently the North Post Commissary removed the 30 items or less checkout with no explanation.	There was a problem with the checkout lane, but it has been resolved. In the future when that lane goes down it will be moved to another lane.	Complete
10-151	Supervision of Children Policy	11/17/2010	DES	Parents find it absurd that 2-4th graders cannot walk to and from school. Children need to develop some form of independence.	The Fort Bragg policy is children must be 4th graders or 10 years old to be able to walk to and from school or be left home alone.	Complete
10-150	Fabulous Friday Childcare	11/17/2010	DFMWR/ CYSS	Fabulous Fridays are only open for deployed Families.	CYSS and DFMWR is currently looking for a sponsor to allow the Fabulous Fridays to be open for non-deployed Families. Currently the rate would be \$4 per hour per child. Update Jan 11 - No Army funding available, no sponsorship funding has been located.	Unattainable
10-15	Weekend Desk Coverage at SSC	11/23/2009	DPW	No coverage at the desk over the weekend at the SSC. Doors are unlocked and people come in and there isn't anyone to give them directions or assist them. There are no maps.	WTB Soldiers assist with manning the SSC, and an SDO desk is manned 24/7 in the WTB area. There are signs directing people to the CQ.	Complete
10-149	DEERS and ID Card Appt Website	11/17/2010	DHR	When I made an appt at the ID Card/DEERS facility I was turned away because I didn't have the proper paperwork. There needs to be a way to let people know what forms are needed so appts are not wasted.	Patrons should visit <a href="http://www.bragg.army.mil/dhr/idcf.asp">www.bragg.army.mil/dhr/idcf.asp</a> or call 396-9339 to get information on necessary paperwork. A tab will be placed on the ID card appt website which will provide all the necessary paperwork. Update Jan 11 - A list of required forms is now located under a tab on the website.	Complete
10-148	NAF/APF Interchangeable Position Descriptions	11/17/2010	CPAC	As an DFMWR employee it seems unfair to open an ACS position that is not NAF/APF Interchangeable.	Directors get guidance from CPAC on how a position can be listed and what category will be accepted for those applying. It is up to directors to determine how a position is recruited.	Complete
10-147	North Commissary Hours	11/17/2010	DECA	With the added traffic to the north side of Fort Bragg it makes sense to open the North Commissary on Mon.	The commissary is working with the union on this issue. We hope to have it open seven days a week. Effective 24 Jan, store will be open on Monday.	Complete
10-146	Pit Bulls on Fort Bragg	11/23/2009	DES	There is a growing population of pit bulls here on Fort Bragg. There needs to be tighter restrictions on these dogs.	The Fort Bragg policy states no pit bulls on Fort Bragg. If a Family had a pit bull prior to the regulation they are grandfathered. Any incidents need to be reported. MPs working with Picerne will ensure better enforcement of policy.	Complete
10-14	Night Firing Exercises	11/23/2009	GARRISON	Night firing at 3:00 a.m.	Fort Bragg trains the best Soldiers because they train at night similar to real world scenarios. Some of this requires firing at night.	Unattainable
10-137	Traffic Signal Gruber and Messina	11/17/2010	DPW	A crosswalk is needed at this location.	The location in question is included in the DPW study. The goal is to add or remove traffic signals to ensure traffic flow and pedestrian safety. The review will be completed this FY. Update Jan 11 - DPW is reviewing all traffic signals and pedestrian crossings on Gruber Rd. The goal is to add/remove traffic signals and pedestrian crossing as needed to ensure the efficient flow of traffic while maintaining the safety of the pedestrians in the area. The study is to be completed at the end of the FY. Update May 11 - No change. Update Aug 11 - This project will be labeled ongoing based on funding. Update Nov 11 - Garrison Commander wanted an update from DPW on whether a crosswalk at this location is needed. Update Jun 12 - Sidewalk is restriped and installed.	Complete
10-136	DMV on Fort Bragg	11/17/2010	DPW	There needs to be a DMV office on Fort Bragg like there used to be.	The Garrison Commander agreed that a DMV office would be beneficial. He asked DPW to look at possibly locations and will then invite them to return. Update Jan 11 - DPW still working on identifying a possible location. Update May 11 - No change. Update Aug 11 - Old Class VI Store on Yadkin Road has been identified as the proposed location for the DMV. Projected timeline is Spring 12. Update Mar 12 - DHR records holding has moved and the Yadkin Class (7,000 square feet) is empty and available for occupancy. DPW has offered this facility to the DMV as the best option to reintegrate them back on post and is currently awaiting their response. Update Sep 12 - DMV has requested that the installation provide a "turn key" facility ) due to a legal requirement that they cannot spend renovation \$\$ on a federally-owned building). Unfortunately, until a building that meets the DMV's needs becomes available or the installation receives funds to substantially renovate another building, this project is on hold.	Complete
10-135	Acute Minor Illness Clinic	11/23/2009	WOMACK	Tried to take my children to the AMIC clinic but was told because I am seen off post that I would have to go the ER. The children were not serious enough to take up space and wait for hours in the ER.	According to COL Canfield, the AMIC is open for all categories of patients. The only way someone could not get appointment would be if all available appointments were booked.	Complete
10-134	Installation Recognition of USASOC Volunteers	11/17/2010	DFMWR/ACS	USASOC Volunteers are not allowed to receive volunteer recognition awards and perks such as the 10 hours of childcare.	ACS volunteers can receive up to 10 hours of childcare as the ACS director budgets for that expense. Any organization can budget for that expense. USASOC is already eligible for the Iron Mike Award. Discussion was held on inclusion of USASOC as an installation activity in the DA web system. The GC said he would discuss with USASOC command. Update Jan 11 - A plan was provided to USASOC in early Jan that outlined requirements for participating in the current incentives program, however no feedback has been received.	No Action
10-133	Spouse Hiring Preference	11/17/2010	CPAC	Spousal hiring preference only applies to spouses moving to a new base, not spouses that were married after the member arrived. As the military keeps members at a station longer and longer in cost savings, these spouses are placed a hiring disadvantage.	Executive Order 13473 authorizes the noncompetitive appointment of certain military spouses to competitive service positions. Newly married spouses must compete like everyone else.	Complete

10-132	Bike Paths from Fort Bragg to Linden Oaks	11/17/2010	Garrison	Have Fort Bragg joint venture with Spring Lake and NCDOT to provide bike trail to connect Linden Oaks with Post.	The Garrison Commander said that there is a plan for a Superstreet from Linden Oaks to the shopping center directly across the highway. There will no longer be left turns allowed out of Linden Oaks. Update Jan 11 - The NC Department of Transportation is expected to begin construction of the superstreet from Linden Oaks to the shopping center across Highway 87 in Jan with a completion set for Jan 11. Once that is complete, the Garrison will engage NC officials on the possibility of a bike path from Fort Bragg to Linden Oaks. Update May 12 - Per GC the SuperStreet is complete. Waiting on NCDOT to stripe Highway 87. There is still a bridge that needs to be accounted for on the bike path. Update Jun 13 - Waiting for a DOL representative to attend the meeting for an update.	Active
10-131	Care Team Training	8 /1 /2010	DFMWR/ACS/MOB	FRG's and units need to have specialized training on how to handle spousal situations dealing with death and trauma in the unit.	ACS holds monthly Care Team training for the community. Care Team members are unit selected. If a Survivor feels a member of the care team is not acting appropriately they should report it to their unit.	Complete
10-130	Job Protection for Survivors	11/17/2010	CPAC	There should be job protection for Army surviving spouses concerning their job and CPAC should not be allowed to remove them.	Once a military spouse or a surviving spouse obtains permanent Federal employment under Executive Order 13473 or any other authority, he/she is subject to the same requirements as any other federal employee, i.e. performing up to established standards. Holding Survivors to a different standard than other employees would bring on an EEO Complaint.	Complete
10-13(OFF)	Raise Speed Limit on Gruber	8 /1 /2010	DES	Raise the speed limit on Gruber Rd. It is not a residential area and is 4 lanes.	The 82nd requested the lower speed for Soldier safety.	Complete
10-13	Sign at Gruber/All American	8 /20/2009	DPW	There is not a sign on Gruber Rd just before the All American stating that All American is coming up. And if there is a sign it's so small or covered and cannot be seen.	Signs were missing but have been replaced.	Complete
10-129	Post and Commissary Access for Caregivers	11/17/2010	DHR	Post/commissary access for custodial caregivers of deployed Soldier's children is granted by means of an 8 x 11 paper. This becomes beat up after repeated use.	The Garrison Commander has directed DHR to offer patrons either an 8 x 11 or a 5 x 8 for their letters. Update Jan 11 - DHR is waiting for printers to arrive to accommodate a 3 X 4 card.	Complete
10-128	Commissary Bagger Assignments	11/17/2010	Garrison	Questions are arising concerning the commissary baggers. There does not seem to be an established protocol.	The Garrison CSM is currently working on a bagger SOP for both commissaries. Update Jan 11 - Bagger SOP complete and signed by GC. Head baggers have been given a copy and briefed.	Complete
10-127	Caregiver Commissary Privileges	11/17/2010	DECA	Caregivers of ID card holders are not allowed to purchase items in the commissary.	The commissary does not police what is being purchased. As long as the person has an ID card/caregiver pass they can purchase anything.	Complete
10-126	GS Job Preference for Surviving Spouses	11/17/2010	CPAC	Fort Bragg needs to follow the spousal preference law. Surviving spouses get 10 point preference.	Fort Bragg CPAC does follow the law. The law does not constitute, establish, or convey a hiring preference, it merely provides for non-competitive entry into the competitive service. Others may have a higher preference who are qualified for jobs.	Complete
10-125	Survivor Access to Commanding General	11/23/2009	Garrison	Surviving Spouses should be given time with the Commanding General if they have an issue. All aides should treat them with respect and kindness.	All aides are given specific training on how to handle all situations with dignity and respect. If a Survivor wants a meeting with the CG they should schedule it through the SGS office.	Complete
10-124	Speed Bumps in Housing	11/23/2009	DPW	Speed bumps have been removed from all housing areas on Bragg. This has caused a sharp increase of the number of vehicles speeding through housing.	The Garrison Commander has directed DPW to have consistent speeds throughout post - housing areas are 15 mph; access roads are 25 mph. In addition, speed measuring signs will be installed/rotated as necessary to discourage speeding. Speed bumps are not authorized per the Army as they are obstacles for emergency vehicles.	Complete
10-123	LaFlamme Dental Clinic Road	11/23/2009	GARRISON	Getting to the parking lot of LaFlamme Dental Clinic is very frustrating. No vehicles allowed during PT time.	There are ways to get into the clinic, however the command is looking into the situation. First priority for Soldiers is PT. Update Jan 11 - During PT hours, dental clinic workers must cross Ardennes at Bastogne to access the clinic. Otherwise, there should be no need for dental customer traffic to access La Flamme prior to the conclusion of morning PT.	Complete
10-121	Pharmacy Refill Center at Soldier Support Center	11/17/2010	WOMACK	There needs to be a refill pharmacy at the SSC just like at the PX. Take one of the larger offices and turn it to a pharmacy pick up.	WAMC is considering putting a drive through pharmacy near the new Blood Donor Center. Garrison Commander suggested pharmacies on the north and south outskirts of post to alleviate traffic. Putting a pharmacy (or other equipment) at the Soldier Support Center is something that would require a joint decision by the WAMC Commander and the GC. New equipment similar to vending machines that could allow refills to be manually picked up by patients at key locations would cost approximately \$60K to purchase and those costs have not been included in planned budgets for anywhere on post. More information about that option is available at <a href="http://scriptcenter.com">http://scriptcenter.com</a> . Update Jan 11 - The current 2-5 year plan is for space to be made available for refill pick up at WAMC when the Outpatient Records section moves out of their current location. In the meantime, adding a Post Shuttle stop at the Refill Distribution Center is being explored. Update May 12 - Per the GC other avenues are being explored for a pharmacy, however the SSC will not get a pharmacy.	No Action
10-120	SSC Fire Alarm Procedures	11/17/2010	DES	When there is a fire alarm in the SSC the floor its on, the one below and the one above are evacuated. However if the remainder of the bldg does not know then the elevators continues and individuals go to those evacuated floors.	The Garrison Commander asked that the public address system and its capabilities in the SSC be looked at to ensure we're taking the proper precautions for the safety of facility occupants as well as customers.	Complete
10-12	Gate Guards at Linden Oaks	11/23/2009	DES	No gate guards at Linden Oakes. It scares me to know anyone can come here. This is a link to Fort Bragg and I do not feel safe.	Because Linden Oaks is a housing area, regulations do not authorize housing areas to have gates/guards.	Complete
10-118	CPAC Customer Service	11/17/2010	CPAC	The employees attitudes at CPAC are not of the customer service type. It seems like they are inconvenienced to provide service. They always say "we will get back to you".	One of the primary focuses of the CPAC director is good customer service. Comment cards are provided and as of Aug 10, CPAC had an 89% satisfaction rate. Trainees will be reminded that if they can't answer a question, to please ask one of the staff.	Complete



10-117	DFMWR Marketing Telephone	11/17/2010	DFMWR	Numerous times I have tried to contact the people in Marketing. About 90% of the time no return call is given.	Mr. Ahern stated that a new phone system will be purchased for DFMWR Marketing. In addition, the activity that is hosting the event will have their specific contact information on any flyers or website so patrons can contact them directly. Update Jan 11 - According to Lori Bruschi, DFMWR Marketing Director, NEC and IT will not allow an intercom phone system. A "roll over" feature has been added so if no one answers one line, the call will roll to the next available line. The 396-1024 is no longer used on flyers and the event POC number is not listed.	Complete
10-116	Soldier Support Customer Service	11/23/2009	DFMWR/ DHR	Visiting the ID Card facility, ACS, and Finance I have experienced poor customer service. I understand these people hear the same questions over and over but those asking don't know the answers.	Excellent customer service is a priority for the ID Card Facility as well as ACS. They both encourage ICE comment cards to be completed after customers leave their facilities. Both Directors see all Customer Comment Cards, both negative and positive, and continuously strive to improve overall. All employees attend training and if a specific incident occurs, it should be reported immediately to a supervisor or the Director so the issue can be addressed.	Complete
10-115(OFF)	Child Care Codes	9 /14/2010	DFMWR/ CYSS	During 2 BCT's deployment to Haiti CYSS was unable to offer Families free child care through the Army Family Covenant for several weeks because there was "no code" for Haiti.	The GC asked CYSS to look into having a specific code that could be used once a certain location is approved for covenant child care funding. Update Mar 11 - Karen Miller, CYSS director stated that the process for obtaining a code has improved and should this issue arise again will be more timely.	Complete
10-114	CYSS Office Hours	8 /1 /2010	DFMWR/ CYSS	CYSS sign up services. Some Family members went to the Soldier Support Center to sign up for Child and Youth services last week, and waited from 1100-1315 before being seen. Later the staff explained that they take lunch from 1130-1300.	This was a unfortunate miscommunication. The CYSS registration clerks do stagger lunches and Families continue to be seen throughout the 0830-1700 opening hours. While every effort is made by management to back up the clerk at lunch, this is also when many patrons choose to come. CYSS has recruitments out for additional staff and patrons can avoid long waits by making appointments in advance.	Complete
10-113	Closing of Pope Air Base Officer Club	8 /1 /2010	DFMWR	The closing of the Pope Air Base Officer Club. This is the last good hot buffet style eating facility between both Pope Air Base and Fort Bragg that exist. The Fort Bragg Officers' Club cannot hold a candle to it.	FMWR strives to provide customer-focused, quality of life services and programs for our customer in the Fort Bragg area. The NCO Club will be torn down and a new community activity center will be built in its place that will provide a high volume, hot buffet style lunch program. Besides the hot buffet at the Fort Bragg Club, Sports USA has a hot buffet style lunch that serves pizza and pasta and McKellar's Lodge offers a hot buffet style lunch that serves BBQ and chicken. Both facilities are open weekdays. If price is concern, try the MWR Perks Card. For a nominal fee, you can get 10% off of all food and beverage, discount golf, buy one get one free bowling and much more. Update Jan 11 - In addition to the hot buffet offerings during lunch, Habanero Mexican Grill at Pope also offers cafeteria style Mexican food for breakfast and lunch.	Complete
10-112	Child Care at Gym Facilities	8 /1 /2010	DFMWR/ CYSS	There is no on post gym with available child care. This causes a spouse/single Soldier to not be able to work out on post during the day/evenings regularly. The neighborhood centers have small gyms with a room so you can watch children while working out	The Iron Mike Fitness Facility has a small tot room that allows parents to utilize cardio while being able to visibly see their children. Parents must stay in that area with their child at all times. In addition, funding for an hourly child care facility for patrons of physical fitness centers has been approved. A location near Towle Court, Airborne Lanes, and Tucker PFC has been approved. Plans are being reviewed with an estimated completion date scheduled for late 2011. Update Jan 11 - Hourly care facility for PFC patrons is nearing start of construction. Update Nov 11 - There are two hourly child care facilities scheduled, one near Towle Court and one at the new SFAC. The GC wants the SFAC to be open to all not just the Wounded Warriors. GC wants issue to remain open until the new centers open. Update Sep 12 - The WTB Childcare Center was to undergo a 90 days study to determine utilization. If underutilized it will be open for hourly care.	UNATTAINABLE
10-111	Unsafe Driving on Fort Bragg	8 /1 /2010	DES	Fort Bragg is unsafe! The drivers throughout post are speeding and running stop lights. Specifically, Honeycutt St. from Bragg Blvd. to Reilly Rd. It is like the Indy 500.	Fort Bragg is very safe. Installation crime statistics for crime per capita published by the FBI are lower at Fort Bragg than most cities our size. Crime trends have consistently dropped over the last two years. Community Policing initiatives to include community investigators were started in Jul 10. Law enforcement personnel attend EVERY neighborhood update and quarterly neighborhood manager meetings with senior law enforcement officials have been ongoing since the beginning of FY10. Traffic enforcement has tripled in all areas of Fort Bragg. The PMO has conducted three separate saturation enforcement missions resulting in 422 enforcement actions. These missions are commonly referred to as "Thorough Thursday" or Compliance Check Points. The Installation PMO will continue to schedule one saturation mission per month of the remainder of the year. The DA Police Officer strength has increased by an additional 20 police officers and multiple MP Companies have redeployed back to the installation, some of which are already back on the road. The safety of our community is our number one priority.	Complete
10-110(OFF)	Sports Physicals	9 /14/2010	WOMACK/CYSS	Having to have multiple sports physicals for registering children in CYSS. This clogs up the medical system.	Womack will investigate the feasibility of having on post schools open as an option for parents to get their children's physicals. The child may also be able to present a signed form and the parent may not even have to be present. If it's an off post doctor, there may be a charge. Rotating the schools is the option. Update Jan 11 - There is no sports, school, or child care requirement for more than one physical per year. One physical per year is a general recommendation for all children. If a child has had a physical within a year in the Pediatric Clinic, the parent can submit their completed Sport PE form and we can complete the physician portion based on the last general PE. It was verified with CYSS that only one physical per year is required at their agency.	Complete

10-110	Checklist for Medical Retirees	8 /1 /2010	WOMACK	The medical retirement process is a very confusing process. While some departments have a checklist of sorts, there is nothing that says overall here is what you can expect to go through, or you should be doing this a certain number of days out.	The WTB is totally committed to help Soldiers successfully complete the process of transitioning from military service to the civilian sector. The WTB requires every Soldier who is pending release from duty attend Army Career and Alumni Program briefings. The ACAP is the Army's program for assisting Soldiers separating or retiring from the Army as well as their Family members and Army civilians. The ACAP also serves veterans and retirees. By law, all Soldiers leaving active duty must attend a pre-separation counseling session. Soldiers being processed for possible medical separation also have to attend a TAP Employment workshop and participate in VA briefings. The WTB also provide multiple resources and information to WTB Soldiers. Update Nov 11 - Checklist has been completed.	Complete
10-11	Appointments at Womack	5 /19/2010	WOMACK	Can't get a timely appointment at Womack. Appears that the volume of patients is higher than the medical support.	An appointment Call Center was implemented in Mar 09 to increase telephone answering speed and reduce abandoned calls. The call center allows advice nurse interventions to enable Urgent Care referrals downtown if needed. Primary Care providers are being recruited but the provider market supply in the area is small. The short supply affects other hospitals in the Sandhills region.	Moved to #6
10-109	Family Care Plan for Soldiers	8 /1 /2010	G1	If you are a married Soldier you do not need a Family Care Plan for your spouse and children unless they are an EFM or ESL. This issue allows many Soldiers to deploy leaving a Family behind unsupported. This also costs the Army money and resources.	A married Soldier's Family Care Plan should identify his/her spouse as the caregiver. The Army's requirement for continued service allows only one level of redundancy for dependent care (i.e., spouse or individual identified in the Family Care Plan). While the Army cares for our Soldier's Families, it is not the Army's responsibility to "care for" a Soldier's dependents. The Army/DoD provides social programs and financial support in accordance with applicable laws and regulations. Army Reg 600-20 states, "All married Soldiers who have Family members are encouraged to complete and maintain a Family Care Plan even if not specifically required to do so by this regulation". Doing so assists the spouse, commander, rear detachment commander, Family Assistance Center or next of kin by designating who would provide care for dependent Family members in the event the spouse is injured, ill, incapacitated, or otherwise unable to do so.	Complete
10-108	Parking in Housing Areas	8 /1 /2010	DES	I live in St Mere Eglise of Sunchon Rd which is a cul-d-sac. On both sides of the street there is a place that says no parking. Yet despite the signs people still park there. And this includes MPs and their friends who live on this block.	Parking violations are often enforced with compliance first, then citations due to very limited parking in housing areas, unit areas and other work places on the installation. Every Law Enforcement shift has a Duty Officer who can and will respond to unacceptable response(s) by Military or DA Police personnel. You can always request to speak to or visit the Duty Officer to resolve any unprofessional acts performed by LE personnel. All service calls are prioritized by the urgency of the call and most times the parking complaints are lower on the scale unless they affect life, health, safety or impede traffic flow to include fire lanes. If this was the fire lane dispatch should have been notified of such. Red curbs are used to mark fire lanes according to NC General Statute.	Complete
10-107	Caregivers Post Access	8 /1 /2010	DES	I was using the E-V pass to get my children on post with their caregiver. It is only good for 10 days. I was told that my children could use their ID cards to get on post. This worked for 3 weeks. My kids are under 16 so cannot sponsor visitor on post	Fort Bragg has taken great measures to accommodate gate access for "Care Givers" since 2008. Personnel who are caregivers to our Service Members are entitled to a 12 month Caregiver pass which provides access through any ACP as long as the driver presents the pass with a current state issued photo ID. The pass will be scanned and access granted. the pass cannot be used to transport non DOD affiliated passengers onto the installation and the pass holder will undergo a criminal background check at the PMO prior to receiving the pass. To obtain a pass, proof of status must be provided to the ID Card facility who will generate a letter for PMO to conduct a criminal background check. Once a satisfactory check is completed, a pass is then issued.	Complete
10-106	Homes for Large Families on Post	8 /1 /2010	DPW	We are about to have our 5th child and would like to have more, but will need a five bedroom home. Fort Bragg should accommodate larger Families just as Fort Benning does. Knocking out walls between would give the larger quarters if needed.	Fort Bragg controls the visual impression it gives occupants/visitors through its Installation Design Guide. The guide establishes a theme that promotes efficient, orderly, and aesthetically pleasing buildings, streets, and land without jeopardizing the historical feel. Every new construction project and major renovation must comply with the guide. Fort Bragg is updating the guide to address the unappealing areas. Guide will be completed summer 2011. Funds will then direct the implementation of any project. Update Jan 11 - The IDG update is scheduled to be completed by summer 2011. Project implementation will be completed over the course of several years based on available funding. Update May 11 - No change. Update Aug 11 - Meetings held 11-12 Jul reviewing 35% Installation Design Guide submittal and discussion of way ahead. Completion timeline has moved to spring 2012. Update eMar 12 - Picerne has identified a potential requirement for approximately 50-70 five bedroom or larger homes. This requirement will be addressed in future requests to construct additional homes to be submitted to DASA (IH&P) in FY13.	UNATTAINABLE
10-105	Commissary Pricing	8 /1 /2010	DECA	Commissary prices listed on shelf and ads are not ringing up correctly at the register. For the past four months every time I have shopped at least one item has rung up incorrectly. This is just since I have been tracking (I go 2-3 times a month).	Mandatory price checks are conducted and documented monthly. Over 12,000 line items are carried, and up to 5,000 price changes can occur every two weeks. There is some human error involved when there are so many changes however, as soon as a discrepancy is discovered, any necessary corrections are made. Items will always be sold at the advertised price even if there is a discrepancy. Every effort is made to remove expired ad signs in a timely manner. All cashiers are repeatedly briefed on customer service. Poor attitudes are unacceptable and dealt with by management when made aware of the situation.	Complete
10-104	E-85 Gas at AAFES	8 /1 /2010	AAFES	Are there plans for AAFES to offer E-85 gasoline for civilian owned and run vehicles? It is available for military vehicles. If the installation is placing emphasis on this product then it should be available for customers.	Although AAFES offers diesel and E-85 fuel at some exchanges, AAFES does not have enough demand at Fort Bragg to justify the expense of adding E-85 fuel tanks and dispensers. AAFES is required to make business decisions that ensure we are prudent with our customer's money. If the demographics change and demand for E85 fuel becomes more prominent, AAFES will consider offering it.	Complete

10-103	Speedy CYSS Registration	8 /1 /2010	DFMWR/ CYSS	The CYSS process for obtaining a membership card is inconvenient for working Families. More locations need to be offered to register kids for CYSS programs. Have a satellite office that maintains all the necessary paperwork.	According to the Garrison Commander CYSS Registration is moving to Knox Street (WWK building) in the Nov/Dec timeframe. He asked that CYSS look into the possibility of requiring updated shot records for re-registration. Update Jan 11 - Funding has been approved for design. Update 30 Nov 11 - DPW has the design process results and will provide a slide showing what work has been done at WWK. Issue remains active until project completion.	Moved to 172- 11(OF)
10-102	Health Professionals	8 /1 /2010	GARRISON/WOMACK	Teens want to know the roles of health professionals in the schools. Have Garrison Commander get information at the meeting with the superintendent as to why the nurses are only at the schools part time.	The Garrison Commander will meet with the Superintendent of Schools to discuss the roles etc., of nurses in the county schools. Update Nov 11 - Issue is for Cumberland County Schools. The DODEA representative stated that due to funding having a full time nurse at each school is not feasible.	Unattainable
10-101	Fort Bragg School Sanitation	8 /1 /2010	DODEA	Schools have issues with pests, graffiti, soiled bathrooms, and dining facilities. Install automatic hand sanitizers during lunch. Clean and replace desks.	Albritton and Irwin Schools are undergoing aggressive summer cleaning. Principals have been asked to pay particular attention to those areas mentioned. Albritton bathrooms have been renovated and painted. Boys and girls locker rooms are going to be renovated with possible installation of automatic sinks and toilets. Irwin School is scheduled to be replaced in 2010. Desks will be cleaned in the summer cleaning program.	Complete
10-100	Designated Time at PFCs	8 /1 /2010	DFMWR	There is no place for teens to work out. Even though teens can enter gyms at 16, working out with adults might not be appropriate. At Pope you have to be 18.	Tolson Youth Center has a teen gym as well as a fitness center. A variety of programs are offered, however teens are encouraged to submit ideas for new programs. The Edge program offers classes within the fitness and sports arena.	Complete
10-10	Staff Additional Urgent Care	5 /19/2010	WOMACK	During winter months (cold & flu season), ER wait times increase and after hours appointments are extremely difficult to book. On a recent visit, ER wait time was 14 hours.	The ER is staffed to treat the Active Duty Soldiers first then dependents. Depending on the amount of individuals seeking treatment the wait times could be sign cant.	No Action
10-09(OFF)	Fencing Quarters	8 /20/2009	DPW	At Fort Polk the housing had fences. Don't understand if the housing is run by the same company at all Posts why can't the Fort Bragg Quarters have fences. I am having to spend my own money.	Picerne does not provide fences for individual quarters. Picerne has a list of approved companies to assist residents with fencing installation.	Unattainable
10-09 (MWR)	Handicap Access at O'Club	11/23/2009	DFMWR	If the Town Hall is in the Sink Room handicapped individuals cannot access.	Signs have been installed.	Complete
10-09	Taxi Service on Fort Bragg	11/23/2009	DES	I do not agree with the new rule of only one cab company being allowed to stay outside the AAFES buildings and be able to take people to places. There are other good cab companies out there and some that are a lot more reasonable to military.	YELLOW CAB was selected as the exclusive cab company on post. Contract was up for bidding and awarded because they had newer cars that meet ALL safety requirements, driver background checks, and most competitive prices. You may still contact another cab company, but they won't be lingering at places like the PX.	Unattainable
10-08	Hiring Status on CPOL Website	11/20/2008	CPAC	When a person applies for a job and it then says on the website you were referred, often times it goes months until you see a change. Since CPO does the paperwork why can't they just go in and change it to be correct?	Answer cannot be updated until the hiring official makes a selection within 30 days. Due to TDYs, etc., it may go 60, 90 or more days.	Complete
10-07	Speed Limit on Gruber Road	8 /20/2009	DES	Raise the speed limit on Gruber Rd. It is not a residential area and is 4 lanes.	The 82nd requested the lower speed for Soldier safety.	Unattainable
10-06	Centralized Calling for Clinics	11/23/2009	WOMACK	Centralized calling for all clinics is not working. I call my clinic and get the Womack line who transfers me back to the clinic where I leave a msg that is never returned. Good intent, poor execution.	The centralized appointment system was mandated by MEDCOM in order to improve the telephone answer time and reduce the abandonment rate for appointments. This issue is still being worked on by Womack. 1/11 - The centralized appointment system has been discontinued at WAMC in an effort to improve services.	Complete
10-05	Randolph Point Housing	11/23/2009	DPW	Randolph Pointe housing states that its fee is per floor plan, not rank based therefore some Soldiers will have BAH left over after paying "rent". In Normandy there are many floor plans with large variations in space. "Rent" should be set per floor plan	Randolph Point is an Army-wide pilot program. The construction and long term maintenance costs are financed by Picerne through Bragg Communities, LLC, the public-private partnership between Fort Bragg and Picerne Military Housing.	Unattainable
10-04(SJA)	FRG Fundraising	11/23/2009	SJA	We need more clarity on legal fundraising for FRGs. Different JAG offices here on post come up with different ruling on what is allowed.	The FRG is permitted to fundraise only for its FRG informal fund. FRG fundraising events must be approved by the unit commander after consulting with an ethics counselor.	Unattainable
10-04	Making Medical Appointments	2 /16/2010	WOMACK	When I try to make doctor appointments (non-emergency) but annual for concerns I have about my health, I constantly hear that we can only make appts for 7 days out. If I can't go one of those days I'm left calling every day until I can get an appointment.	Appointments are booked by specific access standards. Routine appointments are scheduled within seven days, but the appointment clerks are allowed to book beyond the seven day window. If patients have trouble booking appointments they should contact the patient representative located at each clinic.	Complete
10-03	New Education Center Facility	11/23/2009	DHR	The Army Continuing Education Services has some of the worst facilities. They are not conducive to learning but yet we pay a substantial amount for an education. They serve all demographics. Surely Fort Bragg can do better.	A request is being submitted through DPW to build a state of the art education and training center facility. Short term is Old Bowley School (est. move in 2+ years)	Unattainable
10-02	Landscaping in Lower Normandy	11/23/2009	DPW	Some yards in the housing area have been landscaped recently while all other yards have been left alone in very bad shape. If you fix one yard fix them all not just those who have time to stay on top of the situation and bring it to the attention to the manager.	Picerne is in the process of revamping the landscaping throughout the entire Normandy neighborhood. It was determined that Picerne would start the project in upper Normandy and work back through the neighborhood. This is going to be a long process.	Ongoing
10-01	Cherborough Housing Office Staff	11/23/2009	DPW	The Cherborough Housing Office is rude, unprofessional and intimidating. Their behavior created a deployment full of anguish and anxiety. When I was deployed my Family called several times to fix the gas leak from the stove. It took months before it was looked at.	Picerne does not comment on personnel issues in a public format. We encourage the resident who submitted this complaint to contact our Program Office. We would like to obtain additional information so we can see the whole picture.	Complete
09-92	Physicals for Children 12-17	5 /21/2009	WOMACK	My children (7, 11, 13) and I have been outsourced to an off post medical provider. I called the provider to make an appointment for school and sports physicals. The provider said they do not do physicals because TRICARE does not reimburse them for physicals.	Moved to AFAP	Complete for Town Hall Active for AFAP

09-17	Single Soldiers in New Apts	5 /21/2009	DPW	Picerne charges married service members their entire BAH regardless of type of house, size of house, or location of housing and charges utilities on top of that. However, single Soldiers are allowed to move into the new apartments and split the rent with each other.	Army Family housing is designed for one Family per home while single Soldier Housing is permits two leaseholders for the same apartment. A roommate situation in single Soldier housing is a dual military household in which we collect rent from both parties. Army memorandum dated 18 Apr 05 states, "Effective immediately, it is Army policy that rents charged to service members on installations with privatized Family housing will be based on the Basic Allowance for Housing (BAH) for their rank at the "with dependents rate" of the installation that the privatized housing supports."	Complete
09-16	Funding and Supplies Post Schools	5 /21/2009	DPW/DODEA	Picerne moving people into on-post housing at a rate faster than our schools can adapt. Our classrooms are over-crowded and the school does not have enough books for all students. No new people to move on post until the schools have adequate funding.	Fort Bragg Schools are accredited and meet the highest quality standards. Gordon Elementary School opened Jan 09 with an enrollment of 635 students, higher than expected. Fort Bragg School administrators are working to secure additional funding. Additional classrooms and staffing were added and additional curriculum materials and equipment ordered. Additional resources are arriving as well as playground for summer installation. Enrollment is limited to sponsors who signed for Linden Oaks quarters on or before 6 Jan 09.	Complete
09-15	Predeployment Briefings and Materials	5 /21/2009	DFMWR/ACS	While Family Readiness is critical to a strong Army, it is not possible to make a Family completely ready in 18-72 hours. ACS is required to give briefings. They need 2 weeks prior notice due to staffing and material preparation limitations.	The ACS Mobilization and Deployment employees are available to support unit briefings during the day, evening, and weekends. Two weeks notice for briefing requests outside the normal duty day is in accordance with Civilian Personnel Policy. Preparing Soldiers and Families for pre-deployment, deployment, and reunion is a priority for ACS. Community training is available at the FRG Center for Soldiers and Families who are not available to attend unit training. Community training offered at the FRG Center also provides free child care.	Complete
09-14(OF)	Street Sign on Gruber Rd before All American	8 /20/2009	DPW	There is not a sign on Gruber Rd just before the All American stating that All American is coming up. And if there is a sign it's so small or covered and cannot be seen.	Signs were missing, but have been replaced.	Complete
09-14	Limited FRG Meeting Space and Limited Childcare	5 /21/2009	DFMWR/CYSS	Limited FRG Meeting space and very limited childcare available for FRG meetings/events. With constant deployments the FRG has become more important than ever for Family members. Ft Bragg does not offer adequate space or childcare options to support Families.	The limited FRG Meeting space is a current AFAP issue. CYS has quadrupled the number of dates available for free child care in support of FRG meetings. A multi-function child development center that will be able to accommodate meetings alongside childcare is under construction with a tentative completion date at the end of the calendar year. Update Jan 11 - Will remain active until the Pope takeover and the FRG Center is open at the former Pope Club. Update May 12 - FRG Center at Pope Club will be open 27 Sep.	COMPLETE
09-13	Mark Downs of Meat at North Commissary	5 /21/2009	DECA	On Sun evenings the North Commissary marks down the meats that expire on Mon. More than an hour before closing times people pick through and place all the packs that are expiring in their cart and wait for the employee to mark them down in their cart.	This practice is not condoned and management will look to remedy the problem by tightening up procedures ensuring that mark downs are only being applied to product in the display case and then offered at a reduced price to all patrons. There are no plans to add an additional day of operation, however, it may be a possibility as BRAC progresses. This will be closely monitored.	Complete
09-12(PAIO)	Base Realignment and Closure Dates	5 /21/2009	PAIO	My husband's job will be affected by BRAC. We have high schoolers. Therefore, I would like to plan their futures with sports and graduation. We will have to leave the area. It would be nice to know a good date. I have been told many and the dates keep changing.	Pope Realignment - This action is an Air Force action. The only official date is 15 Sep 2011 which is the required date for BRAC to be Completed. Relocate 7th SFG to Eglin - PCS moves are targeted for the summer months (Jun-Aug). This allows for school age children to complete the school years.	Complete
09-12	DEERS Enrollment for Newborns	8 /20/2009	WOMACK	Having to take newborns to SSC to enroll in DEERs. Spoke today with mother of a 5 day old baby while in basement of SSC. She was there to enroll baby in DEERs. Seems that this is a matter that deserves attention. Baby was exposed to colds, etc., while waiting.	Issue moved to AFAP	Complete for Town Hall Active for AFAP
09-11(OF)	On Post Recycling Program	11/23/2009	DPW	I have noticed that many Fort Bragg residents do not recycle. It is too time consuming, the bins do not have lids and can become full of water when it rains. For those of us who do recycle our bins overflow and the wind carries our recyclables away into the street.	Current contract does not allow for Recyclebank. Picerne is working to get larger recycle containers.	Complete
09-11	Smoking Area Policies	8 /20/2009	WOMACK	Currently smoking is not allowed within 50 ft of bldgs on post. However, smoking is still going on in common areas, where people still have to walk past the smoke and breathe it in.	The smoking policy is addressed in Fort Bragg Master Policy #34 which states smoking is not allowed at entry/exit used by visitors and employees who are non-smokers.	Complete
09-09(DPW)	Recycling at Commissary	8 /20/2009	DPW	At Fort Hood they have recycling containers for class, plastic, newspaper, and cardboard at the commissaries. It is convenient for those doing their weekly shopping to drop it off.	Recycling containers will be established at the commissaries NLT 31 Jul 09.	Complete
09-09	Family Day, Pay Day Activities	5 /21/2009	Garrison	High pace of life on post does not allow for down time or Family time. Late work hours lead to higher stress on Soldiers and Families.	XVIII Airborne Corps Master Policy 110 dictates that each Commander establish a program for payday activities. Those activities include but are not limited to motivational runs, inspections, formations for awards presentations, and safety briefings. Those units that meet the day's prescribed standards should be released to complete Family and personal requirements. Family Day is not a policy established by XVIII Abn Corps and is unit specific. Specific guidelines are in place for this.	Complete
09-08(DPW)	Pet Owner's in Corregidor Courts	5 /21/2009	DPW	Pet/dog owners are not cleaning their dog poop in common areas/sidewalks in Corregidor Courts neighborhood as regulated by the post command. Residents need an every day and all the time a reminder that living on post is a privilege not a right and that means following regulations and rules of this post. One of those rules is a poop/scoop policy which is not followed by majority of residents who are simply lazy to bring along a bag to clean up after their dog. Summer heat is coming and with that come flies which have been a problem last summer. I suggest that signs are posted in common areas and along this neighborhood as well. Also bag dispensers would be helpful and would give dog owners no excuse for not cleaning up.	Picerne is constantly educating our residents about the importance of our Poop and Scoop policy. We run monthly reminders in the resident newsletter about all of our policies. We also have new residents read and sign the pet policy prior to move ins so they are aware of what is expected. We also operate two Bark Parks which allow pet owners to mingle with other pet owners and allow their animals to exercise in a confined space without having a leash on.	Complete
09-08	Mini Mall Bathrooms	8 /20/2009	AAFES	The bathrooms at the mini mall are always such a mess. There is no toilet paper, lots of flies, and trash all over the floor. Personal pads are also left out in the stall.	Mini Mall Manager, Larry Martin stated that the bathrooms are checked every hour. He will ensure they are checked more frequently.	Complete
09-07(DPW)	Misspelled/Missing Street Signs	8 /20/2009	DPW	The street sign titled Kendenburg is spelled incorrectly it should be Kedenburg. Also the street sign that should say Sapper is missing. If it never existed then it should.	The spelling error on the Kedenburg has been fixed. The Sapper street sign is a high theft item, but will continue to replace.	Complete

09-07	Sit Down Eatery on Fort Bragg	5 /21/2009	DFMWR	Why can't Fort Bragg get some type of sit down eatery that isn't associated with the club. It is hectic leaving post for lunch and trying to get back. If there were more choices on post people would stay on post. AAFES is fine, however, MWR could be making money with some type of sit down type place.	Fort Bragg has seven "sit down" eateries that offer a variety of lunch services during the week.	Complete
09-06(MWR)	Communication of On Post Events	8 /20/2009	DFMWR/CYSS	Families are not aware of different events on and off post; therefore, teens miss out. Coordinator's ways of communicating is not effective.	Fort Bragg Youth Education Support Services currently utilizes a free text messaging alert system provided by TextMarks.com. These messages are also networked with Facebook and Twitter, and information is updated on Fort Bragg Youth Education Support Services website. CYSS will continue to market.	Complete
09-06	Traffic for ACS Giveaways	2 /9 /2009	DFMWR	Traffic relating to MWR and other sponsored give-always is out of control. The NCO Club on Reilly might be a good central location but at 0800 it affects the traffic on/off post. People line up well before the giveaway starts creating traffic jams. It causes people to miss clinic appointments, arrive to work very late, it affects schools bussing, the list goes on. There is no clear indication for miles what is going on. There is not one road in the direction of freebies that is passable for people not getting them.	It was not anticipated the popularity of the soap giveaway thus there was not adequate MP and traffic support to handle the crowds. It has been decided that these events are best held on the weekends.	Complete
09-05(DECA)	Access to PX and Commissary for Guardians	2 /9 /2009	DECA/AAFES	I have a friend whose x-husband was Army, he has since passed away, she has a son from their marriage. I asked her one day why she didn't go to the case lot sales on post to save money. She told me that she couldn't go to the PX/Commissary because her son wasn't old enough to sign her in.	The commissary doesn't have an ID check at the door, only at the register. The guardian has to have the dependent and their ID card with them in order to shop.	Complete
09-05	Cleanliness of On Post Schools	8 /20/2009	DODEA	The cleanliness of Albritton and Irwin. If you walk around the schools you will see rust, roaches, and old fixtures. Kids deserve a positive, cheerful place to attend school.	Major maintenance and painting projects are being conducted at Albritton JHS and Irwin IS during the summer. This includes painting Albritton, cleaning cooling coils, changing AC filters. Pest control processes are in place and exterior door sweeps are being installed at both schools. All were accomplished prior to upcoming school year.	Complete
09-04	Sidewalks at SSC	8 /20/2009	DPW	No sidewalks leading thru the parking lot, across the street from the parking lot and up to the sidewalks outside. With STACC in the bldg we have to walk our children thru the parking lot, or down the middle of the street.	Due to current parking limitations, parking spaces cannot be removed to provide a walkway through the parking lot. The Traffic Improvement Plan study has been completed and pedestrian traffic is addressed in the study.	Unattainable
09-03	Bulletin Boards in Elevators at SSC	8 /20/2009	DPW	At the Soldier Support Center why can't there be a bulletin board in the elevators? If you go to USASOC each elevator has one. That way maps of the building and upcoming information could be posted.	Due to the construction of the elevators, the wall panels will not support the weight of a bulletin board. In the past we have posted mini, surface-mount building directories but they were continually defaced and removed so we stopped posting them.	Unattainable
09-02(IN)	Designated Parking Spots for Expectant Mothers	8 /20/2009	DPW	There are no dedicated spaces for expecting moms and Families with multiple children.	Unfortunately there simply is not enough parking space to allow for the expectant mothers to have dedicated parking.	Unattainable
09-02	No Childcare in Gym Facilities	2 /9 /2009	DFMWR/ CYSS	No childcare available in gym facilities. Lack of childcare in gym facilities leads to a dangerous situation for small children brought along by parent who would like to use facility. Non use of facility by parents who would like to exercise but are unable.	Childcare in gym facilities is a possibility. The designated area in the gym must meet AR 608-10 requirements. Childcare is provided at STACC at the Soldier Support Center. Hourly care is available at Rodriguez and Family Child Care, however, advance reservations are required.	Repeat
09-01(OF)	Bushes on Normandy and All American	8 /20/2009	DPW	On the corner of Normandy/All American there are bushes that block the view of traffic on All American, making it a hazard to traffic on Normandy.	Shrubs were trimmed significantly so as not to impede visibility. All approaches to the intersection were checked and determined to be safe.	Complete
09-01	Add Additional Approved Locations for Banners	2 /9 /2009	DFMWR/FRP	There are 4 approved locations for signs and 2 approved locations for banners advertising events on Bragg. However, few organizations are aware of these limitations.	Banners and signs are governed by Fort Bragg Policy #40, dated Aug 08. The ACS Financial Readiness Office does not have the people to enforce this rule or to inform the base of it.	No Action
08-49	North Post Commissary Hours	11/20/2008	DECA	The North Commissary is closed on Mon. It is so inconvenient to visit the South. And in addition why can't the hours be the same for both?	By contract, the Commissary can only be open certain hours. Monday is the slowest day at the North Post, and in order to open on Monday, hours would have to be borrowed hours from the other commissary which would not be cost effective.	Complete
08-48	Towels at Fitness Centers	11/20/2008	DFMWR	Fitness Centers no longer provide towels.	Towels would be too expensive to give out.	Unattainable
08-47	CIF	11/20/2008	DOL	CIF is unable to provide customers with consistent and accurate information. Each visit you get a different answer.	The customer submitting this has been contacted and issue has been resolved.	Complete
08-46	Inadequate DOD School Facilities on Bragg	11/20/2008	DODEA	Fort Bragg schools have inadequate facilities. Butner is at least 50 yrs old and in need of renovations. Children with allergies and asthma suffer in the older schools.	New schools are funded through a separate congressional appropriation. Safety inspections are done within standards. The construction for a new school in Linden Oaks has been approved and is currently in the design phase.	Complete
08-45	TRICARE Reimbursement for Less Than 100 Miles	11/20/2008	WOMACK	Currently TRICARE will not reimburse the cost to travel to a doctor unless it is 100 miles one way.	Issue is already being worked through the AFAP process.	Complete for Town Hall Unattainable for AFAP
08-44	Fort Bragg Roads	11/20/2008	DPW	The roads on Bragg are in poor condition and it is hard on the vehicles that travel them daily. The streets are poorly marked and many signs are missing or old and illegible. This is the hardest post I have ever had to learn.	The Civil Engineer has programmed several road repair projects to address these concerns. A Transportation Improvement Study is ongoing to identify roads that require updating of roadway signage to current Federal Highway Administration and NCDOT standards. Projects are prioritized and will be conducted as funds become available.	Ongoing
08-43	ETP Process	11/20/2008	WOMACK	ETP for housing is just way too complicated and such a long process. Every time you PCS or Picerne tries to relocate you, the Family is forced to repeat the long drawn out process again.	Picerne cannot control policies of other installation's housing management. The Chain of Command approval is no longer required for exception to policy.	Complete
08-42	Wild Dogs on Fort Bragg	11/20/2008	GARRISON	Fort Bragg Reg 40-5 is not being enforced. Picerne, Command and MPs are not doing their jobs to protect the pets and residents in housing. Fort Bragg knew about the wild dog pack for 2 years.	The Director of Emergency Services is working to partner with local community shelters to assist with the capturing of stray animals.	Complete
08-40	Fort Bragg Schools on ICE	11/20/2008	PAIO	Fort Bragg DOD Schools are not on ICE. I have put in a request to the moderator over 1 year ago and they are still not in ICE.	Tenant organizations like WOMACK, XVIII Abn Corps, and DODEA schools have asked to participate in ICE but it is up to the tenant organization's discretion whether or not they will utilize and participate in ICE. 1/11 - Fort Bragg Schools are on ICE.	Complete

08-39	STD Testing	11/20/2008	WOMACK	Military men should have to be tested every year. Women have yearly checks, so men should have to also. Many don't get tested for STDs and won't go in unless there is a problem.	Dept of Defense has not adopted the testing policy for men. Females are typically more asymptomatic for the diseases and are tested yearly along with their PAPs. The policy could be changed if DOD were to adopt CDC recommendations.	Complete
08-38	Teen CYS Programs for Linden Oaks	11/20/2008	DFMWR/CYSS	There are no teen CYS programs at Linden Oaks.	New youth center construction has begun in Linden Oaks area. It will be the first of three scheduled. Update Jan 11 - Teen Center in Linden Oaks is nearing start of construction. Update Nov 11 - Issue remains active until the new center is open. Update Feb 12 - Estimated completion date is now Sep due to inspections, repairs, staffing, and ordering of FF&E. In the interim Tolson provides a shuttle bus that brings Linden Oaks children to Tolson after school. We have started some sports teams that are targeted for the Linden Oaks residents to provide practice space in their own housing area. Update May 12 - New center will open early 2013.	COMPLETE
08-37	PTSD Treatment	11/20/2008	WOMACK	Soldiers who are deployed should automatically go through PTSD treatment upon return. Many know how to answer the "right way" and the subject gets dropped. Many still have serious problems that lead to divorce and excessive alcohol use.	Improvements have been made in this area	Complete
08-36	Answering MWR Phones	11/20/2008	DFMWR	Called MWR to ask various questions but nobody answers the phones. The receptionist when she does answer doesn't say anything. Nobody returns my calls.	Phones are now answered.	Complete
08-35	Installation Family Program Coordinating Committee	11/20/2008	DFMWR	Many agencies on post are working against each other, the turn out to events, trainings, and classes are low for the population. This could be due to duplication in services.		Complete
08-34	Unit BN FRG Advisors and FRG Policy Concept	11/20/2008	GARRISON	Issue: The appointment of Unit Battalion FRG Advisors including the FRG Policy concept of Command Team responsibility/authority. As prior military service for six years; wife of active duty soldier for 18 years; and completed various training such as the USASMA Spouse Leadership in Ft Bliss, TX; there is a great concern for revision in policy of FRGs. The current policy has created unforeseeable negative and damaging issues in the operation of FRGs through the years. This has created a majority of spouses, especially of enlisted Soldiers, to not volunteer nor participate actively in unit FRGs.	Current policies provide guidance for battalion level FRGs. The intent of the program is to select the best qualified volunteer who possess the leadership and character traits to make the program successful.	Complete
08-33	Teens Behavior in Housing	11/20/2008	DES	Young teenagers (age 12-16) are having too little supervision and too much time with nothing productive to do. The teens have been known to set fires in the street, peep in windows, climb on POVs, jump in front of moving vehicles. MPs promise to patrols, but rarely come out. When they do, the teens see the marked car and scatter until they leave or the MPs just blow off the situation as "kids being kids". However, the behavior of these young people is having a significant adverse effect on the quality of life. Picerne essentially says there is nothing they can do, the MPs won't do anything.	Teens are monitored more closely	Complete
08-32	Shuttle Usage by Youth	11/20/2008	DOL	There is limited bus transportation for schools within reasonable distance to post for school age children needing care after school. Parents have adjusted their lunch hours to pick up their children. Ponderosa Elementary was under consideration but never once was there information put out to the parents concerning it.	Regulations allow for shuttles in duty areas only.	Complete
08-31	Soldier Medical Conditions	11/20/2008	WOMACK	I have seen one to many CDRs not take into consideration a Soldier's medical condition when making a decision on duties and details. The Army is saying they have the Soldiers well being in mind, however, I have seen profiles and medical advice not follow	If there are issues Soldiers should bring it to the attention outside their chain of command using proper avenues.	Complete
08-30	High School on Fort Bragg	11/20/2008	GARRISON	There needs to be a HS on Fort Bragg.	Previous AFAP issue that is no longer worked	Unattainable
08-29	NCO Club Usage	11/20/2008	DFMWR	NCO Club does not just need a facelift it needs to be properly relocated to a different area worthy of respect to the NCO Corps. What a disgrace to the leaders who are supposed to be leading by example. Not to mention how embarrassing for our NCOs when they should want to bring their Families visiting from out of town.	The current NCO Club is being considered for a conference facility.	Complete
08-28	CAC Card Modifications	11/20/2008	DHR	CAC cards being left in computers, Soldiers gets off post and stuck	Regulations do not allow for modifications to the CAC card.	Complete
08-27	Website Access	11/20/2008	DHR	Convenience of logging onto my pay, DFAS, TRICAREONLINE I hear rumors that you may be required to have a CAC card in the future how will I access mypay when Soldier is deployed? Also much confusion of DOD new log in and now myarmylifetoo!	Sites are intended for Soldiers and no plans are being made to change the sites.	Complete
08-26	Hourly Child Care	11/20/2008	DFMWR/ CYSS	Hourly childcare on post is limited to 25 hrs per week. I have my son in the 5 day a week PREK from 8:30-1:30. I am told that I technically have used my 25 hrs per week. If I had him in an off post PREK I could still use my 25 hrs on post. This totally limits me if I have an appointment when my Soldier is deployed and I have no alternate care.	Hourly care is provided on a first come first serve basis and limited to 25 hrs a week. The booties and hand washing are a part of the sanitation requirements mandated by the state and NAEYC.	Complete
08-25	Parking at SSC	11/20/2008	DPW	Parking at SSC is inconvenient and a dangerous hazard for Families with children utilizing its services including the STACC site.	Ongoing problem, new lots being constructed	Repeat
08-24	Pot Holes on North Lucas and LeBlanc	11/20/2008	DPW	There are several huge pot holes that warrant repair at North Lucas and LeBlanc St. These are hazards and cause serious damage to vehicles.	Has been fixed	Complete

08-23	Condition of Road to Cook CDC	11/20/2008	DPW	The only available route to the Cook Child Development Center in the morning is dangerous. Before 7:35 am the main road leading to Cook CDC, Logistic St, is closed for PT. This means anyone needing to drop off their children at Cook CDC need to take Honeycutt Rd, to Watson St, to Transportation St, to Blackjack St, to Gruber, to Cook CDC. This route is littered with cracks, potholes, speeding motorcyclists and cars, construction debris, overgrown weeds, and pedestrians. There are no crosswalks available either, so Soldiers living in the barracks that cross the roads to the parking lots along Watson St are putting themselves in danger as well as drivers (and children). My children's lives have been put in danger on several occasions when driving on this route.	The resolution for this issue will take time. Pavement upgrades to Blackjack Street, the final FORSCOM relocation to their main headquarters facility, and the Murchison Road widening/I-295 completion will all contribute to improved traffic flow in this area. Update Jan 11 - Portions of the road by Cook CDC (Blackjack, Gruber) are being resurfaced as part of a MILCON barracks project and the FORSCOM Howell Street complex. Update Mar 12 - Portions of the road by Cook CDC (Blackjack, Gruber) are scheduled to be resurfaced this spring. Update May 12 - Road has been resurfaced.	Complete
08-22	Speeding on Donaldson St.	11/20/2008	DES	There is a huge problem with speeding on Donelson St.	Streets are patrolled	Complete
08-21	Speeding on Slagle	11/20/2008	DES	Excessive speeding on Slagle Place in Corregidor Courts. I have called Picerne, MPs, DPW and they tell me its someone else's problem.	Streets are patrolled	Complete
08-20	Housing Lock Changes	11/20/2008	DPW	It has come to my attention that when Soldiers and their Families leave on post housing the locks are not changed. An incident of a break in because of the previous tenant had their same key.	Has been implemented	Complete
08-19	Fencing in on Post Housing	11/20/2008	DPW	Fencing on post housing you have to pay for. I don't get paid enough to rent a fence for housing. I have a 1 1/2 yr old that plays outside and I just can't afford to pay for it.	It is not feasible for Picerne to pick and chose which quarters receive housing. If housing is requested it is the responsibility of the Soldier.	Unattainable
08-18	Reilly Road Gate Traffic	11/20/2008	DES	Please widen/expand the size of Reilly Rd Gate.	Studies have been done and there is no place to widen Reilly Road gate.	Unattainable
08-17	On Post Restaurant Sales Tax	11/20/2008	DFMWR	Can someone explain to me why some of the vendors on post such as BK, KFC, etc., charge tax and others don't? I know that KFC does charge its patrons tax.	Not all establishments are a part of AAFES. If they are they don't charge tax, if they are not they are charging tax.	Complete
08-16	Pot Holes at Community Center	11/20/2008	DPW	There are "Huge" pot holes in the parking lot in front of the old ACS Bldg/Town Hall by the flag pole off of Knox when you first turn into the parking lot.	Has been fixed	Complete
08-15	Computer Access for New Employees	11/20/2008	DOIM	When new employees start working it takes so long for them to get computer access from DOIM. Getting the CAC card isn't really even an issue. But people are using other people's CAC cards in order to be able to do the jobs they were hired for.	DOIM has three working days to create an account. It cannot begin until all the necessary paperwork has been received by DOIM. Also if a background check has not been Completed, this may extend the time.	Complete
08-14	Pot Holes on Reilly Road	11/20/2008	DPW	The pot holes on Reilly Rd in front of the NCO Club are in need of repair.	The pot holes have been fixed in the past, but currently there are no pot holes.	Complete
08-13	Reilly Road Gate Staff	11/20/2008	DES	During the morning rush hour on to post there are not enough guards manning the Reilly Rd gate. The wait times are horrible.	Guards hours are mandated by contracts. Peak hours are sufficiently manned.	Complete
08-12	Lack of Cart Corals at Commissaries	11/20/2008	DECA	The commissaries don't have cart corals.	Cart corrals are being installed.	Complete
08-11	Transportation from Linden Oaks	11/20/2008	DOL	Transportation from Linden Oaks to Fort Bragg - someone from Picerne told a parent living there they would be providing transportation for the residents to and from post. Now Picerne is saying they never said that.	Transportation from Linden Oaks is not authorized. Where limited support facilities exist shuttle service is authorized.	Complete
08-09	Tickets and Tours Website	11/20/2008	DFMWR	When you go to the MWR website and click on Tickets and Tours it takes you to a screen where their latest prices are listed but it says for special events call. Some don't want to call.	Has been improved	Complete
08-08	Workout Room at SSC	11/20/2008	DPW	There needs to be a workout facility in the SSC for those who like to work out at lunch. Because we only get one hour there isn't time to leave the bldg to work out.	Not possible due to lack of space.	Unattainable
08-07	Senior NCOs Place for Socialization	11/20/2008	Garrison	There is no where for Senior NCOs to go any more since the NCO Club has closed. Sports USA is full of very young Soldiers. We can't go to the Officers' Club. With Randolph Pointe being built, senior NCOs need a place to hang out.	Until a new facility is built, NCOs may use the Officers' Club for NCO socialization. Update Jan 11 - Remain active until new club is done.	No Action
08-06	Paving Path at Soldier SSC	11/20/2008	DPW	The path that is on the back of the SSC needs to be paved.	Has been implemented	Complete
08-05	Covered Walkway at SSC	11/20/2008	DPW	Outside the DFAC at the SSC why can't there be a cover similar to the old front entrance. This would keep folks dry somewhat during the rain.	Will be implemented.	Complete
08-04	Lab Work Results	11/20/2008	WOMACK	I would like to receive a copy of the results of any lab work I have done at Robinson instead of being told, "we will call you if there is a problem".	Patients may get their lab results, however it is not cost effective to mail each and every to the patient.	Complete
08-03(OF)	Skillssoft Portal Available to Family Members	2 /9 /2009	DHR	Why isn't the skillssoft portal available to Family members? This is an automated learning tool that Soldiers can use to enhance their skills or prepare them for their next OCONUS duty station by suing the Rosetta Stone courses available.	The portal is available for Family Members through AKO.	Complete
08-03	Appointment System at Robinson Clinic	11/20/2008	WOMACK	I have a problem with the appt system at Robinson Health Clinic. If you are sick, call for an appt, are told there are no more appts for that day. Why can't you go ahead and make an appt for the next day?	Appointments at Robinson have increased 33% over past 2 months.	Complete
08-02	Flat Paint in Renovated Quarters	11/20/2008	DPW	Use of flat paint in the renovated/new houses is NOT a good idea in these houses where children are. Families who moved into the houses with flat paint should not be punished by choosing to paint and then having to paint again before they PCS/ETS when housing is going to have contractors point upon move out anyway.	Flat paint is no longer used. Quarters that have flat paint in, damage costs will not be incurred upon move out.	Complete
08-01	Fencing Company Military Clauses	11/20/2008	GARRISON	Since Families on post have to deal with rental companies for fencing I would like to recommend that these companies be required to have a military clause in the event of PCS before the lease term is up. It is not fair to the Families to have to pay an installation fee and then a removal fee if a PCS should come up.	Fencing is not feasible for every set of quarters. And SJA will not support finding a fencing company to add a military clause to.	Complete