

## **DPW**

### **Housing**

**Q: What is the status of using or implementing Carbon Monoxide alarms across housing?**

Carbon monoxide detectors are only required in buildings that have oil or natural gas as heating devices. Our housing units are serviced by hot water District Heat, so carbon monoxide isn't a concern.

**Q: What is the fire alarm preventive maintenance schedule?**

USAG Stuttgart conducts preventative maintenance and tests on fire alarm systems on a monthly, quarterly, and annual basis. The results and work done are recorded with DPW. The inspection tasks are based on the more stringent of either German or US requirements.

**Q: Status of nonworking sprinklers at Bldg. 0171?**

DPW and DES inspected the building on October 31 and found the sprinklers to be operational following completion of a recent work order.

**Q: Verify "who to call" signs are up on all AFH/UH housing?**

Signs are up.

**Q: What is the plan for updating/fixing fire alarms across housing? Timeline?**

Physical work of alarm replacement project is complete. DPW, DES, and the U.S. Army Corps of Engineers (USACE) are working together to ensure all components of the systems are working and compatible. DPW is meeting with stakeholders to see if additional actions need to be taken.

**Q: What will we do to better inform resident when pest control comes out?**

Pest Control is done on an as-needed basis at the request of residents. Anyone can submit a DMO for pest control when a pest is seen. When Pest Control treats common areas, they don't notify residents unless they need to access a locked storage unit.

**Q: Will all lights be stocked at the SHIP store, what is the process for requesting specific light bulbs?**

Ship store currently has all light bulbs required in housing, including the small vanity LED light bulbs that were previously out of stock. If you have broken or missing glass covers on your vanity lights, please call in a DMO for replacement.

### **Installation**

**Q: Can we have a dog park near the 300 buildings (lower RB)?**

USAG Stuttgart Community Town Hall  
Robinson Barracks – 4 Oct. 2023

We currently have one dog park per installation, and the location of the Dog Park at RB (behind RBZ) was the best available centralized location that won't be affected by upcoming construction projects. Leadership is investigating if another dog park is feasible.

**Q: Can we have lighting at the current dog park?**

A project has been generated to address the lighting at the dog park. No date yet.

**Q: Can we have lighting at the RB baseball field?**

There is no plan for additional lighting at the baseball field.

**Q: Can we have a cleaning contract with the RBZ?**

DPW is investigating if the location of the SHARP satellite at RBZ can justify a more robust cleaning contract.

## **DES**

**Q: Do residents need to update fingerprints for use of the PED gate?**

All residents need to ensure their fingerprints are up to date on their card at DEERS. They need to be updated at Stuttgart.

**Q: Are MPs annotating which fire alarms are malfunctioning?**

MP document any and all responses; however, Fire and DPW are the proponents for tracking malfunctioning fire alarms.

**Q: What is the average response time for fires?**

We currently do not have that data to share at this time.

**Q: Do I need to call for a fire or are the houses connected to a centralized system?**

Please call like you would back in the states, our residential buildings are not connecting to a centralized system.

**Q: In case of a fire do I call the Germans or Americans?**

All emergency numbers work US or German. US will be better at communicating in English. Numbers can be found in the emergency section of the app.

## **LRC**

**Q: What are the rules for strollers on duty busses?**

Rules are available on the garrison app under duty buses. Essentially, the rules are that collapsible strollers, wagons, and small items that can be safely stored in the seating area are allowed while bikes,

scooters, and other large items that can't be safely stored aren't allowed. The bus driver has ultimately authority on the safety of the bus.

## **Family and MWR**

**Q: What is the possibility of hourly child care at RB?**

Hourly Care is now available at RB for ages 3-5 and Kindergarten to 5<sup>th</sup> Grade. Contact CYS for more info.

**Q: What are we doing about vandalism at the gym?**

Cameras have been installed at the gym.

## **HHC**

**Q: Can we increase cooperation between RB/RBZ with HHC?**

HHC will increase coordination with the RBZ.

## **Internet**

**Q: Can we have a list of internet providers on post?**

TKS is the internet provider we currently have on post. We are working with the TKS HQ team on improving communication where outages are concerned. Additionally, we have firm expectations from them where service levels are concerned (that are within their control). We have started the conversation for other providers, but this will be an arduous task as we need providers who cater to the military and can piggyback on Deutsch Telekom fiber lines. Telekom owns all of the fiber coming into the installation and a new internet provider would need to either meet or be greater than connectivity speed currently provided by TKS and have the permission from Telekom to jump on their fiber also they would need the appropriate infrastructure in place.

The garrison is also working on a list of providers who do not use the fiber lines.

**Q: What is the status behind the TKS service level agreement?**

TKS is meeting their service level agreement as outages are reviewed holistically (annually). We have met with the Telekom team and demanded better communication where outages outside of their control are concerned. There is also a request for redundancies to be in place as Stuttgart continues to endure construction work on highways and byways. Those redundancies require work to their infrastructure.