

EVENT: FORT GORDON FACEBOOK TOWN HALL ISSUES AND RESPONSES

Date/Time: 21 March 2012 / 1130-1300

Fort Gordon Garrison

Welcome to our Quarterly Fort Gordon Facebook Town Hall. We appreciate you joining us and hope that you will find this interaction useful and informative. I am happy to report that our Commanding General, MG Alan R. Lynn, Jr. is with us this morning and is participating in this Town Hall meeting. Before we begin, please note the following procedures to follow as we conduct the Town Hall to ensure we capture your comments. -- COL Barker, Garrison Commander (2 Likes)



Fort Gordon Garrison Procedural highlights: We will list individual agency threads. Identify the agency your question should be directed to and submit your comment or question in the corresponding 'Write a comment...' field. Please remember to ONLY post Like / Comments below appropriate Wall thread, so that there is no confusion. Your cooperation is appreciated. If you are uncertain where to post your question, concern, or compliment then 'Write a comment...' on COL Barker's original post and we will redirect it. In addition, you may have to periodically refresh your page to see all postings. We'll get started shortly. The Facebook discussion will end at 1300 hrs.

While we may be unable to answer some of these issues in depth, staff will research the topics and post answers to the Facebook page by COB 23 March 2012. We encourage all who posted comments to return and review.

Fort Gordon Garrison

Please keep in mind when you participate:

"KEEP IT CLEAN"

- We want you to be honest, but we need the conversations to be constructive. Let's use these conversations to solve problems, not create more. We will remove any posts that are abusive or use profanity.

"KEEP IT SHORT"

- The subject matter experts that we'll have answering questions or providing

information will only be available for the allotted time.

“KEEP IT TO AN HOUR”

- The subject matter experts that we'll have answering questions or providing information will only have an hour to spend with us.

“KEEP IT IN MIND”

- This is a new effort, so we may experience some growing pains along the way. Please be patient with us. Some questions we can answer on the spot, some we'll have to look into, and some questions may not be answered the way you want.

Fort Gordon Garrison

ASK AWAY!!

We have the subject matter experts here ready to answer your questions and provide you information!! Identify the agency thread to direct your question to and 'Write a comment...' (2 Likes)

* * * * * **Garrison Commander** * * * * *

Ken DeMars Sir, I have previously addressed this concern during the CGs quarterly forum at Alexander Hall but have not noticed any improvements concerning our fellow Ft. Gordon members employed by the NSA vcy Back Hall. I had addressed a concern that these fine people were using parking spaces at Signal Theater, the SCCC/SBOLC Battle Lab, the swimming pool and the Education center as opposed to the enormous parking lot on Chamberlain Ave. I understand that while they are still in transition to the new facility, there should be no reason why they need to occupy spaces in these agencies. I have not observed any physically impaired individuals using these parking facilities so I can only venture to guess that they are using them out of convenience or laziness. Either way, by using these areas for their own reasons they are depriving others who actually need to use the facilities for which the spaces are designated. I have spoken to DES employees on patrol and they have informed me that unless Garrison posts a sign that the spaces are for the use of patrons only, they cannot ticket the violators. I humbly ask that you address this as I have received complaints from patrons of the pool and Ed center as well as from parents in the past when we used the theater for graduation. Thank you in advance. Respectfully, CPT DeMars, 369 Signal. (1 Like)

Fort Gordon Garrison Commander CPT DeMars I understand your concerns. The current traffic and parking regulations do not provide the authority for law enforcement to ticket personnel parking in slots reserved for specific agencies/facilities, the best

example was the long period that the pool was closed and breaking the habit of using those slots. We are currently updating the reqs to include identified public parking that is designated for specific facilities and provide the authority to ticket. Having said this, it will still only apply to designated slots and general public parking will remain first come. COL Barker

* * * * * **USASCoE CG** * * * * *

Fort Gordon Garrison

COMMANDING GENERAL: MG ALAN LYNN. Hello everyone. This is a great venue to provide you immediate feedback as much as possible. We have assembled a team of experts at the IOC on FACEBOOK to help you with any issues on post. I hope you participate. If you do not write anything-- everyone here feels that everything is perfect. Looking forward to your questions! (3 Likes)

Fort Gordon CG Thanks for the "Like" Chief.

Todd Boudreau Trolling the activity; staying engaged.

Vance C Phillips MG Lynn, I'm not sure where which thread this should go under so I apologize up front. I am a contractor. I have been applying for Civil Service Positions on the Post and other posts for almost 7 years now. In that 7 years I have applied around 70 times for jobs that have come open. It has been frustrating for me and many other veterans who play by the rules who see people selected for these positions that may qualified on paper but aren't actually qualified. I have tried everything I can think of plus talking to other civilians already in the system and it just seems like and I put emphasis on "seems" that sometimes these positions are preordained. Could you by chance shed some light this for me.

Fort Gordon CG Mr. Phillips, Thank you for the question....

Fort Gordon CG I have heard that others have felt that the system for selection for our Civil Service Positions seem like they are preordained and have investigated some of the specific complaints only to find that the system worked just as it was designed to work. I do not know your specific situation but what I will say is that a lot of people send their resumes in and they are out of touch with current terminology and job descriptions so they do not resonate with the selecting officials. My recommendation to you would be to come on post with your resume and talk to the person with whom I seek CPO advice, Ms. Brenda Waldrop. She can help you craft your resume and can help you target your

skills with possible upcoming jobs. Her phone number is 791-3840 and her email is brenda.c.waldrop.civ@mail.mil. (1 Like)

Vance C Phillips Thank you, Sir. I appreciate the feedback.

Renee Bush That may be because the panel designed the questions to favor the strengths of the one person they wanted for the position. More than one way to skin a cat. (1 Like)

Fort Gordon CG Mr Phillips, on the bottom of the last post I hit some wrong keys in my haste to respond to you. On Ms. Waldrop's email address--they should be all periods or "dots" between each word and no commas: brenda.c.waldrop.civ@mail.mil

Randy Faulkner What is the purpose of the orange handicap placards that have been lying in the grass adjacent to the Signal Tower's Parking lot for over a month...Some days we come in and they are up - and they remain up for a few days, even over the weekend; then they are down (as they are now) and will remain there until they mysteriously stand up again?

Fort Gordon CG Randy, Great to hear from you. When there is an event at Alexander Hall they pre-position those handicap signs before the event and then stand them up the day of the event as more handicap places are required. Then they are put away—they do not stay out there all the time. They are out there today in preparation for tomorrow's quarterly retirement ceremony. It starts at 0900 so recommend you come in a little early to get a good parking space!

Randy Faulkner Understand prepositioning. But they have been out there either up OR down for at least last 5 weeks. It does not really bother me if they are left there, but the mowers are having to get off the mowers, shut them down, move them, cut the grass, get off the mowers, put them back and drive on. If they are to be left for weeks at a time, perhaps something along the lines of a rack to rack them in when they are not being used vice leaving them on the ground. That can't be good for the grass either. Thanks for the answer.

Fort Gordon CG Thanks Randy. I notified the Garrison Commander and they will start checking to make sure the signs get picked up. I like your rack idea...I let him know about that as well.

* * * * * **USASCoE CSM** * * * * *

Fort Gordon USASCoE CSM

THIS IS THE POST COMMAND SERGEANT MAJOR, I AM STANDING BY FOR YOUR QUESTIONS (1 Like)

Gloria Caudle Is there a site on here I can get directions from Fort Benning to your location. I will be driving my son PVT Caudle to your location once he graduates on April 19th.

Fort Gordon USASCoE CSM Ma'am, the following link provides directions from Fort Benning, Georgia to Fort Gordon, Georgia. Please let me know if this works for you.
<http://mapq.st/GEN50i>

Gloria Caudle Yes, it did. Thank you very much.

Fort Gordon USASCoE CSM Great, pass on my congratulations to your son on his graduation from Basic Training and we look forward to welcoming him into the Signal Regiment!

Anthony Cooke Cross walk safety needs to be looked at a little better.

Fort Gordon USASCoE CSM Sir, we are working on installing more of the lighted crosswalks and We are also exploring other options to improve safety awareness.

Lori Battles Wilhite We're PCSing in the end of June. Does Fort Gordon have school of choice?

Fort Gordon USASCoE CSM Ms Wilhite: We do not have school of choice at Fort Gordon. For those living on base, Kindergarten through 8th grade attend Freedom Park which is located on Fort Gordon. High School age students attend the Academy of Richmond County. For those residing off post, the school will be determined by the county in which you live. Please feel free to call me if you have further questions. 706-791-3118

Andy McNeilly I have a ALC class in June but haven't been home for a summer with my wife and kids for three years because of deployments and classes that always seem to fall on my summer. Is there a way to call the school and get my class date changed. I've called branch and they say they will not cancel it for me. Can the school change it for is my question and if they can what is the number to the school? Thanks

Fort Gordon USASCoE CSM Selection to attend ALC is done at HRC, not at the school itself. DA is currently working to reduce the backlog of both ALC and SLC, hence the decline to change your school date. Your Chain of Command is the first stop for a deferment to attend. The RNCOA does conduct MTTs and that may be an option. What is your MOS and where are you currently stationed?

Andy McNeilly 25b and at Fort Campbell KY

Fort Gordon USASCoE CSM I will check on the MTT schedule, if you send me an e-mail, I will check with RNCOA and let you know what we can do. My e-mail address follows: ronald.s.pflieger.mil@mail.mil

Wilson Shutter Rivera CSM Pflieger, the SMA has discussed much about focusing more on soldier professionalism. It starts with NCOs, yet since 2003 and introduction of ACUs, many of the younger* NCOs today don't recall the shined boots and pockets buttoned days. ...Is there a good way for Gordon, Signal Corps soldiers, to locally communicate how to proceed forward with professional development. E.g., some soldiers walk around with items in their cargo pockets; is there a distinguishable line between a garrison and field environment anymore?

Fort Gordon USASCoE CSM Mr Rivera, Bottom line up front, standards are standards and they have not changed...the only thing that has changed is the enforcement of those standards. This is a topic every time I engage our leaders, not only here at Fort Gordon, but everywhere I visit. Our senior leaders on Fort Gordon are also engaged in not only correcting Soldiers, but teaching the standard as well.

Wilson Shutter Rivera Thank you / SSG(p) Rivera

Fort Gordon USASCoE CSM You are welcome and congratulations on your selection to Sergeant First Class. Help us enforce the standards!!!

Georgann Cosgrove Hills When I was there in 1989 we never had enough water to drink I was there in the summer months and it was hot as hell. Great instructors on how to climb telephone poles and lay cable.

*** * * * * DeCA * * * * ***

**Fort Gordon Garrison
(DeCA) DEFENSE COMMISSARY AGENCY - Our focus: Food Logistics. 706-791-3718 ext. 314**

*** * * * * PAO * * * * ***

**Fort Gordon Garrison
(PAO) PUBLIC AFFAIRS OFFICE - Our focus: Conducts command information, media relations and community relations programs in support of Fort Gordon's Senior Mission Command, the Signal Center, Garrison Command and all other mission partners located on the installation. 706-791-6001.**

Fort Gordon MWR (Marketing) Just wanted to say you guys are doing a great job! Keep it up! (2 Likes)

Fort Gordon Garrison PAO: Thank you very much. We sincerely appreciate it. You all do a great job, too!! (2 Likes)

*** * * * * DFMWR * * * * ***

**Fort Gordon Garrison
(FMWR) FAMILY AND MORALE, WELFARE AND RECREATION – Our focus: Provide equitable, effective, and efficient human resources; and be an adaptive, customer focused organization - optimize resources, develop and retain a diverse, competent and motivated workforce and offer first class services and programs. 706-791-6779**

James J. Madigan Jr. My question has been through Balfour Beatty VIA verbal and was redirected to Garrison. I live on post and have been very dissatisfied with the Internet service Provider since the 1st day we purchased it. My frustration is not just with the provider but more with the lack of options. It seems that (now) Knology has a monopoly over at least Maglin Terrace if not all of Fort Gordon Housing. Is there a plan to bring in more Service Providers?

Fort Gordon Garrison DFMWR I'm sorry, Mr. Madigan, for any problems that you have been having with your internet service. Knology currently holds a non-exclusive Franchise Agreement with Fort Gordon. Which means any other cable TV company can request to offer service on Fort Gordon as long as they offer to provide service to all of Fort Gordon. Knology so far is the only company that has expressed an interest in providing service to Fort Gordon.

Fort Gordon MWR Marketing We have just been asked about the Outdoor Pool on our Facebook page. Is there any updated information we can share with our patrons?

Fort Gordon Garrison DFMWR Our goal is to have the outdoor pool complex open mid-May. We are very excited about the new pool and spray park. (3 Likes)

Kat Sayre Good Afternoon, are there any plans to offer part-time Child Care programs on post?

Fort Gordon Garrison DFMWR Thanks for your question Kat. CYSS continues to explore part day options however the demand from the community has been low. We will continue to survey the community on a regular basis to ensure that we are meeting everyone's needs as much as possible.

Fort Gordon Garrison DFMWR Additionally, regarding CYSS we do offer hourly care at our CDC's

Kat Sayre I have had my child at the CYSS facility, he does not like the alternating room options because he seems to have become very attached to two particular care providers so it's becoming harder to get him to stay, I was trying to explore a more stable option so he would continue to want to participate in the program. Is there a way to keep him in an hourly room versus another?

Fort Gordon Garrison DFMWR Hi Kat. The Main CDC is not authorized a stand-alone hourly care room. Due to high demand for hourly care near the hospital campus, CYSS has a stand-alone hourly care room within the CDC East. Please contact the CDC East at 706 791-8707 for more information.

Kat Sayre I will discuss this with my son, and go from there. Also, thank you for your response and the opportunity to pose my questions.

Robert Maldonado Is there any way I can get on a list so that I can find out when you guys are selling equipment, mats, electronics and other things?

Fort Gordon Garrison DFMWR Local "NAF" excess property is routinely transferred to Installations throughout the Atlantic Region. On an infrequent basis, excess property may be advertised via the internet and local ad resources, but we are not staffed to personally notify via a call list. Inquiries regarding excess "APF" property may be made by calling 791-3388.

Melanie Krieger Last I had heard the indoor pool was still only for fitness, with no open swim time. Have they added any open swim yet or do they have an idea of when that will start? Also, I saw the post that the outdoor pool will be opening on Memorial Weekend. Will the passes be available for military families that live offpost or only to those onpost??

Fort Gordon Garrison DFMWR The Indoor Pool's mission is to provide training/fitness/rehabilitation for all authorized personnel. At the present time, there is no recreational swim time. The pool is opened Monday - Friday from 0600-1800 for any of the above training with no stipulated times for training. The Courtyard Pool Complex will open for the summer swim season on 19 May 2012 at 1200. For Military Families living on post, family passes will be purchased and provided by BBC. Military Families living off post must purchase a Day Pass (\$3/per family member), a monthly family pass (\$60/family), and a seasonal family pass (\$135/family).

* * * * * **DPTMS** * * * * *

Fort Gordon Garrison
(DPTMS) DIRECTORATE OF PLANS, TRAINING, MOBILIZATION, & SECURITY –
Our focus: Serves as the Garrison Commander's principal operations staff office for current operations, contingency planning, and training management. 706-791-4125

Fort Gordon Garrison DPTMS

FOR YOUR INFORMATION:

We have posted previously submitted Gordon BE HEARD! Issues and Responses for DPTMS. Please take a moment to review.

Fort Gordon Garrison GORDON BE HEARD! ISSUE FOR DPTMS: This is in reference to the POW/MIA memorial near Darling Hall. It would be nice to move that memorial to the new park near the PXtra and bowling alley. More space area, more parking space for visitors, will eliminate road block and traffic in Darling Hall area on the POW/MIA ceremony.

Fort Gordon Garrison DPTMS RESPONSE: Thank you for the suggestion. The recommendation will be presented to the Real Property Planning Board for consideration in 3rd Quarter. That will afford all commands to hear the recommendation, DPW to assess space based on currently approved projects for the Heritage Park (PXtra / Bowling Alley Area), and for the commands to vote on relocation.

Fort Gordon Garrison DPTMS FYI to Our Range Ops Customers: The Savannah River Site Training Area is available for use. Please contact Don McLean at Range Division for access / use information, 706 791-5005

Fort Gordon Garrison GORDON BE HEARD! ISSUE FOR DPTMS: So is it the garrison intention to operate without video, graphics, and loan & issue services from now on? This affects Soldiers training and significant events and the required library. Recommendation: re-evaluate MVIC shutdown.

Fort Gordon Garrison DPTMS RESPONSE: The Garrison Provisional TDA was developed under strict assessment criteria (briefed to the DPTMS Directorate personnel during the TDA Backbrief on 8 March 2012) in order to reduce the Garrison to the IMCOM-directed end strength. As a result of the analysis, Fort Gordon will continue the MVIC Photography Services and VI management authority using the resulting two MVIC authorizations. Event and Presentation Support will be provided using the Installation Support Detachment. All other critical VI services will be performed by the Regional MVIC at Fort Eustis. This approach is consistent with HQ IMCOM's way ahead for VI Services. POC is Mr. Tom Fitzpatrick, Director, DPTMS. (1 Like)

Stephanie Brooks Fort Stewart is much closer than Fort Eustis and they still have full service VI and staff.

Garrison DPTMS Brian Clayson FYI to our TSC MVIC customers: PHOTO Studio hours starting 2 April 2012.

- DA Photo hours. By Appointment only: Monday, Tuesday, Thursday and Friday. 0730-10:45 and 12:00-1515.
- Appointments will be scheduled for every 15 minutes, this will give the photographer time to reshoot and submit.
- Walk-in photo hours (Command, Soldier of the month and all others): Wednesday 0730-10:45 and 12:00-1515.

With new proposed hours this will enable customers to lock in time for photos and they

will not have to wait. Going to a schedule plan will allow more days and times for DA photos. Mr. Clayson TSO, 706-791-0377

Fort Gordon Garrison DPTMS FYI to Our Range Ops Customers: Based on release of the new AR 385-63, Range Safety, we will no longer be able to support contract personnel serving as Range OICs. That function must remain Government-in-Nature. Contractors can still serve as Range Safety Officers with proper certifications from Range Division. Additionally, all personnel are reminded to check in with Range Control anytime the Training Complex is entered regardless of purpose (official or recreational). That is necessary to assure safety of personnel engaged in activities in the complex. OPTEMPO is very high and includes ground and aerial gunnery not previously conducted with great frequency on the installation. Questions on either topic should be directed to Range Ops Division, Mr Grant, Range Manager, 706 791-5005.

* * * * * **ISO** * * * * *

Fort Gordon Garrison
(ISO) INSTALLATION SAFETY OFFICE – Our focus: To provide quality safety support to the Fort Gordon Community. 706-791-7233 or
ftgordon.safety@us.army.mil

Wanda Frye I'm not sure if this is the correct place to post, but my concern is the construction contractors on post speeding and not stopping at cross walks for soldiers. Is there anything that can be done about this problem?

Fort Gordon Garrison ISO This question falls under DES (for enforcement) and ISO and DPW during contract award process. Although contractors are required to be aware of and adhere to post regulation, ISO can ensure it is emphasized in the pre-brief that ISO provides during the planning process.

Wanda Frye Thank you for your response.

Fort Gordon Garrison ISO You're welcome. Please feel free to contact us with specific locations/instances at ftgordon.safety@us.army.mil. That is our office email box for any safety related issue. We monitor that regularly and you'll receive a response within 1 business day.

Fort Gordon Garrison DES: Thanks for your question. DES proactively patrols to deter/stop speeding in accordance with the Commander's policy. If possible, please

attempt to write down the license number and contracting agency. Provide this information to the Law Enforcement Center. Our number is 706-791-4380. (1 Like)

* * * * * **DES** * * * * *

Fort Gordon Garrison

(DES) DIRECTORATE OF EMERGENCY SERVICES – Our focus: Supporting the mission of the Garrison Commander and the US Army Signal Center of Excellence; providing the Fort Gordon community with 24-hour Police, Fire Emergency response. 706-791-9289

* * * * * **BBC** * * * * *

Fort Gordon Garrison

BBC) BALFOUR BEATTY COMMUNITIES – Our focus: Overseeing all facets of operations regarding on-post family housing including leasing, maintenance, customer service, and infrastructure of the neighborhoods within our footprint. 706-772-7041

Michelle Latham Were the hot waters heaters turned down when the new meters were installed?

Fort Gordon Garrison BBC Michelle Latham, thank you for your question. If you have gas service that operates your water heater, the pilot light has to be relit. If you were not home, please contact our maintenance desk and we will dispatch someone immediately. The number is 706-772-9343. The water heaters were not turned down when the meters were installed. Thanks again!

Michelle Latham Yes, we did have them come out and relight the pilot light, it just seems the water does not get nearly as hot as it did before.

Fort Gordon Garrison BBC Mrs. Latham, please contact our maintenance office at the number previously listed and we can certainly have our maintenance team check your water heater to insure it is working properly.

Carol Extraordinair I have noticed the outdoor pool and slide looks almost finished is there a date as to when it will be open and will it be free to people living in housing like it has been before. Hope so it looks fun :-)

Fort Gordon Garrison BBC Carol Extraordinair, great question and we are happy to announce that we will be providing pool passes and the pool will be opening on Memorial Day weekend. More information to follow very soon through our weekly emails. You can also check out for updated information on our website ftgordonfamilyhousing.com. (4 Likes)

Anthony A'Zo Hardy I think there should be a class or a video for soldiers & there families to watch before moving into the housing areas so they would know what the standards are and what's expected of them for living in post housing not just being told, sometimes a visual help some the soldiers... (1 Like)

Fort Gordon Garrison BBC Mr. Hardy, thank you for your suggestion and we can certainly look into some type of option in the future for such a program. Thanks and have a great week!

Briana Lynn Barnes Reporting April 10th, is the waiting list long? First PCS wondering what to expect.

Fort Gordon Garrison BBC Mrs. Barnes, we are excited to hear you are joining us here at Fort Gordon! The first step is to complete the on line application at ftgordonfamilyhousing.com. You can also contact Nicole Campbell at our office; she handles the waitlist and can update you on wait times once we get additional information on your rank and family size. Her email is ncampbell@bbcgrp.com. Thank you and look forward to seeing you in April!

Briana Lynn Barnes Thank you for your time and answers. Excited to expand to something new!

Shekina Green I would like to follow up on a question from 18 January Town Hall regarding possible installation of ceiling fans for upstairs or downstairs rooms that are not equipped with them. Is this something that can be placed as a work order? Thank you in advance.

Fort Gordon Garrison BBC Thank you, Mrs. Green, for your question. Unfortunately, we do not provide new or additional ceiling fans. This type of item would be requested through completion of our Request for Alterations form at the Community Office. Once you complete the form the Community Manager will review for approval. Once approved, you can purchase and install the ones you prefer. Please feel free to contact the office at any time! 706-772-7041.

*** * * * * EAMC * * * * ***

Fort Gordon DDEAMC

DD Eisenhower Army Medical Center: Our mission: provide world class comprehensive and compassionate care to our Nation's Warriors, their family, retirees and all other directed beneficiaries, while maintaining unit and personal readiness to meet the demands of our Nation. General information: 706-787-5811; appointments: 706-787-7300

Armando Rivera DDEAMC: How long generally does the MED Board process take so I can move forward with my career? I've been constantly updating my chain-of-command, and last thing I could notify them about was a "Don't call us, we'll call you" by the staff [FEB]; I don't even have a PEBLO assigned even if the Validation letter stated it was the PAD-MED OIC. Told, uncertainly may receive a call in more than 30 days. Currently this will put my unit, command in red until resolved.

Fort Gordon DDEAMC: Armando Rivera, Thanks for your question. Unfortunately the IDES (Integrated Disability Evaluation System) is a lengthy process and currently has >1 month waiting list. If your wait has been greater than one month, then I recommend following up with your primary care provider to ensure the consult has been properly submitted. If you or your Commander has concerns about MEDPROS readiness, please contact OIC, Troop Medical Clinic at 706-787-4020.

Fort Gordon DDEAMC Armando Rivera: MED Board/IDES POC: 706-787-3714

Armando Rivera Just received IDES.ppt from last week's briefing. Thank you.

Carol Extraordinair: Is there going to be a better system implemented at the hospital as far as wait time at the pharmacy. It seems as though every time I go to the hospital I am there for at least an hour and a half for a 15 min appointment. The most wait time is usually at the pharmacy where it's not fair that after I waited for the Doctor 30 minutes to go and wait another 45 minutes at the pharmacy to pick up a simple prescription. I think people that have appointments and are picking up medication the same day should get some type of preference as well.

Fort Gordon DDEAMC Carol Extraordinair, thank you for your question. Wait times in the pharmacy are a major concern and we are working to help decrease those times. We encourage patients to utilize alternative methods (mail-order, PX Refill, or Scriptcenter machine) for routine medication refills. Hopefully this will decrease wait

times for new prescriptions. Currently, priority is given to inpatients being discharged from the hospital and active duty personnel. Prescription refills requested by phone or online may be picked up at the PX Refill Pharmacy or the Scriptcenter Automated Refill machine located in the outpatient pharmacy lobby in the hospital. Please be aware that prescriptions for controlled substances, refrigerated or bulky items such as insulin syringes, cannot be picked up at the Scriptcenter machine.

Randy Faulkner A little late, but something that might want to be addressed prior to the next one scheduled during the duty day. I provided the link to this forum to a friend at EAMC to check out during her lunch period. Apparently, it states that FB is blocked (actual term is blacklisted) IAW some DOD policy. QUESTION: If there is a DOD policy on FB use, why is EAMC blocked but not Fort Gordon Garrison personnel?

Fort Gordon DDEAMC The Southern Regional Medical Command (SRMC) has a standing policy, signed by MG Wong, Commander, SRMC, that prohibits access to social media sites, including Facebook, from SRMC networks. Dwight David Eisenhower Army Medical Center (DDEAMC) falls under SRMC and is required to abide by the policy. We are unable to provide access to Facebook from DDEAMC.

Robert Maldonado Wait time for medical services on post are horrible, I posted this earlier and seems to have gotten erased, most of the soldiers go to ER because it is far too long of a wait to see your appointed provider and therefore the ER is backed up with up to 4 hour wait times, it's funny that I can get in to do a PHA when I come up red faster than I can get in for a medical appointment when I need medical attention

Fort Gordon DDEAMC Robert Maldonado, thank you for your comment and concern. Rest assured, we are actively working to improve access for both soldiers and all beneficiaries. Based on your comment, I am unsure if you are referring to availability of primary care appointments or wait time for scheduled appointments. We would like to improve both. Currently the Department of Family and Community Medicine is in the process of hiring additional providers to meet the demand for acute and routine appointments. Additionally, DDEAMC is transitioning to the Patient-Centered Medical Home Model for all primary care clinics. This will increase the number of nurses and healthcare providers available for our soldiers, and I believe will allow for better continuity of care, and hopefully less wait time for scheduled appointments.

* * * * * **RSO** * * * * *

Fort Gordon Garrison

RSO (Religious Support Office)-Our Focus: Management of all Fort Gordon religious support buildings, worship services, religious education, family life center and all other religious activities. Assist Commanders to ensure the right of the free exercise of religion; provide training in the area of spiritual and ethical leadership. Develop the Command Religious Program.

******* CPAC *******

**Fort Gordon Garrison
(CPAC) CIVILIAN PERSONNEL ADVISORY CENTER – Our focus: Provide accurate and timely advisory services in the administration of civilian personnel services in a regionalized environment. This office is responsible for developing, promoting, and monitoring civilian personnel policies to meet the needs of management, supervisors, and the workforce. 706-791-3840**

Renee Bush I have a question; I am a DA civilian with over 30 years in the Dept of the Army; I would retire tomorrow if they would offer me the VERA. If a person is willing to leave, why don't they offer the VERA to all who want to leave. I am willing to leave and take the 2% cut and I applied for it but was not approved. (1 Like)

Fort Gordon Garrison Renee Bush: Thank you for comment/question. It has been redirected to CPAC's thread.

Fort Gordon Garrison CPAC Ms. Bush, thank you for your question. Under the regulatory guidelines for VERA/VSIP before an employee can be approved for VERA/VSIP the agency must be able to show that the employee's position is being abolished due to reductions or a major reorganization or that by allowing the employee to be approved for VERA/VSIP that their position can be utilized to place another employee who is qualified and eligible for placement into the approved employee's position. This would essentially save another employee from possible involuntary separation. Even though an employee may wish to elect VERA/VSIP the agency cannot approve unless it can clearly show that the employee's position is being abolished or their position can be used for placement to save another employee whose position is designated to be abolished. If you would like to discuss your situation in more detail please contact Ms. Mary Reid in the Civilian Personnel Advisory Center here at Fort Gordon. Ms. Reid can be reached at 791-4179.

* * * * * DPW * * * * *

Fort Gordon Garrison

(DPW) DIRECTORATE OF PUBLIC WORKS – Our focus: Planning and programming for maintaining and repairing all infrastructure and facilities, ensuring the stability of installation facilities and environmental practices, directorate responsibilities include Engineering Design, Master Planning, Maintenance & Repair, Environmental & Natural Resources, Utilities operations, RCI, and Housing.

Reynaldo Torres Jr Who is responsible for cutting the grass around the small forest and across from Freedom Park elementary? More specifically, the area closest to the stop signs where there are two cross guards that stop traffic for the children that live in New Olive Terrace housing are directed to walk to and from school? That area is sometimes not cut and gets very long at times.

Dale Narramore Who is the liaison for GA Power since they took over responsibility for electrical distribution, street lights etc. I've noticed that the first three or four street lights on 8th Ave near 19th St. never come on and the parking lot lights in part of the Nelson/Moran lot and part of the upper lot west of Nelson Hall never go off.

Fort Gordon Garrison DPW Mr Narramore, thank you for your comment. The DPW is the liaison POC with GA Power. We will have someone check on the lights. Currently, we are completing the lighting of the streets on FT Gordon and have started the lighting on the parking area on B street.

Robert Maldonado Who do we need to talk to in order to get grass cut, all I get is promises to get called back and never do or the person I need to talk to is never in office and never replies to email.

Fort Gordon Garrison DPW Mr Maldonado, thank you for your comment. The DPW has an establish list of where it cuts grass and we are operating at the directed reduced level. Please let me know what your facility/building number is and I can see who is suppose to cut the grass

Robert Maldonado The area I was referring to is the Turns Building Training area 10A and around the outside and inside of the motor cycle training course

Randy Faulkner What is the deal with the sign at Gate 5? Many letters have been burned out for months? And on some mornings the whole sign is flashing like a strobe light.

Fort Gordon Garrison DPW Mr Faulkner, thank you for your comment. If you are referring to the electronic sign near range road on Ave of the States, it is due for replacement and DFMWR is working the contract currently.

Randy Faulkner That is the one... Thanks

***** DOL *****

Fort Gordon Garrison DOL
DIRECTORATE OF LOGISTICS – Our focus: To provide quality logistical support to include supply and services, transportation and maintenance to the Fort Gordon Community. 706-791-2675

***** AAFES *****

Fort Gordon Garrison
(AAFES) ARMY & AIR FORCE EXCHANGE SERVICE – Our focus: Enduring Mission to provide quality merchandise and services to military families worldwide at competitively low prices and to generate earnings to supplement Morale, Welfare, and Recreation (MWR) /Services programs. 706-793-0440 ext. 100

Chris Henry Has there been any more talk about a shoppette or gas station near gate 2? (1 Like)

Fort Gordon AAFES No sir not at this time

Fort Gordon AAFES We are in the process of upgrading our existing Express but this will be looked at on a later date.

Chris Henry Thanks, I travel in and out of gate 2 daily. The time it takes for me to either drive out of gate 1 or drive from the gate 1 gas station back out gate 2, makes the savings in gas prices almost nil. Myself and many of my neighbors shop at the stores outside of gate 2 because of the time it takes to make these trips. While it may seem small, the profit these stores are making could be going to support our MWR. It would

also make lots of servicemembers trips more efficient and put a couple of dollars back in our pockets (from both the higher prices off post, the savings in gas from making the longer trips). (2 Likes)

Fort Gordon AAFES Mr Henry, I will take your concerns to our new GM (Stephen Marks) when he arrives in mid April and have him to address once he arrives. Your concerns are going to be heard. Thanks

Fort Gordon AAFES Mr Henry may I have a contact number to call you about the shoppette at gate 2? I will follow up and call you.

Robert Maldonado The furniture store on post needs to be revamped, they always show a lot of sales on furniture but never have it in stock, it is delivered broken, or takes forever to come in when ordered and there have been several times when they don't even call you to tell you it's in. (1 Like)

Robert Maldonado Also, if AAFES price matches on everything why is it that on several occasion I have been told that either the price is too low to match (Main PX) or that they don't do that (Gas Station at both gate 1 and 5) (2 Likes)

Fort Gordon AAFES Sir, sorry for any troubles you may have had. I'm sure our PXtra manager is not aware of this. Here is her name and number and I ask that you give her call and let her know. Christel Kelly 706-793-7177 ex 105

Fort Gordon AAFES Mr Maldonado may I have your name and number and I will get back to you as to what may have happen with your experience at our Expresses?
Thank You

Robert Maldonado Robert Maldonado 706 791-3621

Fort Gordon AAFES Mr Maldonado I will contract. Thanks

Seth King I second Mr. Maldonado's opinion on the furniture store. I have been hoping to get a decent desk and have seen the same small/fragile one (1) on the floor for the past few months. No one can judge quality, or wants to order, from a magazine.

Alex Hoffman Would it be possible for the Class VI to stock a larger selection of micro and craft-brewed beers? I know other installations Class VI (Ft. Drum, for example) have a VERY large selection of beers, to include locally-brewed selections, and an upgrade to the beer section on-post here would be greatly appreciated. (1 Like)

Fort Gordon AAFES Alex Hoffman, we will address the class V vendors to see what can be added as for as the micro and craft-brewed beers. If there is a selection that you may want we will do what we can to get. I know that the Class V does special orders for our customers. If the vendors have it can be order for you. If I can have your name and number I will call and discuss with you.

Deanna Welsh I don't believe the Main PX truly cares about customer service anymore. I was mistreated by a supervisor and when I addressed it with the Manager, she sort of brushed me off. Very disappointed. (1 Like)

Fort Gordon AAFES Ma'am (Deanna Welsh), this not AAFES mission or vision Customer Service is very important to us and I'm sorry for your experience. I will address this issue and hope that your next experience is a great one. We are in the middle of training with customer service and it is spoken in all our meetings. I ask that you give the Main PX another try.

Dell Beam: Can anyone share the reason for the TV's being removed from the smaller barbershops but not from the main barbershop?

Fort Gordon AAFES: Dell Beam, the TV's from the small barber shops were removed because the TV's are not a part of the contract. They are only allowed in the Main Barber Shop so it was contract issue.

* * * * * **DHR** * * * * *

Fort Gordon Garrison

(DHR) DIRECTORATE OF HUMAN RESOURCES – Our focus: Provide equitable, effective, and efficient human resources; and be an adaptive, customer focused organization - optimize resources, develop and retain a diverse, competent and motivated workforce and offer first class services and programs. 706-791-9325

Alex Hoffman Is there a Standard Operating Procedure for the Enlisted Promotions Section? Myself and others I've spoke to have been frustrated while trying to gather paperwork to turn in the for 100% audit for semi-centralized promotions. I've been required to provide paperwork that DA Promotions Branch, MILPER messages, and Army Regulations state is not required. My S1 also wasn't sure of the answers I needed,

and when I contacted DHR, I was told that they wouldn't talk to me directly at all. It was just a frustrating experience from an organization whose mission is customer-focused.
(2 Likes)

Fort Gordon Garrison DHR Thank you for your question. The section has SOPs and other directives they operate under and from time to time we receive updates and changes from DA. To better serve you and resolve your frustration please call our MPD supervisor at 706-791-3474. Thank you again for your participation.

Seth King In reference to drawdown of forces. Will unit MTOEs reflect the reduced number of Soldiers? Currently my unit seems to be understaffed by MTOE and I see little relief in the future, yet we will continue to provide the same service. I know my SGM is constantly blowing the war horn asking for bodies but they seem to just trickle in. We gain one but lose three the same month.

* * * * * **NEC** * * * * *

Fort Gordon
(NEC) NETWORK ENTERPRISE CENTER – Our focus: To provide timely and quality communications, information assurance, and automation support to service members and civilians. 706-791-5493 (1 Like)

Chris House When is Fort Gordon going to upgrade to a more modern Internet Browser? Even AKO displays a banner recommending I upgrade my browser. Currently I am running IE 7. (3 Likes)

Fort Gordon NEC Chris, the internet browser is updated when the AGM versions are updated. When WIN 7 is deployed, Gordon will upgrade to IE 8. The installation will be upgraded to WIN 7 NLT June 2013.

* * * * * **PAIO** * * * * *

Fort Gordon Garrison
(PAIO) USAG-FG PLANS, ANALYSIS AND INTEGRATION OFFICE – Our focus: The core mission of the PAIO is to assist the Garrison Commander in enabling efficient and effective operations by providing, either singularly or through inter-directorate / inter-agency actions, the management or oversight of a broad range of strategic, process improvement, and performance program functions that affect virtually all aspects of installation services and support. 706-791-2080

* * * * * OSJA * * * * *

Fort Gordon Garrison

(OSJA) Office of the Staff Judge Advocate - Our focus is to provide a full range of legal and non-legal support with excellence and distinction, specifically assisting Soldiers and Retirees in the area of Legal Assistance (706-791-7812). We also have a Claims Division which assists Soldiers with filing claims for lost or broken personal property. (706-791-3630)

Fort Gordon OSJA FYI, tax filing season at Ft. Gordon ends SOON! Free tax filing for Soldiers and their dependents, and Retirees through April 13, 2012. DO NOT WAIT UNTIL THE LAST DAY. Tax Center is located at the Courtyard next to Theresa's.

Please click on the following link for more information:

<http://www.gordon.army.mil/osja/tax.htm> (1 Like)

Fort Gordon OSJA Janice Pearson Prater, one of the legal assistance attorneys will be able to help you determine the answer to this sort of question. Any matter, whether legal or not, involving DNA testing should be addressed in coordination with advice from one of our legal assistance attorneys. I think it's best for you schedule an appointment by calling 706-791-7812.

Janice Pearson Prater Thank you.

Fort Gordon Garrison

Ladies and gentlemen, thank you for participating this today. We value the fact that you chose to be with us and share what was on your mind. While we were not able to answer some of these issues in depth, my staff and I will research the topics and post answers to our Facebook page by COB Friday, 23 March. We encourage all who posted comments to return and review. (8 Likes)

Thank you.

COL Barker
Garrison Commander



Fort Gordon Garrison

We want to hear from you. Please take a moment to fill out our survey. Thank you.

<http://www.surveymonkey.com/s/8XZXRY9>

Fort Gordon Garrison

We'll see you online at our next Facebook Town Hall, 20 June 2012. Time TBA.

Fort Gordon Garrison UPDATE: Fort Gordon Facebook Town Hall Issues and Responses will be posted by COB Wednesday, 28 March. Thank you for your patience.

NOTE: Responses to those questions/issues that were not addressed during the Facebook Town Hall meeting will be posted as received.