

## USAG RP June 2019 Town Hall Qs & As

### Directorates

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### Command Group

DES

DPW

FMWR

LRC

SLO

DHR

## **CMD Group**

**Q: Scheduling and advertising feels like an afterthought when it comes to anything in Baumholder (re: Volunteer Appreciation events this year, community yard sale). Events and meetings are held at inconvenient times, especially garrison events/classes/meetings which are usually held down in the KMC. How are you implementing Baumholder into the garrison and community scheduling? Will you be hosting any garrison meetings up in Baumholder in the near future?**

A: While we understand the frustration of not being included in all of our great events and meetings, we have to remember that USAG RP is not just Baumholder and Kaiserslautern. It is a very large garrison that is nearly 100 miles from end to end across all of our kasernes, to include Landstuhl, Miesau, Sembach, Mannheim and 22 other sites and installations. We truly feel that every Army member at each of those locations should be given the opportunity to participate in events and meetings, but there is no "best" location to do that from. Instead, we try to rotate our events and meetings to create equal opportunities for all Army families or where we get the most participation and serve the most Army families. Unfortunately, due to our size, that means that some locations will feel left out or not considered. This may be especially true because we don't have the bandwidth to share our decision rationale in detail with the public for each of our hundreds of events each quarter. Instead, we try to push out our schedules to the widest possible audience and well ahead of the event. Sometimes, Murphy's Law kicks in and last minute changes cause us to change direction and either delay an event or have it sooner than we wanted due to availability of the location. We do not want anyone feeling left out, and we do want to maximize attendance at our events. Here is what we do on monthly and weekly basis: We have a monthly Community Leadership Council at the Baumholder Rheinlander Club where we share community events with all senior leadership part of the BMC. Family and MWR provides advertisements of events using flyers and posters. We also use Family and MWR and Garrison social media, websites, as well as AFN announcements. Additionally, we put information in the Kaiserslautern American newspaper and send information weekly to FRG Leaders and tenant unit leadership for dissemination. Do you have any other ideas of advertisement in mind? If we are aware of some of the methods you would like, we can explore those possibilities.

**Q: I appreciate the different venues for town halls over the past several months (on-site at different communities, AFN, Facebook Virtual), but when it comes to communication, our community still has challenges. Beyond actively searching for information on a large variety of FB pages (Garrison, ACS, MWR, Outdoor Rec, PTSO, etc.) how is information on community events, housing/environmental testing, school updates, etc. getting out to the community? While FB is a great tool, not everyone enjoys using it or has time to monitor all the pages, and**

**it's not available to many people during the work day. What are some other ways we can consolidate information to make it easier for the customers (i.e. service members and families) to know about the activities going on and services available?**

A: This particular Town Hall was available via Facebook Live and U.S. Army Europe hub Video Teleconferencing (VTC); so, via Facebook Live we were able to reach out to folks at home and non-USAREUR network access participants, and VTC allowed us to reach out to tenant units. On a more routine basis, we also conduct AFN radio interviews with the Garrison Command Team, monthly Community Leadership Councils and our redesigned public website now hosts a repository of housing/environmental testing information. We've also created a weekly Community Highlights newsletter for the BMC that encapsulates all near-term events. We monitor and answer questions and ideas that come to us via our USAG RP and Baumholder Facebook pages and website. We do not however respond to queries or comments made on unofficial Facebook pages, nor do we usually even see these. If there are any other venues that you can think of and recommend, we will look into them. If we are able to from a resource and authorization standpoint, we will definitely consider it as a course of action.

**Q: Will the commissary on Smith Barracks fix its issues with selling expired food?**

A: This is a common question here in all overseas locations. There is a misperception on the Baumholder Commissary's procedure, as the operating procedures are for all Defense Commissaries (DeCA) overseas in Korea, Japan and Germany. In the U.S., the distribution time to get the food from packaging to the local store is a few days at most, but in order to get U.S. food in our commissaries overseas, it takes a much longer distribution time of weeks, not days. To keep the food fresh, the food companies immediately deep freeze the food for shipment and then send it to us. This freezing process significantly extends the expiration date of the food, even though it may not be marked that way. The U.S. Department of Agriculture inspects and monitors this process to ensure the food is safe and has authorized DeCA to sell this food past the expiration date because of the deep freezing process. As a result, the food that DeCA sells is not actually expired, even though it is marked with a date that may have passed. This process is no different than a family member who would buy meat at the grocery store and put it into their freezer to use at a later date. This does not apply to fresh vegetables or canned items. In any situation, if you have any questions on your item at any commissary, you should immediately ask to speak with the on-duty commissary manager and ask about that specific item. Although rare, if you do find spoiled food in any package or container, return the item as soon as possible to the commissary and report it to the manager. To help educate the community about the Baumholder Commissary operations and how their voice can be heard on product selection/issues, senior leadership has initiated a commissary tour to provide information and answer questions. Two have already taken place and more will be offered as needed. For answers to immediate questions or concerns, please contact the commissary at

06783-6-6018 and ask for Mr. Raul Franco (Store Director) or Mr. Micah Kittrell (Assistant Store Director) and they will be happy to do whatever they can do to address your concerns.

**Q: Can bringing Baumholder to standard be added to the report?**

A: Baumholder is not below any Army standard. In many cases, we are above the Army standard because we are fortunate this kaserne used to be its own installation so it has multiple gyms, pool, golf course, CDCs, etc. Baumholder Military Community has developed a plan for housing projects over the next ten years. The plan includes a blend of both new construction and modernization of existing stairwell facilities. The current housing inventory in Baumholder is a mixture of un-renovated and renovated stairwell units and 84 brand new town homes. The garrison recognizes that there are current disparities in the quality and size of housing units at Baumholder. The garrison's plan is to reduce these disparities over time as part of a \$400M planned investment.

**Q: FRGs in Baumholder need places to meet.**

A: Family Readiness Groups should be meeting in their company and battalion areas since this is a unit readiness activity and function. However, we know at times that FRG activities are larger than a battalion could support. FRGs can coordinate usage for Wagon Wheel Theater or use the classroom at the ACS facilities on Clinic Kaserne. We will soon have an FRG Readiness Room available on Smith Barracks at the Soldier for Life Center.

**Q: Housing and compliance needs to be a concern. If command cares about families, then why does it seem like no one cares about Baumholder? We, the families, get treated like crap. We came here with our Soldiers, and yet we're disregarded, ignored and mistreated.**

A: This statement is unfortunate and we are not really sure how to answer. While we are moving forward within the Army's budget to improve and expand housing, our current housing meets all Army requirements and regulatory guidance. We are currently in a position where almost every family is offered at least two homes to look at and choose where to live. Every home is prepared for a new family before it is signed over to a new family. We truly understand your frustration and in turn we ask for your understanding of our USAG RP team and the efforts we make every day to make the resources that we have stretch as far as possible and provide the best quality we can. To be clear, there is no "IF" when it comes to this command's care for families. We care deeply about Baumholder and all of our Army families here in USAG RP. Like anybody, we may make mistakes at times, and we correct them as quickly as we can, but we definitely don't disregard, ignore or mistreat our Army families. The condition of the housing may not meet everyone's expectations, but we work very hard to get funding from the Army to

have the most modern and highest quality quarters possible. As you know, we have recently opened 50+ new homes and are working to renovate and build many more over the next few years. In actuality, Baumholder is receiving more Army money in its infrastructure and housing than any other Army single installation or site in Europe. That is a sign of the respect and positive regard Army leadership has for Baumholder Army families. We wish we could move faster, but when you are spending millions of dollars in a foreign country, it sometimes doesn't move as fast as we'd like.

**Q: Will the Baumholder PX open on Sundays since the garrison is growing?**

A: At this time, no. If Baumholder grows in population then yes, but in 2019 we are not expecting growth to a point where the AAFES PX will be open on Sunday. AAFES has extended hours to Sunday in the past but unfortunately there was little to no patronage thus forcing AAFES to remove those hours from its weekly service.

**Q: As an active member of the Baumholder community and the School Advisory Committee, I welcome Mr. Jim Bradford and we look forward to his role as Deputy Garrison Manager in helping to make Baumholder a thriving community for the tenant units, the service members, spouses, children, and the civilian/host nation workforce. COL Edwards, could you please share your guidance and top priorities for your deputy garrison managers as they move forward in implementing for vision for the Rheinland-Pfalz. Thank you.**

A: The command guidance and top priorities for the Deputy Garrison Manager is the same as it is for all of our engaged Army professionals in the USAG RP organization. In priority, we will effectively and positively defend and protect the life, health and safety of our Army families; ensure overwhelming and rapid support of our Army combat forces to go fight and then come home; and sustain a positive quality of life for our community within the resources available. In August we will receive our annual guidance and priorities from the AMC and IMCOM Commanders. After we receive that guidance, we will shape new guidance and will share that with the community in October or November.

## DES

### **Q: Can anything be done to improve the pedestrian entry box on Kleber/Daenner?**

A: Yes -- Both pedestrian gates are the physical security office's top priority for replacement for FY20. We have budgeted for these two pieces of equipment. We recognize that these portals go down a lot, which means Soldiers are no longer able to walk between the two locations because of the off base no-uniform policy. Pedestrian gates in U.S. Army Europe fall under the USAREUR contract, so repairs normally happen within a day or two from notification that a portal is not functioning. On multiple occasions, however, when we had a report of a problem, we deployed someone only to find no issues. This leads us to believe some of the issues may be operator error. On some occasions individuals were discovered trying to bring bicycles into the pod. The sensors will not allow this and the customer is sent out. For the pods that do not already have NO BICYCLES signs, we have ordered, have on hand, and have put in work orders to have them installed on both sides of the pod.

### **Q: Why are there no speed limit signs on Dragoon Circle in Baumholder?**

A: We install speed limit signs in accordance with German traffic laws. There is no requirement to place speed limit signs unless there is a change of speed (50 to 30 or 30 to 50). Additionally, there is signage entering post that states unless otherwise posted (Prussman Ave) the speed limit is 30 kph. The posted 30 kph (18 mph) is lower than school zones in the U.S. (25 mph). What we have found in our speed enforcement patrols in the housing areas is that most vehicles are actually driving within the 30 kph limit. We do find some on occasion that are going 32-35 kph and we stop them accordingly.

### **Q: Why do MPs not enforce speed limits on Baumholder? The kids on Baumholder get out of school in three days. The MPs DO NOT enforce speed limits on Baumholder. They don't follow up on phone calls about speeders. These kids deserve to be safe while playing outside for summer.**

A: We do enforce speed limits on Baumholder and throughout USAG RP. We have issued 15 tickets in the last quarter which is far below our average throughout the KMC. In Kaiserslautern we issue an average of three speeding tickets per hour of enforcement action. In Baumholder we average one ticket per three hours of enforcement. This shows us there is not a speeding problem, but a perception of speeding which is not supported by the data. The comment about not following up on phone calls about speeders is concerning, as that isn't the case. With every call, we attempt to build a target analysis to determine when we can identify speeders in the act. What we have found is there is no consistency to speeding or our efforts are posted on

social media shortly after beginning enforcement actions. We've established multiple patrols in the Wetzel and Smith Housing areas, unit barracks areas, support to the schools, and other law enforcement missions daily in the past and will continue to do so in the future. Patrols have operated radar in marked and unmarked vehicles and stop all violators that are speeding. We share your concern for the safety of our children and all pedestrians. Unfortunately, we cannot have an MP on every street. This is where we need your help. Be a good neighbor and positive citizen by helping parents and teachers ensure our children are playing in designated areas away from speeding cars, when witnessing a speeding vehicle, take an extra moment to record the license plate and call the MP Desk to assist us in tracking them down and finally, we ask that you exercise some positive peer pressure by talking with your neighbors if you recognize them from your neighborhood and see them speeding. With limited resources we prioritize service areas based on risk and calls for service. We all need to work together to make USAG RP safe for everyone.

**Q: There are no speed limit signs in housing or speed bumps.**

A: There is a blanket speed limit on post, 30 kph unless otherwise posted. Historically, permanent speed bumps have caused damage to snow plows and were removed over time, hence the emplacement of 'peninsulas' which force cars to stop to allow for other traffic. Temporary speed bumps can be placed but quantities are extremely limited. We will continue to assess how we can get the traffic to slow down.

**Q: In the Baumholder housing area with speeding - the issue is more compliance with the posted speed limit, not the limit itself.**

A: We recognize that speeding is a constant concern and is about complying with the posted limit. With the patrols we have, we maximize our patrol coverage, but there are always gaps because we cannot be everywhere. We have patrols operating 24/7 all around Baumholder and run radar in both marked and unmarked vehicles. What we have found in our speed enforcement patrols in the housing areas is that most vehicles are actually driving within the 30kph limit. Even when driving under the limit, vehicles can appear to be going very fast to pedestrians so it often difficult to judge their actual speed. When we do have drivers exceeding the speed limits, we stop them and issue a ticket if appropriate.

**Q: Enforce one way driving on Florida Loop or allow parents to make left to pick up kids at CDC on Vogelweh.**

A: We have brought this to the attention of our Air Force partners as Vogelweh Housing is their responsibility. They have done their own assessment and do not plan on changing the current set up.

**Q: Why are ICE complaints about no speed limits in Baumholder housing not being addressed? Why do the MPs not act when called about speeders?**

A: ICE comments are addressed within established standards. Only one comment has been received referencing speeding in the last 90 days, which received a response and a request for follow up information. What we have found in our speed enforcement patrols in the housing areas is that most vehicles are actually driving within the 30 kph limit. For those driving above the posted limits, we stop them accordingly.



## **DPW**

**Q: Can we get trash cans in our Baumholder parks without requiring residents to empty them? Especially with summer coming, the kids can't throw away snack wrappers, etc. It's not safe to send them to the dumpsters near the buildings because it often requires running across a street or parking lot.**

A: That would be the best situation, but unfortunately, we do not see that in the near future. At the current time, we are not staffed to provide that level of refuse support. With resident support, we can do many more things in the community. We continue to promote the Adopt-A-Park program with units and organizations, but those are not all inclusive at present. If you are interested in supporting a particular park, please contact the DGM and we will work together to get the trash cans and develop a process to make it work.

**Q: When will the radon test results from the school be released and how will they be made public? With summer and the switch in school admins it won't work to send them to the school. Will they be posted somewhere or sent out to everyone? Will they be on the Baumholder Military Community Facebook page?**

A: We have released the results publicly, have distributed it directly to DoDEA leadership and the Garrison Commander has conducted a public brief at the school for the teachers. In addition, we have the information permanently posted on the DPW website (environmental tab). We will publish the link to this permanent information on our website and Facebook page for reference (<https://home.army.mil/rheinland-pfalz/index.php/dpw>).

**Q: I know the flat paint is inexpensive but the cost is just being passed on to families here when we have to constantly touch up our walls to make them look decent and when we get charged on moving out. Can the garrison run a cost benefit analysis in using gloss or semi-gloss paint in the apartments and let us know if that can change?**

A: Great suggestion. We will conduct applicable cost-benefit analysis and DPW will bring the results back to the Garrison Commander in August.

**Q: Will Smith Barracks become more ADA compliant? Not just the buildings, the whole post is not ADA compliant. Sidewalks are not accessible and there are not enough handicapped spots. I'm disabled. EFMP. Not supposed to go up and down stairs. There are NO handicapable houses on Baumholder. Anywhere. There are not enough elevators anywhere.**

A: We do have ADA houses on Baumholder; we have four that are already compliant and four more that are ready to be converted to be ADA compliant. If you require an ADA house, please notify the housing manager immediately. Due to many of our buildings being constructed before mandatory ADA compliance laws in the U.S., many, if not most of our facilities do not have the ADA necessary modifications. That is normally explained during the EFMP clearance process for awareness because it is very frustrating for our ADA families. We are developing a long-term plan for improvement, but it will happen over several years. In the short term, we do have money earmarked to provide limited curb-cuts for wheel-chair accessibility. If you have recommendations for curb-cuts, please provide them to the DGM or DPW.

**Q: Regarding ADA compliance: We have an exception to policy but were put on the 4th floor of an apartment building and housing didn't even try to accommodate me.**

A: Please contact the Housing Manager, 0611-143-531-2977. If you or a member of your family requires an accommodation and it is medically documented we can assist.

**Q: Are families that require ADA accommodations in the 5% of off post exceptions?**

A: No. An approved exception is based on your needs, not a percentage.

**Q: Can you authorize a post-wide memorandum for folks exposed to higher than necessary radon levels on Baumholder? So that long-term adverse effects can be tied to their originating cause?**

A: Radon is a naturally occurring gas present throughout all parts of the country, both on and off post. We do have radon in some parts of the post and have notified the people that are exposed to that area with a memorandum but it is very limited. We understand your question, but we do not have any large areas that pose a health risk to anyone, so we do not have any memorandum to issue. If you are concerned about any health risks, please contact the Public Health command who can work with you individually to provide more detailed information on radon risks. Our test samples and results will be maintained for 30 years and they can be used when needed, however it is very doubtful that these results can definitively identify the originating cause. If you have current health issues, it is recommended that you discuss your concerns with a health care professional.

**Q: I have a question about recycling on post Baumholder. I have asked housing and DPW and nobody seems to know the answer. When we were stationed at Graf we had a brown bio bin, yellow bag, blue paper bins, glass bins, and a black trash bin. Everything had its place. Now**

**that we have PCSed to Baumholder there doesn't seem to be any bio bin or recycling bins. There are yellow topped bins, but they are labeled "CANS ONLY." I would hate to just throw that stuff in the regular trash, what are we supposed to do with it all?**

A: Currently, we have a recycling program for housing residents to recycle cardboard, glass and aluminum. Each neighborhood has a recycle and trash drop-off area in the vicinity of the individual housing units. DPW also operates a recycle center for on-post tenants in Bldg. 8461 (DSN 531-3043 or CIV 0611-143-531-3043). For additional information, email: [usarmy.rheinland-pfalz.imcom-europe.list.dpw-solid-waste@mail.mil](mailto:usarmy.rheinland-pfalz.imcom-europe.list.dpw-solid-waste@mail.mil)

**Q: Can you clarify for Baumholder families: Are all new inbound required to live on post or is it still that E7 and above have the option to live off post?**

A: At this time, all families will live on post. There could be exceptions requested for various reasons, but they are rarely approved. We are following the U.S. Army Europe policy that states that families will be housed on post until we reach 95% occupancy.

**Q: How and when is the water issue fixed on Baumholder?**

A: There is always a lot of discussion about water in Baumholder and some of it is inaccurate. The truth is that the water in Baumholder is some of the safest water in Germany. We have our own wells and water system and it is filtered, inspected and chlorinated very well. We have run every test possible and the water has passed with flying colors over and over again. The issue is not with the health safety of the water as a system, but with individual housing buildings and units. In fact, on close analysis, the majority of Baumholder has no water issues at all. However, there are several buildings that have issues with lead, iron and legionella in certain units with it usually being confined to specific bathrooms and showers. The lead is from older pipes, but is not a serious health risk and we are working on pipe replacements. Iron is below any health risks, but turns the water a reddish brown color that looks terrible, but is very safe to drink and use. The legionella is a bacteria that builds up within less used sections of pipe in water at a specific temperature range. We are working hard to remedy and mitigate these issues, but any solution we have will take time and money so we are attempting to focus on the worst conditions first and then improve the whole system. We need residents help in this. Please submit a service request for each incidence of brown water so we can narrow down the exact pipes and houses that need replacements.

**Q: Is there plan to fix the locking mechanism all the doors and entrances for the Barracks on ROB? Bldg. 216 and 240.**

A: The barracks manager was contacted. There is a process in place to repair any non-working doors. A service order should be put in when required.

**A: Why are Baumholder families living in terrible housing conditions? Mold, filthy brown water, apartment falling apart? This is a health hazard.**

A: Please contact the Housing Manager, 0611-143-531-2977 with a specific issue so they can resolve it. Since the quality of housing is a very emotional issue, sometimes these specific topics get attributed to being widespread and affecting everyone. That is not the case. In February/March 2019, Unit Commands and USAG RP Housing leadership personally visited 100% of all family housing and barracks in USAG RP with a specific emphasis on Baumholder. Of that visit to over 2,500 units, there were no health risk issues found by either unit commanders or us. There were lots of questions on mold, but the majority of those were local to a shower or other area where the resident has the responsibility to clean. We did find some emerging mold issues at a couple of houses and we treated those more aggressively, but none of the mold had a health risk.

**Q: The playgrounds on Baumholder could benefit from a good pressure wash or cleaning. As well as the gazebos on the sides of some buildings.**

A: Units have volunteered as sponsors for playgrounds in Smith and Wetzel Housing areas and normally clean them during Spring and Fall Clean-up. However, any building coordinator or resident can sign out a pressure washer from the Self-Help Store in order for your building to beautify your area whenever needed. We do not have the staff to pressure wash or deep clean those common resident areas, but will try to support resident engagement the best we can.

**Q: Vogelweh housing is terrible. Housing refuses to enforce rules. We have neighbors smoking on balconies, throwing loud parties and throwing beer cans on their balconies. Where can we report this behavior if nothing gets done?**

A: We will contact the Air Force Housing Office and notify you of the procedures to use for reporting the behavior and any issues with Housing Office responsiveness.

**Q: Any planned improvements for dog parks on Baumholder?**

A: Not at this time. If you have recommendations for potential improvements, please contact the DPW Director at DSN 541-4000 or CIV 0611-143-541-4000.

**Q: Playground clean up!? Building cleanup. My building (Bldg. 8007) is assigned to a unit and I've never seen them out here cutting grass. It's mainly my building that does the labor. But we get in trouble when our outside surrounding looks like crap.**

A: Individual buildings are not assigned to units for clean-up. The building is the responsibility of the occupants. Your building coordinator (BC) should put out a roster of duties required and assign apartments responsible to complete the work. Please contact your BC and if you have issues, contact the BC Manager at the Housing Office, Ms. Sonja Schaefer, 0611-143-531-3006.

**Q: Often we cannot get work orders completed because DPW will not answer the phone. At previous town hall events I know there was a commander line open, but is the garrison addressing the issue with DPW? It feels like overkill to call the commander line for basic repairs/issues.**

A: If your initial call is not answered, you can also contact the DPW Director's Office at DSN 541-4000 or CIV 00611-143-541-4000. Additionally, we will make sure our Work Reception phone numbers are shown correctly in all applicable publications, FACMAN courses and webpages. DPW Service Order desk is open during business hours but is closed German and American Holidays and after business hours. If you have service order and it is an emergency, please call the emergency work order number no matter the day or time. We can assess the situation and, if needed, call in an emergency service team.

**Q: Is anything being done about people bringing trash or large furniture pieces on base to throw away? I know people are not supposed to, but it happens a lot. Can we get a dumpster area where people can bring these items? Or at least one day a month to bring to a collection point?**

A: People living off-post can utilize the Recycle Point on Baumholder. If residents living in the housing area see someone dumping trash or recyclable items elsewhere, please call the military police. Opening hours for the Recycle Point are posted on our website (<https://home.army.mil/rheinland-pfalz/index.php/recycling>).

## **DFMWR**

**Q: Baumholder CDC rarely has hourly spots available. In fact, the reservation/booking process includes a waitlist. According to USAJobs, there are positions to be filled at the CDCs. These positions have been posted twice now, leading us to believe that there are no qualified applicants. When we ask community members their response is the long hiring process, and trouble navigating USAJobs. ACS does offer a course on applying for civilian jobs but the Baumholder classes are usually scheduled at 2 p.m., when most of our community members are getting ready to pick up their children from school. How are you combating the dire need for childcare (hourly and full time) at Baumholder? Are there plans to reschedule classes to reflect the daily schedules already in place in Baumholder?**

A: With our part-day programs now over, we are able to increase our hourly care spaces during the summer by 10 spaces at Smith CDC. Patrons will be able to make reservations 30 days in advance for these spaces. Patrons are also encouraged to call Smith CDC and Wetzel CDC on a drop-in basis as sometimes we can accommodate hourly children in our full-day classrooms due to child absences. CYS has an open and continuous announcement on USAJobs for classroom teachers and requests referral lists a minimum of once per month. Selections are made monthly and at times applicants do decline positions for various reasons and we must start the hiring process over.

**A: Can Baumholder CDC get more hourly care spots? We currently have a really hard time getting hourly care at all. There are so few spots and so many people who need it. I know FCC providers are working on getting approved, and that they are talking about opening the Clinic's CDC, but how do we get more hourly care at the Smith and Wetzel CDCs? Baumholder is always at capacity. Even a waiting list.**

A: Please see above concerning CYS hourly care.

**Q: Why aren't events happening in Baumholder advertised and pushed to the other KMC bases the way K-town and Ramstein and Landstuhl events are pushed up here in Baumholder? We're having a Bazaar in August – will it be pushed and advertised so buyers from other areas come, or will Baumholder families be expected to be the buyers and the sellers those days?**

A: MWR makes an effort to cross-market key events between both Baumholder and Kaiserslautern. We will look at upcoming months to ensure each calendar includes these cross-

marketed events. Major events, such as the bazaars, are also cross-posted on both of the garrison Facebook pages.

**Q: Yay for the Baumholder pool finally opening! That is so wonderful! But why is MWR looking for volunteers for it? Why aren't we putting on a lifeguard class and offering those jobs to Baumholder high schoolers and adults? Is there something I'm missing?**

A: MWR consistently recruits for lifeguards from various sources to include paid positions, volunteers and when available military manpower to supplement paid staff. Some community members want to contribute but don't want to work a regular schedule so volunteering is their preferred option.

**Q: I would like to see swim lessons available at the Baumholder pool in the month of July with more than one summer session available. Swim lessons were supposed to begin in early summer, so with proper planning lifeguards should have been trained and ready to go when the pool opened. Why the delay for lessons? I am told there will not be lessons now until August.**

A: With the pool under renovation for a considerable period, it will take some time to get new staff fully certified to enable them to teach swimming lessons. Currently only the facility manager has the updated certification. It's a difficult certification to pass, and our new lifeguards must master all the necessary swimming strokes before they are ready to certify. As more lifeguards get certified, we will be able to offer more classes. We are exploring options for external resources to teach swimming lessons. If a member of the community has the required certifications and they are interested in teaching a class, please contact the Baumholder Indoor Pool Manager Barton (Eagle) Newton, DSN 531-2904 or CIV 0611-143-531-2904, email [barton.w.newton.naf@mail.mil](mailto:barton.w.newton.naf@mail.mil).

**Q: Our first community yard sale in Baumholder was held on June 1. In spite of poor advertising (something the Baumholder Military Community Facebook page already took ownership of) we had a great turnout. Will this event be turned into a biannual community event?**

A: Our yard sale is part of Housing and our Housing SOP, not a FMWR event. Our next yard sale is scheduled for Sept. 7. Based upon input from the community, we chose not to involve MWR into our yard sale so all activities were free and no-cost to everyone. This means that there is no advertising within the MWR Marketing branch. We did highlight this on our Baumholder Facebook page and informed the community to use their internal communication methods to

spread the word. We learned several lessons from this event which we will apply to the Sept. 7 event. Residents can have a yard sale once a month and should refer to their Housing SOP.

**Q: We need a public space in Baumholder that people can use for parties, get-togethers, activities, etc. One that stays open later than 7 p.m. please. Currently there isn't really any place on post to do that except the bowling alley and you can't take your kid bowling for three years in a row.**

A: There is space available at the Arts and Crafts Center, pool, golf course, various playgrounds and picnic areas, Wetzel campground area and the bowling alley as mentioned. Patrons can also use the library based on the size and type of activity. We agree that free spaces are limited, but there are more locations for parties and get-togethers than the bowling alley. Please consider using the Arts and Crafts Center, golf course or pool – they offer great activities for children and private space for you to have your party or get-together.

**Q: What's the timeline for the Rheinlander re-opening? With the RSO scheduled to lose the Chapel Annex this winter - BH desperately needs a location to hold events.**

A: The ballroom renovation phase of the Rheinlander Club Project is estimated to take up to one year to complete.

**Q: In regards to child care. The previous post we came from hosted the "Parents Night Out" once a month. We have been here since November and there has only been one.**

Both Kaiserslautern and Baumholder offer periodic Parents Nights Out and Parents Days Out. We can also make special arrangements to open in the evening for group or unit events. Please call Parent Central Services for specific information. Baumholder DSN 485-7003, CIV 067-836-7003; Kaiserslautern DSN 541-9066, CIV 0611-143-541-9066.

**Q: There should still be CYS events like Parent's Night Out during summer. Shouldn't be based on only families leaving.**

A: Both Kaiserslautern and Baumholder offer periodic Parents Nights Out and Parents Days Out. We can also make special arrangements to open in the evening for group or unit events. Please call Parent Central Services for specific information. Baumholder DSN 485-7003, CIV 067-836-7003; Kaiserslautern DSN 541-9066, CIV 0611-143-541-9066.



**Q: Baumholder's childcare is always overwhelmed.**

A: It certainly is challenging to maintain staffing levels, strict childcare standards and parent expectations -- however our high scores on accreditation and inspections, overall ICE comment satisfaction scores, and the results of our annual CYS Patron Satisfaction Survey all indicate high levels of compliance and customer satisfaction. Please bring any individual concerns to your Parent Central Services professionals located on ROB and Wetzel Kaserne.

**Q: Employment opportunities? As far as requirements for spouses. It's almost as though if you don't know someone that can get you in the door for that specific job you won't work there. Spouses have to volunteer in the organization they want to get into. But because of child care (not having a job offer to have a spot in CDC) cannot get into hourly care to get your foot in the door.**

A: Family and MWR will make every effort to find childcare for spouses who get hired and require full time daycare. There are options on Military Childcare.com (mcc.com) for jobseekers to navigate the options to request care while seeking and securing a new job.

**Q: Will childcare be provided for the fair?**

A: Family and MWR will always look at options to support fairs for the community. More specifics are needed to look into how CYS can support this inquiry.

**Q: Will child care spots be increasing on Baumholder? We have nearly every agency hiring but we can't apply without childcare.**

A: Baumholder does not have any parent waiting longer than 30 days for any age child requiring full-day care.

**Q: Have you considered changing the time for ACS' class in Baumholder? It's usually held at 2 p.m. when most of us are picking up children.**

A: The ACS class for resume writing was previously changed to 10 a.m. to noon based on attendee input.

**Q: Regarding pre-K there should be more of a lottery system of pulling from the CDC first for those slots.**

A: Child and Youth Services offers a variety of Pre-K options: Full-day care for 3-5 year olds, part-day preschool for 3-5 year olds, and Strong Beginnings Pre-K for children who will be attending kindergarten the next year. The spaces in all of these programs are filled in accordance with the Department of Defense waiting list policy, which identifies priorities for care. For those who have the same priority, the spaces are filled according to first come, first served. Anyone wishing to enroll their children in any of our Pre-K options should sign up online on the DOD wait list at [www.militarychildcare.com](http://www.militarychildcare.com). Please call Parent Central Services for more information: Baumholder DSN 485-7003, CIV 067-836-7003; Kaiserslautern DSN 541-9066, CIV 0611-143-541-9066.

**Q: Will non-profits and FRGs be able to have fundraiser/information booths at the Baumholder Bazaar in August?**

A: Private Organizations and SFRGs are welcome to fundraise at the MWR Bazaar with approved food fundraisers. Contact MWR's private org coordinator for additional information, email: [usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-unit-funds@mail.mil](mailto:usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-unit-funds@mail.mil). Sponsorship of an MWR event may be an option for some private organizations, contact MWR's Sponsorship and Advertising Coordinator for more information at [jacqueline.colindres.naf@mail.mil](mailto:jacqueline.colindres.naf@mail.mil)

## **LRC**

**Q: Baumholder needs a working shuttle bus just to run around the base and between the Clinic and Wetzels and Smith. Is this something we can contract to someone or hire a person for here? Families who move in don't have any way to get groceries, get to the bank or PX or cell phone stores, go to the library (or eventually the pool), get to doctor's appointments or go up to Parent Central Services. This means they can't register for sports, register for childcare, get a working phone, set up internet, or even just get food to keep in their hotel room. I know sponsors should help, but that isn't working for most people.**

A: The shuttle is currently on a revolving schedule and make stops at each of the locations listed within an hour or so timeframe. The schedule in Baumholder is probably more robust than many other locations throughout U.S. Army Europe. In accordance with Army Regulation 58-1, there are some restrictions on how appropriated funded shuttle services operate, so drop-off/pick-up stops may be a block or so away from the patron's desired location. Shuttle bus schedules are posted at each stop, however, force protection considerations warrant that these schedules are not posted publicly for buses that exit installations.

**Q: Any possibility of a shuttle just for the clinic back and forth to Smith Barracks to keep from soldiers having to walk back and forth in uniform off base. It's a short distance but they still catch the blues for it.**

A: See above.

## **SLO**

**Q: Will issues within the schools on Smith be addressed and fixed?**

A: Please specify the issues to our School Liaison Officer and we will be happy to address them with DoDEA leadership. You can contact our SLO Lynn Rice at DSN 541-9061, CIV 0611-143-541-9061 or via email at [lynn.s.rice.naf@mail.mil](mailto:lynn.s.rice.naf@mail.mil).

**Q: Is there any concern about the fact that Baumholder is losing 13 teachers/aides this year - 6 of whom are moving to other schools in the KMC footprint? Is that normal turnover for an elementary school?**

A: There are currently 5.5 teacher vacancies at Smith ES. Four of the openings came from 'in complex' move requests. These teachers requested to move to other openings in the footprint. It is not unusual for this to occur. We had applications for consideration from all the complexes. The process for consideration was more formalized than it has been in the past, and there was a stricter timeline for the applications to be considered, so it may have seemed to have happened all at once. Outside of the four, we had 1.5 teachers that were 'excessed' due to declining enrollment. One of these excess teachers was placed 'in complex.' We also had one additional teacher allocation for Gifted that will also need to be filled. For all 17 elementary schools in DoDEA Europe East, regardless of size, the average number of vacancies is 4. Of the larger schools, Smith ES is in line with the needs of other schools. For example, Netzaberg ES has 7 openings, Hainerberg has 7, and Ramstein IS has 6. It is not uncommon to have military spouses hired that then PCS and create additional vacancies in buildings.

**Q: Smith Elementary is losing a considerable part of its staff for the 19-20 school year. Some of the staff are heading to the KMC area. With a hiring freeze in place, how does this affect classroom size? Do we know how many, or if any, of the SES staff and teaching positions have already been filled?**

A: Please see above. DoDEA does not have a hiring freeze.

**Q: The KMC area is opening a 21st century school soon. Meanwhile Smith Elementary is losing its only robotics teacher for the next school year. We already have only one computer lab and our children seldom attend class there. How is funding being diverted to bridge the gap between these communities when it comes to technology in schools?**

A: All schools have a computer lab. At Smith Elementary, the students rotate through the computer lab. The robotics program was offered after school as a club. The school is hopeful in

continuing this club next year. Smith Elementary School will be receiving a 21st century school in the future.

**Q: Baumholder parents, specifically Smith Elementary School, weren't invited to SAC meetings.**

A: SAC meetings are open to the public. They want to be as inclusive as possible so it is not a member or invite-only event. These are normally advertised in school newsletters sent out to parents. If you are interested in attending, but have not seen any information on it, contact the School Administration anytime to get the annual schedule and information concerning upcoming meetings and past meeting minutes. The school will make a better effort in advertising the meeting dates.

**Q: Does DODEA have a website we can follow that on? (regarding staffing updates, changes, etc.).**

A: Yes, the DODEA Europe home page at [www.dodea.edu/europe/](http://www.dodea.edu/europe/) has further websites linked to regions and school districts. When Administrator changes are made, DoDEA will place them on the school websites.

**Q: Why isn't German language being offered in elementary schools?**

A: A data-driven program evaluation was conducted over the year. This included both quantitative and qualitative data. DoDEA is committed to providing equitable access to quality programs and will continue to review best practices in world language acquisition. While HQ reviews current research and programming in language acquisition, the suggestion of potentially adding an after-school program for SY 19/20 was posited.

**Q: It's important for our schools that those afforded the opportunity to live off post remain in the Baumholder school district so that we don't lose funding... at least that's my understanding from the BMHS SAC. Many times families assigned to Baumholder will get housing in Kusel area that fall in the Ramstein district.**

A: Yes, that is true. Baumholder families that live off post at a distance to ensure their children go to the Ramstein district do have an impact on the Baumholder school ability to get funding and staff. An unrelated U.S. Army Europe policy recently ordered to be implemented and enforced requires families to live on base unless there is no housing available will affect this, but that will only happen over time. For the benefit of Baumholder as a whole community, we

want as many children as possible to attend the Baumholder schools so that we have the student population to get the more expanded and advanced programs.

**Q: Will Baumholder school area be rezoned?**

A: Not at this time. There is no need to do so. We currently have capacity in our schools to accommodate our current Baumholder school-age population. In the future, DoDEA Military Construction will build a new Middle School-High School and Elementary School on Wetzel to meet future demand.

## **DHR**

**Q: Is there a plan to open another passport office? Currently there is only one office with 2 people fulfilling Army needs. While the AF side has 6-8 people, but won't accept Army personnel or dependents for appointments.**

A: Yes, the plan is to open the Baumholder passport office as soon as we have certified employees in place. We hope to have them hired and on board in September or October.