Press Release

Release Nr:  2104-04

April 21, 2021

Fort Drum Public Affairs

Fort Drum Housing Ranks Among Best in the Army

Fort Drum, NY – The most recent Army Tenant Satisfaction Survey results are out, and Fort Drum’s positive trend continues as resident responses rank the installation 5th out of 43 in the RCI Family Housing category.

Boasting a 40.5% response rate (the survey’s goal was 30%), Fort Drum family housing residents rated their experience here two points higher than the last survey results released in June 2020.  While Fort Drum family housing remains in the Very Good category overall, this most recent increase puts the installation less than two points away from achieving an Outstanding rating, and earned Fort Drum Mountain Community Homes the Crystal Award for the first time.

“It is important that we continue to listen to our residents and understand what their needs are to ensure we provide an enjoyable living experience during their time with us. The honest feedback we receive helps us to continue providing communities where our military families can live, work and thrive, and we look forward to continuing to improve upon the resident experience for years to come,” said Megan Klosner, Project Director for Fort Drum Mountain Community Homes.

Perhaps the most noteworthy increase is to the Service Satisfaction Score, 86.0 (Outstanding), an increase of 2.3 points.

“It’s quite an accomplishment to maintain your service score during a global pandemic – but to actually increase tenant satisfaction in this area considering all of the barriers COVID prevention and mitigation added – is really phenomenal.  I am thankful to all who took the time to respond to the survey,” said Colonel Jeffery P. Lucas, Fort Drum Garrison Commander.

The Fort Drum Timbers once again ranked #1 in its category.  The installation’s unaccompanied housing is 6 points ahead of other like quarters surveyed and is the only winner of the Platinum A List Award for Service Excellence.

“I am very proud of our team members in the installation’s Housing Office and our partners at Mountain Community Homes. Their dedication to our Soldiers and Families is obvious in these numbers,” said Colonel Lucas.

And that’s not the only conclusion that can be made, according to the Garrison Commander.

“This survey says it loud and clear, Fort Drum is a great place to call home!” he added.

###

Media with inquiries regarding this press release should contact Fort Drum Public Affairs, Julie Halpin, julie.a.halpin2.civ@mail.mil, 315-772-8286.

The Army’s release:  <https://www.army.mil/article/245333/the_army_announces_results_of_2021_tenant_satisfaction_survey>

Survey Results:  <https://www.army.mil/e2/downloads/rv7/qualityoflife/army_rci_2021_dod_tenant_satisfaction_survey_summary.pdf>