

USARAK Quality of Life and Housing Town Hall
Questions and Responses

11 Feb 2020

Why are we working on a dying Stryker fleet?

Response: Discussions are taking place to advance modernization of the fleet. America's First Corps and U.S. Army Alaska are looking at accelerating Stryker stationing at Fort Wainwright. This would require pulling 7th ID from the stationing rotation and there is still discussion that needs to take place within higher headquarters on what is appropriate and feasible.

Why has my child been on the waiting list for child care for more than two years?

Response: IMCOM is currently working through the design process for a new Child Development Center (CDC) slated for construction in fiscal year 2022. USAG Alaska is also actively recruiting new Family Child Care home care providers to augment the staff at the CDC's.

If we are an Arctic unit, why not turn the Strykers in?

Response: Army leadership at all levels is looking at the importance of the Arctic, including USARAK and 1/25 Stryker Brigade Combat Teams roles.

There is nothing in writing that gives a specific time for payday activities. Without that leaders will keep their troops late because there is always work to be done.

Response: Arctic Family Time is scheduled for last duty day of the 2nd and 4th week of the month starting at 1500. The intent for Arctic Family Time is for all training, maintenance, and administrative functions to end early, enabling Soldiers' release from duty no later than 1500. Pay day activities are scheduled for the first Friday following the end of month pay cycle. Morning activities on USARAK pay day activities will include Soldier Leader Risk Reduction Tool/monthly counseling, and can include unit physical fitness training/unit run, award ceremonies and administrative actions. If Soldiers are unclear on what the time is used for, or need additional guidance, they should be discussing their concerns with their chain of command.

Why are we addressing the sediment in the water now with the two new water tanks?

Response: The system has always used a flushing program to flush the sediment from the water piping systems. The program that was being used in previous years did not give the results expected. In 2019 a Unidirectional Flushing program was put into effect, which has been very effective and will be implemented annually. This program gives a more engineered approach to cleaning the water piping system. Pressures and flow rates are monitored to ensure that the flush produces enough power to remove the sediment.

Sample results and research performed by the Army Public Health Command, Doyon Utilities, DPW Environmental, and third-party contractor's show that there is no threat to health or

safety; however, we recognize customer satisfaction concerns, service reliability questions, and remain intent on ensuring the long-term operation of the public water system.

Increased reports of discolored water in 2018 and 2019, combined with an overall push by the Army to address housing concerns, prompted DPW and the water utility to increase research and update strategies to control sediment and discoloration.

Feedback from residents is essential in correcting issues within the complex system. In the past, not all users were reporting incidents of discolored water through the official channels and decision-makers were unable to identify and address the problems.

The Water Quality Working Group, including USAG Alaska DPW, Doyon Utilities, and North Haven Communities (NHC), are focusing on improving processes for addressing customer complaints, source water treatment, water distribution, and proactive communication with users to provide the best service practicable. Comments, complaints, and concerns are always welcomed through the NHC Maintenance line (907) 356-7000 for residential areas and DPW Customer Service (907) 361-7069 for non-residential areas. Comments are also accepted through Doyon Utilities website or the Fort Wainwright Facility Management ICE site.

The bleach water is an issue & a significant one. Hopefully in the next year that can be fixed as well. But we are celebrating the brown water not being an issue.

Response: Water at Fort Wainwright will continue to be chlorinated to comply with DoD regulations and provide the best defense against potential waterborne illnesses. The amount of free residual chlorine that can be detected in the water system is limited by state and federal laws and is monitored daily and is within required operating levels. There has not been a change to the amount of chlorine that is added to the system nor has there been a change to the process of adding chlorine.

Information regarding chlorine levels in the water is published annually in the Doyon Utilities Annual Consumer Confidence Report which can be accessed at the following webpage: <https://www.doyonutilities.com/publications>. Chlorine levels up to 4 parts per million (ppm) are considered safe in drinking water, and maximum levels on post are usually only 2 ppm, and the average in the distribution system is 1.3 ppm. Chlorine is a source of smell and taste in drinking water often described as “chemical” or “bleach” and can be noticed at levels as low as 1 ppm. To reduce the chlorine smell and taste, you can either refrigerate your water for several hours to let the chlorine evaporate, or boil the water prior to refrigeration.

When will the bowling alley and former MAC building projects be complete?

Response: Both are in the design phase and construction will start after we receive final approval and funding. Once underway, construction will take about a year. The bulk of the work is anticipated to occur during summer 2021 and we will update the community once more concrete timelines are established.

When will building 1001 renovations be completed?

Response: There are several projects underway or being planned for Bldg. 1001. The dining kiosk will open this May, providing an option for meal card holders other than the DFAC. USAG Alaska is currently completing minor renovations to spruce up the building. A project to add laundry facilities, showers, dayrooms, and kitchen areas on each floor will start this summer – we anticipate roughly 18 months until the project is completed.

Barracks 1001 is already over-filled. What is going to happen when Soldiers Redeploy? We are being told NCOs will have to move out to make more room for junior enlisted Soldiers.

Response: To clarify, 1001 is not over-filled, that is a popular misconception. Currently across FWA we are averaging 70% capacity due to the units being deployed. 1001 has an ongoing project that is blocking 130 rooms at a time as the painting contractor moves through the building. Even with those rooms unavailable, 1001 is at 84% occupancy of the remaining rooms.

Leaders developed a 4 stage plan to accommodate the redeploying Soldiers starting in May. DPW housing is working closely with the deployed unit and the rear detachment leaders to reduce the amount of disturbance Soldiers will experience. The plan is outlined below:

Phase 1: DPW delayed two barracks renovations that were planned for this spring. They will now start in the fall after the surge has decreased due to the normal post deployment PCS and ETS.

Phase 2: DPW started a rapid reactivation project for building 1004 to bring it online as a transient barracks, which will house about 280 Soldiers temporarily. That project is on track and expected to be complete 1 May 2020. The building is being deep cleaned, spot painted, and latrines refurbished.

Phase 3. Housing is working with the units to select Soldiers to start moving off-post in March in order to clear more space for arriving Soldiers. Unit leadership selects the Soldiers who move off-post. Units generally select SGTs first as they have demonstrated the maturity to reside on their own. Units normally keep some SGTs in the barracks to assist with daily supervision.

Phase 4. When redeploying Soldiers arrive, some of them will be allowed to move off-post based on unit recommendations. Others who are less than 30 days from DEROS and waive stabilization may be authorized to start TLA and live in a hotel until they depart if needed to create space as a last resort.

You asked us to trust that you would make 1001 better, it needs a remodel, not just some paint. The rooms are too small, the air is stagnant, the showers are crumbling. We do PT regularly in the building and it's hard to breathe, proper ventilation is needed. We want bigger rooms, or our own rooms like 1-52 has!

Response: 1001 is being remodeled in phases. Currently DPW is working on interior paint and adding the much-anticipated dining Kiosk. Next year in April, DPW will take the building offline completely for a comprehensive remodeling. It will receive several upgrades to include: three

day rooms on each floor with kitchen appliances, water bottle fillers to replace all of the water fountains, dropped ceilings in the hallways for a more residential look, sidewalks on the front of the building to east and west side parking, designing TA50 storage solutions, upgrading the basement PT area by adding turf, rubber flooring and changing the walls to sheet rock for a more purpose built look, increased electrical capacity in each room to allow in room coffee makers, upgrading the ventilation system or possibly adding a cooling system if feasible, double the number of showers, and increasing the number of washers and dryers to 1 set per 8 Soldiers. The estimated timeline for the major repair is from early/mid- 2021 to mid/late 2023. USAG AK acknowledges that the rooms are small in 1001, especially when two Soldiers are assigned to a room. However, the rooms meet regulatory minimum space requirements. We also recognize that 1001 will be used to house Soldiers for at least 10 years and have made the commitment to make it a desirable place to live until it is replaced.

1001 is rated as the worst barrack in the army. Why keep it?

Response: 1001 is one of many barracks across the Army in need of renovation. However, the facility has been determined to be adequate housing under current guidelines.

From the SECARMY down, leaders at all levels are aware of the barracks conditions at FWA and are pressing for improvements. We have to house our Soldiers somewhere until new barracks are complete. This process will take a minimum of seven years per project and it will take more than one project to replace the 365 spaces in 1001.

When will building 1004 be re-opened?

Response: Anticipate that it will re-open in May to meet the 1/25 redeployment surge and will serve as transient barracks afterwards.

Will building 1004 be renovated? If so, what is the timeline? Are single occupant rooms the new standard for all Soldiers regardless of rank?

Response: BLDG 1004 is not being completely renovated; partial renovations and upgrades will occur. It is being brought online as a temporary transient building to accommodate the redeployment in May. It is being thoroughly cleaned, spot painted, and the latrines are being refurbished.

When that surge is complete we expect to close it in October or November 2020. In April 2021, 1004 will become the over flow space while 1001 is undergoing a full renovation.

Single occupant sleeping space is the preferred style of barracks and is the standard for all future construction projects to house permanent party Soldiers. These style barracks are called 1+1, 1+1E, or Market style where two Soldiers share a common living and cooking area but have private sleeping spaces. These spaces are assigned regardless of rank.

Until new barracks are built, the buildings on FWA where Soldiers share a room are still considered adequate for two Soldiers, Specialist and below. Those rooms are normally 200 to 250 square feet. Specialists are authorized 90 square feet each so any room larger than 180 square feet is considered adequate for two. SGTs are authorized a private sleeping space.

None of the barracks are adequate even after hours and hours of cleaning. The common areas aren't meant to hang out anymore they are full of old equipment instead of couches and things for soldiers to let loose and hang out in not what they were intended for.

Response: USARAK started the Quality of Life initiatives to provide Soldiers better accommodations. One of these efforts is modernizing the day rooms that exist and creating new ones where there are none. These social spaces will help reduce the feeling of isolation that some Soldiers experience in the barracks.

The Corps of Engineers is in the planning and design process now to enhance these spaces. Some of the construction projects will start while a building is down for a complete renovation, others will occur as soon as practical. The day rooms will have common features to include: cooking area, lounge area, TVs, Wi-Fi, improved lighting, modern color schemes, and modern appliances.

In order to make the day rooms the best possible spaces, DPW and housing are working to secure exceptions to policy to order non-standard furniture, TVs and game tables for the day rooms.

DPW hosted a barracks Soldier Focus group to solicit feedback on Soldier desires for the barracks. The Corps of Engineers is planning to implement their requests in the design process.

The focus group was very concerned about maintaining these areas once they were built.

Soldier's concerns are being heard and action is being taken to address the situations.

USARAK is also working on increasing indoor PT space across the installation to minimize the use of the barracks as inclement weather PT space.

Can we talk about if a work order has been submitted for the fire suppression system that doesn't work on the 3rd floor of the barracks next to the Warrior Zone (Bldg 3200)? They literally have more people on CQ just to "monitor" that floor to make sure a fire hasn't started.

Response: BLDG 3200 fire alarm/mass notification system is currently being renovated; the fire suppression system (sprinklers) is operational. The project is half way to its completion. It is scheduled to be on-line with a building wide system commissioning on April 25, 2020. In accordance with the risk assessment and mitigation plan for the building, a fire guard must conduct a roving patrol with hourly check-ins at the CQ desk in order to ensure the safety of Soldiers.

Can USAG Alaska look at a paintball park versus a water park?

Response: We are looking at all of the options. A paintball park is a great idea, and USAG AK will add it to the list of projects we're evaluating.

Is North Haven looking at building apartments on base?

Response: At the present time there are no plans to construct apartments on the installation by NHC. However, we have requested an assessment team to determine options to enhance community related activities on the installation, adding apartments could become a recommendation of the assessment team.

Will there be a one mile bridge in the new gym?

Response: Unfortunately, due to space limitations, the track in the proposed new field house will be a 1/8-mile track.

Why a waterpark and not an ACFT facility?

Response: USAG Alaska is looking at a water park separately from ACFT facilities. Two Combat Readiness Training Facilities (CRTFs, which are ACFT gyms) are under contract and construction will start this summer and be ready for use in early 2021. In the meantime, two sprung structure CRTFs will go up this summer.

Why do Soldiers pay for gym classes when they don't at most other installations?

Response: Morale, Welfare and Recreation activities operate for profit but their costs are normally minimal. USAG Alaska will look at the business model to reduce the costs further but must balance these costs against the need to continuously upgrade equipment, etc. Every installation must choose a method of providing group fitness classes based on the conditions of their location. USAG Alaska MWR has chosen to use contracted providers to offer these opportunities without interruption, as staff turn-over is too high to utilize paid staff members. The cost of the instructor is incurred by the patron to help MWR meet business standard goals and provide other low, or no cost opportunities across USAG Alaska.

Is there an opportunity for an indoor dog park to be built?

Response: There is not currently a project on the list. USAG Alaska will still look into the option.

Will the gyms be getting Wi-Fi?

Response: Yes. Army Community Services is actively working to get Wi-Fi upgraded and into all of the gyms. We hope to have this complete in August.

Washers and dryers in the barracks are always broken.

Response: USAG Alaska reviews the status of washers and dryers on a monthly basis and relies on barracks managers to identify equipment in need of repair. Identified equipment is normally fixed or replaced within three days.

Can we get better washers and dryers for the laundry rooms?

Response: Washers and dryers are purchased through Huntsville Center as part of the Army purchasing program. By doing this, they are able to save the Army (and taxpayers) significant

money on appliances. We are currently working with Huntsville Center to replace all open area appliances on a five-year life cycle program. This will ultimately lead to no washers or dryers being over five years old resulting in reduced repairs, newer appliances and saving the government money. In the meantime, each washer and dryer is being inspected by our base operations contractor each month. Appliances identified in need of repair either by inspection or work order, are repaired within 72 hours, unless there is a shortage of available parts.

Work orders in rooms are amazing, but why aren't the work orders in common areas (washing machines) a priority? They never seem to be resolved.

Response: DPW is not aware of any outstanding service orders for common areas, however, the contractor has 72 hours to respond once they are notified of a service order. Most times they are able to respond within 24 hours of a service order being called in. If parts are needed and delayed, the contractor works with the barracks manager to either swap the machine out as soon as possible, or if enough other appliances exist in the building to coordinate repairs once parts are received. If the barracks or building manager are not calling the service orders in as soon as they are notified, it will slow the process, however once a service order is called in and received, we are working very hard to stay on top of all open area appliance repairs.

During renovations to homes in the Chena Bend housing area, storm doors and ceiling/kitchen fans were removed by the contractor. This impedes airflow and homes that face the south side get hot.

Response: Ceiling and kitchen fans will be installed as this was an oversight between North Haven and the contractor. Storm doors will be relooked to determine what is feasible and appropriate.

Can a dog park be built on the south side of the installation?

Response: North Haven is looking at options for another dog park.

There have been rumors through the FSCs about getting double V Hull Stryker's, and moving 60% of our current Strykers down to Fort Irwin because the cold causes damage to the Strykers rendering them about 75% useless in the winter. Are we really getting JLTVs? I've heard that they are just as nightmarish as Strykers?

Response: We are receiving JLTVs, and they will replace the HMMWV only.

Is there going to be funding for storage of our military vehicles? It might cost money to be built but it will save a lot of money in the long run being that we don't have to spend so much money on parts each year. Work gets really rough when you work in -26 degrees all day, every day.

Response: Yes, we have received funding. We are working with a contractor to build at least 4 sprung-structure Stryker maintenance facilities before next winter.

91B, 91S & 92Ys should not do CQ and Staff Duty. We need the manpower to work on UME equipment. Can we shut down Staff Duty and run it from the CQ desk.

Response: These responsibilities tie back to force protection requirements. Leaders acknowledge that 91B, 91S, and 92Y have critical duties, but Staff Duty is a shared responsibility for everyone.

Are we allowed to ask for a double serving at the DFAC? Often there is not enough time to go through the line twice. Two bites is not a serving size.

Response: You can ask for the whole serving, or one of each of the main entrees. You can also go back for additional servings.

Why does it take so long to get through the line? Sometimes the mission only allows for thirty minutes for lunch.

Response: The 402nd AFSNBn will look at the processing times to see what may be delaying the line and work to speed the process.

Physicians have cancelled previously scheduled appointments on Soldiers without any notification. What can physicians do better to communicate the cancellation of appointments?

Response: Infrequent appointment cancellations can and do happen due to provider illness, TDY and leave schedules. Medical professionals will continue to mitigate cancellations as best as possible.

We will need more dentists during re-deployment, what is the plan for that?

Response: MEDDAC, DENTAC and Guard units are currently working a plan to address the surge and we see no issues with meeting demand.

Why do we waste so much time collecting the data for missed appointments rather than just charge the Soldier with valid missed appointments? Maybe \$100 per?

Response: MEDDAC AK looked into charging Service Members who missed appointments; however, sometimes there is a valid reason. We want to encourage people to keep their appointments, and tracking missed appointment data is a good way to focus leader energy on helping people do that.

Can we install CCTVs in the barracks hallways?

Response: Installation and upkeep of CCTVs are extremely expensive. CQ desks are responsible for monitoring entry/exit and activities within the barracks.

Will there be installation of commercial Wi-Fi in all of Bldg. 1001? It costs \$175 a month for service with GCI and they are the only option given. If it is not being installed, why can't we find a cheaper service provider?

Response: USAG Alaska has a project under development to renovate day rooms through the Barracks that will include Wi-Fi. Understanding that it is costly they will continue to pursue

feasible options. Additionally, these costs were annotated as a factor on the most recent COLA Survey to prompt potential changes to future COLA allowances.

All Barracks have the capability for Wi-Fi/internet. Residents can enter contracts with service providers and for a package based on his/her preference.

ACS provides services to 21 facilities with packages that range from \$59.99/mo. to \$79.99/mo. GCI offers packages that range from \$74.99/mo. to \$174.99/mo. and is available in the majority of the inventory.

What about Soldiers assigned to bldg. 3417? There are no common rooms or gyms like the other barracks. Females have their own rooms and bathrooms, while males have to share showers with the entire floor. We need more showers.

Response: The architecture of the older barracks can be difficult to work around. USAG AK is working to improve single Soldier quarters, but it's going to take time.

Why do females have better accommodations (more space/privacy) than the males?

Response: All Soldiers are housed equally regardless of sex. DPW assigns groups of barracks to units in accordance with their requirements according to the RPLANS program. That program does not account for the sex of the Soldiers. The assignment of individual rooms is a unit function. Each unit determines where they will house female Soldiers within their assigned facilities.

Some of our Infantry or CAV units have barracks with common area latrines and some with in-suite bathrooms. These units typically have very low female populations and find that there are not enough females to fill an entire wing of a barracks that have common area latrines, so they have to assign them to other styles of barracks to maximize utilization. Male Soldiers may also be assigned to common area latrine barracks across post, while part of their unit are assigned to newer barracks on main post.

What changes are happening for the Fort Greely community for quality of life?

Response: Several initiatives are occurring to enhance Fort Greely's quality of life. The Aurora CAC will be redesigned to accommodate an indoor playground. We are also making Science, Technology, Engineering, and Math curriculum updates to the CDC and CYS, while improving the activity areas for children to create a more interactive experience. We also expanded the commercial entertainment options and frequency of performances at Fort Greely. MWR had a project development team here in January to provide recommendations on the scope of the updates. The team's recommendations are expected by the end of March.

What is being done to better enhance the PX and Commissary? With us being so secluded here in the interior of Alaska this is one of the weaker facilities I've seen. We should definitely have a PX comparable to Fort Bliss if not better.

Response: To better serve the community, the Fort Wainwright Exchange is planning approximately \$5 million in shopping center improvements. The food court will be upgraded to

provide a newer, more modern look. In the mall, updates will bring a more contemporary feel. We plan to start this summer.

The Exchange's position on lifestyle centers similar to Bliss has evolved since 2015 based on viability assessments. Due to the Exchange's dual mission to provide goods and services that authorized shoppers need while generating needed funds for critical military Quality-of-Life programs, there are only two remaining Exchange Entertainment Center projects planned (both of which have been significantly scaled back due to lessons learned at Ft. Bliss). The Exchange continues to partner with IMCOM/MWR for opportunities to enhance the community's options and experience.

Additionally, IMCOM and the Exchange are working together to roll out a new mobile "Digital Garrison" app, which will streamline information and facilitate access to AAFES services at Fort Wainwright.

What is the process for unit mailrooms? I have been here for over a month and the mailroom has only been open once?

Response: The process for mailrooms follows: Each unit's mail clerks pick up mail daily (0930-1100) at the Official Mail Distribution Center (OMDC) and transport to their mailrooms for distribution. All unit mailrooms are inspected quarterly by the Installation Postal Officer. All unit mail rooms are required to have a DD Form 1115 (Mail Room Sign) or other appropriate flyers with hours of operation displayed at the entrance to the unit mail room. The operation hours must be approved by a Unit Postal Officer or Supervisor (E6 and above). Unit Postal Officers or supervisors are required to conduct daily and monthly inspections. Mail clerks are required to return undeliverable mail to the OMDC the following day.

What about doing something about the mailroom to the barracks to better ensure that mail actually reaches our soldiers so they don't have to pay for the expense of a PO Box?

Response: The unit Chain of Command must provide unit mail clerks ample time to process mail and open the mailroom at the prescribed time. Mailroom information can also be announced at the first formation to ensure all Soldiers are aware of the hours of operation.

Can we consider adding captions to the live streams?

Response: Adding immediate close captioning to the live stream from the originating end is not possible. Facebook currently has the capability to auto-generate closed captioning for video that is posted to their platform, however, this requires post-production work on the live stream video involving labor multiple times the event length to correct computer-generated captioning. This technology still has a long way to go.

In our testing and experience, attaching auto-generated CC post production to town hall and other live streaming events will require a lot of editing to avoid confusion, especially when software misinterprets unclear audio, localized place names and military jargon and acronyms. We can and will accommodate specific requests for captioning post production from individuals for disability reasons, but adding the captioning to live streaming as a standard feature is not currently within our capability or resources.

**Can we have classes for soldiers who have never driven in these harsh winter conditions?
(How can we better publicize Welcome to Winter?)**

Response: USAG Alaska can set up winter driving hazard classes for new personnel, we cannot however set up any kind of classes that puts them behind a wheel so they can practice driving on ice and snow. Actual driving classes stopped several years ago because insurance would not cover the events. For next year we will be adding more welcome to winter classes and will set up winter driving classes. We will also work with the PAO and MWR to boost the advertising on social media for the classes to ensure widest dissemination

The largest disconnect seems to be GOOD churches. Has Fort Wainwright discussed looking into good motivated Christ centered churches?

Response: The number and faith group of chaplains assigned to FWA determines the number and types of worship services offered. FWA has three great Christ-centered chapel services (Protestant, Catholic & Anglican) in addition to space and resources provided for Soldiers/Families of other faith traditions to have worship/study. The Religious Support Office recognizes the plurality of faith traditions on FWA and seeks to provide/perform religious support for Service Members of all faith groups. We encourage people to consider becoming Distinctive Religious Group Leaders, who can help facilitate worship/study opportunities for faith groups without dedicated chaplains.

What is going to be done to have more childcare options for program events like the ones hosted by Chapel & Chapel Programs?

Response: The remoteness and size of the community inside and outside of FWA makes contracting childcare workers both difficult and expensive. The Religious Support Office (RSO) has been working with CYS Parent Central to develop a partnership for providing childcare for many of our events but they are also facing the same difficulties in finding a sufficient number of childcare workers. Recent events where they were able to provide childcare for chaplain-sponsored events has shown that it can work if timing and worker availability coincide. The RSO also has many volunteer opportunities available that could help provide care for children as well as ministry to adults. Much like the local church in the community, the chapel communities can come together to help meet their own needs and those of others in the community. Contact our Director of Religious Education, Linda Davis, at 353-6295, if you would like to volunteer!

Now that the CYS staffing level has reached a healthy level, we will be able to offer more deployment support, as well care for special programming. In addition, child care staff will be hired under Parent and Outreach Services so that these events will not impact the staff working daily to provide care to our full time enrolled children and youth.

With the high cost of goods and services in Alaska, shouldn't MWR be funded differently than other locations? Shouldn't more categories be placed in Category A, rather than B and C due to location?

Response: The only financial allowance made for Family and MWR at USAG Alaska is for Category C Business activities (Golf, Bowl, Birch Hill Ski and a few support programs) to receive some appropriated funding (tax dollars) to help them meet their breakeven or better business goals. Only a handful of remote and isolated installations are provided this support. Without it, those programs would most likely not be viable. Fort Wainwright MWR is subject to the Army's regulation of funding.

Why can't MWR purchase more ACFT/APFT approved bikes? There is only one on the installation?

Response: USAG Alaska is provided with equipment through an IMCOM Enterprise-wide Bulk Purchase Agreement with several manufacturers. IMCOM makes the determination of types of bikes being purchased. We will pass the make and model information to IMCOM Business and Recreation Division for consideration. Units may also purchase mission essential equipment.

Why is the pool closed so often? Also, can you consider extending the period of time the pool is open for use? Is there a way to use the pool at no cost to families?

Response: The chlorination system for the pool is under review and may be replaced in the near term. A new aquatics center is being proposed as a Quality of Life initiative. The pool hours are limited by funding availability and fees are a requirement of recreational use of the pool. 35% of operations funding must come from pool fees. Additionally, fees are tied to Family use vs. Soldier fitness/training use.

What is the plan to issue old gym equipment to units/barracks?

Response: USAG Alaska has had several organizations request equipment that is replaced at PFC or Melaven. We are consolidating those requests and requirements, and will publish a distribution plan once we can assess the overall requirements.

Would love to see the MWR work on customer service. The facilities & events are great but many of the staff are unfriendly to speak with. Especially inside the LFCC.

Response: Family and MWR employees receive customer service refresher training annually. Please remember MWR staff are people from our community, they have bad days too sometimes. However, if at any time you feel you are treated inappropriately, please consider submitting an ICE comment, so that we can work to resolve the issue.

Are there any plans to provide more activities for TEENS?

Response: The Youth Center changed its hours of operation to open at 1430 on school days, and 1300 on days when school is scheduled to be closed. In addition, the Youth Center is now open every Saturday until 2100. Quarterly lock-ins are held to include youth from Fort Greely. The Workforce Preparation program will be starting soon so teens can apply to work as a Recreation Assistant in CYS Youth Center and Youth Sports and Fitness programming. The babysitter course is being revitalized to give teens the opportunity to become CPR certified, and to be on a baby sitters list at Parent and Outreach Services that families can utilize when needing a babysitter.

Has there been any talk about day care to accommodate fitness classes or gym goers?

Response: Our current facilities do not have the appropriate space for on-site child care. As we plan for a future field house, we will request that consideration in the new design. In the meantime, hourly care is currently located at Building 3414. You may call 907-353-7713 to reserve a space up to 2 weeks in advance.

Why does childcare open at 0600 but everywhere else is 05:30 to allow time to get to work, especially during the harsh environments?

Response: In previous years when we opened at 0530, we received minimal early arrivals, and therefore it was not cost beneficial to maintain those hours. If there is now a need to extend hours, we are open to surveying the request with our customers.

Towel service for the Gyms? Could be laundered through the quartermaster on post.

Response: Towel service was removed as an option several years ago by IMCOM due to the high costs associated with laundering and loss.

Has there been any talk about bringing back the arts and crafts center? Families and soldiers would benefit from that facility to keep the morale up.

Response: Independent consolidated Arts and Crafts Centers across the Army have shown to be cost ineffective due to low Soldier participation. Most of these locations have closed their doors and been repurposed. Ours became the current USO Center.

However, we have several Arts and Crafts activities available through MWR programs: LFCAC, the Library, Outdoor Recreation and CYS. You may also utilize the Arts and Crafts center at Eielson Air Force Base, they can be reached at 907-377-4880. An activity calendar is also listed on their website. <https://www.eielsonforcesupport.com/recreation/arts-crafts>

In reference to new gym equipment: What about weight machines? Not everyone attends spin.

Response: New weight machines were delivered recently; you may have seen them in boxes in the main foyer of PFC. These will be assembled and installed in the near future.

Can we get ski rentals for MWR?

Response: Skis are rented at several locations for various uses. Cross country equipment is available at Outdoor Rec and Golf. Downhill skis are available at Birch Hill for rental. We are looking at long-term packages for next winter.

Are there any changes to child care we can look forward to?

Response: Fort Wainwright will start construction on a new Child Development Center in 2022. With the opening of that facility, we will be able to look at more spaces for hourly care, Part-Day and Full-Day programming.

Who can pay \$30 for one child for parents' night out?

Response: Child and Youth Services is a non-profit organization that relies on parent fees to pay our child care staff. Spouses of deployed Soldiers are also able to use their 16 hours of respite care to utilize Parents Day/Night out to mitigate the expense to our families. We have increased the frequency of these events to one each month in order to provide more opportunities for more families of deployed Soldiers to use their respite hours.

Fort Wainwright would benefit from adopting the PK3 & PK4 programs Fort Hood has.

Response: Once our new CDC is built, we will be exploring options to enhance the programs offered at CYC programs.

Can we get an indoor soccer field?

Response: The Fieldhouse project will have an indoor turf area similar to Davis Field House on Eielson. Until it is built, Eielson is your best option for indoor soccer.

Can we bring back the ATV/ORV trails on post?

Response: ATVs/ORVs are currently allowed on existing trails on Post with the exception of White Bear, Sonnot Connector, and Sunnyside cross-country ski trails. Recreationists are required to obtain a recreational access permit (RAP) and login into USATRAK prior to entering a training area. A RAP is free and can be obtained at <https://usatrak.isportsman.net>. DPW is also currently coordinating with MWR and USARAK Range Control to identify additional trail opportunities for ATV/ORV use on post.

Can we add an observation space to the pool for parents to observe?

Response: We will certainly look at the feasibility of adding a parental observation space.

When will new facilities, gym and motor pools be complete?

Response: There are two new Tactical Equipment Maintenance Facilities (TEMFs) that have been approved for construction starting FY25 and FY26. The field house (gym) has not been approved for construction yet.

Can you talk more about the indoor park that was mentioned earlier! Will it be similar to the one on Eielson?

Response: The scope of the new indoor park has not yet been fully developed. The intent is to make it similar to Eielson's facility. However, the final scope may vary based on available space options. MWR had a project development team here in January to provide recommendations on scope and siting of the new indoor park. The team's recommendations are expected in late March.

The units used to be able to burn PII at the power plants, but are no longer able to for security reasons, often causing PII waste to back up as it's waiting to be shredded. Is there any plan to either let the units reuse the power plants incinerators, or have some form of centralized PII waste disposal?

Response: There is no plan for a centralized PII waste disposal; however, there are approved GSA shredders that will provide a holding container for documents. The boilers are not permitted to burn paper as a fuel source; burning paper could affect the regulated emissions from the boilers. The original intent of the program was to provide a disposal method for classified documents; the regulations have changed and classified documents can only be shredded by an approved GSA shredder. Over time the program morphed into PII along with any other documents units wanted burned. Since classified documents cannot be burned, the program is no longer warranted.

Can we consider community centers for all neighborhoods? This would create indoor play areas in neighborhoods for families.

Response: During the SECARMY's recent visit he and his team identified an opportunity for us to expand community related activities in housing. We will update the community as more information becomes available on this front.

Why can't we expand the wash rack and VMF? It would make it a lot easier for vehicles to get processed?

Response: USAG AK and USARAK requested Military Construction projects to build new Tactical Equipment Maintenance Facilities for each SBCT battalion. However, if these facilities are approved, they will take approximately 5 years to build. Until that occurs, we requested temporary vehicle maintenance facilities that will begin construction in April 20. There are currently no plans to expand the vehicle wash facility.

Is there a possibility of a recycling program here? We could use the money for unit fundraising.

Response: There is a possibility of a recycling program here, but not in the form of a revenue generating business. Recycling programs across the country have been reduced due to decreasing demand/monetary value of recycled products. It is hard to start a recycle program

due to the decreased monetary value of the products and the high transportation costs, especially in interior Alaska.

Can we get snow plows for our HMWVVS so we can take care of our own motor pool?

Response: Yes. Many units installed plows on both HMMWVs and FMTVs. There is no restriction and COTS versions of snowplows are routinely purchased by units for install.

When is ACFT equipment coming to units? We need time to prepare.

Response: ACFT equipment will be distributed 13-17 April. The USARAK FRAGORD will contain the distribution plan.

Company leadership said a DFAC was coming to 1001, we later found out it was a mini-shoppette, which later turned into just a food stand. We want to be able to use our meal cards, not pay out of pocket. What is the real plan?

Response: There is a DFAC kiosk going into 1001. It will be "grab and go" type items that a Soldier may use their meal card or non-meal card holders may pay cash.

It would be more effective if we could consolidate the cooks into one unit. Being spread out to different units is frustrating and makes our job highly difficult.

Response: The stand-up of the 626 Field Feeding Company will consolidate cooks from outside the SBCT into one company. This puts cooks under only two different units vice the current 4-5.

Is it possible for there to be "dummy" rounds given to instructors for Armorer's school?

Response: IAW DA PAM 350-38 App D units can request Dummy, Drill and Inert (DDI) for training 5-132 APP B. For example, the units tasked to provide weapons for the Armor's Training could also be tasked to provide the DDI. To obtain dummy rounds, submit a 581 and transfer the DDI to their property book. DDI should be included in projected unit ammunition requirements so they can be validated in TAMIS. The FY22 Ammunition Requirement Build will occur about August or September 2020.

What is the time frame for the CG to sign documents upon receiving? For example, documents such as DA 4187.

Response: Personnel actions such as DA 4187 are reviewed by the chain of command before coming to USARAK. At USARAK, they are reviewed by G-1, CoS, CSM and then the CG. If the form is complete and correct, it can make it through USARAK in as little as a week. How long it takes to get to USARAK is variable and depends on the particular action & the unit's processing time.

The FSCs are short a bunch of MOSs critical to the unit with no gains en route: 915A; 94F; 68P; 91F; 89B.

Response: 915A in 180 days will be 7 authorized, 4 on hand, for 57% fill. 1/25 SBCT requested 3 on the 21-01 MER (which would bring strength to 100%), awaiting HRC validation.

94F: Current strength is 7 authorized, 8 on hand, for 114% strength, which will drop 100% and will remain so for the next 180 days.

68P: there are 2 gains inbound (1 in 90 days and 1 in 180 days). Current strength is 2 authorized, 1 on hand, for 50%; 90 days strength will be 100%; and 180 day strength 150%.

91F: There are 4 gains inbound (3 within the next 90 days, and 1 within 180 days). Current strength is 27 authorized, 24 on hand, for 89% fill; 90 days strength will 96%; and 180 days strength 104%.

89B: Unit's target is set well below authorizations due to lack of Army inventory. Strength will remain at 16 authorized, 12 on hand, for 75% fill for the next 180 days.

Are there more opportunities to do combatives or a jiu jitsu team? Anything self-defense related?

Response: Yes, during PT leaders are encouraged to conduct combatives and other mission enhancing activities. Thursday PT is designated for this type of activity; however, this can be planned for any day of the week.

Regarding Service Members that didn't deploy due to filling key positions or medical, etc. after their gear had already been sent overseas. Member was told their gear is in Kuwait with no funds to return their gear – how/when can they expect their gear back and what is the plan if they PCS before it returns?

Response: The brigade continues to coordinate the return of Soldier gear (OCIE, other), projected prior to the end of April.

If you have a CQ/Staff Duty on a Saturday is there a policy where you get Monday off? You spend Sunday resting, no time with family, and back to work on Monday. If there is a policy, why is it not enforced?

Response: The standing policy is that Soldiers on duty receive the next calendar day off. Leadership at the company, troop and battery levels maintain authority and opportunity to provide more time if necessary, balanced against the mission.