



Garrison Commander Town Hall – 29 Feb. 2024

| Question and Answer Pool

Playground safety

Q: For the toddler playground area at CDC BLDG 1501 the turf is ripped and needs to be replaced all the way to the fence. It is causing the water to stand and is not letting the water drain properly. The dirt and mud go all over the place where the children are supposed to be playing this is unsafe and can cause the children to get sick. You can just put grass seed down as the children use that area to push their toys and cars. Need to purchase turf rather it be with CDC funds are PWD funds and install it all the way to the fence in order to fix this issue. There is already turf around the tree and other play things in the area. This is the 4th request for this issue and it has yet to be resolved. Pictures can be submitted of condition.

A: There is an ongoing project to address these issues, we anticipate completion no later than this fall.

Q: Is it possible to request repair work on Racetrack playground on Rheinlandstrasse? It is an extremely popular playground for both Americans and Germans. The soft track has potholes and the bushes were butchered when they were cut back.

A: There is a contract that is in the process of servicing/ repairing playgrounds. Aukamm playgrounds are currently scheduled to be serviced and repaired as necessary from April to May of this year.

Weather related car damage claims

Q: I also have a concern about Aukamm. During the bad weather 3 months ago, a large branch fell on my car and damaged my car while parked in front of my apartment on aukamm. We've tried to get an appointment with JAG to understand what to do, but with zero success. Since this appears to be a recurring event, can you please explain who should I make a claim to? Who is responsible for these trees under these circumstances? [We] do not have full coverage, but just basic coverage for my car so my insurance is not an option.

A: Going through your personal insurance is encouraged.

However, our legal office said that if you would like to schedule appointments with legal, you can do so by either walking in and scheduling or emailing at the following: usarmy.wiesbaden.usareur.mbx.oja-wlc-legal-assistance-calendar@army.mil

For more information on claims visit the Claims office webpage on the USAG Wiesbaden garrison website: <https://home.army.mil/wiesbaden/about/Garrison/legal-office/claims-office>

You can also go to the Center for Personnel Claims Support website to begin a claim for damage.

Their contract information is:

Phone: (502) 626-3000 Fax: (502) 626-1320

DSN: 536-3000

Web: <https://www.JAGCNet.army.mil/PCLAIMS>

Email: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

German Accident Prevention Organization (DVW); children and road safety

Q: For families who live in open Housing areas, if or how has the local government authority ensured members in these community obtain access to support from the German Accident Prevention Organization (DVW)?

A: The Verkehrswacht website, located at <https://www.verkehrswachthessen.de/hessische-verkehrswachten.html>, has local township POCs listed, along with their contact information.

If you are not able to connect with the POCs on the website, you can contact your local mayor and district mayor and ask them for assistance. They can be reached at the below:

buengerreferat@wiesbaden.de: That is the Citizens' Affairs Office, and if they cannot assist you, they should be able to direct you to the correct agency.

Like the locals, U.S. residents can also contact the responsible local advisory board. They can reach it via the local town administration in Bierstadt via email address ortsverwaltung-bierstadt@wiesbaden.de or directly to the local district mayor. U.S. residents can also contact the department for construction and traffic, dezernat.v@wiesbaden.de.

Q: Currently, their materials, brochures, programs and events are only available in German. How can residents reach out to the municipality with their road safety concerns, and also gain access to these DVM programs? They have been told that the local government "owns and manages" the streets & roads in their neighborhoods.

A: The Verkehrswacht website, located at <https://www.verkehrswachthessen.de/hessische-verkehrswachten.html>, our local township POCs listed, along with their contact information.

If translation support is needed, please contact the following:

buengerreferat@wiesbaden.de: That is the Citizens' Affairs Office, and if they cannot assist you, they should be able to direct you to the correct agency.

Like the locals, U.S. residents can also contact the responsible local advisory board. They can reach it via the local town administration in Bierstadt via email address ortsverwaltung-bierstadt@wiesbaden.de or directly to the local district mayor, Mr. Volland via ortsvorsteher@rainer-volland.de.

U.S. residents can also contact the department for construction and traffic, dezernat.v@wiesbaden.de.

Pet Travel Reimbursement

Q: The Joint Travel Regulation (JTR) Pet Transportation Allowance (par. 050107) went into effect on 01 JAN 2024. Many pet owners are confused about what is and is not covered, since some of the language is subjective or conflicting. Which office on base should they reach out to for questions and assistance filling out their pet reimbursement packet?

A: For questions about pet travel, reach out to the finance office, by contacting DSN: 523-3550 or 523-3551 Civ: (0611) 143-523-3550 or 143-523-3551

Reimbursement for expenditures can include costs for mandatory microchipping, quarantine fees, hotel service charges, licensing fees at the new permanent duty station, testing titer levels for entry, and pet shipping fees, if the member flies rather than drives, or the pet is shipped separately from the member.

OCONUS travel using government or government procured transportation must be used if available or reimbursement for transportation costs is not authorized, and it MUST be listed on the PCS orders as authorized expense.

Removal of crossing guards

Q: Would Crossing Guard positions be something that Housing could help assign? A reflective vest and handheld sign could be issued and passed along to future volunteers as folks PCS.

When MPs are not present to provide road guard safety for children crossing streets to the school-bus stops on base, drivers speed through and around buses causing hazards for pedestrians. Motorists tend to respond to "official presence", and rarely do so for the parents and other adults at the stops. Residents have reached out to the

DoDEA schools and School Transportation Office about creating the position of "School Bus Cross Guard" for years but are told that funding and liability make it impossible to determine who would have the authority to take this on, let alone enforce it. Several residential areas have section/building/stairwell Coordinators to help mitigate local issues.

A: Yes, it is permissible for volunteer crossing guards. However, they need to be part of the official volunteer program at the Garrison, which is overseen by FMWR Army Community Service. In addition, it will require someone to act as the overall volunteer coordinator. Each volunteer crossing guard will require a background check. The volunteer coordinator would be responsible for managing this program and ensuring enough coverage for crossing guard duties. Equipment may be signed for and issued by the garrison.

Interested community members should contact FMWR Army Community Service at 548-9201/9202 to volunteer.

Dog park water spigots

Q: Can we please get water spigots put in at the dog parks, please?

A: Current utility infrastructure does not support putting water spigots at these locations, as there are no water lines underground.

Furthermore, we have plans to relocate the dog parks on Hainerberg and Aukamm to different areas of those installations to allow better access to the parks.

Crestview dog park

Q: By chance are they putting in a dog park in Crestview?

A: We will look at suitable locations once current construction projects are completed on Crestview.

Landscape repair

Q: After the construct on Hainerburg to install walkway lights, it has destroyed landscaping and turned many areas around buildings into ugly, muddy slop. Is there a plan in place for landscape repair?

A: Landscaping restoration is part of construction projects. Repair will take place once construction is complete.

Change to military mail address

Q: On 22 JAN 2023, the Postal Service revised their Mailing Standards of the USPS, Domestic Mail Manual (DMM), section 703.2.2.1, "to clarify required delivery address

line military address types.” According to a public notice on their website, “CMR” addresses will now be labeled “CPR” (Consolidated Postal Room). This change was supposed to be "effectively immediately" as of 22 JAN 2023. When will this change be implemented for the Wiesbaden community?

A: The change from community mail room (CMR) to community postal room (CPR) has been delayed. We will inform the community when the change takes effect. Expect further information.

Charging stations

Q. I am a Tesla owner of an American made Tesla. Our charging outlet is different than the European outlets which requires us to buy an expensive and hard to find adapters to use at the European charging stations. Due to the increase of Tesla owners (and other electric vehicle owners), is there a plan to add charging stations on post? This will decrease the high electrical cost at homes since charging at home is our only option.

A: The current guidance from Installation Management Command-Europe does not allow privately owned vehicles to be charged from government facilities to include housing and other service buildings on the installations. We are currently awaiting guidance from Department of the Army and higher headquarters to determine the way forward.

Conversion (U.S. to European) adapters are available for purchase via online automotive outlets.

Medication take back

Q: The Wiesbaden Army Health Clinic website lists "Medication Take Back" as a service they provide. However, several community members have been turned away. Where should they turn in old, unused medication? And can the clinic website be updated to reflect this info?

A: The Wiesbaden Army Health Clinic Pharmacy can, and does, take back medications that are expired or unused. We apologize for any confusion regarding this policy. When turning in unused medication, we kindly ask that you remove any Personal Identifiable Information (Name & Birthday) on the prescription bottles prior to return. If you have questions about returning an unused prescription. If you have questions about the medication take back program, you can speak with a member of the pharmacy staff.

Civilian medical care and coverage

Q: I am a veteran and a current GS employee with a family working on Clay. Prior to coming to Germany, I was seen at the VA for medical. However, coming to Germany halted all of that and I was not able to be seen on post as I thought. As a Civilian GS employee, we are out of pocket for our medical and dental needs. Over time this can be expensive! I know that the clinics have rodeos for immunizations/sports physicals, but

why can't it be a rodeo for Veterans and retirees to be seen on post? This can be every six months or certain times during the year. Previously I worked at MEDDAC Bavaria, and we would have reservist to come over and fill clinic shortages. There are tons of medical personnel in the reserves that can fill in one weekend or however/whenever this can be done. If I would have known that the medical would be this hard to get over in Germany, then I would have never come. This should also be told before Civilian employees come over.

A: The Wiesbaden Army Health Clinic appreciates the important contributions our retirees, contractors, and federal civilians make to the Total Force, and our clinic proudly hosts a variety of outreach events for our enrolled and non-enrolled beneficiaries, including vaccine rodeos, annual Retiree Appreciation Day, dedicated time for school physicals, and health education through our Armed Forces Wellness Center. Because current federal regulations and DHA policies prioritize access to health care for active-duty service members and TRICARE Prime beneficiaries, access to space-available care in Military Medical Treatment Facilities fluctuates and should not be relied on for routine care.

As a military veteran, we encourage you to contact Mr. Mike Hensley, the VA benefits advisor, for additional information on accessing health care through this program. He can be reached via email at mike.hensley@vatap.calibresys.com or via phone at (DSN) 548-1323, (COMM) 0611-143-548-1323 / 01522-9861520.

Walking path/Track

Q: Is there any plan to put a walking path from the MCC to the Exchange Wiesbaden Clay Kaserne BLDG 1046 due to unsafe conditions when it rains or snows? To many military and civilian personal walk there. Pictures can be submitted of condition.

A: Currently, there are no plans to create a walkway/path from the MCC to the shoppette/troop store. The garrison is currently updating its area development plan for Clay Kaserne, and if warranted we will program a walkway for the future.

Road repair/construction

Q: Are there plans to fix the roads in Aukamm? Lots of potholes in here.

A: The city does not have an immediate plan to repair the roads in Aukamm. However, we are aware that the roads need routine re-paving, and we will address this with the city.

Californiastrasse parking access

Q: Will residents who live on the street have access to their parking on March 5? Or will there an alternative place for parking for them during this time?

A: Parking will not be available from Monday, March 4 to Wednesday, 6:30 a.m., March 6. Parking will be available at the PX parking lot. We apologize for the inconvenience.

Potholes on Texasstrasse

Q: The portion of Texastrasse from the PX area to the middle school is full of potholes. Is there a temporary or permanent fix to this soon? The road is worse than Californiastrasse, which is slated for rehab next month.

A: Texastrasse is scheduled for repaving this summer.

Speed mitigation

Q: The speeding in Aukkam continues to be a problem, does Garrison Wiesbaden have any plans to address this? Can we request speed mitigation measures that were once agreed upon to be put back on or fixed? If we don't own the street I'd love to see an emphasis on awareness. I know when I get a speed sign blinking at me, my kids are quick to correct and sometimes we just need to be aware.

A: The city conducted a post-speed mitigation analysis and determined that speed mitigation measures installed, last spring, have been effective. The garrison will coordinate with the city to continue monitoring the situation.

Q: Does Garrison Wiesbaden have any plans to address the open post neighborhoods who continually feel they live on dangerous streets due to speeding? What will it take to leverage the city to listen that we need help? Or does the community have ideas on how we can increase awareness to prevent incidents? Ex Mitigation turned on, signs, discussions?

A: The DES and DPW are continuously working to collect data and work with the city of Bierstadt to identify mitigation measures for the streets at our off-post housing areas.

Safety reports and online USAREUR driver's license training

Q: Other military installations in Germany still allow new and inbound personnel & family members to complete their USAREUR Driver's License training on Joint Knowledge Online (JKO). USAG Wiesbaden removed this option on 02 DEC 2022 (Command Policy Letter #34). The community's safety profile, as noted in the memo, warranted the decision. Are these safety reports accessible by the community? Does last year's data show improvement, or reason for the policy to be rescinded? If not, would the Command consider this as proof for also justifying the school crossing guard positions?

A: There are no current plans to get rid of this policy, and the installation will continue to monitor traffic related incidents over the coming years.

As we continue to monitor and track traffic incidents, we have seen that the majority of traffic incidents that are a result of lack of driver knowledge, occur outside our installation.

It is possible for the community to volunteer as crossing guards. However, they need to be part of the official volunteer program at the Garrison, which is overseen by FMWR Army Community Service. The volunteer coordinator would be responsible for managing this program and ensuring enough coverage for crossing guard duties. Each volunteer crossing guard will require a background check. Equipment may be signed for and issued by the garrison. Community members interested in volunteering should contact FMWR Army Community Service at 548-9201/9202 to volunteer.

Parking on community streets

Q: There's a car parked in our parking lot that belongs to a German person that comes and checks on it from time to time, but he won't drive it away. He would come and put something in his car and leave again with a backpack on. We have tight parking as our building is full now. We called the MPs twice!!!! I am puzzled by the level of unbothered by this person and Garrison Wiesbaden. I just want you to know this is the 3rd time we have brought this up now!

A: Please contact the DES leadership and provide the vehicle information and location and we can coordinate with the German Police depending on the legality and where it is parked.

Q: I wonder if since the street belongs to Germany, they can't do anything as there are no parking permits? And then why would the Germans kick someone off their street? Seems like even more jurisdiction issues.

A: If a local national is parking in the housing area, then please contact the DES and they will work with the German Police to address the issue.

Q: Is there anything that can be done to have the six trailers on Saturnstraße in Crestview removed? They are blocking parking and loading areas by the Scout Hut, Spouses Club Building, Girl Scouts, and Civil Air Patrol.

A: They are parked there due to the demolition project at Crestview and will be removed at the completion of the demolition projects.

Parking jurisdiction in Crestview and Aukamm

Q: It seems to be multiple issues regarding jurisdiction due to not owning streets (speed, parking issues in Aukamm/Crestview, pot holes and trees falling on cars and no responsible parties). Who should we contact to represent our concerns to the city since they are constantly mentioned and Garrison Wiesbaden doesn't seem to be the proper channel as the answer is always – "We need to understand we don't own the streets?" At what point does the ARMY step up and represent the families that live here? Is there a liaison contact or someone who can advocate? When I had issues that needed to be dealt with at the Polizei station, no one could provide me a translator. I feel this would be a benefit to the community. Since it was not a JAG issue, JAG could not help.

A: USAG Wiesbaden leadership does work closely with the Polizei on issues pertaining to street safety in Crestview and Aukamm. However, if a resident would like to speak directly with the city we recommend using the contact information below:

buergerreferat@wiesbaden.de: That is the Citizens' Affairs Office, and if they cannot assist you, they should be able to direct you to the correct agency.

U.S. residents can also contact the responsible local advisory board by reaching out to the local town administration in Bierstadt via email address ortsverwaltung-bierstadt@wiesbaden.de or directly to the local district mayor.

U.S. residents can also contact the department for construction and traffic, dezernat.v@wiesbaden.de.

Creation of community committees

Q: The Housing Office has German speaking employees. Would the Housing Director consider creating a Community Committee for open base residents, so that they may discuss and consolidate issues that fall under municipal jurisdiction to then be addressed at their respective City Hall Meetings?

A: In the past we have had a community improvement survey that residents could complete to notify the DPW of issues in the community. We will analyze reinstating this survey to provide the community an additional forum to express their concerns.

While the housing office does not have the resources to create this committee, residents can create a committee of their own and take their issues to the city directly.

They can be reached at the below:

buergerreferat@wiesbaden.de: That is the Citizens' Affairs Office, and if they cannot assist you, they should be able to direct you to the correct agency.

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Commissary available stock

Q: When or what is the plan for the commissary to stay stocked? I have noticed that the commissary here is struggling to keep waves of stuff in stock from milk, meat and baby food. As community grows so does the supply requirements.

A: The Garrison does not have a say in how the shelves are stocked, that is managed by the Defense Commissary Agency, which is heavily dependent on what manufacturers decide to send overseas.

The commissary orders products daily and though shipments arrive everyday but Sunday, often shipments arrive only partially filled. This is something that applies to all product categories and cannot be influenced by the Wiesbaden commissary.

USO Cottage

Q: Since the USO cottage no longer has open hours, there are no playgrounds on post with access to toilets and water. This makes it very difficult, especially for those with potty-training age kids. Obviously those that live near one of the on-post playgrounds can go home as needed but for those who live off-post or who are choosing a playground not close to their home for whatever reason (close to school, close to work, close to extracurricular activities, meeting up with friends, etc.) this is problematic. Is the garrison aware of this struggle and are there any plans to accommodate those needs? Or does the USO have plans to reopen their facility to the community?

A: The USO does not have plans to reopen the Cottage. We have invested significant funds to improve the functionality and safety of the playgrounds but funding is not available to add restroom facilities at all community playgrounds.

Service expansion to MK

Q: Any plans to add/expand services to Mainz Kastel other than the overpriced Christobal (who apparently has an alcohol license when only open to 1500) and the gas station the size of my laundry room?

A: MWR's Mainz Kastel facility opened in space allocated by the garrison in 2022. A yearly review and assessment of MWR services is conducted to determine service needs based on population changes. According to the most recent assessment, MWR does not have any additional infrastructure needs based on the current existing population density on MK.

However, AAFES is in the process of contracting new food trucks that would be able to support MK and could possibly be operational by early summer.

In the interim, AAFES is identifying several locations to place vending machine locations to alleviate the demand for options. Once AAFES confirms the locations and receives the required approvals the machines can be up and running in a couple of weeks.

Prescreened townhall questions

Q: Is this a poll the community can participate in based on what they would like answered? If not, is there room for open discussion at the end or is it polled to make sure the question can be answered to the liking of the community? Just curious when an appropriate time is for residents to gather and discuss concerns openly, if it's a pre-screened question townhall and I would like to understand the process.

A: The community is encouraged to attend all live townhalls and present questions and topics for discussion with garrison leaders at the town hall. When time allows, the questions submitted via social media and the public affairs public mailbox are answered during the town hall as well. If the question cannot be answered during the live town hall, it will be answered via written responses and posted to the garrison Facebook page and garrison website. The ability to submit questions via email ensures that community members who can't attend the town hall, or prefer not to ask their questions publicly, will still get their questions answered.

Posted holiday hours

Q: At other installations, the Garrison would upload to Facebook slides of the opening times of organizations, directorates, and businesses on post for holiday weekends, making it easy for residents to find the needed information. When is USAG Wiesbaden going to [do] this?

A: PAO did post changes to Garrison services during the Thanksgiving and Holiday season. We can post changes for holiday hours going forward, but most Garrison services do not change their hours during holidays, other than closing for federal holidays. Although, the Auto Skills, as well as Arts and Crafts, are closed the Tuesday after a Monday federal holidays.

If non-Garrison tenant organizations provide us their holiday hours, we post those as well. For instance, we shared AAFES President's Day hours since there were many closures over that weekend. However, that is dependent with them sharing their hours with us.

Bus routes

Q: What is the prospect of establishing direct shuttle bus lines between Clay Kaserne and the Wiesbaden off-post housing areas (in both directions)?

Traffic to and from Clay Kaserne has significantly increased over the last few months, which is especially noticeable during peak hours. Following the move of IMCOM-Europe HQs to Clay North, this situation is here to stay as long as there is only one Access Control Point for entering and exiting Clay Kaserne.

Parking on Clay Kaserne is yet another challenge. The overall traffic and parking situation could be alleviated if appealing transportation alternatives were available. More precisely, a direct shuttle bus connection between Clay Kaserne and Wiesbaden's off-post housing areas, in particular, Aukamm Housing. Based on the current bus schedule, the outbound bus from Clay Kaserne to Aukamm Housing first enters and exits Hainerberg, then Crestview before finally arriving at Aukamm Housing. This commute takes too long and therefore is no real alternative to driving one's POV to work. A direct shuttle bus connection between Clay Kaserne and Aukamm Housing (as well as direct connections between Clay Kaserne and Hainerberg and Clay and Crestview,

respectively) may convince more people to use the shuttle bus instead of driving their POV to work (mostly one person per car).

A: Our shuttle bus service is not intended to be a public transport service, all residential areas of Wiesbaden are not in an isolated area and there is public transport to get people from A to B in addition to the shuttle bus service.

Our primary mission is to provide shuttle bus service for single/ unaccompanied Service Members traveling between billets (BOQ/BEQ's), duty stations, life support facilities, and for in/out-processing purpose. Authorized family members and civilians may use the shuttle bus on a space available basis.

All routes have been established based on official business travel between offices/Barracks, BOQ, BEQ's) and work locations during normal military duty hours.

The Logistics Readiness Center (LRC) Wiesbaden follows Army Regulation 58-1/ AE Reg 58-1 and the Army Sustainment Command (ASC) when hiring personnel and follows the appropriate regulations and guidelines (excerpts below).

And due to ASC's "no new growth" policy, no additional positions can be created to increase the frequency of bus trips or reduce the number of hours our current staff works per week (47.5 hours per week per bus driver).

Gate Guards

Q: The Gate guards have not been following their contractual rules 1. We pay them to man four guard stations, why one or two open only 2. If 4 gates are open at 0800, why at 1200 only one, still the same shift, where are the employees getting paid at 3. The gate from north Clay no longer manned, where those employees getting utilized 4. Poor performance of our security gates should not be tolerated.

You can count like three guards in the shack doing nothing, the COR is doing nothing, asked that question and others using ICE and town hall and never received the requested reply, also the contract i found on them says they are the sole proprietary, imagine that.

This also happens occasionally at the Hainerberg main gate in the morning at rush hour. Instead of two lanes only one is open causing a traffic jam all the way to B455. What is the contracting officer's representative (COR) doing to mitigate these issues? Could it be that the contractor (Pond) is cutting on expenses in violation of their contract?

A: The Germany Wide Installation Security Services (GWISS) contract provides contracted personnel to perform security tasks such as: static installation access control, roving security patrols, explosive detection dog teams, intrusion detection system monitoring, pass and badge control, static personal security, or any other

security related function associated with protecting U.S. government installations, material, property and personnel.

Guards have other responsibilities when not performing security checks at the access control point, often guards will be standing by awaiting shift changes, conducting training, briefings before 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.

When the Clay North access road opened, the guards from the from Clay North access control point were shifted to the Mainz Kastel Support Annex when its ACP began operating 01 FEB 24.

Customer or commuter complaints filed through the ICE are managed and, when responses are requested, by the USAG Wiesbaden Physical Security Site contracting officer representative and the Physical Security Chief.