

EVENT: FORT GORDON FACEBOOK TOWN HALL ISSUES AND RESPONSES

Date/Time: 18 September 2013 / 1130-1300

Fort Gordon

Hello to our FG Facebook community. The FG “virtual” Town Hall will begin in 30 minutes. Thanks for joining us today. We’ll be online from 11:30AM-1:00 PM, answering your questions! Shortly, we’ll provide info on how the Town Hall will run.

Fort Gordon

The FG Garrison Town Hall will begin in 15 minutes. Beginning at 11:30AM Eastern Time, members of the FG community are encouraged to post questions regarding quality of life programs, housing, facilities and infrastructure, law enforcement, family programs and all the other services at Fort Gordon. We’ll answer the questions we can, and we’ll try to get answers for those we can’t. *(1 Like)*

Fort Gordon

During the town hall, our comment policy remains in effect. We want this to be a productive, fun session for you and our staffs, so we will deal swiftly with violations - especially those that interfere with the conduct of the town hall. *(2 Likes)*

Fort Gordon Violations may include: explicit language; personal attacks; “spam;” political discussion, endorsements of any political figure, private business or organization; intimidation or harassment, remarks prejudicial to the maintenance of good order and discipline, or anything that disrupts the smooth functioning of our Town Hall. This isn’t the place to comment on national policy or personalities. *(1 Like)*

Fort Gordon We reserve the right to remove posts that appear to disrupt the purpose of the town hall, such as repetitive, unproductive comments. Please follow our posting guidelines. If you don’t comply, your message will be removed. *(1 Like)*

Fort Gordon

Here’s who we expect to be on hand to answer questions during the FG “virtual” Town Hall:

- Fort Gordon Garrison Commander – COL Samuel Anderson
- Deputy Fort Gordon Commander – Mr. John Curry
- Fort Gordon Garrison CSM – CSM Kenneth Stockton
- Signal Center Regimental CSM – CSM Ronald Pflieger
- Directorate of Emergency Services (police and fire)
- Directorate of Public Works (housing, roads, utilities, construction, facilities)
- Directorate of Human Resources (in-out processing, ACAP, education services, substance abuse programs)
- Directorate of Family, Morale, Welfare, and Recreation (family and recreation programs, child care)
- Directorate of Logistics (transportation and maintenance programs)
- Directorate of Plans, Training, Mobilization, and Security (training areas, ranges and planning)
- Religious Support Office (chaplains’ programs)
- Resource Management Office (budget and manpower)
- Plans, Analysis & Integration Office (ICE, family action planning, base strategic planning)
- Army & Air Force Exchange Service (AAFES merchandise and services)
- Balfour Beatty Communities (housing)
- Dwight D. Eisenhower Army Medical Center (medical care)
- Defense Commissary Agency (food logistics)
- Installation Safety Office (safety)

- Network Enterprise Center (Information Management/Technology)
- Office of the Staff Judge Advocate (legal and non-legal support)
- Public Affairs Office (command info, media relations and community relations)

Also, the Claims Office and Civilian Personnel Advisory Center will have representatives on hand to take questions. *(1 Like)*

COL Samuel Anderson

Thank you for joining us for FG's quarterly "virtual" Town Hall. I'm COL Samuel Anderson, Garrison Commander of FG. Thanks for being here and taking the time to participate. *(2 Likes)*

COL Samuel Anderson

This town hall is about working together to build a better FG community. Whether you have a specific question, or are just following along, you're a part of our community.

COL Samuel Anderson

The FG Garrison Staff run the "city" of FG, so topics such as housing, family services, recreational facilities, traffic and law enforcement will be on the table as I have the Garrison Leadership team assembled to provide their insights. We hope our town hall is useful to FG community members who want to talk directly to us about our town, Fort Gordon.

Fort Gordon

The Wall is now open for members of the FG community to post questions for the Fort Gordon Commander and the FG installation staff. You can post your questions and comments directly onto the wall using the "Write post" blank at the top. If you don't see the blank form, refresh the page in your browser.

Fort Gordon

You may want to refresh the page occasionally, to see the latest Q&As. Last, now would be a good time to review our earlier posts that provide an overview of how this town hall is going to work.

Cindy Hawthorne

I always find the information useful *(1 Like)*

Traci Johnson

I live on Ironwood Ct. We have a parking problem. We were told on may that it was being taken care of. It is now October and still have people from Garcia parking in our overflow which is technically not overflow. We were also told that everyone gets to parking spots per unit. We need something done cuz we don't have any available parking for people that live on Ironwood Ct. *(3 Likes)*

Fort Gordon Directorate of Emergency Services Ms. Johnson -- Thanks for your voicing your concern. The Law Enforcement Center will coordiante a meeting through the Housing Major, BBC and the Police in order to review the parking in Ironwood Court and Garicia Court parking. Respectfully, Lieutenant Colonel Bush, Director of Emergency Services/Provost Marshal

Kara Kennedy

What is the protocol with using off post Urgent Care? I was having a very mild allergic reaction to some antibiotics and so I called the main appt line and was transferred to a nurse. The nurse referred me to the ER even though it was very mild and had been ongoing for over two days at that point. I sat in the ER taking up valuable time and space to see a doctor for less than a minute and receive a prescription for a different antibiotic. Is this not something that could be handled within the normal family practice clinic or that I could just go to an urgent aid off post for? ER = risk of life, limb, or eyesight. *(2 Likes)*

Eisenhower Army Medical Center The Central Appointment line will refer someone out for urgent care if a timely appointment is not available but the nurse you spoke with more than likely wanted to have you go to the ED (ER) as a precaution based on your description. You are correct that the Emergency room should be used for true emergencies and in your case it was better to evaluate this issue in the ED. *(2 Likes)*

Amy Dickenson Ferguson I always follow this logic...your doc first..if no appoint avail soon enough...call for urgent care referral...or worse case...sit in the ER for 8 hours. so unless I have a limb hanging off or broke something...I wont even enter the ER for treatment. tricare is usually pretty good if you call amd say...my primary doesnt have the timley availability to see me...can you refer me to urgent care....

Stephanie Pompa

After the "Minol Town Hall" hosted by Balfour Beatty, it seems there is a major issue with the majority of residents, and no concrete answers have been given. A 30 minute one-on-one for residents was promised, then canceled for "lack of interest," and now a thirty minute phone call is the only option. Which I can call at any time and still get no definitive answers, just that they are looking into my specific billing. And the bills keep coming. Any advice or plans for the future would be greatly appreciated. *(4 Likes)*

Jana Yancey Anderson BBC puts out a weekly newsletter via email. I received it on Monday, and it seems the meeting with Minol have been rescheduled for October 10 and 11. If you don't receive this newsletter, you can sign up at the BBC office. They do several kid events and even some adult ones for free or very inexpensive each month. *(1 Like)*

Stephanie Pompa I do receive the newsletter. I also received the phone calls from BBC, first to say it was cancelled, then 5 minutes later a call back saying that the 10th and 11th were for a 30 minute phone call one-on-one, as I previously stated. Thank you though.

Stephanie Pompa The "meeting" on the 10th and 11th is actually a phone call, that I had to schedule. This is a bigger problem then just me, and a thirty minute phone call is a lot different then a one-on-one meeting in person. *(2 Likes)*

John Ramey Craig Chambers BBC facility manager replies: Thank you for your comment. The Oct 10 - 11 dates will be actual meetings for residents to schedule with MINOL representatives who will be here on site. Interested residents should contact the BBC community management office at 706-772-7041 to schedule an appointment. *(1 Like)*

Jana Yancey Anderson My apologies. I was answering based on the newsletter which states " Minol representatives have been rescheduled to come out Thursday, Oct 10th 12pm – 8pm and Friday, October 11th 8am – 4pm. They are here to disuss your electric bills and any concerns and questions still looming from our previous Facebook Town hall meeting and in general. We understand that the previous hours may have played a part in the lack of response and we hope that these hours will better accommodate those interested to be able to take advantage of this opportunity to have a "One on one, face to face" 30 minute appointment. If you are interested in speaking with a Minol rep., please call our Communities Management Office at 706-772-7041 to schedule an appointment today. If you are unable to meet during these times you may contact Minol at -1888-766- 1253 and request a 30 minute appointment by phone."

I copies this directly from the newsletter. To me that says they will be here for face to face, but if you cannot come in, call Minol to request a 30 minute phone call.

Jana Yancey Anderson Copied, sorry.

Stephanie Pompa Strange, I was misinformed, apparently, when someone from BBC called me twice, and the last call was for me to schedule a phone call with Minol, where said BBC employee gave me the phone number and extension of who to contact. My apologies, and thank you Mr. Chambers for clearing that up for me. I have recently been diagnosed with Renal Failure and have been at MUSC in Charleston for treatment, and out of the loop. Again, my apologies and thank you for the clarification Craig!

Tricia Carter Why is it advertised in an email that you already have t (1 Like)

Tricia Carter Sorry... Perhaps the lack of interest is because they advertised in an email that half of the residents are not signed up for. I get the newsletter but don't ever read it because I don't have small children and I work during the day. The events advertised have never applied to me so I don't even pull the email from my junk folder. That being said, how many residents would like to attend these minol meetings but are not aware, either because they don't get that newsletter or better yet, aren't on Facebook (gasp!) or perhaps haven't "liked" the resident and other pages that are holding these town halls to begin with. Why can't they just drop a flyer at each door to let everyone know about the dates and times? I wouldn't have known anything about the original meeting or the rescheduled ones if it weren't for being fb friends with Stephanie and seeing her comments in my news feed. (4 Likes)

Stephanie Pompa VERY valid points Tricia! I am in the same boat basically, and every week it seems it's a redundant newsletter with the same information, different dates. I was hoping, since so MANY people wanted to start receiving The Signal at their homes that it would help the lack of information flow that we've been fighting this entire time. This is my 4th year living here, and I just started getting the email newsletter because I met with Laura and Garrison Command previous. Thank you Tricia for pointing out everything you did, it reinforces the point that there is a definite lack of or break in the informational flow! (2 Likes)

Myra Young

There has been a severe parking problem at Ironwood ct since April. Residents from Garcia drive have been parking in Ironwood's overflow. With 10 units on Ironwood with 2 cars per unit (as most families own 2 cars and 2 spaces are allotted per unit) 20 spaces are needed for the residents of Ironwood Ct. All parking spaces including the overflow number 21. So in actuality the "overflow" really isn't an overflow.

4 cars belonging to residents other than Ironwood have been parking in the overflow area since April and were originally reported in May. The problem has gotten so bad that Ironwood residents are having to park on the street at night, which is very dangerous because the street is so narrow that in the event of an emergency, vehicles would not be able to enter and render need.

A letter was passed out by housing a few months ago asking residents to park in their designated areas but it was ignored. Would it be possible to have assigned parking at Ironwood, or have signs posted that parking in this area is for Ironwood Ct residents only? Could more parking spaces be made, since there are several areas on Ironwood where spaces could be added?

The residents of Ironwood are hoping for a speedy resolution since this has been an ongoing problem for 5 months. We have reported the problem to our mayor and housing including pictures, license plate numbers (where applicable because there is 1 car that has no identification on it whatsoever) and addresses on known owners. The only answer we have gotten back is that the mps say they can't do anything about it. (4 Likes)

Fort Gordon Directorate of Emergency Services Ms. Young -- Thanks for your question. Understand the parking situation you discussed. Recommend we coordinate a meeting through the Housing Major representative and concerned residents in order to review parking within

Ironwood Court and Garica Court. The Law Enforcement Center will coordinate meeting with BBC and Housing Majors.

Traci Johnson The mp's have been out here and just got out of their car and looked at the cars. They did nothing. So how is this going to be handled can we get signs put in stating this is for ironwood ct. only?

Myra Young I agree. This issue has been talked about for 5 months now. MPs were notified and did nothing to move the cars, including the once that does not have a licence plate. We were told the cars were being watched to see if they move and the 2 that have not moved since April are still there. All the while the residents of Ironwood don't want to leave for fear of not having a parking spot when they return and we don't have the luxury of inviting guests because we don't have parking for ourselves. A little more than a meeting needs to be done *(3 Likes)*

Fort Gordon Directorate of Emergency Services Ms. Johnson -- Concur that signs might be an option, but lets discuss during the meeting. I want to hear from BBC and Housing Major in order to determine the right and appropriate action. Respectfully, LTC Hollis Bush, DES/PM *(1 Like)*

John Ramey Craig Chambers BBC facility manager replies: Thank you for your comment. We are looking at parking concerns within Gordon Terrace as a whole with the aim of improving the situation. This issue is also being worked via the mayors program as well as through DES channels. Presently, we are reviewing the potential use of targeted signage to help address this issue.

Amanda Clarke

I have called for a work order a few times now and they have come promptly which is great. The problem is I am told I will get a phone call prior and never get a call. I did not sign for them to enter when we're not there and luckily I was home each time. The problem is they need to be calling to let us know a time frame. I don't even care if they call when they're in their way but some prior notice is appreciated. *(5 Likes)*

Laura Hardy Aldrich

I have noticed that many people are growing tired of only getting answers via these Townhall Meetings. While they are greatly appreciated, many of us would like to speak with "the powers that be" face to face. Col. Barker mentioned to me a while back about having CIBs every month where residents and soldiers alike could come together and voice concerns. Where might we find the information on these briefings, so we can spread the word? Thank you. *(5 Likes)*

Col Samuel Anderson Thanks for the question. The CIB is held once a month, and advertised in The Signal, on the marquee boards, and on Facebook. The CIB is geared towards briefing community members about policy and events, although anyone is welcome to attend. Previous town hall meetings were not well attended which is why we shifted to facebook, but I am exploring other options for me to interact directly with the community. *(6 Likes)*

Laura Hardy Aldrich Thank you for your reply. We have noted many times with our meetings with our last GC, that there was a problem with finding a medium that works well to get the information out to the masses. I can completely understand that. Thank you again. *(2 Likes)*

Stephanie Pompa Also, on the slides provided in a previous post, the next CIB is scheduled for 16OCT13 at 1130. *(1 Like)*

Laura Hardy Aldrich Thank you, Stephanie. *(1 Like)*

Stephanie Pompa

Can someone please define the specifics of the Mayoral Program, I.e. description, duties, etc? Thank you, and welcome Col Samuel Anderson (2 Likes)

John Ramey Harry Bloomer RCI housing office replies: I will email that information to Mrs. Pompa at the conclusion of the FB townhall meeting. Thank you.

Fort Gordon You can also get more information about the mayoral program at <http://www.ftgordonsignal.com/.....> (2 Likes)

Stephanie Pompa Fantastic, thank you.

Laura Hardy Aldrich

I also have a major concern about the lack of care from DDEAMC. I have been to the ER and clinic many times in the last month, due to a severe health issue. The exact words from the doctors, on both sides, have been "What do you want me to do". I, personally, do NOT have a PHD of any sort, so it would be nice for the ones who ARE educated in the medical field to figure out "what to do with me". The ICE complaint/comment section has not been a reliable source of the information being sent to the right people. How can we correct this? I would love to speak with a patient advocate, as well as someone in charge at DDEAMC. Not everyone there has this demeanor, and there are some WONDERFUL nurses working there. I would love to commend them to the proper channels as well. How can I go about doing this? (7 Likes)

Abby Elliott Advocate is definitely the way to go, they have to look into it by law. (1 Like)

Eileen Wisler I had success resolving an issue with the help of the patient advocate. You can find their phone number easily on the post web site. (1 Like)

Xiomara Alves I have been told the same thing. I have been trying to have a baby for 5 years and every time I go and see my doctor (after waiting 2 months to get an appointment) he always tells me I should keep trying. Since I was able to get pregnant on my own I should be able to get pregnant again.

Eisenhower Army Medical Center We appreciate the feedback on our wonderful nurses and if you would like to pass any comments on our nurses to our Deputy Commander for Nursing at 787-3835. The patient advocacy office can be reached at 787-2000 and they will direct you to someone in leadership if you need someone to speak to about your care. (1 Like)

Laura Hardy Aldrich Thank you.

Eisenhower Army Medical Center We value all the feedback we get from our Army Provider Level Satisfaction Surveys (APLSS), ICE comments and patient advocacy issues and the command will always do everything possible to help you with the issues you bring to us. Help us to provide you with best care possible.

Jana Yancey Anderson

As a parent of a child with dietary restrictions, I appreciate that the commissary has a small selection of Gluten free items. Is there a way to request specific products/brands that we have found to be universally enjoyed in our one? Several brands you carry, but we prefer a different variety (ie DeBoles CORN pasta vs the RICE variety you stock). We have spent countless dollars over the years trying different items, and being able to purchase our favorites at the commissary would be wonderful. In truth, not all Gluten free items are created equal! Thanks! (8 Likes)

Fort Gordon Response from DECA: Thank you for your feedback on our gluten free section. It is possible to request items not currently in our stock assortment. Just ask for Mr. Thomas Burkett, our grocery manager, or his boss, Ms. Sandra Vaughn, the store manager and they will do their best to pick them up. *(5 Likes)*

Jana Yancey Anderson Thank you!!

Kris Nicholas

Okay, here is my concern... The asphalt road surface at the intersection of Rice & Chamberlain is in very bad condition. Instead of repairing/patching or repaving the intersection, someone painted new cross walks over the broken asphalt. The road surface at this intersection has been a thorn in my side for a few years now. As a motorcyclist, it is very unsafe to negotiate a turn there. Between braking, leaning and watching other traffic at a busy intersection, motorcyclists also have to deal with focusing their attention to avoid the bumps, pot holes and loose gravel on the road. It's not safe.

John Curry Ms Nicholas,

Kris Nicholas I liked that Rice has been re-paved. I love the traffic circle. I don't really care for the iron and brick fence around freedom park. I think that was a waste of money. It looked better being open. I was very disappointed that the intersection of Chamberlain and Rice was not repaired while the equipment was so nearby paving Rice...

John Ramey thank you for the comment. We are in a five year plan to repave all roads and the next phase will take us from the Rice road through 8 th Ave which will fix this interchange. We are waiting on our funding for FY 14 before we can execute.

Kris Nicholas Roger. Thanks for your reply John.

Kris Nicholas Oh, one final thought... perhaps you could consider scheduling high traffic areas & main streets for more frequent service than other streets as they may tend to break down faster. Especially those roads that service the gates to the installation. Thanks.

John Ramey agreed we would be better to work the repaving more however the current budgets has to address more than paving and their is not just enough money. we will look more at the high traffic areas

Tom Christopher I can relate to that. Here in Spokane we have the worst roads Washington state. *(1 Like)*

Lisa Brewer Kaneck

Can parking be increased at the play ground down from freedom elementary *(2 Likes)*

John Ramey thank you for your comment, yes it is a possibility depending on the Real property board determination. the board is made up of the commanders on post and they consider all projects. i will submitt this request at the next board *(1 Like)*

Jennifer Parks is going. *(1 Like)*

Mindy Hillway likes this..

Col Samuel Anderson

Thanks for all the participation today. I'd like to remind everyone on line today that the Combined Federal Campaign (CFC) kicked off yesterday. It is a great opportunity to give back to the community or the charity of your choice. I look forward to Fort Gordon exceeding it's goal of \$385,000. *(2 Likes)*

Laura Hardy Aldrich My husband has his donations coming directly out of his pay. It is for a good cause. *(2 Likes)*

Lisa Brewer Kaneck

OK I see a lot on post driving while on the phone. I have seen even local police be on post on the phone. *(5 Likes)*

Fort Gordon Directorate of Emergency Services Ms. Kaneck -- Thanks for your comment. The Law Enforcement Center continues to cite violators who do not adhere to Fort Gordon policy regarding driving and talking on cell phones or smart phones. In regards to local Police talking on phones, please contact the Law Enforcement Center Desk Sergeant (706-791-4380) when you observe an law enforcement officer not adhering to Fort Gordon cell phone/smart phone policy. Please provide the patrol card number, so Law Enforcement leadership can engage the officer. Respectfully, LTC Bush (DES/PM)

Randy Faulkner The call to the Desk Sgt will have to wait until we get to work or a stopping point or we will be violating the policy. *(1 Like)*

Ann Morrison

Can the free postal mailing items such as Priority Mail and Express Mail envelopes and boxes be moved to the public area of the Post Office where they aren't locked up every night? Also, would it be possible for the Fort Gordon Post Office to receive one of the Automated Postal Centers to be placed in the public area so Soldiers and Families can utilize these services at any hour of the day and reduce time in line? Thanks! *(4 Likes)*

John McIntyre RESPOSNE FROM DHR: Ms. Morrison thank you for the comment. I will speak with the USPS manager concerning moving the free postal mailing items and the possibility of installing an automated postal center. I will follow up with you after speaking with the USPS manager. Thank you, John. *(2 Likes)*

Ann Morrison Thank you!

Mindy Hillway I have heard a lot of people complain because there is no automated service one would be super.

Loretta Lombard This would be an awesome addition to all installations! Thanks for asking Ann Morrison.

Adam Farnham Nice! Most of my comments to (any vendor) end up in the trash, especially when submitted online. Should I stop using profanity?

Meghan Hull

I also have a complaint about people not watching their kids, At any point and time I can almost always see three or four kids outside playing (i would say under the age of 6) and not paying attention to the cars driving down the road. Some even trying to "race" me on their bikes while they are driving, getting as close to my car as they can. A little boy on my street almost ran into my car on his bike and since he was

in my blind spot I couldn't see him until it was almost too late! What are the rules for kids being outside?
(4 Likes)

Fort Gordon Directorate of Emergency Services Ms. Hull -- Thanks for your question. The Garrison Commander's Policy Memorandum No. 15 (Supervision of Children) requires that "Children who are birth to ten years of age or handicapped must never be left unsupervised." With that stated, please contact the Law Enforcement Center Desk Sergeant at 706-791-4380 and report what you have witnessed. Respectfully, LTC Bush (DES/PM) (2 Likes)

Meghan Hull Does that mean at 10 years of age they are allowed to be outside unsupervised? Just trying to get clarification. (1 Like)

Laura Hardy Aldrich Melissa Rinehart Olson, you were asking me about the regulations. Here you go. (1 Like)

Melissa Rinehart Olson Thanks Laura Hardy Aldrich! (1 Like)

Fort Gordon Directorate of Emergency Services Ms. Hull -- The policy letter refers to a child's academic grade not age. "Children up to grade 5 (children who have not yet begun their academic year in the 6th grade) direct supervision by an adult or babysitter who is at least in the 8th grade." Respectfully, LTC Bush (DES/PM)

Laura Hardy Aldrich

I was wondering if the transcripts of this townhall will be kept public. I would like to be able to keep these answers on file for those asking questions in some of our Fort Gordon related groups. Thank you.
(2 Likes)

Lauren Sackman You can screen shot them

Fort Gordon Laura, that's a great question, thank you. The transcripts of our previous town hall sessions may be found at the following link: <http://www.gordon.army.mil/>. (2 Likes)

Laura Hardy Aldrich Thank you!

Stephanie Pompa

I would like the Garrison Command to know that the Maintenance Program, specifically Craig Chambers, Teresa (Nan) Rucker, and their techs, are top of the line, in my book. They have been so accommodating and patient, while I'm dealing with a new medical diagnosis of Renal Failure, and needing out of State medical care, it's nice to know and be at ease that they are so willing and patient to solve any problems that may occur. And this is without them knowing about my medical issues, I've kept that private until now. They've provided this exceptional service unknowing. So thank you, I wanted to give a public "shout out" to those who deserve it. There are no words to explain the relief you've given me, knowing that I won't be on my own when my spouse leaves for Korea in 2 weeks and I am on my own. 5 Star Recommendation!!!! (5 Likes)

Laura Hardy Aldrich Nan and Craig have been great. Also, a few of the techs (I can't remember names off the top of my head) REALLY deserve some kudos for going above and beyond for us.
(1 Like)

Stephanie Pompa Laura, I believe you may be referring to Buster and Tiny. (Somehow I don't find it odd that I just referenced someone with those names. They are two of the best techs I've had. (1 Like)

Laura Hardy Aldrich That's EXACTLY who I am talking about! Thank you again! *(1 Like)*

Courtney Smith Menard I second the comment about how great Ms. Nan is! I've been having issues with the lawnscape crew not trimming the bushes at our house & she got it straightened out. I'd also like to say that Buster & Mike from maintenance are wonderful. They are polite and resolve issues immediately. Mike took the initiative & even changed out our AC filter when he was here yesterday even though he was just here about our smoke detectors. *(1 Like)*

Christie Page Wilder Ms Nan goes above and beyond. She is a true asset to BB. *(2 Likes)*

Lauren Sackman

I wonder what you as a new garrison commander will do about the lake located in lake view and the safety of children in that community who love to play around it. *(1 Like)*

Col Samuel Anderson Thank you for the question. The safety of our residents is of utmost concern to the Fort Gordon Leadership. We have erected signs on the edge of the lake itself to warn residents of the hazard, and we have also directed Balfour Beatty to include a pamphlet in the products they distribute to residents about the hazard. *(1 Like)*

Lauren Sackman Is there a possibility that a fence be put up on the border of housing to cut the access off from kids? We all know kids don't read signs. *(2 Likes)*

Theresa Speer why not just fence it in? does another child have to lose their life? young children love water and only see it as play time.

Eileen Wisler Is a fence necessary if parents are properly supervising their children's play? *(5 Likes)*

Lauren Sackman Well the former garrison Col Barker promised on my daughters memorial that there would be a fence around the lake but then changed his mind. I'm hoping the new garrison will install the fence. *(1 Like)*

Lauren Sackman It is necessary. *(1 Like)*

Col Samuel Anderson We will continue to look at ways to improve the safety measures within the housing areas. I will continue to research the issue. Thank you.

Lauren Sackman Your welcome

Kris Nicholas I'm sorry for your loss Lauren.

Lauren Sackman Thank you Kris. I'm just hoping to help families there. *(1 Like)*

Marianne Rubinberg McGinnity You can be the most diligent parent in the world and accidents happen. YES a fence is needed! *(3 Likes)*

Lauren Sackman Or be in your house. Some people have no idea what they say

Kara Kennedy I drowned in my parents swimming pool when I was 18 months old because ironically they had the gate off the pool to make the slats smaller to make it safer for us kids. My

mom found me floating underneath our solar cover. Things can happen very quickly to the most attentive parent. I'm sorry for your loss Lauren. Kids really are attracted to water.

Lauren Sackman Thank you Kara.

Eileen Wisler Lauren, I was unaware of your particular situation, and I certainly did not mean any harm. I'm sorry if my comment hurt/offended you. *(1 Like)*

Lauren Sackman It's ok not hurt but thank you

Lauren Sackman I apologize as well

Courtney Smith Menard

What is the contingency plan for the overflow/wait list issue regarding care at the hospital clinics? I've tried to have my daughter's doctor switched & was told (by a Tricare representative) that, at this time, no one is being allowed to switch doctors due to lack of staff & the only option that I had was to take her to a doctor off post. While this is not something that I mind, I realize that not everyone who lives on post has the means to travel off post for a new doctor. Also, what/who is the proper protocol & point of contact when an ICE complaint was made & there has yet to be any communication back regarding the complaint? Thanks. *(3 Likes)*

Eisenhower Army Medical Center Due to federally mandated hiring freezes and natural personnel moves and losses we were limited in the positions we could fill. We are given permission to fill those positions and you should see more PCMs coming on board to take on new patients. If you have questions about beneficiary services please call 706-787-1471. *(1 Like)*

Nicole Holt I called again and they let me switch to on post for my 17 week old son after they had assigned someone off post but they could not give us a pediatrician. We will see at his 4 month appointment next week if a regular PCM can handle an infant.

Eisenhower Army Medical Center Contact patient advocacy at 787-2000 and they can address the ICE complaint.

Courtney Smith Menard Thank you!

Lindsay Myers Did you call Tricare south or did you call someone at the hospital here. I was recently able to call and switch to an off post pediatrician.

Courtney Smith Menard I went in there, Lindsay, because I was also trying to get her clinic switched. I was told to "pray about my decision" and that I was crazy because the ped that Kate is assigned to is the most sought after pediatrician on post. Now that I know that there are more doctors, I'll call & try to get her changed.

Meghan Hull Courtney might i ask what pediatrician you were seeing?

Lindsay Myers I called Tricare south and they changed her right away after realizing I wasn't taking no for an answer. She now sees Jennifer Igon in Evans and she's awesome. I took her in there and she gave me a number to call anytime I had questions or concerns regarding the baby.

Nicole Holt I asked for any available ped on post but they were all full two weeks ago. That's when they gave us a random pcm on post. Probably won't be ideal but at least we are back on post.

It's really difficult to switch by calling Tricare. They don't know who is available. They "send up a request" then you call back days later to find out the requested ped was full. I called a second time to ask for any ped and again they were full. Third call was a charm though.

Eisenhower Army Medical Center Courtney Menard: If you have questions about beneficiary services please call Ms. Breanda Sanders at 706-787-1471. She would like to help you with the issue. *(1 Like)*

Courtney Smith Menard Dr. Bental. We had a difference of opinions regarding my child having acid reflux. The ICE complaint wasn't on her, though...it was on one of the lactation consultants who told me that I needed to "suck it up" because my husband is deployed & that I'm not doing my job as a parent by supplementing with formula.

Eisenhower Army Medical Center Courtney Menard: Please call Ms. Sanders after 1400 as she is participating at the town hall currently to answer questions.

Courtney Smith Menard Ok. Thank you

Meghan Hull I thought there was only one pediatrician that's not the one I had had a problem with! I was just wondering! Thank you.

Jenn Gibney Everytime I call to get my daughter in or myself, they tell me there all booked up. However if you call after 1pm for the following day there all booked up too. I can't believe you can schedule appointment out further. I also had the great pleasure of calling to set up shots and was told by recep. its a walk in, then when I walk in oh no you have to see the doctor first and which they are filled up. Its a catch 22 there. your dammed if you do and dammed if you don't. I just love the fact that most working there are not even military spouses or military and they take up jobs for us and are the rudest. You can complain through ICE, and call that office it doesn't change anything. I am still waiting to here back from the Chief of the clinic. I went through the same proper chains of command when they broke every blood vessel in my daughters arms and refused to take off the tennick when trying to take blood from a 4 month old baby. Then yell at me for the containing her urine tests and having to repeat it 4 times due to them not following procedures correctly. I would love to have one of their jobs and work my butt off for military families. They just don't respect families or really value their jobs there. They believe there untouchable and are the first to bad mouth soldiers and their families. and when you report there actions nothing changes. The only change is they keep their jobs while us families have to find work off post and make 8.00 hr and work weekends, holidays, and night shifts!... I wish we could trade places and keep our soldiers families working and keep the ones don't deserve a job off post. where they can hate on the military outside the gates. Thats what I experience everytime I am on post. Even at the PX and the commissary . they just don't care! *(2 Likes)*

Nicole Holt We tried to get Dr Bental because she was seeing our son for the first 4 or 5 appointments we had but we were told she is at capacity. It's strange that you request to stop using her and they deny the request but when I want to use her I can't either. *(1 Like)*

Courtney Smith Menard Nicole Holt- Especially considering that I requested just a GP who saw our daughter at several of her appointments and was one of the docs there when I delivered her.

Cain Claxton The nurses at Eisenhower are awesome

Cain Claxton

Issue: merge, cone lanes entering and exiting gate 2. The cones do not provide enough opportunity to gradually merge and force the left lane to abruptly stop before merging to traffic on the right, which has a domino effect.

Recommendation. Do away with cones and use only two inbound lanes. Use more security guards in depth. (3 Likes)

Fort Gordon Directorate of Emergency Services Mr. Claxton -- Thanks for your comment and recommendation. The Directorate of Emergency will assess your recommendation. Respectfully, LTC Bush (DES/PM)

Cain Claxton Two or three guards in depth on each lane could very quickly move traffic through the gate without backup before and after gate. Ideally, relocating the gate another 500-1000 ft from Gordon HWY would prevent backup and congestion on GHW.

Cain Claxton Thankyou, sir.

Jennifer Parks

I was wondering about a advertisement sign I saw stating that now BB is renting out to DOD civilians and retirees. Why is that? I thought they were rented out to active duty only families? (2 Likes)

Brittany Perlow I want to know how exactly it works too. How do they decide how much they pay in rent ? Do they get to choose their house? (2 Likes)

Col Samuel Anderson Thanks for the question. The advertisement of housing to DOD Civilians and retirees was premature. The Garrison is working with BBC to develop a plan of action that will generate a housing occupancy of 95% or greater without requiring tenants in the categories you describe. (2 Likes)

Courtney Smith Menard And as a follow up, there was a *rumor* going around for awhile that Balfour Beatty was thinking/moving forward with letting non-military personnel (specifically Section 8 housing candidates) move in. Can someone officially go on record regarding that? (2 Likes)

Jennifer Parks I saw this advertisement on a billboard not far from Gate 1. Why would money be invested in that if it is premature? (2 Likes)

Brittany Perlow A great plan of action to get occupancy up it to have houses people want to live in. Maybe instead of putting money into ads and billboards they can renovate and build new homes. (4 Likes)

Krysta Fell If you couldn't get a house five times nicer off post for the same price as one on post they'd probably have a higher occupancy. Which goes back to my comment about how BB does business- bad management seems to be one factor that keeps rearing its ugly head. (5 Likes)

Eileen Wisler I have been receiving emails through the FRG stating that BB is currently accepting applications from DOD civilians and retirees. (1 Like)

Col Samuel Anderson There was an initial effort to potentially open up housing to DOD Civilians and Retirees and the advertisements reflected that. The Command leadership was uncomfortable with the implementation of this strategy and we are focusing efforts on filling houses with Military members and military families. Thanks for the comments. (4 Likes)

Kara Kennedy In Monterey, CA they let the public (including university students) live in some of the older on post housing on Fort Ord. It wasn't that bad. I actually liked having a mixture of civilians and military, and they did a good job of keeping it financially fair for military paying BAH. (2 Likes)

Eileen Wisler Copied from an email received 12 Sept:

Military Retirees and DoD Civilians can now rent on post!

Military retirees and DoD Civilians are now eligible to rent homes on post!

No application fee or security deposit* (*with good credit). No pet deposit or fees; 2 pets allowed.

For a civilian rental application, please visit our Communities Management

Office located at 155 3rd Ave in Olive Terrace on Fort Gordon. If you would prefer the application sent by email, please contact us at 706-772-7041.

(1 Like)

Jennifer Parks But that still isn't saying there is or isn't applications still being accepted by DOD Civilians or retirees or whomever else they are choosing, also with doing the advertisements for something they aren't choosing to move forward with may have been premature on their part and a waste of money that could have went somewhere more useful for BB residents. *(1 Like)*

Eileen Wisler I'm not sure when the decision was made to change direction, but it seems that they are still actively recruiting potential tenants. *(2 Likes)*

Cain Claxton Folks, the garrison commander answered the question. It doesn't mean BB can't still advertise and recruit potential customers.

Krysta Fell I'll say it again tho- That's the main issue. BB's bad business practices are affecting multiple areas of base life. *(3 Likes)*

Jennifer Parks well Doesn't the garrison commander have some say in how BB does things on base? That seems to be an issue too, either miscommunication between the two or BB doing what they please anyway. *(3 Likes)*

Krysta Fell From what I understand they don't have much say. Which is a problem in my opinion. If BB ran an apt complex this way off post it would wind up in the ghetto and it would cost \$500 a month to live there. That's the problem. They're allowed to do what they want. And that's exactly what they're doing. And they're taking advantage of it bc it's more convenient to live on post. *(2 Likes)*

Laura Hardy Aldrich

Another point that has been driving me to the point of insanity is the noise violations all around post. In the Gordon Terrace housing area, we have several people who like to "boom" their systems at all hours of the day an night. I can feel my insides vibrating when they pass by my house. One, in particular, lives a few houses down from me. I have called the MPs several times, my neighbors have called the MPs several times, and even people who live in different sections of this housing area have called the MPs. Isn't there something else that can be done? Two nights ago, this same individual rattled my windows at 4:30 in the morning. It's waking my children, and causing a real problem for many people in the neighborhood. Thank you. *(3 Likes)*

Laura Hardy Aldrich Would this be something that we need to further address with the MPs, or is this something that should be brought to Balfour Beatty? *(2 Likes)*

Fort Gordon Directorate of Emergency Services Ms. Aldrich -- Understand your comment. Please attempt to get the license number or patron's name/address and call the Law Enforcement Center Desk Sergeant (706-791-4380). This will allow us the contact/engage the noise violation. Respectfully, LTC Bush (DES/PM)

Laura Hardy Aldrich LTC Bush, I have on several occasions. I've filled out reports, and given details. From what the officer told me, he is a problem in more than one area, and has already been reprimanded several times. I was just wondering what the next course of action should be. Thank you!

Fort Gordon

Thanks to all who participated in our "virtual" town hall! We're going to wrap things up at 1:00PM Eastern. If you have any final questions for us, please post them at this time!

Krysta Fell Will the questions that once again aren't really getting answered be answered at some point in the near future? Lol

Meghan Hull

My question is about housing. I have been working since february to get my house fixed to standards which i think are safe for my family. I have had a roof leak in my house since february and have had to completely move out of one of the bedrooms in my house and an entire closet. I have tried to get out of this house multiple times and have dealt with every single person up at Balfour Beatty.. I finally got a new room and have been fighting like crazy to get teh repairs in their bedroom fixed so that we can finally use both bedrooms again. I read somewhere that if you are renting a house and if its not being kept up by the company you can withhold your rent until the problem is fixed. Obviously that wasnt an option for us.. but when we requested to be moved into a different house so we could actually live in our house it was denied, with being told "we didnt qualify for a move" What are my rights as a resident? Who can I talk to that can actually help me!?! (5 Likes)

John Ramey Craig Chambers BBC facility manager replies: Thank you for you comment. I will contact you after the townhall to address your concerns. (1 Like)

Kathy Pettigrew Hope they take care of the problems for you soon.

Cain Claxton This is a major issue in my opinion...privatized housing companies are not accountable to state statutes. Who represents tenants in their rights? And where are those rights established? (2 Likes)

Cain Claxton Georgia landlord/tenant laws generally allow for the tenant to pay for the repair and then deduct the costs from rent. In this case the cost of repair is likely untenable for you, so the law requires you be let out of the lease or allowed to move into another suitable dwelling. Of course, none of that is extended to the tenant of Army Privatized Housing contractors. RCI should address this for you, regardless of state laws. (1 Like)

Meghan Hull Thanks for the heads up!!

Meghan Hull They still haven't contacted me today!

Bruce Davis John Ramey said Craig Chambers would call you after the townhall. Didn't say WHEN after. Since he didn't call you, it looks to be simply another stalling technique. I would proceed with stirring up more publicity. (5 Likes)

Sherilyn Elder The squeaky wheel gets the attention. Good luck.

Krysta Fell

I feel like the issues with BB run deeper than lack of response with work orders and residents having to deal with problems with their homes for months on end. It seems to me like the issue is that BB doesn't maintain the houses as well as they should. There's no reason the houses should be crumbling down around us. There's a problem when every single resident is placing work orders every day. And not just for a broken garbage disposal. We're talking major issues. If BB is short staffed or overloaded maybe more staff needs to be hired. Maybe more things need to be sub-contracted out so it all gets taken care of. Maybe BB needs to revamp or reform how they do business. If they want to put the cheapest of everything in their homes it needs to be replaced on a schedule. If the shelf life of a cheap roof is 5 years then they need to be replaced every five years- not when they all start leaking, caving in, and ruining residents personal belongings. This is a management issue. This is not how apartment complexes should be run. When just about everyone is paying over \$1000 a month for rent the complex should not look like some of the ones where resident are paying \$650 a month for rent. It's unacceptable conditions for the amount of income they're receiving, in my humble opinion, of course. *(8 Likes)*

Meghan Hull Completely agree!!!!!!

Krysta Fell Case and point, the back door of my home is deteriorating. It's old, the hinges are beginning to bend, and it's got wear and tear from years of use- which is causing it to no longer seal properly. Instead of replacing the door or the hinges or the siding around the door they stuck some putty in the bottom corner to help keep the air/bugs from coming in. It's not much help and it's a cheap temporary fix to a problem that needs more than a band-aid. *(2 Likes)*

Krysta Fell But it probably only cost them \$1.50 instead of investing to keep the house maintained and kept up properly. Bad business. *(1 Like)*

Meghan Hull haha they did that to mine too! I have lived in my house for 3 and a half years. I had never had one single problem with ANYTHING until my roof started leaking.. Their solution CAULKING!

John Ramey Craig Chambers replies: Thank you for your comment. We take the satisfaction of our residents very seriously. I will have our maintenance supervisor contact you to take care of any items that need repaired in your home.

Krysta Fell My door isn't really the issue but thank you for the concern *(1 Like)*

Joel Butko Well come next year it may be worse, is talk of military cutbacks that everything on base will suffer, even plans to shut down all coomisaries, cut back on tri care and bah. I been reading saras military news letters(emails)

Sharon Spille You tell em Krysta Fell. *(1 Like)*

Krysta Fell :P

Xiomara Alves

What are the lease laws on post? I see a lot of owners letting their dog walk around without a lease and the dogs are not to friendly. *(2 Likes)*

Xiomara Alves Sorry Leash auto correct.

Natalie Chapman Lol

Laura Hardy Aldrich I would also like to know the regulations on having your animals fixed and chipped. I have a couple of cats that come to my house day and night, starving. One time, the owner DID come to get them, but said due to her religion, she will not have them chipped, fixed, or get them shots. I was almost certain there was a regulation regarding this on post, but I wanted to make sure. Thank you!

Harry Bloomer Harry Bloomer RCI housing office replies: Thank you for your question. Taking proper care of pets is an important issue and we frequently receive questions on this topic. At the time of move-in all residents with pets sign a "pet addendum" as well as receive a copy of the resident guide. Individual responsibilities for pet ownership are identified in detail in these documents including the need for pets to be on leash and for pets to be microchipped. Stray animals in the housing area should be reported through the military police. *(1 Like)*

Fort Gordon Directorate of Emergency Services Ms. Alves -- Thanks for your question and comments. On-post dogs are required to be on leash. Please contact the Law Enforcement Center Desk Sergeant (706-791-4380). The Desk Sergeant will send a Game Warden (Police Officer) to your location/area in order to catch the unleashed dog.

Xiomara Alves Thank you

Courtney Smith Menard Laura Hardy Aldrich- that makes my blood boil. There are so many homeless shelter pets because of irresponsible pet parenting. And not vaccinating or spaying/neutering pets is irresponsible. *(4 Likes)*

Laura Hardy Aldrich I was debating if it would be wrong to bring them to a shelter, knowing they have an owner. However, she is being neglectful, and they stay at my house.

Fort Gordon Directorate of Emergency Services Ms. Aldrich -- Fort Gordon Regulation 40-5 (Care of Animals) outline policy for having a pet on-post. Respectfully, LTC Bush (DES/PM)

Esther Olivares Dominguez Thanks for the info as I'm having the same issues with dogs without the leash and I have two cats who come and nap by the shed and my the front door on a regular basis.

Fort Gordon

Thanks to all who participated in our "virtual" town hall! This marks the end of today's event. If your question hasn't been answered, don't worry – we'll be sticking around a few more minutes to catch up with any questions that we missed! However, the Wall has been closed to new questions. *(2 Likes)*

Fort Gordon If we told you we needed to do more research and get back to you, we'll do that as quickly as possible (within 3-5 business days). Sometime early next week, we'll also post a transcript of this conversation to www.facebook.com/ftgordonga.

Fort Gordon And don't forget – if you have questions for FG or any of the agencies offering services at our base, you can also submit them at any time via the Interactive Customer Evaluation (ICE) system, at: http://ice.disa.mil/index.cfm?fa=site&site_id=440 *(1 Like)*