

EVENT: FORT GORDON FACEBOOK TOWN HALL ISSUES AND RESPONSES

Date/Time: 19 March 2014 / 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. (3 Likes)

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.

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.

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.

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.

Fort Gordon

Here's who'll 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
- 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 and Morale, Welfare and Recreation (family and recreation programs, child care)
- Logistics Readiness Center (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. *(7 Likes)*

Col Samuel Anderson

Thank you for joining us for FG's quarterly "virtual" Town Hall. I'm COL Sam Anderson, Garrison Commander of FG. Thanks for being here and taking the time to participate. *(8 Likes)*

Col Samuel Anderson

I and my 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 my 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. *(1 Like)*

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 part of the community. *(2 Likes)*

Tiffany O'Schnookerbocker Thank you for your time and commitment to our community, Sir!
(4 Likes)

Jessica Lemke

Along the lines of traffic--Grovetown seems to be about 10 times bigger than the local roads were ever built to handle. Do you have any influence over city public works in regards to traffic lights and signals? I'm very grateful for the new light at Lewiston Road, but were in desperate need of a turning arrow at Wrightsboro and Harlem/Gtown Road and an actual light on William Few just past the I20 overpass.

Col Samuel Anderson we have been in regular contact with local officials about the impacts of growth both on and off the installation. The process to create new traffic patterns is a lengthy one but we do have the relationships in the community to work to identify the challenges. We are confident we will be able to address these issues, but they will take some time. Thank you.
(1 Like)

Jessica Lemke Thank you sir!

Laura Hardy Aldrich

Good morning. I hope this day is going well for everyone.

I have a serious matter that needs to be addressed with DDEAMC. I went to the patient advocacy office on January 10, 2014 with a complaint about some disturbing information I found in my medical records. I found many slanderous writings in there by various doctors.

Not only were my records included in a huge box, but there was also another gentleman's paperwork with his name, address, phone number, and social security number. Not to mention, the many procedures he had done at DDEAMC, which to my understanding, is a HIPPA violation.

I have written copies of my complaint, as well as full copies of all of my records. I expressed that I wanted a follow up to the inquiry that was SUPPOSED to take place. However, I have not heard a word since.

What can we do to rectify this situation? I would love some answers, as I have been going through problem after problem with the doctors at this facility. Thank you. *(1 Like)*

Rachel Flanagan I work in the medical field, it is a huge HIPPA violation!!!! *(2 Likes)*

Eisenhower Army Medical Center Please call the public affairs office at 787-5301 after the town hall is complete and I will put you in touch with someone who can address the issue. *(1 Like)*

Laura Hardy Aldrich Thank you.

Adam Maynard related to what rachel said, I used to think the military was exempt from HIPPA.

Laura Hardy Aldrich I would hope not. I don't want anyone getting ahold of our social security numbers and using them for fraudulent reasons. I would be livid. If that IS the case, there needs to be some sort of warning for patients stating that their information could be given to anyone at any point in time. *(1 Like)*

Eisenhower Army Medical Center The military is not exempt from HIPAA and we comply with Joint Commission standards, as do civilian hospitals. *(6 Likes)*

Fort Gordon

Angela Duckwiler previously submitted a question.

ISSUE: I am interested in finding out what the leadership is doing to resolve the frequency of the elementary school bus being late?

There is an automated system set to call parents. I get a call letting me know the bus is late around 1600 each time it happens. School gets out at 1505 I believe and the bus when on schedule drops the kids off at 1525. So this is another issue that I believe needs to be addressed. As well as the details provided in that message since it goes out to all bus riders and is not based upon bus numbers.

I have tried reporting this problem through other channels and it just seems like everyone likes to point fingers and make excuses. Neither of which resolves the problem. The best POC I have found is the school liaison. *(2 Likes)*

Fort Gordon Response from DFMWR: We've coordinated with school officials and the superintendent's office in this matter (Richmond County Board of Education). The current policy is that notification must come from the school district's transportation office. We're inquiring whether the school can notify the parents directly (like Columbia County Board of Education) does, as opposed to the transportation office. We are waiting to hear back from the Superintendent's office and will share this information as soon as we receive it.

Mindy Hillway My daughter was riding the bus but I pulled her off because I was so late by the time she got home some night not until 430 she is now a car rider

Col Samuel Anderson MS Duckwiler, with two children in Freedom Park I have personally experienced the same frustrations. I have personally raised the issue to the Freedom Park Principle and the Deputy Superintendent of Richmond County Schools. We will continue to work this issue. *(3 Likes)*

Amanda Clarke Yeah one day my daughter got home at 4:10 and the late bus call came at 4:15....not really much help at that point. I will say the past couple calls I have gotten have given the bus number though.

Col Samuel Anderson

It's not too late to sign up for the first-ever "Dare-to-Tri" sprint triathlon March 29th, starting at the Fort Gordon indoor pool. Get more information on registration at <http://www.daretotriportgordon.com> (7 Likes)

Adam Maynard

Are there any plans to expand parking (i.e. parking garage) at the Eisenhower Army Medical Center on post? This morning I literally witnessed two vehicles "competing" over a parking spot that someone was leaving, on more than one occasion. Thanks (4 Likes)

Eisenhower Army Medical Center There are currently no plans to expand the parking at Eisenhower. We are looking at possibly expanding clinic hours and there is additional parking available in all the parking lots including the WTB and Tingay parking lots located on East Hospital Road. (1 Like)

Kara Kennedy Has anyone looked at expanding the disabled parking spots? The staff seem to occupy all the disabled parking spots leaving a lot of patients, including cardiac patients, walking up that huge hill to the entrance. It is too bad we can't have a little shuttle bus that would pick people up. There are a lot of retirees that use the hospital. (2 Likes)

Eisenhower Army Medical Center Ms. Kennedy, There has been discussion of ways to expand the number of handicap spots. We do have golf carts that help patients but due to regulations it is difficult to get volunteers. We currently have two volunteers who man the carts to shuttle patients from the back of the parking lot. (1 Like)

Jennifer Freeman What are the guidelines for staff parking? It was my understanding that there is a staff lot. However, even early in the morning, the closest spots are occupied by staff. On more than one occasion I've been at DDEAMC at 0630 (to get coffee) and have observed staff members (wearing scrubs/badges) walking out to their cars. Shouldn't the closest spots be reserved for patients? Obviously I'm not a patient in the situation I've described, but I would think that patients have priority for the closest spots considering they are "customers".

Christina Whiting What are the regulations to volunteer?

Kara Kennedy We may just need to get the word out better to potential volunteers since I know a lot of facilities on post have so many volunteers they've been turning individuals away. I've been here for almost two years and I wasn't even aware DDEAMC had volunteers or needed volunteers for shuttle service.

Eisenhower Army Medical Center Ms. Freeman: The Staff is required to park in the Staff Parking on the Flagpole side of the building. Our Security is stationed each morning and throughout the day in the patient lot preventing Staff or badged employees from parking in the patient lot. (1 Like)

Eisenhower Army Medical Center Ms. Whiting: Please see the Red Cross in EAMC on the 3rd floor and they can start the process to getting you registered to be a volunteer in any part of the hospital. (1 Like)

Adam Maynard Thank you for responding to my question. I forgot to mention the other reason why it appears that parking is an issue. There are multiple vehicles that were parked on the grass parking lot medians, and compact cars parking in the motorcycle spots (next to tree median). I know it's an easy target for a ticket, but I suppose they take the risk for a shorter walk.

Eisenhower Army Medical Center The Leadership has started to encourage ticketing by the Post MPs for illegal parking in the parking lots. Staff is encouraged to use the Tingay and WTB and those parking on the grass or the curb run the risk of being ticketed or having a boot placed on their vehicle. *(1 Like)*

Jennifer Freeman Parking is definitely an issue at the hospital. I understand that the post has gone through some serious growth and that it will continue, but it is unreasonable to expect patients to walk from the parking lot near Tingay. I understand that security does their best to keep staff members from parking in the patient lot, but even if they are 100% successful, the reality is that there just aren't enough spots available.

Fort Gordon

Frederick Kmiecik previously submitted a question.

ISSUE: There is a parking issue at Gym 6 during the work week (Monday - Friday), which needs to be addressed. A posted sign designating the parking lot in front of Gym 6 for the shopette and Gym 6 patrons, seems to be disregarded by soldiers and civilians that work nearby.

This affects all patrons who use the Gym and forces them to park a distance away either on Barnes Ave parking lot or on "B" St parking lot. Many disable retirees use the equipment and facilities offered at Gym 6, since it not tailored to the power lifters or body builder crowds.

Recommend that Gym staff have the authority to issue parking tickets to unauthorized vehicles or allow Gym patrons to park on 21st St. Maybe MP can start enforcing the posted sign and do spot checks *(2 Likes)*

Fort Gordon Response from DES: Thank you for bringing this issue to our attention. The Law Enforcement Center Traffic Section will assess the situation and make sure that there is a do-able parking plan that is fair for all patrons. Please be advised, though, that the limited parking in this area is open parking on a first-come, first-served basis.

Melissa Olson

I have a question regarding housing. We fulfilled our lease and moved off post a few weeks ago. While signing our paperwork in February, we were told that our allotment for housing had been stopped and that our BAH would appear on the March 15th check. When my husband cleared on March 7th, he had to pay almost 300 dollars for days 1-7. And they still took our BAH. I'm just curious if we will get refunded the bah they took? I hope this makes sense. Thank you. *(3 Likes)*

Samantha Morehead Yes but it can take up to 6 months *(1 Likes)*

Laura Hardy Aldrich They're quick to take it, slow to give it back. That's the general rule that I've learned. *(5 Likes)*

Melissa Olson So should it appear normally though on the EOM check? I wish the lady would have told us the correct information at Balfour. *(1 Like)*

Samantha Daher Thank you for your question. Your complete BAH refund should be included in the 1 April 2014 LES. If there are any problems please contact me at that time. Samantha Daher, assistant community manager.

John Curry

The garrison command team would like to thank everyone for their part in the post-storm clean. We still have some work to do, but the job done by the installation staff, service members, and their units, housing residents and all our other partners has been outstanding. Thanks for everything! *(6 Likes)*

Laura Hardy Aldrich It's been a slow recovery, but they are doing the best they can in the amount of time they have. *(1 Like)*

Tiffany O'Schnookenbocker Post looks better than the surrounding towns! I get proud every time I drive around Fort Gordon... *(2 Likes)*

Lacey Lewis

I also have a question about housing. Why is it an E6 paying \$1350 in BAH to Balfour Beatty gets stuck in a house with the roof literally caving in on them, work orders barely taken care of, appliances not working when moving in...and people paying a cleaning "fee" in the area of \$300 when clearing the house, yet when a new family moves in the house is in disgusting conditions? I don't think any family should have to deal with that, no matter the rank. Are there going to be ANY changes made to the ponzi scheme balfour beatty is running? *(6 Likes)*

Samantha Daher Balfour Beatty Assistant Community Manager, Samantha Daher, responds: Mrs. Lewis thank you for your feedback. Balfour Beatty's goal is to provide the best housing possible. The rent amount is fixed for all soldiers based upon rank and that is an Army-wide policy for privatized housing. In regards to the conditions in your home we will have our maintenance supervisor, Nan Rocker, contact you to take care of any issues that you have.

Lacey Lewis Same generic answer, but no solution. Thanks for your reply anyway. *(3 Likes)*

Adam Maynard ya housing increments are weird here. I remember at Fort Campbell there were neighborhoods for E-1 to E-4, ones for E-5 to E-6, and then I think E-7 and above are lumped together in there own neighborhoods too. It's strange to have such disparity for E-1 to E-6 BAH and they all live in the same quality housing. *(2 Likes)*

Lacey Lewis It's very weird here. I think an E6 who has spent 10 years in their job deserves a better quality house than what they offer. We don't live on post anymore, but I hate seeing other families get treated this way. We moved off because of the issues. BAH is much better spent off post *(3 Likes)*

Samantha Ramirez I agree with Lacey, E-6 with 10 years in should be offered better housing with quality communities. *(3 Likes)*

Lacey Lewis Not to mention, we KNOW Balfour Beatty isn't broke! Why can't they at the very least do some real renovations with these houses, or better yet...build new houses. New Olive isn't very convenient for those who only have 2 kids. They only allow you to move in if you have 3PLUS kids. What about the families who only have 2 kids, yet still should be held at a higher preference for good quality housing? I'm not saying an E1 or E2 deserves these houses by any means, because it doesn't make it any better for an E6 who has been in quite a bit of time in their job. Why should a 2nd LT who has had maybe a year or two in have a really nice house, but an E6 who has had a lot of time in get a crappy house? Doesn't add up. And no, I'm not knocking officers down, but enlisted personnel should be treated better. *(3 Likes)*

Lacey Lewis AND..one more thing. \$1350 for a 75 year old house is a little overboard. Especially if you are in a "renovated" house where you pay utilities (maybe) Which generally people are getting stuck with paying overages when a house next to them is empty since they average it even on empty houses. The whole thing needs looked at. It's all a mess up there. *(1 Like)*

Brittany Perlow The fact is everyone regardless of rank should have a decent house to live in. As it stands this is not the case. No one deserves to live in a house that is literally falling apart around them. The system here is flawed and needs to be addressed. *(3 Likes)*

Samantha Ramirez My exact thoughts. Our Family of three decided to go off post for housing and is now living in a beautiful 4br 2 and half bath two story on main street in groves town for

1100 a month because fort gordon offered a sub par 4 bedroom for our entire bah. I have to say, we felt as though we had been slapped in the face by Balfour Beatty. Especially after finding out that there were other houses available in different communities on post. (3 Likes)

Samantha Ramirez We honestly just wanted a Nice two bedroom (1 Like)

Lacey Lewis I'm not implying any rank should have a better standard. Maybe I should have worded it different, sorry! But I did say that a 2nd Lt with a year or two in shouldn't have a better house than anyone, especially someone who has been in for 8 or 10 or more years. The conditions of these houses aren't acceptable. They're so old they smell to high heaven!

Tiffany O'Schnookenbocker It's your family's BAH--use it to your liking. If the post housing is subpar, don't live in it. If enough people follow, they'll have no choice. Either repair, rebuild, or tear down... (3 Likes)

Adam Maynard I do agree the higher quality housing you're entitled to should be bases on Rank and experience, not just rank or how many kids you have. I've seen this at other bases though, lower enlisted with 4 or 5 kids getting better housing than an E-5/6 with 2 kids

Lacey Lewis I get that...but what about the people who feel they can't afford to live off post? They shouldn't suffer either. We moved off post because our BAH wasn't going towards anything useful on post. But I agree...they need to do some major repair, rebuild, or replace.

Melissa Olson We are a family of 4 and my husband was an E-3 while we were living on post. We lived in a unrenovated unit while an AIT student lived across from us in a renovated. No kids. Just him and his wife. I understand everybody deserves a decent place, but it's not fair that someone who was there for 6-8 months was living in something that big with no kids. We moved off post and now live in a beautiful home under BAH. Now if we would just get the BAH we would be good. (1 Like)

Lacey Lewis There were some people in Gordon Terrace getting a reduced BAH rate payment on their house...so how is that fair?!?

Tiffany O'Schnookenbocker ACS offers great financial counselling. (1 Like)

Samantha Ramirez I think my issue here isn't necessarily the houseing as much as it is the zoning, I could not get a three or two bedroom home in any other area besides Gordon terrace. They zoned our family to Gordon Terrace even though they have olive terrace, mcnaair, lakeview, and maglin. They were willing to give my family of three a four bedroom but only in the Gordon terrace community. (1 Like)

Brittany Perlow It is not just zoning though it is overall quality as well. I currently live in an unrenovated home. I have had my house flood, I have had to had nearly every window replaced, I have had leaking ceilings, I have had roofs fall and sag etc. These are just the issues they were willing to address. (2 Likes)

Lacey Lewis Write to the Georgia Congressmen. They will start a Congressional investigation I would love to see where the money is really going. (2 Likes)

Lacey Lewis

I have a complaint and a question. Yesterday, there was an incident at the hospital in the family practice clinic. A nurse was overheard by a few individuals complaining about a ticket she received by an MP, and she later said in the conversation, and I quote, "He better hope he doesn't bring his kid in here to get shots because I may forget how to do my job and something bad might happen." I know I'm not alone here when I say that the staff at the hospital is beyond UNprofessional. How can we trust these people with caring for our children and ourselves? I refuse to be seen at Eisenhower because of how we have

been treated in the past, yet I can't be seen off post without switching to standard. How can we be assured that we can get better care, and why has this issue been unresolved for so long? There are EFMP families here who are getting awful care, and it's not fair to them or their children. Yes, we are very fortunate and thankful for the free healthcare we get, but we shouldn't suffer with unprofessional staff because of it. (6 Likes)

Hollis Bush Ma'am, The DES is aware of this issue and is working with the DDEAMC professional Standards folks to address the issue of the comments. Many people do not like being stopped by the Police and just vent out loud. However, we take all threats seriously and investigate it thoroughly (4 Likes)

Eisenhower Army Medical Center Ms. Lewis, Did you alert clinic leadership or register an ICE comment? We would like to address any issues with the personnel if you could provide specific information. Please contact the Public Affairs Office at 787-5301 after the town hall is completed. (3 Likes)

Lacey Lewis With all due respect Hollis Bush, there is a time and place for "venting out loud" and doing so in a professional setting where families can overhear threats being made is NOT that place. (7 Likes)

Lacey Lewis And it just proves that Eisenhower is not suitable to take our families to.

Lacey Lewis Yes, I did alert the leadership and I put in a complaint. (2 Likes)

Fort Gordon Directorate of Emergency Services Ma'am, the DES does agree with you about venting and we are actively investigating this incident. (3 Likes)

Lacey Lewis I really hope that Hollis Bush is not responsible for this investigation. I just can't understand why this is being taken so lightly as someone "not liking being stopped by the police." Well maybe if the employee had followed the traffic laws, they wouldn't have been stopped. These are families/kids lives being threatened. (3 Likes)

Fort Gordon Directorate of Emergency Services Ma'am, My apologies if it inferred that LTC Bush, the Director of Emergency Services, was doing the investigation. I am sitting in for him today. The Military Police Investigations section is conducting the investigation to identify the individual and coordinating with Eisenhower to take action. LTC Bush does take the comments seriously as do all of us on here. (3 Likes)

Lacey Lewis Good to know.

John Curry

Don't miss the Special Olympics Games March 26 on Barton Field; please come out to show your support for these amazing athletes. Also it's not too late to volunteer to help make the games a success; contact Jerry Swain at jerry.i.swain.naf@mail.mil for more information on how to volunteer.

thank you

John (10 Likes)

Christina Whiting What time do the Special Olympic Games begin?

John Curry The Olympics start at 1000. I hope to see you out there. (1 Like)

Christina Whiting Awesome! Thank you!

Tiffany Gibbs sent an email! Would love to volunteer!

Tiffany O'Schnookenbocker

Is there a reason why (paying) family members are no longer allowed to dine at the DFAC, with the exception of holidays?

Fort Gordon Response from LRC: This is covered by DA regulations. The Garrison Commander is allowed to make exceptions for special holidays (i.e. Thanksgiving, Christmas).

Tiffany O'Schnookenbocker As a Veteran, I found the DFAC was a familiar, convenient way to spend time with my husband--who is command staff and always working. It is rather disappointing that we are now only left with unhealthy, fast food options for the short time we get to spend together... (2 Likes)

Liz Hunter We kept our DFAC in business for a while. I would much prefer to eat there than Burger King or Popeyes. (1 Like)

Tiffany O'Schnookenbocker Lunch/Dinner at the DFAC is the only way we really saw him during the week. Most of the time, he comes home after the kids are in bed. Having the food sensitivities I do, BK and Popeyes is just out of the question. (2 Likes)

Adam Maynard Is this a new reg? I've just got here a month ago, ever other dfac I've been to has allowed anyone with a military ID to just pay and eat, If not on meal card. the iffy part has always been contractors (1 Like)

Tiffany O'Schnookenbocker The last time we tried to go, we were turned away and pointed to a sign that told us we were no longer allowed to eat--unless it was a holiday.

Tiffany O'Schnookenbocker Those holidays being Thanksgiving and Christmas.

Brooke M. Gillard that sucks (1 Like)

Adam Maynard I tend to think it's just a fort gordon thing then...

Tiffany O'Schnookenbocker It probably is--brought to my attention this Town Hall that it is at Commander's discretion. Rather frustrating... (2 Likes)

Samantha Ramirez

I would like to see my doctor for multiple issues without having to make an appointment for each issue. What can I do to help make this situation better here at fort gordon?

Eisenhower Army Medical Center Ms. Ramirez, which clinic are you assigned to in EAMC?

Samantha Ramirez Please check your email. I'd like to keep that information private from FB.

Eisenhower Army Medical Center PM Sent.

Samantha Ramirez Thank you for your quick response.

Brooke M. Gillard

Quick question- to my understanding pet urine comes out when the carpets get cleaned.. is there a reason why the carpets in our house needed to be replaced even though we are paying for the "carpet cleaning" (1 Like)

Kristen Christensen Depends how long the urine sat and if it got into the pad (1 Like)

Brooke M. Gillard Well I cleaned up everything eight after it happend...

Lacey Lewis People are moving into houses with pet stains still in the carpet, and BB refuses to replace them for these people. I would really double check that they are even replacing it
(3 Likes)

Brooke M. Gillard Our carpet was already discusting when we moved in

Samantha Daher Thank you for your question Mrs. Gillard. According to our files in regards to the carpeting in your home, upon move-out your family was charged a pro-rated amount to replace the damaged carpet. There was no charge for carpet cleaning. If you believe this to be in error, please contact me at 706-772-7041. Thank you; Samantha Daher, assistant community manager.

Brooke M. Gillard You think we are getting charged for nothing?

Brooke M. Gillard My question was why I have to pay to replace carpet than just pay to have it cleaned.. because that's cheaper than replacing the carpet... I guess I just answered my own question

Amanda Clarke Yup you probably are. They have a charge to remove satellite dishes too but when we moved in there were about five at the house that my husband removed and left out for the garbage collection. They charge like \$120 to remove it too... (1 Like)

Brooke M. Gillard All these people get charged for thing that need to be done then nothing gets done. Isn't that stealing? (4 Likes)

Lacey Lewis Just for you BB [cartoon graphic: Shut up and take my money] (6 Likes)

Laura Hardy Aldrich Win^^ (2 Likes)

Brooke M. Gillard Housing is a joke here (1 Like)

Cassandra L Penley However after they charged for it to be replaced, it would be interesting to see if they actually replace it? Honestly as bad as it sounds, BB doesn't fix any thing, all they do is do a touch up and say its fine. (2 Likes)

Brooke M. Gillard Not to mention I had put in work orders for multiple things in that house and nothing ever happened. They kept telling me "someone will come out and take a look"

Lacey Lewis Just throwing this out there...but if you write to the Georgia congressmen, they will start a congressional investigation (1 Like)

Lacey Lewis Saxby Chambliss has already contacted a few people about it.

Brooke M. Gillard Nah im over it.. We love fort gordon and love living here (now that we're in our own CLEAN house off post) (1 Like)

Tiffany O'Schnookerbocker Saxby Chambliss won't be doing much...he's a lame duck and retiring this year. (1 Like)

Brooke M. Gillard I think BB is just unorganized and they need the money apparently...

Shana Cormier It's not just here. It's Balfour Beatty in general. Had the same issues with them in Pensacola.

Brooke M. Gillard They should have pinnacle take over.. We LOVED them when we were stationed in CA

Laura Hardy Aldrich BB was the same at Bliss. when we were there. We lived in condemned housing that is no longer standing.

Adam Maynard Amanda: yeah, I've got 4 or 5 dished next to my housing with red tape still. idk, i might pull them up myself too *(1 Like)*

Amanda Clarke We moved in last May so there were no red stickers yet...he just pulled all the ones that looked old. Honestly I question whether anything is going to actually get pulled from all this taping anyway. *(3 Likes)*

Laura Hardy Aldrich We cancelled our dish, labeled it to be removed, and guess what, it's still there. The tree cutters are having hell trying to avoid them. I look out the windows waiting to see who comes out cussing because they were run over. *(1 Like)*

Kristen Chilson One huge problem I have seen is a lack of accountability for BBC on this post. If BBC can't fix the problem... You go to RCI, but they are housed in McNair Terrace, next door to BBCs office there. Conflict of interest much?! Not to mention, WHO IS RESPONSIBLE FOR BUILDING CODE ENFORCEMENT ON FORT GORDON? In the "outside" world, there are inspectors that make sure buildings are up to code, and safe to live in. Who is in charge of making sure BBC is doing this?! BBC? *(5 Likes)*

Col Samuel Anderson

April is the month of the military child. We have lots of activities to help get your children out and active; including the CYSS Volksmarch on 3 April and the splash and dash on 26 April *(6 Likes)*

Laura Hardy Aldrich

Mr. Curry's post about post clean up from the ice storm brought to mind another question. The tree in my back yard was completely cut down, due to the damage. When this was done, the trucks and equipment left some pretty deep ruts in our yard. I'm not sure how to get this back to normal. Will we be charged for this upon leaving? *(2 Likes)*

Samantha Daher Craig Chambers, BBC Facility Manager replies: We are in the final stages of clean up from the ice storm and will be returning in the near future to address any and all issues including the one you described above. You will not be charged for these tire ruts upon leaving. *(1 Like)*

Laura Hardy Aldrich Ok great. I have no problem doing some yard work, myself. I'm just not sure how to fix the ruts.

Karol Kipp-Mason

Is Fort Gordon aware that Robinson Ave will be under heavy construction this summer? Thank you! *(1 Like)*

Fort Gordon Directorate of Emergency Services Ma'am, Georgia Department of Transportation works well with the installation and we are coordinating with them to make this work the best for us.

Karol Kipp-Mason Thank you!

Kathleen Duncan I have found some "Alternate" routes, can the installation post a map with alternate routes?

Fort Gordon We want to be careful about advising people on routes through neighborhoods off the installation. However, if you would like to send them to us via private Facebook message, we would be more than happy to review them. *(1 Like)*

Ellin Rock

There is a lot of construction in the WTB area and people keep getting flat tires. In addition the parking lot floods. What can be done about that. *(2 Likes)*

Kara Kennedy That is very true. We've had a lot of staff get flat tires lately. I just try to park far away from our building to avoid the construction area by the new blood bank building. *(1 Like)*

Kara Kennedy In the winter when everything froze I had to run outside and cone half of our parking lot. All the rain puddles froze. We have Soldiers with mobility issues (canes, crutches) and they shouldn't have to navigate huge craters of water or especially ice. It was a huge hazard. *(1 Like)*

Col Samuel Anderson Thanks for that information. We will contact the hospital engineer to ensure that they coordinate with the Contractor to properly police their work site. *(2 Likes)*

Tiffany O'Schnookerbocker That parking area is like a minefield for tires...it's terrible. *(1 Like)*

Ellin Rock Is there a way to get some drainage to do away with the "pool"

Samantha Daher Thank you for your comment. Mr. Ramey, DPW, will visit the site this week to see what can be done to improve the drainage.

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! *(3 Likes)*

Samantha Ramirez This is very new to me, a virtual town hall, but absolutely ingenious. Thank you. *(2 Likes)*

Fort Gordon Glad you could join us Ms. Ramirez. *(1 Like)*

Col Samuel Anderson

The Army Emergency Relief campaign is under way through May 15th, so there's plenty of time remaining to contact your unit POC and get more information about how to make a donation. Remember-AER is the "Army taking care of its own" *(10 Likes)*

Laura Hardy Aldrich AER helped us out a great deal when we lost our son. We're always willing to give back to that cause.

Adam Maynard

Have the Police though about installing speed cameras in certain high traffic areas on post. There's a minority of people who greatly exceed the speed limits. like the main roads and/or housing areas *(3 Likes)*

Fort Gordon Directorate of Emergency Services Traffic speed cameras are an issue that we will look into. There are several legal and financial issues we have to work through. We do actively enforce speed limits as our tracking shows us. That is a great idea though, Thanks *(2 Likes)*

Amanda Clarke

I have a complaint and a question...I have places several work orders to BB and thankfully have had no issues with people coming out. The issue I do have is if I get the answering service I am told someone will call me back. Nobody EVER calls me to schedule an appointment. They do not have permission to enter

without me here but end up just showing up. Now usually I am home and it works out but a few times I haven't been home and they are get sort of rude by the fact that I'm not there even after I explain that I never was told someone was coming. Does putting in a work order mean we have to stay at the house 24/7 until someone shows up eventually a few days later? The last time this happened the woman was very rude when scheduling the appointment and triple checked with me that I'd be home that day. Is there some sort of procedure in place about calling people back to schedule an appointment for repairs?
(5 Likes)

Brittany Perlow I have had the same issue.

Samantha Daher Thank you for your comment. Craig Chambers, Facility Manager, replies: our work order system includes the procedure to call residents back who leave a message. Depending on the time and type of work order, you can expect a call back within 48 hours for a routine work order, 4 hours for an urgent work order, or less than 1 hour for an emergency work order. If you have any particular unresolved concerns, please feel free to contact our facilities maintenance supervisor, Nan Rocker, at 706-772-5079. Again thank you.

Amanda Clarke Okay but this doesn't happen and the procedures aren't being followed then. It wasn't an emergency just a routine work order and they just show up. This has happened about four or so times now. The last time the woman was rude about it. I find that unacceptable to be rude considering I didn't miss an appointment that I never was informed about. (1 Like)

Laura Hardy Aldrich Amanda, have you tried talking with Craig or Nan? I call and ask for a specific tech (Tiny and Buster are my favorites.) The lady on the phone should NOT be rude to you. Those are things you should report to them. They can't correct it if they don't know. Any issues I've had, Nan has taken charge of and handled for me. (1 Like)

Brittany Perlow Nan really is the best. (1 Like)

Amanda Clarke Okay no I did not know who to contact. I will do that if it happens again. Thanks!.
(1 Like)

Dianna Giraldo This has also happened to me twice to be exact...one of the many reasons why we are looking at houses off post (1 Like)

Amanda Clarke Ugh I would love to live off post but it's so hard to find a place big enough that takes cats. People will take dogs that can create so much more damage but not cats!!! So frustrating! (1 Like)

Karol Kipp-Mason

Sirs,

Based on the amount of incoming people (NSA/Cyber etc) and the upcoming destruction/re-construction of Robinson Ave. Are there any plans to provide another gate or expand entrances to Fort Gordon in the near future? Thank you! (10 Likes)

Col Samuel Anderson We recognize that our gates are heavily used, and the growth will exacerbate this problem. We are actively conducting planning in the hopes that we can secure funds to construct a new access control point. It will, however, be a lengthy process and we will make do with our existing infrastructure until then. Great question. (2 Likes)

Karol Kipp-Mason Thank you Sir!

Mike Whittaker Means "No" Karol, or at best "No time soon". Just get in line and like it. (1 Like)

Lacey Lewis

Another housing question..

Why is it families are being averaged off of empty houses and charged extra for "overages" for a utility bill? Doesn't seem fair to me, as I'm sure it doesn't seem fair to anyone else. *(1 Like)*

Samantha Daher Samantha Daher, assistant community manager responds: Vacant homes are not included in the calculations for utility billing.

Krysta Fell Then what standard are they using?

Gerald Lee King

The new gate access system is not designed to accommodate short people. My wife is not able to reach the card swipe device without unfastening her seat belt and leaning out of the car. this takes a lot of time to put the car in park, swipe the card, refasten the seat belt and shift back into gear and move on. The guards get upset when it takes that much time regardless of her height. It just doesn't work that well for little old ladies or the disabled. *(9 Likes)*

Kara Kennedy I'm 5'1 and I drive a little tiny mazda3. I feel your wife's pain. Unfortunately most automated systems are designed this way.

Fort Gordon Directorate of Emergency Services Sir, The present system is mandated by Department of the Army. I will talk with our guards about getting upset. I know from being out there with them that some are standing by the kiosk and assisting patrons. As upgrades are fielded hopefully this will help. Thanks for the question

Col Samuel Anderson we understand your frustrations and the system is certainly not perfect. AIE does provide a more secure installation and we will continue to work through some of the challenges and ensure everyone is treated with respect as they access the installation. Thank You.

Gerald Lee King A common bad design is still bad design. It seems this one was built with tall healthy soldiers in mind. *(2 Likes)*

Laura Hardy Aldrich I also have a question about it being a more secure instillation when it only takes one registered ID to enter post. Anyone could come on post with a "friend". While they are supposed to be held liable for anything guests do, they could easily deny knowledge of people doing anything illegal. *(6 Likes)*

Fort Gordon Directorate of Emergency Services This system, checks our database of persons who are barred from the installation or who have had their post driving privileges suspended or revoked, usually drunk drivers. Folks who are asking for passes are run through databases to ensure their license and vehicles are current. We routinely catch persons who have expired or suspended licenses at the gates. The future upgrades will involve even more databases that will check folks. Even without the system, "friends" are still allowed on as long as the sponser vouches for them. *(1 Like)*

Ashley Marilyn Smith I'm not short but I still have to unbuckle to slide my ID. The system is not time efficient. It makes getting on post take even longer. *(2 Likes)*

Lori Gilliam Burchett The system used at Fort Hood was more accessible (from my 5'2" perspective). It used RFID and a quick touch of your ID to the scanner box instead of having to swip the ID through the scanner. Interestingly enough, they used the system to create express lanes reserved for those who were registered as a means to alleviate traffic congestion during the busiest times. <http://www.forthoodsentinel.com/story.php?id=12959> *(2 Likes)*

Tiffany Gibbs LOVED ft hoods system....The system here slows things down. *(1 Like)*

Kristen Chilson

Fort Gordon needs a Dog Park! Many (Including "neighboring" Ft. Jackson and Fort Stewart) other army installations have dog parks. I know of numerous members in our community that would LOVE to see a dog park put into place. Is this something that can be considered? *(15 Likes)*

Michelle Simone Melendez A dog park would be great!!

Kara Kennedy Or Dog Boarding/Doggy DayCare. One day I'm going to to be tickled pink when I no longer have to drive 3 hours to Savannah to board my furbabies. I don't trust anyone but MWR on Stewart to watch my dogs. They're fabulous.

Laura Hardy Aldrich We've been fighting for one since last year. COL Barker and CSM Stockton made it VERY clear that it was NOT going to happen. Unless there's been a change of heart, it won't happen. We offered to volunteer and pay for the upkeep, and we were still denied. (This is coming from a non dog owner.) *(1 Like)*

Col Samuel Anderson we recognize there has been a lot of interest in building a dog park on the installation. We have looked at this from a lot of different angles, in terms of how it would be supported, and at this time we have determined that a dog park on the Installation itself is not feasible. We will continue to explore options. *(1 Like)*

Alex Gaines Pet Lodge: Great Idea. FMWR is currently reviewing to see if we can make this happen here at Fort Gordon. Once we complete our extensive business plan, we'll be able to see if this is viable. More to follow. Thanks for the feedback. *(3 Likes)*

Kara Kennedy I will be one very happy military spouse if its financially viable!

Kristen Chilson May I ask what are the top concerns? Is this something that Balfour Beatty can do if it is not able to be supported by the installation? I saw on Fort Bliss BBC installed a dog park for residents only, and funded it. Why not Gordon?

Laura Hardy Aldrich We were told that there was no money, no space, and that they felt the pet owners wouldn't be responsible enough to clean up after their pets. Those were the words that were told to us in a one on one meeting.

Isis Calista Eros There's a huge field right outside of Gordon Terrace with baseball fields that are never used... But there's no space? And a new community center was just built across the way from that but there's no money? A dog park would be a lot cheaper than that, I'm positive. Throw a fence up and a few receptacles and we are good. We just need an area for our dogs to socialize and run around. It sucks driving twenty or thirty minutes to get to one of the two parks in our area. *(3 Likes)*

Adam Maynard I was surprised not to see a dog park here. I was a Fort Meade, MD and they had a dog park on post, and the Army side of fort meade is about 1/4 of the size of Fort Gordon. I still don't quite understand it.

Laura Hardy Aldrich Isis, those were our counter claims to theirs. They told us to deal with it, that it was NOT going to happen.

Kristen Chilson In all due respect Fort Gordon really needs to make this feasible, if not now then certainly in the future. Considering the tremendous amount of growth expected to occur on this post, we need to have services that show Fort Gordon is no different than other installations and first rate communities. *(2 Likes)*

Brittany Perlow I find that "just deal with it" is Fort Gordon's motto *(5 Likes)*

Laura Hardy Aldrich It is their motto. Every single time I went into the commander's office, we were told to "deal with it".

Kristen Chilson Laura- Has this been discussed with the new command, post COL Barker?

Samantha Daher BBC in conjunction with installation leadership has decided not to dedicate our limited financial resources to this amenity at this time. Craig Chambers, Facilities Manager.

Brittany Perlow I used to be more vocal at these meetings , but I have found that it is practically useless. They never actually follow through with anything. I mean they cannot even follow through on having the signal delivered to housing. That lasted about a month , if that, then suddenly right before this meeting *poof* it is back. (1 Like)

Laura Hardy Aldrich Same here Brittany. I had mine delivered ONCE. I don't get my hopes up for much change around here anymore. I've learned that for the more serious issues, it's best to contact a congressman.

Brittany Perlow I just keep thinking I will be leaving soon. I would like to thank Fort Gordon for my time here though. It has made me realize that I can deal with anything thrown at me. (1 Like)

Fort Gordon All - We know that delivery of the Signal has had issues over the past several months, but we hope the recent selection of a new delivery service by the Signal's commercial printer will rectify this issue. Every housing unit should receive a copy of the Signal each week. Unfortunately, we rarely get a report to let us know that the Signal was not delivered. If you do not receive your copy of the Signal each week, call the Public Affairs Office or send a Facebook message on the Fort Gordon Facebook page with your address and we'll look into it right away.

Mtthew Snwe See the below comment two down where tenants argue for not replacing urinated carpet then again re-engage the question of people responsible enough to clean up after their pets. (6 Likes)

Brittany Perlow This place has been an eye opener for sure. (1 Like)

Mtthew Snwe Or we could go one further: Soldiers have to police call the recycling point daily because community members fail to adhere to DPW protocol, but they're totally gonna put a bag around their hands and pick up their own pets feces. Not likely. A dog park would either be a health hazard or a burden to cheap labor (Soldiers) in two months tops. (5 Likes)

Adam Maynard I've been in worse situations, there are definitely bases that I would rather not be at compared to fort gordon. There's just a lot of weird and sometimes frustrating things here. I think that's the result of Tradoc + Signal Corp here though (1 Like)

Laura Hardy Aldrich This is true. ^^ Even with all of the complaints, at least they're willing to let us voice them. It's a bonus if certain issues are handled. lol (1 Like)

Kristen Chilson I understand the carpet issue. However, Fort Gordon continues to feel like its 'second rate'. I'm sure other cities have problems with people who don't clean up after their pet. Yet. .. They still manage to have a dog park? Again...why not Gordon? All services like dog parks, playgrounds, rec centers, have risks associated. But they are still offered because of the tremendous benefit. Someone has pet urine in their carpets? Guess we shouldn't have a dog park. Someone's kid drew on the walls ... Guess we shouldn't have playgrounds?! (2 Likes)

Laura Hardy Aldrich Eh my old cat peed on the carpet. When I couldn't get it out, I paid to replace the carpet. Done deal.

Mtthew Snwe If Gordon feels second rate, visit Polk. Other cities can do that because they draw upon various taxes and funding streams, fort Gordon collects no such taxes, or produces no such revenue. Further, i dont know if you noticed, but big Gov isn't exactly throwing money at DoD these days. If Soldiers are detailed to clean up the recycling point, who do you think will ultimately clean up pet feces? Probably Joe in the barracks who can't even own a pet... To my knowledge, most children on the playground use restrooms or diapers, but awesome analogy. (1 Like)

Kristen Chilson Fort Polk has a dog park.

Mtthew Snwe No, Polk allows dogs in the park.

Mtthew Snwe But most people just use the golf course

Laura Hardy Aldrich Wooooosaaaaa (1 Like)

Kristen Chilson Google it. If its not done its near completion.

I would also like to add that if Fort Gordon can accomodate people with horses, they should consider accomidating some similar services for families with dogs. (1 Like)

Mtthew Snwe Hahahah yeah...like the Chillis that's been "under construction" since the ground breaking in 2010.. the grass has grown back. I assure, theres no dog park.

Anyhow, we've ebbed into confirmation bias... Enjoy your dog park. (1 Like)

Brian-Addy Primmer Well, the DPW SGM oughta be able to have some input huh???? perfect bullet for an NCOER (1 Like)

Brian-Addy Primmer And the threatening messages will NOT WORK either!!!!!!!!!!!!

Brian-Addy Primmer guess who's watching???? (1 Like)

Roohhr Beth That's a good idea!

Roohhr Beth Write a letter to the base commander.

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. (4 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 (2 Likes)