

EVENT: FORT GORDON FACEBOOK TOWN HALL ISSUES AND RESPONSES

Date/Time: 15 June 2011 / 1830-1930

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. Before we begin, please note the following procedures to follow as we conduct the Town Hall to ensure we capture your comments. (4 likes)

Fort Gordon Garrison: After covering the procedural points, answers to those questions received by my staff prior to the Town Hall will be posted incrementally during the Town Hall for your review and use.

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. Note agency phone numbers will not be manned during the Town Hall event. Your cooperation is appreciated. If you are uncertain where to post your question, concern or compliment, then 'Write a comment...' on COL Kennedy's original post. In addition, you may have to periodically refresh your page to see all postings. We'll get started once you have had an opportunity to review the pre-Town Hall questions and answers. The Facebook discussion will end at 1930 hrs.

Fort Gordon Garrison: Some key points that warrant mentioning:

- "Be Heard" will be available at GORD.BeHeard@conus.army.mil for those that want to submit questions after the Town Hall meeting.
- We had a better turnout on Facebook than we had at any of the actual Town Hall meetings.
- We had positive remarks on a survey that was issued immediately following the Town Hall meeting. (1 likes)

Fort Gordon Garrison: Please keep in mind when you participate:

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: FOR YOUR INFORMATION: We are posting previously submitted Issues and Responses under COL Kennedy's original post. Please take a moment to review. (1 likes)

* * * * *

ISSUES SUBMITTED THROUGH GORD BE HEARD WITH RESPONSES

Fort Gordon Garrison

ISSUE: Floor buffers - have (exposed) bare electrical wires -- a hazard to users.

ANSWER (DOL): Individual needs to bring buffer into C&E Maintenance (Building 14608) of the Maintenance Division for repair. Buffer safety is the responsibility of the unit and once the item is identified as unsafe, it needs to be sent to maintenance for repair. POC is Mr. Ralph Gaines at 706-791-6024.

Fort Gordon Garrison

ISSUE: There is no consolidated and publicized list of local businesses that offer military discounts. The Army community would be able to make informed decisions when patronizing various establishments, or seeking services from local vendors. The listing could include the percentage of the discount and the name of the business. Soldiers and Family Members can be consulted to form the initial list.

Recommendations: (1) Consult known establishments and gain permission to include their name on a consolidated list. (2) Publicize the list in the FYI on a monthly basis.

(3) Publish the list in the Fort Gordon post phone book with an updated list each time the post phone book is updated. **ANSWER (SJA):** The Federal Joint Ethics

Regulation 3-209 prohibits endorsement by DoD or DoD employees in their official capacities of a non-Federal entity, event, product, service or enterprise. Because of this rule the command has to be very careful about giving the appearance that it endorses or otherwise publicizes a particular business. If an office on Fort Gordon were to consult establishments in order to list places that offered military discounts than it would give the impression that the Army is endorsing those businesses. Also the process of formulating the list would tend to give the appearance of the Army giving preferential treatment to certain business. There is no consolidated and publicized list of local business that offer military discounts in the Augusta GA area. However, a year ago The Augusta Chronicle published a list with multiple businesses in Augusta that offer military discounts. There are also many websites that allow individuals to search for businesses

that offer military discounts. Unfortunately we are unable to use our resources at Fort Gordon for this type of project. The resources needed to set-up a website of this sort would be relatively significant and would require resources to maintain. The Command would not discourage efforts by private organizations or individuals to set-up a website that listed locally available military discounts.

Fort Gordon Garrison

ISSUE: Why is it so difficult to access Fort Gordon Regulations? Why are they apparently only available via AKO when they are intended to provide information to the general public? Fort Knox provides all of their policies and regulations with one click from their front page. I recommend that Fort Gordon prepare a similar link. (And as a follow up. When one gets to the Fort Gordon regulations there is no way of knowing if there are other current Fort Gordon regulations that might not be posted on AKO.)

<http://www.knox.army.mil/> **ANSWER (DHR and PAO):** Thank you for your inquiry. In the past, we were able to access Fort Gordon regulations directly from a link. Due to current Web security guidelines/requirements, we are compelled to abide by the changes that are now reflective on our website. The Fort Gordon website, www.gordon.army.mil, is currently undergoing redevelopment and construction by the Public Affairs Office. They are exploring alternative options including one similar to Fort Knox's. We appreciate your patience and understanding in this matter.

Randy Faulkner: Why not post regs here? (1 likes)

Fort Gordon Garrison: Mr.Faulkner, please clarify your question.

Randy Faulkner: RE: Posting REGS here. Previously somebody had inquired about the difficulty in viewing FG Regs at the .mil site. The answer given centered around finding solutions to accessing REGS at .mil site. My question/comment was why not post the regs here on this FB site. FG has a healthy contingent of visitors - dinner theatre, riding stables, catering from the club, not to mention parents and families coming in just for AIT graduations. Regulations that could affect them - cell phone use, driving regs, etc would be of benefit and I will venture to say FB is easier to navigate than the official USASigCoE site.

Sheryll Lander: Good idea!

Fort Gordon Garrison DHR: Mr. Faulkner - if you mean posting the FG regulations on Facebook - we will explore this possibility. Thank you for your comment.

Fort Gordon Garrison

ISSUE: Do the people with the SKIES program understand that some children are raised by their fathers? The Mommy and me programs are great ideas, however, if one is not a "mommy," does it mean my child is left out? Open the programs. There are

fathers, grandparents, aunts and uncles caring for children. **ANSWER (DFMWR):** Thank you for your suggestion. The "Mommy and Me" program is open to parents, guardians, etc, in the child's life who would like to participate, and are registered in CYSS. The names of all SKIES programs are provided by the contractor. We will request a name change with the contractor, will place that information on all marketing materials, and will ensure that no parent/guardian is denied access to the program.

Fort Gordon Garrison

ISSUE: Are there any arts programs for children during the summer and the school year? Not all kids are interested in football, soccer or other sports programs. For young people up to age 18, art, music, dance classes may provide an alternative to just "hanging out." Recommend art/dance/music clinics or programs. Augusta has a large artist community. Perhaps they could be part of our efforts to provide great art instruction to the children of Fort Gordon. **ANSWER (DFMWR):** Thank you for your interest. Fort Gordon's Schools of Knowledge, Exploration, Inspiration and Skills (SKIES) have been in partnership with the Augusta Arts Council since January of 2011. Our first partnership class has been in Art. We have also recently completed contracts for Tap, Ballet and Culinary Arts instruction. In addition to the Arts Council instructors, we have had a keyboard program since July 2009, offered by a local artist and former school music teacher. We now also offer the same instructor's Drum Circle Program also. We recently began a movement and music program (World Rhythms) for every age, using age appropriate music and dance moves for exercise and increased cardio. These instructors have a studio in town, have performed nationwide and have won many awards in competitions. Yoga, Drivers Ed and "Mommy and Me" are also current contracts under private instructors.

Fort Gordon Garrison

ISSUE: Georgia recently passed a law allowing the use of golf carts in local communities. This still has to be approved by the heads of the local communities and certain rules apply. The golf cart has to be road worthy (ie. headlights, tail and brake lights). Operators must have a valid driver's license to operate. Can this be done for personnel who live on Fort Gordon? This is an outstanding opportunity to help Soldiers and families to combat the high gas prices and save a huge amount of money being spent on routine travel on post. This would be an outstanding way for families to save a huge amount of money when it comes to routine travel to work, PX, or any other frequent trips on post. Electric golf carts are being used in numerous communities and towns. It saves the families money on gas as most of the carts are electric. These golf carts are advanced enough to have a long battery life. Routine trips around post are easily handled with plenty of battery life left over. Recommend someone look into approving the use of privately owned (electric) golf carts to families residing on FT Gordon. Operators must have a valid motor vehicle license to operate carts on FT Gordon. Golf Carts must be inspected and approved by Provost Marshal (or appropriate authority) before being allowed to operate on post (sticker system enforced). All speed limits will remain the same as most golf carts will run a maximum of 25 MPH. **ANSWER (DES and DPW):** Thank you for your suggestion. It will be taken under consideration for further study and staff evaluation.

Fort Gordon Garrison

ISSUE: Air Conditioning not operating for approximately two weeks - location: 447th Signal Battalion, Bravo CO (Building 25715). Repairs needed. **ANSWER (DPW):** A review of our records shows three calls for air conditioning in isolated rooms of building 25715 over the last two weeks, but no instances of the air conditioning being out in the whole building. The three issues were quickly responded to and repaired. Current conditions in the building are good.

Fort Gordon Garrison

ISSUE: I am here TDY along with four of my Soldiers for seven weeks, swimming is an important part of our fitness program at our home station and a great no impact exercise, how can Fort Gordon not have one of two pools open during summer months. I am disappointed that I worked so hard to bring my Soldiers to Fort Gordon over another installation and what should have been accomplished during the winter months or one pool at a time, keeping one open was not managed. As I ride by the two facilities I see little to no work being done by contractors with my tax dollar. Not only do the Service Members need the pools but the youth of this installation are missing a great summer activity to fight the overweight problems we as a nation are combating with our youth. The sign on the door of the pool directs persons to travel 30 miles away during a time when fuel cost are too high and benefits are being cut (lower annual pay increases). At least find a close by pool and coordinate to support the post residents both permanent and TDY such as a YMCA and post that info somewhere during these 100 degree days. Thank you. **ANSWER (DFMWR):** We appreciate the opportunity to continue our efforts to share what is happening in our community. While it was not our intent to have both pools closed this summer, unforeseeable issues (infrastructure and contract) have resulted in delays to both projects. The good news is that the Courtyard Aquatics Complex will be open next summer and will be more family-oriented with ultra-modern amenities to include a spray park. The indoor pool is expected to open in late October/early November of this year. Until the renovations and new construction are completed, there are two local aquatic facilities available for both recreation and physical training needs. They include:

- **Augusta Aquatic Center at 3157 Damascus Road (706-261-0424)**
COST: \$2.00 per person per visit (no membership fee; no family rates)
HOURS OF OPERATION:
Recreational Swimming – Monday-Thursday, 1200-1600
Friday, 1200-1900
Saturday, 1200-1500

Lap Swimming – Monday-Thursday, 0600-0800
Saturday, 0900-1500

- **YMCA at 3750 Wheeler Road (706-262-4300)**

COST: No annual membership fee for military; individual fee per month is \$46.00; family fee per month is \$67.00 (family includes two adults and six dependents living in the household)

HOURS OF OPERATION:

Indoor Pool – Monday-Friday, 0500-0800, 1200-1800, 1900-2100

Saturday – 1000-1730

Sunday – 1300-1730

Outdoor Pool – Monday-Friday, 1000-2000

Saturday – 1000-1730

Sunday – 1300-1730

* * * * *

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...' (3 likes)

Mario Ortiz: TRYING TO FIND THE NEW JACKS PLATOON! 1992

Fort Gordon Garrison: RE: M. Ortiz - Ma'am, please clarify what the "New Jacks Platoon" is.

Gail Rosario Fitzpatrick: Can yards sale be advertise via marquee, are guidelines set for this? The different homemade signs look terrible and are posted all over post, let's keep Fort Gordon looking fabulous. (1 likes)

Fort Gordon Garrison: @ Gail Rosario Fitzpatrick – Thank you for bringing this to our attention. There are guidelines in place. MWR is the point of contact for the installation and Balfour Beatty is the point of contact in the family areas. Homemade signs are considered permissible. We are currently working on procedures to prevent the posting of unauthorized signs. (1 likes)

Randy Faulkner: ISSUE: roads VIC Darling Hall. Rice Rd, coming from direction of BK near the entrance to Darling Hall. The road is bad enough that people will swerve into the turn lane to go around the uneven pavement; also, when making the left onto Chamberlain, could something be done about those pot holes?

Janet Zargan Ledebuhr: My husband and I decided to venture to Ft. Gordon for the first time since retiring to the area today. After waiting through the heavy traffic at the

front gate for a total of 22 minutes from the turn off of Chamberlain Blvd. to the gate, ...we finally arrived on post. We again came to a dead stop and for the next hour tried to maneuver through post to try to find the PX and commissary. At each turn New Jersey wall barricades were getting put up. We finally left and drove the hour and a half home. What a mess!

Raymond Schultz: If a traffic delay for a few hours during a force protection exercise once a year equals a safer living and working environment on Ft. Gordon then I'm all for it... Great Job today Force protection team !!! (5 likes)

Amber Seabolt Barrett: Janet, it's not like that very much. I've been down there a lot and had to wait behind the most 2 cars to get on base and never had to wait at PX or any other place on base. It was just a bad day today.

Fort Gordon Garrison DPTMS: RE: J. Ledebuhr: Ma'am, we do appreciate you comment and understand your frustration. Rehearsing our Force Protection processes is a very necessary portion of protecting the force. We do regret the inconvenience and do all we can to noti...fy the public of the exercise. Today was day one; it will get better with time as folks get used to the measures we put in place. We have to employ those measures to be sure all those who execute the plan are familiar with their duties. We hope you will keep coming back to post and enjoy what we have to offer.

Fort Gordon Garrison: @Barrett and Schultz – Thank you for your understanding and support.

Janet Zargan Ledebuhr: Fort Gordon Garrison -- I don't know why a sign "Exercise in Progress, Heavy Traffic Expected" couldn't be hung at the gate/marquee.

Amber Seabolt Barrett: Maybe they want it to be like the real thing ??? (2 likes)

Fort Gordon Garrison: @ Ledebuhr – In order to get a true assessment of how a terrorist attack would affect our community, we have to ensure that we do not alter factors that would hinder our response. Traffic on FT Gordon is one of these factors as well as day-to-day issues such as fires, medical emergencies, and police responses. (2 likes)

Brenda Maloney Kuntz: I'm having trouble arranging hourly care for my children because I'm being told there are only 2 slots per day in the preschool rooms. Any NEAR future plans to increase the availability of hourly care? I keep getting told, once the new centers open there will be more slots, but that does not help me now. Please advise. Thank you. (1 likes)

Tiffany Daman: @Brenda – So am I. They told me they only have 2 slots for 3 year olds lol. I don't need it much, but it would be nice to go to the docs without all 3 toddlers in tow especially since hubs is deployed and I haven't even gotten to use any of my free credits lol. (2 likes)

Bernadette Stewart White: Don't see a response to the hourly care question. We promote the use of the CYSS Facilities specifically to those family members who are entitled to extended AFC benefits due to deployment. How do we make good on the promises set forth in the Army Family Covenant?

Fort Gordon Garrison DFMWR: The new CDC near the hospital is expected to be open within the next couple of weeks. Please contact Mary Crowder at 706 791-6494 and she can provide specific details as to the expanded capability. (1 likes)

Bernadette Stewart White: Thank you!

* * * * *

Fort Gordon Garrison. Don't forget we are posting previously submitted Issues and Responses under COL Kennedy's original post. Please take a moment to review. (1 likes)

* * * * *

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 actions, the management or oversight of a broad range of functions that affect virtually all aspects of installation services and support. 706-791-2080
(1 likes)

Susan Taylor Carvalho: Not sure if this is the correct thread but is it possible to get an automated stamp machine at the Post Office? It would cut down on wait times there and make a lot of people happy... (5 likes)

Fort Gordon Garrison: We will take this question and discuss it with DHR and get an answer to you as soon as possible...thank you for the query (1 likes)

Susan Taylor Carvalho: Thank you for addressing this concern! =)

Fort Gordon Garrison DHR: Will be checking with USPS to determine if your request can be approved. (1 likes)

UPDATE FROM FORT GORDON GARRISON DHR: The USPS has been working for approximately a year to acquire and install an Automated Postal Center at Fort Gordon. The cost is \$10,000 for one of these machines. This machine will allow you to do all the

services that a clerk would – except international and money orders. It is also open 24/7. The old stamp machines are not cost effective and have been removed from service. USPS will continue to pursue an APC for Fort Gordon.

Sheryll Lander: I'd like to see water fountains at the play parks. There are constantly empty water bottles, Gatorade, and Powerade bottles left behind by the kids. ALSO, since the pools are closed is it possible to cut a deal for residents to go to the lake instead without having to rent a pavilion? This should include single soldiers in the barracks. (2 likes)

Fort Gordon Garrison DFMWR: Regarding the lake . . . there is free bus service to the lake on weekends and there is a covered shelter at the beach area that is available for use for customers at the beach. (1 likes)

Fort Gordon Garrison DPW: Sheryll, water fountains have become a maintenance issue with the sanitary and damages. I agree the plastic bottles are a trash issue and we are trying to get our families to use reusable water containers. We thank you for your concern and comment.

Sheryll Lander: Maybe? BBC can make some and give to residents promoting a green environment and resident responsibilities. LOL! Thanks for your response.

Sheryll Lander: So we don't have to rent a pavilion to go to the lake? I'm sorry it was my understanding that you did....

* * * * *

Fort Gordon Garrison (DFMWR) Our mission is to provide standardized, effective & efficient services, facilities and infrastructure to Soldiers, Families and Civilians for an Army and Nation engaged in persistent conflict. (1 likes)

Susan Taylor Carvalho: Wanted to thank you for the shuttle to Pointes West! Is a welcome respite for those without vehicles! (5 likes)

Fort Gordon Garrison DFMWR: Thanks for the feedback, Pointes West is a great facility and I am glad you are taking advantage of the bus service this summer.

Victoria Diamond: Is there any way to expand the bus service to a couple of days during the week? (1 likes)

Tiffany McKinney Boudreaux: I agree with Victoria! Especially since the pools are out of commission and most families do not make enough to afford pool passes off post. I am sure that many of the stay at home moms would really appreciate this :) (3 likes)

Fort Gordon Garrison DFMWR Response: Will look at it and post info in a day or so. Will need to determine availability of a bus first. Thanks for the question. (1 likes)

Janella Mitchell: Can the DFAC's go back to opening up at 1100 hrs?

Fort Gordon Garrison DOL Response to Janella Mitchell: Dining facility opening and closing times are based information received from leadership regarding the optimum times for soldiers to eat and get back to class. There are dining facilities on post that open at 1100. To find out specific times contact Mr. Allan Marble @ 791-2675.

Janella Mitchell: When will the Courtyard pool reopen?

Tiffany McKinney Boudreaux @janella: They say not till next summer :(I would like to know a set date as well. Pretty inconvenient for BOTH pools to be closed. (1 likes)

Fort Gordon Garrison DFMWR: Janella - the Courtyard pool will not be open this year. Please take advantage of the weekend bus service to Pointes West. You will love the Courtyard pool complex when it re-opens next year. The Courtyard pool replacement was not a programmed project but rather the result of the pool completely failing at the end of last season. Sorry . . .

Janella Mitchell: Thank u for answering my questions.

Sheryll Lander: The new pool is going to be awesome! It is even going to have a misting/kiddie side...

* * * * *

Fort Gordon Garrison
(AAFES) Exchange Mission Statement is dual fold: To be our customer's first choice in providing quality merchandise and services at competitive prices. The Exchange provides an MWR dividend to Ft Gordon, through the patronage of our

authorized shoppers on Ft Gordon and in the surrounding Ft Gordon area. (1 likes)

Susan Taylor Carvalho: I was told not too long ago that your stores may start charging for cashing payroll checks. Any truth to this?

Fort Gordon AAFES. Ms. Carvalho, currently there is no charge to cash payroll checks and there has not been any discussion that there would be any charges. Anna Iosefo, General Manager, 706-793-0233 ext 100. (1 likes)

Susan Taylor Carvalho. Thank you!

* * * * *

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. 706-791-7003 (2 likes)

* * * * *

Fort Gordon Garrison (RSO) Religious Support Office - Our Focus: We provide management of all Fort Gordon religious support buildings-chapels, worship services, religious education, family life center, and all other religious support activities. Assist the Commanders to ensure the right to the free exercise of religion; provide training in the area of spiritual and ethical leadership. Develop the Command Religious Program. (1 likes)

Susan Taylor Carvalho: Are there any services or direction in regard to Buddhist faith on Post? I know where to go off Post but without my mother I have a terribly difficult time with communication! LOL . (2 likes)

Fort Gordon Garrison RSO: Susan, thank you for your question. At present, we do not have a Buddhist group meeting on Fort Gordon, however, I will gladly meet with you or a representative to discuss. Please call my office and speak with Jeanne for an appt. Our number is 706-791-5653. For your information, the Army recently commissioned our first Buddhist Chaplain. He is stationed at Fort Carson, CO. Thank you. Chaplain Wiley

Susan Taylor Carvalho: Thank you, Chaplain...

* * * * *

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 assists 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). (1 likes)

Patricia A. Sea: What services do you or can you provide to Family members? Example, if a Soldier and family member are separating/divorcing and the spouse wants to come in?

Fort Gordon SJA: If you have a military ID then you are entitled to our services. We offer a divorce/separation brief every Thursday at 1500 for Soldiers and spouses to attend. This brief is mandatory prior to making an appointment to meet with an attorney individually. Our legal assistance office is only allowed to represent one individual from the marital unit but you are both entitled to come and receive information from the briefing on Thursday. Then appointments are made on a first come first serve basis after that.

Patricia A. Sea: But is this for the Soldier or is this for the Spouse of the Soldier as well?

Fort Gordon SJA: You are both entitled to our services and to attend the briefing, but only one of you will be able to see an attorney at our office. We are not able to see both of you because it would create a conflict of interest. The decision of who we... see is based on who is able to make an appointment first. If you are unable to make an appointment to see an attorney at our office due to this conflict then you are able to go to Fort Stewart or Benning to meet with one of the attorneys there. All of this will be explained in greater detail during the divorce brief on Thursday at 1500.

Patricia A. Sea: What assistance can you provide to a Soldier who is in an off post rental and the housing may be that of sub-standard living conditions (i.e., mold, unfinished wiring/building etc) especially if it could be causing medical harm to the Soldier and Family?

Fort Gordon SJA: In reference to the off-post rental - you should make an appointment to speak with one of the legal assistance attorneys. Bring your lease and any other pertinent information. They will sit down with you and listen to your concerns and assist to the best of their ability.

Patricia A. Sea: Thank you.

Fort Gordon SJA. You're welcome.

* * * * *

**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).** (1 likes)

Susan Taylor Carvalho: Is there any place in the housing areas to start a Victory Garden? Or a compost site? I'm fine with hauling out my recyclables but would like to do more to reduce my own carbon footprint... (2 likes)

Fort Gordon BBC: @ Susan Taylor Carvalho -- We certainly appreciate your thoughtfulness for our environment and we continue to look for alternate ways to assist our on post families in doing the same. Plans are being considered for a Community Garden in 2012. At this time, there is not a compost area or Victory Garden but will take it under consideration. (1 likes)

Kourtney Kent Shelton: Who holds Balfour Beatty accountable for their homes being safe and healthy? We have had to contact congressmen, and get the media involved about our story and we still have YET to have anyone talk to us about our concerns. They continue to just get swept under the rug. We are not the only family living in these filthy, unsafe conditions... I have countless e-mails to show other families with the same problems. (1 likes)

Kourtney Kent Shelton: So the Balfour Beatty thread was deleted after I posted a comment? Kind of fishy. (2 likes)

Susan Taylor Carvalho: @ Shelton: same issue...! (2 likes)

Kourtney Kent Shelton: Wowwwwww no surprise there.... Fort Gordon Garrison please see that there are some SERIOUS issues and concerns with Balfour Beatty... and all it is doing is ruining morale, and making families lose faith not just in housing, but that fact that high ups cover for Balfour Beatty instead of help. What gives?

Fort Gordon Garrison: @ kourtney kent shelton Thank you for your comments and concerns. Any issues that cannot be resolved directly with Balfour Beatty should be directed to the RCI office located in Darling Hall Room 129.

Fort Gordon Garrison DPW: @ Kourtney Kent Shelton – Any issues that cannot be resolved directly with Balfour Beatty can be addressed to the RCI Office in Room 129, Darling Hall.

Kourtney Kent Shelton: I'll stop by there, but it would really be nice to stop being blown off. This isn't just a problem here at Ft. Gordon. This is an Army wide problem. Children being harmed by living in unsafe housing conditions should NOT be tolerated. I just hope my concerns can stop falling on deaf ears.... especially with so many other families having the same issues.

Tiffany Daman: Also I agree with Kourtney Kent Shelton we have horrid mold in our vents esp since our house flooded Christmas time. My hubs called BB before he deployed and we were told it was dust when it clearly isn't. He was told that someone would come... when he persisted and to this day 3 months later no one has shown up. My kids and myself and anyone who spends more than 1 night in my house gets a sinus infection and horrid headaches :(

Tiffany Daman: Would like to know who to contact about a rock wall in back yard. Every other house with rock wall has a safety fence on it except mine. You can see where one used to be. Been asking but no one at bb seems to know. Just to make clear not interested in fencing whole bark yard just a safety fence on account of both my baby and dog have almost fallen over it. Thank you.

Fort Gordon BBC: @ Tiffany Daman – thank you for bringing this forward. Please contact Balfour Beatty tomorrow at 706-772-7041 and ask to speak with the Community Manager who will help assist getting this resolved.

Brenda Maloney Kuntz: Are there any plans to "fog" the neighborhoods for mosquitoes during the summer months? (2 likes)

Tiffany McKinney Boudreaux : I would really appreciate something being done about the mosquitoes as well. They are REALLY bad this year.

Fort Gordon BBC: @ Brenda Maloney Kuntz – We can certainly understand your concern especially this time of year. Balfour Beatty will need to check with the installation Environmental office and will communicate the timing via newsletters and email if permitted.

Zoë Woodman Schultz: Has a dog park been brought up at a town hall meeting recently? I know of a lot of responsible dog owners who would love one here on Fort Gordon. (6 likes)

Fort Gordon BBC and DPW: @ Zoe Woodman Schultz – A dog park has been considered in the past and Balfour Beatty is looking at this as an option as an added amenity in the future. The installation is also aware of the desires for a dog park and is being considered currently for funding and a decision will be made within the next 30 days. We look forward to keeping you and all our pet lovers posted on the progress! (4 likes)

Zoë Woodman Schultz: Great! TY. (1 likes)

Rachel Clark: How long does it take for a family to join their soldier at AIT? I'm wondering because of the school year starting and my daughter needing to enroll somewhere!

Fort Gordon Garrison: @ Rachel Clark – Thanks for your question! I am sure others have this question too. This is based on how the orders are written and how long the course lasts. These concerns should be directed to the 15th Regimental Signal Brigade at 706-791-3800.

Rachel Clark: Thank you!

Patricia A. Sea: @ Rachel – I am 15th RSB Family Readiness Support Assistant, please contact me tomorrow at 791-1191 or email patricia.baker@us.army.mil. I can assist you and send you information on what your Soldier will be going through as well as make your transition as smooth as possible. Look forward to hearing from you.

Rachel Clark: Thanks, Patricia, I will tomorrow!

Alex Wilcoxson: I'd also like to know who, if not Balfour Beatty or the Military Police, is responsible for maintaining safe neighborhoods on post. I as well have found out of other cases, asides from our own, where other families on post have had acts of ...vandalism done to them. In our case, we ended up moving off post for the well being of our family after the "problem" kept occurring and nothing was being done; even though MPs claimed they knew who was doing everything and even BBC said they'd had problems with those people. But I really didn't think it should have come to that. Something more should be done to people who threaten others and do things like slashing car tires with knives, instead of the matter being overlooked by those who claim their first priority to be "the well being of military members and their families."
(2 likes)

Fort Gordon Garrison DES: @ Alex Wilcoxson – Thank you for your comments. These types of situations are handled through our emergency services and appropriate action is taken to involve the offending residents' chain of command. There are procedures that must be followed and sometimes

Fort Gordon Garrison DES: @Alex Wilcoxson ...I apologize for the technical error. Sometimes alternative solutions are necessary and pursued.

Fort Gordon Garrison DES: @ Alex – If you have further information regarding this or any other issue would you please visit the Law Enforcement Center and ask to speak with the Chief of Police.

Tiffani Diggs: I would like to know if and when E-5's and E-6's will stop living next door to E-1 through E-4's. It's like we're NCO's why aren't we treated as such when it comes to housing? Also, why aren't we getting refunded on our housing because some of these houses that the NCO's live in that AREN'T in Lakeview aren't worth the full BAH. Where is the equal treatment for ALL NCO's? (2 likes)

* * * * *

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 workforce offering first-class services and programs. (1 likes)

Patricia A. Sea: When a Soldier is in/out-processing is encouraged that they bring their Spouse so he/she understand what services are available to them? This is

ESPECIALLY true in cases of students? If so, how is the information getting out to the spouses that they are welcome to attend?

Fort Gordon Garrison DHR: @ P. Sea - Thank you for your question. There are some agencies that encourage family member attendance during in/out processing. Please contact the appropriate section tomorrow morning @ 706-791-3474 for a list of those agencies.

Patricia A. Sea: Will do. Thank you. :)

Patricia A. Sea: She Reé, I do know that Army Community Service has a directorate called employment readiness and Patricia Martin sends out all kinds of great resume writing classes as well as job fairs etc. You can reach her by calling 791-3579. (1 likes)

* * * * *

**Fort Gordon Garrison
Defense Commissary Agency (DeCA)**
Our Focus: To provide authorized patrons with excellent customer service and the best quality groceries at the lowest price possible. (1 likes)

Susan Taylor Carvalho: With all the people riding bicycles on Post, would it be possible to get a bike rack set up at the Commissary? (4 likes)

Fort Gordon DeCA: @susan – It is possible. I will coordinate with DES and DPW. Thanks.

Susan Taylor Carvalho: Thank you!!!

Victoria Diamond: Bike lanes would also be nice. (3 likes)

Fort Gordon Garrison DPW: @ Victoria currently bike lanes are not part of the design effort.

* * * * *

**Fort Gordon Garrison
Directorate of Public Works - Our Focus: Facility Management** (1 likes)

Randy Faulkner: IS DPW responsible for roads maintenance?

Fort Gordon Garrison DPW: @ Mr Faulkner – Yes, DPW is responsible for road maintenance.

Randy Faulkner: ISSUE: roads VIC Darling Hall. Rice Rd, coming from direction of BK near the entrance to Darling Hall. The road is bad enough that people will swerve into the turn lane to go around the uneven pavement; also, when making the left onto Chamberlain, could something be done about those pot holes? (Sarcastically speaking, if they get much worse they will start appearing on Google Maps as terrain features :)

Fort Gordon Garrison DPW: @ Randy – I will submit a service order to have this fixed.

Fort Gordon Garrison DPW: @ Randy we are paving over by Burger King and in the parking lots of the permanent party barracks this year. That is as far as the budget went. Rice Road is on the list along with several other roads. We will be submitting our list for approval in August for the FY 12 season.

Michelle Latham: Why is Gym 3 closed for cleaning 9:00-11:00am Gordon Fitness Center seems to be able to clean while open?

Fort Gordon Garrison DFWMR: Michelle - thanks for the question. Gym 3 has a smaller staff than the fitness center and simply does not have the personnel to man the facility and clean at the same time. Gym 6 and of course the Fitness Center are open during the hours 0900 – 1100.

Randy Carlson: Pool status and hard date for reopening please. (1 likes)

Fort Gordon Garrison DFMWR: @ Randy – The pool is schedule to open in September if we do not hit another unforeseen issue with this renovation. (1 likes)

Susan Taylor Carvalho: In regards to pools, is there a standing discount or something available off Post to fill the bill? Kind of stinks that there are 2 pools on Post and neither one is operational...What are our alternatives? (1 likes)

Fort Gordon Garrison: What type of work order do I need to put in for a new building?

Fort Gordon Garrison: @ Garrison – You need to submit a DA 4283. (1 likes)

* * * * *

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 Fort Gordon community with 24 hour Police, Fire, Security and Emergency Response. 706-791-9289 (1 likes)

Susan Taylor Carvalho: If there were to be a tornado in the area, where would I go for cover? Is there a centralized location of safety to move to?

Fort Gordon Garrison: Ma'am, we do have mass notification systems that are operated from the Installation Operations Center and ICW Balfour Beatty for the Housing Areas as long as we get notice. That isn't always possible. If we get warning that a Tornado is likely or in vicinity of Fort Gordon, we along with the local news stations who have real time Doppler weather feeds, will transit tornado warnings from those systems. We do not have tornado shelters per se as we are not in a tornado prone area. Understanding they are not choosy about where they touch down, residents are advised to seek shelter in the central portion of their quarters, in the bathtub / bathroom or similar. Our Soldiers in the barracks move to the central hallways, and the units in the field are directed toward our Gyms and Reserve Center or seek appropriate outdoor cover if they are far from shelter facilities.

Susan Taylor Carvalho: Thank you. Coming from "tornado alley" you can be understanding of my concern...

Fort Gordon Garrison DES: Completely! While we are not completely immune, as we have had strays, we are more prone to severe thunderstorms with hail. We actually just received a Storm warning and are notifying our field units. We welcome you and your family to Fort Gordon. Thanks for participating tonight! (1 likes)

* * * * *

**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 (1 likes)**

Karen Lewis: When will the Sports Complex on Barton Field be completed

Fort Gordon Garrison DPTMS: @Karen Lewis – Ma'am, per our DFMWR Director, construction will be completed later this year, with full operations expected in 2012.

Randy Faulkner: Before the next FP exercise, could the soldiers on the checkpoints be briefed on what a Civilian ID card looks like - I was questioned by 2 different individuals at the point VIC of the car wash at 5 points because my CAC card did not have anything on the back of it except the magnetic strip. (1 likes)

Fort Gordon Garrison: Yes, ma'am. Great feedback. We will make sure the guards are updated on the variety of ID cards in the morning for day 2 of the exercise. We appreciate your feedback and patience.

Fort Gordon Garrison: @R. Faulkner – Sir, my sincerest apology for addressing you incorrectly. We will review CAC Card and the other common forms of DoD ID with the guards in the morning. Thank you for your feedback. (1 likes)

Sheryll Lander: Thanks for keeping us alert, trained and safe... keep up the GOOD work! It's a SMALL inconvenient 30 seconds to be cocooned inside these gates. I'm grateful for your commitment to excellence!

CLOSING MESSAGE (5 likes)

Fort Gordon Garrison: Ladies and gentlemen, thank you for participating this evening. 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 pursue further discussion on several topics related to Family Housing, through follow-on forums and we encourage all who posted comments on Family Housing to attend. (4 likes)

Fort Gordon Garrison: We will announce the details for that forum via this site and through our Family Housing Office in coordination with our RCI Partner. The staff will complete answers to any questions unanswered when the session ended, and we will post the complete string of questions and answers to the Facebook Town Hall Page; Garrison Web Page, and other social media forums. Again, "Be Heard" will be available at GORD.BeHeard@conus.army.mil for those that want to submit questions following our Town Hall meeting. As this will be my last Town Hall, I would like to say thank you for the opportunity to serve you and your families as the Fort Gordon Garrison Commander. Best wishes to all of you.

Yours Truly,

COL Glenn A. Kennedy, II (4 likes)

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, 1830-1930, 21 September 2011. (3 likes)

Sheryll Lander: I love Ft. Gordon, thanks for this forum and quick answers!

Randy Faulkner: Great forum for engaging the people in and around Ft Gordon!

Bernadette Stewart White: Love this forum!

Patricia Sea: Thanks for bringing this to Fort Gordon.

Susan Taylor Carvalho: Thank you for holding this forum! Very convenient! Good luck to you, Sir...