

QUARTERLY COMMUNITY TOWN HALL

Kelley Barracks • 11 March 2025

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AAFES

- **QUESTION: What is happening with Panda Express and the old Seine?**
 - Response: Received the 100% design plans from the contractor last week, currently awaiting approval of the 4283 — a Facilities Engineering Work Request. [Any major work to be done on the installation needs to go through an approval process through DPW, Safety, and Fire Department.] Once approved, construction will begin. Panda is already hiring. As of right now, we anticipate a late summer opening.
 - A new food business for the former Seine space has been identified and is currently in the contracting process.
- **STATEMENT: During heightened FP conditions, the only food options left open on Patch are Taco Bell and the Express? Everything else, including the Kantine, is contracted to German companies and the food trucks can't come on base.**
 - Response: Among many other measures, FP conditions limit installation access to persons with the appropriate level. The majority of our contracted business partners have access only up to FPCCON Bravo so therefore those business can't operate during elevated FP conditions.

DES

- **QUESTION: Why is the second lane to the back gate at Patch still not working?**
 - RESPONSE: The K&K gate drop arm, which is intended for commercial vehicles and not personally owned vehicles, is currently inoperative due to a hit-and-run incident. The resulting damage has incurred unexpected costs that will require the submission of a UFR for coverage. We are in communication with USACE to obtain an updated quote necessary for the UFR submission. However, please be advised that we anticipate not being able to proceed with the repair until the end of the fiscal year, as we do not have current funding allocated for the replacement of the required equipment.
- **STATEMENT: The parking lot that is along the sidewalk near patch gym is a danger for everyone! Kids walk there all the time and cars backup on the sidewalk!!! (Also directed to DPW)**
 - RESPONSE: Residents should notify MPs immediately if they observe parking or driving violations that cause a danger to pedestrian or vehicular traffic. MPs will respond to evaluate the situation and take appropriate actions. Residents should also notify MPs for routine parking violations. MPs can provide additional patrols in those areas to serve as a deterrent and issue citations as appropriate.
- **QUESTION: The pedestrian gate has been malfunctioning frequently. I would appreciate information on the efforts being made to resolve this issue and whether there are any plans to consider a comprehensive system replacement instead of just minor repairs.**
 - 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 all pedestrian gates twice a day, and when a gate is identified as non-operational, we submit work orders for repairs and notify public affairs to inform the community. We do our best to keep the community informed when an ESPG is not operational and submit request for repairs as soon as we identify an outage. Please understand this 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.

- **QUESTION: What improvements can be made to current protocols to reduce the consistency at which theft and vandalism of personal property occurs in on post housing? Locking up items and filing a report are not discouraging frequency or yielding desirable results.**
 - RESPONSE: The first and most important step is for residents is to notify the Military Police Desk for any instances of theft or vandalism. Reporting is the first step for investigating individual crimes, recovering stolen property, repairing damaged property, and identifying crime trends for appropriate response. When specific crime trends are identified by police, additional measures such as directed patrols have been successfully implemented to develop investigative leads, identify suspects, and to deter crime.
 - For protection against theft, one best practice is the “lock it, hide it, keep it” strategy. The idea is for residents to ensure that their vehicles are locked and that any unattended valuable items are hidden out of sight. This strategy can also apply to other personal items such as bicycles, scooters, and skateboards; residents should ensure that unattended items are locked, secured, or otherwise placed out of public view when not in use. For additional protection and to possibly aid in the recovery of stolen items, owners can mark their items with a permanent identifier such as their initials or last name. Do not use Personal Identifiable Information such as social security numbers, driver license numbers, or DOD ID numbers.
 - Concerning vandalism, it is important for MPs to be notified so that they can advise DPW to initiate the cleanup process. The rapid reporting of vandalism can assist MPs in developing investigative leads and the prompt removal of graffiti can serve as a deterrent against additional vandalism crimes

DHR

- **QUESTION: Is there an update to the postal address change from CMR to PSC?**
 - RESPONSE: CMRs will officially change over to PSCs on 26 September. Presently, using “PSC” on a package instead of “CMR” will still allow the package to be shipped. Some companies like Amazon have already started using “PSC” on their packages so either can be used. Packages will be processed in the same manner for both.
- **QUESTION: Retirees should be allowed to shop everywhere on Base w/o having to be in country for 30 days first. What kind of influence do we have to change the SOFA agreement in the case?**
 - RESPONSE: For now, there is no movement on changing the SOFA agreement. If a retiree wants to gain access to the Exchange or Commissary, they must apply through the U.S. Customs Office for a “pink” card which allows them to access the Exchange or Commissary. Once issued a pink card, they must document all their purchases made at the Exchange or Commissary and present that information to the German Customs Office monthly. Please consult the U.S. Customs Office on Panzer Kaserne Building 2913 for further information.

DHR/RMO

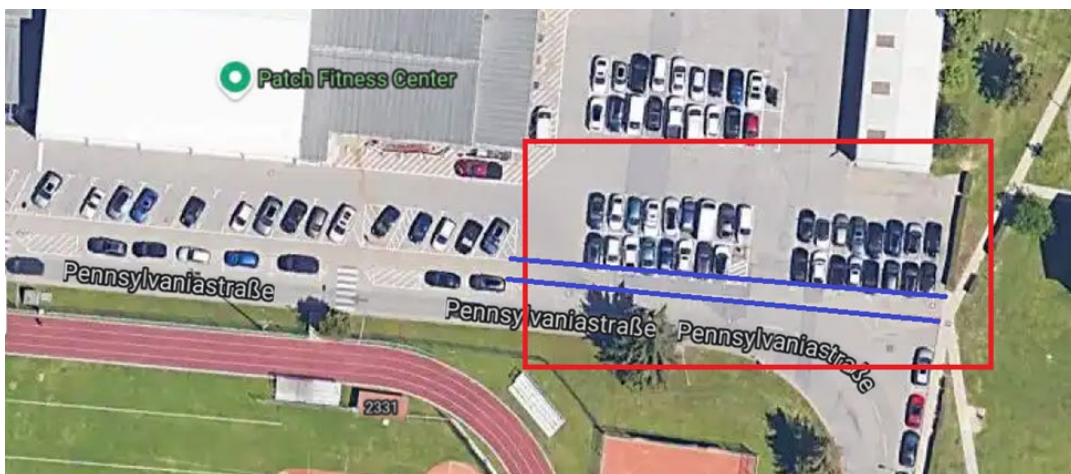
- **QUESTION: If folks are stranded in Germany beyond the end of their employment agreement due to leadership's inability or unwillingness to uphold their end of our transportation agreements, what steps are the Garrison officials taking to ensure that either representatives are appointed to handle the later shipment or distribution of employees household goods; or emergency SOFA visa extensions are issued — even for folks at the end of a seven-year stint — so that employees and dependents aren't suddenly in the EU illegally?**
 - RESPONSE:
 - There is no emergency SOFA status. If departing government employment in Germany, your SOFA status ends for you and your dependents. You no longer have SOFA privileges for shopping at the Exchange or Commissary. You must turn in your ID card with those privileges. Retirees can gain access to the U.S. bases with a valid retiree ID card. You must also have your official passport nullified prior to departure. At that point, if you have a blue tourist passport, you can remain in country for 90 days as a tourist and you are not “suddenly in the EU illegally.”
 - Please note when you depart Europe, you must present your nullified official passport (documenting your entry into Europe) and your tourist passport which allowed you to remain in country for 90 days. If you do not present your nullified official passport, you can be charged up to 100 euros per day beyond the end of your SOFA status.

DoDEA

- **QUESTION: At the special town hall meeting, community members had the opportunity to submit questions to Ms. Elizabeth Fales, the DoDEA District Superintendent. During the meeting, questions were collected in written form, transcribed and were then passed on to DoDEA. When is it expected that replies to those written questions will be communicated with participants and the community?**
 - RESPONSE: Responses to individual participants who asked questions during the townhall through garrison's question submission process have already received responses to their specific questions.

DPW

- **STATEMENT: (From 19 Feb Town Hall) Please make the sidewalks which lead to the schools more ADA friendly and safer, specifically the sidewalk that leads by the gym, past the new CDC, past the health clinic (that side of base).**
 - **RESPONSE:** American Disabilities Act (ADA) requirements for sidewalks are a minimum width of 36 inches, a maximum slope of 5%, a crossing slope of 2%, and the surface must have good traction and be free of tripping hazards. From our understanding, the main sidewalk this community member brought up from the Patch Gym to the health clinic is 40 inches wide at a minimum, does not have any inclines close to the 5% max slope, and has good traction with a few spots that need crack repair, and all crossings, except for one, has the 2% slope.
- **STATEMENT: The parking lot that is along the sidewalk near patch gym is a danger for everyone! Kids walk there all the time and cars backup on the sidewalk!!!**
 - **RESPONSE:** The parking lot the community member has an issue with is within the red square below. The sidewalk is in between the blue lines. The issue is how the parking lot itself is set up. To park here, drivers must enter via the “sidewalk”. If we were to remove the spaces that have to use the sidewalk, we would lose 16 spaces on a base that is already short on parking. We will work with DPW Engineering to see if we can redesign the parking spaces in this section of the parking lot. Safety and DES will be consulted if any near misses have been reported here or if any injuries have occurred because of this set up.



- **What is being done to address the lack of parking on base? (Patch and Kelley). Parking on Patch is a nightmare. Even Kelley parking is hard when all schools are in session and there's a conference.**
 - RESPONSE: Parking across all Bases is being reviewed to ensure adherence to the Garrison Instruction. Area Development Plans are being requested for funding to provide updates which will tackle long term actions to correct and short/mid term actions to mitigate.
- **QUESTION: What is the specific plan and timeline for the needed structural repairs in Building 3402 on Kelley?**
 - RESPONSE: Stairwell Housing 3400 Series are currently working through the design phase to tackle all needed repairs and renovations over the next year.
- **QUESTION: What is the process for making claims for mold damage to personal property? Flooding and moisture (attempts to mitigate with dehumidifiers have been woefully inadequate) have resulted in extensive damage to several families' property in the 3400 series.**
 - RESPONSE: The process for claims is provided in the attached "Personal Property Claims Fact Sheet" provided to customers when concerns are reported. DPW continues to respond to issues reported for moisture intrusion. A design is currently underway which will provide for future construction efforts of their repairs and renovation.
- **QUESTION: Is there a mechanism for non-Army families to make a mold damage claim?**
 - RESPONSE: Yes. See above and attached document.
- **QUESTION: I've noticed a significant amount of debris left around the residences, which makes it difficult to distinguish between abandoned items and residents' belongings. I believe addressing this issue would greatly enhance the overall appearance of our community. What can be done to address this issue?**
 - RESPONSE: We appreciate resident help here by contacting housing regarding abandoned items or bringing them to the trash island for disposal. The annual Spring Clean Up will take place soon. Once dates are confirmed, information will be shared across the garrison. This is a great opportunity to tidy up our housing areas as well as the entire garrison!

- **STATEMENT:** The process in which maintenance work orders are prioritized is woefully inadequate. It shouldn't take 1-4 months to process something as simple as window screens. It takes weeks if not months to hear anything back. I just had maintenance show up to measure my counters to fix something that was put in over a month ago. The problem hasn't even been resolved yet and it will still be at least another two weeks till it's completed.
 - **RESPONSE:** Response: You are correct. Some things take longer due parts on back order and competing with higher priority work orders. Please contact the housing building program manager when things take longer than expected so we can help to move things along with the base maintenance contractor. Contact information is listed in the Stuttgart App.
- **QUESTION:** I have encountered health issues with my dogs since moving here in August, specifically instances of giardia. It would be beneficial to discuss what measures can be implemented to encourage pet owners to clean up after their dogs, thereby helping to minimize the spread of diseases. I am concerned that the current situation, especially in the dog park, which I refuse to take my dogs to because of the unsanitary conditions of the park but it's a base wide epidemic-poses a risk to our pets' health. The costs associated with testing my dogs for diseases have become a financial strain, and I would welcome any efforts to address this ongoing issue.

Would it be feasible to consider enforcement measures, such as issuing citations for non-compliance? Or a fecal test system with registering animals on base?

- **RESPONSE:** Catching bad actors is reliant on those that report issues. If you see something, please say something. The best deterrence is often peer feedback. We understand this is an ongoing issue and continue to ask residents to adhere to responsible pet ownership. We will take your suggestion for testing to the on-post vet clinic.

MEDICAL

- **STATEMENT:** There needs to be more therapists, psychologists and psychiatrist available to these kids. What's happening at the middle school here is dangerous in many levels. The middle schoolers have a rush of hormones coming at them, parents deployed, living in another country and are expected to be emotionally healthy with one therapist at the school who is so full she can't even get to any kid regularly enough to make a difference. These kids and parents need access to therapy on how to raise kids in the military at this age and for kids to cope with every feeling x 100.
 - Response: We acknowledge the importance of readily-available behavioral health care for the school-aged population—it is a difficult time for children going through biological and emotional struggles. The Stuttgart community is authorized six school-aged behavioral health provider positions, including three embedded school based behavioral health providers (SBBHs) There is one SBBH at each Elementary, Middle, and High School.
 - Due to several hiring impediments including the DoDs hiring freeze, the clinic currently has three of six positions filled (including two of three authorized SBBH positions). We acknowledge the strain this has placed on Ms. Cooke, the Middle School's sole SBBH provider.
 - The clinic has assertively pursued hiring actions to backfill these vacancies, and we anticipate the arrival of a Child and Family Behavioral Health contract provider in the next 1-2 months. This will bring us up to four of six positions filled and will relieve workload that Ms. Cooke has carried on her own.
 - Notably, hiring actions for two additional positions were well underway when the recent DoD hiring freeze was imposed, which, as a result, may impact our 19 May onboarding of a Child Psychologist and the completion of our vacant Elementary School SBBH provider hiring action.
 - In the face of the ongoing hiring freeze, we are actively advocating for our two school-aged behavioral health hiring actions to be exempted from the DoD hiring freeze, and we are working with network managers to assess and request the expansion of pediatric behavioral health capacity and access in the host nation referral network. We acknowledge the hardship these delayed hiring actions have caused and assure you will do everything in our power to restore behavioral health access for you and your loved ones.”

PAO

- **QUESTION: When can we expect further guidance regarding the “Identity months dead at DoD” 31JAN25, especially in light of the differing optics around the approval of cultural events, with some being supported by official resources while others are cancelled?**
 - In implementing President Trump’s Executive Order 14151 (“Ending Radical and Wasteful Government DEI Programs and Preferencing,” 20 Jan. 25), Secretary Hegseth prohibited Military Departments and DoD Components from using “official resources, to include man-hours, to host celebrations or events related to cultural awareness months.” That guidance excluded official DoD participation in observances and events whose primary purpose is to celebrate a single group (based on immutable characteristics) to the express exclusion of others, which divides our force rather than uniting it.
 - This guidance does not prohibit use of Department resources to participate in events which do not relate to cultural observance months and which do not exclude members of the Force based on immutable characteristics. DoD Components retain the ability to participate in events that promote camaraderie and outreach events focused on minority groups where that participation directly supports DoD’s mission.
 - For further clarity, this guidance is not intended to prohibit, or otherwise alter the Department’s existing guidance on, the use of DoD resources to participate in -
 - Holiday celebrations that build camaraderie and esprit de corps;
 - Outreach events (e.g., recruiting engagements with all-male/ all-female or minority-serving academic institutions) where doing so directly supports DoD’s mission; and
 - Recognition of historical events and notable figures where such recognition informs strategic thinking, reinforces our unity, and promotes meritocracy and accountability.

- In all cases, leaders must remain faithful stewards of DoD resources. Leaders should always open any such events to all members of their organizations and consider making attendance optional rather than mandatory. The fact that an event is not expressly prohibited by the Secretary's guidance does not, in itself, indicate that supporting the event is the best use of DoD resources. In all cases, leaders should take an active role in the preparation, advertisement, and execution of events to ensure the promotion of meritocracy, camaraderie and esprit de corps.
- The Secretary's cultural observance guidance does not prohibit the use of DoD resources to participate in many events, including the non-exhaustive list below:
 - Martin Luther King, Jr. Day: This federal holiday celebrates the life and accomplishments of Dr. Martin Luther King Jr. and does not highlight the immutable characteristics of one group at the exclusion of others.
 - St. Patrick's Day: This holiday commemorating the actions of a historical figure does not highlight the immutable characteristics of one group at the exclusion of others. Celebrating this holiday appropriately may serve to build camaraderie and esprit de corps.
 - Valentine's Day: This holiday with religious origins and broad modern-day secular observance is inclusive of all regardless of immutable characteristics and celebrates love and friendship, which are essential elements of strong relationships and resilient military families.
 - Eid al-Fitr: This religious holiday does not exclude based on immutable characteristics, and organizing an event in connection with Eid al-Fitr is permissible.
 - Passover: This religious holiday does not exclude based on immutable characteristics, and organizing an event in connection with Passover is permissible.
 - Easter: This religious holiday, which has taken on secular connotations, does not exclude based on immutable characteristics, and organizing an event in connection with Easter is permissible.