



Garrison Commander Town Hall – 25 April 2024

| Question and Answer Pool

Housing Improvement Questions

Q: It's been a few years since our building coordinator (who's long since PCSed back stateside) was notified we were getting rolladens installed, and in our two years here there has been no update about receiving them. Is that project ever being completed?

Q: Can we get an update on balcony progress for Floridastraße? We were originally told May/June for completion.

Q: Would very much love an update on the balcony situation. We have heard too many things since January!

A: The balcony project is ongoing. In the vicinity of Floridastrasse – buildings 7755 through 7757 have a scheduled completion date of July 24, and buildings 7768 through 7770 is scheduled for October 24. We are in the queue to receive funding for more balcony projects throughout the community.

Garrison takes a phased approach with all that we do. We go through a permitting process with the host nation. We are optimistic we will be able to execute this plan by the end of the year or the beginning of 2025.

Regarding roulladens, originally the roulladens were scheduled to be completed in conjunction with the balcony project. However, to help secure funding, we split the project up – so we have one project for balconies and the other for roulladens.

We are competing for funding and are optimistic that the project to install roulladens in the remainder of homes will start in FY 2025.

Pedestrian lighting

Q: They installed sidewalk lights all over Hainerberg, wondering why they were not put between Floridastraße building 12/14 and 8/10 since there are not even streetlights to give any sort of light between the buildings?

Q: Also, will the lights around the park between Texas [strasse] and Arizona [strasse] be getting replaced? They do not work. This was mentioned over a year ago.

A: Thank you for bringing this to our attention. The lights in Hainerberg are serviced by the city of Wiesbaden. The command team routinely meets with Wiesbaden civic leaders to talk issues, like this directly, with the mayor of Wiesbaden; and Garrison

DPW will talk with their host nation counterparts to ensure these lights are serviced. Garrison, in conjunction with the city, will be relooking our overall lighting plan for that area, from a safety perspective. Coordination between the garrison and the city is ongoing to have them come out to Hainerberg and look at what needs to be done, by the end of summer.

Roadwork

Q: Will Texasstrasse be getting repaired? The road is deteriorating. The potholes are getting larger. It's awful.

A: Texasstrasse is part of the ongoing Hainerberg road repair project. Work is scheduled to begin in May and completed in June 2024; a schedule will be provided soon. The project will take time because it, not only, involves milling to remove the top layer of paving which will be replaced with new asphalt, but also the removal and replacement of damaged curbstones.

Additional pet waste station

Q: Can we also get a dog station added on the corner of Washington and Texas? For the number of dogs in Hainerberg there are not enough stations. And an alarming amount of people [are] NOT picking up their dog piles.

A: We have initiated a service order to install a dog station at the corner of Washington and Texas. A bag dispenser is on order which will be installed by DPW once it is received, which we anticipate will be July. As a community of pet owners, we should all do the right thing and pick up after our pets.

Environmental safety concerns

Q: With the new school construction starting in May 2024 and the demolition of the three old housing buildings by the CDC [building] 1501, what precautions are you using to ensure the kids at both CDCs, [buildings]1501, 1502, as well as the families in the buildings close by are going to be protected and not have ANY SORT of exposure to asbestos or lead (aka lead based paint)? How are you going to ensure the drinking water AND playgrounds won't be contaminated to exposure to asbestos or lead (aka lead based paint) due to the demolition of these buildings?

A: Demolition continues in Crestview. The de-construction will follow a very deliberate and sequenced process to demolish those buildings identified for removal. Before that happens, fencing will be placed around the demolition area to secure the construction site.

Material samples will be taken from the buildings to identify hazard substances such as lead or asbestos that maybe contained in the buildings. Environmentally safe containers

and bags will be on hand to collect and carry any identified hazardous materials away from the construction site.

Painting handicap parking spaces

Q: Why can't the handicap parking spaces in the parking garages be painted?

A: Parking spaces will be painted as part of the periodic maintenance that takes place across the garrison. The plan to paint parking stalls, lines and handicap parking spaces will begin in December 2024.

Vehicle registration policy/abandoned cars

Q: Also, I need to add the broken down/vacant cars being abandoned all over Wiesbaden but ESP on Hainerberg. The policy needs to be changed and have people show proof of salvaged or sold before they PCS/ETS. This would lower the amount of abandoned vehicles. This was a problem in another duty station overseas and solved by strict enforcement of transfers of titles.

A: For those new to the community, we have been deliberately worked this issue for the last 18 months. We reworked several policies that did not match with current issues across the garrison. The parking and abandoned vehicle policies were changed to make it as easy as possible for people to do the right thing.

If you need to store vehicles long term, due to maintenance repair or it is inoperable, garrison opened the two top floors of the large parking garage. You must talk to the MP's first – it is a straightforward process. Garrison reworked the abandoned vehicle policy in conjunction with MWR, DES and JAG to make it easier to donate a vehicle, instead of abandoning it. If you are on the installation, you can call the auto skills shop and for a small fee you can donate your vehicle.

Since we started this program about 50 of 80 abandoned vehicles have been donated to the auto skills center or removed from the installation. We still have 30 in the parking garages that we can't remove because our tow truck can't access the garage due to its low ceilings. We are working to acquire funding to purchase a tow truck that can access those locations, in lieu of that, garrison is working to bring in a contractor who can access the garages and remove those additional vehicles. Hopefully they will be removed by the Berlin Airlift.

The challenge is making new arrivals aware of the policies, aware they can donate their vehicles and not to abandon it on the installation.

Garrison must get the vehicles off the installation at a must faster pace than they are being abandoned. However, people still choose to do the wrong thing and leave cars and depart the area.

It is not easy to say you can't leave until you de-register your vehicle. Garrison's workforce is 20,000 strong; 50 percent servicemembers and 50 percent civilian which

include both Department of the Army Civilians and contractors. DA civilians are required to register their vehicles and we can be more stringent. However, contractors are guided by their contract which may or may not require personnel to do things, such as registering or de-registering vehicles, through the installation.

There is no regulatory or legal way to mandate that contractors must register vehicles on the installation.

Traffic

Q: Why can't the North Clay gate be used as an exit gate?

A: Currently, we do not have a plan to open the North Clay gate. The garrison priority, first and foremost, is the security and safety of the installation, and our first line of defense is securing the perimeter fencing and the gates – the access control points (ACP). Though we have doubled the size of our community we have neither doubled the size of the garrison nor the size of the workforce that manages and secures the installation.

Our security force is contracted through Ponds, and they provide the bulk of our security for the gates. It is a contractual and resource matter – there are not enough Ponds guards to operate and secure an ACP in the North Clay location.

Additionally, the Lord Mayor of Wiesbaden, in response to requests from citizens that live along that roadway, has been wanting to pave that road for years.

One of the conditions the City of Wiesbaden has been waiting on, is the reduction of traffic on that road. Shutting down and paving the road was not possible when so many U.S. personnel needed travel that roadway to gain access to Clay North.

There is no plan to open that road, however it is a contingency gate and an option in the event of a situation requiring access by emergency response vehicles.

Q: [Regarding the new school construction starting May 2024] With that same concern how is that going to affect an already traffic nightmare?

A: The new school construction will not have an impact on traffic. The new school construction will be done in phases. In the initial phase there will be no change to the current traffic pattern. In subsequent phases, as construction continues, a new road that will run parallel to the existing road will be built. Once the new road is complete it will link directly to the traffic circle before traffic goes into Newman Village – so there should be no impacts or change.

The new road will have access to the South gate which will be used during the 75th Anniversary Celebration of the Berlin Airlift scheduled in June.

Q: Why during the same shift, 4 gates will be monitored or one, aren't the same amount of folks on that shift still available, when they drop to just one gate, what are the other doing, while getting paid?

A: The Ponds guards have multiple duties beyond just checking ID cards. During peak traffic times, the guards open as many lanes as possible, and then once peak traffic is over, the guards shift to other tasks such as patrols, administrative duties and manning the truck search lane.

Guards have other responsibilities when not performing security checks at the access control point, often guards will be checking IACS, issuing temporary passes, conducting training, or coming off duty or taking mandated breaks.

The contract security guard company determines the staffing required to meet the specified Army requirements and are based on Europe Manning Factors Business Rules for Installation Access Control Points. Guards work multiple shift rotations as prescribed by the contractor. During peak travel times, such as the morning commute, the need for security personnel at the ACP is greater than non-peak hours. Guards will routinely work four-hour shifts during time periods when traffic is expected to be at a greater than normal volume.