

Resident Town Hall Feedback

1. A Town Hall Meeting was held on 19 November at Choices, Bldg 34S. The event started with a Family Scavenger Hunt at 1700, the Unit Fund sponsored dinner at 1730. The meeting was called to order at 1800.
2. The Agenda was:
 - a. Family Scavenger Hunt
 - b. Military Appreciation Slide Show
 - c. Reunion Family Video
 - d. Town Hall Welcome by BG McGuinness
 - e. Balfour Beatty Updates by Delores Knoeller
 - f. AAFES Update by Robert Bennett
 - g. Commissary Update by Jose Gonzalez
 - h. Garrison Update
 - i. Garrison CSM
 - j. Question & Answer

Welcome

- BG McGuinness welcomed all attendees and introduced himself.
- Any issues can be discussed, need to know what the community thinks of available services and programs.
- Anyone with input on how we can better respond to emergencies, see COL Cummings, he is the lead for a task force for Hurricane Sandy.

Balfour Beatty (BB) Update

- Chaplain Pyo was announced as the winner of the Customer Comment Card Program. He was a \$100 Gift Card.
- The Resident Referral Program will now award \$500 to anyone who refers a person to move on base by 31 Dec. This expires on 31 Dec. The regular \$100 referral program is ongoing.
- Call Balfour Beatty's office to ensure your email and phone numbers are up to date. There were numerous residents who did not receive BB's email and voice notifications during Hurricane Sandy due to missing information.
- Service Order process is located in the housing resident guide. The response time is 3-5 days, but BB tries to accomplish within a day if possible.
- Make sure all toys are picked up daily at the playgrounds.
- Make sure the bear locks are used on all the dumpsters and don't put your garbage cans out till the morning of scheduled pick up to help deter bears.
- Be watchful of speeding and stop signs, especially in housing areas. If you see people speeding or not stopping at stop signs, try to get the license plate and pass the info to Police.

- Residents are responsible for clearing snow from their sidewalks to their homes, driveways and back patios. All main sidewalks in housing area are cleared by Balfour Beatty and all roads are cleared by DPW. An email will be sent to all residents notifying of pending storms and reminding them to not park on the streets so plows can clear the snow quickly and not have to go around vehicles.
- Balfour Beatty has de-icer available for pick up or delivery. A bucket will be on the porch of Bldg 117 that you can come take what you need or if you need to have it delivered just notify Balfour Beatty.
- Do not flush wet wipes, they clog the lines. There are biodegradable wipes that are OK to flush.
- Emergency POC's - Call Fire and Police at 911 and also notify Balfour Beatty of the incident in case they would need to do a follow-up visit.

AAFES

- There will be a small Black Friday sale on Friday starting at 0700, not 0430 as listed in the AAFES flyer.
- If there are items you would like that are not available at the PX, ask if they can be ordered or picked up from one of the nearby PX's.
- PT items are available in stock. Ribbons, name tags, etc...can be special ordered.
- PX will order special patches if not in stock.

Commissary

- Case lot sales are held in September and May
- This week there are extended hours on Monday and Tuesday due to closure on Thursday for Thanksgiving.
- There will also be extended hours before Christmas.

Garrison

- There are 4 steps to the snow plan: Preparations, Forecasting, Pre-treatment (new! brine that is made into a slurry and put on the roads before the pending weather), and Continuous staffing.
- BG McGuiness' goal is to be able to notify the evening before pending weather of delays or closures.
- If schools are open and the base is closed, busses will be allowed on post for pick-ups. The likelihood would be that the base is open and schools are closed.
- Do not flag down snow plows while working, it is dangerous and they must follow the routes they are assigned.
- Do not park on the street in the event of pending snow.
- Call 724- SNOW for any snow questions.
- ICE Summary – There is a policy that requires a response to ICE comments within 3 days. If you are fully vested in your comment you need to provide POC info so that we can provide you feedback.

- Some unsatisfactory ICE comments/ratings refer to hours of Escape Trail gate, applying for vehicle decals at Visitor Control, grass mowing and snow removal.
- Holiday Closures are listed on websites.
- All upcoming events are on the Garrison Home Page
 - Highlights: PoP, Tree Lighting, Holiday Ball, Santa Express and Breakfast with Santa, Menorah Lighting.
- If you have deliveries on Saturdays through the Truck gate, call the Police desk to notify them ahead of time to help speed the process.
- A local Army Family Action Plan conference will not be held this year, but quality of life issues will be accepted tonight and also via the ACS website.
- Close out and Updates of 2011 issues (See slides)
 - There will be a Community Survey within the next month that will address Commissary and PX hours. Preliminary discussions are underway on possibilities of turning the PX into a shopette and to stagger the hours of the Commissary and PX so at least one is open if the other is closed.
 - At the next Town Hall, there will be information on the Garrison budget, discussion of how and when money is spent.
 - Task Force Sandy will address any issues of emergency procedures and notifications.
 - More banners and advertising will be used to help notify the community of upcoming events. The Garrison will look into the possibility of getting an electronic sign up on the hill closer to residents.
 - If anyone is interested in performing any volunteering, contact ACS.

Garrison CSM

- Any E-6 and below see CSM in regards to the Holiday Ball.
- Thanks to ACS and MWR for hosting the meeting and providing programs and events for the community.
- Watch out for each other especially during the holidays, if you see someone who needs help, reach out and help them. Families are the most important.
- Toys for Tots is available for military families needing assistance during the holidays.
- Thanks to those who helped at Commissary to denature the spoiled food.

Picatunny Fire Department thanked everyone who helped with their donation collection to help families of Hurricane Sandy. They collected over \$17,500 and delivered 2 trailers of items to South Jersey.

Question and Answer and Due Outs (SUS: 14 Dec)

- Question: Why does Coghlan Housing area have to take their trash to dumpsters while other neighborhoods have pick-up?
 - Answer: There are not any areas on Harris or Farley where a dumpster can be placed so a garbage truck can safely pick up a dumpster.

- Issue: There needs to be clarity and transparency in utility billing procedures and baselines. There is a perception that the duplexes on Coghlan pay over baseline due to having families at home during the day; whereas Farley is not in the program due to the houses not being alike and a baseline cannot be established.
 - Comments: The utility program is an Army program not a Balfour Beatty program. Harris Court is now enrolled in the mock billing and will go live in 2013. This is a repeat issue that has been addressed at previous Town Hall Meetings.
 - **Action Housing:** Prepare explanation of the Utility Billing Program to address Resident concerns.
 - **Update:** Conducting review of the DoD Policy against our Billing Policy to determine if it is accurate and if adjustments can be made.

- Question: Does the Commissary have to be closed on two consecutive days
 - Answer: Looking into community needs and business models to determine the best days to be open.
 - **Action Commissary:** Publish policy on consecutive day closures.
 - **Update:** On line Garrison Community Survey open 4-12 Dec 12 that includes a question asking for feedback regarding Commissary operating hours.

- Question: Is there any talk of the Commissary closing, since we are a small community? With lower sales?
 - Answer: No, but take advantage of the Commissary to maintain and increase sales. The deals on meats and other items are a huge savings compared to outside stores.

- Question: Can the Mt. Hope gate hours be extended and include weekends?
 - Answer: Garrison is only authorized a certain level of manning and are currently short 8 guard positions. Even after the guards are hired that level only brings us to the minimal staffing.
 - **Action DES:** Prepare/brief a detailed explanation to the CG on manning for access control/ gates.

- Question: Why doesn't the Commissary have a generator to avoid the spoilage issues that arose from Hurricane Sandy and last year from Hurricane Floyd?
 - Answer: DECA controls purchases and rentals of generators. They take into account the size of the store and the costs of potential loss. BG McGuiness will discuss with DECA.
 - **Action Commissary:** Develop case study on back-up generator need based on loss from previous major storms.

- Question: Why is there not a CYSS Sport discount for Military children (the perception is civilians are catered to).
 - Answer: For the upcoming Spring Sports program (soccer and t-ball) for 3-5 years old children will be the developmental fee of \$20.00 per child. Older children will have to pay the \$35.00 fee. In accordance with DoD Policy, the

ONLY MILITARY discount within any CYSSs is if the Soldier is deployed. They will get 20% discount if the child is in a regular program, they get free hourly care under the Army Family Covenant, they also get a certain amount towards the sports fee and SKIES fee's.

- **Question:** Why is there no hourly care during the summer? The only option for care is summer camp which you must register for a week at a time.
 - **Answer:** Hourly care is available year round for 0-5 years old. Hourly care is not available for the camp program because the camp is not always on post. CYSS will try the hourly camp program but the Parents will need to make as a minimum a three day prior arrangements if they want their child involved with the hourly camp. (Not possible on days when the camp is off post).
 - **Action CYSS:** Prepare/advertize program flyer on hourly care options during the summer.
 - **Update:** CYSS will publish/advertise the hourly care program in Feb/Mar 13.

- **Question:** Can there be walking/running trails from Navy Hill to Farley and also from housing area on the hill to Commissary and PX? This is a safety concern. Possibly look into using back roads. Also increase police patrols to ensure cars are slowing for runners/walkers/bikers coming from Navy Hill to downtown especially during peak running hours of early morning.
 - **Answer:** This has been an issue for 15 years; it comes down to a budget priorities and constraints. DPW will look into incremental sidewalks in areas of more safety concern.
 - **Action DPW:** 1. Develop prioritization/Budget brief/1-N priority list on Sustainment, Restoration & Modernization (SRM) spending. 2. Review estimate from previous study for sidewalks from Navy Hill to Buffington Road.
 - **Update:** Walking/running trail project will be prioritized in our next FY Annual Work Plan. Project money will be based on funding received.

- **Question:** Can more reminders be put out about speed limit reductions to 15mph when runners/walkers/bikers are on the roads.
 - **Answer:** Garrison will advertize.
 - **Action DES:** Picatinny Arsenal Police Department will issue citations to enforce reduced speed limits.

- **Question:** Community Center rules and policies need to published. There are issues with keys not always being available at the Cannon Gate; Tables and chairs are always in a different set up (who is responsible?); Who cleans the facility? Who can use the Facility? Is there an SOP?
 - **Answer:** FMWR has been responsible for the Community Center for the past year. 3 extra key requests were submitted which should help alleviate the problem with keys not being available. An SOP will be developed to explain rules and procedures for room set-up and clean up. Customers are responsible for cleaning the facility after usage. The facility is cleaned once a week by contract cleaning staff. There could be and has been used for private

- functions before but it makes it difficult for the Community since the community center is used every weekend for some community event.
- Comments: Picatinny is not authorized a community center. The building was the old NCO club which was renovated into a community center back in 2000. Garrison is open to discussion on ideas for clearing users from the facility on weekends and evenings after normal duty hours.
 - Action FMWR: Update existing SOP to include deposit schedule and procedures.
 - Update: SOP has been updated (including deposit schedule and cleaning procedures) and posted in the facility and on the FMWR website.
- Question: Can Picatinny get a Family Child Care (FCC) home?
 - Answer: Military family members may sign up to become FCC providers through CYSS. It will be advertized to try to get a home if anyone is interested. Information is available on the CYSS website; It takes approx 2-3 months to be a certified FCC provider. CYSS does keep an updated list of certified babysitters.
 - Action CYSS: Actively advertize the FCC program and the procedures needed to become a certified FCC provider.
 - Update: On line Garrison Community Survey is open 4-17 Dec 12 that includes a question regarding interest in the FCC program.
 - Issue: Part Day Pre School information did not get out to the military.
 - Answer: Picatinny has a Part Day Pre School program (ONLY for Military) Registration is open all year round, there are several spaces available, ACS has sent out, via the email distro list, the times for CYSS registrations. The School Liaison Officer met with the spouses coffee groups to inform them about CYSS registrations, it was also in the Community Connection and on Facebook.
 - Issue: Late Fees are too expensive, it is difficult for parents picking up a child always on time if she has two or more children in different facilities
 - Answer: There will be a 5 minute grace period for the Part Day Pre School program only, after the 5 minutes the child will be moved to hourly care.
 - Question: Can food/flower deliveries be allowed on post to quarters?
 - Answer: Current policy is to meet deliveries at gate due to DoD standards for access control. Garrison will look into procedures.
 - Comments: On larger posts many delivery workers either are in the military or are family members of military; therefore they have stickers on their cars.
 - Action DPTMS: Publish DoD policy on access control.

Announcements

- All issues will be reported back to everyone.
- We will maintain communication.
- Take care of each other especially during the holidays.

3. The next meeting will be announced at a later date. All Town Hall information and slide briefings will be posted on the ACS Web site <http://www.pica.army.mil/acs.htm>.

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JASON C. MACKAY
LTC, LG
Commanding