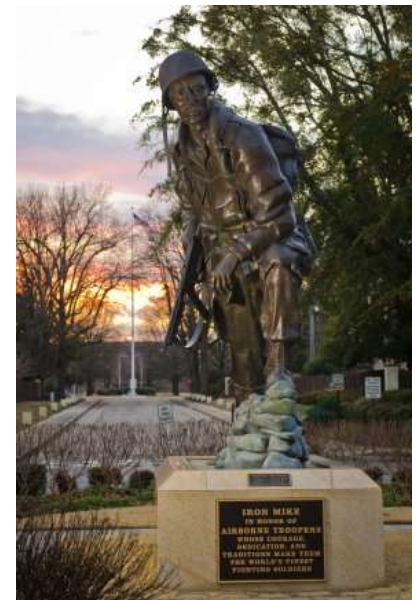


Community Information Exchange/ Installation Town Hall

August 17, 2016



Welcome & Opening Remarks

**COL Brett Funck
Garrison Commander**



Fort Bragg, NC

Installation Town Hall Issues



Fort Bragg, NC

Issue 16-21, DPTMS

Baby Changing Table at Main Post Theater



Issue: Recently I was in the Main Post Theater and a mother was changing her baby's diaper in the female bathroom. She had the baby laying on the floor since there is no changing table in the bathroom.

Solution: Install baby changing tables in any of the theaters that do not have them. As I am sure this is not the only location without one in the bathrooms.

Agency Response: We are pursuing a solution with year-end funding.



Issue 16-23, DPW

Linden Oaks Parkway Intersection



Issue: The traffic at Linden Oaks housing during peak times at the first intersection when you come in the gate (Linden Oaks Parkway). It is getting dangerous.

Solution: Can someone please put a light or even someone to direct traffic?

Agency Response: A field investigation completed by our office on 5/5/16 revealed the following conditions.

Our observation indicates that motorists who probably live in the community are very respectful of the children crossing the roadways. Based on this study we do not recommend any further traffic engineer changes at this time.

If motorists are observed driving disrespectfully during this period we recommend that the PMO post a patrol unit at the intersection during these school periods.



Issue 16-25, CYSS

Child Care for Victims of Domestic Violence



Issue: Victims of domestic violence come to the Family Advocacy Program (FAP) office on a daily basis seeking help and support. Some victims are accompanied by their children. For these victims, there is a special concern. When the victim meets with an Advocate, the children must accompany them because FAP has no certified/authorized personnel to provide childcare. This is an issue for the parent and the Advocate because details of the incident (sometimes graphic) may be overheard by the children.

Solution: Request CYSS establish a no-notice childcare program for victims of domestic violence. The childcare facility/room should be located in the Soldier Support Center. Suggest a CYSS childcare provider be on site or on call to respond to a childcare requirement within 10 minutes.

Because some children would not be registered with CYSS, propose CYSS create an emergency registration form for the parent to complete. The form should be short and concise since many victims are distraught and under undo stress at this time.

Agency Response: The CYSS and ACS Victim Advocate offices worked together to develop procedures to meet the needs of victims of domestic violence who require child care as described above. Child care arrangements will be made directly between identified Advocates and CYSS management located at Maholic Child Development Center (CDC). Spaces will be identified, an 'emergency registration packet' requiring minimal information will be completed for children not already registered with CYSS and a voucher to pay for the care will be provided by ACS. Children 12-months and older may be accommodated for up to 3 hours at a time at Maholic CDC, the hourly care center in the SFAC or at Loreda CDC.



Issue 16-26, DPW

Visibility of SSC Speed Limit Signs



Issue: The Speed Limit signs that are in the parking lot of the SSC, are very easily missed. Since drivers are not noticing them, they are going too fast for a highly pedestrian populated area.

Solution: Relocate or replace the current signs, add more signs or paint the speed limit on the roadway.

Agency Response: The DPW Civil -Traffic Engineering office has completed an investigation at the site. Listed below are our findings and recommendations.

Findings:

1. The posted speed limit on the site is 10 MPH.
2. The site has only three speed limit signs (non-standard size).

Recommendations:

DPW will post a DMO to have 10 MPH signs posted at the following locations thru-out the complex.

1. Intersecting points on Normandy Drive and All American Expressway.
2. Primary ring road around the complex.
3. Approach lanes serving parking lots.
4. All signs will be fabricated to a MUTCD size standard --18 " x 24"



Issue 16-27, AAFES Food Truck Schedule at SSC



Issue: Twice this month my coworkers and I decided to eat at the food trucks that service the Soldier Support Center. Both times we went to the front and the back of the building looking for the vendors and there were no trucks. My coworker shares her vehicle so leaving the building that day was not an option on either one of those days. We wasted a lot of our lunch hour walking around looking for one of the food truck vendors.

Solution: Find a place or a bulletin board to post the vendors monthly or weekly schedule inside of the SSC or on social media so that the customer will know what days they are available during lunch.

Agency Response: The Exchange Services office has been working to provide food options to Soldier Support; unfortunately the demand has far exceeded the availability of food trucks. Our current truck, Hopkins Barbeque who would normally be there on Monday and Wednesday during lunch hours, had a previous obligation out of town until August. We appreciate your patience as we work to bring additional food truck options to Ft. Bragg.



Issue 16-28, DFMWR Lap Swimming Fees



Issue: Can you explain why there is a price difference when lap swimming? The swimming pools/recreation pools charge an entrance fee while the lap swimming/unit training pool does not charge a fee to lap swim.

Solution: Lap swimming is a form of exercise and if you charge at one pool for the physical activity then be consistent and do the same at the other.

Agency Response: Aquatics is broken into two different programs, Recreational Swimming and Aquatics training. The programs are in different funding categories. Aquatics training receives funding and Soldier staffing support through Borrowed Military Manpower. The main purpose of the Aquatics Training Pool is to support Soldier readiness through unit training and physical fitness through lap swimming. Other DoD ID cardholders are eligible by regulation to use the facility if there is capacity, and are able to swim laps there without a fee. Initially we were charging a fee for non-Active Duty users, but we reevaluated that this summer and stopped charging for lap swimming at Atchley for all user groups.

The Recreational Swimming facilities are not funded to support readiness and physical fitness and require fees to offset labor and other operational expenses. Due to the demand for lap swimming, we added hours at Twin Lions for lap swimming outside of our normal operating hours for this Recreational pool. As our lifeguards return to school, we will have to cease offering that lap swimming capability as we do not have the staff to support the extra hours.



Issue 16-29, DFMWR Lap Swimming Age Limit



Issue: Can you explain why there is an age limit difference when lap swimming? The lap swimming/unit training pool has a 16 yrs and above age limit to lap swim while the swimming/recreation pools do not have an age limit to utilize the lap pool during designated hours.

Solution: Offer the opportunity for those under the age of 16 yr to exercise and swim in the lap pool/training pool when accompanied by their parent or other adult.

Agency Response: The main purpose of the Unit/Training pool is to support Soldier Readiness, one of the components of Readiness is Physical Fitness. We allow other registered user groups to benefit from the use of this facility, which is allowable by regulation, although the main purpose is for Active Duty Soldier Readiness. There was a concern this year regarding the certification of the pool drain grates that was raised in a safety inspection prior to opening Atchley Pool for the season. As part of the risk assessment to allow the facility to operate this summer, we set the age restriction for Atchley at 16 and above. At the beginning of the summer there was also a fee charged at Atchley for lap swimming for those users who were not Active Duty. Based on customer feedback, we reevaluated that policy and removed the fee for all users at Atchley, for lap swimming. There is no age restriction for lap swimming when available at the other pools, but because they are designated as Recreational Swimming facilities, and funded as such, there are user fees required to offset operational expenses. We also offer a youth swim team and have designated practice times for them at Tolson Pool. This is a fee based program as well.



Issue 16-30, AAFES / Boingo Disconnection of Barracks WiFi Access Points



Issue: My Boingo WiFi in the barracks keeps getting disconnected. I am paying for wifi service that I cannot use due to someone disconnecting it. The problem is that my internet connection is not in my room, it is someone else's room and when it gets disconnected, all of us in the building who use the internet lose internet service!!

Solution: Find a way to make the person accountable for disconnecting our internet!

Boingo Response:

Every week a list of disconnected Access Points will be sent to the FSBP contact for the Barracks they are responsible for to have them plugged back in, this has been ongoing, however support is needed from Garrison level down to Command level to make sure it is adhered to.

Additional response from AAFES:

We apologize for the connectivity issues this customer is having; his/her problem cannot be directly addressed as we do not have enough information. Boingo does provide 24/7/365 support to its customers at 866-726-4646 or customers can also email Boingo at help@boingo.com. We advise customers who are having issues with their Wi-Fi to call the support number; that way a service ticket can be submitted so a representative can be dispatched to the barracks in question.



Issue 16-31, DPW Wasted Energy Cost



Issue: I was in a meeting recently and it was mentioned that Fort Bragg loses millions of \$\$ on wasted energy. They mentioned that air conditioned buildings have doors and windows left wide open, that people are finding creative ways to make the AC run both during the day and even after duty hours.

Solution: Soldiers and Civilian Employees should be good stewards of the American tax dollars that pay our utility bills. There has to be something that all of us can do to control the unbelievable amount of \$\$ that is being wasted on energy bills.

Agency Response: The DPW Energy team provides recurring briefings to Commanders, Soldiers, and civilians on energy consumption, energy costs, and conservation practices. There are some energy conscious Soldiers and Civilians that alert the energy team to waste and help us to correct the behavior.

More command emphasis is needed to make Soldiers and civilians aware of energy misuse and conservation practices. Much of the energy wasted revolves around occupant behavior and simply not knowing how it affects our energy cost.

Energy audits as well as retuning controls are utilized to identify energy savings. But with 55 million square feet of facilities, we need all occupants to recognize energy waste and help to correct it. Notify the facility manager about open doors/windows. Remind your coworkers that lights and appliances should be turned off when not in use. Utilize energy star appliances, like refrigerators, for common areas instead of individual refrigerators and coffee pots in each office. Do not use personal heating/cooling appliances unless they are authorized by the energy team. Remember to call in a demand maintenance order (DMO) for utilities that are not working or are wasting resources. Treat your work environment like you are paying the bills because in reality, you are paying with your tax dollars.





Facebook Town Hall Questions



Fort Bragg, NC