



## BAUMHOLDER TOWN HALL AND INFORMATION FORUM

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We appreciate all of your questions and the care you show for the Baumholder Military Community. U.S. Army Garrison Rheinland-Pfalz is committed to providing critical services, support and security for our Soldiers, family members, mission partners and tenant units, advancing the Department of Defense mission to achieve peace through strength and enabling power projection for the European Theater.

Our team collected your questions and did our best to answer them. For questions that are outside the scope of the Garrison's responsibility and authority, we have provided contact information so that you may go directly to the service provider for answers.

### Base Future & Community Relationship

- **Base Future:** With changing international relations, are there any plans to shut down our base? What impact might we expect?

*At this time, there are no indications that changes in international relations will impact the operations or status of our base. We continue to focus on our mission and supporting our community. The funding allocated for the current improvements in Baumholder was planned and earmarked years ago, so the change in administration does not affect our current plans. It would be inappropriate for us to speculate about the new administration's potential policy decisions that could affect Baumholder. What we can tell you is that in 2014, Baumholder was declared an enduring post, and we are committed to our investment here.*

- **US-German Relations:** How is the base working to strengthen relationships between the American and German communities, especially given current political climates?  
*We are committed to fostering positive relationships with our host nation partners. Initiatives include community engagement events and collaborative projects to strengthen mutual understanding and respect, making investments into the local economy and taking care to be respectful of the customs and courtesies of our host nation.*

### Quality of Life & Community Engagement

- **Quality of Life:** What investments are being made to improve quality of life in the Baumholder Military Community?

*The U.S. Army has invested more than \$500 million dollars in specialized facilities and ranges for operational and training requirements and an additional \$550 million in Army Family Housing projects, Schools, and Army Lodging facilities. We will continue to invest in*

*infrastructure improvement projects that enhance the quality of life for Soldiers and family members assigned to the Baumholder Military Community.*

- **Spouse Conduct:** How are we addressing instances where spouses exhibit disrespectful behavior based on rank?

*No matter our background or where we come from, we are all on the same team, ready to support the Soldiers, families and civilians we serve. To that end, everyone should treat others with dignity and respect, regardless of rank or position. For cases where behavior does not meet these standards, please work with your unit leadership for mediation and resolution.*

- **Off-Post Families & School Impact:** With many families relocating off-post, how will the base address the impact on school enrollment, staffing, and programs at Baumholder schools?

*Families are not authorized to live off-post unless suitable quarters are not available on-post. If a family is authorized to live off-post, the school their children will attend is set by DoDEA based on busing rules. Garrison leaders continue working closely with our partners at the Department of Defense Education Activity (DoDEA). For answers to questions on DoDEA staffing please reach out to them directly: <https://www.dodea.edu/europe>*

- **Teenager Job Board:** Where can teenagers post advertisements for services like babysitting or snow removal?

*Child and Youth Services (CYS) Wetzel Youth Center offers babysitting training. The list of trained teen babysitters is maintained at CYS Parent Central Services and provided to parents upon request. The point of contact for posting banners and signs on Kaserne fencing is the Family and MWR Marketing Branch. Email: [usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-marketing@army.mil](mailto:usarmy.rheinland-pfalz.id-europe.mbx.dfmwr-marketing@army.mil)*

- **Community Events Participation and Marketing:** How can the base improve the marketing and outreach for community events to increase participation? There's a concern about short notice and limited awareness.

*The MWR team acknowledges that sometimes our events aren't as widely broadcast as we would like. The good news is, we have a user-friendly MWR calendar that you can access 24-7 to see a full list of all MWR events. Additionally, information and flyers on our events are posted on the MWR websites at [baumholder.armymwr.com](http://baumholder.armymwr.com) and [kaiserslautern.armymwr.com](http://kaiserslautern.armymwr.com). We update our websites daily, and we encourage you to check in regularly for the most current information. The website is the best way to stay informed about all our special events and regular programming we offer in the community. You can also stay in touch with Garrison news and events by connecting with U.S. Army Garrison Rheinland-Pfalz on Facebook, Instagram and LinkedIn.*

## Housing (On and Off Post)

- **Apartment Living and Soundproofing:** Why are families required to live in apartments on post? Are there plans to improve soundproofing or offer exceptions to move off-base at government expense?  
*Army Regulations and higher headquarters guidance require Soldiers to live on post if suitable quarters are available. No soundproofing projects are planned for existing apartments. Service members can request Exceptions to Policy to reside off-post at individual expense.*
- **Apartment Renovations and Move-In Dates:** What is the timeline for completing apartment renovations, and when can we expect to move in?  
*The ongoing Federal government continuing resolution and funding shortages have caused delays in moves. We're working to expedite the process. We just received funding for the paid moves and we'll contact residents to schedule moves.*
- **Barracks Conditions and Occupancy:** When will older barracks be renovated to address mold, plumbing issues, and outdated appliances? With high occupancy rates, are there plans to improve barracks conditions or explore alternative housing options for soldiers?  
*Major renovations for multiple barracks buildings are scheduled to begin in fiscal year 2025. For other buildings, please submit work requests for known issues through the [Army Maintenance Application](#) (ArMA) website, and we'll address them.*  
  
*We acknowledge that barracks space is limited with high occupancy rates. We're exploring options, such as allowing E-6s to request off-post living or reside in BEQs, to help alleviate crowding.*
- **Stairwell Apartment Cleaning:** Will the base consider hiring cleaners for stairwell apartments, similar to other installations?  
*We're working to modify our custodial contract to include periodic stairwell cleaning. We don't currently have an estimated completion date.*
- **Grass Mowing Responsibilities:** What are the responsibilities for grass mowing in stairwell housing versus townhomes?  
*The Garrison's Department of Public Works will mow grass for stairwell housing. Townhome residents are responsible for their own lawn care, and we appreciate everyone's efforts in keeping our Garrison community clean and tidy.*
- **Housing Support for Service Members Working in KMC:** Why isn't housing support provided to service members who work in KMC but live in BMC, even though it's the same Garrison?  
*Our joint Army-Air Force community is unique! In Kaiserslautern, it's the Air Force's job to*

*manage military family housing, while the Army is responsible for military family housing in Baumholder. Please reach out to the Baumholder Housing Office at 0611-143-531-2978 with any additional questions about BMC housing, or to the Air Force Housing Office at 0631-536-6671 or by email at [KMCHousing@us.af.mil](mailto:KMCHousing@us.af.mil) for questions about housing in the KMC.*

- **Pet Policy Enforcement:** Does BMC have a policy regarding pet owners not picking up after their dogs, similar to Wiesbaden's policy?

*We currently do not have a written policy similar to Wiesbaden. If you notice problems with owners not cleaning up after their pets, please inform your Building Coordinator so that we can address the issue. We work with Building Coordinators to issue statements to pet owners in violation of our community standards, or to involve chains of command as needed to resolve issues.*

- **ICE Comment Site for Housing:** Why doesn't the Housing department have a dedicated ICE comment site?

*We know the ICE comments site can be a little confusing to navigate, but there are a few ways you can provide comments directly to housing. When on the site, try looking for housing services, off-post housing, and unaccompanied housing. You can also address comments directly to the Directorate of Public Works (DPW), as housing is one of their divisions.*

- **Building Coordinator Effectiveness:** How are concerns addressed if a building coordinator is ineffective in resolving issues within a stairwell apartment building?

*Our Installation Coordinator works to train, educate, support, and communicate with building coordinators so they are equipped to successfully manage their duties. Ultimately, the responsibility to take action rests with the stairwell residents themselves and their local unit chains of command.*

- **Balcony Installation:** What is the timeline for installing balconies in the designated apartment buildings?

*The contract to install balconies in six buildings (8009, 8017, 8040, 8047, 8048, and 8066) has already been awarded. Unfortunately, contract modifications have caused delays in the project. Work is scheduled to resume in mid-April beginning with Building 8009 and will continue into fiscal year 2026.*

## **Infrastructure & Facilities**

- **Road Maintenance:** What are the plans for long-term road repairs beyond patching potholes?

*The good news is that we have multiple ongoing paving contracts ongoing and several forthcoming. We're working to award another contract in fiscal year 2025 to continue addressing road repairs. In the meantime, we're able to make spot repairs as long as we have the funds and materials. For the future, we are developing comprehensive plans to address*

road maintenance, including permanent solutions beyond patching, to ensure safer and more durable roadways.

- **Playground Maintenance and Replacement:** What is the timeline for cleaning up, repairing, and replacing broken playground equipment on base?  
*We're happy to tell you that a contract has been awarded to replace half of the playgrounds on Smith Barracks. Despite contract modifications causing delays, work on the first two playground renovations began on April 7, and another contract is planned this fiscal year to address the remaining playgrounds on Smith. New playgrounds will be built on Wetzel as part of ongoing townhouse projects.*
- **Recycling Services:** Why doesn't Baumholder offer comprehensive recycling services like other parts of Germany? Can we implement options like yellow bag pickup and composting?  
*Our residents are able to dispose of regular household waste and recyclable paper and cardboard through regular waste pickup via the bins provided at their homes. For other recyclables like metal and glass, there are collection points at various locations on-post. Another option is for residents to visit the recycle yard near the North Tank Trail Gate to dispose of their recyclable waste.*
- **Garbage Cans in Parks:** Can garbage cans be added to parks to improve cleanliness?  
*There are dumpsters available near most of our parks. We're currently working with limited workforce availability, so we're unable to add additional routine maintenance like park trash cans to our workload. We are grateful to our community for your efforts to keep our common areas clean by taking your trash with you when you leave our parks.*
- **Pedestrian Accessibility and Safety:** What is being done to improve pedestrian safety and accessibility on base, particularly regarding sidewalks and crosswalks?  
*We are working through the contracting process to award a large paving project that includes repairing and replacing curbs. We're also assembling a Tiger Team to help us prioritize the areas where curb and crosswalk improvements are needed first. Once the contract and funding are in place, we'll get to work!*
- **Gazebo and Picnic Shelter Reservations:** What is the process for reserving outdoor gazebos and picnic shelters? Are there plans to add more picnic tables in these areas?  
*Currently, the gazebos and picnic shelter facilities are available on a first-come, first-served basis. We're establishing a process to manage them and will let the community know when that process is in place. There is a QR code at the pavilions with contact information.*

*To best serve our community, we recently added picnic tables to two picnic shelters that were built to replace the shelters that were demolished during the Army Lodging construction project.*

- **Auto Skills Center Renovation:** Are there plans to renovate the Auto Skills Center, as many bays are unusable and equipment is outdated?

*Seven of our auto skills center bays failed a recent inspection. We are working on getting them into compliance and operable.*

- **Car Wash Functionality:** What is being done to address the frequent breakdowns of the car wash stalls near the Bowling Alley?

*The Baumholder Car Wash is back in full service after seasonal downtime.*

## **Maintenance & Work Orders**

- **Maintenance Issues in Unrenovated Housing:** How will maintenance issues in unrenovated housing units be addressed, including malfunctioning appliances, mold, broken radiators, and brown water?

*Please submit your work requests through the [Army Maintenance Application \(ArMA\)](#) website so we can prioritize and make repairs. If your organization requires new space, please contact the Garrison's stationing manager at DSN: 314-541-3500 or CIV: +49 (0) 6111-43541-350.*

- **Slow Appliance Repair and Work Order Delays:** Why does it take multiple work orders and significant delays to have maintenance issues addressed, particularly in housing? What is being done to improve the responsiveness and efficiency of work order fulfillment?

*Because we are operating under a Continuing Resolution, we have budget funding shortfalls. We work diligently with the manpower, funding and supplies currently available to complete work orders in a timely manner. Please submit your work requests through the [Army Maintenance Application \(ArMA\)](#) website.*

- **Dryer Functionality:** Why do the dryers in housing take an excessively long time to dry clothes, even after repairs?

*Condenser-style dryers work differently than the vented dryers we might be used to in the U.S., and they take a bit longer. Cleaning the lint off the condenser coil frequently and using an extra spin cycle in the washer before drying can help.*

## **Traffic & Parking**

- **Speeding in Housing Areas:** What measures are being taken to address speeding in housing areas, including increased MP patrols, signage, or physical barriers?

*The Garrison's Military Police (MP) actively enforce speed limits in targeted area, especially near schools and housing during peak times. The MPs have three patrols per shift and are*

*exploring additional measures such as physical barriers and enhanced signage to further slowdown traffic.*

- **Inconsistent Parking Enforcement:** Why is there inconsistency in how MPs issue parking tickets?  
*Parking citations are generally issued at the officer's discretion, and most serve as warnings rather than fines. MPs encourage everyone to obey posted signs and consider how proper parking helps maintain safe access for all. MPs will apply consistent judgment to improve enforcement.*
- **MP Presence During School Hours:** How effective are MPs at ensuring children's safety and traffic control during school hours, particularly at Smith Elementary School?  
*At Smith Elementary School, an MP patrols Menue Road near Lime Street to manage traffic through designated control points, while another patrol on Lime Street focuses on speed enforcement. This arrangement helps the MPs monitor traffic effectively.*
- **Untagged Vehicles in Visitor Parking:** What is being done to address the issue of untagged vehicles parked in visitor parking areas?  
*MPs are actively identifying and removing untagged or abandoned vehicles from visitor parking. While our current tow truck capacity is limited, the Directorate of Emergency Services will prioritize abandoned vehicles and apply orange stickers as a warning. If you have a non-operable vehicle and would like to donate it to the [Baumholder Auto Skills Center](#) for parts, you can reach out to them at 0611-143-531-2949.*
- **Faded Parking Space Markings:** When will faded parking space markings be repainted, especially in housing areas?  
*As we right-size housing units, we will create additional parking spaces. Our crews repaint the pavement after renovation projects, and we do have plans to repaint worn markings in areas not affected by construction. In the meantime, please submit a work request through the [Army Maintenance Application](#) (ArMA) website for your building so DPW can prioritize your area.*

## **Child and Youth Services (CYS)**

- **Expansion of Youth Sports:** Are there plans to expand the variety of youth sports available, such as a youth soccer league or gymnastics?  
*CYS Youth Sports currently offers a fall soccer season along with additional soccer skill camps throughout the year, based on contractor availability. Our SKIES instructional programs rely on recruiting qualified instructors to offer programs like gymnastics. If you're interested in leading instructional classes or know someone qualified to do so, please contact CYS at DSN: 314-541-9051 or CIV: +49 (0) 611 143 541 9051.*



- **After-School and Weekend Activities:** Can CYS offer more activities during after-school hours and on weekends to accommodate working parents?  
*CYS organizes special events on weekends and evenings that encourage parent-child participation to accommodate working parents. The current staffing supports a full-day care mission, and we are also exploring additional opportunities at the Baumholder Library (+49 (0) 6111435312841) and the Arts and Crafts Center (+49 (0) 6111435312895). Please reach out to these facilities directly for more details on available activities.*
- **Impact of Funding Cuts on CYS Programs:** With potential funding cuts, what is being done to ensure that CYS programs remain available and accessible to the community?  
*Our Child and Youth Services program continues to focus on providing full-day childcare to help balance parental responsibilities with unit mission requirements. DoDEA manages in-school special classes, while teachers volunteer to host after-school clubs. The Garrison's CYS Youth Sports program offers various sports teams and activities throughout the year, and the CYS Wetzel Youth Center provides free recreational activities for youth in 6th through 12th grades. We are also able to offer SKIES instructional classes as qualified instructors are available.*

#### **Morale, Welfare, and Recreation (MWR)**

- **Warrior Zone Future:** What is the status of the Warrior Zone's funding? Will it be closing, rebranded, or remain operational? What impact will this have on staffing?  
*We understand that many are curious about the future of the Warrior Zone. MWR is working with IMCOM-Europe on the future of this and other programs, but no decisions have been made yet. We will continue to share updates with the community on any changes to the Warrior Zone.*
- **Restaurant and Delivery Options:** With the closure of Shawingz, are there plans to replace it with another restaurant that offers later hours and delivery service? How will the Garrison prevent similar service disruptions in the future?  
*The Food and Beverage Contract at Strikers Bowling Center is in its final stage with IMCOM-Europe Contracting and should be awarded by mid-April. Once the contract is in place, the vendor will have 30 days from the date the contract is awarded to begin operation. The contract does request the restaurant to stay open past 1900 and offer delivery service. We review all MWR contracts monthly to ensure there is no future lapse in service.*
- **Computer Lab at the BOSS Building:** Is there a possibility of adding a computer lab to the BOSS building to provide easier access for soldiers?  
*Warrior Zones are one of the programs under review across all of Installation Management Command. No decisions have been made yet on future funding or the concept of Warrior*



*Zones. In the meantime, our team continues to work with our counterparts at IMCOM-Europe to maintain and improve our offerings at our Warrior Zones.*

## **Directorate of Human Resources (DHR)**

- **Impact of Hiring Freeze on Spouses:** What is the impact of the hiring freeze on spouses employed in government jobs?  
*At this time, we don't have any information about changes in employment for spouses. We expect the current hiring freeze to last until at least January 2026.*
- **Status of NAF Hiring:** Is NAF hiring still frozen, or are recruitment and onboarding processes ongoing?  
*There was a hiring freeze implemented on March 2, 2025, and all hiring has been paused until further notice. However, we have received exceptions to policy to continue hiring some categories of employees, including Child and Youth Services workers and installation positions that are essential for life and safety. As policies and guidance change, we will keep the community informed.*
- **Home-Based Business:** Who should I contact for information about how to start a home-based business on post?  
*Contact Kerstin Reed, ROB Bldg. 162 Room 110, or Email: [usarmy.rheinland-pfalz.id-europe.mbx.fmb@army.mil](mailto:usarmy.rheinland-pfalz.id-europe.mbx.fmb@army.mil)*

## **Other**

- **Expired Food at the Commissary:** Why is expired food being sold at the commissary?  
*Shipping times from the U.S. to Europe cause some items to have short sell-by dates. In some cases, some items are expired when they arrive. When this happens, we work with our food inspectors to verify the quality of the item. If they deem it still good for sale, they extend the shelf life of the item, and we mark down the price for a quick sale. This process allows us to have a wide variety of people's favorite foods on the shelf and helps prevent food waste.*
- **Product Availability (Wholehearted Cat Food):** Can the Wholehearted Cat Food brand be made available at the Baumholder PX or Commissary?  
*Please reach out to the Commissary and PX managers to make product requests.*
- **AAFES Food Court Options and Hours:** Will there be more food options at the food court? What is being done to ensure the food court vendors serve only freshly prepared food? Why do certain vendors close early?  
*There are no current plans to bring new food options to BMC.*  
  
*Our food vendors must meet the hold time standards for their franchise brand to ensure the food they offer is fresh and high quality. Teams prepare ahead of time for known lunch and dinner rushes to ensure customers are able to get their food quickly.*

*Hours of operation are based on customer traffic patterns, which we review as unit rotations change. Bun D and Burger King close at 6 p.m. Popeyes closes at 7 p.m. The AAFES team always works to provide consistent quality at Popeyes, Burger King, Bun D and Dunkin Donuts.*

- **Laundromat Machine Functionality:** When will the laundromat machines be fully operational?

*We are currently between contracts, so we are waiting for the previous vendor to move out and the new one to move in. The current contract will end on April 30 and the new vendor should be open in mid-May.*

- **Veterinary Services (Spaying):** When will Baumholder have a fully operational veterinarian who can perform spay and neuter procedures on animals? What other veterinary options are available to our community?

*There is a contract in place to renovate the surgical suite, but we don't have an estimated completion date at this time. Staffing at the military veterinary treatment facility depends on unit rotations and provider availability. In the meantime, off-post German veterinarians can complete pet health certificates at various price points, and the [Veterinary Medical Center Europe](#) offers comprehensive veterinary services to service members and their families. We recommend all families with pets find a local German vet in case of after-hours emergencies.*

- **Access to Healthcare for TPU Reservists:** Why can't TPU reservists access healthcare on post, even if their spouses are not active-duty members?

*Reservists who are activated are eligible to receive care at military treatment facilities. Federal employees and contractors who are also TPU Reservists are not eligible for enrollment at the clinic based on limited availability as non-TRICARE Prime enrollees.*

- **Emergency and Urgent Care Services:** With no ER on base, can we establish an urgent care clinic in Baumholder to avoid long drives for non-emergency medical needs? Why is it difficult to get same-day appointments for pediatric care?

*Our proximity to Landstuhl Regional Medical Center's Emergency Department means we don't meet the criteria to support an Urgent Care Clinic on Baumholder. However, we do reserve several appointments each day to enable same-day care for urgent issues. Please call the LPMC Appointment Line as soon as it opens at 0700 for the most appointment options. And as always, in a medical emergency, dial 112 for emergency services or go to the nearest emergency room.*

- **Shuttle Bus Route and Stops:** Can the shuttle bus route be revised to better serve the community, including adding stops in housing areas?

*We are currently reviewing our Shuttle routes to best serve our community. Army Regulation 58-1 directs us to avoid residential, recreational or shopping locations on our scheduled bus service routes. We apologize for any inconvenience this may cause, and we sincerely appreciate your understanding as we work to navigate these federal regulations.*

- **DFAC Hours and Conditions:** Why are there inconsistencies in the hours and conditions of the two DFACs (Knights Lair and Castle)? When will Castle receive improvements? Are there plans to install a 24-hour kiosk?

*The dining facilities on Baumholder follow a rotating schedule, which is updated monthly. This schedule helps us ensure that one of the two dining facilities on Baumholder is always open. To stay informed, please visit the 16th Sustainment Brigade's official [Facebook page](#) or check the monthly schedules posted in both dining facilities. Presently, the 16th Sustainment Brigade has no plans to establish a 24-hour kiosk.*

*At this time, there are no plans for the Castle DFAC to receive renovations. The 405th Logistics Readiness Center engages in ongoing discussions on the future direction of the dining facility and meets regularly with DFAC managers to uphold quality standards.*

- **DFAC Policies (Bags and Hairnets):** Why are bags not allowed in the DFAC, and why are hairnets not consistently worn by staff?

*For the safety and security of all patrons, bags are not permitted inside the DFAC. To minimize inconvenience and reduce the need for multiple trips, we kindly request that you store your bags in your vehicle, room, or office before entering the DFAC. This policy is outlined in the Garrison Standard Operating Procedure and is strictly enforced to ensure a safe and secure environment for all diners.*

*All food service staff are required to wear hair while nets working in the DFAC. If you observe a staff member not wearing a hair net or encounter an incident where hair is found in your food, please promptly report it to the Dining Facility Manager. This will enable them to take immediate corrective action and ensure that our high standards of food quality and safety are upheld.*

- **Alert System Registration and Tech Support:** How can individuals without DoD CAC cards register for the ALERT! system and where can they go for technical support?

*Only DoD CAC cardholders can register with the ALERT! system. However, sponsors may add their family members' contact information at their discretion. Personnel from organizations within the community that do not have DoD CAC cards can request registration through the Directorate of Plans, Training, Mobilization & Security Protection Division by sending an email to [usarmy.rheinland-Pfalz.id-europe.mbx.garrison-force-protection@army.mil](mailto:usarmy.rheinland-Pfalz.id-europe.mbx.garrison-force-protection@army.mil). Please use the subject line "Request for ALERTS registration".*

*Approval will be based on an official DoD/Garrison affiliation and a need-to-know basis. This email can also be used for any assistance and tech support.*

- **Trade School Options:** Are there any replacement programs for the trade school options previously offered through Central Texas College?  
*At this time, we don't have trade school options like those Central Texas College provided. The University of Maryland Global Campus offers Child Development, Social Worker and like degree programs. For more information on education opportunities, contact the [Baumholder Army Education Center](#) at 0611-143-531-3181.*
- **Smith Elementary School Concerns (Multiple):** The questions related to Smith Elementary School express concerns about the school's environment, communication practices, the handling of student safety issues, and the overall well-being of students and staff.  
*We ask parents to please work with [your school's administration](#) and address concerns directly with [DoDEA leadership](#).*