USAG Stuttgart Quarterly Community Townhall

In-Person Questions

Panzer Kaserne

November 2026

Q: What is going on with the Robinson Post Office, is it closing?

A: Service members from Combatant Commands have stepped up to fill the gap in civilian personnel that has been created by the hiring freeze. They are currently supporting postal operations on Robinson and have prevented the location's closure. This may change in the future but we will keep the community informed of any changes.

Q: Is it possible to get Amazon Drop Boxes at the front gate of our installations, much like they do at other bases in Germany?

A: We will look into this. However, if the boxes are off post it may not be something we can control as it may be Amazon that arranges to have them there.

Q: When emergency repairs are requested, like the hot water and heating at Panzer housing recently, there is little communication on the back end confirming completion and offering a timeline. Why is that?

A: Housing will work with their counterparts in DPW to encourage My Army Post App updates for situations like this in the future.

Q: The rowing machines at Robinson need a firmware update. This has prevented personnel from being able to link the machine to the app on their phone. When will this be fixed?

A: MWR will look into this.

Q: Considering the renovations and remodels being done on Robinson Barracks, has DECA considered that the commissary there will serve more people in the future and that the closure may have been decided with incorrect information?

A: The information used was from several years ago when the population of Robinson was even larger than it is now. However, memorandums have been signed by leaders from across the footprint and have been sent to HQDA. While we await their response, our official stance is that we also think the commissary should stay open, but we have no control over that. We will continue advocating for our community.

Q: I live in Panzer Housing due to the mandatory on-post housing policy and there is a reoccurring problem with unsupervised children causing property damage in the community. When I report this to Housing, I'm told to contact the MPs. The MPs tell me to contact Housing. In the past, I've taken the time to call the MPs and file a report but did not receive follow-up. How can I get this problem addressed?

A: The behavior of minors is the responsibility of their parents and can often be corrected at the local level by connecting with others in neighborhood, street or building groups/chats. When behavior escalates, our recommendation is to call the MPs so that the behavior can be documented. Housing does have a three strikes rule for frequent violations but without this paper trail it is difficult to enforce, particularly on minors whose information is not as known by Housing. In the future, Housing and DES will work on better coordination by having a weekly touch base on issues that affect both directorates.