

# ROBINSON BARRACKS QUARTERLY COMMUNITY TOWN HALL

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# Quarterly Community Town Hall

## 10 June 2025

### COMMAND TEAM

#### Quality of Life on Robinson

- **QUESTION:** Given how many families the Garrison has living on Robinson, could you help us understand why there appears to be fewer Garrison-funded services, support programs, or events here compared to other bases? We often hear that it's due to limited funding or resources, yet similar resources are consistently available at other locations. What steps are being taken to ensure the quality of life for members on Robinson is equitable with that of other bases?
  - The Garrison is open to hosting various events on Robinson.
  - Decisions to host events or Garrison services are formed by available support infrastructure, parking space, traffic flow, installation population, and demand/participation.
  - The RBZ building formerly belonged to DFMWR and hosted Garrison services. It was given over to the community due to lack of use of those Garrison services.
  - There is a historical precedent for RB events; however, a relatively recent DFMWR-sponsored race had low registered runners.
  - Garrison services are on Panzer because that is where the Garrison is headquartered.
  - There aren't enough Garrison resources to provide the same services at all five installations, often requiring trade-offs.

# Quarterly Community Town Hall

## 10 June 2025

### AAFES

#### Panda Express

- **AAFES will host the grand opening of the Panda Express on Panzer 31 Jul 2025.**

#### TKS Service Issues

- **QUESTION: TKS continues to be expensive and unreliable. Families are continually getting push back on refunds for TKS outage. Is USAG getting accurate reporting of when outages occur and user are impacted? And if no, why not? Why is TKS (what seems like) selecting a few users and providing refunds while ignoring/fighting others? When will USAG Stuttgart coordinate and allow another vendor on base other than TKS?**
  - **RESPONSE:** Wide area outages that are the result of construction, upgrades, updates to the system, etc. TKS will inform us as soon as possible and provide updates. Notification to the community and/or those affected to a wide area outage will include marketing and social media awareness to both garrison PAO and Exchange platforms as well as direct email communication to affected customers.
  - Outages for individual customers are not something we can see in advance. **If an outage occurs, customers need to contact the TKS Service Hotline to create a work order.** Technicians will investigate and work on the case individually as these are case by case situations. If customers don't call-in the outage to the customer hotline, TKS won't be able to go back and see if customer had an outage, has continuing issues, or had new situation at that residence.
  - Refunds are case by case. If the outage is caused by the customer, or is the result of customer-owned equipment, no refund will be offered.
  - **How to contact the TKS Service Hotline:**
    - Phone: +49 631 3522 499
    - Email: [service@tkscable.com](mailto:service@tkscable.com)
    - Web: <https://www.tkscable.com/contact/>

# Quarterly Community Town Hall

## 10 June 2025

### DeCA

#### Robinson Commissary Closure

- **Are there plans for downsizing or closing our local commissary? We depend on this resource for its more affordable prices and American and International goods.**
  - **RESPONSE:** DeCA does not make determinations regarding the establishment or closure of commissaries. January of 2015, the Department of Defense announced European Infrastructure Consolidation (EIC) actions, and based on their EIC study, DoD made the determination to close/consolidate the four commissaries in Stuttgart (Kelley, Patch, Panzer, and Robinson), once the new Panzer commissary is constructed. The construction effort for the Panzer Commissary began in January 2025 and the new store is expected to open in the Spring of 2028.

### DES

#### Robinson Pedestrian Gate

- **QUESTION: Why are the pedestrian gates continually malfunctioning?**
  - **RESPONSE:** The Pedestrian gates have multiple system requirements which can be affected by weather, rough handling, or other variables outside of our control. We check pedestrian gates twice a day. As soon as we identify an issue with a gate, we submit work orders and take steps to inform the community of the outage. This process is not always immediate. There is no funding for a comprehensive system replacement. Pedestrian gates go beyond a “required service” and are considered a nice-to-have feature.

# Quarterly Community Town Hall

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### Military Police Presence/Unsupervised Children

- **REQUEST:** The perception is that the MPs come to Robinson Barracks and sit in the parking lot after doing some checks. However, there has been an uptick in crime, (vandalism, theft, arson etc;).
  - **QUESTION:** Can Robinson Barracks get either more MP presence or more foot patrols/MP presence around base?
  - **RESPONSE:** Yes, the MPs will conduct more foot patrols, they make checks throughout RB and will continue to do so. We need your assistance with immediate reporting when you identify issues or see something you feel is not right.
  - **QUESTION:** Can USAG enforce a curfew for anyone under the age of 18?
  - **RESPONSE:** If you know someone is in violation of a Garrison policy, please report it to the appropriate directorate – Housing / DPW / or the MPs and it will be addressed.
  - **Provide guidance on how/what forcing functions the MPs have to deter crime and what actions housing can take to act as a forcing function?**
  - **RESPONSE:** MPs will respond to all reported incidents. If housing policies are being violated utilize your building coordinator and report to housing as well.
- **REQUEST:** There needs to be more MPs patrolling the base at all times, by car and by foot. Sometimes I see them just sitting in the commissary parking lot instead of patrolling the area like we, as a community, need. There have been issues of children throwing rocks at cars while people are driving; children vandalizing trashcans etc.
  - **RESPONSE:** Please call the MP station immediately, and MPs will respond. Take a picture of the child and share with the MPs when they arrive. This will assist in identifying individuals. If you see something, say something. If you witness an offense, step up and provide written or sworn statements. We need the community's help. It takes the community to address mischievous behavior.

# Quarterly Community Town Hall

## 10 June 2025

- **QUESTION:** There are several young children (kindergarten age and younger) unsupervised walking all around base. Can the MPs pick up these children and take them home? We need more MP presence in the residential area instead of the parking lot at the commissary.
  - **RESPONSE:** When MPs see young unsupervised children, they do their best to address the issues and ensure children are safe. If you are aware of parents willfully leaving their children unsupervised, call the MPs so we may address at the right level.
- **RECOMMENDATION:** RB specifically is having a major issue with a lack of parental supervision, and when MPs are called, they are doing nothing about it. The rules on children need to be tightened up, and MPs need to **ENFORCE** the policies to help create a safe environment.
  - **RESPONSE:** MPs enforce policy violations when they witness the offense or when someone reports the offence. An investigation leads to discovery / proof that a crime was committed. We do our best to maintain a safe and secure environment at all USAG Stuttgart Kaserne.

### Missing Child Protocol

- **QUESTION:** There was a kid that went missing for about three hours before this child was found. What is the base policy for these instances? Checking outgoing cars? Shutting down the pedestrian gate? Is there an alarm that gets sounded to evacuate buildings?
  - **RESPONSE:** Please report any such incidents immediately, MPs will respond and take appropriate action. One thing that would be helpful is if parents would be responsible for their children. Know where and what your children are doing. Don't ever leave children unattended not even for a second.

# Quarterly Community Town Hall

## 10 June 2025

### Dumpster Fires

- **QUESTION:** Will there be further investigation into the fires that were set on Robinson Barracks in the 300s area? Regarding this, will we be allowed to know if an arrest was made?
  - **RESPONSE:** There is an active investigation ongoing, reference the garbage can fires on RB. Generally speaking, we do not inform the community at large about investigation findings. Be assured that appropriate actions will be taken, the Garrison Leadership takes criminal incidents seriously.

### DFMWR

#### Home-Based Businesses

- **QUESTION:** What is going to be done about all the non-registered or approved HBBs in the community (resellers, nails, hair stylists, pet sitters, childcare, auto detailers, bakers, etc)?
  - **RESPONSE:** DFMWR offers HBB training and registration via ACS as well as opportunities to promote HBBs via community events on a regular basis, all designed to assist the registered HBBs within our community. DFMWR does not have the resources nor oversight authority to monitor and control individuals within our community who choose to operate businesses or related activities without Garrison Commander authorization.

### WIFI at RB Gym

- **REQUEST:** With minimal resources here at Robinson Barracks, our community spends our time at the gym. One drawback to it though is the gym WIFI. When will MWR improve the Wi-Fi network to include a broader range of coverage and more reliable connections?
  - **RESPONSE:** RB Fitness Center Wi-Fi is currently offered via the CYS School Age Center downstairs. We understand the challenges related to connectivity and continue to search for solutions that meet resource requirements.

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### RB Zentrum

- **REQUEST:** Our local volunteer force for RBZ is unable to staff consistently. Our community cannot rely on its schedule. Can we establish a USO presence to help the center?
  - **RESPONSE:** The process to establish a USO center begins with a needs assessment at the USO Regional level. There is already a USO on Panzer, so it would be unlikely that a USO would be granted on Robinson in lieu of expanding services in other areas such as Eastern Europe. With its current resources, both financial and personnel, the expansion of USO resources to assist at RBZ would be difficult.

### Childcare

- **QUESTION:** There are several buildings being refurbished and yet none of them are being repurposed for a childcare facility. Robinson has one of the highest family density rates in USAG with no childcare facilities. On top of that, it is not practical or even feasible to go to another base for childcare given our location. Again, this has been addressed in other town halls with no action taken. When will USAG prioritize the families of Robinson Barracks and establish a childcare facility here?
  - **RESPONSE:** RB currently offers a school age Care program with before and after school care beginning in the Fall. RB also offers a Part Day preschool program for 3-5 year olds during the school year. There are no current considerations nor funds available to build additional CYS facilities on RB.
- **QUESTION:** What is the current timeline for all bases to offer hourly childcare for parents who need to attend appointments, meetings and exercise?
  - **RESPONSE:** Limited hourly childcare will open at the Patch CDC Annex later this month. Kelley CDC and Panzer CDC will offer hourly childcare within their programs on a staff / space available basis later this summer. RB will offer limited hourly care beginning next school year. CYS will be posting about hourly care on our Facebook page shortly. You must have a current CYS registration before scheduling hourly care.



# Quarterly Community Town Hall

## 10 June 2025

DHR

### Postal Services

- **QUESTION: We need transparency on the APO closure. What's the plan to address this issue given that it is already a hardship for families PCSing in & out, those with one car, etc?**
  - **RESPONSE:** Due to current manning shortages, we are unable to keep both CMR and Apo open as we only have one person assigned to RB. As we are currently in a hiring freeze, we are unable to hire more people. We have a host nation hiring event scheduled 27 JUN 25, we hope to hire someone to place at RB permanently after this event.
- **QUESTION: The closure of the APO here at Robinson is a basic need that is not being met. As we approach PCS season, can the Postmaster split APO days with Kelley or Panzer so Robinson can have one day a week to ship mail? And does this impact the mail drop off box?**
  - **RESPONSE:** The current manning shortages is affecting all postal operations, including Robinson, Patch, Panzer, And Kelly. We are unable to switch postal clerks around as we don't have enough to go around to other sites. The blue mail drop for letters is still being checked daily and has no effect on the current situation. We are looking at the possibility of having APO services open one day a week but being prepaid only for drop off until we can hire and onboard a new person.

# Quarterly Community Town Hall

## 10 June 2025

### DoDEA

- **QUESTION: Are the schools losing their ETs and SPED assessors? How will this impact a student's ability to be assessed for special education support? Will this impact the resources available to students currently receiving SPED/ 504/ IEP support and/or new students eligible for support?**
  - **RESPONSE:** While there are some structural changes occurring throughout DoDEA, schools are not losing access to essential special education professionals. Instead, DoDEA is strategically enhancing the way services are delivered to better support students and maintain compliance with federal requirements.
  - Speech-Language Pathologists (SLPs) will continue to play a vital role by conducting speech and language assessments, providing direct services, and helping develop Individualized Education Programs (IEPs) as part of the broader special education team.
  - School Psychologists will continue to administer cognitive and behavioral assessments and participate in eligibility and IEP meetings. In fact, their role is being strengthened. DoDEA is lowering the student-to-psychologist ratio from 1:900 to 1:700. This enhancement allows School Psychologists to serve as the primary coordinators for all special education evaluations, utilizing their specialized expertise in cognitive, academic, and behavioral assessments. This change is aimed at improving early intervention and more individualized support for students.
  - Importantly, all special education assessment procedures and timelines will remain in full compliance with federal and DoDEA guidelines, including the Individuals with Disabilities Education Act (IDEA). This ensures that both current and newly identified students eligible for SPED, 504, or IEP services will continue to receive the resources and support they need without interruption.
  - We are committed to delivering high-quality, timely, and individualized support for every student, and we appreciate your continued engagement and concern for the well-being of all learners in our community.
  - **Future Ready DoDEA Press Release:** <https://www.dodea.edu/news/press-releases/dodea-announces-strategic-future-ready-dodea-initiative-strengthen-support>.

# Quarterly Community Town Hall

## 10 June 2025

### DPW

#### Construction

- **QUESTION:** Can the garrison please provide us with better communication and information about the ongoing projects entering the 300s neighborhood. We are blocked in on certain days. This can lead to an emergency issue as we only have one entrance and exit for our area. We are never made aware of projects that may block the road; Our sidewalk, which allows us to walk up to main post, has been taken away.
- **CONCERN:** Respondent is concerned about safety around the construction zones. Blocked roads and unsafe walking conditions due to the construction have been a big problem lately. There is no safe way for folks down the hill in the 300's to get uphill either by walking or in their cars
- **REQUEST:** With all the construction occurring around AFN the 300s are losing safe access to the CMR, RBZ and playgrounds at the top of the hill. Can we get an adequate, safe, accessible and well-lit path in the interim?
  - **RESPONSE:** Construction is not an exact science. Construction, along with water and power outages, can have a huge impact on any community (closures of roads, sidewalks and parking area). We work to provide two weeks' notice of all planned work that would impact the community. This is done via Blocking Missions and/or Outage Requests. Once vetted and signed-off, the info is forwarded to DPTMS and in-turn various Garrison Partner for public notification (e.g. PAO, DES, us DPW...etc.). Noted, this sometimes does not happen according to the planned process, but we are working diligently to meet the notification timeline.

We agree that the walking distances for residents of the 300-area is fairly long. Currently, there are two paved or asphalted walkway paths. One way is to go up the hill at the Duplexes to walk to the ACP and Commissary area. The other path follows up the street towards AFN and then continues through the Housing area towards the Club. Additional lighting is needed (new lighting towards ACP). In that case, we highly recommend a Work Order be submitted to get a project on the Garrison Annual Work Plan.

**\*\*response continues on next page\*\***

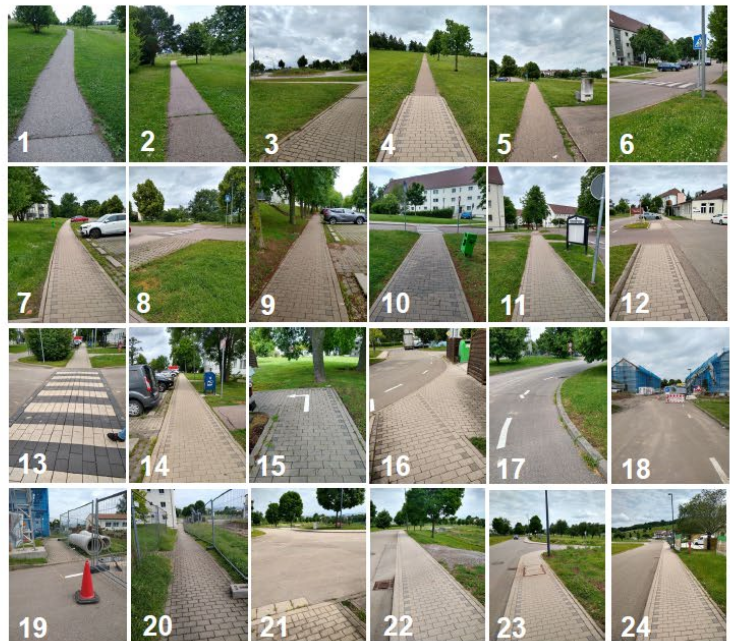
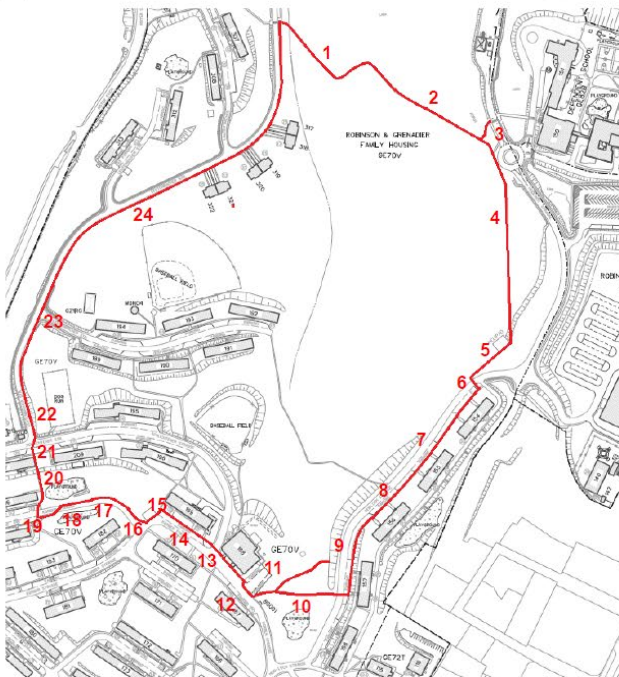
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As for construction safety, our contractors have been made aware to always pay attention to pedestrians and those around the construction sites. We will continue to re-emphasize this topic to them and will also make sure that the construction fences are set up in a way that the public/residents can still use the walkways.



### CUJ Walkway RB Housing to RB School and Club



- Construction for the new elementary school has not yet started (USACE, Jan 2023 – May 2028). We have informed U.S. Army Corps of Engineers of the current overall concerns regarding safety and community impacts. We are finishing up the last part of the sewer upgrade project and estimate a completion date in August 2025), but this final work does not require road closures.
- **REQUEST: Install a sidewalk across 182 building. Kids have to use the street every day.**
  - **RESPONSE:** Sidewalk in front of 182 is currently blocked due to construction. Additional information is necessary in order to assess the intent of an additional sidewalk but there are currently alternate safe walkways in the housing area.

# Quarterly Community Town Hall

## 10 June 2025

- **QUESTION:** There are several buildings being refurbished and yet none of them are being repurposed for a childcare facility. Robinson has one of the highest family density rates in USAG with no childcare facilities. On top of that, it is not practical or even feasible to go to another base for childcare given our location. Again, this has been addressed in other town halls with no action taken. When will USAG prioritize the families of Robinson Barracks and establish a childcare facility here? (also posted in FMWR)
  - **RESPONSE:** We cannot temporarily use an unoccupied housing building waiting on renovation funding for a CDC. CDCs must meet rigorous standards; we would need approval from the Department of the Army to pursue a large project and permanent conversion. As we have a shortage in housing, it is unlikely the Army would approve a conversion request. There is a CDC (but not School Age Center) in building 151, adjacent to the elementary school, and we have a planned project in the Facility Investment Plan to renovate Building 168 into a CDC once RB Zentrum moves to the old commissary space. Currently, there is no avenue to expand services without an operational unit at RB.

### Housing

- **RECOMMENDATION:** Update the Residential Handbook — parental supervision of children should be revised. RB specifically is having a major issue with a lack of parental supervision, and when MPs are called, they are doing nothing about it. The rules on children need to be tightened up, and MPs need to ENFORCE the policies to help create a safe environment
  - **RESPONSE:** We acknowledge the need to update the handbook, however, higher priority taskings and staffing shortages in the housing division are challenges to completing this. In the meantime, DES, Housing, and the Religious Services Office are working to seek community improvement via engagements, such as ice cream socials and a future community board to enforce rules and penalties for children and parents.

# Quarterly Community Town Hall

## 10 June 2025

- **REQUEST:** An outdoor patio area for Bldg. 181. Building was recently renovated but a patio area was not installed like all other buildings have. Occupants in Bldg 181 do not have balconies so we all spend numerous hours outside enjoying the sunshine/grilling. Requesting a patio area on the left side of the building (between Bldg 181 and Alaska Park)
  - **RESPONSE:** We are researching this request. Acknowledge the need and will provide way forward following the townhall.
- **QUESTION:** What can be done regarding the consistent breaking of Garrison rules for pets in on base housing? Robinson Barracks has a horrendous issue of people not leashing their pets and no one seems to care - MPs just drive past dogs off leash without so much as a warning; making it feel like an unsafe environment for people with pets who actually follow the rules. There are also constantly dogs left out on balconies for hours at a time. The handbook says to call MPs when pet rules are being broken but if they already aren't taking action when they see it happening, what use is there in calling it in?
  - **RESPONSE:** This is the correct process for housing residents. Report MP inaction to the housing building program manager via [usag-stuttgart-housing-bldg-pm@army.mil](mailto:usag-stuttgart-housing-bldg-pm@army.mil).
- **CONCERN:** When people PCS out the basement inspections need to be taken more seriously. People are PCSing and leaving heaps of garbage in their unit for the next people to clean up or the building manager to clean up.
  - **RESPONSE:** Housing inspectors verify assigned spaces are cleared, however they cannot determine what items are abandoned in common areas. Resident and Building Coordinator help is needed. Abandoned items can be disposed of. Residents are encouraged to work together to keep common areas clean. The biannual community-wide cleanups are a great opportunity!
- **REQUEST:** Building numbers should be posted on both ends of the buildings, not just one. “ABC” stairwells should be clearly marked visible from the parking area, and they aren’t. Most times you have to go look at people’s mailbox numbers to figure out what stairwell it is.
  - **RESPONSE:** Feedback received for consideration.

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## 10 June 2025

- **REQUEST:** Housing needs to be better about assigning a building manager to each building. My husband and I are the building managers for my building, and I hear majority of buildings don't have a manager. When building-wide issues happen, people have nowhere to turn or have a point of contact.
  - **RESPONSE:** Military Sponsors are assigned Building Coordinator duties in all buildings and replaced as persons PCS. Building Coordinators receive materials to post in their stairwells. If information is missing, or to confirm who a building coordinator is, please email [usag-stuttgart-housing-bldg-pm@army.mil](mailto:usag-stuttgart-housing-bldg-pm@army.mil).

### Maintenance/Groundskeeping

- **QUESTION:** When/will housing send a crew to edge around the pavers between the sidewalks and parking lot? The pavers on Texas Strasse need a great deal of attention. When I placed a work order to have them edged, my work order was cancelled.
  - **RESPONSE:** O&M Centerra and Housing every year work on a schedule to edge and weed whack in the residents parking spots.
- **REQUEST:** Repaint all parking spot assignments
  - **RESPONSE:** Housing/Bldg. Coordinators/Resident would have to submit DMO work request. Housing/Bldg. Coordinators/Resident would have to negotiate when the parking would be free.
- **REQUEST:** Cut back the chestnut trees; they are causing damage to cars.
  - **RESPONSE:** Housing/Bldg. Coordinators/Resident would have to submit DMO work request. Housing/Bldg. Coordinators/Resident would have to negotiate when the parking would be free.



# Quarterly Community Town Hall

## 10 June 2025

- **COMPLAINT:** The contractor cleaning company needs to be cleaning the building EVERY month as well as the additional cleaning duties they have listed on their paper. This is a constant issue for most buildings. I have caught the cleaners coming to my building, signing the log paper and leaving without doing any cleaning. This is unacceptable.
  - **RESPONSE:** Thank you for bringing this to our attention, this is not the level of service we aim to provide, and we understand how frustrating this must be. We have addressed the issue with our cleaning team and are taking immediate steps to ensure it doesn't happen again. If you have any further concerns, please reach out directly to the **COR Mr. Geoffrey Aduongo DSN 596-6267 Cell: +49 172 2761200**. The numbers are also provided on the clean roster, which is on all building notice boards.
- **COMPLAINT:** We need pest control on the outside of buildings to keep the mice from getting into the basement units and leaving feces everywhere.
  - **RESPONSE:** Housing/Bldg. Coordinators/Resident would have to submit DMO work request.
- **QUESTION:** Does housing offer a FREE tool loaning program to residents to help maintain curb appeal of the shared housing area? Specifically, I would love to check out some basic gardening tools (ie. shovel, tiller) to build a small flower garden at the front entrance of our stairwell. It's clear that there was a small garden years before but it has since been abandoned.
  - **RESPONSE:** IC can loan basic gardening tools —brooms, rakes and shovels— for the purpose of clearing leaves and trash, like Spring Clean Up. The tools are not intended to help the residents create their own garden.

### Tennis Courts

- **REQUEST:** Is it possible to get the tennis courts cleaned up and nets repaired (Also posted to FMWR)
  - **RESPONSE:** The courts are scheduled for maintenance every summer. We notified the contractor of the situation, and they will address it immediately. IC has submitted DMO work request to have a new net ordered.



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### Traffic

- **CONCERN:** It is egregious how long it takes to get from the front gate to the bottom of the hill. When appropriately following all speed limits on base, it takes 5-8 minutes depending on pedestrian/vehicle traffic and the almost absurd amount of speed bumps. Another road should be put in from the roundabout down towards the housing at the bottom of the base, it would cut the travel time down immensely and up the quality of life for the members in the 300s (Also posted to DES)
- **QUESTION:** Can anything be done (a construction road was once talked about by the last garrison command) to make life less hectic for civilians and service members alike in this area. The 300s are a huge part of RB; sometimes it feels we have been left to the wayside
  - **RESPONSE:** We have an \$8.5M project for a connector road in the facility investment program (FIP) which is how we ask for centralized Army funding to get larger projects done. The Army has not funded the project, but we continue to prioritize it on our project list requests.

### Robinson Dog Park

- **RECOMMENDATION:** Robinson barracks needs another dog park, or perhaps an expansion of the one we have. There is copious space down by the 300s where I live that could be utilized for a large dog park. This could help curb the bad behavior of people letting their dog run around off leash as they would have a closer option than going all the way up to the tiny dog park which may already be in use.
  - **RESPONSE:** The current dog park location is due to the construction of the new Elementary School and will move back to that area once construction is complete. DPW will look at the 300 area for consideration for a second dog park.

# Quarterly Community Town Hall

## 10 June 2025

### LRC

#### Duty Buses

- **QUESTION:** Can the duty bus staff be trained to service every duty bus stop on RB and not just turn and go to the end of the route when the bus is empty? There could be people waiting at stops to go to the last stop (commissary). I almost got hit by a bus driver along with my 2-year-old because [the bus driver] skipped from the first stop (RB gym to the last stop commissary because they were running behind). I wanted to go to the second stop, which they never even went to. [Driver] fully closed the door in our faces and pulled off as we were standing inches away.
  - **RESPONSE:** The duty bus must follow the route schedule without changes. Regardless of the bus being empty or not, drivers must complete their route.
  - I apologize if the bus driver carelessly almost hit or even came close to hitting anyone. It is little strange how the bus could have hit anyone unless they were out in the street while the bus was moving. Wish no one to be in danger, we all must be very careful and act responsibly when walking in front of buses or cars.
  - Bus drivers normally do not skip a bus stop unless they see no one standing or waiting and if they are running behind on the schedule. They should stop and wait the required amount of time. We recommend continuing to use the ICE website and if possible, write down the license tag of the bus so we can counsel the driver.
  - Regarding the drivers driving off, I am not sure why the bus driver would drive off without opening the door, unless you were trying to go through the back door, and they didn't see you. We will train the drivers to wait as required at each bus stop.
  - The hold our bus drivers accountable, we monitor all ICE Comments, and we counsel our bus drivers monthly.

# Quarterly Community Town Hall

## 10 June 2025

- **QUESTION:** With PCS approaching and single car families, we rely heavily on the duty bus stopping at the agreed upon stops, regardless of which base. However, this has not been the case. How is USAG Stuttgart holding the bus drivers and the LRC accountable and ensuring their obligations are met? And if there is not a metric for this, how will it be monitored going forward.
  - **RESPONSE:** Please understand, we have discussed this on many occasions; shuttle bus service is for official business for Soldiers, and DOD Civilians. Shuttle bus service was not designed to support family members traveling from installation to installation. Shuttle service was not designed to support students/school age children traveling to and from school. This has caused day-to-day conflicts with Soldiers/DOD Civilians who normally give up their seats to students and complain afterwards.
  - LRC Stuttgart is holding the bus drivers accountable; we conduct monthly counseling. We are committed to conducting extra counseling to bus drivers who receive complaints about their driving. We collect monthly internal metrics that we report to our higher command only. These reports are for internal use only and are not for public release.
- **QUESTION:** With the school being drastically behind schedule, can the focus be on the secondary route to the 300s first? And if so, when can we expect this? (Also posted to DoDEA)
  - **RESPONSE:** No, we will not alter or change any shuttle bus service for students/school age children. The duty bus is for service members and civilian employees. All Stuttgart schools have a liaison representative to support the change of the school buses. Students must request that support from the school. Currently, we are receiving many ICE complaints about student travel as they are taking over most of the seats intended for authorized personnel (service members/DOD Civilians). We are bound by the regulations to support service members and DOD Civilians first. Everyone else is space available.
  - Our shuttle service is not contracted. DoDEA contracts their buses separately. DoDEA's bus company has personnel who can accommodate changes to the schedule in support of the students.

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## 10 June 2025

- We recommend any requests for changes in bus schedules for student travel be directed to DoDEA.