



## **FORT GEORGE G. MEADE NEWS RELEASE**

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### **FOR IMMEDIATE RELEASE**

## **Fort Meade's senior commander hears from residents during town hall**

FORT GEORGE G. MEADE – As part of the Army-wide initiative to address family housing concerns, Fort Meade hosted the Commanding General Joint Force Headquarters-National Capital Region and the U.S. Army Military District of Washington for two town halls, here on Friday, March 1. Maj. Gen. Michael L. Howard, accompanied by his Command Sgt. Maj. Richard A. Woodring, briefed residents on the multi-layered approach at Fort Meade to address issues raised by residents living in on-post housing. Reports of work order backlogs, and issues impacting health and safety concerns have raised the alarm on military installations world-wide.

“The standard for housing isn’t that it’s good for most of you,” said Howard. “The standard for service members has to be all of you. We have work to do and we have to do it fast.”

Howard’s visit and town halls come as many new initiatives and fixes are already being implemented at Fort Meade. For example, Fort Meade service members and civilians are knocking on doors and checking on resident needs and outstanding work orders. The door-to-door visits have been going on since Feb. 25 and will continue until all 3,447 homes and barracks rooms on the installation have been visited.

“Thirty years ago, it was a requirement to go into every Soldier’s home,” said Howard. “The Army stopped doing that years ago and we lost the chain of command oversight mechanism when that happened.”

Howard called on Corvias to formalize and publish the escalation process, outlining for residents where they can go if their housing issues are not being addressed. He asked for

revisions in the in-processing and out-processing procedures and asked Corvias to give residents higher visibility on work orders, with an update by March 8.

“If I can track my pizza, my UPS package and my Uber, I should be able to track my work order,” said Howard.

J.C. Calder, the Corvias representative said improved work order software is in the works and agreed to research the possibility of tracking capability.

But, Howard says, it’s easy to make promises at a town hall. He called on the residents to ensure the promises are kept. “You hear promises and nothing happens. You are the accountability mechanism,” said Howard. “I expect you to hold us to the standards we have set.”

In previous weeks, Fort Meade established a focus group made up of interested residents representing all five neighborhoods on the installation. The focus group has met twice, first on Jan. 30 and again on Feb. 12. A centralized call center for work orders and a hotline number have been implemented as a result of the group’s suggestions.

## **BACKGROUND**

Fort Meade stands at the forefront of national security through its cyber defense and offense efforts and continues to grow in importance in the technology universe. With more than 100 years of service, we are the nation's platform for intelligence, information and cyber operations. The installation is the largest employer in the state of Maryland with a joint force of 56,000 civilian and military professionals working around the clock in defense of the nation. We are the second largest Army installation in the continental United States in terms of personnel and home to all branches of military service. 119 partner organizations are located on our installation including U. S. Cyber Command, the National Security Agency, the Defense Information Systems Agency, the Defense Information School as well as federal agencies such as the Environmental Protection Agency Environmental Science Center.

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