

# Kelley Town Hall Questions and Responses, 23 Jan 2024

## **Directorate of Public Works (DPW)**

### **Q1: What is the duration of upcoming construction for residents on Kelley Barracks and is there a projected timeline available for residents to access?**

A1: The duration of the work to repair entryways is slated as follows:

- Bldgs 3403 and 3404 (22 Jan – 06 Feb)
- Bldgs 3406 and 3407 (07 Feb – 22 Feb)
- Bldg 3408 (23 Feb – 01 Mar)
- Bldgs 3400, 3401 and 3402 (04 Mar – 22 Mar)

Two (2) parking spots will be impacted in front of each entry platform during the scheduled construction. Temporary assigned parking has been identified along Poplar Strasse for impacted spots.

### **Q2: Why wasn't the work on the entryways included on the construction schedule at the most recent CLIF?**

A2: We identified the opportunity to complete this work following the January CLIF. We had money left over from another contract and wanted to take advantage of the opportunity to complete this work. We are sending emails to impacted residents and placing flyers on the doors of the buildings as the project progresses.

### **Q3: What is the temporary building placed by our children's playground for and how long will it be there?**

A3: The building is part of the housing entry repair project. It will be removed when the project is complete later this spring.

### **Q4: New construction became an inconvenience immediately. Is there a calendar for upcoming projects where residents can see if they will be impacted (i.e. parking blocked or scaffolding on building)?**

A4: DPW is working with PAO on a better way to communicate project information, perhaps through the Stuttgart App.

### **Q5: Is there a resolution to the deterioration of basement walls, specifically those within the residential storage spaces?**

A5: We inspected the basement areas in November. We are coordinating with multiple agencies for appointments to inspect apartments. The Bauamt (State Building Agency) is working a follow-on contract for a geological survey to help pinpoint the cause of basement cracks. The building is deemed structurally sound, but fixes will need to be implemented to address cosmetically degraded areas.

### **Q6: Whenever there is any snow or winter weather, the walk up to the back pedestrian gate is a sheet of ice. Could garrison plow/treat it? (Just outside the gate)**

A6: We're adding this to our snow/ice removal contract as a "Priority 2" area to be salted.

**Q7: Is it possible to have in-ground lights installed along the walking paths. I have noted them on RB, but the paths that are used for getting to the bus stop and dog walking are very dark in the early morning and evening hours. Is there a way to get lighting along these paths?**

A7: We're assuming this is on Pine Str. between Housing and the dog park. If streetlights are out, we'll repair them. If new lights are needed and warranted due to pedestrian traffic, we'll submit a work request for new lights.

**Q8: Patch Barracks Parking: I know this has been a long-standing area of concern. Are there any plans to add more parking? Has the Garrison considered offering a shuttle separate from the duty bus and/or having the duty bus run more frequently.**

A8: DPW has added about 45 extra spots to date and continues to look for ways to increase parking. Unfortunately, there are no plans in the works to increase the number of duty bus runs in the near term as we continue to fight to protect what we currently have.

**Q9: How do we deal with mice in housing areas?**

A9: Rodents in housing could be a life, health, and safety concern. For all life, health and safety matters, the Help Desk must be called for an urgent response. A pest control expert will determine the best approach. For instance, does the area need to be cleaned and disinfected first? Where and how did the mice get in? If it is a protected species, life traps are required. To avoid mice or any other rodents entering the housing areas, the front doors and basement windows should always be closed (especially during the cold season).

## **DES**

**Q10: When the ESPG is out (which happens frequently), people with wheelchairs/walkers, strollers, bikes etc. cannot exit base there and must go all the way to the front gate or leave their strollers/bikes behind. If garrison put in a larger turnstile exit as is next to the ESPG on Plieningerstr. that would enable people to still exit with wheelchairs/strollers and would also allow parents with multiple kids to safely exit at the same time as their small children.**

A10: We have reviewed recent feedback highlighting challenges faced by individuals with wheelchairs, strollers, bikes, and other mobility aids when the Enhanced Security Pedestrian Gate (ESPG) is out of service. We recognize the significant inconvenience posed by the situation.

In response to these concerns, our garrison team is actively exploring the feasibility of installing a larger turnstile exit at the back gate location, as suggested. We would need to obtain funding and have to review the technical, logistical, and regulatory aspects associated with implementing a larger turnstile at the specified location.

**Q11: I've had challenges multiple times trying to enter the pedestrian gate at Kelley. I swipe my ID, get a green light, and go into the box, but then am told I need to get out. What do I need to do?**

A11: Older model ESPGs won't accommodate bicycles and strollers. If you swipe your card, get a green light, AND are visible to the security guard via CCTV (video connection), they are able to open the gate. Next generations ESPGs will accommodate bicycles and strollers. We are funded to install these at Kelley by end of the calendar year.

**Q12: Can MPs monitor traffic around school buses on Kelley? Cars are passing buses which are loading/unloading in the housing area.**

A12: We will monitor this in the near future and enforce traffic safety as appropriate.

### **Directorate of Family & MWR (DFMWR)**

**Q13: Childcare options. What is being done to open up more rooms at the CDC? How can we expect to have people come over with their families when we do not have ample childcare, especially for infants. Germany has minimal childcare offerings for children under 1 due to their generous maternity leave for women, while the US only gives 12 weeks (if you're lucky).**

A13: The CDC continues to hire and onboard staff, however we still do not have enough childcare providers to open all our available space. Once we have additional team members on board, we will open more space.

**Q14: Can coinless system be installed at Kelley car wash, similar to what is proposed for the laundry area?**

A14: We will explore the feasibility of this. IMCOM-Europe has started working the process. However, it will likely be 9-12 months before the technological review is complete.

**Q15: Is Strong Beginnings available at Kelley Barracks?**

A15: Strong Beginnings isn't currently available at Kelley Barracks.

### **DODEA**

**Q16: I would love to address the issue of the RB elementary bus 77. Inconsistent drivers, monitors, often late in the morning and afternoon. Issue have been brought up to SBO and there is still no clear solution.**

A16: The bus driver originally assigned to this route was no longer in the position by early November, and due to low staff numbers, illness, and the winter holiday season, drivers/safety attendants were periodically switched to fill the void with other available personnel. The contract does not stipulate that the same drivers be consistently assigned to routes, which allows the bus company room to adjust as required to train new staff and account for vacations, illness, etc.

**Q17: I would like to see the PIE/BOSS program utilized at Patch Middle School. The school needs reliable people to supervise at certain times of the day. They cannot afford more staffing per Mr. Knudsen, and behavioral issues have arisen due to the current situation. Currently there are not enough supervising bodies to allow the school to have recess and monitor students safely. The lunch period is also shorthanded. Having more bodies might allow the school to offer students a choice about going outside.**

A17: The PIE/BOSS Program is no longer active. Those interested can volunteer by coordinating with the SLO and the school for volunteer opportunities. The BOSS Program is not meant for childcare but aims to uplift educational programs, nurture esprit de corps, and bolster morale for Service Members by creating a positive and enduring impact. A challenge in top-heavy communities like Stuttgart is the relatively limited number of single Service Members who can engage with the BOSS Program.

### **Exchange (AAFES)**

**Q18: Why is the laundrette not maintained properly?**

A18: The large washing machines are currently out of service because hot water is not available. A work order has been processed, and once the hot water heater is repaired, the large machines will be operable again (they will not operate without hot water). In the meantime, all small washing machines are operable. Signs have been placed in the facility advising customers that we are awaiting repairs.

**Q19: What is the current agreement between garrison and TKS regarding reimbursement for internet outages?**

A19: TKS reimbursements are given when there are prolonged outages; outages for a few hours do not qualify for refunds. The November refund was given based on Exchange negotiations with the contractor due to frequent outages over the summer period. In addition to these credits, Stuttgart customers were also given a discount for December. Customers must contact TKS when there is an outage so the information is tracked.

### **Alternative Internet Services**

The Exchange continues to look into different service providers. Starlink is something that is being discussed, but the process of evaluating feasibility is not a quick one due to the need to place satellites on military buildings, along with other military requirements. We continue to elevate issues locally when there are prolonged or frequent outages with our TKS partners.

**Q20: Can a sign be posted in the laundromat when coins are out of the change machine?**

A20: The coins are refilled three times each week. If the machine isn't working properly, we will post a sign at that time.

**Q21: Are there any plans by TKS to lay additional fiber cable in the Kelley Barracks area?**

A21: We installed a redundancy line late last year near Patch Barracks that provides service to the entire military community.

**Other (clinic, garrison)**

**Q22: When will the clinic have COVID booster vaccinations open to all community members, not just TRICARE beneficiaries?**

A22 : The clinic expects having COVID vaccinations open to all community members at our February event, anticipated to be held towards the end of the month. For the initial event, the clinic received a limited number of vaccinations and therefore prioritized TRICARE beneficiaries in accordance with the Department of Defense priorities of care.

**Q23: Can the garrison provide a letter or document that explains TKS internet outages for those working or going to school?**

A23: We will look to provide a letter upon request. Letters can be requested through the PAO mailbox at [USAGStuttgartPAO@army.mil](mailto:USAGStuttgartPAO@army.mil).